



Office 365 Voicemail

Guide

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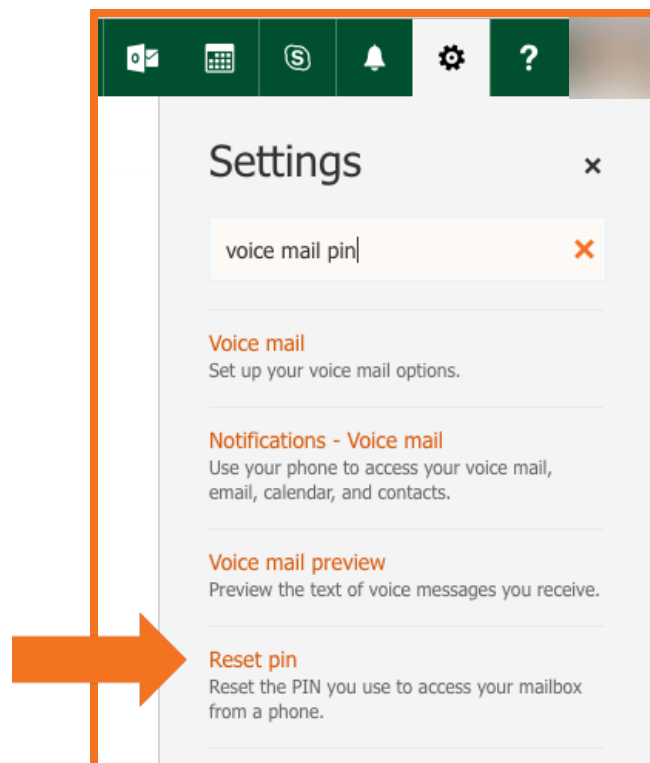
How-Tos

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.

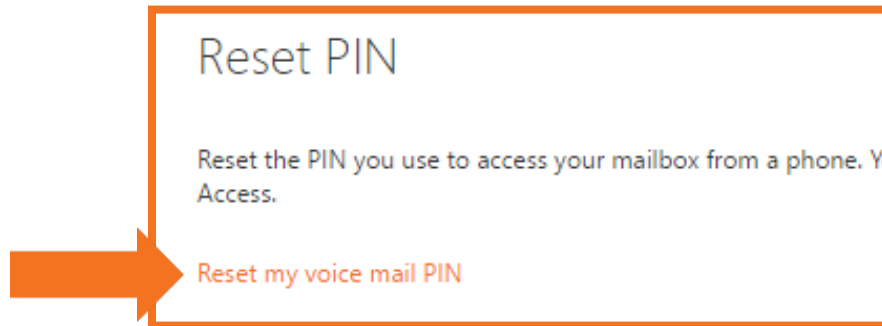
Initial Setup

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 8-4422.
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.
3. Click the gear icon button in the top right corner.
4. Search the words “voice mail pin.”
5. Select **Reset pin** from the search results.



6. On the Reset PIN page select **Reset my voicemail PIN**.



7. You will receive an email with a temporary PIN. You will be able to change your Pin the next time you call 8-4422.

Access Voicemail from On-Campus

Voice Commands

1. From your desk phone, dial the Exchange voicemail number 8-4422.
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 8-4422.
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

