

Out of office greeting

UM, our voice mail system, provides us with the ability to record two different voice messages and to activate one or the other alternately as we wish.

The first message (standard greeting) can be used for your daily needs while and the second announcement (out of office greeting) comes into play for holidays or long absence periods.

Both announcements can be recorded and managed using the ETH telephone set.

It is also possible to activate and deactivate them, after recording, comfortably using OWA.

Activating the out-of-office greeting, means deactivating the standard greeting and, vice versa, deactivating the out-of-office greeting, activates automatically the standard greeting.

OWA

The Web Interface for your mailbox in "Outlook Web Access" (OWA) provides a simple menu that allows you to manage both audio prompts.

OWA can be contacted at: <https://mail.ethz.ch/owa>. After logging in to your mailbox, select "Options" - "Show all options" - "Telephone" - "Voice Mail". Among other things you can see here the currently active announcement on your phone:

Greetings

You can choose which greeting callers will hear when they reach your voice mail.

- Default voice mail greeting
- Greeting that lets callers know I'll be away for an extended period of time

[Call me to play or record the selected greeting...](#)

The first item corresponds to the default announcement, the second the out of office greeting.

If you have an IP phone, you can activate one or the other greeting as well as initiate from OWA the message registration (Call me ..). When you access the link, you can specify in the appearing mask the phone number of an IP-enabled telephone set in your vicinity. The system will call you then to this number. Following the instructions you will be able to record the selected announcement directly on the line.

If you don't have an IP phone, you can only use OWA to activate or deactivate the greetings and have to use the telephone set to registry the announcement.

Telephone

Out of office greeting management using the telephone set includes following functions:

Identify the active option at the moment:

1. Call 39990
2. Identify yourself with your PIN
3. Should be the out of office greeting active, you'll hear following voice message: "Your telephone greeting that lets people know that you are away is currently on"
4. Shouldn't be the out of office greeting active, you will only hear the standard voice menu.

Turn your vacation greeting on/off

1. Call 39990
2. Identify yourself with your PIN
3. Say "Personal Options"
4. Depending on the current status
 1. If the out of office status is active, you will hear „To turn off your personal greeting that lets people know that you are away press 1“
 2. If the out of office status is inactive, you will hear „To turn on your personal greeting that lets people know that you are away press 1“
5. Press 1 as instructed and follow instructions

Change out of office greeting

1. Call 39990
2. Identify yourself with your PIN
3. Say "Personal Options"
4. Press 2 (Change greetings)
5. Press 2 (Change out of office greeting)
6. The current greeting will be played
7. Press 2 to change it and follow instructions