

Voicemail – Changing your greeting and name

This is one of a series of guides for staff about setting up and using the University voicemail service.



The following instructions assume you have already 'set up' your voice mailbox – i.e. set your passcode, recorded a personal greeting, and recorded your name.

If you have not yet set up your voice mailbox, please follow the instructions in our user guide [Voicemail – First time set up](#).

Options

To change your greeting

This is the greeting callers hear when they reach your voicemail and can be as brief or as detailed as you wish. As a minimum we would suggest "Please leave a message for [your name] after the tone".

Some users use the same greeting all the time; some change it when they go on leave; others change it every week.

1. From your phone, dial **4444** to access your voicemail
2. From the main menu:
 - Press **8** to change user options
 - Press **4** to change your greeting
 - Press **5** to listen to your current greeting
 - Press **7** to record a new greeting
3. When you are finished recording:
 - Press **7** to listen to the recording
 - Press **3** to discard the recording and record again, or
 - Press **9** to save the new recording – you will hear confirmation that your recording has been saved
4. Hang up

To change your name

You may want to change the recording of your name – if your surname changes for example.

1. From your phone, dial **4444** to access your voicemail
2. From the main menu:
 - Press **8** to change user options
 - Press **6** to change your name
 - Press **5** to listen to your current name
 - Press **7** to record a new name
3. When you are finished recording:
 - Press **7** to listen to the recording
 - Press **3** to discard the recording and record again, or
 - Press **9** to save the new recording – you will hear confirmation that your recording has been saved
4. Hang up

Further help

If you have any questions about voicemail, or need help setting it up, please contact the IT Service Desk: <https://myit.abdn.ac.uk>