

	TOWN OF OLD SAYBROOK Information Technology	Phone Tips
	Disabled (not really) Voice Mail	

Since the phone system transition IT Support has gotten the following question a few times...

"I thought my voicemail was disabled, how did I end up with a message in my voice mailbox !?!?!"

While some departments do not accept voice mail for incoming calls (line busy or no answer) the voice mail service is not completely disabled. There are a couple ways your voice mailbox might end up with messages that are not a result of an incoming call to your phone line.

- **Internally Forwarded Message.** If another user has received a voice mail message it is possible for them to forward the message to your mailbox.
- **Internally Generated Message.** Any user can open their mailbox and dictate a message to send to another user; a type of audio instant messaging.

Also, when in **Business Continuity Mode** incoming calls may be delivered to otherwise dormant voice mailboxes.

- Business Continuity Mode is an emergency mode which is automatically activated if the phone system has become non-operational.
- Calls coming in to the organization during this mode are offered the opportunity to leave voicemail.
- The primary purpose of Business Continuity Mode is to enable public access to key Town Hall services when building utilities might be compromised due to an emergency such as fire, hurricane or winter storm.

As always there are multiple system features which are available to fine tune how the phone works:

- **Business Continuity Mode Forwarding** allows for incoming calls to be directed to an alternate number (e.g. cell phone) when the system is down. It appears to the outside caller to have been answered on your work phone.
- **Voice Mail Forwarding to Email** will send an email notification (with an optional sound file of the message) when a message has been left in a voice mailbox.
- **Smartphone VoiceEdge Application** allows your smartphone to become a virtual extension of your work phone. You have access to all calls on your personal and work phone numbers with all work phone calls appearing to have been handled on the office phone. The application also allows you to easily see and manage your voice mailbox contents.