Unified Communications & EBS Service Desk - Estates and Facilities

Why am I not receiving calls?

Jon Woods - 2023-11-13 - Comments (0) - One Number Service - FAQ

Have you added and selected a preferred device?

If no device location has been added (e.g. mobile or landline) and then selected, calls don't have a destination to route to and will go directly into voicemail or fail.

As per the guide **do NOT** use 'Work Phone' as a destination. **Your ONS number is not a destination.**

You can find out how to add and select a device by following the guides on this link - Guides

If you are continuing to have problems with people getting through please contact us. We will need you to provide us with the details of the person/s who have tried to contact you as well as date/s and time/s so we can investigate this further.

You can contact us by emailing cuh.ucservicedesk@nhs.net