The IP35 and IP55 desk phones are capable of saving different greetings to cover a wide variety of situations.

The Regular Greeting mode is a very powerful advanced user option. It allows a different message to play for internal calls, external calls, calls received after work hours, or for calls missed while you are already on the phone. Let’s get started setting them up.

Log in to your Voicemail (Home State) and press 8 and then 1.

If you have another greeting activated, you'll need to deactivate it by pressing 3 – the system audio will help you through this.

With all other greeting modes deactivated, push 2 to activate Regular Greeting mode.
How to Record Advanced Voicemail Greetings
IP35/IP55 Training Series

The Busy Greeting will play for all incoming calls when you're already on the phone – press 2 to begin setup.

**The System Says**
Busy Greeting, push 2...

**You Press**
2

Press 1 to record.

**The System Says**
You may record...

**You Press**
1

When you're done, press * followed by # to save your message. The system will play your message back to you.

**The System Says**

**You Press**
*
, #

If you don't like it, press 2 to re-enter the Busy Greeting setup menu and then 1 to begin recording.

**The System Says**
"You've reached John Doe, I'm on the phone..."

**You Press**
I'd like to start over...
2, 1
Follow the same process to record each of the other Regular Greetings.

Press 3 to begin setup on your Internal Greeting which will be played for internal calls that go unanswered.

The System Says
Busy Greeting push 2...

You Press
3, 1 Internal Greeting

Press 4 to setup up your External Greeting.

The System Says
Busy Greeting push 2...

You Press
4, 1 External Greeting

And 5 for an After-Hours Greeting, which will play for all callers after business hours. Be sure to include what the business hours are in your greeting.

The System Says
Busy Greeting push 2...

You Press
5, 1 After Hours Greeting

Note: By default, the system’s work hours are Monday - Friday, 8:00 AM - 5:00 PM.