

MultiLine for Microsoft Teams FAQ

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Answers to common questions about using the MultiLine integration with Microsoft Teams.

If I set Do Not Disturb on my mobile, will it apply to MultiLine for Microsoft Teams?

Yes, if you set Do Not Disturb on your mobile MultiLine app, MultiLine for Microsoft Teams will not ring either and the calls will go to voicemail.

If I set a Business Hours schedule on my mobile, does it apply to MultiLine for Microsoft Teams?

Yes, if you set Business Hours in the MultiLine app, calls outside business hours will go to your voicemail and MultiLine for Microsoft Teams will not notify you of the calls.

I'm receiving voicemails only to Microsoft Teams and not to MultiLine.

We recommend users set "When you can't answer a call" to "Do not redirect" in MS Teams.

See <https://support.microsoft.com/en-us/office/call-forwarding-call-groups-and-simultaneous-ring-in-microsoft-teams-a88da9e8-1343-4d3c-9bda-4b9615e4183e>.

Voicemails will then be available MultiLine voicemail instead of Teams voicemail.

My incoming calls are not forwarded to the number I have selected in MS Teams.

Incoming calls are not forwarded to the number selected in MS Teams when call forwarding is also enabled in MultiLine mobile application. The number selected in MultiLine mobile application will take precedence and call will be routed to MultiLine mobile number instead of MS Teams.

The user should disable call forwarding in MultiLine app in Call Settings to use Teams to forward calls, or set call forwarding in the MultiLine app.

My calls are routed to voicemail on MultiLine mobile app instead of ringing on MS Teams.

Your calls will not ring in MS Teams and routed to MultiLine mobile voicemail when:

- Do not Disturb is enabled in MultiLine mobile application.
- My Schedule was set and Calls are received outside of Business Hours.
- Sequential Ring is turned on.

Business Hours or DND can be removed through call settings to fix this issue. See

<https://help.moviuscorp.com/help/call-handling-sequential-and-simultaneous-dial-do-not-disturb-call-forwarding>

Note: We recommend users set “When you can’t answer a call” to “Do not redirect” in MS Teams.

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