Access Voicemail from Off-Campus

Calling the Exchange Voicemail Number

1. Dial the Exchange voicemail number 305-284-4422.
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

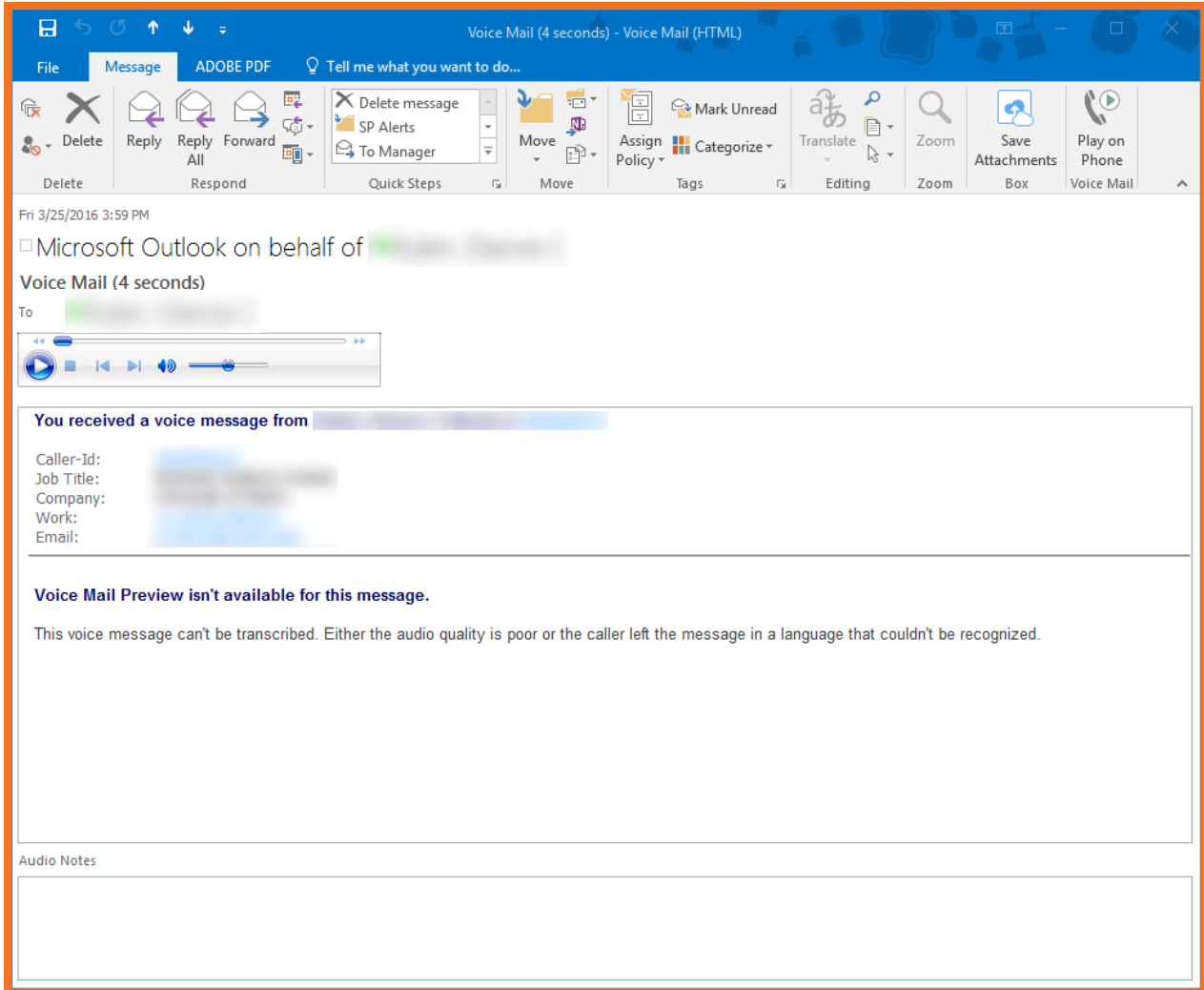
Calling Your Work Number

1. Dial your work phone number, e.g. 305-284-6565.
2. When your voicemail greeting begins 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

Access Voicemail from Outlook

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

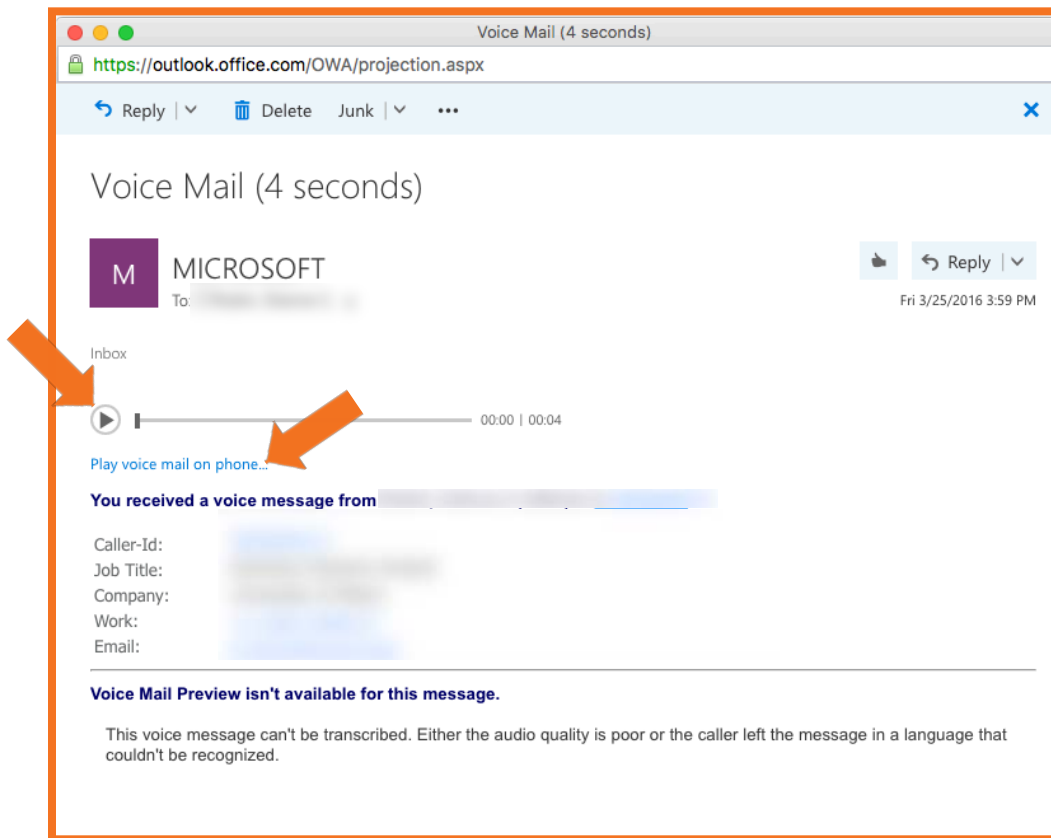
1. Open up Outlook on your desktop.
2. Locate the voicemail email.
3. To listen to the voicemail, open the message, click the play button and the voicemail will begin to play over your speakers.



