

Configuring a mailbox without a greeting



Only Voice Mail Admins and Site Admins can manage voicemail activities in your RescueGroups.org account. Learn more about [RescueGroup s.org roles](#) in our Getting Started user guide.

Each of your individual voice mailboxes may have a separate greeting. However, you may not want each mailbox to have its own greeting. For example, you might say in your main greeting, "press 1 to leave a message for the events coordinator," and you might not want another greeting on that mailbox.



If you create a mailbox without a greeting you will not be able to login to the mailbox using your phone. Since there's no greeting there's no opportunity to press * to enter the administrative menu of the mailbox.

To configure a mailbox without a greeting, follow these instructions:

1. Dial your voice mail phone number
2. At your main greeting (or the message about "test number"), press *
3. Enter your Master Admin Password when prompted and press #
4. From the admin menu, press the number for the mailbox greeting you would like to record (you must have already created the mailbox)
5. Press **2** to set the mailbox to not use a greeting
6. Press **0** to exit the mailbox greeting menu

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