Office 365 Voicemail Access Guide

How To's

Unified Messaging allows you to utilize voice mail, email, contacts, and calendars associated with your mailbox through Outlook, Outlook on the Web (OWA), and your phone. You can listen to your voicemail messages, your calendar appointments, or your email messages. Commands can be voice or touchtone activated.

Initial Setup

After Unified Messaging Voicemail is enabled, you will receive a welcome email from Microsoft Outlook containing the access voicemail number, your extension number and your first-time PIN.

1. From your desk phone, dial the Exchange voicemail number 3-6200.
2. Enter your first-time PIN followed by #. You will be required to change the PIN. You will also hear a welcome message and be prompted to record your name and a greeting.

Reset Pin

1. Click the gear icon button in the top right corner.
2. Search the words "voice mail pin."
3. Select Reset pin from the search results.
4. On the Reset PIN page select Reset my voicemail PIN
5. You will receive an email with a temporary PIN. You will be able to change your Pin the next time you call 3-6200.
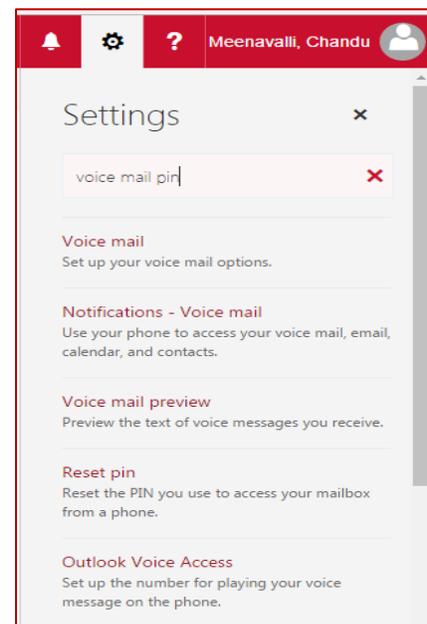
Reset PIN

Reset the PIN you use to access your mailbox from a phone. You'll receive your temporary PIN in email. You can then change your temporary PIN from the phone the next time you call Outlook Voice Access.

Reset my voice mail PIN

Access Voicemail from On-Campus

Voice Commands

1. From your desk phone, dial the Exchange voicemail number 3-6200.
2. Enter your PIN followed by #. You will be prompted with the commands to say to access the desired option.
3. Say the command for the desired option, e.g. say "voicemail." The attendant will read that option to you, or ask for further commands to narrow the selection.

Touchtone Commands

1. From your desk phone, dial the Exchange voicemail number 3-6200
2. Enter your PIN followed by #
3. Press *
4. Press 0. You will be prompted with the number to press to access the desired option

They include the following:

   a. Voicemail
   b. Email
   c. Calendar
   d. Personal contacts
   e. Compose a voice message
   f. Personal options

Calling the Exchange Voicemail Number

1. Dial the Exchange voicemail number 713-743-6200.
2. You will be prompted to enter your telephone extension number. Enter your campus code (8 for Gables campus, 6 for Medical campus) followed by your 4-digit extension, e.g. 86565
3. Enter your PIN followed by #.
4. You will be prompted with the number to press to access the desired option.

 They include the following:

        a) Voicemail
        b) Email
        c) Calendar
        d) Personal contacts
        e) Compose a voice message
        f) Personal options

Calling Your Work Number

1. Dial your work phone number, e.g. 713-743-6565.
2. When your voicemail greeting beings to play, press *
3. Enter your PIN followed by #.
4. You will be prompted with the number to press to access the desired option.

They include the following:

        a) Voicemail
        b) Email
        c) Calendar
        d) Personal contacts
        e) Compose a voice message
        f) Personal options

When someone leaves you a voicemail, you will receive an email containing the voicemail and the caller information.

