

To set up your voicemail, you will first need to locate an email that you would have received from Microsoft Outlook with a subject of “Welcome to Exchange Unified Messaging.” This email contains a few pieces of information:

Your Access Number: This is the phone number to dial into the voicemail system.

Your Number: This is your 4 digit extension. Your full phone number is 414-930-(your extension).

Your PIN: This is your temporary PIN; you will need this if setting up your voicemail from off-campus.

Setting up Your Voicemail from Your New Phone

1. Press the Voicemail button on your new phone and then press the Call softkey.
2. Follow the instructions to select your new PIN; your new PIN must be at least 6 numbers long and must be complex, i.e. PINs of 123456 or 111111 are not allowed.
3. After selecting a new PIN, you will be prompted to record your name and greeting. If you do not wish to record your name and greeting right away, you can follow the menu prompts to use the system generated name and greeting.

Setting up Your Voicemail From Off Campus

1. Dial 414-930-3001.
2. Enter your Extension.
3. Enter the PIN number that you received in the “Welcome to Exchange Unified Messaging” email.
4. You will be prompted to select a new PIN; your new PIN must be at least 6 numbers long and must be complex, i.e. PINs of 123456 or 111111 are not allowed.
5. After selecting a new PIN, you will be prompted to record your name and greeting. If you do not wish to record your name and greeting right away, you can follow the menu prompts to use the system generated name and greeting.

Resetting Your Voicemail PIN

If you did not receive an email with your temporary PIN or if you have forgotten your voicemail PIN, you can reset it using these steps:

1. Log into your Mount Mary email.
2. Select the “Gear” icon on the top, right-hand corner of your email screen.
3. Select Options.
4. On the left-hand side of the screen, select General > Voice mail > Reset.
5. Select the “Reset my voice mail PIN” link.

If you have any questions or problems, please contact the IT Help Desk at 414-930-3048 (x3048 on campus) or mmu-helpdesk@mtmary.edu.