

# HOW TO EDIT YOUR VOICEMAIL GREETING

## Contents

How to Edit Your Voicemail Greeting Using the "Text to Speech" Option	3
How to Edit Your Voicemail Greeting Using the "Record by Computer" Option	7

## How to Edit Your Voicemail Greeting Using the "Text to Speech" Option

- 1. Go to Zoom.us
- 2. Click Sign in if you are not already signed in



Sign	In
Email Address	
Password	۲
Forgot password?	Help 🖄
Sign I	In
By signing in, I agree to the Statement and Terms of Ser	Zoom's Privacy rvice.
Stay signed in	
Or sign in	with
٩	G
SSO Apple	Google Facebook
Zoom is protected by reCAP Policy and Terms of Service	PTCHA and the <b>Privacy</b> apply.

4. Click the "Phone" option on the left-hand side

PERSONAL	ŀ
Profile	
Meetings	
Webinars	
Events & Sessions	
Phone	
Personal Contacts	
Personal Devices	
Whiteboards	
Notes	
Surveys	
Recordings & Transcripts	

5. Scroll down to the "Call Handling" section and click "Edit" under the Greeting & Leave Voicemail instruction

Call Handling	
Business Hours	24 Hours a Day, 7 Days a Week Edit
	Call Handling Edit • Zoom Mobile Apps • Zoom Phone Appliance Apps • Zoom Desktop Apps • Desk Phone : Mitel 6930w • Clara's New Phone : Poly edge-e220 • Desk Phone : Mitel 6940w
	Call Handling Ring Mode Simultaneous ~ Max Wait Time 30 seconds ~
	When I'm busy on another call
	When a call is not answered
	Forward to voicemail / videomail          Allow callers to reach an operator
	Greeting & Leave voicemail instruction • Defau Edit ~
	Videomail greeting can be recorded at Zoom client.

6. Click "Add Audio"

![](_page_4_Picture_1.jpeg)

7. Click the "Text to Speech" tab at the top.

Add Audio	
Text to Speech Upload	Record by Computer
Asset Name	

8. Enter an "Asset Name", then click the drop-down arrow under "Category" and click "Voicemail Greeting"

Add Audio
Text to Speech Upload Record by Computer
Asset Name
Example
Category
Select category ^
Music on hold / Music on park
CQ/AR greeting prompt
IVR audio prompt
Audio while connecting
Disconnect greeting
Voicemail greeting
Visibility
Personal Audios Asset Library (Public)
Add Cancel

9. Once "Voicemail Greeting" click the drop-down arrow and type your message in the "Message to Play" section

![](_page_5_Picture_1.jpeg)

Note: You can change the language and voice by clicking the drop-down arrows next to "Language" and/or "Voice". To hear the message you can click play.

#### 10. Once you are happy with the message, click "Add"

![](_page_5_Picture_4.jpeg)

#### Visibility

Personal Audios

Asset Library (Public)

![](_page_5_Picture_8.jpeg)

## How to Edit Your Voicemail Greeting Using the "Record by Computer" Option

- 1. Go to Zoom.us
- 2. Click Sign in if you are not already signed in

![](_page_6_Picture_3.jpeg)

3. Fill in your Username and Password

![](_page_6_Figure_5.jpeg)

Zoom is protected by reCAPTCHA and the Priva Policy and Terms of Service apply. 4. Click the "Phone" option on the left-hand side

PERSONAL	ŀ
Profile	
Meetings	
Webinars	
Events & Sessions	
Phone	
Personal Contacts	
Personal Devices	
Whiteboards	
Notes	
Surveys	
Recordings & Transcripts	

5. Scroll down to the "Call Handling" section and click "Edit" under the Greeting & Leave Voicemail instruction

Call Handling	
Business Hours	24 Hours a Day, 7 Days a Week Edit
	Call Handling Edit • Zoom Mobile Apps • Zoom Phone Appliance Apps • Zoom Desktop Apps • Desk Phone : Mitel 6930w • Clara's New Phone : Poly edge-e220 • Desk Phone : Mitel 6940w
	Call Handling Ring Mode Simultaneous ~ Max Wait Time 30 seconds ~
	When I'm busy on another call
	When a call is not answered
	Forward to voicemail / videomail          Allow callers to reach an operator
	Greeting & Leave voicemail instruction • Defau Edit ~
	Videomail greeting can be recorded at Zoom client.