Using Outlook

1. Open up Outlook on your desktop.
2. Locate the voicemail email.
3. To listen to the voicemail, open the message, click the play button and the voicemail will begin to play over your speakers.
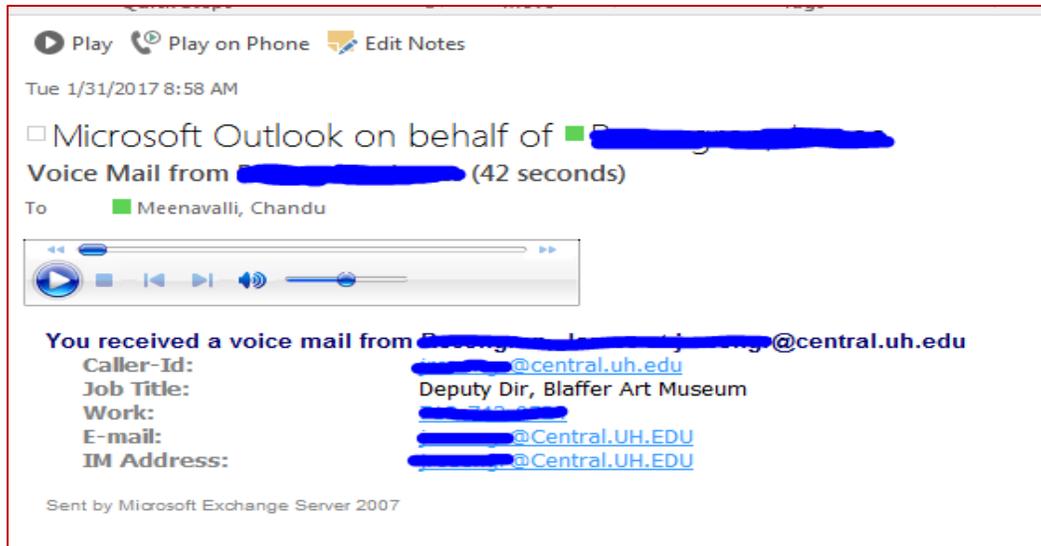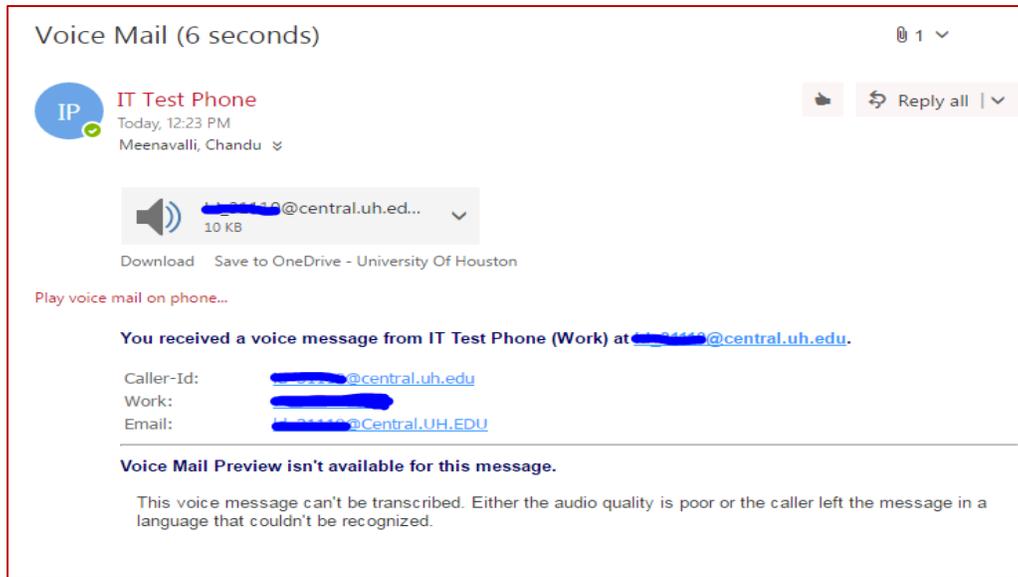

Using OWA

1. Sign into outlook.office365.com using your CougarnetID@cougarnet.uh.edu and password.
2. Locate the voicemail email.
3. To listen to the voicemail, open the message, click the play button and the voicemail will begin to play over your speakers.
4. You may also select "Play on Phone" underneath the play button. You will receive a phone call. The voice mail message will be retrieved and played on your phone.

