

# GSD. MS Teams - How to Turn On Call Forwarding in Microsoft Teams

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General Information:

Possible symptoms/errors:

How to Turn on Call Forwarding in Microsoft Teams.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Microsoft Teams have call settings to manage how incoming calls are handled. This article shows the instructions on how user can start forwarding their calls to a voicemail in Microsoft Teams client and web app.Details:1. Advise the user to click on their profile picture at the top of Teams, then to select Settings.2. In the Settings window, ask them to select Calls.3. Under Call answering rules, user can forward to voicemail their unanswered calls and even all their calls.

Forward Unanswered calls in Teams

Under Call answering rules, user needs to select Calls ring me.Then under If unanswered, ask the user to select Voicemail.User can choose how long they want calls to ring before being sent to voicemail.

Forward All Calls to Voicemail

Under Call answering rules, advise the user to select Forward my calls.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A