

Quick Reference



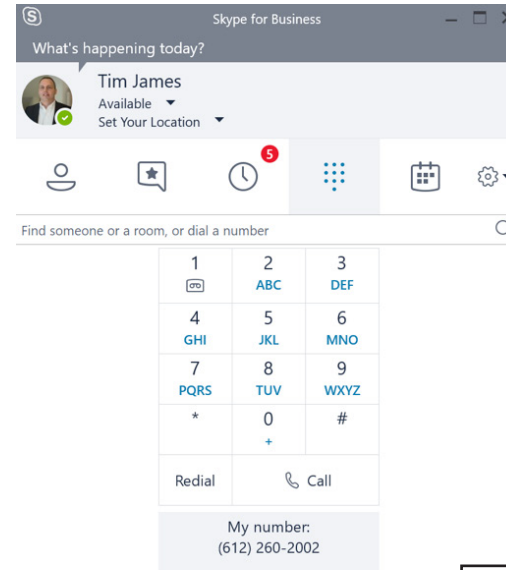
Helpful tips for getting started with Skype for Business Voicemail

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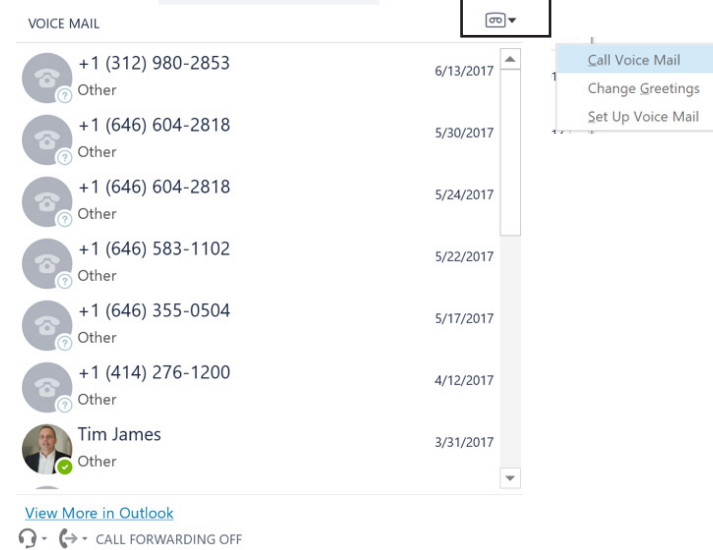
- Listen to your Voicemail
- Read your Voicemail Transcription
- Record Voicemail Greeting

Overview

Your voicemail messages are saved both in Skype for Business and Outlook. You can quickly check them in Skype for Business and choose options to manage your messages.



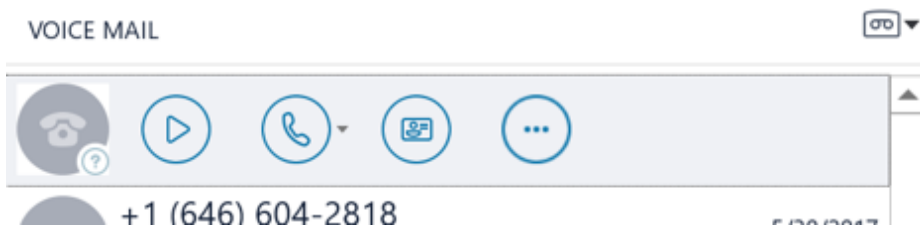
When you receive a voicemail, it will be delivered to you as an email attachment. You can access the voicemail message from the Skype for Business app on your PC, or your mobile phone, desktop-phone, or Lync for Mac.



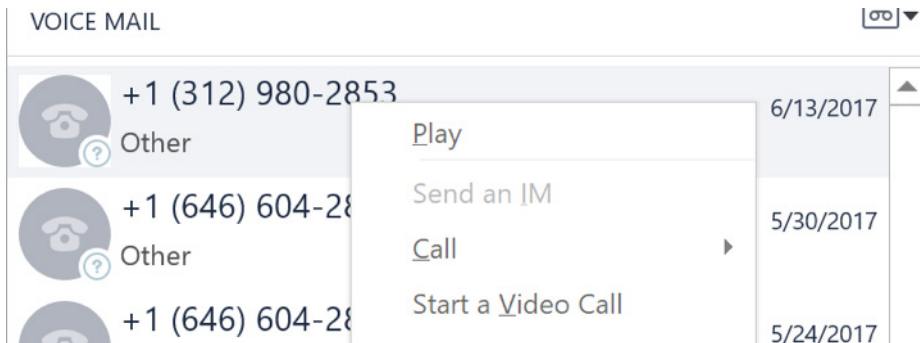
Listen to Your Voicemail

When you have new voicemail, you can listen to your voicemail 2 ways.

