



Release 4.2(1)



## Cisco Unity Voice Mail Menus and Shortcuts

This card lists the most frequently used Cisco Unity menus and shortcut keys for managing messages and personal options by phone. (See back of card for technical support information.)

## Accessing Your Cisco Unity Voice Mail

- 1.) To Access Your Voice Mail
  - a. Voice Mail from your Desk Phone:  
**Press VM or Message Button the your phone.**
  - b. Voice Mail from any phone on Campus:  
**Dial Extension 4448**
  - c. Voice Mail from Off Campus:  
**Dial 408-4448.**

- 2.) When prompted for your user ID, enter your **extension** and press the **# key**

- 3.) When prompted, enter your **password** and press the **# key**

**\*You can also access your voice Mail by accessing your email.**

## Technical Support

For Cisco Unity support, contact the I.T. Services helpdesk at:

Extension 4357 on Campus

1-866-264-1462 off Campus

For online training manuals for your phone and voice mail, visit the IT Help tab in the MyWilkes portal:

<http://www.mywilkes.wilkes.edu>



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## Main Menu and Shortcuts

Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name

**\*\*Not available on some systems.**

### During Message Menu

While listening to a message, press:

#### Key(s) Tasks

1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind five seconds
8	Pause/Resume
9	Fast-forward five seconds
#	Fast-forward to end
##	Skip message, save as is

### Shortcuts for During Message Menu

While listening to a message, press:

#### Key(s) Tasks

#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new/Restore as new*
#8	Deliver e-mail/fax to fax machine*
#9	Play message properties
77	Rewind ten seconds
99	Fast-forward ten seconds

### After Message Menu

After listening to a message, press:

#### Key(s) Tasks

1	Replay message
2	Save/Restore as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new/Restore as new*
7	Rewind five seconds
8	Deliver e-mail/fax to fax machine*
9	Play message properties
#	Save as is

### Send Message Menu

After addressing and recording, press:

#### Key(s) Tasks

#	Send message
1	Mark urgent
2	Request return receipt
3	Mark private*
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
91	Add name
92	Hear all names (and delete names)
*	Cancel message