



Managing Your Personal Greetings

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About Your Personal Greetings

Cisco Unity allows you to record up to five personal greetings. You can enable as many greetings as you want, and you can specify how long you want a greeting enabled.

This section describes the personal greetings available to you. Note that Cisco Unity plays the greetings that you enable for the applicable situation, while some greetings override other greetings when they are enabled.

Standard Greeting

This greeting plays during the work hours that your Cisco Unity administrator specified for your organization, or in other situations when no other greeting is enabled.

By design, the standard greeting cannot be disabled.

Alternate Greeting

Enable this greeting to play during a specific time period when you want to indicate special circumstances, such as when you are on vacation. (For example, “I will be out of the office until....”)

As long as it is enabled, the alternate greeting overrides all other greetings.

Your Cisco Unity administrator specifies whether Cisco Unity 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 enabled. The Alternate Greeting page in the Cisco PCA indicates the caller options that your administrator has enabled for you. It is important to note that caller options do not apply when an outsider caller or another subscriber dials your extension directly.

Your Cisco Unity administrator also determines whether alternate greeting notices are enabled for the system. Alternate greeting notices are a type of message receipt and work as follows: whenever a subscriber leaves or sends a message to another subscriber who has the alternate greeting enabled,

Cisco Unity delivers the message and also sends the sender an alternate greeting notice. The notice says: “The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it.”

**Tip**

Other Cisco Unity subscribers do not hear your alternate greeting when they send messages to you by phone. Consider re-recording your Cisco Unity voice name to let more people know when you are out of the office—especially if your Cisco Unity administrator has not enabled alternate greeting notices for the system. See [Changing Your Recorded Name, page 30](#) for details.

Cisco Unity may play a prompt to remind you when your alternate greeting is enabled after you log on by phone.

Busy Greeting

Enable this greeting to indicate when you are on the phone. (For example, “I am currently on another line, please leave a message....”)

As long as it is enabled, 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 Cisco Unity busy greeting to work. For assistance, talk to your Cisco Unity administrator.

Closed (Off Hours) Greeting

Enable this greeting if you want Cisco Unity to play a special greeting during the nonwork hours that your Cisco Unity administrator specified for your organization. (For example, “Sorry, I am not available to answer your call. Company office hours are...”)

As long as it is enabled, the closed greeting overrides the standard greeting during nonbusiness hours.

Internal Greeting

Enable this greeting to provide information that coworkers need to know. (For example, “I will be in conference room B until noon today....”)

As long as it is enabled, 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 Cisco Unity internal greeting to work. For assistance, talk to your Cisco Unity administrator.

Recording Personal Greetings

**Note**

Recording a greeting does not enable it.

This section contains two procedures:

- [To Rerecord Your Current Greeting, page 19](#)
- [To Record Another Greeting, page 19](#)

To Rerecord Your Current Greeting

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- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Greetings**.
- Step 3** After Cisco Unity plays your current greeting, follow the prompts to rerecord it.



Tip If you do not want to hear the greeting, press # to skip it.

To Record Another Greeting

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- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Greetings**.
- Step 3** Press # to skip hearing your current greeting.
- Step 4** Choose the **Edit Other Greetings** option, then choose the greeting you want to record.
- Step 5** After Cisco Unity plays the greeting, follow the prompts to record it.



Tip If you do not want to hear the greeting, press # to skip it.

Enabling or Disabling Personal Greetings

When you enable a greeting, you specify how long you want it enabled. Cisco Unity will play the greeting in the applicable situation until the date and time that you specified arrives, and then the greeting is automatically disabled. (For example, you can set your alternate greeting to stop playing on the day that you return from a vacation.) You can also enable a greeting to play indefinitely, which is useful when you enable a busy or a closed greeting.

When a greeting is enabled but not recorded, Cisco Unity plays a prerecorded system greeting.



Note Recording a greeting does not enable it.

You can disable a greeting at any time. When a greeting is disabled, Cisco Unity no longer plays it, although the recording is not erased. (However, note that if you enable the system greeting when you already recorded a personal greeting, your personal greeting is no longer available by phone.)

This section contains two procedures:

- [To Enable or Disable Your Alternate Greeting, page 20](#)
- [To Enable or Disable Your Closed, Busy, or Internal Greeting, page 20](#)

To Enable or Disable Your Alternate Greeting

- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Greetings**.
- Step 3** Press # to skip hearing your current greeting.
- Step 4** Choose the **Alternate Greeting** option to enable or disable the greeting. (When your alternate greeting is enabled, choosing the option disables it; when it is disabled, choosing the option enables it.)
- Step 5** If you enabled your alternate greeting, choose the applicable option:

End Date	To specify when you want Cisco Unity to disable your alternate greeting. When Cisco Unity prompts you to enter a time of day, enter it by using either the 12- or 24-hour clock format.
No End Date	To enable your alternate greeting indefinitely.

To Enable or Disable Your Closed, Busy, or Internal Greeting

- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Greetings**.
- Step 3** Press # to skip hearing your current greeting.
- Step 4** Choose the **Edit Other Greetings** option, then choose the greeting you want to enable or disable.
- Step 5** After Cisco Unity plays the greeting, follow the prompts to turn the greeting on or off.



Tip If you do not want to hear the greeting, press # to skip it.

- Step 6** If you enabled the greeting, choose the applicable option:

End Date	To specify when you want Cisco Unity to disable the greeting. When Cisco Unity prompts you to enter a time of day, enter it by using either the 12- or 24-hour clock format.
No End Date	To enable the greeting indefinitely.

Setting Personal Greetings to Use the System Greeting

A system greeting is a prerecorded greeting that Cisco Unity plays along with your recorded name (for example, “Sorry, <Your Name> is not available”). If you do not have a recorded name, Cisco Unity plays your extension instead.

To Set a Greeting to Use the System Greeting

- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the options **Setup Options > Greetings**.
- Step 3** Press # to skip hearing your current greeting.
- Step 4** Choose the **Edit Other Greetings** option, then choose the greeting you want to set.
- Step 5** After Cisco Unity plays the greeting, follow the prompts to use the system greeting.



Tip If you do not want to hear the greeting, press # to skip it.
