

Cisco Voicemail Phone Menu

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The following contains the key presses needed perform tasks while called into your Cisco Unity mailbox. The design was copied entirely from [CU Boulder's site](#). You may also get messages by logging into cuc.carleton.edu/inbox with your Carleton credentials. You will need to include the '@carleton.edu' (username@carleton.edu).

***Note:** Start by calling 3737 and enter your PIN number +#. You can also press the voicemail button on your Cisco VoIP phone. If you don't know your PIN, you can easily [set a new one](#).

If away from your phone, call your extension from any phone and press '*' during your voicemail greeting, then enter your extension followed by your PIN.

IMPORTANT: You must set up your mailbox by following the spoken instructions in the system. Be sure to wait until it tells you you have finished enrollment before you hang up or move on or you will have to do it again.

Main Menu

KEY	TASK
1	Hear new messages
2	Send a message
3	Review old messages (<i>This is where you can undelete/empty your deleted voicemails</i>)
4	Change setup options - <i>This is where you set/toggle your out-of-office (alternate) message.</i> <ul style="list-style-type: none">• Skip to the Setup Options section.

During Message Menu

While listening to a message:

KEY(S)	TASK
1	Restart message
2	Save
3	Delete
4	Slow playback
6	Fast playback
7	Rewind message
8	Pause/resume
9	Fast-forward

#	Fast-forward to end
# » #	Save as is
*	Return to Main menu

After Message Menu

After listening to a message, press:

KEY(S)	TASK
1	Replay message
2	Save
3	Delete
5	Forward message
6	Save as new
7	Rewind
9	Play message properties
#	Save as is
*	Return to Main Menu

Shortcuts

While listening to the Main menu, press:

KEYS	TASK
4 » 1	Change greetings
4 » 1 » 2	Turn on/off alternate greeting
4 » 2 » 1	Change message notification
4 » 2 » 3	Choose full or brief menus
4 » 3 » 1	Change phone password
4 » 3 » 2	Change recorded name
4 » 4	Change call transfer

While listening to a message, press:

KEYS	TASK
# » 3	Skip + delete message
# » 4	Skip + reply
# » 4 » 2	Skip + reply to all
# » 5	Skip + forward message
# » 6	Skip + save as new
# » 9	Skip + play message properties
# » #	Skip + save as is
*	Return to Main Menu

After listening to or recording a message, press:

KEY	TASK
#	Send message
3	Play message
4	Re-record
5	Add to message
6	Discard message

Setup Options

Press 4 in the Main Menu options to access the Setup Options menu.

Greetings - 1 Pressed

KEYS	TASK
1 » 1	Re-record greeting
1 » 2	Alternate greeting on/off
1 » 3	Edit greetings
1 » 3 » 1	Edit standard greeting - <i>this is 'default'</i>
1 » 3 » 2	Edit closed greeting - <i>when this plays is determined by the system clock/calendar</i>
1 » 3 » 3	Edit alternate greeting - <i>this is your 'away' message. It may be en-/disabled at will.</i>
1 » 3 » 4	Edit busy greeting - <i>when this plays is determined by your phone's status</i>
1 » 3 » 5	Edit internal greeting - <i>when this plays is determined by the incoming #</i>
1 » 3 » 6	Edit holiday greeting- <i>when this plays is determined by the system clock/calendar</i>

Message Settings - 2 Pressed

KEYS	TASK
2 » 1	Set message notification
2 » 1 » 1	Set pager
2 » 1 » 2	Home phone
2 » 1 » 3	Work phone
2 » 1 » 4	Mobile phone
2 » 3	Menu style
2 » 3 » 1	Enable brief menu
2 » 4	Private lists
2 » 4 » 1	Hear private list
2 » 4 » 2	Change names of private list

Preferences - 3 Pressed

KEYS	TASK
3 » 1	Change PIN
3 » 2	Change recorded name
3 » 3	Directory listing

Transfer Settings - 4 Pressed

KEYS	TASK
4 » 1	Standard transfer rule
4 » 1 » 2	Send to Voicemail
4 » 1 » 3	Change number call is transferred to
4 » 2	Alternate transfer rule
4 » 2 » 1	Enable
4 » 2 » 2	Send to Voicemail
4 » 2 » 3	Change number call is transferred to
4 » 3	Closed transfer rule
4 » 3 » 1	Enable
4 » 3 » 2	Send to Voicemail
4 » 3 » 3	Change number call is transferred to