



## Tip Sheet

# Voice Mail Essentials

### Accessing the Voice Mail System

Faculty & staff:

- On-campus: Press the *message* button on your Cisco phone or dial ext. 7500
- Off-campus: Dial 865-539-7500

### Voice Mail Setup

On-campus, on your Cisco phone, press the **Messages** button, and enter your default PIN followed by #, then follow the voice prompts. Your initial/default PIN is 112233. Off-campus, call your access number (see above). Once the recording begins press \*, it will ask for your ID number, which is your 4 digit extension number followed by #. Then it will ask you to enter your PIN followed by #. 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