This guide is part of the Unified Messaging voice mail series for University staff. For help getting started with voice mail, see our guide to setting up voice mail for the first time.

Outlook Voice Access provides two types of greetings that are played when a call is answered by voice mail:
− The **Personal greeting** is played if you are **in the office**.
− The **Out of Office greeting** is played if your **Out of office status** is turned on.
By default if you have not recorded your name or any greetings, callers will hear “Surname Firstname is unable to take your call” or “Surname Firstname is away” in the system synthesised voice.

**Change your voice mail greetings**

You can:
− Record your **name** in your own voice to be played to anyone leaving a message for you.
− Record a **personal greeting** that is played to callers.
− Record a different greeting which will be played when your **status** is **Out of office**.

**Record your own name**

We highly recommend that you record your name yourself. It is used every time you call into Outlook Voice Access and it is also used as part of the default greetings.

1. From your telephone access your voice mail via **4444**
2. From the main menu:
   − If using the **Voice Interface**: Say **Personal Options**
   − If using the **Touchtone Interface**: Press **6**
3. Press **2** to record **Greetings** – including your **Name**.
   − To record your **Name**, press **3**.
4. Press **1** to begin recording your greeting.
5. Record your **Name** and press **#** when finished.
6. Your **Name** will be replayed.
7. After your **Name** is replayed:
   − Press **1** to **Accept**.
   − Press **2** to **Re-record**.
   − Press * to **Cancel** and use the default pronunciation provided by Outlook Voice Access.
8. Once you accept your recording, press **** to return to the main menu.
Record a personal greeting

When callers are diverted to voicemail your personal greeting will be played.
1. Access your voice mail.
2. From the main menu:
   - If using the Voice Interface: Say Personal Options
     (from this point you will then need to use the touchtone interface to continue).
   - If using the Touchtone Interface: Press 6
3. Press 2 to record your Greetings.
   - Press 1 to select Record your Personal Greeting.
4. Press 1 to begin recording your greeting.
5. Record your Personal Greeting and press # when finished.
6. Your Personal Greeting will be replayed.
7. After your Personal Greeting is replayed:
   - Press 1 to Accept.
   - Press 2 to Re-record.
   - Press * to Cancel and use the Out of Office Greeting provided by Outlook Voice Access.
8. Once you accept your recording, press ** to return to the main menu.

Record an Out of Office greeting

When your status is “out of office”, your Out of Office greeting will be played.
1. Access your voice mail.
2. From the main menu:
   - If using the Voice Interface: Say Personal Options
     (from this point you will then need to use the touchtone interface to continue).
   - If using the Touchtone Interface: Press 6
3. Press 2 to record your Greetings.
   - Press 2 to select record your Out of Office Message.
4. Press 1 to begin recording your greeting.
5. Record your Out of Office greeting and press # when finished.
6. Your Out of Office greeting will be replayed.
7. After your Out of Office greeting is replayed:
   - Press 1 to Accept.
   - Press 2 to Re-record.
   - Press * to Cancel and use the Out of Office Greeting provided by Outlook Voice Access.
8. Once you accept your recording, press ** to return to the main menu.
Turn ON your out of office greeting/email reply by telephone

1. Access your voice mail.
2. From the main menu:
   - If using the **Voice Interface**: Say **Personal Options**
   - If using the **Touchtone Interface**: Press 6
3. Press 1 to turn on your **Out of Office greeting**.
   If you have already recorded an Out of Office greeting, then your greeting will play. If you have not already recorded an Out of Office greeting, then press 1 to record one now:
   - Press 1 to **Accept**.
   - 2 to **Re-record**.
   - 3 to **Delete** and use the Outlook Voice Access standard greeting.
4. If you do not already have your Out of Office automatic email replies switched on, you will be asked if you wish to also start sending Out of Office email replies:
   - Press 1 to turn it **on**.
   - Press * if you want to leave it off and return to the **Personal Options** menu.

Turn OFF your out of office greeting/email reply by telephone

1. Access your voice mail.
2. From the main menu:
   - If using the **Voice Interface**: Say **Personal Options**
   - If using the **Touchtone Interface**: Press 6
3. Press 1 to turn off your **Out of Office greeting**.
   If you also have your Out of Office automatic email replies turned on, you will be asked if you want to turn this off as well. If you do not have your email Out of Office reply turned on, then you will return to the Personal Options menu.
4. If Out of Office email reply is on,
   - Press 1 to turn it **off**.
   - Press * if you want to leave it on and return to the **Personal Options** menu.
   - Your standard Personal Greeting will now be played to callers.

If you have chosen to divert all your calls, you must also cancel diverting all calls to return your telephone to its original state.