



WVU TECH CISCO PHONE ALTERNATE GREETING VOICEMAIL SETUP GUIDE

Alternate Greeting

WVU Tech's voicemail system allows you to record a greeting that will play to missed calls just before the caller can record a voicemail. The voicemail system supports various types of greetings, but this guide will highlight two:

- **Standard Greeting**
The standard greeting is the greeting that will be played unless you turn on your alternate greeting.
- **Alternate Greeting**
The alternate greeting is not played unless it is turned on. Alternate greetings are typically used for special occasions like vacations.

The advantage of using an alternate greeting is that it can be easily turned on and off. If you did not use an alternate greeting, you would have to overwrite your standard greeting before you leave, and then re-record it once you get back. With an alternate greeting, you simply turn it on before you leave, and turn it off once you get back.

Set Up Your Alternate Greeting Remotely

These instructions describe how to set up your alternate greeting whether you are on-campus or not.

- From any phone, dial the WVU Tech voicemail system (304) 929-0329.
- When the answering system picks up, dial *.
- Dial a **2** followed by your extension.
For example, if your phone number is (304) 929-1234, you would dial **21234**.
- Dial **#** to confirm.
- Dial your voicemail security PIN.
If you forget your voicemail security PIN or the voicemail system says that you are locked out, send an email to ITSHelp@mail.wvu.edu and cc [Mike Webb Michael.Webb@mail.wvu.edu](mailto:MikeWebb@mail.wvu.edu)
Make sure to include your office phone number in the email to them
- Dial **#** to confirm.
- Dial **4** for setup options.
- Dial **1** for greetings.
- Dial **3** to edit other greetings.

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- Dial **3** to edit your alternate greeting.
- Dial **1** to re-record your alternate greeting.
- Record your greeting after the tone.
- Dial **#** to confirm.

If you would like to turn on your alternate greeting immediately, you can dial **3** then follow the menu options to set an end date and time for the alternate greeting. Otherwise, your alternate greeting is now set up and you can manually turn it off when you return.

Turn Your Alternate Greeting on or off Remotely

These instructions describe how to turn your alternate greeting on or off whether you are on-campus or not.

- From any phone, dial (304) 929-0329.
- When the answering system picks up, dial *****.
- Dial a **2** followed by your extension.
For example, if your phone number is (304) 929-1234, you would dial **21234**.
- Dial **#** to confirm.
- Dial your voicemail security PIN.
If you forget your voicemail security PIN or the answering system says that you are locked out, send an email to ITSHelp@mail.wvu.edu and cc Mike Webb Michael.Webb@mail.wvu.edu
- Dial **#** to confirm.
- Dial **4** for setup options.
- Dial **1** for greetings.
- Dial **2** to turn on your alternate greeting on or off.
- If you are turning your alternate greeting on, follow the menu options to set an end date and time for the alternate greeting. Note: if you choose to set a date and time, you will need to enter the time in 24-hour format. For example, to set the time to 4:30 PM, you would dial **1630**.
- If you are turning your alternate greeting off, you are finished.

Additional Support

If you encounter issues while following this guide, call the ITS Service Desk at 304-293-4444 for immediate support or send an email to ITSHelp@mail.wvu.edu.