When you first dialed into your voice mailbox a tutorial prompted you to set-up your mailbox. At that time you were asked to make two recordings. The first was your name and the second was your greeting. Each of these recordings has specific purposes and is used in different ways. In this Tip of the Week I will try to demystify these recordings, explain their functions and share the options available to you for their use.

Your Name Recording:
This is usually a short recording in which you state your first and last name and perhaps your extension. For example, my Name recording is, “Keith Harris 7026.” This recording has different uses. First, when I leave a message for another mailbox this recording will play just before the recipient listens to my message. It is also played when addressing a message you are sending while logged into voice mail. Finally, it can be used as a part of your overall greeting when callers reach your mailbox. If you chose to have your Name played when callers reach your mailbox the Name recording will always precede the Greeting recording. In my case, when callers reach my mailbox they hear, “Keith Harris 7026” “Please leave your name and number and I will return your call.”

Your Greeting Recording:
The Greeting is normally played when callers reach your mailbox. Your Greeting is where you might state that you are unavailable to take a call and ask the caller to leave a message. In the example above it is the “Please leave your name…” portion.
You can set-up your voice mail to select what callers hear when they reach your mailbox. The selections are: Your Greeting only, your Name only, or your Name and your Greeting together.
If you choose to play only your Greeting for callers you might want the Greeting recording to say something like, “Hi, this is [your name here]. I cannot answer my phone at the moment so please leave a message and I will return your call.”

Using Your Name and Greeting with the Status Option
Another option you can set for the message callers hear when they reach your mailbox is your Status. When your Status is included callers will hear a system prompt that communicates the Status in between your Name recording and your Greeting recording. Depending on the Status you have selected the caller will hear that you are “Unavailable,” “Out of the Office,” “On Vacation,” etc. Many of the Status Options will also allow you to select an “Until” that will also be played for callers. I find the Status option much easier to set and manage than the Alternate Greeting in the old voice mail system.

Putting It All Together:
I will be on vacation next week and will set-up my voicemail to use my Name and Status with my Greeting. When callers reach my mailbox they will hear my Name recording, followed by the system Status prompt, followed by my Greeting recording. This will result in the message “Keith Harris 7026,” “is out of the office until July 17th.” “Please leave your name and number and I will return your call.”

In order to pull these pieces together I have
a. recorded my Name,
b. recorded my Greeting,

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1 The listening mailbox holder must have their Playback Mode set to Verbose. Brief eliminates this recording prior to message playback.
c. selected the “Out of the Office” Status and Until option, and
d. selected the option to *Play my Name and Status when people reach my Voicemail*.

To hear/record either your Name or Greeting log into voice mail through the telephone. Then press 5 for Manage Personal Options, followed by 4 to Manage Personal Prompts.

- Press 6 to hear your recorded Name.
- Press 5 to record your Name.
- Press 2 to hear your recorded Greeting
- Press 1 to record your Greeting

You can set your status through either the Voice Mail Web Access or through the Telephone Interface.

**Through VM Web Access** – There is a blue menu bar along the top of the web page. Between this menu bar and the list of messages in your Inbox there is a line that reads, “Your Status is” followed by a pull-down menu. Choose the applicable status option. (If “Until” is an option for the status option you select it will appear as a button – click on the button then choose the appropriate Date and/or Time).

Through the Telephone Interface – After you log into voice mail press 5 followed by 1. The system will state your current status and then provide you with the menu of status options. The system prompts will then give you the option to set an “Until” date/time when applicable.

Finally, the option for callers to hear your Name and Status can also be set through either the VM Web Access or the Telephone Interface.

**To set using Web Access** – Move your cursor over Options in the blue menu bar and three choices will appear. Clicking on the Telephone Interface will take you to a new web page with many options listed. Scroll down the page to Mailbox Greeting and check the box next to “*Play my Name and Status when people reach my Voicemail*” option. We suggest that you also check the box to “*Play my Name and Status when I login to Voicemail*” option to help you remember to update your Status after you have returned.

To set using the Telephone Interface – log into voice mail through the telephone. Press 5 to Manage Personal Options
- Press 5 to Administrative Options
- Press 4 for Playback Options
- Press 5 for Play Current Status Greeting
- Press 1 to Activate

To set the Name and Status to play when you call your mailbox follow the steps above, except after pressing 4 for Playback Options press 4 for Play Mailbox Extension Greeting, then 1 to Activate.

Note: Setting your status is a deliberate process. The voice mail system will not automatically return your Status to “Available” once the “Until” data/time is reached. This permits your Status to remain current when you are delayed.

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2 Launch your web browser and point it to [http://voicemail.westmont.edu/](http://voicemail.westmont.edu/) then enter your email ID and password at the log in screen.