



Division of Technology and Advanced Solutions

Forwarding to Office 365 Voicemail

Forwarding is the mechanism we use to route our telephone lines to another extension or a voicemail system. Click the links below or scroll to learn more. *Note these instructions are for the NEC/Main Campus telephones.

To forward your telephone to the Office 365 Voicemail system you will first need to cancel your current forwarding, and then set your forwarding to the new system by following the instructions below. Most individuals set both Forward Busy and Forward No Answer, these two features will cover your telephone when you are on the line or away from your desk.

Example:

To cancel my “forward busy” I would pick up the handset and press the # (pound) key, the 2 key and hang up.

To set my “forward no answer” I would press the * (star) key, the 8 key and enter 6784805 then hang up.

Forward Busy – this feature permits calls to a busy telephone to be immediately forwarded to another telephone number. If you set this feature your callers will not get a busy signal your calls will immediately be routed to the number you have designated.

To Set Forward Busy:

- Pick up the handset, listen for dial tone
- Press the * (star key) and the 2 key
- Listen for the Special Dial Tone (sounds like a busy signal)
- Enter 678 and the last four digits of your extension
- Listen for the Steady Set Tone (you will hear one steady stream of tone)

To Cancel Forward Busy:

- Pick up the handset, listen for dial tone
- Press the # (pound key) and the 2 key

Forward No Answer - this feature permits calls to an unattended telephone to be forwarded to another extension after a programmed ringing interval. If you set this feature your telephone will ring 4-5 times at your desk before your call will be routed to the number you have designated.



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To Set this feature:

- Pick up the handset, listen for dial tone
- Press the * (star key) and the 8 key
- Listen for the Special Dial Tone (sounds like a busy signal)
- Enter 678 and the last four digits of your extension
- Listen for the Steady Set Tone (you will hear one steady stream of tone)

To Cancel Forward No Answer:

- Pick up the handset, listen for dial tone
- Press the # (pound key) and the 8 key

Forward All – this feature allows the telephone user to forward all calls to another number. If you set this feature your telephone will not ring, all calls will immediately be routed to the designated number. This feature is perfect when you are out of the office on vacation or if you are having a meeting in your office.

To Set Forward All:

- Pick up your handset, listen for dial tone
- Press the * (star key) and the 1 key
- Listen for the Special Dial Tone (sounds like a busy signal)
- Enter 678 and the last four digits of your extension
- Listen for the Steady Set Tone (you will hear one steady stream of tone)

To Cancel Forward All:

- Pick up the handset, listen for dial tone
- Press the # (pound key) and the 1 key