Call the Outlook Voice Access Number, 785-864-1900.

If prompted, enter your five-digit extension. Enter your voicemail PIN and press #.

You will hear: “You have # new voice messages, # new email messages, and your next meeting is at #.

You can say:
• Voicemail
• Email
• Calendar
• Personal Contacts
• Directory
• Personal Options

Press 0 twice to go to the touchtone interface (other side)

Voicemail

You will hear: Voice message: Priority, From, Date, Message Body

You can say:
• Next message
• Next unread
• Previous
• End
• Play header
• Forward
  • Say the person’s name from the directory or say personal contact. For example, you can say, “Forward message to (directory name).”
• Reply
• Flag for follow-up
• Call
• Delete
• Rewind
• Fast forward
• Slow down
• Faster
• Pause
• Find by name
  • Say the person’s name.

Email

You will hear: Email message: Priority, From, Date, Message body or
Meeting request: Priority, Date, From, Message Body

You can say:
• Next message
• Next unread
• Previous
• End
• Read the header
• Accept/Decline
• Tentatively accept
• Forward
  • Say the person’s name from the directory or say personal contact. For example, you can say, “Forward message to (directory name).”
• Reply
• Reply all
• Flag for follow-up
• Mark as unread
• Delete conversation
• Call
• Delete
• Rewind/Fast forward/Slow down/Faster/Pause
• Find by name
  • Say the person’s name.

Calendar

Say what day:
For example, you can say:
• Today’s Calendar
• Tomorrow’s Calendar
• Monday’s Calendar
• Calendar for March 15th

You will hear:
Meeting request: Organizer, Time, Location, and Subject

You can say:
• Next message
• Next day
• Replay
• Previous meeting
• Call location
• Call organizer
• I’ll be late
• Accept/Tentative accept
• Decline/Cancel
• Clear my calendar
• Meeting details
• Attendance details
• Mark as unread
• Forward
• Call
• Delete conversation
• Reply
• Reply all
• Forward
• Call
• Delete conversation
• Find by name
  • Say the person’s name.

Personal Options

0 Repeat menu
1 Turn on/off Telephone Greeting (that lets people know you’re away)
2 Record greeting
3 Change your PIN
4 Change to the touchtone interface
5 Change the local time zone
6 Use a different time format

Find more how-to information at technology.ku.edu/using-skype-for-business

12/20/2017 | v5.2
Skype for Business Phone Service
Outlook Voice Access
Touchtone User Interface

Call the Outlook Voice Access Number, 785-864-1900.

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You will hear: “You have # new voice messages, # new email messages, and your next meeting is at #.

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**VoiceMail**

While listening to message:
- # Next message
- 0 All playback menu options
- 1 Rewind
- 11 Beginning
- 2 Pause
- 3 Fast forward
- 33 End
- 4 Slower
- 44 Flag for follow-up
- 6 Faster
- 7 Delete
- 8 Reply
- 9 Mark as unread

After listening to message:
- # Next message
- 1 Replay
- 11 Previous message
- 2 Call
- 44 Flag for follow-up
- 6 Forward
- 7 Delete
- 8 Reply
- 9 Mark as unread
- * Exit
- 0 Repeat this menu
- 00 Return to previous/more options

Enter 0 to use touch-tone options, then:
1. Voicemail
2. Email
3. Calendar
4. Find a Contact
5. Compose a Voice Message
6. Personal Options
Press 0 to repeat menu

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**Email**

While listening to email:
- # Next message
- ## Next unread message
- 0 All playback menu options
- 1 Rewind
- 11 Beginning
- 2 Pause
- 3 Fast Forward
- 4 Slower
- 44 Flag for follow-up
- 5 Envelope information
- 6 Faster
- 7 Delete
- 77 Delete conversation
- 8 Reply
- 88 Reply all
- 9 Mark as unread

After listening to email:
- # Next message
- ## Next unread message
- 1 Replay
- 11 Previous message
- 2 Call
- 44 Flag for follow-up
- 5 Envelope information
- 6 Forward
- 7 Delete
- 77 Delete conversation
- *7 Undo delete
- 8 Reply
- 88 Reply all
- 9 Mark as unread
- * Exit
- 0 Repeat this menu
- 00 Return to previous/more options

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**Personal Options**

- 0 Repeat menu
- 1 Turn on/off Telephone Greeting (that lets people know you’re away)
- 2 Record greeting
- 3 Change your PIN
- 4 Change to the voice interface
- 5 Change the local time zone
- 6 Use a different time format

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**Calendar**

You will hear:
Meeting request: Organizer, Time, Location, and Subject

While listening to email:
- # Next message
- ## Next unread message
- 0 All playback menu options
- 1 Rewind
- 11 Beginning
- 2 Pause
- 3 Fast forward
- 4 Slower
- 44 Flag for follow-up
- 5 Envelope information
- 6 Faster
- 7 Delete
- 77 Delete conversation
- *7 Undo delete
- 8 Reply
- 88 Reply all
- 9 Mark as unread
- * Exit
- 0 Repeat this menu
- 00 Return to previous/more options

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**Enterprise Options**

- 0 Repeat menu
- 1 Turn on/off Telephone Greeting (that lets people know you’re away)
- 2 Record greeting
- 3 Change your PIN
- 4 Change to the voice interface
- 5 Change the local time zone
- 6 Use a different time format

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You can also use the Outlook Voice Access Number, 785-864-1900, to access your voicemail and email messages.