Missed Call and Voicemail Notifications

Unified Messaging can send an email or text message notification when you have a missed call. By default, you will receive an email containing the voicemail whenever someone leaves one. You may also receive a text message if you like.
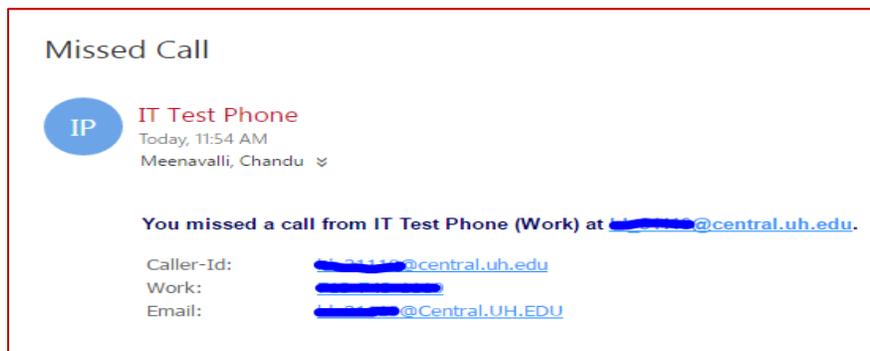

Email

1. Sign into outlook.office365.com using your CougarnetID@cougarnet.uh.edu and password.
2. Click the gear icon button in the top right corner.
3. Search the words "voice mail."
4. Select Notifications - Voice mail from the search results.
5. Check the box next to Send an email message
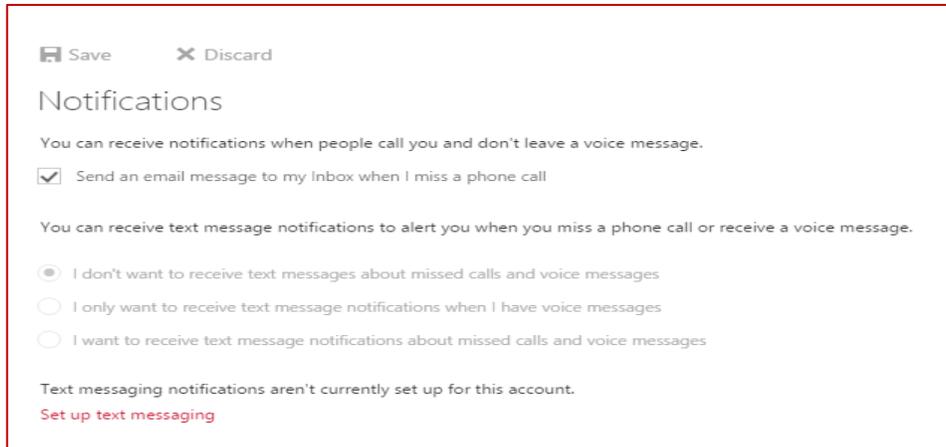
6. Voicemail email notifications will look like the image below:

Text Message

1. Sign into outlook.office365.com using your CougarnetID@cougarnet.uh.edu and password.
2. Click the gear icon button in the top right corner.
3. Search the words "voice mail."
4. Select Notifications - Voice mail from the search results.
5. To setup text message notifications, click Set up text messaging.
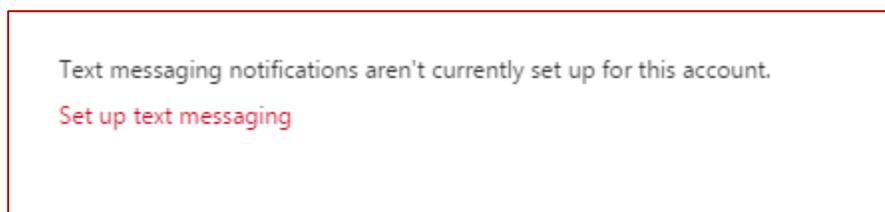
6. Select the appropriate country/region and mobile operator, and click Next.

