

# Accessing Voice Mail

There are a few different ways you can access Voice Mail:

- 1) Using the keypad on the phone
- 2) Using Lync
- 3) Through e-mail

You **must** have an Exchange account in order to have Voice Mail on the new phone system. If you do not have an Exchange account you can request one following these instructions for the IU Knowledge Base: <https://kb.iu.edu/d/agxv>


**The first way** to access Voice Mail is to press the number 1 on your phone for 2-3 seconds until your display screen reads “Voice Mail”.

**The second way is to use Lync:**

Link 2010 (PC):

Click the Phone icon

Which will bring up the keypad. Click and hold the number 1 to call your Voice Mail.

Click the  button to bring up voice mail options.

Double-click on a message in the Voice Mail frame to open the message.

Click **View More in Outlook** to see more of your voice messages.

Groups	Status	Relationship
Frequent Contacts		
	Martin, Neha - Available	
	Naab, Julia - Available	
Delegates		
	Martin, Neha - Available	
	Whitt, Robert - Available	Please send support requests to Istea...
Team-Call Group		
	Martin, Neha - Available	
	Naab, Julia - Available	
Other Contacts (0/1)		

Phone Number	Date
+1 (812) 219-4322 Other	3/24/2014
+1 (812) 856-4531 Other	2/5/2014

## Lync 2013 (PC):

Click the Phone icon

Which will bring up a keypad. Click and hold the number 1 to call Voice Mail.

Click the button to bring up voice mail options.

Double-click on a message in the Voice Mail frame to open the message.

Click **View More in Outlook** to see more of your voice messages

## The **third way** to access voice mail is through your e-mail:

- You have several options to play the message:
- 1) Click *Play*
  - 2) Click *Play on Phone* to play the message through your phone's speakerphone
  - 3) Click the to play the message

Play 
 Play on Phone 
 Edit Notes

Mon 8/4/2014 4:12 PM

Microsoft Outlook on behalf of Naab, Julia  
**Voice Mail from Naab, Julia (8 seconds)**

To MUSTECH

**You received a voice mail from Naab, Julia at [jlnaab@indiana.edu](mailto:jlnaab@indiana.edu)**

Caller-Id: [jlnaab@indiana.edu](mailto:jlnaab@indiana.edu)  
 Job Title: Staff  
 Work: [\(812\) 855-7832](tel:(812)855-7832)  
 E-mail: [jlnaab@indiana.edu](mailto:jlnaab@indiana.edu)  
 IM Address: [jlnaab@indiana.edu](mailto:jlnaab@indiana.edu)