



Office 365 FAQs

Voicemail Upgrade

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Office 365 Voicemail Upgrade FAQs

General Information

When am I being upgraded to Office 365 Voicemail?

University of Miami Information Technology (UMIT) is upgrading the University community to Office 365 Voicemail in a phased approach, beginning October 2016. You will receive email notifications when your upgrade is scheduled.

How do I login to my voicemails?

You may access your voicemails by dialing 8-4422 from your campus phone and following the requested prompts. You can also retrieve your voicemails via email using your Outlook desktop client or [Outlook on the Web](#). • For detailed instructions please review the Office 365 Voicemail instruction guide.

How do I receive notifications?

You'll now be able to easily access your voicemails on the go by listening to your voicemail messages online and receiving missed call notifications via email.

What happens to my old voicemails after I'm upgraded?

Your previous voicemail service, MIC, will be available for two weeks after your upgrade is complete. Please access your MIC voicemail and review/delete any messages before your deactivation date. To access MIC, dial 8-3888 from your campus phone. After your MIC service is deactivated, you will be able to access your Office 365 Voicemail by selecting the "message" button on your phone.

How do I make changes to my voicemail settings?

Please review the [Office 365 Voicemail guide](#) for detailed information.