Voice Mail Menus and Shortcuts

Voice Mail Access Number:
(919) 613-MAIL (6245)

Duke University
Office of Information Technology

Main Menu and Shortcuts

Key	Task
1	Hear new message
2	Send a message
3	Review old messages
4	Change setup options
4-1	Change greetings
4-1 -2	Turn on/off alternate greeting
4-2-1	Change message notification
4-2-3	Change full or brief menus
4-3-1	Change password*
4-3-2	Change recorded name

*When first setting up your mailbox,
your temporary password is your seven-digit
telephone number.

During Message Menu

While listening to a message, press:

Key	Task
1	Restart message
2	Save message
3	Delete message
4	Slow playback
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	Task
#	-4 Reply
#	-4-2 Reply to all
#	-5 Forward message
#	-9 Play message properties
7	-7 Rewind ten seconds
9	-9 Fast-forward ten seconds

To access Duke's voice mail system
from a phone off campus, call
(919) 613-6245

After Message Menu

After listening to a message, press:

Key	Task
1	Replay message
2	Save message
3	Delete message
4	Reply
4-2	Reply to all
5	Forward message
6	Save as new
7	Rewind five seconds
9	Play message properties
#	Save as is

Send Message Menu

After addressing and recording, press:

Key	Task
#	Send message
1	Mark urgent
2	Request return receipt
4	Request future delivery
5	Review recording
6	Re-record
7	Add to recording
9-1	Add name
9-2	Hear all names (and delete names)
*	Cancel message

For more information, visit Duke OIT
on the web at www.oit.duke.edu,
or contact us at (919) 684-2200.