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SIP Feature Server User's Guide

Managing your greetings

5/7/2025

Managing your greetings

Users can manage greetings for their personal mailboxes. Only users who are Group Mailbox Administrators can change greetings and passwords for group mailboxes.

To manage your greetings from a local or remote telephone, press 4 and use these commands:

- Press 1 to record an extended absence greeting.
- Press 2 to record a personal greeting.
- Press 5 to activate the standard greeting that inserts your recorded name into a standard message. For example: You have reached the mailbox of *play_recorded_name*.
- Press 6 to activate your personal greeting. Not available or played unless this greeting exists.
- Press 7 to activate your extended absence greeting. Not available or played unless this greeting exists.

After initiating each action, follow the audio prompts.

- Press * to exit the Greetings menu and return to main menu.

To manage your greetings from a web browser:

1. Using your user credentials, log into Genesys Administration Extension (GAX IP address:port/gax).
2. Under **Administration > SIP Voicemail & Call Settings**, select a mailbox, which is personal or device or agent group.
3. Select Greetings and:
 - Click **New** to upload a Personal/Extended Absence greeting.
 - Click **Delete** to delete the existing Personal/Extended Absence greeting.
 - Click **Play** to listen to the existing Personal/Extended Absence greeting.

Important

Only the Group mailbox administrators have the privilege to play, upload, or delete greetings pertaining to the Group mailboxes.

Audio File Formats

The maximum size of an audio file (wav) that can be uploaded is 5MB. The duration of the audio file should be within the maximum duration as configured in the Feature Server application level.

Audio files must be in the following formats for uploading:

Audio MIME Type	File format	Encoding	Sample Size	Sample Rate	
audio/wav	Audio with .wav header	ULAW	8-bit mono	8000 Hz	
audio/wav	Audio with .wav header	ALAW	8-bit mono	8000 Hz	
audio/wav	Audio with .wav header	PCM_UNSIGNED	8-bit unsigned mono	8000 Hz	
audio/wav	Audio with .wav header	PCM_SIGNED	16-bit signed mono	8000 Hz	

Important

SIP Feature Server's UI has been deprecated from version **8.1.201.83** dated 09/14/16, and is not supported any further. Therefore, all administrative tasks must be performed using GAX.