

Access Voice Mail Options Section of the Office 365 Portal

Office 365 allows users to edit voice mail settings from the Office 365 portal. The instructions below detail the process of configuring call answering rules in Office 365.

1. Using a web browser, go to <http://outlook.com/owa/clarku.edu>.
2. Login to the portal using your Office 365 username and password:

User: username@clarku.edu

Password: Password



Sign in with your organizational account

Sign in

Please use your Clark University Email Address to sign in.

3. On the landing page, click the "Mail" tile or select "Mail" from the icons that appear when you click the grid icon in the top-left corner.
4. Click the Gear icon (top right) and select "Mail" under the "My app settings" subheading.
5. From the Options menu on the left, click "General." and note the "Voice Mail" section underneath it.
6. Expand the "Voice mail" menu.
7. Using the links available under voice mail, you can alter voice mail options including resetting your PIN and recording new greetings.

Access Voice Mail from a Phone

1. Press the Message button on your desk phone or dial the access phone number: x.8888, or from off campus 508-793-8888.
2. You will hear your name and a request for your PIN.
3. Enter your PIN and press #. Then you will hear something similar to: "You have 3 new voice messages, 4 new e-mail messages, and your next meeting is at 9 A.M. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options."
4. Say "Voice Mail"

TIP: At any time, you can switch to a touchtone interface and use the telephone keypad rather than speaking by pressing "0".

5. The system will open your mailbox and play the voice mail messages. Here are a few useful voice commands while listening to your voice mail:

- ☎ "Next" Plays the next voice mail message
- ☎ "Previous" Plays the previous voice mail message
- ☎ "Delete Message" Deletes the current voice mail message
- ☎ "Forward" Forwards the voice mail to another user
- ☎ "Faster" Plays the current voice mail message faster
- ☎ "Slow down" Plays the current voice mail message more slowly
- ☎ "Pause" Pauses the current voice mail message
- ☎ "Repeat" Repeats the current voice mail message
- ☎ "Main Menu" Exits to the main menu

TIP: If you delete a voice mail message here, you won't be able to undelete the message using the telephone, but you can still access it Deleted Items folder in Outlook. 📞📞