

Greetings and Name Announcements

Definitions

Name Announcement

When a message is sent or forwarded and a mailbox number is added as a recipient, UTMV plays the name announcement of the recipient as confirmation. The name announcement also plays during review of envelope information. If you do not record a name announcement, the system will play the five-digit box number instead.

Generic Greeting

This is your usual "everyday" greeting. If you do not customize the recording, UTMV will play the default: "Hello, the party you are trying to reach is currently unavailable. Please leave a message after the beep. When finished, you may press the pound key for more options. Thank you for calling."

Extended Absence Greeting

This is your "out of the office" greeting. It can be recorded in advance and then enabled at the appropriate time via web or phone. If you do not customize the recording, UTMV will play the default: "Hello, the party you are trying to reach is on an extended absence. Please leave a message after the beep. When finished, you may press the pound key for more options. Thank you for calling."

No Answer Greeting

This can be used as an alternative to the Generic and Extended Absence greetings. If you do not customize the recording, UTMV will play the default: "Hello, I'm currently away from my desk. Please leave a message after the beep. When finished, you may press the pound key for more options. Thank you for calling."

Busy Greeting

NOTE: The Busy greeting is not currently supported on the VoIP switch. The vendor will address this in a future software release.

Accessing Greetings

By Telephone:

You can record, enable and disable greetings and name announcements via telephone login by selecting Main Menu option 9, "User Options." Please see the [Telephone Menu Diagram](#) for available options. After navigating to a greeting, you will have options to record it, to save it, to revert to its default version, and to select it to play for callers.

By Web Browser:

Log in and select Settings, then Greetings and Name Announcements. Here you will be able to:

- Use the check boxes to select the greeting you want to play for callers.
- Click the speaker icons to listen to the current default or custom recordings.

KNOWN ISSUE: Uploading greeting files via web session is not currently supported at UT. Please use telephone access to re-record greetings.

[Back to home page](#)
