5ESS phone rings but is not forwarding to Unity for voicemail.

Q: 5ESS phone rings but is not forwarding to Unity for voicemail.

This article pertains to the Sylantro/Unity telephone system. MIT is currently transitioning from the Sylantro/Unity telephone system to the BroadSoft system. To learn about the transition, determine which system you are on, or access additional resources for both systems, see the KB article Transition to MITvoip BroadSoft Cloud.

Answer

Dial into your Unity voicemail 3-0000 and follow the procedure contained within this link to forward your calls as desired:

MITvoip Telephone Call Forwarding