

Office 365 Voicemail

Microsoft, our Skype for Business and Office 365 voicemail provider, has upgraded our Cloud Voicemail to the latest release. Due to this upgrade, some functionality has changed. These changes only affect users that have had their email migrated to the cloud (O365).

- There is no longer a dial in access number for voicemail.
 - Listening to voicemail and recording of greetings are now strictly managed from our desk phone, Skype for Business client or Teams app. See more detailed information [below](#).
- The voicemail menu now only has two options:
 - Listen to Voicemail
 - Record Personal Greeting (Personal & Out of Office)
 - **Note:** *The system will automatically generate a personal greeting that includes the name on the account. We suggest recording a personal greeting if the system is not pronouncing the name correctly.*
 - See more detailed information [below](#).
- Please disregard the phone number and pin in the welcome email.
 - You will no longer need a pin number to access voicemail.
- The message light on your phone may either be stuck on or off. Please use email, Skype for Business or Teams to manage voicemail.
- You will receive a “missed call” email if a caller gets to your voicemail but does not leave a message. See more detailed information [below](#).

Listening to Voicemails & Recording Greetings

- You can listen to voicemails via the messages in your email, desk phone, Skype for Business or Teams application.
- You can record your voicemail greeting via a desk phone, Skype for Business client or Teams.

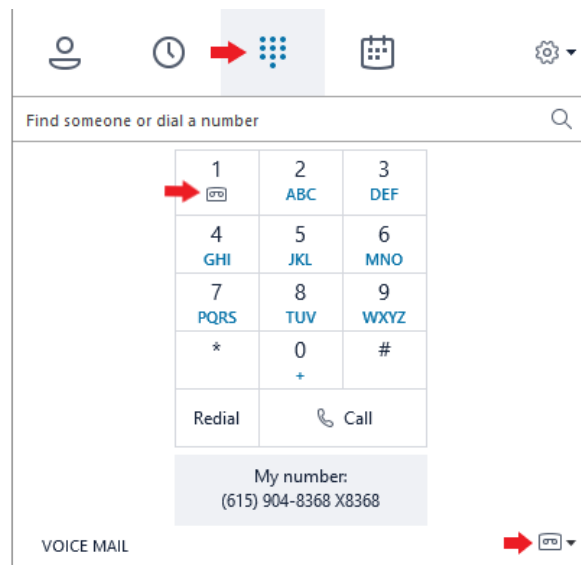
IMPORTANT: *If you have a department or generic account that you need access to, please send an email to telecom@mtsu.edu that includes the extension and associated email account (if you know it) and we will work with you to provide the best solution available.*

- **Via email**
 - You can continue to listen to your voicemails as you have been.
 - To get to additional voicemail options, click on File\Info\Manage Voice Mail
 - You will be routed to the following website:
<https://admin0a.online.lync.com/lscp/usp/voicemail>
 - Login with your MTSU credentials (username@mtsu.edu & FSA password)
 - From here you can:
 - Set Call Answer Rules
 - Configure Out of Office greeting
 - Select the option to play your out of office greeting all the time or if you have your Outlook out of office enabled or if your calendar states you’re out of the office.

- Text-to-Speech Customized Greeting message. The system will read out your text greeting if you prefer not to record a greeting.
- **Via Desk Phone**
 - You will no longer be prompted for a pin when accessing voicemail.
 - Login to phone with the extension and pin of the voicemail you would like to check.
 - Press Message (Envelope) Key
 - If you would like to secure access to your voicemail, we recommend you sign out of your phone when away from your desk and at the end of the day and sign back in at the beginning of each day.
 - Click [here](#) for instructions on how to Sign-In & Out of Phone and reset your phone pin.
- **Via Skype for Business application**
 - Changing greeting via Skype for Business or Teams are the only way to record greetings when away from the office.

Skype for Business - Windows computer

- Open Skype for Business
- Sign in with the account that you need to listen to messages or update greetings for.
 - If you have a department or generic account that you need access to, please send an email to telecom@mtsu.edu and we will work with you on the best course of action.
- Go to the Keypad.
 - Depending on your version of Skype for Business either select the cassette icon or hold down the **1** key.



