Recording Voicemail Greetings

Your new voicemail account has been activated and is ready for you to personalize. Your current voicemail greeting will continue to operate until Saturday, November 27th. After November 27th, your new voicemail greeting will take affect. If you currently have voicemail on our system, please take a few minutes to setup your new voicemail before the 27th to ensure a smooth transition for your extension. You can setup your new voicemail by following the instructions below.

Setting Up Your Voicemail
1. From your phone dial 8300.
2. You will be prompted for your password, press 12345 followed by the # sign. (this is a temporary password that you will be required to change)
** If you dial 8300 and get the “Welcome to National-Louis University” message, send an email to helpdesk@nl.edu with your name, extension and note that you received the “Welcome” message instead of the Unity setup message.
3. The greeting will welcome you to Unity voicemail and ask you to personalize your settings.
   a. Recorded name - You will first be asked to record your first and last name. This recorded name will allow your extension to be entered into the spell by name directory. After recording your name, press #. The system will ask you to press # again to accept your recorded name.
   b. Standard Greeting - The default greeting is “Sorry [recorded name] is not available.” To record your own greeting, press 1. After you have recorded your greeting press #. The system will play your message back to you to make sure you are satisfied with your greeting. Press # to save it and continue.
   c. Password - The automated message will inform you that you need to change your voicemail password. Your voicemail password must be at least 4 digits. Enter your password then press #. The system will ask you to confirm your password by typing it again, and then press #.
   d. Spell by Name Directory - press # to keep your name listed in the spell by name directory.
4. The system will now inform you that your voicemail setup has completed. You can test your new password by dialing 8300 from your phone again, and entering your new password followed by the # sign. Once you have entered your password you can go back to change greetings by pressing 4 during the automated greeting (The automated greeting will announce a list of choices for you).

- If you hang up before the automated voice informs you that you have completed the setup of your voicemail box, it will start the process over next time you connect.
- We will also be using this same process for departments that have general voicemail boxes before the conversion on the 27th. I will be contacting the department heads of each area that has a known general voicemail box shortly to verify what extension needs to be setup. Greetings for these general voicemail boxes will need to be re-recorded on the new system, so please take a moment to verify the content of your current recorded greeting.