7. Enter your phone number and click Next.

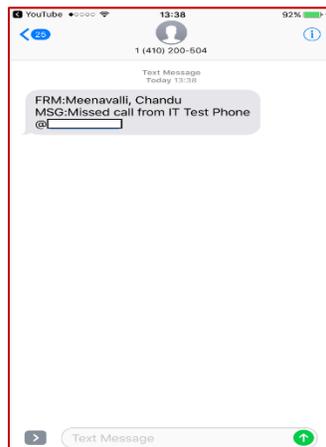8. A passcode should be sent to your phone. Enter the passcode in the box and click
    Finish.

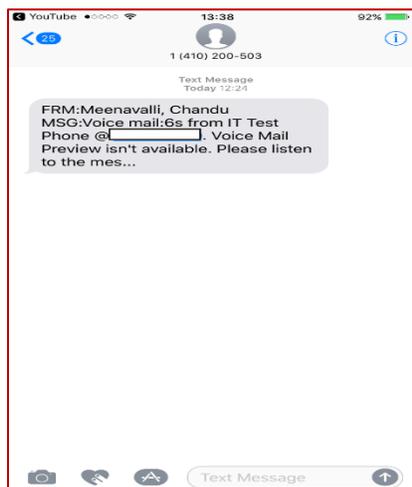9. Choose the circumstances under which you'd like to receive notifications.
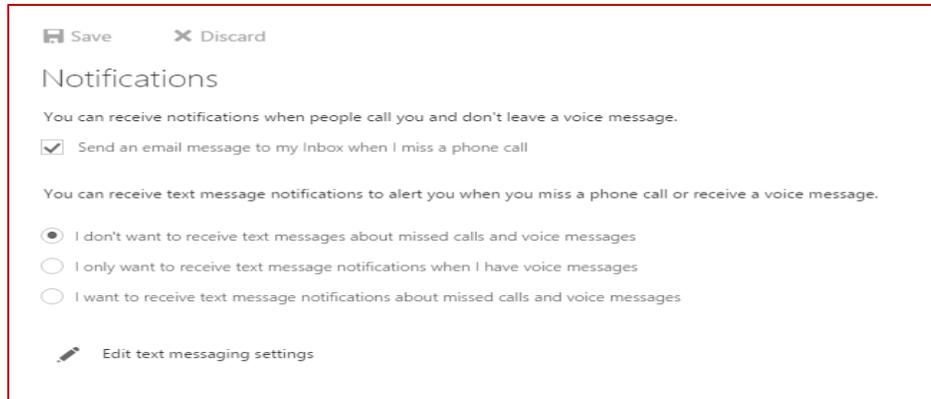
10. Click Save.

A missed call text message should look like this:

A voicemail text message should look like this:
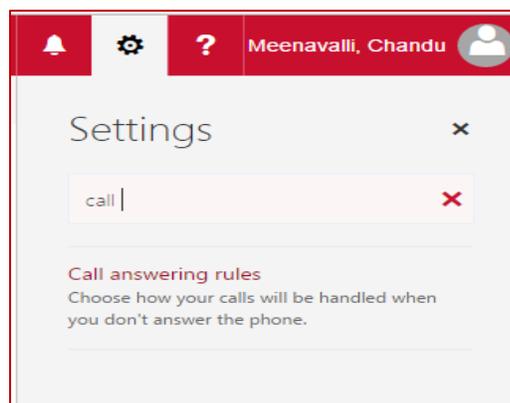
Aditional Configurations

