

Voice Mail Essentials



Accessing the Voice Mail System

Faculty & staff:

- On-campus: Dial ext. 8004
(Or press the *messages* button on your Cisco phone)
- Off-campus: Dial 610-328-8004

Voice Mail Setup

On-campus, on your Cisco phone, press the **Messages** button, and then follow the voice prompts. Off-campus, call your access number (see above) and enter your PIN. Your initial PIN will be emailed to you, along with your assigned extension. The voice mail system will ask you to record your name, greeting and to change your voicemail PIN.

Voice Mail Shortcuts

As you navigate through the voice mail system these shortcuts may help:

Main Menu

Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options

During Message

Key(s)	Task
1	Start message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind message
8	Pause/resume
9	Fast-forward
#	Fast-forward to end
##	Save as-is

After Message Menu

Key	Task
1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber
5	Forward message
6	Save as new
7	Rewind
9	Play message properties
#	Save as is

Shortcuts

While listening to Main Menu, press:	
Keys	Task
41	Change greetings
412	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

Shortcuts

While listening to a message, press:

Keys	Task
#3	Skip + delete message
#4	Skip + reply
#42	Skip + reply to all
#5	Skip +forward message
#6	Skip + save as new
#9	Skip + play message info
##	Skip + save as is

Shortcuts

After recording a message, press:

11	Change addressing
12	Change recording
13	Set special delivery
14	Review recorded message

ITS Help Desk (24x7):

610-328-8513 (off campus) • 610-328-4357 (on campus) • help@swarthmore.edu