Access Voicemail from Outlook on the Web (OWA)

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

1. Sign into email.miami.edu using your caneID 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.
 - a. 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.

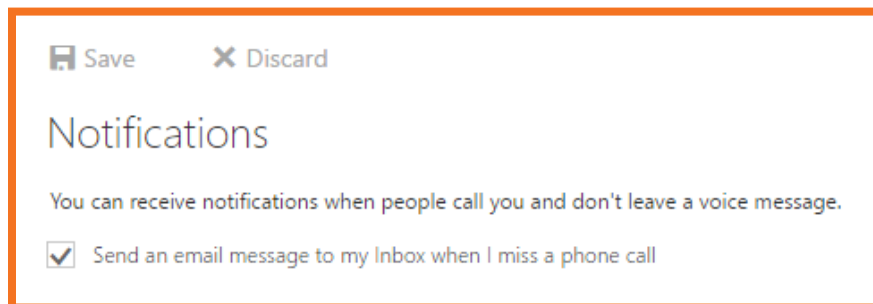


Missed Call and Voicemail Notifications

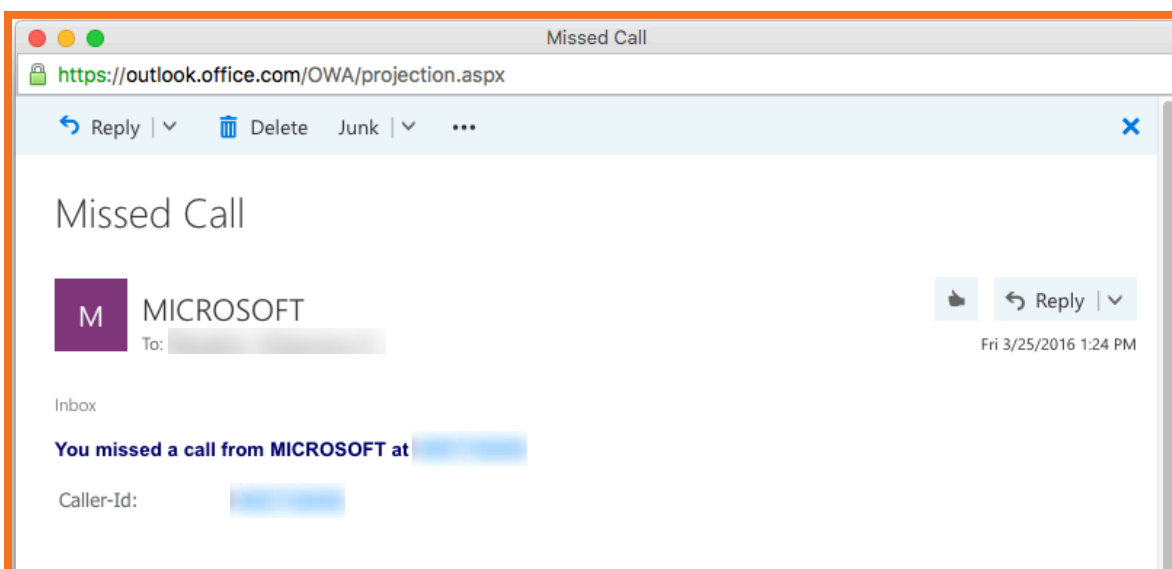
Unified Messaging can send an email or text message notification when you have a missed call. By default, you will receive an email containing the voicemail whenever someone leaves one. You may also receive a text message if you like.

Email

1. Sign into email.miami.edu using your caneID 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 email.miami.edu using your caneID 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**.

Text messaging notifications aren't currently set up for this account.

[Set up text messaging](#)

6. Select the appropriate country/region and mobile operator, and click **Next**.

Text messaging setup

Choose the country or region that your cell phone is currently registered in.

Select one ▼

Choose your mobile operator. Your mobile operator is the company that provides your cell phone service.

Select one ▼

[I don't see my locale or mobile operator...](#)

Next

Cancel

7. Enter your phone number and click **Next**.

A passcode will be sent to your mobile phone in a text message. Normal messaging rates will apply.

Enter your phone number and click Next.*

+1

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

A passcode has been sent to your mobile phone in a text message. Enter that code below, and then click Finish.

Passcode:*

[I didn't receive a passcode and need it sent again...](#)

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

You can receive text message notifications to alert you when you miss a phone call or receive a voice message.