Call Answering Rules

Use call answering rules to determine what happens when a caller reaches your voice mail. For example, if you have automatic replies turned on, then you could set up your rule to transfer the caller to a different number. If you have multiple rules, you can specify the order in which they are applied.
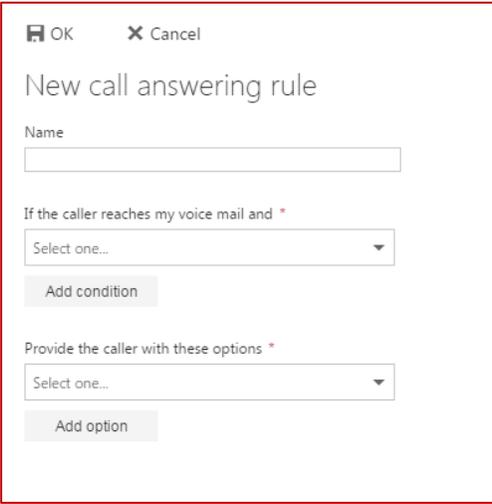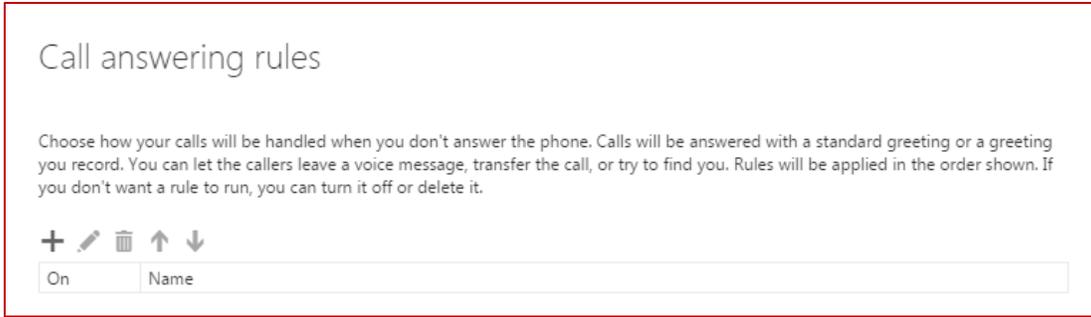
If you don't create call answering rules, incoming callers will be sent directly to your voice mail when you're not available.

To create a rule

1. When signed into outlook.office365.com Click the gear icon button in the top right corner.
2. Search the words "call."
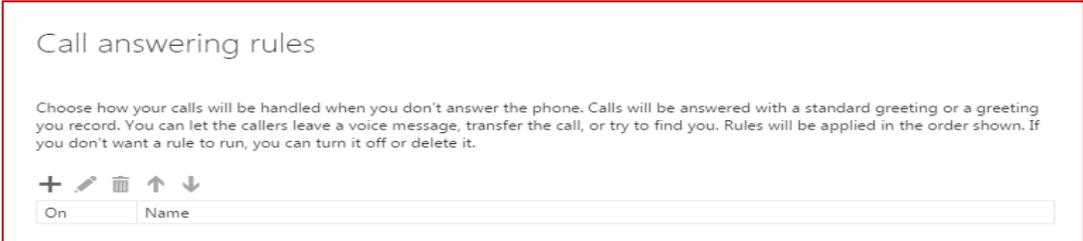3. Select Call answering rules from the search results.

4. Click the new button (+).

Call answering rules

Choose how your calls will be handled when you don't answer the phone. Calls will be answered with a standard greeting or a greeting you record. You can let the callers leave a voice message, transfer the call, or try to find you. Rules will be applied in the order shown. If you don't want a rule to run, you can turn it off or delete it.

OK   Cancel

New call answering rule

Name

If the caller reaches my voice mail and *

Select one...

Add condition

Provide the caller with these options *

Select one...

Add option

5. Select your conditions and your preferences.
6. When you are finished, click OK at the top.

## To edit a rule

1. Under Voice mail, select Call answering rules.
2. Select the rule you want to edit and click the edit button [Pencil icon].

Call answering rules

Choose how your calls will be handled when you don't answer the phone. Calls will be answered with a standard greeting or a greeting you record. You can let the callers leave a voice message, transfer the call, or try to find you. Rules will be applied in the order shown. If you don't want a rule to run, you can turn it off or delete it.
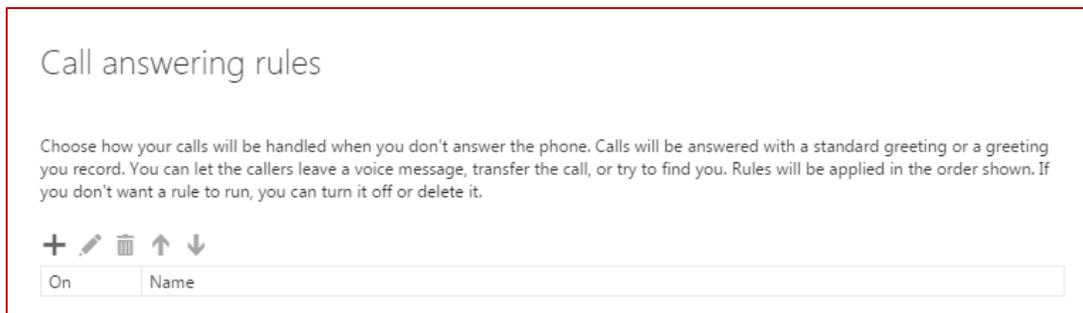
On   Name

