

## Managing Your Bentley Personal & Departmental Phone When Working Remotely

### Option #1: Listen to messages and manage voicemail remotely

1. From any phone dial 1-(781)-891-2666
2. When prompted, enter the department mailbox ID number or your Bentley mailbox extension (the 4-digit extension), then hit #
3. Enter the PIN, then hit #
4. Listen to the options to manage your voicemail messages or your greeting
5. If you have any new voicemail messages they will automatically play upon logging into voicemail
6. To listen to saved messages, press #3

### Option #2: Check voicemail from your email

- To check your **personal** Bentley voicemail: By default, your Bentley phone line should email an attachment of any voicemails to your Bentley email address. Note that when you delete the message from your Bentley email it also deleted from the voicemail system
- To check your **department's** main phone line voicemail messages to your department's shared/group email account (if you already have one). If your department is already set up for this, then no additional action is needed.
  - With this option, in order to listen to your voicemail messages, from any computer you will login to the department shared/group email account and check for new email and listen to the message file there through your computer's speakers.
  - You can also still log in and listen to retrieve your voicemail messages following **Option #1**, however once you open the email message and listen to the voicemail, the message no longer will appear as "New" when you dial in to listen to your voicemail.
  - If you are not presently receiving email messages for your department in your department's shared/group email account and would like for this option to be set up for your office, please submit a ticket to the Help Desk to initiate the [request](#). Please provide the department's main Bentley phone # and the full email address of the departmental email account.

### Option #3: Forward your calls or your departmental calls to a cell or home phone

- **If you are physically on-campus and want to forward calls to your cell or home phone:** On your office phone, press the Forward All (video phone) or the CFwdAll (non-video phone) Soft key, enter the phone number you want to forward calls to in this format: 9 + 1-XXX-XXX-XXXX
- **If you are physically on-campus and want to discontinue call forwarding:** On your office phone, press the Forward Off (video phone) and the CFwdAll (non-video phone) Soft key

**Note:** Once you are working remotely, you cannot forward or discontinue forwarding without assistance from the Telecom team. You need to open a ticket in [Service Now](#) for Telecom and the team will add or discontinue call forwarding.

### Option #4: Accept and make calls on your computer via the Jabber softphone

- This is currently under investigation and IT is piloting in conjunction with SA and EM