

## Recording a Primary or Alternate mailbox greeting

Only a Primary mailbox greeting is necessary, but you can record an Alternate mailbox greeting for times when you are out of the office, such as vacations. If you do not record any mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox.

If you record both Primary and Alternate mailbox greetings, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting automatically plays. For information on how to choose a greeting, refer to [“Choosing a Primary or Alternate mailbox greeting” on page 32](#)”.

### To record a Primary or Alternate mailbox greeting

- 1 Press **[\*] 9 [8] 1**.  
Follow the voice prompts or the display button options to open your mailbox.

- 2 If you use the CallPilot interface:
  - Press **[8] 2** to open the Greetings Options menu
  - Go to step 3

If you use the Norstar Voice Mail interface:

- Press **ADMIN** or **[8]**
- Press **GREET** or **[2]**
- Go to step 3

```
Greeting options
REC  CHOOSE  CFWD
```

- 3 Press **REC** or **[1]**.

```
Greeting:
PRIME  ALT  PERS
```

- 4 Press **PRIME** or **[1]** to record the Primary greeting or press **ALT** or **[2]** to record the Alternate greeting. If you are changing a greeting, the current greeting starts to play.

```
Not recorded
```

- 5 If this is the first time you are recording a greeting, this display appears briefly.

```
Record now?
YES  NO  QUIT
```

- 6 Press **YES** or **[1]** and record your greeting at the tone.

```
Record greeting:
RETRY  OK
```

- 7 Press **OK** or **#** to end the recording.

```
Accept greeting?
RETRY  PLAY  OK
```

- 8 Press **OK** or **#** to accept the recording or press **PLAY** or **[1]** to listen to the greeting or press **RETRY** or **[2]** to rerecord the greeting.

- 9 Press **[\*]** to end the session.

## Choosing a Primary or Alternate mailbox greeting

If you record a Primary and an Alternate mailbox greeting, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting plays automatically.

If you choose the Alternate mailbox greeting, you must set whether the mailbox accepts messages. If you choose Yes your mailbox receives messages in the normal way.

If you choose No:

- Messages cannot be left in the mailbox.
- The Alternate mailbox greeting takes precedence over all other greetings.
- If a caller presses a button to fast forward the message, they hear a voice prompt that says this is a special greeting.
- If a caller presses a button to send a fax, the fax goes to the General Delivery Mailbox, not your personal mailbox.

If you choose the Alternate mailbox greeting, remember to change back to the Primary mailbox greeting at the appropriate time.

### To choose a Primary or Alternate mailbox greeting

- 1 Press **[\*] 9 8 1**.

Follow the voice prompts or the display button options on your telephone to open your mailbox.

- 2 If you use the CallPilot interface:

- Press **[8] [2]** to open the Greetings Options menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press **ADMIN** or **[8]**
- Press **GREET** or **[2]**
- Go to step 3

Greeting options  
REC CHOOSE CFWD

- 3 Press **CHOOSE** or **[2]** to select a greeting.

Use greeting:  
PRIME ALT QUIT

- 4 Press **PRIME** or **[1]** to select the Primary mailbox greeting and go to step 6  
or  
press **ALT** or **[2]** to select the Alternate mailbox greeting and go to step 5.

Accept msgs:Y  
CHNG OK

- 5 If you choose the Alternate mailbox greeting, you are asked whether the mailbox can accept messages. Press **CHNG** or **1** to toggle from yes to no or press **OK** or **#** to accept.
- 6 Press **[End Call]** to end the session.



**Note:** If you choose a greeting that is not yet recorded, you are transferred back to the Greeting Options menu to record the greeting.

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