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# SIP Voicemail User Guide

Managing Your Mailbox

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# Managing Your Mailbox

The first time that you use your Genesys SIP Voicemail mailbox, you are asked to change your password. You can change it again, any time, with this procedure: [Changing Your Personal Options](#).

Your mailbox comes with a default "standard" greeting, which is generic. If you wish to have a personal greeting or an extended absence greeting, you must record them. See: [Managing Your Mailbox Greetings](#).

## Procedure: Changing Your Personal Options

- Use these commands to change your password.

You do not need to wait for the full prompt; you can proceed as soon as the voice begins to speak.

### Prerequisites

- You have accessed your personal mailbox. See [Accessing Your Voicemail Account](#).

### Start

1. Press 5 at your mailbox, to reach the Personal Options menu.
  2. At the Personal Options menu, use these commands to change your name and password:
    - Press 2 to change your password. Follow the audio prompts.
- Press \* to return to the main menu.

### End

## Procedure: Managing Your Mailbox Greetings

### Prerequisites

- You have accessed your personal voicemail mailbox. See [Accessing Your Voicemail Account](#).

You do not need to wait for the full prompt; you can proceed as soon as the voice begins to speak.

### Start

1. Press 4 at your mailbox, to reach the Greetings menu.

2. At the Greetings menu, use these commands to manage your greetings:

- Press 1 to record an extended absence greeting.
- Press 2 to record a personal greeting (standard greeting with recorded user name). For example, You have reached mailbox of <play\_recorded\_name>.
- Press 5 to activate standard greeting - from the enrollment.
- Press 6 to activate personal greeting. Not available or played unless this greeting exists.
- Press 7 to activate 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.

**End**