Unified Communications & EBS Service Desk - Estates and Facilities

Why are ONS calls going to my personal voicemail?

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

When Mobile phone is preferred device

The default ring time set on One Number is 18 seconds. After the 18 seconds if there is no answer then calls will go into your Trust voicemail account. The voicemail will then be emailed to you in a WAV format.-

If calls are going to your personal voicemail it means that your personal voicemail is kicking in before the 18 seconds have elapsed. There are a several common scenarios where this may happen

- Your phone is busy on another call (not an ONS call)
- Mobile phone is off or has no signal
- Ring duration set by your mobile provider or device is shorter than 18 seconds (common default from mobile providers is 20 seconds)

In these scenarios your personal mobile voicemail answers the call, One Number will detect that the call has been answered and connect the call to your voicemail service.

We have adjusted the settings in One Number to try and prevent the calls from routing to personal mobile voicemails. However the scenarios listed are external factors which we cannot control.

Liberty Users

Users receiving calls via Liberty with a mobile phone or via One Number with Mobile as the preferred device will experience similar voicemail issues as above.

The default ring time on Liberty is set to 17 seconds for the call queues. If the call is unanswered after 17 seconds, Liberty will try the next available agent. If the default ring time on your mobile device is less than 17 seconds then the mobile voicemail will pickup the call and the caller can leave a voicemail.

Changing the Mobile ring time

Mobile network providers do provide the option to view or change your default ring time for voicemail. For most providers this can be done by dialling a number from your mobile.

To view your current call forwarding default ring time dial ***#61#** this will bring a popup on your phone and display the current ring time. We would recommend checking with your provider if this option is available.

To change the ring time dial the following where xx is your mobile number ****61*07xxxxxxxxx**XX#** - Change the XX to the desired ring time, these are usually increments of 5 seconds and a limit of 30 seconds.