- I don't want to receive text messages about missed calls and voice messages
- I only want to receive text message notifications when I have voice messages
- I want to receive text message notifications about missed calls and voice messages

 [Edit text messaging settings](#)

10. Click **Save**.

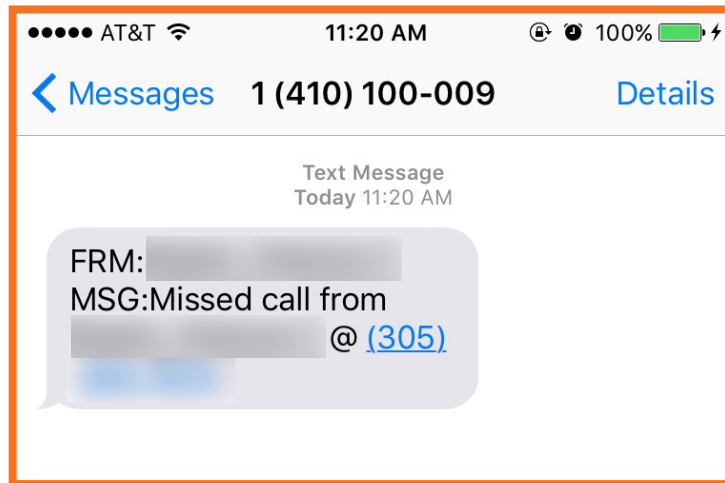
 Save  Discard

Notifications

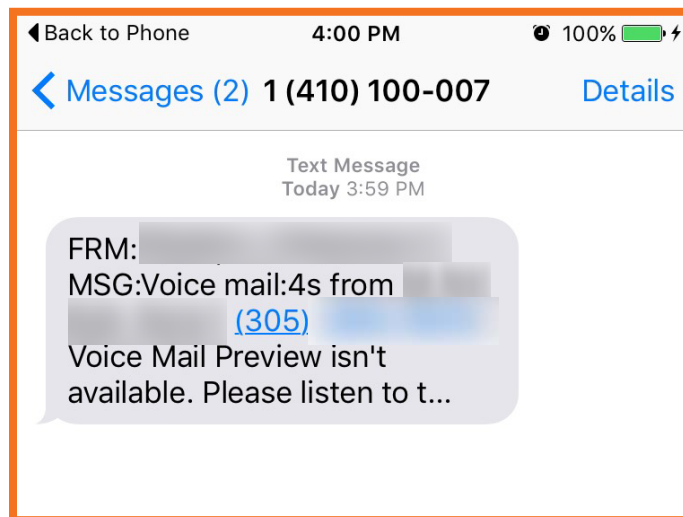
You can receive notifications when people call you and don't leave a voice message.

- Send an email message to my Inbox when I miss a phone call

A missed call text message should look like this:



A voicemail text message should look like this:



Additional Configurations

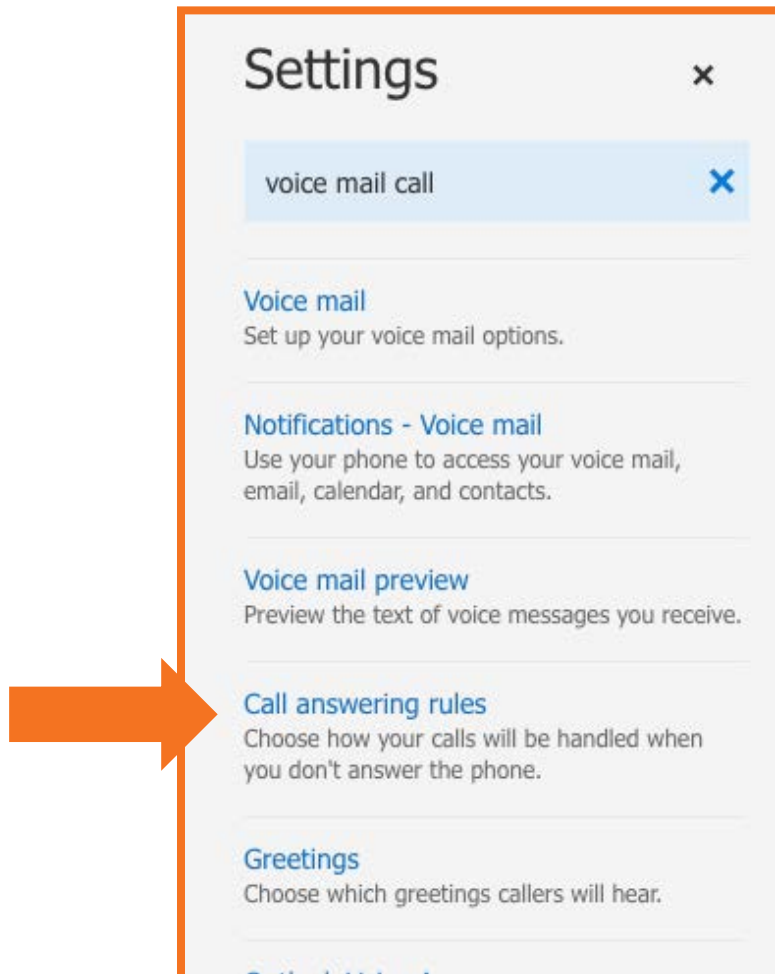
Call Answering Rules

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.

