

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

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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.

See <https://support.microsoft.com/en-us/office/call-forwarding-call-groups-and-simultaneous-ring-in-microsoft-teams-a88da9e8-1343-4d3c-9bda-4b9615e4183e>. Voicemails are will then be available MultiLine voicemail.