6. Click "Add Audio"

![](_page_8_Picture_1.jpeg)

7. Click the "Record by Computer" tab at the top.

Asset Name	
Text to Speech	Upload Record by Computer
Add Audio	

8. Enter an "Asset Name", then click the drop-down arrow under "Category" and click "Voicemail Greeting"

![](_page_8_Picture_5.jpeg)

By uploading, using, or displaying copyrighted music, audiovisual content, sound recordings, photographs, artwork, and other forms of media on the Zoom platform you warrant to Zoom that you have permission and/or a license to use such content. Doing so without permission or license from the owner violates Copyright Law and may result in the removal of such content by Zoom and subject you to Zoom's repeat infringer policy.

Add Ca	ncel
--------	------

9. Once you have selected "Voicemail Greeting" click the drop-down arrow to close the option screen. Then click the red record icon and begin recording your message.

Add Audio		
Text to Speech	Jpload	Record by Computer
Asset Name		
Example		
Category		
Voicemail greeting ×		~
Language		
American English		× )
Record Audio		
Click the record button to s	tart recordin	g
$\bigcirc$		00:00 / 04:00
Visibility		
O Personal Audios	Asset Librar	y (Public)
By uploading, using, or dis recordings, photographs, you warrant to Zoom that y content. Doing so without Law and may result in the Zoom's repeat infringer po	playing copy artwork, and you have pern permission o removal of su plicy.	righted music, audiovisual content, sound other forms of media on the Zoom platform mission and/or a license to use such or license from the owner violates Copyright uch content by Zoom and subject you to
		Add Cancel

Note: If prompted, click "Allow this time" to allow the use of your microphone

us06web.zoom.us wants to	×	
Use your microphones		
Allow while visiting the site		
Allow this time		
Never allow		

10. Begin recording your greeting, once you are done click the stop button.

Add Audio		
Text to Speech	Upload	Record by Computer
Asset Name		
Enter an asset name		
Category		
Select category		~
Language		
American English		~
Record Audio		
Click the record button t	o start recordir	1g
		00:19 / 04:00
Visibility		
Personal Audios	Asset Libra	ry (Public)
By uploading, using, or recordings, photograph you warrant to Zoom th content. Doing so witho Law and may result in th Zoom's repeat infringer	displaying cop as, artwork, and at you have per but permission he removal of s policy.	vrighted music, audiovisual content, sound other forms of media on the Zoom platform mission and/or a license to use such or license from the owner violates Copyright uch content by Zoom and subject you to
		Add Cancel

11. You can now listen to your recording by clicking the play button. If you are not satisfied with the recording, you can record another message by clicking the "Record Again" button.

Add Audio		
Text to Speech	Upload	Record by Computer
Asset Name		
Enter an asset name		
Category		
Select category		~
Language		
American English		~
Record Audio Click the record button t Click the record button t CRecord Again Visibility	o start recordin	g 0:00 / 0:27
Personal Audios	<ul> <li>Asset Librar</li> </ul>	y (Public)
By uploading, using, or recordings, photograph you warrant to Zoom th content. Doing so witho Law and may result in t Zoom's repeat infringen	displaying copy ns, artwork, and at you have per out permission of he removal of so r policy.	righted music, audiovisual content, sound other forms of media on the Zoom platform mission and/or a license to use such or license from the owner violates Copyright uch content by Zoom and subject you to
		Add Cancel

### 12. Once you are satisfied with your greeting, click "Add"

#### Add Audio

Text to Speech Upload Record by Computer

#### Asset Name

Enter an asset name

#### Category

Select category

#### Language

American English

#### Record Audio

Click the record button to start recording

![](_page_11_Picture_11.jpeg)

#### C Record Again

#### Visibility

Personal Audios Asset Library (Public)

By uploading, using, or displaying copyrighted music, audiovisual content, sound recordings, photographs, artwork, and other forms of media on the Zoom platform you warrant to Zoom that you have permission and/or a license to use such content. Doing so without permission or license from the owner violates Copyright Law and may result in the removal of such content by Zoom and subject you to Zoom's repeat infringer policy.

![](_page_11_Picture_16.jpeg)

 $\sim$ 

 $\sim$