

**QUICK KEY:** From the voicemail main menu, press 6 (Change Greetings) → 1 (Record new greeting)

### Quick setup (handset)

- Press the **Message** (envelope) key.
- Enter your **voicemail PIN**.
- To check messages: press **1** for **New** or **2** for **Old**; follow prompts to play/save/delete.
- To record a new greeting: from the main menu press **6 → 1**.

### Voicemail main menu

Key	Action
1	Listen to NEW messages
2	Listen to OLD messages
3	Send a message
4	Call Forwarding
5	Set current options
6	Change Greetings (6 → 1 to record new greeting)
7	Recover deleted voicemails

### Customer-friendly greeting scripts

#### Business hours

“Hi, you’ve reached *[Business Name]*. We’re on the line or away from the phone. Please leave your name, number, and reason for calling, and we’ll call you back shortly. Thank you.”

#### After hours

“Thanks for calling *[Business Name]*. Our office hours are *[days/times]*. Please leave your name, number, and a brief message, and we’ll respond next business day. For urgent issues, email [service@wtco.com.au](mailto:service@wtco.com.au).”

#### All-purpose (busy day & after-hours)

“Thanks for calling *[Business Name]*. We’re helping other customers or may be closed right now. Please leave your name, number, and the reason for your call. We’ll get back to you as soon as possible during business hours.”

Use this if you don’t keep a separate night mailbox.

### Tips

- Keep greetings short (20–30 seconds) with a clear callback promise.
- If the message light stays on, clear saved messages or enable delete-after-email (if using voicemail-to-email).
- Refresh greetings for holidays or special hours.

*Menu wording can vary slightly.*

