

Cisco IP Phone 8851

Recording Alternative Greetings

Introduction

You may set up alternative voicemail greetings to be used when the standard greeting is not appropriate. For example, you may set up a greeting for when your phone is busy, a separate greeting for when you are on vacation, on an extended leave, and yet another greeting when the university is closed for the holiday. There are six alternative greetings you may set up including the standard greeting. This self-help document will show you how to set up alternative greetings via the phone.

Recording Alternative Greetings via the Phone

1. Pick up your handset or press the **Speaker** button for hands free.



Figure 1

2. Press the **Messages** button
3. When prompted, enter your PIN followed by #.
4. Press **8** for set-up options and then press **4** to change a greeting.
5. To edit other greetings, press **3**.
6. Depending on which greeting you wish to record, type the corresponding number on the keypad from column 4 in the table below:

Greeting	Description	Overrides	Press on Keypad
Standard	Play during business hours which is 7:30 a.m. to 6:00 p.m.		1
Closed	Enable if you want a special greeting to play during nonbusiness hours.	Standard	2
Alternate	Enable when you will be out of the office during a specific time period (such as vacation). Suggested greeting: "I will be out of the office until <date>."	All other greetings	3
Busy	Enable to indicate when you are on the phone. Suggested greeting: "I am currently on another line, please leave a message."	Standard, Closed, Internal	4
Internal	Enable to provide information that coworkers need to know. *Plays only to callers within your organization when you do not answer your phone.	Standard, Off Hours	5
Holiday	Enable to play a special greeting during the holidays.	Standard	6

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7. After making your greeting selection, press **1** to record the greeting.
8. Begin recording at the tone. Please refer to commands below for help after recording the greeting:
 - # - when you have finished recording
 - 1 - To re-record
 - 2 - To use the system greeting
 - 3 - To turn on the alternate greeting
 - * - To exit
9. Press * again to exit or you may just hang up.