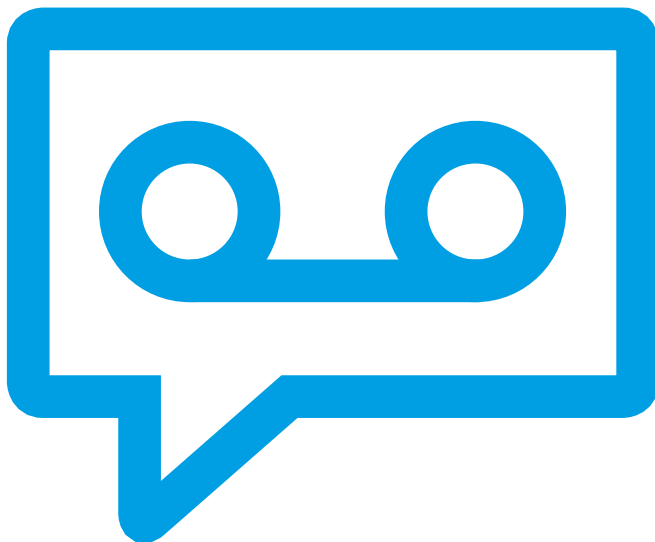


Voicemail



Quick Reference Card
Voicemail settings

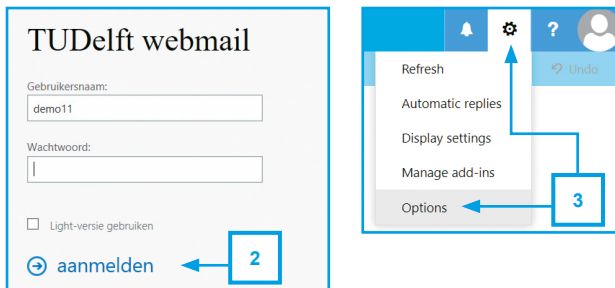


Version 1.0 Nov-19

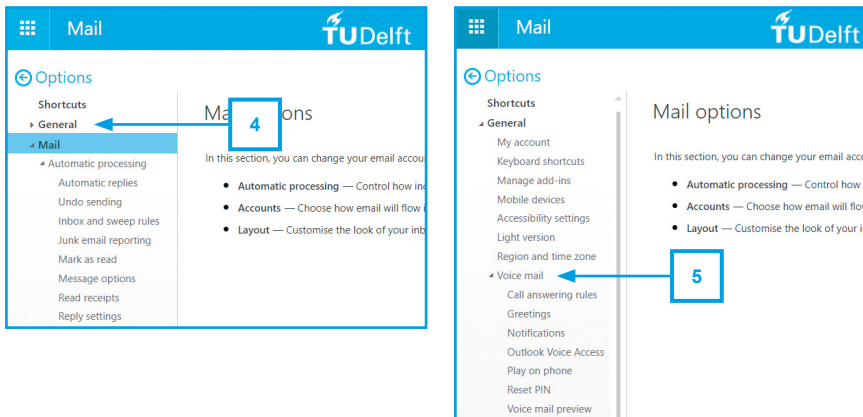
Set up voicemail / adjust settings

Settings for your voicemail can be found in the webmail. You need a computer to adjust these settings.

1. Open the browser and go to <https://webmail.tudelft.nl>
2. Log in with username and password and click **Login**
3. Click the **Gear icon** at the top right of the screen and choose **Options**



4. In the left menu, expand **General** by clicking on it
5. Under **Voice mail** you will find all voicemail settings



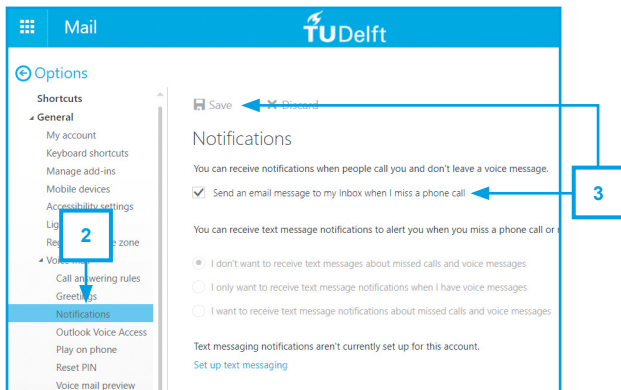
Change notification settings

By default you will receive the following notifications in your e-mail:

- A missed phone call, even when a delegate has answered the call
- A new voicemail message

If you do not want to receive a notification for missed calls, you can turn this off. You will continue to receive notifications for new voicemail messages.

