

# How do I record personal greetings for Voicemail Options

This KB provides detailed directions for recording your greeting in the voicemail feature of the Switchvox user interface

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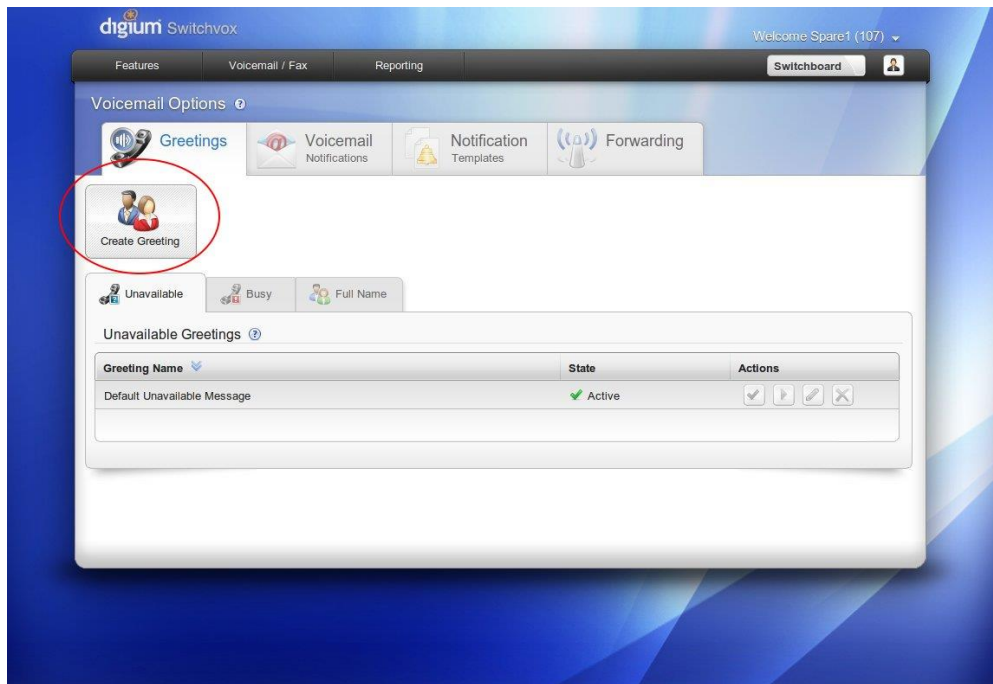
Answer

These are the steps for creating your voicemail greeting from the user interface of the Switchvox.

1. Login to ip.address.of.your.PBX /main user interface



2. Select ***Voicemail /Fax*** > Voicemail Options
3. Select the ***Create Greeting*** button



4. **Greetings** are recorded or uploaded sounds that play to a caller when you don't answer the phone. You can upload a sound file from your computer, or record a greeting using your phone.
5. The **default greeting** is Switchvox reading your extension digits, and then the caller can record a message.
6. The greeting that Switchvox plays can be different if you are already on a call (**Busy greetings**) or if you are just not answering the phone (**Unavailable greetings**).
7. If you don't want to distinguish between Busy and Unavailable, set **Use Unavailable greetings when busy** to **Yes**.
8. You can create as many greetings as you want, but only one can be active for each situation (**Busy, Unavailable, Full Name**).