To delete a rule

1. Under Voice mail, select Call answering rules.
2. Select the rule you want to delete and click the delete button.
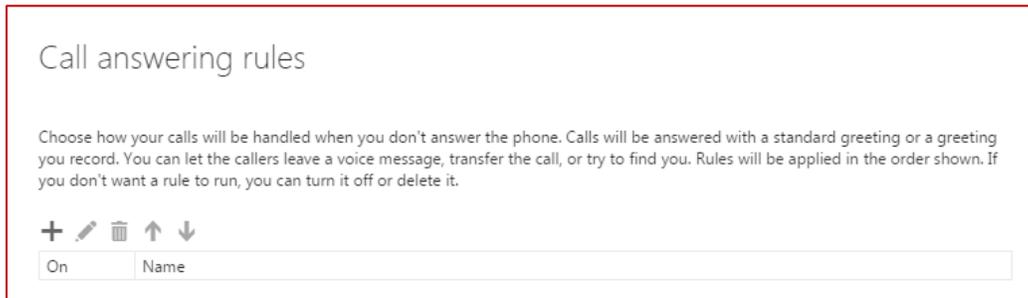

To change the order that rules are applied

1. Under Voice mail, select Call answering rules.
2. Rules are listed in the order applied, so select the rule you want to move up or down in the order and click the arrows.
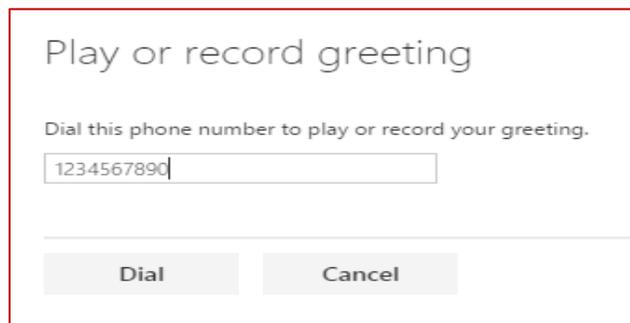
Record Your Greeting

The Greetings option allows you to listen to and modify the message callers will hear when they reach your voice mail. You can choose a default message or a greeting that indicates that you will be out of the office. You can have it call you directly so you can hear or modify the greeting.

1. When signed into outlook.office365.com Click the gear icon button in the top right corner.
2. Search the words "greetings."
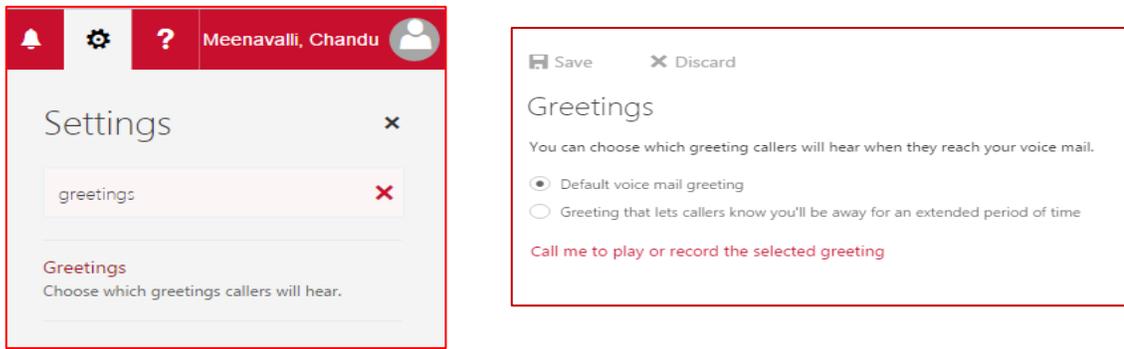
3. Select **Call me to play or record the selected greeting**.
4. Enter your work phone number and select **Dial**.

