

# SpectrumVoIP™

## Stratus – Voicemail Greeting





Voicemail Greetings can be recorded through the Stratus Web Portal as well as from their own phone. All users are able to log in to the web portal to update their own greeting. Users with higher administrative access, such as Office Managers will be able to edit other users as well. Users are also able to update their voicemail settings through the voicemail menu tree.

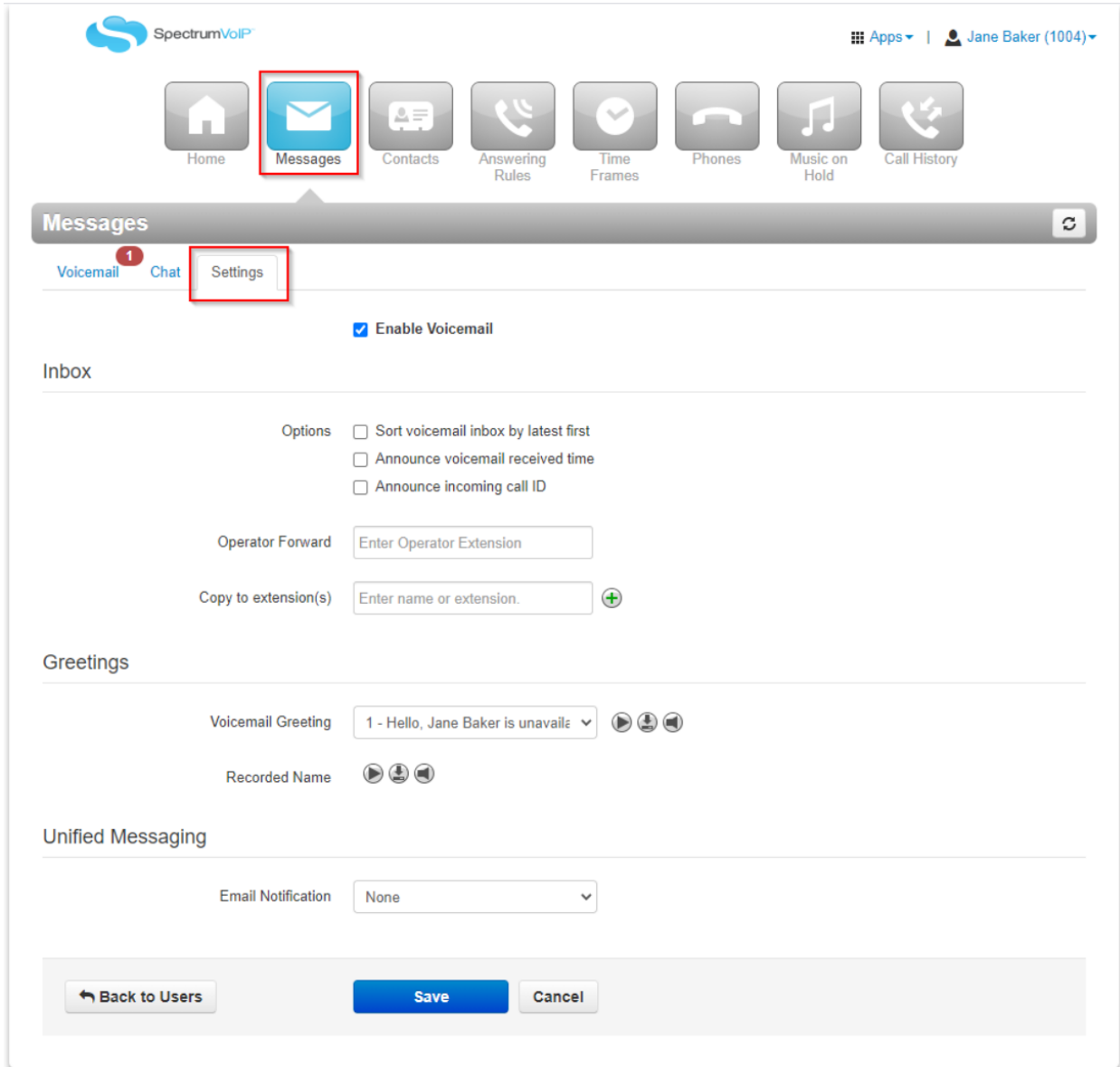
## Updating your voicemail greeting from your SpectrumVoIP Telephone

1. Press the button labeled “Message” on the device
2. Press option 6 change your greeting
3. Press 1 to record a new greeting
4. Select a number on the dial-pad to save the recording as
5. After you record your message, press the # sign on the phone. The system will playback your greeting after you are finished
6. To select the newly recorded greeting as the one you wish to play, press 1. To keep the previous greeting that was set, press 0

# Updating your voicemail greeting through the Stratus Web Portal

## Navigating to Voicemail Greetings as a Basic User

Once you log into the Stratus web portal, click on the message icon then go to the settings tab below.



## Navigating to Voicemail Greetings as an Office Manager

For those with Office Manager access that can view and manage the entire account, click on the Users section.

Find the user you wish to update the voicemail for, then click on the Edit button on the right-hand side of the screen and select Voicemail.