1. Hover over the contact icon to reveal the play button and call back options.

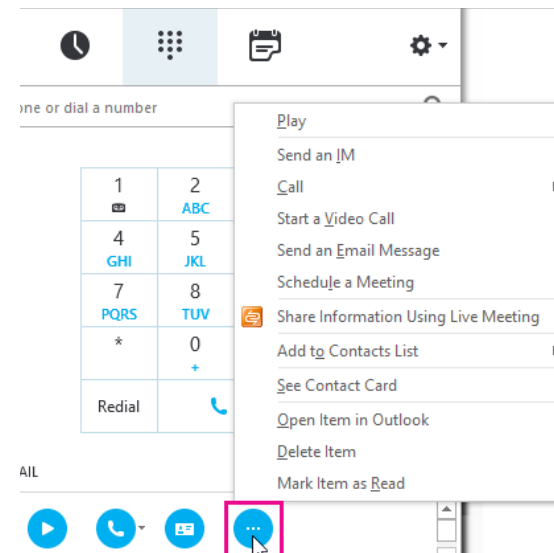


2. Right click on Voicemail to select PLAY.



3. Click More Options, and select one of the choices, such as:

- Call the contact.
- Start a Video Call with the contact.
- See Contact Card opens the caller's contact card, which lists their phone number, email address, office location, and so on.
- Open Item in Outlook provides more information about the call.
- Delete Item deletes the voicemail from Skype for Business.
- Mark Item as Read



You can also click View more in Outlook to open the Voicemail folder for more info.

Listen to your Voicemail at a Different Speed

You can play a voice message at different speeds and pause/resume the message, using desktop client visual voicemail, or by dialing into their voicemail. Pressing a certain key on your phone controls how you can hear the voicemail:

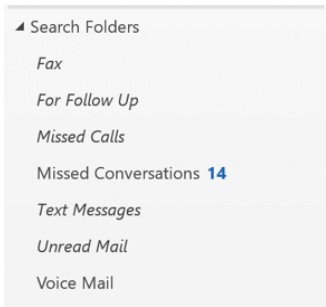
- Pressing the 1 key will rewind the voicemail message.
- Pressing the 2 key will pause or resume the voicemail message.
- Pressing the 3 key will fast forward the voicemail message.
- Pressing the 4 key will make reading of the voicemail message slower.
- Pressing the 6 key will make reading of the voicemail message faster.

Read your Voicemail Transcription

Voicemail Transcription is available. When you receive a voicemail, the message will be transcribed in the body of the voicemail email you receive in your mailbox. If you do not want to have transcription for your messages, ask your admin to disable it for you.

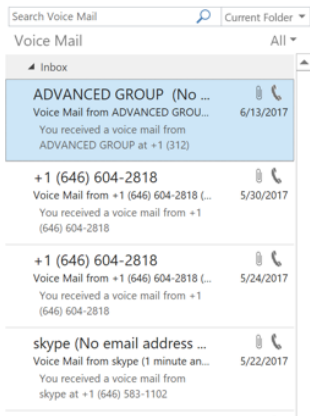
Find your voicemail in Outlook

In Outlook you can find voicemails easily by expanding the “Search



Folders”

1. By selecting Voicemail, it will list only the voicemails in the view:



2. By viewing the body of the message they can play the voicemail:



Change your Voicemail Greeting

If you haven’t changed your personal greeting, a default system greeting will be played for callers. For example, “Please leave a message for John Smith. After the tone, please record your message. When you finish recording hang-up or press the pound key for more options.”

Text to Speech (TTS) will also be used to say your name.

Your voicemail is set up with a default greeting, but you can record a personal greeting any time you want.

1. On the Phone tab, click the voicemail icon below the dial pad, and then click Change Greetings.
2. Skype for Business calls your voicemail and guides you to record a personal greeting.
3. When asked to press a number, pause on the phone/mic icon and click a number under the DIAL PAD tab.
4. Follow the prompts to record your greeting.