Managing Personal Greetings

About Personal Greetings

Cisco Unity Connection allows you to record up to six personal greetings. You can turn on as many greetings as you want, and you can specify how long you want the greetings to stay on.

With a multilingual system, you have the option of providing your personal greetings in multiple languages—your default language and other languages available on your system. Note that you use the phone keypad to manage greetings in languages other than your default language; you cannot use voice commands.

The six personal greetings and how they work are described below. Note that Connection plays the greetings that you turn on for the applicable situation, while some greetings override other greetings when they are on.

Standard Greeting

This greeting plays during the business hours that your Connection administrator specified for your organization, or in other situations when no other greeting is on.

By design, the standard greeting cannot be turned off.

Closed Greeting

Turn on this greeting when you want your callers to hear a recording from you during the nonbusiness hours that your Connection administrator specified for your organization. (For example, "Sorry, I am not available to answer your call. Company office hours are <times>.")

When it is on, the closed greeting overrides the standard greeting during nonbusiness hours.

Alternate Greeting

Turn on this greeting for a specific time period when you want to provide information about special circumstances, such as when you are on vacation. (For example, "I will be out of the office until <date>.")

When it is on, the alternate greeting overrides all other greetings.

Your Connection administrator specifies whether the system transfers callers to your greeting without ringing your phone, whether callers are able to skip your greeting, and whether callers can leave you a message when your alternate greeting is on. The Alternate Greeting page in the Messaging Assistant web tool indicates the caller options that your administrator has enabled for you, if any. Note that caller options do not apply when an outside caller or another Connection user dials your extension directly.

Tip Other Connection users do not hear your alternate greeting when they send messages to you by phone. When you turn on your alternate greeting, consider also changing your recorded name to include information that you are out of the office. Your recorded name plays when users address messages to you and when callers look you up in the directory.

Connection may play a prompt to remind you that your alternate greeting is on after you sign in by phone.

Busy Greeting

Turn on this greeting when you want callers to know that you are on the phone. (For example, "I am currently on another line, please leave a message.")

When it is on, the busy greeting overrides the standard, closed, and internal greetings when your phone is busy.

Note that not all phone systems provide the support necessary for the Connection busy greeting to work. For assistance, talk to your Connection administrator.

Internal Greeting

Turn on this greeting when you want to provide information that coworkers might need to know. (For example, "I will be in conference room B until noon today.")

When it is on, the internal greeting overrides the standard and closed greetings, and plays only to callers within your organization when you do not answer your phone.

Note that not all phone systems provide the support necessary for the internal greeting to work. For assistance, talk to your Connection administrator.

Holiday Greeting

Turn on this greeting when you want callers to hear a recording from you during a holiday. (For example, "Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.")

When it is on, the holiday greeting overrides the standard greeting during nonbusiness hours.

Rerecording Your Current Greeting

In this section, you make a new recording for the greeting that Cisco Unity Connection is currently set to play.

Rerecording Your Current Greeting by Using the Phone Keypad

Step 1 Call and sign in to Connection.

Step 2 On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**.

Or

On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language for the Current Greeting to Rerecord>**.

Step 3   After Connection plays your current greeting, follow the prompts to rerecord it.

To pause or resume recording, press **8**. To end recording, press #.

Rerecording Your Current Greeting by Phone Using Voice Commands

Step 1   Call and sign in to Connection.

Step 2   When Connection asks, "What do you want to do," say:

"**Record my <greeting name> greeting**."

Step 3   Press # when you are finished.

Turning Your Alternate Greeting On or Off

When you turn on your alternate greeting, you can set a date and time for it to turn off or you can leave it on indefinitely.

Turning Your Alternate Greeting On or Off by Using the Phone Keypad

Step 1   Call and sign in to Connection.

Step 2   On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**.

Or

On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language for the Alternate Greeting to Turn On/Off>**.

Step 3   Press # to skip hearing your current greeting.

Step 4   Follow the prompts to turn your alternate greeting on or off.

Step 5   If you turned on your alternate greeting, follow the prompts to set when you want it turned off or to leave it on indefinitely.

Turning Your Alternate Greeting On or Off by Using Voice Commands

Step 1   Call and sign in to Connection.

Step 2   When Connection asks, "What do you want to do," say either:

"**Turn on my alternate greeting**" (greeting is left on indefinitely) or "**Turn on alternate greeting until <date> at <time>**."

Or

"**Turn off my alternate greeting**."

Changing Greetings

When you turn on a personal greeting, you specify how long you want it available for use. Cisco Unity Connection plays the greeting in the applicable situation until the date and time that you specified, and then the greeting is automatically turned off. For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.

You can also set a greeting to play indefinitely, which is useful when you turn on the busy or closed greeting.

