Shared Line Mailbox Schedule Set Up

Last Modified on 07/18/2025 4:36 pm EDT



Use a Shared Line Schedule to change the outgoing messages in voicemail based on the time of day.

See the below for the steps to get it set up.

As of version 6.0 Share Lines now can be on a schedule which means that the outgoing message to callers can play based on the time of day.

An example of this is an office that closes down a department for lunch, a greeting saying that department is closed can be played during that closed time and then return to an open greeting once they are open again.

The example I will use here is a grocery store that has a pharmacy, the pharmacy hours are different than the store hours, so the Auto Attendant is playing the open greeting, but the pharmacy is still closed, and the pharmacy closes before the store does. Let's look at how to set that up.

You can consult previous iPECS Insight for instructions on how to set up your Shared Lines, click on here for those instructions.

With your Share Line mailbox created, to access the Shared Line option, click on Company, then Voicemail Service and Shared Line Schedule

You will see your lowest number Shared Line VM with a drop down to view all of them. To add your first schedule, click Add

Company	^	My Home					
Company Details Line Settings Time Schedule Call Barrins		Shared Line Schedule Shared Line 201 (Shared Line)					
Site Management LCM Management eMG Series	~	Schedule List	Greeting	Start Time	End Time	Day	No records to view
Extension G/W Management Trunk G/W Management System Tone & Timer							Add Maddy Dates
Phone LED Control Voicemail Service Service Number	^						
Company Schedule Shared Line Schedule Company Directory Dial by Name Prompt	-						

Enter the Schedule Name and your start and stop time for this defined time. This entry is from midnight to 8:59, pharmacy opens at 9AM, closed greeting plays. Click Browse to go grab where the greeting is saved and hit save.

Schedule List		~
		Add Modify Delete
Echadula Nama	115 Print PD 111	
Greeting *	RX-Closed UK-Nei RX Closed VM Greeting war Birowse Theve File, Bolz, 16bit, Mono, PCM)	
Start Time	00 \$ Hour 00 \$ Min	
End Time	08 t Hour 59 t Min	
Day	Intenday	
		Save Cancel

Continue to make entries for the days and times of the week required for your customer's scheduled hours. This entry is for open hours from 9AM until 6:59, the pharmacy is open greeting plays.

Greeting *	RY Prescriber VM Greation - Browne Indexe File Skitz (6bit Mono PCM)
	IN FIGURE IN DECEN
Start Time	09 • Hour 00 • Min
End Time	18 t Hour 59 t Min
Day	🗹 Monday 😥 Tuesday 🖉 Wednesday 🖉 Thursday 🖉 Friday 🗌 Saturday 🗌 Sunday 🗌 Holiday

The entry below covers the hours of 7PM thru midnight, where the schedule will search for the next entry



See below for the hours set up for Monday-Friday open 9AM – 17PM Saturday open from 9AM – 4PM Sunday open from 10AM – 2PM

		Schedule Name	Greeting	Start Time	End Time	Day
	0	M-F Closed DR AM	RX Closed VM Greeting	00.00	08:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday
		M-F Open DR	RX Prescriber VM Greeting	09:00	18:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday
3	\Box	M-F Closed DR PM	RX Closed VM Greeting	19:00	23:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holday
4	0	Sat Closed DR AM	RX Closed VM Greeting	00:00	08:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday
5		Sat Open DR	RX Prescriber VM Greeting	09:00	15:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday
6	\bigcirc	Sat Closed DR PM	RX Closed VM Greeting	16.00	23:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday
7	0	Sun Closed DR AM	RX Closed VM Greeting	00.00	09:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday
8		Sun Open DR	RX Prescriber VM Greeting	10:00	13:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday
9		Sun Closed DR PM	RX Closed VM Greeting	14:00	23:59	Mon. Tue. Wed. Thu. Fri. Sat. Sun. Holiday