



How To Record Group Messages

You will need to record the following types of messages.

DAY MESSAGE

For Group XXX you will need to record something like “You have called x please leave a message and we will return your call as soon as possible.”

NIGHT MESSAGE

For Group XXX, record something like “Hello you have called XXXXX. Our office hours are x am to x pm Monday to Friday please leave a message and we will get back to you on the next business day.”

QUEUED MESSAGE

For Group XXX, you will need to record something like “You have called XXXXX all our operators are busy on calls at the moment. Please hold the line and some will attend your call as soon as possible.”

STILL QUEUED MESSAGE

For Group XXX, you will need to record something like “You have called XXXXX all our operators are still busy and we apologize for the delay. Your call is important to us and we will answer your call as soon as possible.”

To Record The Day Message.

1. With the hand piece down you press ***99**
2. You will be prompted with the following, “Please enter your mailbox number” Enter the mail box number of the group **XXX**.
3. It will prompt you to **record the name of the group** the first time you access the group voicemail.
4. It will prompt you for a password, enter **1234**.
5. Ignore what the prompt is saying and **dial 3**.
6. It will then say, “You have 4 greeting options” You will need to record the day. So **Press 1**
7. It will then say “To change your greeting message **Press 2**”.
8. Start speaking after the tone and **Press 2** when you have finished recording. You must press 2 when you have finished recording.
9. You must then **Press 3** to save your greeting message.

To Record The Night Message.

1. With the hand piece down you press ***99**
2. You will be prompted with the following, “Please enter your mailbox number” Enter the mail box number of the group **XXX**.
3. It will prompt you to **record the name of the group** the first time you access the group voicemail.
4. It will prompt you for a password, enter **1234**.
5. Ignore what it is saying and **dial 3**.
6. It will then say, “You have 4 greeting options” You will need to record the day. So **Press 2**
7. It will then say “To change your greeting message **Press 2**”.
8. Start speaking after the tone and **Press 2** when you have finished recording. You must press 2 when you have finished recording.
9. You must then **Press 3** to save your greeting message.



To Record The Queued Message.

1. With the hand piece down you press ***99**
2. You will be prompted with the following, "Please enter your mailbox number" Enter the mail box number of the group **XXX**.
3. It will prompt you to **record the name of the group** the first time you access the group voicemail.
4. It will prompt you for a password, enter **1234**.
5. Ignore what it is saying and **dial 3**.
6. It will then say, "You have 4 greeting options" You will need to record the day. So **Press 3**
7. It will then say "To change your greeting message **Press 2**".
8. Start speaking after the tone and **Press 2** when you have finished recording. You must press 2 when you have finished recording.
9. You must then **Press 3** to save your greeting message.

To Record The Still Queued Message.

1. With the hand piece down you press ***99**
2. You will be prompted with the following, "Please enter your mailbox number" Enter the mail box number of the group **XXX**.
3. It will prompt you to **record the name of the group** the first time you access the group voicemail.
4. It will prompt you for a password, enter **1234**.
5. Ignore what it is saying and **dial 3**.
6. It will then say, "You have 4 greeting options" You will need to record the day. So **Press 4**
7. It will then say "To change your greeting message **Press 2**".
8. Start speaking after the tone and **Press 2** when you have finished recording. You must press 2 when you have finished recording.
9. You must then **Press 3** to save your greeting message.

Voicemail Controls.

