

# Forwarding a call within teams

Here is a guide to forwarding calls within teams.

1. Open up Microsoft Teams



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## Navigating to settings

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Zoom — (100%) + 🗔	+
Keyboard shortcuts	
About >	
Check for updates	
Download the mobile app	

Click on the 3 horizontal dots to the left of your teams icon, then select settings.



# Navigating the Calls section

#### Settings

Recognition

ණ	General	Call answering rules			
<u>=</u>	Accounts	Choose how you want to handle incoming calls.			
ĉ	Privacy	O Calls ring me	<ul> <li>Forward my calls</li> </ul>		
Û	Notifications	Forward to:	Voicemail	$\sim$	
្រ	Devices				
•	App permissions	Voicemail			
Ŵ	Accessibility	Voicemails will show in the calling app with audio playback and transcript.			
CC	Captions and transcripts	Configure voicen	nail		
ß	Files and links	Pingtones			
C	Calls	Choose a ringtone for in	acoming calls		

Default

Calls for you

On the settings column select Calls, then under Call Answering Rules select "Forward my calls" button.

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### Setting up Teams to forward calls

# Choosing where to forward your calls

Ì	Forward my calls	
	Voicemail	$\sim$
	Voicemail	
4	New number or contact	
n	Call group	

Click on the drop down menu under "Forward my calls" then select "New number or contact" and add the number/person.

You can select multiple people by choosing the "Call Group" option and adding them.



## **Contact Page**

If you would like help with the process, or have any other LBCC Technology questions, feel free to contact the ITS Faculty & Staff Help Desk!

•Phone: (562) 938-4357 •Email: <u>helpdesk@lbcc.edu</u>

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