HOW TO RECORD VOICEMAIL GREETINGS:

By default, the telephone system will announce if you are busy (on the phone) or unavailable (the set ringing time has lapsed). You can choose in either case if you want 'voicemail' to answer and can personalise with your own greetings.

On any device on your extension (softphone, Mobile App or desk phone) dial *791. The telephone system will announce your extension number and you will need to enter the extension password. After password has been entered, select option 0 and you will hear these FOUR options.

PRESS:
1) To record an 'unavailable' greeting. Unavailable means that your extension has rung for the pre-programmed timeout (default is 20 seconds) and not been answered – or if on DND (DO NOT DISTURB). A typical 'unavailable' greeting is "*I am sorry I am unavailable to take your call. Please leave you name, number and a brief message after the tone, and I will get back to you as soon as I am able*".
2) To record a 'busy' greeting. Busy means that you are currently using the phone. If you do not record a message, you will get the system 'busy' greeting. A typical 'busy' greeting is "*I am on the phone. Please leave you name, number and a brief message and I will return your call shortly*".
3) To record your Name. By recording your name, the system interjects your name within the system greetings.
4) To record a Temporary Greeting: This overrides all other greetings but still leaves the option of leaving a message. i.e. "I am in a conference all day. If urgent, please call office or otherwise leave your name, number and a brief message and I will call you tomorrow". This will need deleting

Shortly after selecting one of the above, you will hear a tone to start recording your greeting. End your greeting with a # to stop the recording.
After you have pressed the # key, you will hear these options: press 1 to save, press 2 to listen or press 3 to re-record your message. Press 2 to listen and if unhappy press 3 to re-record. When satisfied, press 1 to save.