5. Follow the instructions in the recorded message to record your greeting.
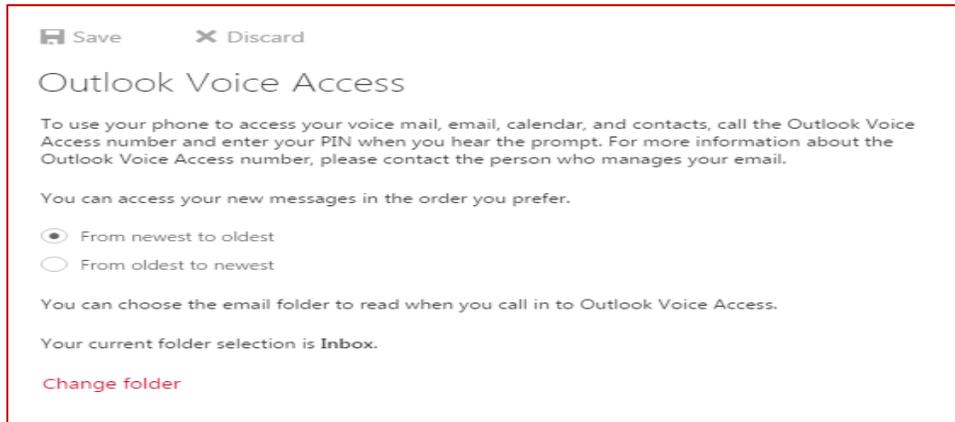6. When finished recording, click Save.

Outlook Voice Access

Outlook Voice Access enables you to use your phone to access voice mail, email, calendar, and contacts. The options you set for Outlook Voice Access include the order in which you access new messages and the folder that you dial in to, e.g., Inbox.

1. Search the words "voice mail."
2. Select **Voice mail** from the search
3. Under Voice mail, **select Outlook Voice Access** on the left side of the screen.
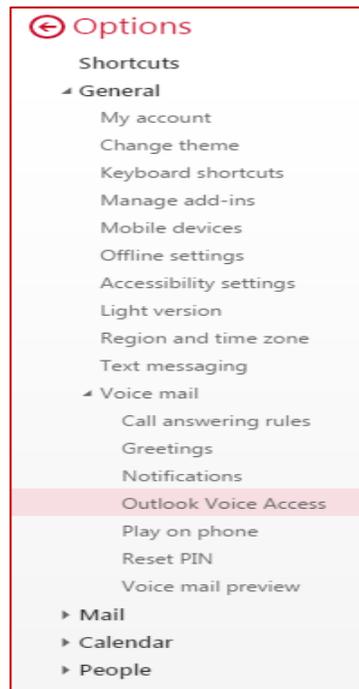

4.   Make your desired changes.

5.   Click Save when done.

Play on Phone

Play on phone enables you to play your voice mail messages over a telephone using the phone number you specify.

By default, the telephone number is the one assigned to you by your organization, but it could also be a cell phone number or email address. In that case, voice mail would be played back through your email Inbox.

