Understanding the voicemail system menu

ⓘ Only Voice Mail Admins and Site Admins can manage voicemail activities in your RescueGroups.org account. Learn more about **RescueGroups.org roles** in our Getting Started user guide.

Your Voice Mail system allows you to have a main greeting as well as a greeting for each mailbox. The individual mailbox greetings are optional for each mailbox.

ⓘ **Where do I find it?**

You can access your voicemail account at **Services > Voice Mail: Mailboxes.** Enter the number of the mailbox you wish to modify.

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How the menu is structured

Your main greeting takes callers to the individual mailboxes. You don't need to give out each mailbox number in the message, if you have, for instance, a private line, but for any mailbox, a general caller might be interested in, you would want to identify the number. See the chapters about recording and deleting messages to learn how to record and change your greeting messages.

Individual mailbox menu

After accessing the main greeting, the caller can press the number of the individual mailbox and select one of the following options:

- Press 1 to leave a message (for that mailbox owner)
- Press asterisk * to listen to messages (You must enter the mailbox password when prompted)
- Press zero 0 to return to the main greeting

Administrator menu

An administrator can, of course, select an individual mailbox and select the choices above, just as can any other caller. However, administrators have the ability to record, change, or delete the greeting for any of the individual mailboxes as well as for the main greeting. The options for administrators using the master password are as follows:

- Press a number from 1 through 9 to select the individual mailbox for which you want to record a greeting
- Press the pound or hash sign # to record the main greeting
- Press zero 0 to return to the main greeting

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