

Using the Cisco Unity Greetings Administrator to Change Call Handler Greetings

Step 1 From your phone, dial extension 7500 – You will hear an introduction greeting. Once you dial # you will be directed to the “Greetings Administrator”.

Step 2 At the prompt, enter your ID (the extension number of the person with permission to make changes), and press #.

Step 3 At the prompt, enter the password of the ID ext., and press #.

Step 4 At the prompt, enter the extension of the call handler (refer to the Call Handler map of extensions and menu options created by IT).

Step 5 Follow the Cisco Unity conversation to record the call handler greeting, or to toggle between the alternate and standard call handler greetings.

***It is recommended to only use the Standard Greeting.** Callers will hear the same menu all hours / all days. Alternate or Closed greetings can cause a lot of confusion for the person doing the recordings and can get very complicated. Only do so if required and the administrator has a complete set of maps for all greetings.

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| Toggle between greetings | Press 1 . |
| Record the greeting | Press 2 . |