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.

How to create a new personal greeting using Skype for Business:
1. In the Skype for Business desktop interface, select the Phone icon.
2. Click on the Voice Mail Options button.
3. Select Change Greetings.

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 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.

Find more how-to information at 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. 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

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 voice mail 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 five times via the voice access number, it will automatically reset and send you an email with a new temporary voicemail PIN.

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 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.

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