# Transfer One Program - voicemail feature

Transfer One services will permit the outgoing voice message to reference the number one and transfer a call to another telephone number rather than have the caller hang-up and redial.

1. Send an email to helpdesk@washjeff.edu with the following:
2. Subject: **VoiceMail Transfer One Program**
3. Body: **name, telephone extension, transfer to name and transfer to telephone extension**
4. Example:

George Washington, Extension 0000 transfer to
Thomas Jefferson, Extension 1111
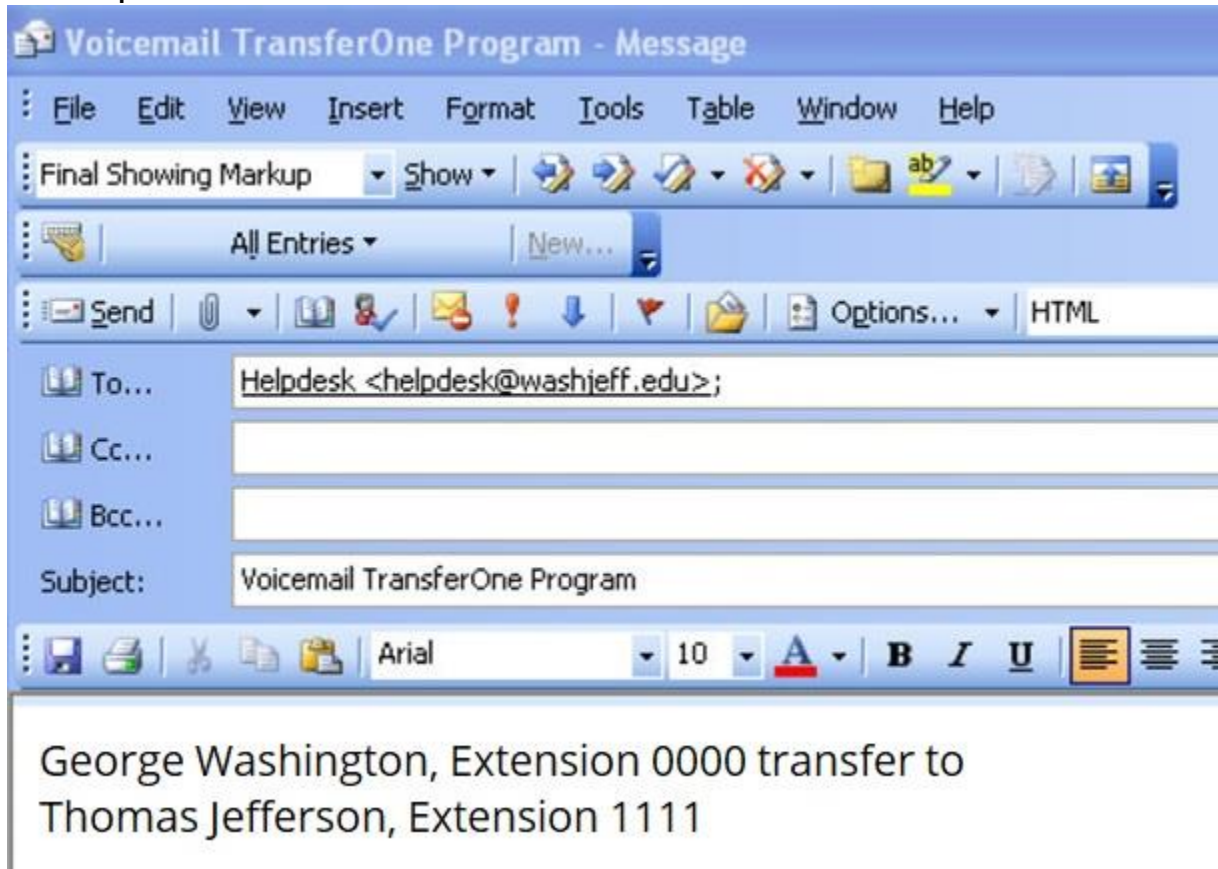
5. An email will be sent when the setup is complete.
6. Record all voicemail messages to include the reference: "Press one to reach_____."
7. example:

"You have reached George Washington at W&J College, I am currently unavailable, please leave a message. If you need immediate assistance, press one to be transferred to Thomas Jefferson."

Information

All recorded messages can include the reference to press zero to be transferred to the switchboard or the auto-attendant when the switchboard is unable to answer the call. This feature is currently available to all employees and requires no additional setup.