



TOWN OF OLD SAYBROOK
Information Technology

Voicemail: Extended Greetings

Phone Tips

For Voicemail users, the default initial setup answers callers with a robot voice and the audio of the name you provided when initially setting up your voicemail. Although the robot lady's voice is reasonably pleasant, you may want to leave a more personal (and extended) message for people who call.

The system allows you to enter separate greetings for "Busy" and "No Answer". These extended greetings can be up to two minutes long if necessary.

To set up and turn on the extended greetings...

1. Hit the **Voicemail Button** (envelope) to start up voicemail.
2. Enter your voicemail **PIN**, followed by the # sign.
3. Keypad, **1** to "To access your voice mailbox".
4. Keypad, **2** to "To change your mailbox busy greeting".
or
Keypad, **3** to "To change your mailbox no answer greeting".
5. Once in "change greetings" mode you have options to...
 - 1 – Record a new greeting.
 - 2 – Play the current greeting.
 - 3 – Revert to the standard robot greeting.
6. You should set up greetings for both "Busy" and "No Answer".

If you have difficulty working through these instructions please reply to this email or call the IT Department (ext. 5000) for assistance.