1. Go to **Voicemail** (see *Set up voicemail / adjust settings* on first page)
2. Click **Notifications** in the left menu
3. Uncheck the box as shown in the image and click **Save**



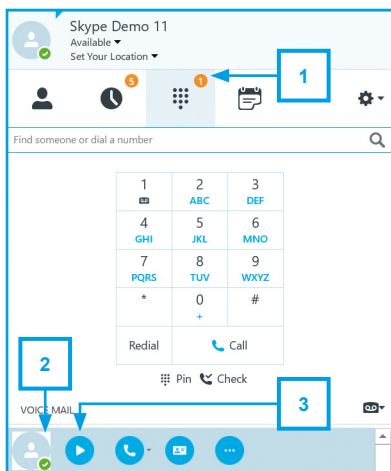
Check your voicemail

It is best to check voicemail messages with Skype for Business on the computer. If you do not have Skype for Business on a computer then you can also use a desk phone. In that case you need a voicemail pin code.

From Skype for Business on the computer

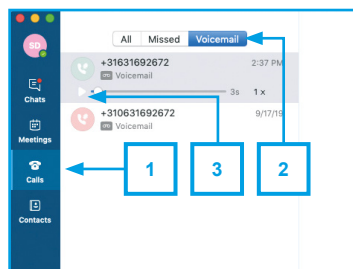
Windows

1. Go to **Phone**
2. Hover on the voicemail you want to check
3. Click **Play**



Apple

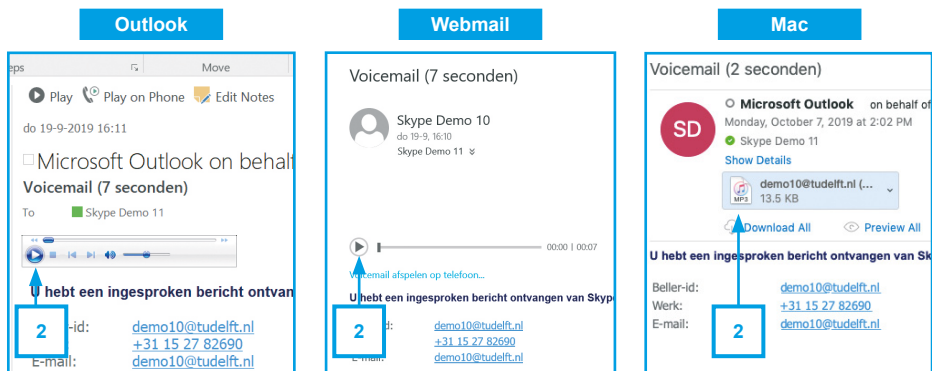
1. Go to **Calls**
2. Click **Voicemail**
3. Click the message you want to check and click **Play**



Using a desk phone? Then a light flashes when you have a new voicemail message.

From Outlook or webmail

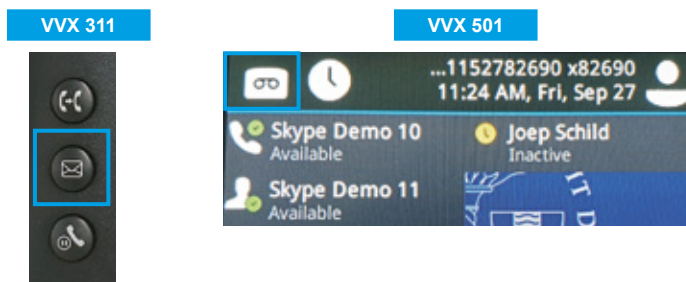
1. Open the e-mail with the notification
2. Click **Play** or open the attachment to listen to the message on the computer (with headset)



*In Outlook for Windows and in Webmail you also have the option to play the voicemail on your desk phone. Click **Play on Phone** in the e-mail message.*

From desk phone

The location of the voicemail button differs per device. You need a voicemail pin code to listen to the voicemail (depending on how the device is registered).

