Diverting calls and missed call notifications
IT Documentation Team, November 2013 (Updated August 2015)

This fact sheet is part of the Unified Messaging voice mail series. For help getting started with voice mail, see our fact sheet: Setting up Unified Messaging voice mail for the first time.

**Divert all calls to another number**

If you activate this option, your telephone will not ring and all calls will go directly to the number that you enter. You will need to enter the number as you would as if you were dialing the number from your phone, **remember to add a 9 for outside lines**.

**To turn on**

1. Pick up your telephone and dial *8 and the number you want to divert to. You will hear the dial tone after you enter the numbers.
2. Hang up.
3. You can then repeat the process to add an additional divert option to your phone.

**To turn off**

1. Dial #8, you will then hear dial tone.
2. Your divert has now been cancelled.

**Divert calls to Outlook Inbox**

You can switch diverts on or off, or change divert options from your telephone handset.

**To turn on**

<table>
<thead>
<tr>
<th>Divert calls to Outlook when:</th>
<th>Dial</th>
</tr>
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<tbody>
<tr>
<td>Your telephone is busy</td>
<td>Dial *63 4444</td>
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<tr>
<td>You do not answer</td>
<td>Dial *64 4444</td>
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1. Pick up your telephone and dial * and the numbers for the divert option of your choice. You will hear the dial tone after you enter the numbers.
2. Hang up.
3. You can then repeat the process to add an additional divert option to your phone.

**To turn off**

1. Dial ##8
2. You will hear the dial tone after you enter the numbers.
3. Hang up.
4. Your divert has now been cancelled. Calls will not be diverted to voice mail.

**To divert all calls straight to Outlook**

If you activate this option, your telephone will not ring and all calls will go directly to Exchange and subsequently be delivered to you as voice mail or missed call notifications, if appropriate.

1. To switch on, dial *8 4444
2. To switch off, dial #8

Switching this divert on or off will not affect any other diverts you have set up.
Missed call notifications
After six unanswered rings, incoming callers are diverted to your voice mail. If the caller hangs up without leaving a voice message, you will receive a Missed Call Notification in Outlook.

- Missed Call Notifications are identifiable by a speech bubble symbol.
- You will see varying degrees of information about the caller, depending on who it is. If the caller is a University member using Unified Messaging you will see their name, department, and work phone number in the email.

Replying to missed calls through email
If you receive a missed call from someone else in the University or from someone whose details you have saved in your Contacts, then the caller’s name should appear in the subject of the message. You can then reply to the missed call with an email by clicking the reply button in Outlook.

Turn off missed call email notifications
You can activate or de-activate Missed Call Notifications using Outlook Web App.

Cancelling missed call notifications through Outlook Web App
2. Click on the cog icon at the top right of the window.
3. Select Options from the menu.
4. Expand the General menu on the left of the window.
5. Expand the Voice mail menu.
6. Click Notifications.
7. All notifications should be automatically turned on. Turn off your missed call notifications by de-selecting the Send an email message to my Inbox when I miss a phone call tick box.
8. Click Save.