- Select Call Voicemail & Change Greeting
 - Both automatically call into the voicemail menu to listen to messages or change personal greeting.
- Setup Voicemail – Takes you to the voicemail website <https://admin0a.online.lync.com/lscp/usp/voicemail>

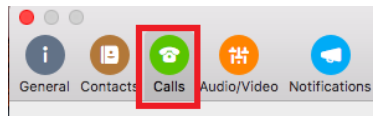
Skype for Business – Mac

To Listen to Voicemail:

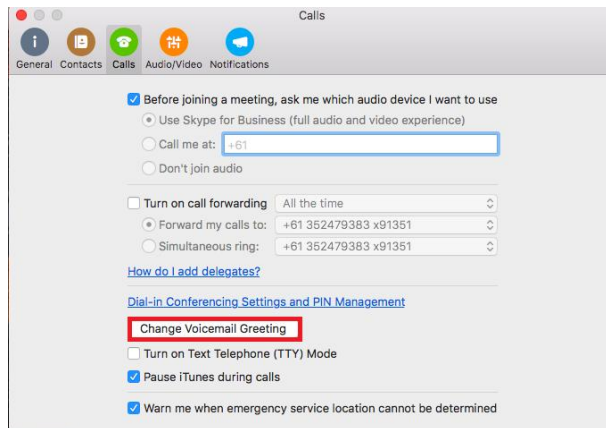
- Open Skype for Business on your Mac
- Click on the Calls Tab
- Highlight the Voicemail and Click the Play button.

To Change Greeting

- Open Skype for Business on your Mac
- In the Mac menu bar, select the Skype for Business, then select Preferences
- Select Calls



- Select Change Voicemail Greeting



- Follow the voice prompts to set your voicemail greeting.

Skype for Business – iOS Mobile Client

- To access voicemail menu, to record greetings, go to the Keypad and hold down the 1.
 - From here you can listen to your messages, record a personal greeting (including your out of office greeting).
- To listen to your voicemail, go to Keypad and click on the Cassette, it will show a list of your new and old voicemail. Just highlight the voicemail and click the play button.
 - You can delete them by sliding them to the left and click the red trash bin.

Skype for Business – Android Mobile Client

- To access voicemail menu, to record greetings, go to the Dialpad and hold down the 1.
 - From here you can listen to your messages, record a personal greeting (including your out of office greeting).

- To listen to your voicemail, go to Dialpad & Voicemail and select Voicemail, it will show a list of your new and old voicemail. Just highlight the voicemail and click the play button.
 - You can delete them by clicking the trash bin.

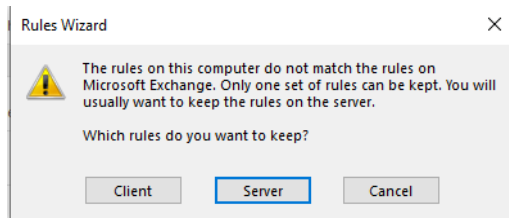
MISSED CALL EMAILS

Missed calls emails are now enabled by default. These emails will notify you, if you have missed a call, and the caller did not leave a voicemail. These emails cannot be disabled, at this time, but you can create an email rule to move them to another folder.

Note: *If a caller hangs up before your personal greeting, no missed call email will be sent but you will see the missed call on your phone and Skype for Business client.*

Right click on one of a “Missed Call” email and select “**Rules**” then “**Create Rule**”

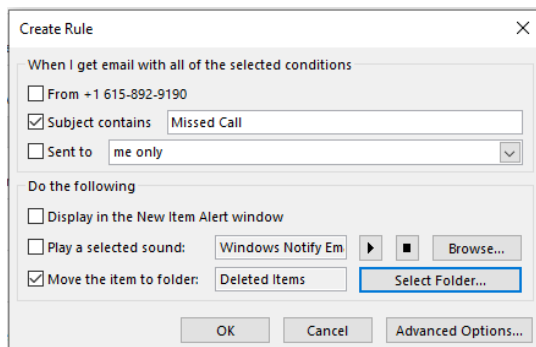
If prompted where to keep the rule, select Server.



In Create Rule

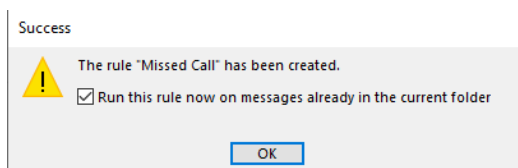
- Check **Subject contains** Missed Call
- Check **Move the item to folder**
- Click on **Select Folder** and **Choose a Folder**, we recommend **Deleted Items** and OK

Rule should look this this:




Click **OK**

You will be prompted to Run this rule now. Select it and click OK and it will remove all the missed call emails from your inbox.



Move All Voicemails

If you are checking your voicemail in Skype for Business or Teams you may no longer want to have your voicemail in your inbox. Here is a rule you can create to move your voicemails to another folder. You will still be notified of new voicemail in Skype for Business or Teams. This rule will also move your missed call emails.

- Login to webmail: <https://outlook.office365.com>
- Click on your picture/icon on the top right of screen.
- Click Settings Gear 
- View all Outlook Settings
- Mail\Rules

[+](#) Add new rule

- Create Rule as Follows....

Rules

Voicemail

Add a condition

Type Voice mail

[Add another condition](#)

Add an action

Move to

[Add another action](#)

[Add an exception](#)

Stop processing more rules 