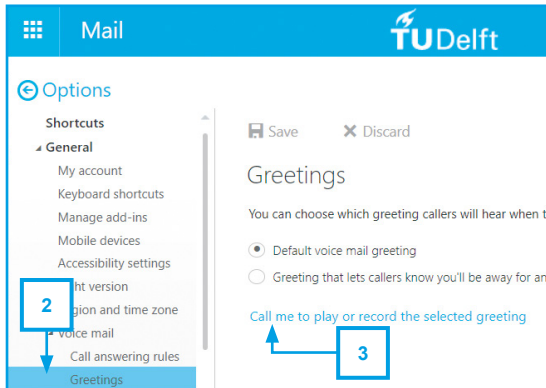


Change or delete greeting

If you do nothing, the caller receives a standard greeting where a computer voice says your name. You can record a greeting yourself.

Make sure you are logged into a desk phone or with a headset logged into Skype for Business on the computer. You need that to record the greeting!

1. Go to **Voicemail** (see *Set up voicemail / adjust settings* on first page)
2. Click **Greetings** in the left menu
3. Click **Call to play** or record the selected greeting
4. In the window that appears, click the **Select** button
5. You will now be called on Skype for Business on the computer and / or on the device on which you are logged in
6. Follow the instructions given through the phone

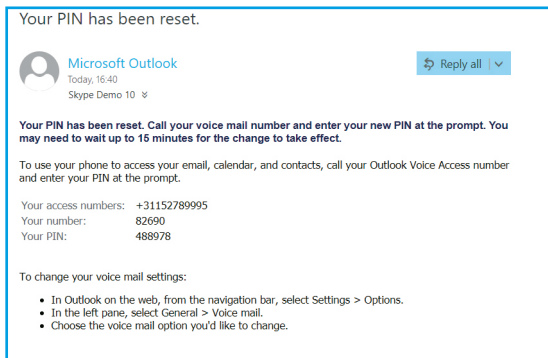
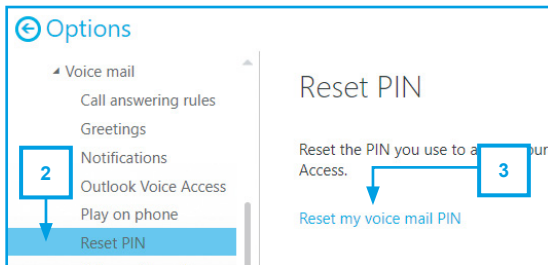


Reset voicemail pin code

If you want to go to the voicemail menu from a desk phone or from Skype for Business on the computer, you need a voicemail pin code. You will receive the pin code via e-mail when you use Skype for Business for the first time. Can't find the pin code (anymore) or do you want to change it? Then follow these steps:

1. Go to **Voicemail** (see *Set up voicemail / adjust settings* on first page)
2. Click **Reset PIN** in the left menu
3. Click **Reset my voicemail pin code**
4. Click **Yes**
5. You will receive an e-mail with your new temporary pin code. When using the temporary pin code for the first time, you will be instructed to choose a new pin code.

You can listen to voicemail messages with Skype for Business on your computer and from Outlook / webmail without a voicemail pin code. For listening from a desk phone you need a voicemail pin code!!



Do not confuse this pin code with the pin code you need for logging into a phone or calling into a meeting. These are different pin codes.

Forward to your voicemail

Are you absent for a long time? Then you can forward calls to your voicemail. See the Quick Reference Card of the desk phones or Skype for Business on the computer for more explanation.

**YOU CAN FIND MORE INFORMATION AND
INSTRUCTION MOVIES ON**

<https://www.tudelft.nl/ict-handleidingen/skype-for-business>