



# Skype for Business Phone Service

## Outlook Voice Access

### Voice User Interface



Call the Outlook Voice Access Number, **4-1900** or **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
- Reply/Reply all
- Forward
- First or Last

### 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



# Skype for Business Phone Service Outlook Voice Access Touchtone User Interface



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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 #."

**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

## 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

## Calendar

### You will hear:

Meeting request:  
Organizer, Time,  
Location, and Subject

### While listening to email:

- # Next message
- ## Next day
- 0 Repeat
- 00 More options
- 1 Replay
- 11 Previous meeting
- 2 Call location
- 22 Call organizer
- 3 I'll be late
- 4 Accept/Tentatively Accept
- 5 Meeting details
- 55 Attendance details
- 6 Forward
- 7 Decline/Cancel
- 77 Clear my calendar
- 8 Reply
- 88 Reply all

## 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
- 4 Accept
- 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

## 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