Changing Group Voicemail Greetings

<u>From IP230 / IP420</u>

1. Press **Voicemail**
2. Press **#**
3. Enter extension of work group
4. Enter work group voicemail password followed by **#**
5. Press **7** for mailbox options
6. Press **2** to change the call handling mode for the group
   a. Press **1** for On Hours
   b. Press **2** for Off Hours
   c. Press **3** for Holiday
   d. Press **4** for Custom
7. Press **1** to record a greeting for that mode. When finished, press **#** to stop recording. You can then choose to:
   a. Play the recording back by pressing **1**
   b. Re-record by pressing **2**
   c. Save the recording by pressing **#**
8. When you have saved the recording, hang up

To put the group back into normal day service (on hours):

1. Press **Voicemail**
2. Press **#**
3. Enter extension of work group
4. Enter work group voicemail password followed by **#**
5. Press **7** for mailbox options
6. Press **2** to change the call handling mode for the group
   a. Press **1** for On Hours
7. Hang up

<u>From IP480 / IP486</u>

1. Press **Voicemail**
2. Press **Call VM soft key**
3. Press **#**
4. Enter extension of work group
5. Enter work group voicemail password followed by **#**
6. Press **7** for mailbox options
7. Press **2** to change the call handling mode for the group
   a. Press **1** for On Hours
   b. Press **2** for Off Hours
   c. Press **3** for Holiday
   d. Press **4** for Custom

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8. Press **1** to record a greeting for that mode. When finished, press **#** to stop recording. You can then choose to:
    a. Play the recording back by pressing **1**
    b. Re-record by pressing **2**
    c. Save the recording by pressing **#**
9. When you have saved the recording, hang up

To put the group back into normal day service (on hours):

1. Press **Voicemail**
2. Press **Call VM soft key**
3. Press **#**
4. Enter extension of work group
5. Enter work group voicemail password followed by **#**
6. Press **7** for mailbox options
7. Press **2** to change the call handling mode for the group
    a. Press **1** for On Hours
8. Hang up