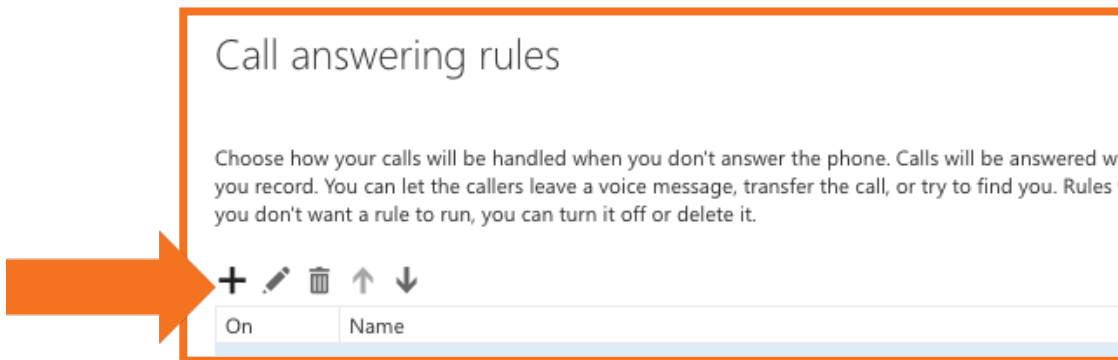
If you don't create call answering rules, incoming callers will be sent directly to your voice mail when you're not available.

To create a rule

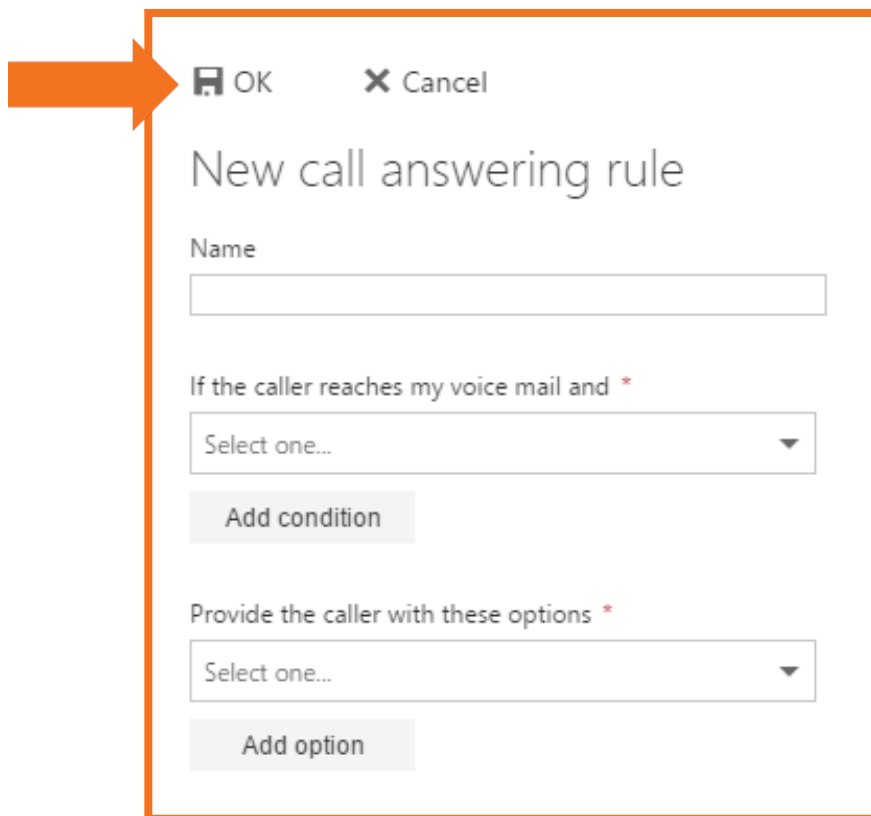
1. When signed into email.miami.edu Click the gear icon button in the top right corner.
2. Search the words "voice mail call."
3. Select **Call answering rules** from the search results.



