

## Skype for Business Voicemail with email notification (cloud vmail)

### Instructions

#### How to check your voicemail:

You can check your voicemail within Outlook, within the Skype for Business Interface, using your VoIP desk phone, or using the Skype for Business Mobile App.

#### From email:

1. Find and open the email with the voicemail message.
2. Click the **play button** to listen.



#### From Skype for Business:

1. In the Skype for Business desktop interface, select the **Dial Pad** icon.



2. Voicemail will be listed below the dial pad.



3. Hover over the presence icon (green check-mark)
4. press the play button to listen the voice mail.



#### From your AudioCodes desk phone:

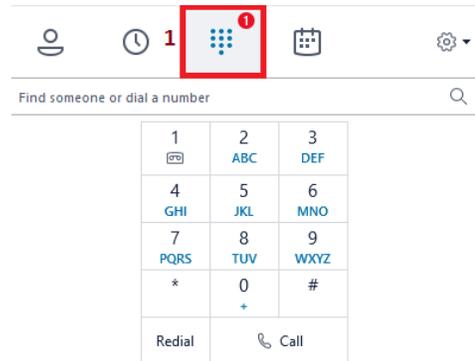
1. Press the envelope button.
2. Select the Call VM softkey

**Voice Mail** 17:16

You have 0 read and  
0 unread messages

**CallVM** All Unread Back

#### Setting up voicemail through Skype for Business:



1. Select the **Dial Pad** icon
2. Select the **Voicemail drop down menu** icon

VOICE MAIL



1. Click on the **Voice Mail Options** icon
2. Select **Change Greetings**.

#### Or From Web Link:

1. The greeting here will be text to speech - <https://mysettings.lync.com/lscp/usp/voicemail>

#### Notes:

- By default, you will receive email notifications any time you miss a call or receive a voicemail.
- You will notice new folders in Outlook for Missed Calls and Voicemail.
- You can forward a missed call or voicemail just as you would any other email.
- You can create a rule for voicemail email notifications as with any other mail message.
- If you delete or move a voicemail or missed call message within your email, it will disappear within the Skype for Business interface.
- Voicemail messages do count against your email storage quota.

---

## Navigating the voicemail system:

