Checking your Skype for Business Voicemail & Accessing Options

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 accessed the voicemail message from the Skype for Business app on your PC, or your mobile phone, or desktop-phone.

Listen to your voicemail in Skype for Business

When you have new voicemail, the **Phone** tab in the Skype for Business main window displays the number of your messages.

1. Click the **Phone** tab to see your messages and the caller's info.

2. Pause on a voicemail picture area, and click the arrow to **Play** the voice message.

3. Click **More Options** icon ⋯ 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, location and more.
   - **Open Item in Outlook** provides more information about the call
   - **Delete Item** deletes the item from Skype for Business
   - **Mark Item as Read**
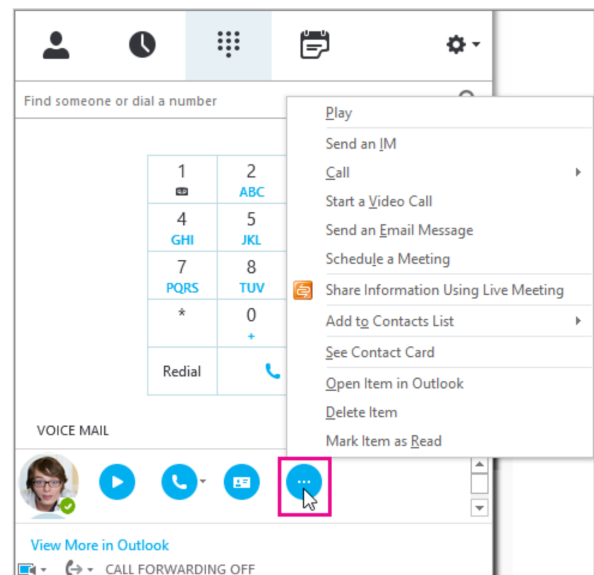
You can also click **View more in Outlook** to open the Voicemail folder for more info.

Read your Voicemail transcription

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.

Change your Voicemail Settings

You can change your voicemail settings from the Skype for Business Settings page. You can get to the page from the Skype for Business desktop app, by going to your voicemail options and selecting Set Up Voice Mail. See below:
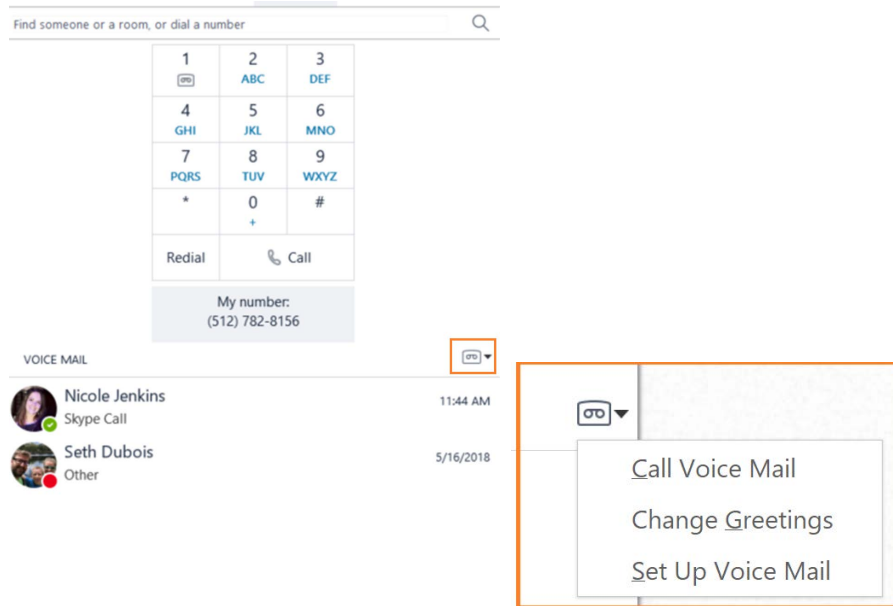
This will take you to your Outlook Web Access application on your web browser, where you will find the different settings available for Skype for Business

You will be able to change the following settings:

- **Call answering rules**
- **Greetings** You can decide whether to play your default voicemail or an alternate, out of office greeting. (see next section for additional Voicemail Greeting information)
- **Notifications** Enable or disable missed call notifications.
- **Reset PIN** You can reset your Voicemail Access PIN from here.
- **Voice mail preview** Enable or disable voicemail transcript preview.

Change your Voicemail greeting

If the 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..

Where you can get your voicemail messages from

You can get you voicemail messages using:

A supported email client such as Outlook.
Visual voicemail on a Skype for Business desktop phone, Skype for Business app, or the Lync client for Mac.

Missed call and message notifications

When you receive a voicemail, a notification will alert you on Skype for Business apps, desktop phone, and email app. If the caller hangs-up before leaving a message, you will receive a Missed-Call Notification email with the caller information (if it was not blocked). You can disable notifications for callers that did not leave a voicemail in the "Notifications" option in the menu above.
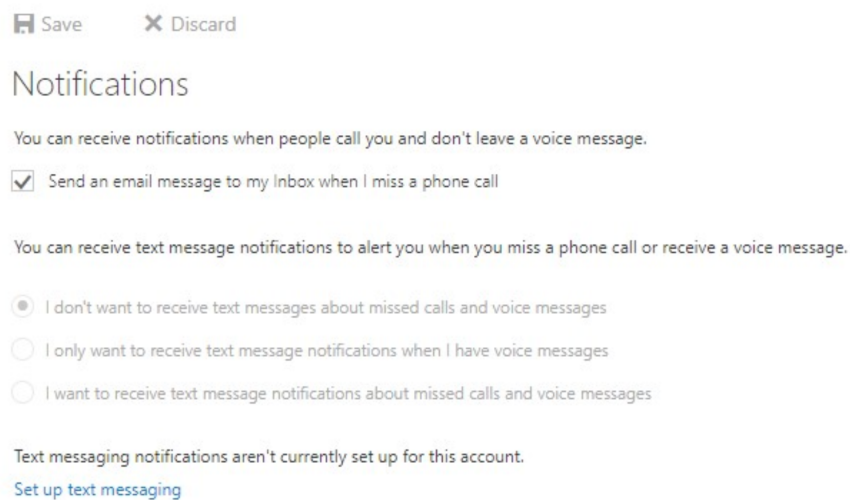
If the voicemail icon is not shown

1. Select File > Sign-out to sign out of Skype for Business.
2. In the Sign-in window, click Delete my sign-in info.
3. Click Yes to confirm.
4. Sign back in to Skype for Business using your full O365 email address and password.

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