

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).

OpenScope UC Settings

General

Contacts

Devices

Presence

Notifications

Add a new device

Device name:

Voicemail

Phone number:

216100

Ring and redirection preferences:

Here is where you determine for how long the phone rings before the caller is redirected.

☒ Let my phone ring for 30 seconds.

☐ Time out the redirected call after the standard amount of time has passed.

☐ Do not provide a timeout for redirecting calls

Add device

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 and we will be happy to assist you.