



Lync for Mac Phone Service Voicemail



How to set up your 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** or **4-1900**.
2. Enter your **five-digit extension** 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.

Things to note:

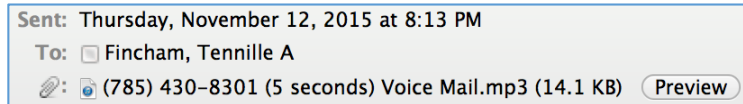
- After you are voice-enabled, you will notice new folders in Outlook for Missed Calls and Voicemail.
- You can forward a missed call or voice mail just as you would any other email.
- You can create a rule for voicemail email notifications as with any other mail message.
- Voicemail messages do count 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.

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.

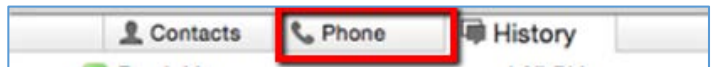
From email:

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

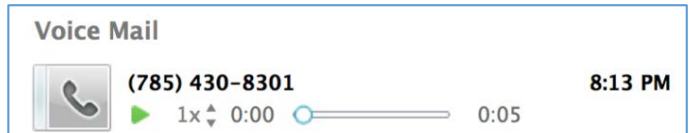


From Lync for Mac:

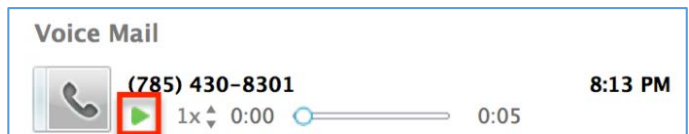
1. In the Lync for Mac desktop interface, select the **Phone** tab.



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



3. Click the **play** button to listen.



From a phone:

1. Call the Outlook Voice Access number, **785-864-1900** or **4-1900**.
2. Enter your **five-digit extension** if you are not calling from your work number.
3. Enter your **voicemail PIN** at the prompt.
4. Say **Voicemail** or enter **0** then **1**.

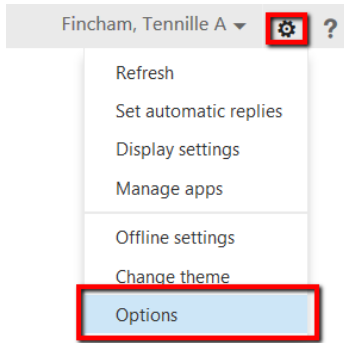
From the Skype for Business mobile app:

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

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:

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 **five-digit extension** 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:

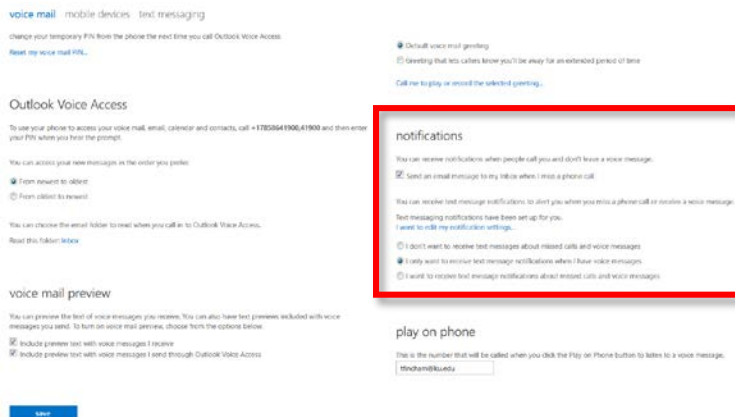
- **Voicemail**
- **Email**
- **Calendar**
- **Personal Contacts**
- **Directory**
- **Personal Options**

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. 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**.