

**Lucent Technologies**  
Bell Labs Innovations



# **Multiple Personal Greetings Quick Reference**

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# Multiple Personal Greetings Quick Reference

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## Notice

Every effort was made to ensure that the information on this brochure is complete and accurate at the time of printing. However, information is subject to change.

## Ordering Information

The order number for this brochure is 585-300-705. To order more brochures, call the AT&T Customer Information Center at 1-800-432-6600 (in Canada, 1-800-255-1242). For more information about AT&T documents, refer to the Global Business Communications Systems Publications Catalog (555-000-010).

## Prepared by

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## ***MULTIPLE PERSONAL GREETINGS QUICK REFERENCE***

You can use your AT&T voice messaging system to record multiple personal greetings and to answer calls with those greetings according to specific call types you define. Available call types are:

- Internal calls, which originate inside your business or building
- External calls, which come from outside your business or building
- Busy calls, which arrive when you are on the phone (not available on MERLIN LEGEND™ systems)
- No Answer calls, which arrive when you are not at your phone (not available on MERLIN LEGEND™ systems)
- Out-of-Hours calls, which arrive after standard business hours (prime-time)

You can define up to three call types, with a greeting active for each type.

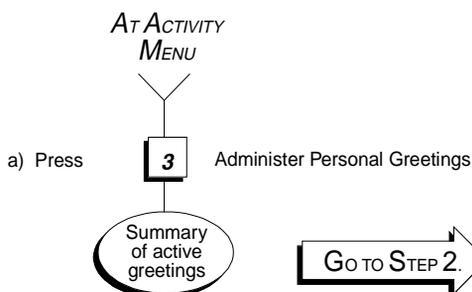
Recommended steps. To set up multiple personal greetings, do the following:

1. Access the Administer Personal Greetings menu
2. Administer call types
3. Create, change, and activate greetings

Steps 2 and 3 are interchangeable. Also, you can create a greeting and then activate it at some other

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### ***STEP 1. ACCESS THE ADMINISTER PERSONAL GREETINGS MENU***



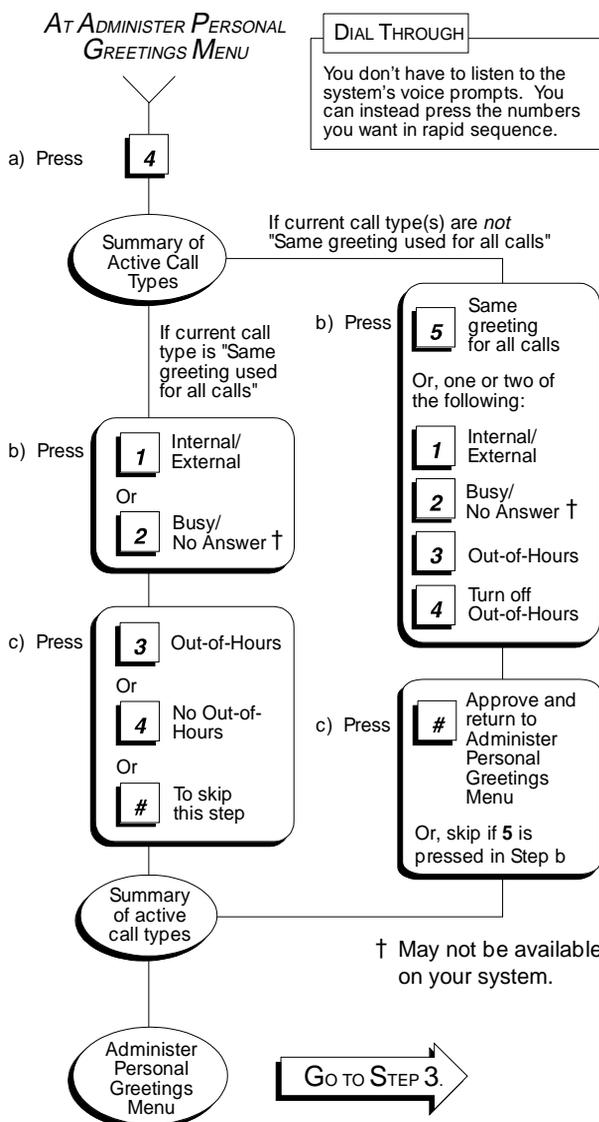
## STEP 2. ADMINISTER CALL TYPES

### IMPORTANT

To select Out-of-Hours, you must first select Internal/External or Busy/No Answer. When you select Out-of-Hours, the other call types apply only to the prime-time established for your system.

