

**DIVISION OF TECHNOLOGY AND ADVANCED SOLUTIONS
DEPARTMENT OF INFORMATION TECHNOLOGY
VOICE MAIL INSTRUCTIONS FOR MAIN CAMPUS USERS**

The Information Technology group is pleased to announce the migration of your email account to Office 365. One of the benefits of this move is the standard email quota is now **100GB**. With this migration your voice mail account has also moved to Office 365.

Your Pin, Recorded Name and Recorded Greetings will be intact. Your telephone forwarding will be updated by the Telecom Team. Directions for future setting and cancelling are documented below.

How to Access your Office 365 mailbox via the telephone:

1. From your desk phone, dial x6060 to access your account.
 - o Enter your Pin followed by the # sign.

Your voicemail messages will still be delivered to your Outlook Inbox as wave files.

Forwarding – Is the mechanism we use to “forward” our calls to the voicemail system. I recommend using both forward busy and no answer – these two features will cover your telephone when you are on the line or away from your desk. Set them and they will remain in place until they are turned off.

To Cancel forward busy do the following:

1. Pick up your handset, listen for dial tone.
2. Press the # (pound) key and the 2 key, then hang up

To **SET** forward busy do the following: (Note 678 is the access code and xxxx is the last four digits of your telephone number).

1. Pick up your handset, listen for dial tone.
2. Press the * (star) key, the 2 key and enter 678xxxx then hang up

To Cancel forward no answer do the following:

1. Pick up your handset, listen for dial tone.
2. Press the # (pound) key and the 8 key, then hang up.

To **SET** forward no answer do the following:

1. Pick up your handset, listen for dial tone.
2. Press the * (star) key, the 8 key and enter 678xxxx then hang up.

Helpful Tips

- To access your mailbox from any phone on Main Campus, call x6060.
 - If you hear "To access your mailbox enter your extension" – enter 530xxxx.
 - Enter your Pin, followed by the # sign.
 - Listen to your messages or update your greetings.
 - When done hang up.
- To access from off campus, call 419-530-6060.
 - Follow the steps above for access