## **Call Answering Rules and Call Groups**



Call answering rules are established to determine how to handle incoming calls.

Settings				
🕄 General	Call answering ru	les		
Accounts	Choose how you want to handle incoming calls.			
🗇 Privacy	Calls ring me	O Forward my calls		
Q Notifications	Also ring	No one else		Y
Devices				
App permissions	If unanswered	Voicemail		$\sim$
Captions and transcripts				
🖁 Calls		Ring for this many seconds before redirecting		
		20 seconds (default)		~
	Voicemail Voicemaila will show Configure voice	in the calling app with audio playb email	ack and trans	script.
	Voicemails will show		ack and tran	script.
	Voicemails will show Configure voic	email	ack and train	Kript.
	Voicemails will show Configure voic Ringtones	email	ack and trans	toript.
	Voicemsits will show Configure voic Ringtones Choose a ringtone fo	email r incoming calls	ack and trans	

Calls ring me - Incoming calls are delivered to you.

- Also ring Set up a simultaneous ring to another person or another phone number that belongs to you.
  - Note: Simultaneous rings are not required to receive calls to a mobile phone. Teams delivers calls in sync to both the desktop and mobile application.
- If unanswered Determine where the call is directed if not answered (i.e. voicemail, another person, delegate, etc.).

Forward my calls – Set up call forward to another person or another phone number that belongs to you.

 Note: Forwarding calls to an external phone number will redirect calls from ringing first to Microsoft Teams.

**Ring for this many seconds** – Determine how long the call should ring before being redirected (according to the answer rules established).

## Establish a Personal Call Group

A personal call group can be established by selecting **Call group** from either the **Also ring** or **Forward to** drop down. (*Note: Department call groups (queues) will be established by IT.*)

 $\times$ 

Also ring	No one else	X	Forward to:	Voicemail
	New numbe	er or contact		Voicemail
	No one else	í.		New number or contact
	Call group			Call group
< Back to Options			Begin by searchir	ng your directory to add people to
Call group			the call group. No	te: If you would like them to ring in
Select people to be in yo	our call group and then forward	to them whenever	a specified order,	be sure to add them in first to last
you need to.			order.	
Add people			Select the order v	ou want your call group to receive
			-	to ring them all at the same time,
Search		Q	or in the order the	
				,
			_	
Diel the enderse	people in your call group to rec			
Fick the order you want	people in your can group to rec	eive your calls.		
Ring order	In the order above	~		
		All at the same time		UNIVERSITY OF OREGON
		In the order above		Information