unified communications (UC)
Managing Voicemail Greetings

There are two ways to manage your Unified Communications voicemail greetings:

1. Dial in from your phone or any phone on your company's UC platform

2. Log into the Control Panel (for designated Administrators of your company's UC service)
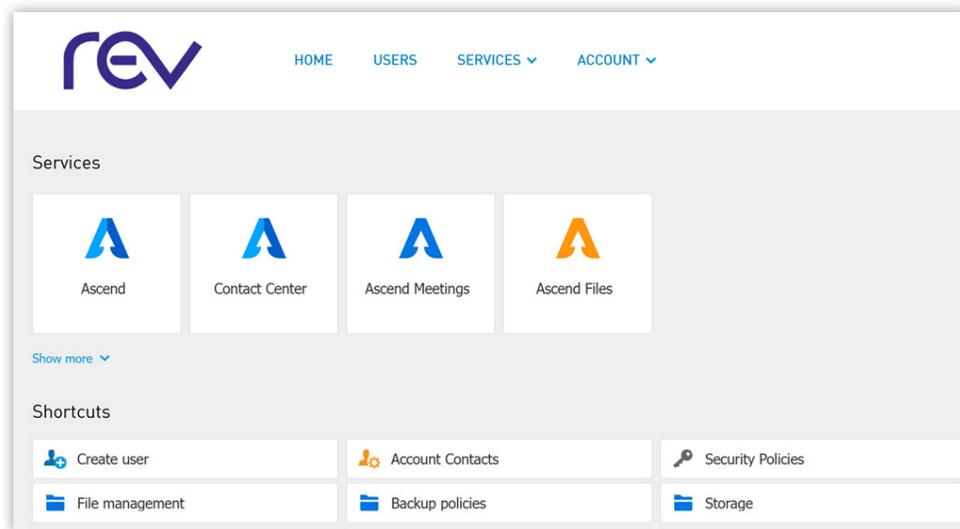
DIAL IN

From the Ascend mobile or desktop app, or any phone on your company's UC platform:

1. Dial * + the **extension number**.
    Example for a user with 100 as their extension: *100

2. When you hear the greeting, press **#** followed by the **extension number** and **#**.
    Example: #100#

3. Enter the **PIN** for this voicemail box, followed by **#**.

4. Follow the instructions to listen to the existing greeting and record a new greeting.

LOG INTO CONTROL PANEL

Log into the UC Control Panel with your provided credentials, then click the Ascend icon under Services.

Control Panel Login: **https://cp.serverdata.net/**

From here, where you go to manage voicemail settings – including greetings – depends on the type of line the voicemail is associated with:

- User

- Auto Attendant

- Hunt Group

For Resource lines, if you know the extension number, follow the "Dial In" instructions in this guide or contact REV support for assistance.

HOW TO CHANGE A USER'S VOICEMAIL GREETING

1. Select the Users tab from the left-hand menu, and then click the name of the user you want to manage.

2. On the next screen, select Voicemail from the submenu. You'll be presented with a screen that provides instructions for how to dial in and set a new voicemail greeting, as well as the option to listen to the current greeting and upload a new greeting.
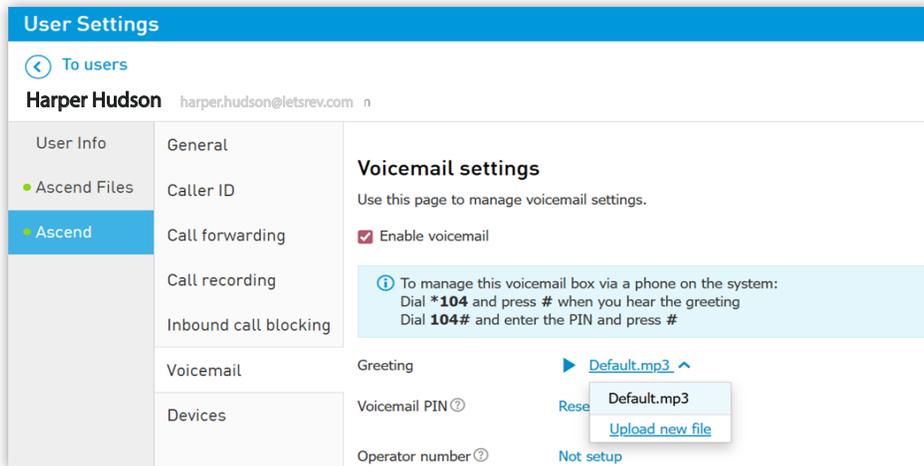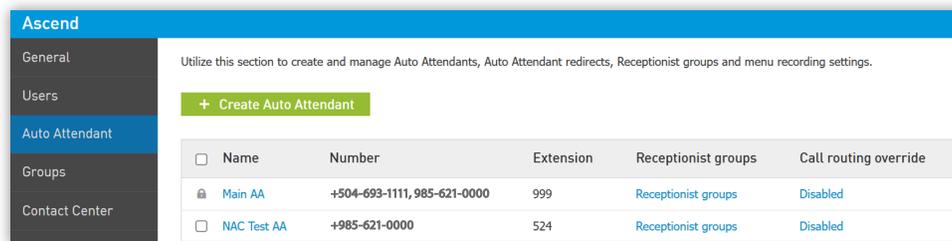

3. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button.
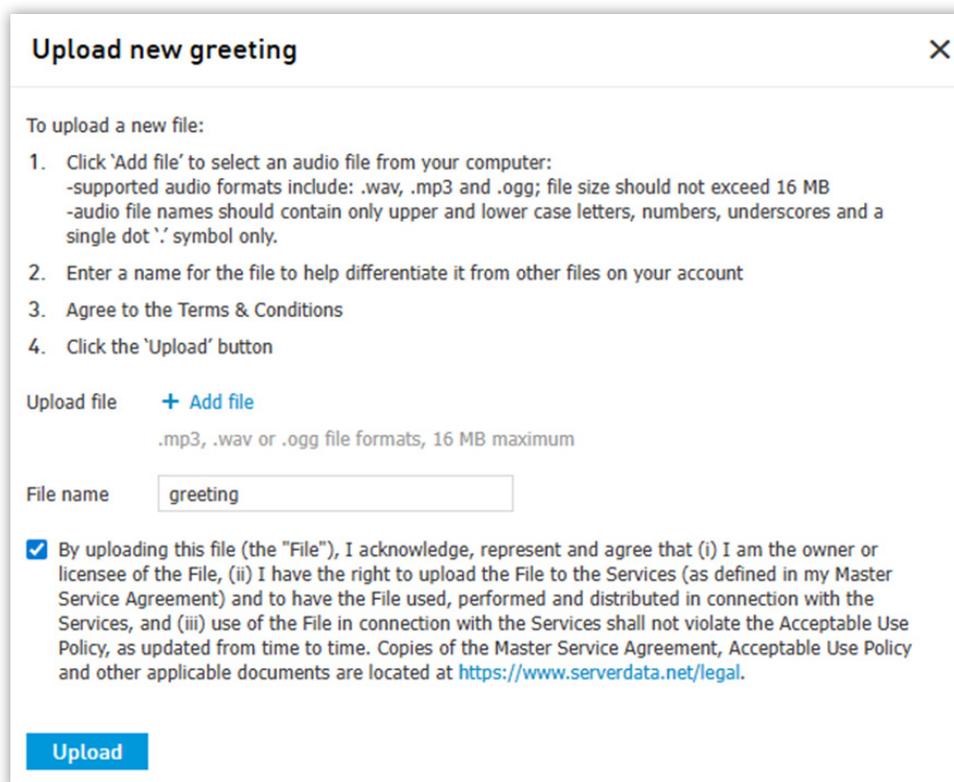
AUTO ATTENDANT

1. Select the Auto Attendant tab from the left-hand menu, and then click on the Auto Attendant that you want to manage.

2. From that page, click the ⚙ Settings button on the top right.

3. Next, click the Voicemail settings submenu option and you'll be presented with instructions on how to dial in and set a new voicemail greeting. You'll also have the option to listen to the current greeting and upload a new greeting.
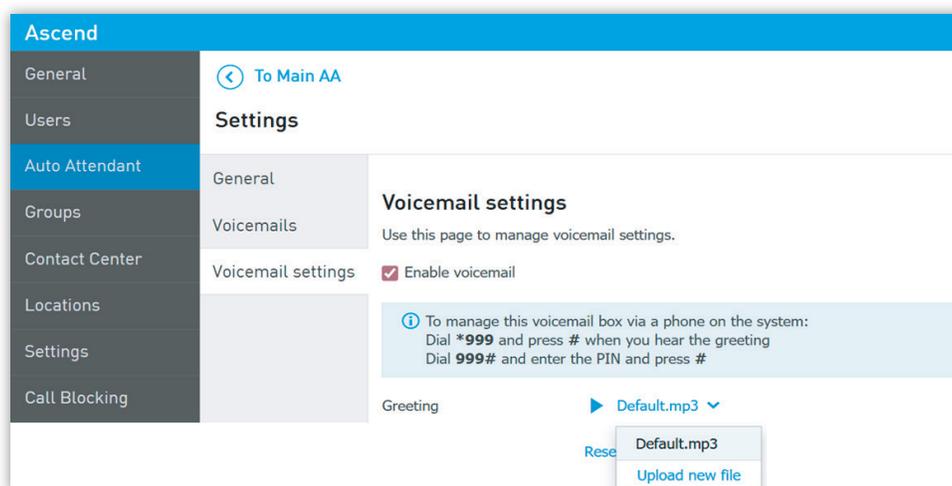
4. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button. (For visual reference, see the Upload New Greeting image on pg 2).

Hunt Groups

1. Select the Groups tab from the left-hand menu, and then click the hunt group that you want to manage.

2. Next, click the Voicemail settings submenu option and you'll be presented with instructions on how to dial in and set a new voicemail greeting. You'll also have the option to listen to the current greeting and upload a new greeting.

3. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button. (For visual reference, see the Upload New Greeting image on pg 2).

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