

## **TELEPHONE SYSTEM GREETING PROCEDURES**

The Salutation mailbox (990) plays 24 hours a day, 7 days a week. Therefore, if you have a snow day, emergency close, etc., follow these instructions:

From your desk, dial 850 - when voice mail asks for your code press # - wait to hear the automated attendant.

Press \*990#0000# and continue as below.

From outside the office, call into the main number - wait to hear the automated attendant.

Press \*990#0000#.

Dial 3 (manage mailbox)

Dial 1 (change greeting)

Dial 3 (select a greeting - #2 is used as the normal greeting while original #1 is saved)

Dial 2 (to record) Record greeting #3 "Thank you for calling Long Island Cares. We are closed due to inclement weather."

Press # to stop recording.

Dial 9 (to save recording)

Hang up.

Call into the main number and you will hear "Thank you for calling Long Island Cares. We are closed . . . ." The rest of the greeting "our address is 10 Davids Drive . . ." (stored in another mailbox) will play immediately after the first segment just recorded.

When the office reopens follow the following instructions:

From your desk, dial 850 - when voice mail asks for your code press # - wait to hear the automated attendant.

Dial \*990#0000#

Dial 3 (manage)

Dial 1 (change greeting)

Dial 2 (select a greeting - #2 is used as the normal greeting while original #1 is saved)

Dial 9 (save)

Hang up.