

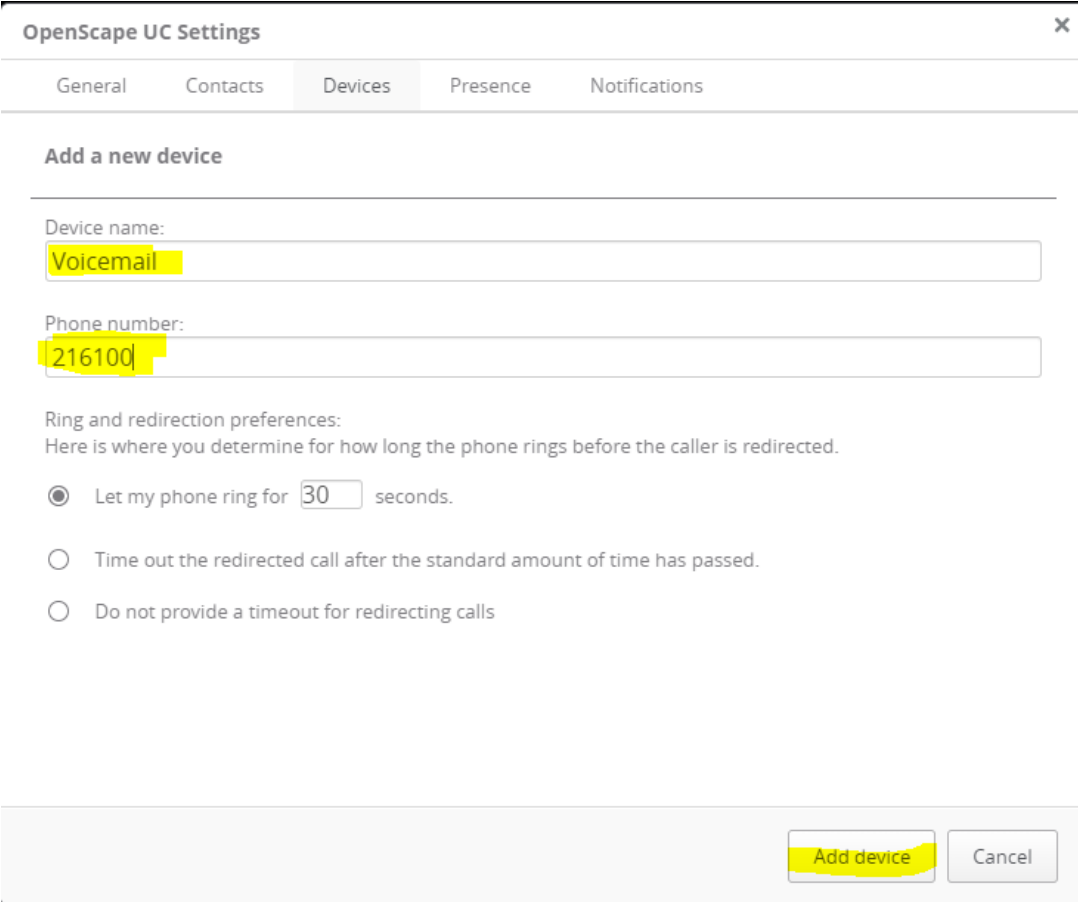
# Unified Communications & EBS Service Desk - Estates and Facilities

Knowledgebase > One Number Service - FAQ > Can I send incoming calls straight to voicemail?

## Can I send incoming calls straight to voicemail?

Morena Turnbull - 2023-11-13 - Comments (0) - One Number Service - FAQ

Yes, you are able to set up a preferred device location which sends incoming calls straight to voicemail. All you need to do is go to device setting, add a new device and set up a preferred device with the the phone number of 216100 (voicemail).



The screenshot shows the 'OpenScape UC Settings' window with the 'Devices' tab selected. Under the heading 'Add a new device', there are two text input fields. The first field, labeled 'Device name:', contains the text 'Voicemail'. The second field, labeled 'Phone number:', contains the text '216100'. Below these fields is a section titled 'Ring and redirection preferences:' with the instruction 'Here is where you determine for how long the phone rings before the caller is redirected.' There are three radio button options: 'Let my phone ring for 30 seconds.' (which is selected), 'Time out the redirected call after the standard amount of time has passed.', and 'Do not provide a timeout for redirecting calls'. At the bottom right of the form are two buttons: 'Add device' and 'Cancel'.

We would recommend setting you preferred device to voicemail whenever you do not wish to be contacted whether that's because you're not working, on annual leave or just unable to take calls.

You're able to set a permanent or temporary personal greeting for your voicemail too. Instructions to do this will have been sent in the initial set up email you received. Any issues or queries regarding this just email us at [cuh.ucservicedesk@nhs.net](mailto:cuh.ucservicedesk@nhs.net) and we will be happy to assist you.