



# Skype for Business Phone Service Voicemail



## Calling to set up voicemail:

If you want to check your voicemail or customize your greeting by phone, you'll need to set up a new voicemail PIN. After you are enabled for Skype for Business phone service, you will receive an email that includes a PIN for your voicemail. Refer to that email, then:

1. Call the Outlook Voice Access number, **785-864-1900**.
2. Enter your **4 and your four-digit extension (4####)** number if you are not calling from your work number.
3. Enter your voicemail **PIN** at the prompt. It will then ask you to enter a new one.

*Note: PINs must be at least 6 characters long, and cannot contain sequential numbers (12346), or repeating numbers (444444).*

### How to create a new personal greeting by calling in:

1. Follow the directions to the right to call in from a phone.
2. Say "**Personal Options**" or enter **6**.
3. Follow the voice prompts to create and save your message. When you are satisfied, you can hang up.

## How to check your voicemail:

You can check your voicemail within Outlook, within the Skype for Business Interface, by calling in to the Outlook Voice Access Number, or using the Skype for Business Mobile App.

### From email:

1. Find and open the email with the voicemail message.
2. Click the **play button** to listen.

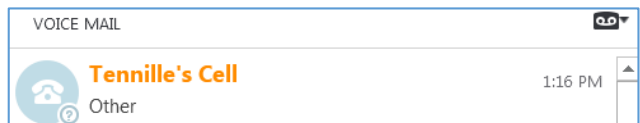


### From Skype for Business:

1. In the Skype for Business desktop interface, select the **Phone** icon.



2. Voicemail will be listed at the below the dial pad.



3. Hover over the presence or telephone icon, then click the play button to listen.



### From a phone:

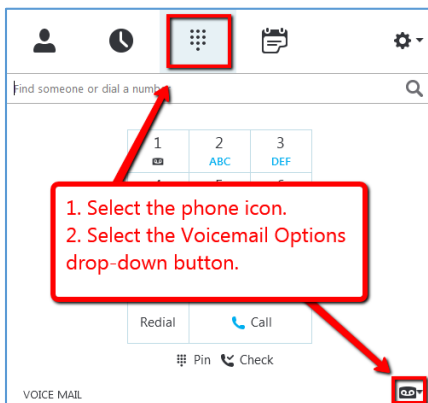
1. Call the Outlook Voice Access number, **785-864-1900**.
2. Enter your **4 and your four-digit extension (4####)** if you are not calling from your work number.
3. Enter your **voicemail PIN** at the prompt. (See backside if you don't know your PIN.)
4. Say **Voicemail** or enter **0** then **1**.

### From the Skype for Business mobile app:

1. Click on the **phone icon**.
2. Click on the **voicemail icon**.
3. Touch the message and then touch the **play icon**.

## Setting up voicemail through Skype for Business:

1. In the Skype for Business desktop interface, select the **Phone** icon.



2. Click on the **Voicemail Options** button.
3. Select **Change Greetings**.

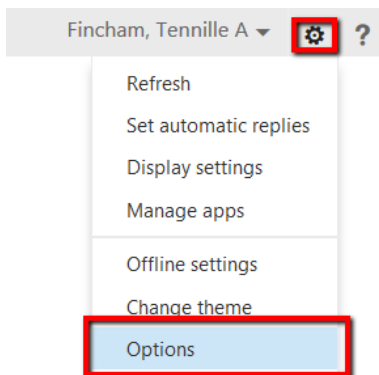
## Things to note:

- By default, you will receive email notifications any time you miss a call or receive a voicemail.
- You will notice new folders in Outlook for Missed Calls and Voicemail.
- You can forward a missed call or voicemail just as you would any other email.
- You can create a rule for voicemail email notifications as with any other mail message.
- If you delete or move a voicemail or missed call message within your email, it will disappear within the Skype for Business interface.
- Voicemail messages do count against your email storage quota.
- If you enter your voicemail PIN incorrectly three times via the voice access number, it will automatically reset and send you an email with a new temporary voicemail PIN.

## How to reset your voicemail PIN or specify other voicemail options:

You can reset your voicemail PIN, change voicemail preview, and notification settings, and view call answering rules at [mail.ku.edu](http://mail.ku.edu).

1. Log in with your KU Online ID and password at [mail.ku.edu](http://mail.ku.edu).
2. Select **the settings icon** then select **Options...**



3. Select **Phone** in the left navigation to:
  - Reset your voicemail PIN
  - Change your Voicemail Greeting
  - Change Voicemail Preview settings
  - Change Notification preferences
  - Add a mobile number to receive text notifications at when you miss a call or receive a voice message

## Hidden voicemail features:

With Skype for Business phone service, you can call in and listen to your email messages and meetings from your calendar.

1. Call the Outlook Voice Access number, **785-864-1900**.
2. Enter your **4 and your four-digit extension (4####)** if you are not calling from your work number.
3. Enter your **voicemail PIN** at the prompt.

## Voice-activated options:

Say one of the following:

- **Voicemail**
- **Email**
- **Calendar**
- **Personal Contacts**
- **Directory**
- **Personal Options**

## Touch-tone options:

Enter **0** to begin using touch options. Then, enter:

1. **Voicemail**
2. **Email**
3. **Calendar**
4. **Find a Contact**
5. **Compose a Voice Message**
6. **Personal Options**

Press 0 to repeat menu

## How to receive a text notification for voicemail messages:

Use the above directions to access the voicemail options via [mail.ku.edu](http://mail.ku.edu). Once you have selected phone in the left navigation:

1. Click on **set up notifications** under the **Notifications** section.
2. Select your **locale** and your **mobile operator** and click **Next**.
3. Enter your **mobile number** and click **Next**.
4. Enter the **passcode** that was sent to your mobile via text, then click **Finish**.
5. In the menu below Notifications, select either **I only want to receive text message notifications when I have voice messages**, or **I want to receive text notifications about missed calls and voice messages**.
6. Click **Save**.