
Chapter 5

Greetings

This chapter describes mailbox greetings and how to record them.

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Types of mailbox greetings

Mailbox greetings play to callers who reach your mailbox. Greetings inform callers that they have reached the correct mailbox and give callers any necessary information or instructions. You can change the greetings at any time.

After you initialize your mailbox, you can record greetings. If you do not record any greetings, your Company Directory name plays to callers who reach your mailbox. Refer to [“To record your name in the Company Directory” on page 21](#)”.

There are three types of mailbox greetings: Primary, Alternate and Personalized.

Primary mailbox greeting

Record your Primary mailbox greeting for everyday use. In this greeting include your name and a brief message explaining to callers that you are unable to answer their calls.

For example, *Hi. This is Pat Smith. I'm not able to take your call right now. Please leave me a message at the tone and I will return your call as soon as possible.*”

If you are a new mailbox owner, record your Primary mailbox greeting immediately.

Alternate mailbox greeting

The Alternate mailbox greeting is normally used for special circumstances.

For example, *“Hi. This is Pat Smith. I am out of the office until Thursday, the 17th of December. Although I am out of the office, I do check my mailbox daily. Please leave me a message at the tone and I will return your call as soon as possible. Thank you.”*

After you record your greetings, you must choose which greeting you want CallPilot to play. You can change the selection at any time.

Personalized mailbox greeting

Personalized mailbox greetings are available only if your company subscribes to Caller ID (CLID) service from your local telephone company. For more information about CLID, ask your System Administrator.

A Personalized mailbox greeting plays to callers based on the caller's telephone number. CallPilot recognizes the assigned incoming telephone number and plays the Personalized mailbox greeting.

For example, *“Hi Susan. I may have missed your call, but I don't want to miss meeting you for lunch. See you at noon.”*

Recording technique for mailbox greetings

When you record your mailbox greetings, remember to speak clearly and at a pace that is easy to understand. After you record a greeting, you can replay it before you accept it. You can record or change a greeting from any two line display telephone.

If you are away from the office, you can record a greeting from any tone dial telephone. When you record a greeting, do not use the Handsfree feature. You get better results if you speak directly into the handset.

Recording a Primary or Alternate mailbox greeting

Only a Primary mailbox greeting is necessary, but you can record an Alternate mailbox greeting for times when you are out of the office, such as vacations. If you do not record any mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox.

If you record both Primary and Alternate mailbox greetings, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting automatically plays. For information on how to choose a greeting, refer to [“Choosing a Primary or Alternate mailbox greeting” on page 30](#).

To record a Primary or Alternate mailbox greeting

- 1 Press **[*] 9 8 1**.
Follow the voice prompts or the display button options to open your mailbox.

- 2 If you use the CallPilot interface:
 - Press **[8] [2]** to open the Greetings Options menu
 - Go to step 3

If you use the Norstar Voice Mail interface:

- Press **ADMIN** or **[8]**
- Press **GREET** or **[2]**
- Go to step 3

```
Greeting options
REC CHOOSE CFWD
```

- 3 Press **REC** or **[1]**.

```
Greeting:
PRIME ALT PERS
```

- 4 Press **PRIME** or **[1]** to record the Primary greeting or press **ALT** or **[2]** to record the Alternate greeting. If you are changing a greeting, the current greeting starts to play.

```
Not recorded
```

- 5 If this is the first time you are recording a greeting, this display appears briefly.

```
Record now?
YES NO QUIT
```

- 6 Press **YES** or **[1]** and record your greeting at the tone.

```
Record greeting:
RETRY OK
```

- 7 Press **OK** or **#** to end the recording.

```
Accept greeting?
RETRY PLAY OK
```

- 8 Press **OK** or **#** to accept the recording or press **PLAY** or **[1]** to listen to the greeting or press **RETRY** or **[2]** to rerecord the greeting.

- 9 Press **[*]** to end the session.

Choosing a Primary or Alternate mailbox greeting

If you record a Primary and an Alternate mailbox greeting, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting plays automatically.

If you choose the Alternate mailbox greeting, you must set whether the mailbox accepts messages. If you choose Yes your mailbox receives messages in the normal way.

If you choose No:

- Messages cannot be left in the mailbox.
- The Alternate mailbox greeting takes precedence over all other greetings.
- If a caller presses a button to fast forward the message, they hear a voice prompt that says this is a special greeting.
- If a caller presses a button to send a fax, the fax goes to the General Delivery Mailbox, not your personal mailbox.