4. Click the new button (+).

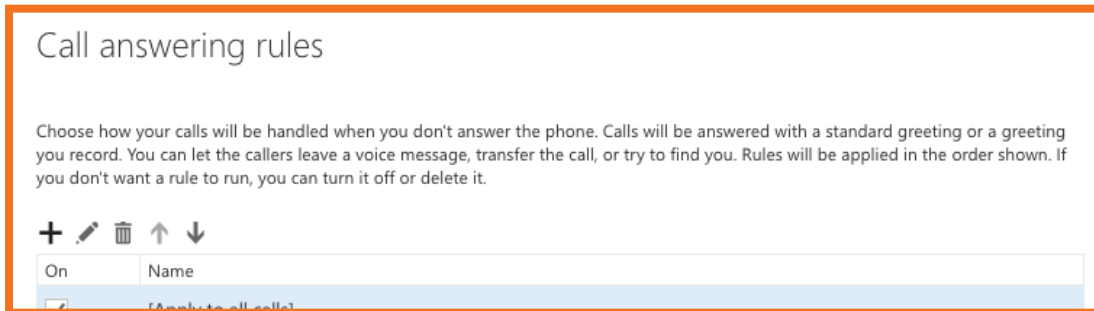


5. Select your conditions and your preferences.
6. When you are finished, click **OK** at the top.



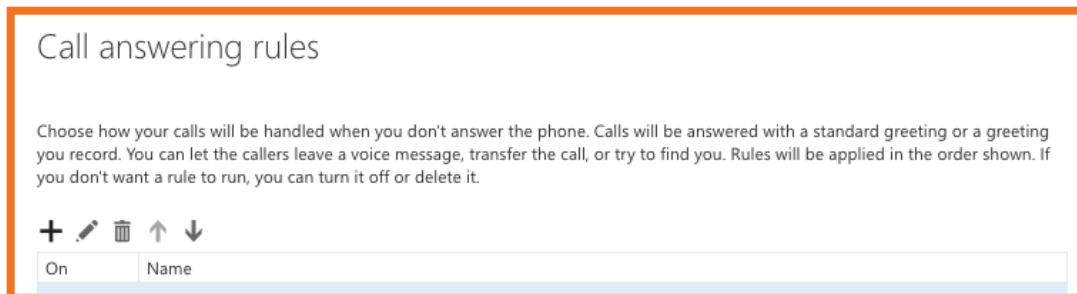
To edit a rule

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



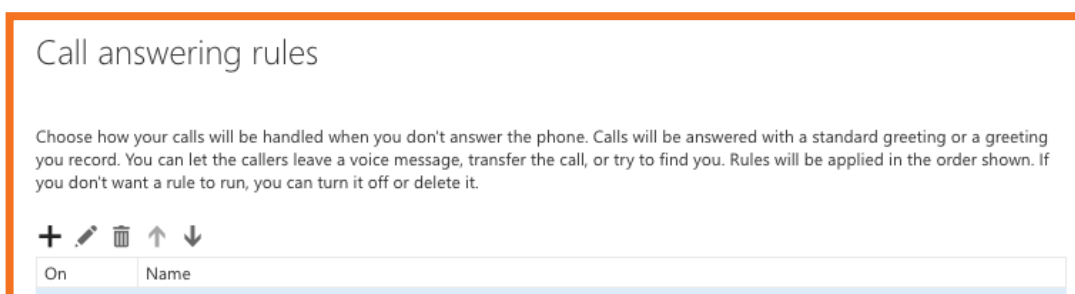
To delete a rule

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

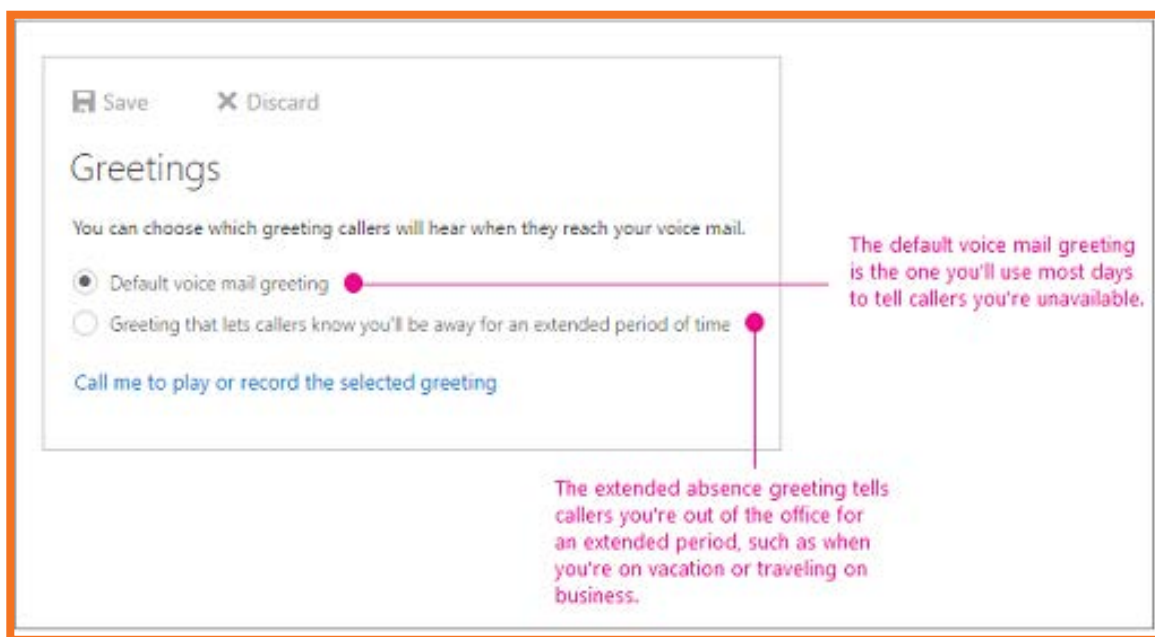
1. Under Voice mail, select Call answering rules.
2. Rules are listed in the order applied, so select the rule you want to move up or down in the order and click the arrows.



