
Changing Greetings within a Voice Mail Box – Nortel

This document will assist the user in recording their Name in the Company Directory and Personal greetings. This is useful for when a person leaves the company and new person takes over their Extension and thus their Voice Mail Box.

Note: If you have a 8 button phone the voice Mail prompts are audible immediately after logging in to VM. If you have a 10, 16 or 24 button Telephone there are shortcut buttons at the bottom of the display and the audible instructions are delayed by a few seconds. These instructions are based on the Audible instructions

If you are a new employee and the password to your Voice Mail box has been reset then your initial password will be **0000**, otherwise login with the previous user's password.

Once you have logged in to the Mailbox **press 8** for Mailbox Administration.

Press 1 to record you First and Last name in the Company Directory. Record just your first and last name only. When done saying your name **press the #** key to stop the recording. Follow the prompts to save.

Press 2 to Record a personal greeting or setup or cancel call forwarding.

Press 1 to record a greeting

Press 1 to record your Primary greeting

Press # when you are done recording your Personal Greeting.

These 2 greetings need to be completed for every Mailbox.

The Company Directory Greeting is heard when Someone searches for your name from the Auto Attendant or an internal call from another employee. If you are taking over a mailbox from a previous user and this recording has not been changed then they will hear the old employees Name.

The Primary greeting is the greeting that is heard from outside callers. If this greeting has not been recorded then the caller hears the Name recorded in the Company Directory.