

Office365 Unified Messaging Instructions

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 campus phone, press the **Messages** button (voicemail speed dial button) on your phone.
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**.

Access Voicemail from anywhere - Recommended Method

1. All voicemails will be sent to your email which means you can access voicemail from your email from your desktop, smartphone, or at email.stetson.edu.
2. You will also receive missed call notification emails in your email.

Access Voicemail from On-Campus (from your Phone): Voice Commands

1. From your phone, press the **Messages** button (voicemail speed dial button) on your phone.
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.** Example: Say "voicemail." The attendant reads that option to you, or asks for further commands to narrow the selection.

Access Voicemail from On-Campus (from your phone): Touchtone Commands

1. From your phone, press the **Messages** button (voicemail speed dial button) on your phone
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:
 1. Voicemail
 2. Email
 3. Calendar
 4. Personal contacts
 5. Compose a voice message
 6. Personal options

Access Voicemail from a Stetson University phone other than your own

1. Dial **22800**
2. After hearing "if this is not your mailbox," **press the star (*) key**
3. Enter your **5-digit phone number and press #**
4. Enter your **PIN and press #**

Access Voicemail Options Off-Campus: Dialing into your Telephone Number

1. Dial your office telephone number
2. When your greeting begins to play, press *
3. Enter your **PIN**, followed by #.
4. You will be prompted with the commands for the desired option. Say the command, or use the touchtone commands:
 1. Voicemail
 2. Email

3. Calendar
4. Personal contacts
5. Compose a voicemail
6. Personal options

Changing Your Greeting

To change your greeting, you will need to access the **Personal Options**. These options include changing your greeting(s) and your PIN number. The following instructions assume you will be using voice commands; however, you can access personal options to change your greeting using touchtone commands as well.

1. From your phone, press the **Messages** button (voicemail speed dial button) on your phone
2. Enter your **PIN** followed by #.
3. Say "**personal options**." For many of the personal options, you will be required to use touchtone commands.
4. Follow the prompts to change your greeting.

Outlook Web App (OWA) Access

You can setup additional features in Unified Messaging through the email.stetson.edu

- Voice Mail Preview
- Reset my Voice Mail PIN
- Missed Call Notification

How to Enable/Disable Additional Features

Sign into [Outlook Web Access \(OWA\)](#) with your User Name and Password


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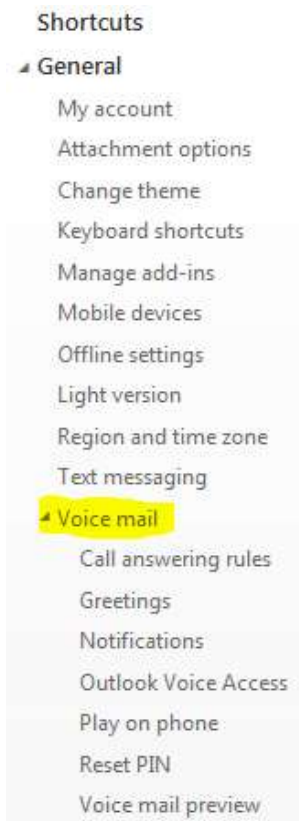
Sign in with your Stetson account

Sign in

1. Select **Mail** from the Collaborate with Office Online Menu



1. Click on the **Setting icon**  in the upper right hand corner, then under “My app settings” select **Mail**
2. Click **General** under the Shortcut menu, which is displayed on the left hand side of the screen, then Select **Voice mail**



Voice Mail Preview

- Under **Voice Mail Preview**, check (to enable) or uncheck (to disable) **Include preview text...** in two places

Voice Mail Preview

You can preview the text of voice messages you receive. You can also have text previews included with voice messages you send. To turn on Voice Mail Preview, choose from the options below.

- Include preview text with voice messages I receive
- Include preview text with voice messages I send through Outlook Voice Access

- Click  **Save**

Reset my Voice Mail PIN

- Under **Reset PIN**, select **Reset my voice mail PIN** and follow the prompts

Reset PIN

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

[Reset my voice mail PIN...](#)

Missed Call Notification

- Under **Notifications**, check (to enable) or uncheck (to disable) **Send an email message to my Inbox when I miss a phone call**

Notifications

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

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

- Click  [Save](#)