

# Voicemail Greetings

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## Introduction

There are two types of greetings you can record in the Avaya Aura Messaging system.

**Personal Greeting:** The recording callers hear when you are away from your desk or when your line is busy. This is commonly set up when you access your voicemail for the very first time.

**Extended Absence Greeting (EAG):** The recording callers hear when you will be gone from the office for an extended period of time. This recording is temporary and will not overwrite your standard greeting. This recording will play instead of your personal greeting until you tell the system to stop playing it by deleting it.

## Instructions

1. From your desk phone, dial 7-6245 and enter your voicemail password when prompted.
  - a. Not at your desk? Dial 7-6245 from another campus phone and press \* [star], then # [pound], then enter your 5-digit extension and password when prompted.
  - b. Dial 803-777-6245 from an off-campus phone, press # [pound] and enter your 5-digit extension. Enter your password when prompted.
2. Press 4 to select User Preferences.
3. Press 3 to select Greetings.
4. To create
  - a. A personal greeting, press 1.
  - b. An extended absence greeting, press 2.
5. Follow the prompts to record your greeting.

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