Recording a New Greeting

1. Press the **Messages** button (little envelope icon) on your Polycom phone.

2. You will be prompted to enter your voicemail **PIN** number

3. Once you enter your **PIN**, listen to the prompts

    a. Press **3** to access the greetings menu

    b. Press **1** to record your name

    c. Record your first and last name (ie. Sam Smith)

Recording new Voicemail Greetings

Busy Message - message people will hear when you are on the phone
or have Do Not Disturbed turned on

1. Choose one of the three **agency approved outgoing message** formats from below:

    a. "Hello/Hi. Thank you for calling Center For Family Services. You have reached the voice mail of (Your First/Last Name, Your Job Title/Program). Please leave your name and phone number and a brief message and I will return your call as soon as possible. Thank you and have a great day."

    b. "Hello/Hi. You have reached the voice mail of (Your First/Last Name, Your Job Title/ Program) with Center For Family Services. I am not available to take your call at this time, but please leave your name and phone number and a brief message and I will return your call as soon as possible. Thank you and have a great day.."

    c. "Hello/Hi. Thank you for calling Center For Family Services. You have reached the voice mail of (Your First/Last Name, Your Job Title/Program). I am not able to take your call right now, but please leave your name and phone number and a brief message and I will return your call as soon as possible. If you need immediate assistance, please contact (xx at xxx-xxx-xxxx). Thank you for calling and have a good day."

2. Press the **message** button (little envelope) on your Polycom phone

3. Enter your voicemail **PIN** when prompted

4. Press **1** to access your voicemail

5. Press **2** to record your busy greeting message

Recording a new Voicemail: No Answer Message

No Answer - message people will hear when the phone is not answered.

1. Choose one of the three **agency approved outgoing message** formats from below:

   a. "Hello/Hi. Thank you for calling Center For Family Services. You have reached the voice mail of (Your First/Last Name, Your Job Title/Program). Please leave your name and phone number and a brief message and I will return your call as soon as possible. Thank you and have a great day."

   b. "Hello/Hi. You have reached the voice mail of (Your First/Last Name, Your Job Title/Program) with Center For Family Services. I am not available to take your call at this time, but please leave your name and phone number and a brief message and I will return your call as soon as possible. Thank you and have a great day."

   c. "Hello/Hi. Thank you for calling Center For Family Services. You have reached the voice mail of (Your First/Last Name, Your Job Title/Program). I am not able to take your call right now, but please leave your name and phone number and a brief message and I will return your call as soon as possible. If you need immediate assistance, please contact (xx at xxx-xxx-xxxx). Thank you for calling and have a good day."

2. Press the **message** button (little envelope) on your Polycom phone

3. Enter your **voicemail PIN** when prompted

4. Press **1** to access your voicemail

5. Press **3** to record your no answer greeting message