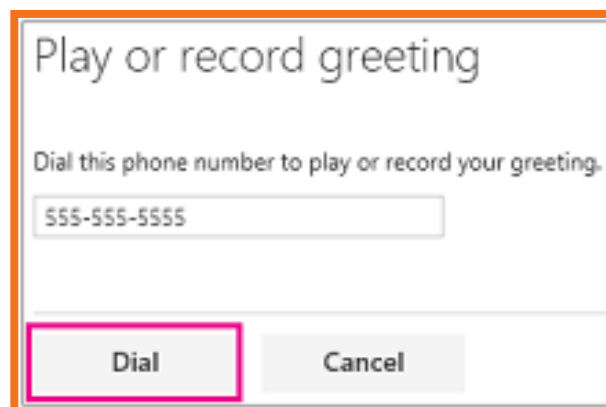
Record Your Greeting

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. Under Voice mail, select **Greetings**.
2. Select the type of greeting you want to record.



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**.

 Save  Discard

Greetings

You can choose which greeting callers will hear when they reach your voice mail.

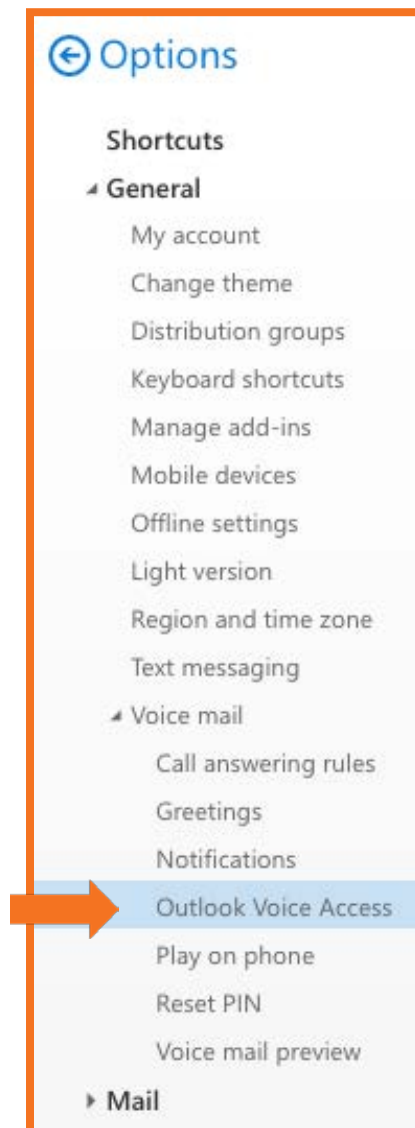
- Default voice mail greeting
- Greeting that lets callers know you'll be away for an extended period of time

[Call me to play or record the selected greeting](#)

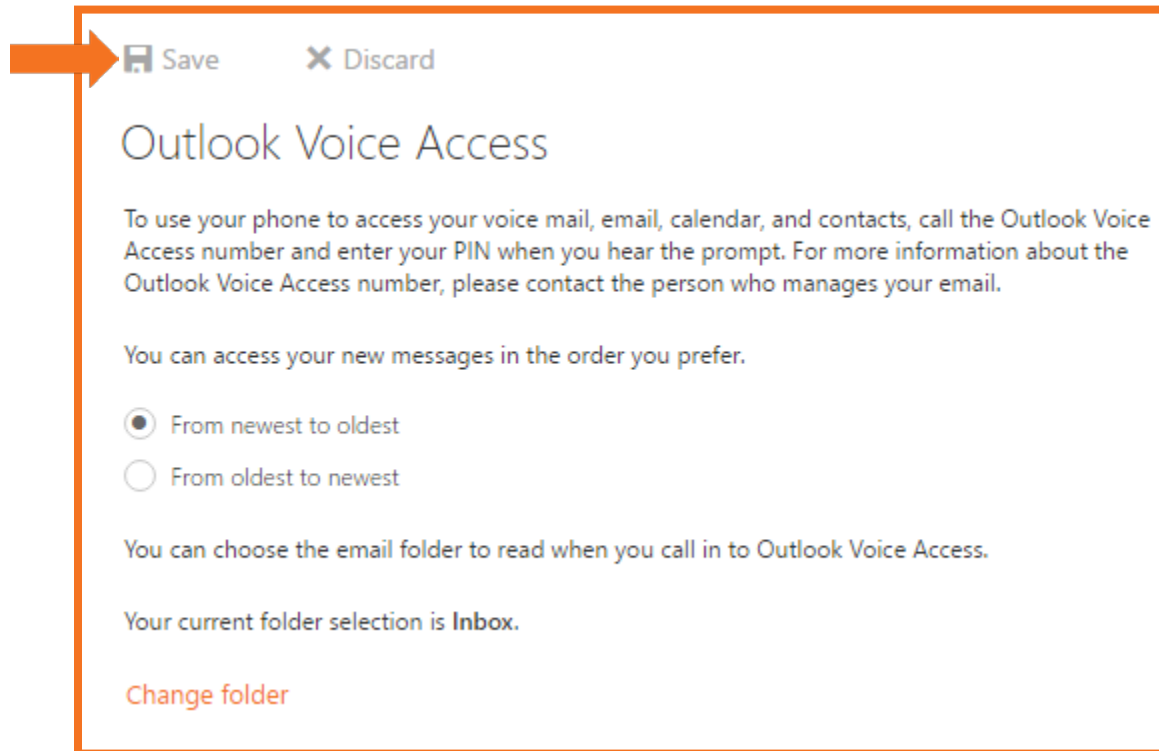
Outlook Voice Access

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 results.
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.

