Transfer a Caller into Voicemail

How to transfer a caller into a voicemail without ringing the phone

From your PennNet Phone or Centrex phone

1. Ask the caller to stay on the line
2. Press the Transfer key or (Conf/Transfer or Link) the key normally used to transfer a call
3. Dial voice mail 6-8000
4. When the voice mail system answers, press * and enter the 5 digit mailbox number
5. Press the Transfer key or (Conf/Transfer or Link) the key normally use to transfer a call
6. Hang up

Suggestion:
You should complete the transfer before the mailbox greeting has finished playing so the caller hears the beep to begin recording their message.

Note:
To cancel the transfer and return to the caller, press the Cancel softkey.

April 2010 V.2