

In the event that you may be working from home our out of office for a period of time, below are some options you can employ for your desk phone and voicemail.

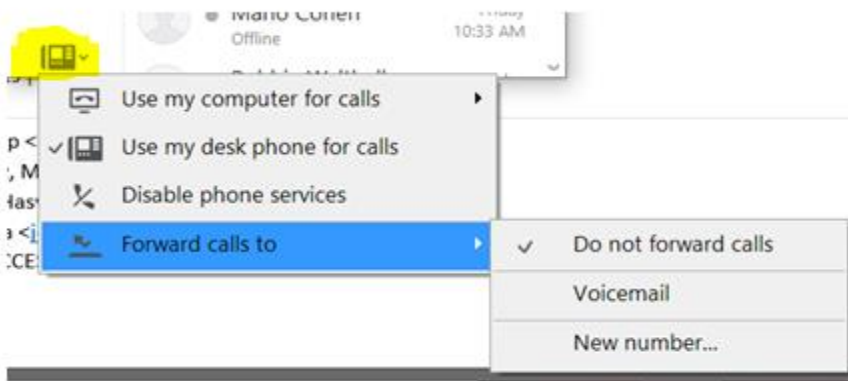
Please feel free to contact me directly with any specific questions or concerns you may have and we will find a workable solution for you.

### Desk Phone

- At the bottom of your phone screen, you should have a 'Forward All' button. Press this button and dial the number you would like your extension forwarded to.
  - o Be sure to include a 9 for outside numbers and a 91 + area code for any number that requires it.
  - o If you are forwarding to a non-785 area code phone number, please let me know so I can ensure your phone is set up for long-distance forwarding.
  - o Once your phone is forwarded, the text will change to 'Forward Off.' Pressing this button will end the forwarding of your phone.



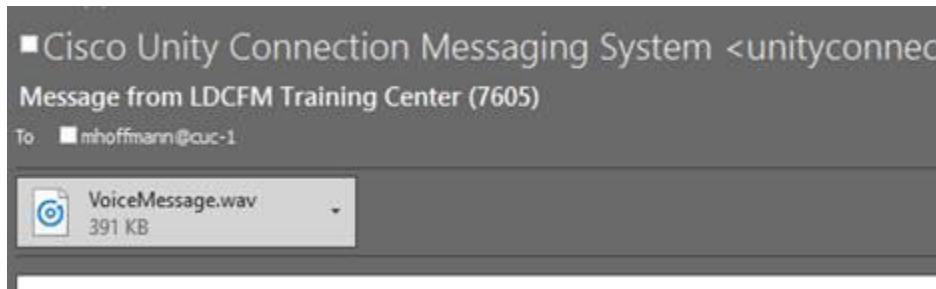
- You can also forward your extension via Jabber. Click on the phone icon in the lower-left-hand corner of Jabber and you will see the option to forward your phone to either your voicemail or to a number entered by you.



- You can manage your forwarding from both Jabber and your phone. Any changes made on one will be made on the other.
- If you are unable to access your desk phone or Jabber, you can contact me directly and I can set the forwarding up on your phone.

## Voicemail

- If you would like to have your voicemails delivered via e-mail, let me know and I will set that up for you. Voicemails will be delivered as a .wav file and includes caller ID information in the header like below.



- To call the voicemail system from outside City offices, dial **832-3090** and press **\*** when the system answers. You will then be prompted for your extension and PIN.
- To set up your out-of-office/alternate voicemail greeting, enter the voicemail system then;
  - o To record your alternate greeting press: **4 > 1 > 3 > 3**
  - o To turn on your alternate greeting press: **4 > 1 > 2**

Please feel free to contact me directly with any questions, issues or concerns.

Thanks,

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