You select from one of the following sources to specify what callers hear when a greeting is on:

Rerecord This Greeting	Connection plays a greeting that you record.
	Note Recording a greeting does not turn it on.
System Greeting	Connection plays a prerecorded greeting along with your recorded name (for example, "Sorry, <your name> is not available"). If you do not have a recorded name, Connection uses text-to-speech to read your display name instead. When a greeting is on but not recorded, Connection plays a prerecorded system greeting.

You can turn off a greeting at any time. When a greeting is off, Connection no longer plays it, though the recording is not erased.

Tip If you record a personal greeting then set the greeting to use the system greeting, your recording is no longer available by phone. Record and enable a new personal greeting.

Changing a Greeting by Using the Phone Keypad

Step 1 Call and sign in to Connection.

Step 2 On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**.

Or

On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language for the Greeting to Change>**.

Step 3 Connection plays your current greeting. You can press # to skip hearing it.

Step 4 Follow the prompts to select the greeting that you want to change, then to make changes.

To pause or resume recording, press **8**. To end recording, press #.

Changing a Greeting by Using Voice Commands

Step 1 Call and sign in to Connection.

Step 2 When Connection asks, "What do you want to do," use the following commands to change the greeting and follow any additional prompts:

Action	Voice Command
Play standard greeting	"Play my greeting"
Play a specific greeting	"Play <greeting name> greeting"
Record or rerecord the standard greeting	"Record my greeting"
Record or rerecord the closed, alternate, busy, internal, or holiday greeting	"Record my <greeting name> greeting"
Use the system greeting for the standard greeting	"Use my default greeting"
Use the system greeting for a specific greeting	"Use default <greeting name> greeting"
Use nothing for a greeting (Callers will hear only a tone to signal that they should leave a message.)	"Play nothing for my <greeting name> greeting"
Turn a greeting on indefinitely	"Turn on <greeting name> greeting"
Turn a greeting on until a specific date and time	"Turn on <greeting name> greeting until <date> at <time>"
Turn a greeting off	"Turn off <greeting name> greeting"
Help	"Greetings Help"

To pause or resume recording, press **8**. To end recording, press # or stay silent for a few seconds.

Playing All Greetings

Cisco Unity Connection plays your current greeting first, then the remaining greetings.

Playing All Greetings by Using the Phone Keypad

Step 1   Call and sign in to Connection.

Step 2   On a single-language system, at the Main menu, select the option **Setup Options**, then **Greetings**, and **Play All Greetings**.

Or

On a multilingual system, at the Main menu, select the option **Setup Options**, then **Greetings**, **<Applicable Language in Which to Hear Greetings>**, and **Play All Greetings**.

Connection plays all six greetings, starting with your current greeting.

Playing All Greetings by Using Voice Commands

Step 1   Call and sign in to Connection.

Step 2   When Connection asks, "What do you want to do," say:

"Play all greetings."

Connection plays all six greetings, starting with your current greeting. For each greeting, Connection tells you whether it is turned on or off.

Recording Greetings in Additional Languages with a Multilingual System

With a multilingual system, you have the option of providing your greetings in multiple languages. For example, if Cisco Unity Connection is set up to provide prompts in French and Spanish, you might record your standard greeting in both languages so that Spanish- and French-speaking callers can hear your greeting in their own language.

If you do not record a greeting in a language that your system provides, Connection will play the system greeting for calls associated with that language. For example, if you recorded your standard greeting in French but not in Spanish, Spanish-speaking callers would hear the system greeting for you, while French-speaking callers would hear the French greeting that you recorded.

Note that when you select a language in which to record a greeting, Connection plays the Greetings menu options in the same language.

Recording a Greeting in an Additional Language by Using the Phone Keypad

Step 1   Call and sign in to Connection.

Step 2   At the Main menu, select the option **Setup Options**, then **Greetings**, and **<Applicable Language of Greeting to Record>**.

Step 3   Connection plays your current greeting. You can press # to skip hearing it.

Step 4   Follow the prompts to select the greeting that you want to record and to record it.

To pause or resume recording, press **8**. To end recording, press #.

Recording a Greeting in an Additional Language by Using Voice Commands

Step 1   Call and sign in to Connection.

Step 2   When Connection asks, "What do you want to do," say:

"**Setup Options**." (Connection temporarily switches to the phone keypad.)

Step 3   On the phone keypad, select the option **Greetings**, then **<Applicable Language of Greeting to Record>**.

Step 4   Connection plays your current greeting. You can press # to skip hearing it.

Step 5   Follow the prompts to select the greeting that you want to record and to record it.

To pause or resume recording, press **8**. To end recording, press # or stay silent for a few seconds.

Tip   To switch back to using voice commands, keep pressing ***** until you hear the "Voice Command Conversation" prompt.