

## HOW TO CHANGE MAIN GREETING IN AN iES VOICEMAIL SYSTEM OR A MAS

Your main greeting is in a two-part greeting in mailbox 990. When accessed from an outside number, these two greetings will be put together. Mailbox 990 greeting should be your introduction to your company and the instructional part will prompt callers with instructions.

From your intercom button dial your voicemail access code

When you hear “Please enter your security code” DON’T—instead press # key

Press \* 990#

Enter Security code

Press 3 to Manage Mailbox

Press 1 to Change Greeting

Select Greeting number (1through 7)\*

Press 2 to Record

Press 9 to Save

All you say on this part of your greeting is: Thank you for calling ABC Company.

The second part of your greeting is on the instructional part of the greeting:

From your intercom button dial your voicemail access code

When you hear “please enter your security code” DON’T—instead press # key

Press \* 990#

Enter security code

Press 3 to Manage Mailbox

Press 6 to Record Instructional Greeting

Select Greeting number (1 through 7)\*

Press 2 to record

Press 9 to save

This is where you say, "If you know your parties extension..."