Accessing Broadsoft Voice Mail System remotely to record a
new No-Answer Greeting.

The No-Answer Greeting will be played for callers if your phone rings
and is not answered.

<u>**From An External Phone**</u>

Dial Voice Mail Portal (240-567-9900) and enter your **Mailbox ID** (last 5 digits of your phone number)
followed by # key (ex: 7XXXX#). You will be prompted **to enter your passcode followed by the # key.**

Once you successfully access the voice portal by entering your mailbox ID and your passcode, you will
be prompted to **Press 1** to access your voice mailbox.

You will hear the voice mailbox menu. **Press 3** to change your mailbox no-answer greeting.

To record a new no-answer greeting, **Press 1**.

You will hear, "Please start recording after the tone. To end recording, press the # key".
You will hear "Thank you, your greeting has been recorded".

Your greeting is now recorded and active.

You will hear prompts to record a new no-answer greeting, **Press 1**.
If you would like to listen to the current greeting, **Press 2.**

If you are satisfied with the greeting, you may hang up.

For any additional assistance or support, please contact the IT Service Desk at 240-567-7222 or
itservicedesk@montgomerycollege.edu