

Accessing your phone from home

If you're working from home or elsewhere, you can choose to either:

- remotely access your work landline voicemails, or
- redirect your work phone to another phone.

Accessing your work landline voicemail from another phone

You can access the voicemail for your work landline from anywhere, using either a mobile phone or another landline.

If you haven't set up the voicemail on your phone, you must do this first while you're in work:

- dial 89000 or press (when lit)
- follow the voice prompts (your default PIN is 1111)

Check your voicemail is working by dialling your work number from another phone.

Once you've set up your voicemail, you can access it elsewhere:

- dial 0131 529 4544
- enter your extension number (five digit extension)
- press * as soon as you hear the mailbox voice starting to speak
- enter your voicemail PIN number.

You'll be able to access your voicemail as if you were dialling it from your work phone and listen to, delete, and forward messages if needed.

How to forward your work phone (Mitel 5320)

Instead of being able to access your voicemails, you can redirect your phone calls from your work Mitel 5320 phone to another phone. This will work for individuals, but will not work for hunt groups, ring groups, contact centres or main team/service numbers.

If you forward your phone, you can't use your work voicemail (unanswered calls will go to your own voicemail)

Creating a profile

Press the blue settings key on the right hand side of your phone.



Select 'Call forwarding'

Select 'Profiles'

Select 'New profile'

Select 'Edit profile name'

Name the Profile such as 'Home' or 'Mobile' (Press the keys rapidly to select the desired letter such as press 4 (2 times quickly) for 'H' then 6 (3 times quickly) for 'O'.

Select 'Ok'

Select 'Always'

Enter number you want to divert calls to remembering to prefix the number with '9' to make an external call such as 901311234567.

Select 'Ok'
 Select 'Save'
 Select 'Activate'

Your extension should now be diverting for both internal and external calls to your diverted number. Test it by calling from a mobile device.

To confirm activation

Blue settings key on the right hand side of your phone



Select 'Call Forwarding' and your profile should show in the call forwarding profile name such as 'Call Forwarding (Home)'

Removing profile

Press the blue settings key on the right hand side of your phone



Select 'Call Forwarding'
 Select 'Deactivate' and your original phone setup should now be back in effect.



Fixed Function Key Legend			
	Settings key - allows the user to set the contrast and brightness of the display	Hold key - puts current call on hold	
	Cancel key - cancels current action	Transfer and Conference key - pressing once starts transfer, twice starts conference	
	Redial key - displays list of recently dialed calls. This key can also be used to dial from a displayed list.	Message key - accesses your voicemail	

Support

If you have any issues with accessing your voicemail or redirecting calls, please contact the [ICT Solutions helpdesk](#). Once you've logged in select 'Raise a request' (top right), select 'Telephony' and complete the form. If you can't access a work device to complete the helpdesk request, you can email ict.service@edinburgh.gov.uk.