

To record your personal voice message, follow these steps:

1. From your phone dial *99
2. Enter the password 0000
3. Once you are in your voicemail box, choose option 0
4. Press 1 to record your unavailable message
5. Follow the prompts to record
6. When you have finished recording, press the pound key. You will then have the option to review, re-record, or save your message. Once it has been saved, hang up and your message will be active.

To record a personalized voicemail message for an extension not assigned to your device:

1. From your phone dial *98
2. Enter the desired extension
3. Enter the password 0000
4. Once you are in the voicemail box, choose option 0
5. Press 1 to record your unavailable message
6. Follow the prompts to record
7. When you have finished recording, press the pound key. You will then have the option to review, re-record, or save your message. Once it has been saved, hang up and your message will be active.

Voicemail: http://jive.com/resources/support_page/end-user-manual-2/jive-voice-features/voicemail-management-phone/

For any other recording, follow these steps:

1. Dial *14 (Sound Clips can only be done from an Admin's phone or anyone who has been given permission: Permissions>>Prompts.)
2. Enter the password 0000
3. You will be prompted to record
4. When you are finished recording, press the pound key, you will then have the option to review, re-record, or save.
5. Once you press save your recording will appear in your PBX in the Sound Clips tab as the date and time it was recorded. (You can change the title by clicking on the recording, delete the old name, enter your preferred name, and click save.)
6. Then go to the correct dial plan and enter the sound clip into its specific node. Once you press save the sound clip will be active.

Sound Clips: http://jive.com/resources/support_page/admin-manual-2/sound-clips/