

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 (Mac):

Click the Phone tab

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

In the Voice Mail pane click the green play button to play a message right from Lync.

Microsoft Lync
MUSTECH
Available ▾
Set Your Location ▾ Simultaneously ring i...
Click to create a personal status message

Contacts Phone

Find a contact or dial a number

Pinned Contacts (1/1)
Conference Help (2/2)
Marketing and Development (0/0)
To add contacts, drag from another group or add from...
MITS (5/7)
+1 (812) 325-3827
Aders, Andrew W - Available
Martin, Neha - Available
MLTECH - Away
Naab, Julia - Available
Ponella, Philip - Available
Whitt, Robert - Available
Please send support requests to lsteam@iu.edu

Dial a phone number


1 2 3
4 5 6
7 8 9
* 0 #
Call

Voice Mail

8122194322 Mar 24, 2014
1x 0:00 0:49
8128564531 Feb 5, 2014
1x 0:00 0:33

Simultaneously Ring My...

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

Voice Mail from Naab, Julia (8 seconds)
Naab, Julia sent by Microsoft Outlook
Sent: Monday, August 4, 2014 4:12 PM
To: MUSTECH
📎:  jlnaab@indiana.edu (8 seconds) Voice Mail.mp3 (45.6 KB) [Preview](#)

You received a voice mail from Naab, Julia at jlnaab@indiana.edu

| | |
|-------------|--|
| Caller-Id: | jlnaab@indiana.edu |
| Job Title: | Staff |
| Work: | (812) 855-7832 |
| E-mail: | jlnaab@indiana.edu |
| IM Address: | jlnaab@indiana.edu |

- Click on the attachment to open and play the message in iTunes