Exchange Voice Mail

How to Set Up Call Answering Rules

1. Go to exchange.umich.edu and sign in to Outlook Web App (OWA) with your 10-digit phone number and OWA password. (If you do not remember your OWA password, contact itcom.csr@umich.edu to have it reset.)

2. Click the settings icon in the upper right corner and select Options in the dropdown menu.

3. Select phone in the left menu of the options page.

4. Under voice mail call answering rules, click the plus sign (+).

5. A new call answering rule form will open:

6. Type a name for the new rule (for example, Transfer Calls or Find Me).
7. After If a caller reaches my voice mail, and: select a condition when the rule should be applied or select [Apply to all calls].

8. After Do the following: select Provide the caller with these options

9. Click *Select options and a form will open:

![Select options form](image)

10. Select Find Me or Transfer Call and click ok.

If you select Find Me:
In the For box, enter the type of call you want transferred (examples: your name, Orders, Emergencies). Choose the key callers will press to reach that option. Then enter a phone number and number of seconds to try at that number. (Enter an optional second number.) Click ok. If the phone is not answered the caller can press # to leave a message at the original mailbox. Your greeting will automatically reflect this rule when the rule is applied.

![Find Me form](image)

Click ok.
After Do you want this rule to apply to all future calls? click Yes.

If you select Transfer Call:
In the For box, enter the type of call you want transferred (examples: Cell, Home, Orders or Emergencies). Choose the key callers will press to reach that option. Then enter the phone number (or name of the directory contact) the call should be transferred to. Your greeting will automatically reflect this rule when the rule is applied.

![Transfer Call form](image)
Click save.  
After Do you want this rule to apply to all future calls? click Yes.

You now have a call answering rule. To disable the rule, go back to phone and uncheck the box next to the rule. To remove the rule, select the Rule and then select Delete.

*Note: you can also have all your calls go immediately to another campus phone before the caller is connected to your voice mailbox by setting up the call forwarding feature on your phone. See the phone instructions for your type of phone: electronic, basic, or VoIP.)

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