1. Search the words "voice mail."
2. Select Voice mail from the search results.
3. Under Voice mail, select Play on Phone on the left side of the screen.
4. Type the phone number or email address you want to use for voice messages.
5. Click Save.
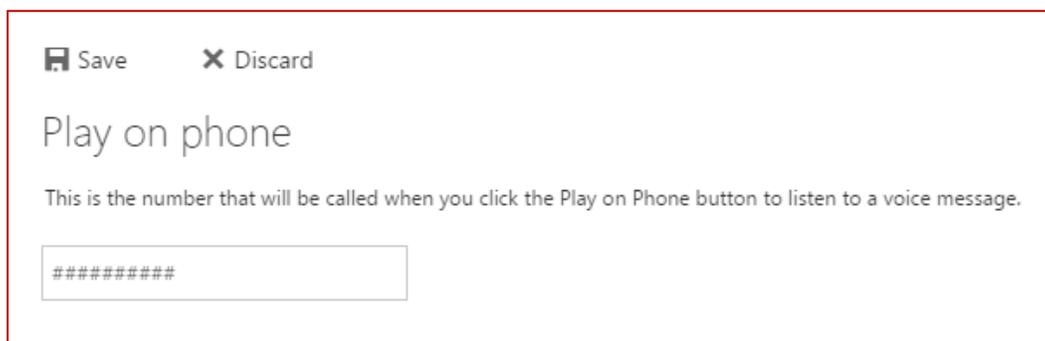
The next time you receive an email stating you have a voicemail, select "Play on Phone" underneath the play button. You will receive a phone call. The voice mail message will be retrieved and played on your phone.
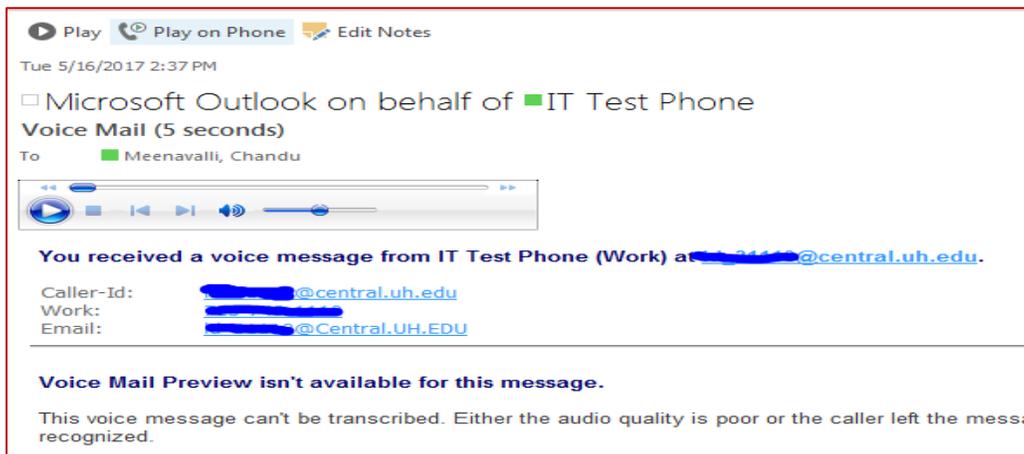
Reset PIN

Your PIN enables you to access your mailbox and calendar information through Outlook Voice Access. When you reset your PIN, a temporary PIN will be delivered to your email Inbox. Use the temporary PIN the next time you call Outlook Voice Access. You'll be prompted to create a permanent PIN at that time.

1. Under Voice mail, select Reset PIN.
2. Click Reset my voice mail PIN.
3. Click Yes to confirm the reset.
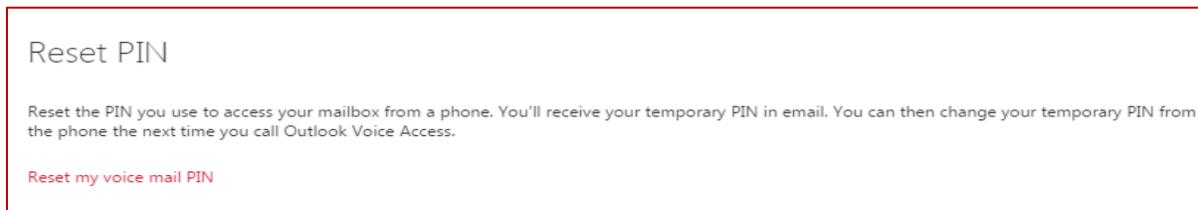
Voicemail Preview

Voice mail preview enables you to preview the text of voice messages you receive. You can also have text previews included with voice messages you send.

1. Under Voice mail, select Voice mail preview.
2. Select or deselect the options you want. Both are selected by default.
3. Click Save