



TOSHIBA VOICEMAIL SYSTEM INSTRUCTIONS TO CHANGE HOLIDAY GREETINGS

This procedure can be completed from any phone on your system.

Your Toshiba voicemail main greeting may consist of 2 voicemail boxes 990 and 991. The security codes for each of the voicemail boxes for the main greeting are the voicemail box numbers. The company's main greeting is recorded in voicemail box 990 is "Thank you for callingyour company name". Voicemail box 991 is the information box, ie. options to get to a certain departments, employees or the 411 directory.

Change Greeting – Voicemail Box 990:

Mailbox 990 is the company greeting mailbox. The default security code is the same as the mailbox, 990. Typically greeting number 1 is the default greeting, which will state the company name. The holiday greeting will be set for this example using greeting number 3. You can use any greeting from 2-7.

1. From any Toshiba phone, dial "850" on the keypad
2. At prompt for your security code, press #
3. Once the greeting starts, press *
4. At prompt for your ID number, enter 990 Followed by #
5. At prompt requesting your security code, enter 990 plus #, or if the system does not accept 990 #, press 990-997 #
6. Press 3 "to manage your Mailbox"
7. Press 1 "to change your greeting"
8. Select greeting number 3 (Remember you can select any greeting between 2 and 7)
9. Press 2 to begin recording the Holiday greeting. (The holiday greeting will only need to say the company name and the holiday being observed. Example: "Thank you for calling XYZ company, our offices are currently closed in observance of the Christmas holiday"
10. Press # when you are finished recording.
11. You can press 1 to replay and listen to the greeting.
12. Once satisfied, press 999 followed by # to log out.

*To set the greeting back to the normal default greeting after the holiday, follow steps 1 through 7, and once you get to step 8, Select greeting number 1. Then follow step 12 to log out.