Scheduled Greetings

Scheduled Greetings lets you set your Business Voice Mail service to play one greeting during open business hours, then switch automatically to a different greeting while your business is closed. You can also use the special Extended Absence feature to temporarily override your usual greetings schedule for those times when your hours or availability change (for instance, during the holidays). You can choose to keep or cancel it each time you call your voice mailbox. When you cancel, your usual greeting will automatically resume.

Set up Scheduled Greetings

- Call your voice mailbox.
- From the Main Menu, press 4 Mailbox Options.
- Press 3 for Greetings.
- Press 1 and follow the voice prompts to either accept the standard schedule or set up your own daily schedule.
- The standard schedule is:

  Open: 8:00 a.m. to 5:00 p.m., Monday - Friday
  Closed: 5:00 p.m. to 8:00 a.m., Monday - Friday
  Closed: 24 hours, Saturday and Sunday

Set up weekend days

- Press 1 to keep Saturday and Sunday for weekend.
- Press 2 to add or delete "weekend" days, then enter these key codes to choose your days:

7 8	6 6	8 8	9 3	8 4	3 7	7 2
SU	MO	TU	WE	TH	FR	SA

  For example, if your "weekend" is Sunday and Monday, you'll need to enter 7 2 to delete Saturday from the standard schedule and enter 6 6 to add Monday.

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Choose your Open and Closed Greetings

- Press ① to use the standard Open greeting.
- Press ② to record a custom Open greeting, and follow the prompts.
- Then follow the prompts to create a Closed greeting in the same way.
- The system will play back your greetings:

  Enter # if correct

    * to change

    ① to hear your greeting

Set your Open and Closed Time Schedule

- Press ① to use the Standard Schedule.
- Press ② to create a custom schedule, and follow the voice prompts to enter your open and closed hours.
- Press ②④ to use the Open greeting 24 hours a day. Or, if you don't want to use an open greeting, press ⑥⑥ to spell "NO."
  Your Closed greeting will play all the time.

Note: Scheduled Greetings is not available with DID or Extension Mailboxes, Call Routing, or Call Routing to Number.