

Desk Phone Instructions

Voicemail

Dial 264-6300 or 800-862-4594 to connect to voicemail unless otherwise instructed. Voicemail can be accessed from anywhere in the contiguous United States.

For assistance with voicemail when at your desk, call 9-1-888-718-3014 or dial 0 while connected to voicemail.

For lost or forgotten voicemail passwords, contact the OCI HelpDesk at OCIHelpDesk@wisconsin.gov for assistance.

If Working Remotely, Change Your Voicemail

To best help consumers and insurers as they reach out to OCI for assistance, please change your voicemail to the following:

“Hi, you’ve reached ___(Your Name) ___ at the Office of the Commissioner of Insurance. I am working remotely. Rather than leave a message, please email me at _____(your email address)_____ and I will get back to you as quickly as I can. Thank you.”

Forwarding your Phone

- If You Have a VOIP Number
 - Calls will ring to your Skype for Business client on your laptop.
 - If asked to telework, you will still receive calls on your laptop and messages will be sent to your email.
- It may be necessary to forward your desk phone to an alternate number.
 - If you wish to do that, here are instructions:
 - For Single-Line Phones (Non-ISDN)
 - Activate Call Forwarding
 - Lift the handset and listen for the dial tone.
 - Dial *116 and listen for a special dial tone.
 - Dial number to which calls will be forwarded.
 - Listen for confirmation tone followed by ringing or busy.
 - If number answers, announce that you are forwarding your calls.
 - If no answer or busy, hang up and calls will be forwarded.
 - Cancel Call Forwarding
 - Lift the handset and listen for the dial tone.
 - Dial *118 and wait for confirmation tone.
 - Hang up and call forwarding will be canceled.