GENESYS™

SIP Voicemail User Guide

Managing Your Mailbox

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The first time that you use your Genesys SIP Voicemail mailbox, you are asked to change your password. You can change it again, any time, with this procedure: Changing Your Personal Options.

Your mailbox comes with a default "standard" greeting,which is generic. If you wish to have a personal greeting or an extended absence greeting, you must record them. See: Managing Your Mailbox Greetings.

Procedure: Changing Your Personal Options

- Use these commands to change your password.

You do not need to wait for the full prompt; you can proceed as soon as the voice begins to speak.

Prerequisites

- You have accessed your personal mailbox. See Accessing Your Voicemail Account.

Start

1. Press 5 at your mailbox, to reach the Personal Options menu.
2. At the Personal Options menu, use these commands to change your name and password:

- Press 2 to change your password. Follow the audio prompts.

- Press * to return to the main menu.

End

Procedure: Managing Your Mailbox Greetings

Prerequisites

- You have accessed your personal voicemail mailbox. See Accessing Your Voicemail Account.

You do not need to wait for the full prompt; you can proceed as soon as the voice begins to speak.

Start

1. Press 4 at your mailbox, to reach the Greetings menu.

2. At the Greetings menu, use these commands to manage your greetings:

- Press 1 to record an extended absence greeting.

- Press 2 to record a personal greeting (standard greeting with recorded user name). For example, You have reached mailbox of <play_recorded_name>.

- Press 5 to activate standard greeting - from the enrollment.

- Press 6 to activate personal greeting. Not available or played unless this greeting exists.

- Press 7 to activate extended absence greeting. Not available or played unless this greeting exists.

After iniating each action, follow the audio prompts.

- Press * to exit the Greetings menu and return to main menu.

  End