

# Editing Recorded Name & Greeting(s) on your school phone.

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## To Change the "Recorded Name"

*The "Recorded Name" is the name everybody hears when they call your extension.*

- 1.) Find and Press the "messages" button.
- 2.) Enter your voicemail password.
- 3.) Choose option #4, "Set up Options".
- 4.) Next, select Option #3, "preferences".
- 5.) Now listen for option #2, "Recorded Name". Here is where you can change or update the name everybody hears when they call your extension.

\* You will hear the recorded name that is applied to the phone you are using. You will then have the option to record your name or keep the "computer voice" name.

## To Change the "Greeting(s)"

*The "Greeting(s)" is what people will hear when you are unavailable to answer their phone call.*

- 1.) Find and Press the "messages" button.
- 2.) Enter your unique voicemail password.
- 3.) Listen for option #4, "Set up Options" and select.
- 4.) Next listen for Option #1, "Greetings", this is where you can customize the "Greeting(s)". There are several "greetings" you can customize for each occasion. It is a matter of creating the greeting and then choosing which 'greeting' best suits the occasion.

Here are a few generic sample greetings:

\*\*You can use the name of your school instead of the district name. Write your greeting and practice reading it before recording. Feel free to change the greeting to reflect your site and your situation.

- Hello. You have reached (Your Name) at Zuni Public School District. Unfortunately, I cannot take your call right now, but I would like to return it as soon as I can. Please leave me a message after the beep.
- Hi. This is (Your Name), (Your Title\Position) at Zuni Public School District. I can't answer the phone right now, but if you leave me a message with your name and phone number, I will return your call as soon as possible.
- You have reached (Your Name) at Zuni Public School District. I can't take your call at this moment but please don't hesitate to leave a message after the tone. I will return your call as soon as I am able. If you need immediate assistance, please call the secretary, Thank you for calling. Good bye.
- Thank you for calling Zuni Public School District. You have reached the office of (Your Name), (Your Title\Position). I am either talking with another client or I am away from my desk. Please leave a detailed, confidential message after the tone and I will return your call when I am available. Thank you.