

Recording your “Busy” Greeting



Have you ever called someone and reached their voicemail just to hear that they are either on the phone or away from their desk? It leaves you wondering if they are they really on the phone and just too busy at that moment to take a second call, or if they might be down the hall for a few minutes or even away for a number of hours. You are left to wonder when they might hear your message.

The busy greeting allows you to record a separate message to let your callers know that the exact reason they have reached your voice mailbox, and that being that you truly were busy on another line when they tried to reach you.

Your standard greeting will still be heard when someone calls you and you do not answer because you are in fact away from the desk. Your message should reflect this fact, and in this way, they might expect a call back a little later in the day or the next. This is a much more professional way to present yourself to your callers.

In order to record your ‘busy’ greeting, you will need to access the **Phone Manager**.

To access **Phone Manager**:

- 1) Dial **7 0 0 0**, when prompted, enter your security code.
- 2) Press **3** for Phone Manager.

After entering Phone Manager, you will be given other options including Personal Options:

Press **1** for **Personal Options**

After entering Personal Options, you can access the following:

Press **3** to record a Personal Greeting

Press **1** to record the Busy Greeting.

Follow the prompts.

Note: If you do not hear this option offered when trying to record it, contact the system administrator who will activate it. After activation, you can complete your recording.