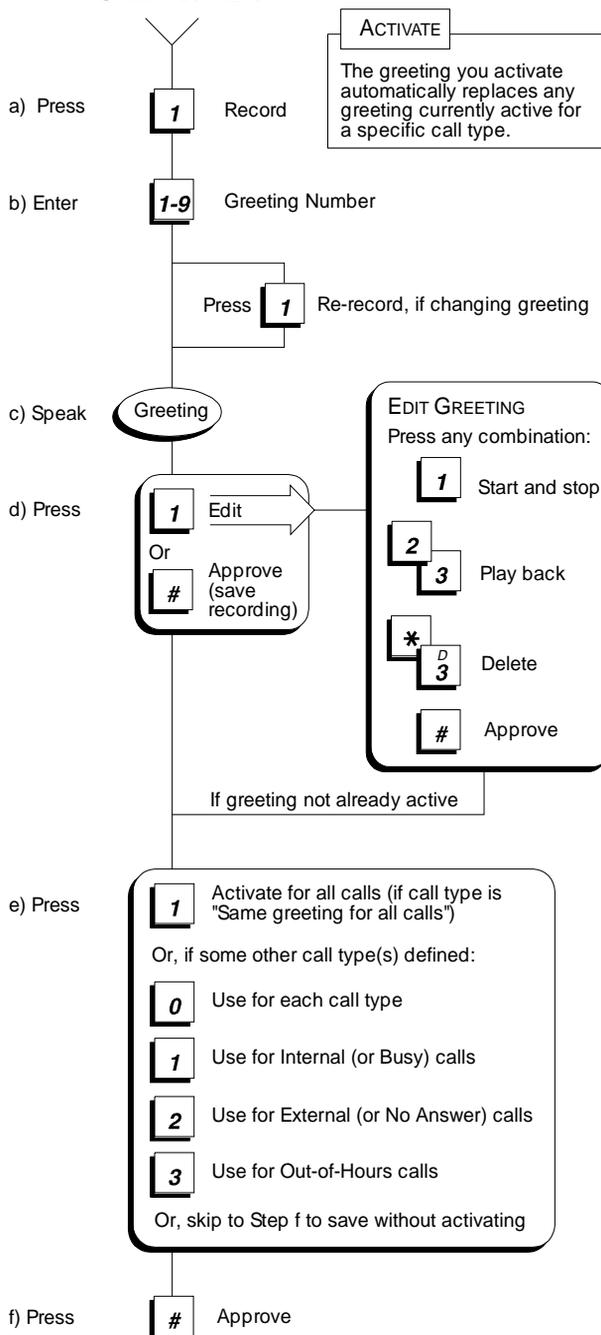
You *cannot* combine Internal/External and Busy/No Answer call types.

The system greeting is automatically active for any new call types until you activate your personal greeting(s).



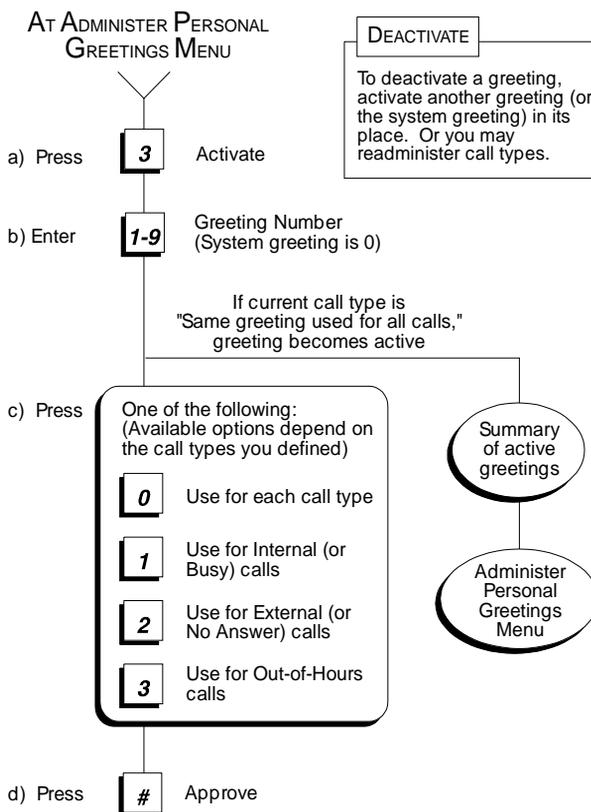
## STEP 3. CREATE, CHANGE, AND ACTIVATE GREETINGS

### AT ADMINISTER PERSONAL GREETINGS MENU



# ACTIVATE PREVIOUSLY RECORDED GREETINGS

(FOR GREETINGS CREATED BUT NOT ACTIVATED IN STEP 3)



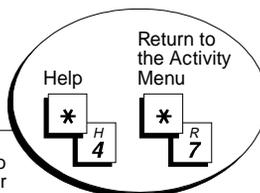
### TIPS

To set up different greetings strictly for prime-time and out-of-hours calls, you must assign the same greeting to the two prime-time call types (Internal and External or Busy and No Answer).

### MNEMONICS

You can assign special numbers to greetings to help you remember them. For example:

All Calls	1	No Answer	6 (N)
Busy	2 (B)	Returning	
External	3 (E)	Soon	7 (RS)
Internal	4 (I)	Trip or	
Lunch	5 (L)	Vacation	8 (TV)



# MULTIPLE PERSONAL GREETINGS

