

# Microsoft Teams **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding with Microsoft Teams?

### How To Activate Immediate Call Forwarding:

1. Within your Microsoft Teams account, select Settings and More.
2. Select Settings, then Calls.
3. Under Call answering rules, choose Forward my calls, and then select New Number or Contact.
4. Type the 10-digit phone number you want to forward to
5. Click Save.

## How do I turn off call forwarding with Microsoft Teams?

### How To Deactivate:

1. Within your Microsoft Teams account, select Settings and More.
2. Select Settings, then Calls.
3. Under Call answering rules, select Calls ring me.
4. Click Save.

### 1. Get started

Start by forwarding your calls to SAS.

### 2. Check it

Call your business from another phone to ensure you're forwarded.

### 3. Have issues

Call your forward number directly to check if the line is working, and try to forward your calls again.

### 4. We're here

Call 866-688-8912 or visit [www.specialtyanswerservice.net](http://www.specialtyanswerservice.net)



#### Hello

Call forwarding is how you get your businesses telephone calls to SAS



#### Easy

No installation necessary - call forwarding is probably already active on your line



#### Goodbye

Cancel call forwarding when you're ready to answer your own calls again



# Microsoft Teams **Call Forwarding FAQs.**



## **Is \*73 used for Microsoft Teams?**

\*73 is not used for Microsoft Teams.



## **Can I turn off call forwarding with \*72?**

No. You must turn off call forwarding within your Microsoft Teams account.



## **Does call forwarding also forward text messages?**

No, forwarding your phone does not forward text messages.



## **Why am I getting a busy tone?**

If you're getting a busy tone, either forwarding was not done correctly, or the number you are trying to forward to is not active. First try calling the forwarding number directly to make sure it is active. If it is, try the forwarding process again.



## **How much does Microsoft Teams forwarding cost? Is it free?**

There is no cost to forward with Microsoft Teams.



## **Where are my forwarding settings?**

You can find your forwarding settings within your Microsoft Teams portal.



## **Can I activate call forwarding remotely?**

You can activate call forwarding via your Microsoft Teams portal.



## **Does Microsoft Teams have Selective Call Forwarding?**

Yes, Microsoft Teams offers Selective Call Forwarding.



## **Does Microsoft Teams have Conditional Call Forwarding?**

Yes, Microsoft Teams offers Conditional Call Forwarding.



## **Does Microsoft Teams have \*71 Call Forwarding?**

No, Microsoft Teams doesn't have \*71 Call Forwarding.



## **How do I know if I've forwarded my Microsoft Teams line?**

You can test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.

