

Recording System (Company) Greetings (Cadence Only)

When callers reach the Cadence voice mail, they will hear a “system” (company) greeting. The greeting may change depending on the time of day, the day of the week, or a holiday.

The system greeting may consist of up to four distinct prompts, strung together in the desired sequence to form a greeting:

1. The Welcome Message
2. Main Menu Part 1
3. An Optional Single Digit Menu
4. Main Menu Part 2

In most cases the only greeting that will need to be recorded is the “Welcome Message.”

To record the System (Company) greeting, you must be in the “Administration” Mailbox.

To get to the Administration Mailbox:

1. Press the **“MSG”** key from any phone.
2. Press **“#”** to reach the main greeting.
3. Press **“*”**
4. Dial **“999”** (Administration Mailbox).
5. Enter **“Password”** (See System Administrator) plus **“9”** for the Administration Options Main Menu.
6. Press **“2”** to record system greetings.
7. Press **“6”** to record greetings by number (see chart below).

| System Mode | System Greeting Mode | Prompt # |
|---------------------|----------------------|----------|
| Day Mode | Welcome Message | 01 |
| | Main Menu Part 1 | 04 |
| | Single Digit Menu | 05 |
| | Main Menu Part 2 | 06 |
| Night Mode | Welcome Message | 02 |
| | Main Menu Part 1 | 04 |
| | Single Digit Menu | 05 |
| | Main Menu Part 2 | 06 |
| Special Mode | Welcome Message | 03 |
| | Main Menu Part 1 | 04 |
| | Single Digit Menu | 05 |
| | Main Menu Part 2 | 06 |

8. Follow the instructions.