How to check your voicemail:

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

   ![Email Preview](image)

   **Sent:** Thursday, November 12, 2015 at 8:13 PM  
   **To:** Fincham, Tennille A  
   **Subject:** (785) (5 seconds) Voice Mail.mp3 (14.1 KB)  
   **Preview**

From Skype for Business:
1. In the Skype for Business desktop interface, select the **Calls** tab, then choose **Voicemail**.

   ![Skype Voicemail](image)

   2. Click the **play** button under the selected message to listen.

   ![Skype Voicemail Play](image)

From a phone:
1. Call the Outlook Voice Access number, **785-864-1900** or **4-1900**. Enter your voicemail **PIN** at the prompt.

   ![Phone Voicemail](image)

2. Enter your **voicemail PIN** at the prompt.

How to set up your voicemail:

After you are enabled for Skype for Business for Mac 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** or **4-1900**. 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. Call the Outlook Voice Access number, **785-864-1900** or **4-1900**. Enter your voicemail **PIN** at the prompt.
2. Say **“Personal Options.”**
3. Follow the voice prompts to create and save your message.
4. When you are satisfied, you can hang up.

Things to note:

- After you are voice-enabled, you will notice new folders in Outlook for Missed Calls and Voicemail.
- You can forward a missed call or voice mail just as you would any other email.
- You can create a rule for voicemail email notifications as with any other mail message.
- Voicemail messages do count against your email storage quota.
- If you enter your voicemail PIN incorrectly five times via the voice access number, it will automatically reset and send you an email with a new temporary voicemail PIN.

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

1. Log in with your KU Online ID and password at mail.ku.edu.
2. Click on 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 or 4-1900.
2. Enter your voicemail PIN at the prompt.

For email:

1. Say “Email” to hear a listing of your email messages and have them read to you. For each message, you can say:
   • Play, Next, Delete message, Reply, Reply all, Mark as Unread, Next Unread, Previous, Play Header, Call the Sender, Forward Message, Flag for Follow Up, Find by Name, Delete Conversation, or Hide Conversation

For Calendar:

1. Say “Calendar” and the day (for example, “Calendar for tomorrow”) to hear a listing of your meetings and details. For each meeting, you can say:
   • Next, Cancel Meeting, Meeting Details, Play Header, Clear My Calendar, Attendance Details, Previous, First, Last, Next Day

Say Main Menu to exit and return to the menu.

How to receive a text notification for voicemail messages:

Use the above directions to access the voicemail options via 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.

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