If you choose the Alternate mailbox greeting, remember to change back to the Primary mailbox greeting at the appropriate time.

To choose a Primary or Alternate mailbox greeting

- 1 Press **[*] 9 8 1**.
Follow the voice prompts or the display button options on your telephone to open your mailbox.

- 2 If you use the CallPilot interface:
 - Press **[8] [2]** to open the Greetings Options menu
 - Go to step 3

If you use the Norstar Voice Mail interface:

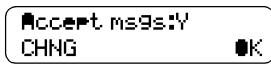
- Press **ADMIN** or **[8]**
- Press **GREET** or **[2]**
- Go to step 3

```
Greeting options
REC  CHOOSE  CFWD
```

- 3 Press **CHOOSE** or **[2]** to select a greeting.

```
Use greeting:
PRIME  ALT  QUIT
```

- 4 Press **PRIME** or **[1]** to select the Primary mailbox greeting and go to step 6
or
press **ALT** or **[2]** to select the Alternate mailbox greeting and go to step 5.



- 5 If you choose the Alternate mailbox greeting, you are asked whether the mailbox can accept messages. Press **CHNG** or **1** to toggle from yes to no or press **OK** or **#** to accept.
- 6 Press **END** to end the session.



Note: If you choose a greeting that is not yet recorded, you are transferred back to the Greeting Options menu to record the greeting.

Recording a Personalized mailbox greeting

If your company subscribes to a CLID service, you can record a Personalized mailbox greeting. For more information about CLID, ask your System Administrator. A Personalized mailbox greeting plays only for a person calling from the telephone number that you designate. For the Personalized mailbox greeting to play, the telephone number you enter must match the caller's phone number exactly.

You can record up to three Personalized mailbox greetings, but you can assign each greeting to only one telephone number.

If you record a Personalized greeting, program your mailbox to receive messages and choose an Alternate mailbox greeting, the Personalized greeting takes precedence over any other greetings. If you program your mailbox not to receive messages and choose an Alternate mailbox greeting, the Alternate mailbox greeting takes precedence over any other greeting, including Personalized mailbox greetings.

To record a Personalized mailbox greeting

- 1 Press **☛** **9** **8** **1**.
Follow the voice prompts or the display button options on your telephone to open your mailbox.
- 2 If you use the CallPilot interface:
 - Press **8** **2** to open the Greetings Options menu
 - Go to step 3

If you use the Norstar Voice Mail interface:

- Press **ADMIN** or **8**
- Press **GREET** or **2**
- Go to step 3

```
Greeting options
REC  CHOOSE  CFWD
```

- 3 Press **REC** or **1**.

```
Greeting:
PRIME  ALT  PERS
```

- 4 Press **PERS** or **3** to record a Personalized mailbox greeting.

```
Greeting:
RETRY  OK
```

- 5 Enter a Personalized greeting number of 1, 2, or 3.

```
Ph:<none>
CHNG  OK
```

- 6 Press **CHNG** or **1**.

```
Ph:
RETRY  OK
```

- 7 Enter the phone number (maximum 10 digits) that you are assigning the Personalized mailbox greeting to.
Press **OK** or **#** to accept the phone number.

- 8** At the tone, record the greeting and press **OK** or **#** to end the recording.
- 9** Press **OK** or **#** to accept the recording or press **PLAY** or **1** to listen to the greeting or press **RETRY** or **2** to rerecord the greeting.
- 10** Press **END** to end the session.

Deleting a Personalized mailbox greeting

If you no longer need a Personalized mailbox greeting, you can delete it.

To delete a Personalized mailbox greeting

- Press **END** **9** **8** **1**.
Follow the voice prompts or the display button options on your telephone, to open your mailbox.
- If you use the CallPilot interface:
 - Press **8** **2** to open the Greetings Options menu
 - Go to step 3

If you use the Norstar Voice Mail interface:

- Press **ADMIN** or **8**
- Press **GREET** or **2**
- Go to step 3

- 3** Press **REC** or **1**.
- 4** Press **PERS** or **3** to choose a Personalized mailbox greeting.
- 5** Enter the Personalized greeting number (1, 2, or 3) that you want to delete.
- 6** Press **DEL** or **2** to delete the greeting.
- 7** Press **END** to end the session.

```
Greeting options
REC  CHOOSE  CFWD
```

```
Greeting:
PRIME  ALT  PERS
```

```
Greeting:
RETRY  OK
```

```
Ph: XXXXXXXX
CHNG  DEL  OK
```