

## Voice Mail System KXTVA

### Change Main Outgoing Greeting

1. The main outgoing greeting can be changed from any phone on the system, it does not have to be a manager or operator's extension like most programming changes.
2. Lift the handset and press the "my mailbox" key
3. When the voice comes on and prompts you for the password, or starts reading off the menu options, dial #6 (pound key, six).
4. The voice mail will ask you for a mailbox number, enter \*998 (star key, nine, nine, eight).
5. You will be prompted for a password for the 998 mailbox, enter the password 6800# (six, eight, zero, zero, pound key). **NOTE: if this password is incorrect, please call Key Communications for assistance.**
6. A menu will come up that is very similar to your own personal mailbox menu, you will need to select menu item 5 (five) for MODIFY MESSAGE.
7. A sub-menu will come up, there are two options off this menu that MAY be used on your system / setup. Menu items 1 (one) is for Company Greeting, this usually is the portion of the greeting that says, "Thank you for calling ABC Company". Menu item 3 (three) is for Custom Service, this usually is the portion of the greeting that says, "if you know your parties extension, you may dial it at any time. For a staff directory press 3, etc.. NOTE: Some setups may not have or use the Company greeting menu item (please skip to step 13 if you do not have or do not use the Company Greeting).
8. Choose option 1 (one) off the sub menu for Company Greeting.
9. The voice mail will ask you what number Company Greeting you would like to change. 1 (one) is usually the only one recorded, or if you have day and night messages, this is usually the Day Greeting. 2 (two) is usually the Night Greeting (if used on your system). 3 (three) is usually the Holiday Greeting (if used on your system). NOTE: If there is nothing recorded in Company Greeting at all, your system does not use those greetings, please skip to step 13.
10. Once you enter the number Company Greeting you'd like to change, the voice mail will play back the current greeting before giving you the option to change it. If no greeting is played then you do not use this part of the greeting, skip to step 13.
11. After the current greeting is played, it will give you the option to press 1 (one) to change or 2 (two) to accept. If you are ready to do the recording, press 1 (one) and follow the prompts to record the new greeting. Press 1(one) to end recording. The voice mail will give you options to press 1 (one) to review, press 2 (two) to accepts,

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or press 3 (three) to erase and try again. Once you are satisfied with the recording, make sure to choose 2 (two) to accept the new greeting. If you hang up without saving the new greeting, it will automatically revert back to the old greeting when you hang up.

Suggested Day Greeting (Company Greeting 1)

Thank you for calling (company name)

Suggested Night Greeting (company greeting 2)

Thank you for calling (company name), the office is closed at this time.

Suggested Holiday Greeting (company greeting 3)

Thank you for calling (company name), the office is closed for the holiday, we will be reopening on (date).

12. Once you have accepted the new recording for the company greeting, press \* (star key) to go back to the sub menu.
13. Choose option 3 (three) for custom service. You will have to listen to the menu to see what option is correct for you particular system.
14. The voice mail will ask you what number custom service you would like to change. 1 (one) is usually the only one recorded, unless you have options to go to a staff directory or fax and shipping information, etc.. 2 (two) is usually the staff directory (if used on your system). 3 (three) and above are usually any additional greetings you have recorded (if used on your system).  
NOTE: Please make sure all greetings are recorded in the same places and keep the working the same. The system is preset to play the recordings in a certain order, so if you record the greetings in the wrong order, or do not record them correctly, your main outgoing message will not play correctly.
15. Once you enter the number custom service you'd like to change, the voice mail will play back the current greeting before giving you the option to change it. IF no greeting is played then you do not use this part of the greeting.
16. After the current greeting is played, it will give you the option to press 1(one) to change or 2 (two) to accepts. If you are ready to do the recording, press 1 (one) and follow the prompts to record the new greeting. Press 1 (one) to end recording. The voice mail will give you options to press 1 (one) to review, press 2 (two) to accepts, or press 3 (three) to erase and try again. Once you are satisfied with the recording, make sure to choose 2 (two) to accept the new greeting. If you hang up without saving the new greeting, it will automatically revert back to the old greeting when you hang up.

Suggested custom service greeting #1

If you know your party's extension, you may dial it at any time. For a staff directory, press \_\_\_\_\_. To dial by last name, press \_\_\_\_\_. For fax, shipping info or for office house and location press \_\_\_\_\_.

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Suggested custom service greeting #2

You may enter your parties extension at any time during this message, to return to the previous menu, press \_\_\_\_\_.

For Sally, Jones, dial \_\_\_\_\_.

For Fred, Willard, dial \_\_\_\_\_.

For Joe, Smith, dial \_\_\_\_\_

etc..

17. Once you have accepted the new recording(s) for the custom service greetings, hang up, you are all done.