

Voicemail – Forwarding calls

This is one of a series of guides for staff about setting up and using the University voicemail service.



The following instructions assume you have already 'set up' your voice mailbox – i.e. set your passcode, recorded a personal greeting, and recorded your name.

If you have not yet set up your voice mailbox, please follow the instructions in our user guide [Voicemail – First time set up](#).

Forwarding to voicemail

When your mailbox is created, callers are automatically diverted to your voicemail by default, either when you're on another call or if you don't answer within six rings.

However, you can switch diverts **on** or **off**, or change divert options from your office phone handset. The options are:

- **Busy.** Callers will be diverted if you are already on a call.
- **No answer.** If you are not at your phone, callers will be diverted after six rings.
- **Always.** Your phone will not ring and calls will be diverted immediately.
- **Off.** Callers will get busy tone if you are already on a call. If you are not at your phone it will ring until the caller hangs up.

To turn forwarding on and off

Divert calls to voicemail when...	Turn on	Turn off
Your phone is busy	Dial *63 4444	Dial ##8
You do not answer	Dial *64 4444	Dial ##8
Always (Note: This option overrides Busy and No answer.)	Dial *8 4444	Dial #8

1. To turn on, pick up your handset and dial the *** code for the divert option of your choice**. You will hear dial tone (or broken dial tone if you dialled *8 4444) after you enter the numbers.
2. Hang up. Your calls will be diverted according to your option choice.
3. Repeat the process to add another divert option if you wish.
4. To turn off, pick up your handset and dial the corresponding **# code**, as shown in the table above. You'll hear the dial tone, confirming that forwarding has been cancelled. Hang up.
Your calls will not be diverted to voice mail and your phone will ring or return the engaged tone if you are already on a call.



Note: Most users switch on Busy and No Answer and leave them on all the time.

Further help

If you have any questions about voicemail, or need help setting it up, please contact the IT Service Desk: <https://myit.abdn.ac.uk>