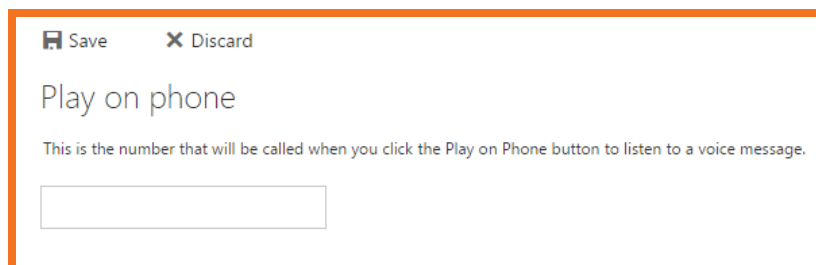


Play on Phone

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

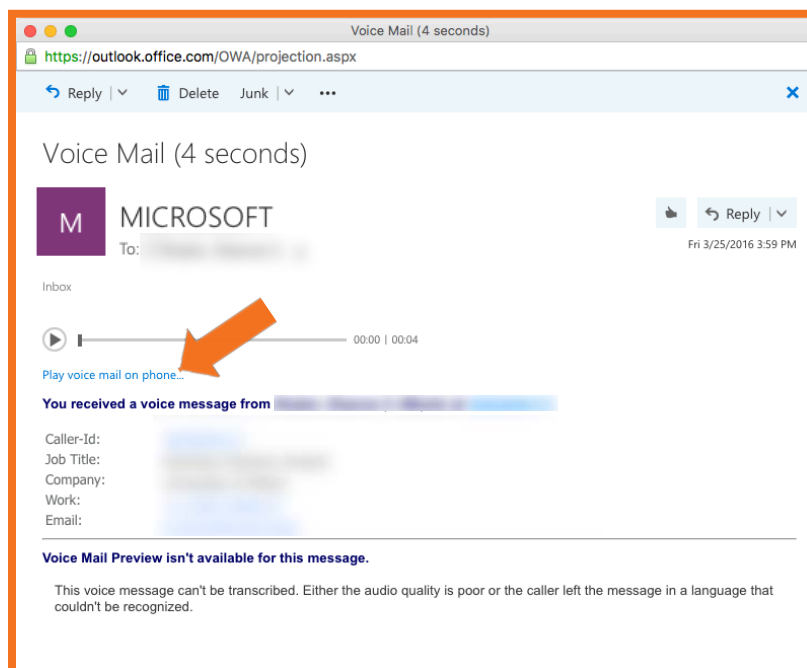
By default, the telephone number is the one assigned to you by your organization, but it could also be a cell phone number or email address. In that case, voice mail would be played back through your email Inbox.

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 screenshot shows a dialog box titled "Play on phone" with a "Save" button and a "Discard" button. Below the title, it says "This is the number that will be called when you click the Play on Phone button to listen to a voice message." There is an empty text input field below this text.

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.

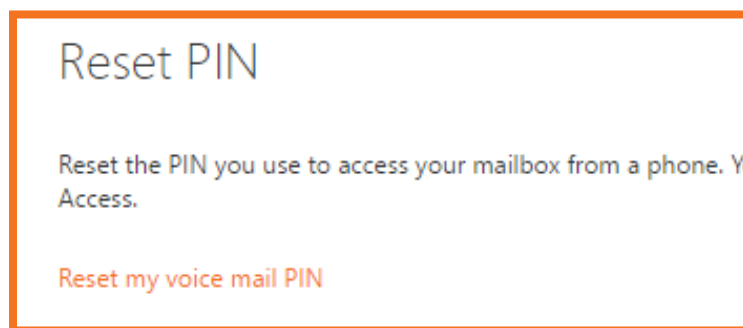


The screenshot shows an Outlook email interface. The email is titled "Voice Mail (4 seconds)" and is from "MICROSOFT". The sender's name is "MICROSOFT" with a purple square icon containing the letter "M". The email is in the "Inbox". Below the sender information, there is a play button icon and a progress bar showing "00:00 | 00:04". An orange arrow points to the play button. Below the play button, there is a link that says "Play voice mail on phone...". Below this link, there is a section titled "You received a voice message from" followed by a blurred name. Below this, there are fields for "Caller-Id:", "Job Title:", "Company:", "Work:", and "Email:". At the bottom, there is a message that says "Voice Mail Preview isn't available for this message." followed by a note: "This voice message can't be transcribed. Either the audio quality is poor or the caller left the message in a language that couldn't be recognized."

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.



Voice Mail 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**.

