Transfer voicemail on phone to another extension.

If you need to forward a voicemail from the physical phone to another extension.

1. Access the voicemail button on your phone’s keypad.
2. Enter your passcode, followed by the # key.
3. Press 1 to listen to new voicemail messages.
4. After listening to the voicemail message you’d like to forward, press 9 for additional options.
5. Press 2 to forward the message, and you will be prompted to record an intro message.
6. Once you are finished recording your message, press the # key.
7. Press 3 to forward the message.
8. You will then be prompted to enter the extension you want to forward the message to, followed by the # key.
9. Your voicemail is transferred to the new extension.

> Note: you can only forward to numbers in your extension group. This means if your extension starts with a 4 then only numbers that start with a 4 can a voicemail be forwarded to. If you need to send a voicemail to another extension group, please send the voicemail to someone who has voicemail to email set up within your extension group.

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