

Changing Group Voicemail Greetings from Soft Phone

From Soft Phone

1. Type **voice** in the name or number field and double-click **Voice Mail Login**
2. Press the **keypad button** (looks like a grid to the left of name or number field) and **enter the extension** of the work group
3. Enter group password followed by **#**
4. Press **7** for mailbox options
5. Press **2** to select the call handling mode you'd like to do the recording for
 - a. Press **1** for On Hours
 - b. Press **2** for Off Hours
 - c. Press **3** for Holiday
 - d. Press **4** for Custom
6. Press **1** to record a new greeting
7. Follow the prompts
 - a. Start recording after the tone. When finished press **#**
 - b. To replay the greeting, press **1**
 - c. To re-record the greeting, press **2**
 - d. To save the greeting, press **#**
8. If you recorded On Hours, skip to step **9**. If you recorded any other mode, set the call handling mode back to On Hours by Pressing **2** to select the call handling mode. Then press **1** for On Hours.
9. **Hang up.**