The screenshot shows the 'Users' management interface. At the top, there is a navigation bar with icons for Home, Call Center, Users (highlighted), Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold, Inventory, and Call History. Below this is a 'Users' header with a refresh icon. A search bar contains the text 'Enter name, extension, site or dept.' and a magnifying glass icon. To the right of the search bar are buttons for 'Shared Contacts', 'Import', 'Export', and 'Add User'. The main content is a table with columns: Name, Extension, Department, Site, and Scope. The table lists several users, including Jane Baker, Video Bridge AA (with a 'Password Required' warning), Jack Hartgrove, Ron Pricey, user queue (with a 'Password Required' warning), and William Rivers. A context menu is open over the 'Ron Pricey' row, showing options: Profile, Answering Rules, Voicemail (highlighted), Phones, and Advanced.

Name	Extension	Department	Site	Scope
Jane Baker	1004	Accounting	Juneburg	Basic User
Video Bridge AA	8200			Basic User
Jack Hartgrove	1001	Mangement	Juneburg	Office Manager
Ron Pricey	1003	Support	Mayville	Office Manager
user queue	8009			Basic User
William Rivers	1009	Support	Juneburg	Call Center Supervi

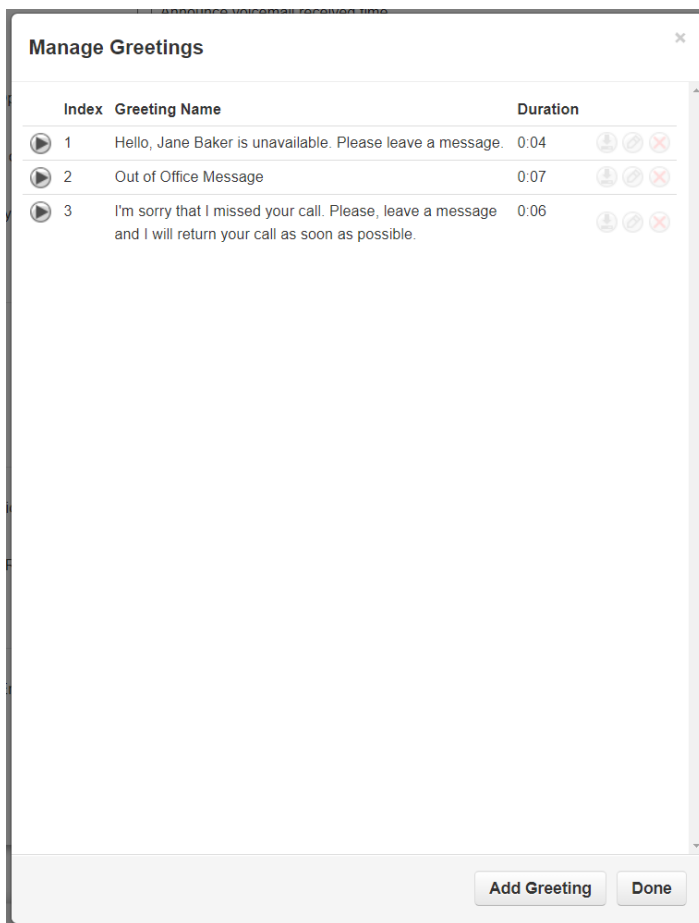
## Updating The Voicemail Greeting

Once you are on the Voicemail Settings Page, click on the Manage icon indicated below by the speaker icon

### Greetings

Voicemail Greeting 2 - Out of Office Message ▶ ⬇ 🔊

You will be taken to a pop-up window that contains your current greeting options.



- You can use the Play button to listen to the greeting
- You can download a greeting
- You can edit a greeting
- You can delete a greeting

At the bottom, click the **Add Greeting** Button to create a New Greeting

There are 3 ways to add a greeting to your Voicemail

- **Text-To-Speech** - This option will allow you to type a message that will be converted to an audio file. The voice option can be selected to determine how the text-to-speech will sound. The Play Button can be used to preview the audio file.


New Greeting  Text-To-Speech ⓘ

Upload

Record

Message

Language

Voice  

- **Upload** - If you already have a message recorded you can select the Upload option and select the audio file saved on your computer and select upload to save it to the menu.
  - This will need to be a .wav or .mp3 file type. You will also need to give a description to your uploaded audio file

New Greeting  Text-To-Speech ⓘ

Upload

Record

Greeting Name

- **Record** - If you need to record a message you can select the Record Button. Then in the option "Call me at" you can send a call to either an extension (3 or 4 digits) or a ten-digit telephone number to record the message through a phone. You will need to add a description to the greeting.

New Greeting  Text-To-Speech ⓘ

Upload

Record

Greeting Name

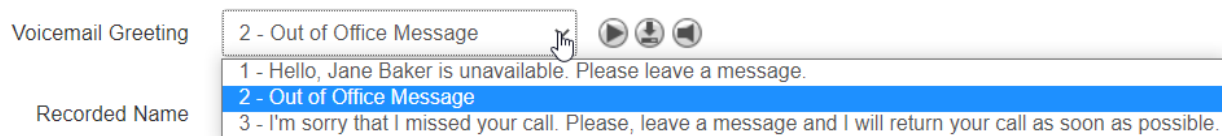
Call me at

When you are finished with the call you can either select "Try Again" to redo the recording or select "Done" to upload the sound to the menu.

Once you are done recording or the file has been uploaded click on done and you are finished.

### Selecting Greeting

After your new greeting has been added, it can be selected from the drop-down menu under Greetings.



Click Save to make the change complete.