

Set up and manage your Extended Away greeting

Are you going to be away from the office for an extended period of time?

Don't worry—set your Extended Away greeting. Callers will hear your Away message after the number of rings you specify in your voicemail settings, helping prevent your mailbox from filling up while you are out.

Important: This option is intended for long-term absences (for example, extended leave such as a multi-month FMLA), not short vacations. When the Extended Away greeting is enabled, callers will not be able to leave a voicemail message, so be sure this setting is appropriate for the duration of your absence and that alternative contact information is provided in your greeting if needed.

Before you begin

- You need to enter your passcode to begin the recording process. The passcode refers to your voicemail PIN. You can use the passcode given by your administrator. Otherwise, you can set your passcode from the User Hub. See [Set or reset your voicemail PIN](#) for more details.

1	Dial *62 from your phone or Webex App to call the voice portal.
2	Perform one of the following actions: <ul style="list-style-type: none">• If you're calling from your own phone, enter your passcode followed by #.• If you're not calling from your own phone, press *, enter your mailbox ID (usually, your extension) followed by #, and then enter your passcode followed by #. If you haven't recorded your personalized name before, you're asked to record your name before you proceed.
3	Press 1 to access the voice messages, and then Press 4 to access the Extended Away greeting menu.
4	Press 3 to record your greeting.

- 5 Record your message after the tone, and press # to end the recording.
- 6 Press 1 to activate your Extended Away greeting.
To deactivate the greeting, follow the preceding steps, and Press 2 when prompted.
To listen to the recorded greeting, follow the preceding steps, and Press 4 when prompted.
If you're going on vacation or a business trip and want to set a greeting and specify the away time in advance, you can use the personal call routing feature. This feature also lets the callers leave a voice message. For details, see [Configure Personal Call Routing in User Hub](#) and [Set up call routing for when you're away](#).