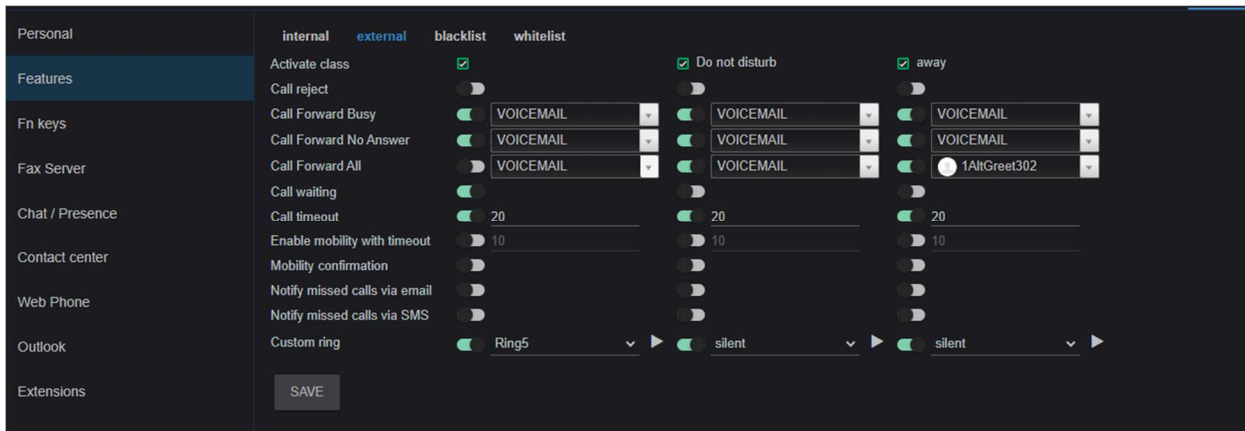


How to Record Alternate Greeting

1. Go to settings > features in Wildix Desktop Collaboration
2. For the desired call classes (internal, external, or both) enable "call forward all" for dnd or busy.
3. Click on "Voicemail" and enter a custom string into the bar: "1AltGreetXXX" where XXX is your extension.
4. Click save.
5. Change your status to the mode that corresponds to that entry.

Example: In the attached image, I made the entry in external > call forward all > busy and set myself to "busy" status. If an external call comes to me while I am in the busy status, the call will forward to 1AltGreet302 (my extension is 302, yours may be different).



Now to record alternate greeting 1:

1. Dial "84*1*1". Why?
2. *84 = personal voicemail code
3. *1 = "I want to record a message"
4. *1 = "Record to slot 1"
5. In other words, you could dial *84*1*2 to record alternate greeting 2, and so on. (Note: We need to know how many alternate greetings are needed so we can build the slots for them).
6. You will be asked to record a message and press # when done.

Now the alternate greeting will play when you are in that user status.

To remove, change "1AltGreet302" back to VOICEMAIL or disable call forward all entirely.

Note: The alt greeting slots can be configured to either replace or play immediately before the default greeting. This is done on the back end and you will need to let us know which option is preferred. By default, the alt greeting replaces the original greeting entirely.