


Set Call Forwarding options in Skype for Business

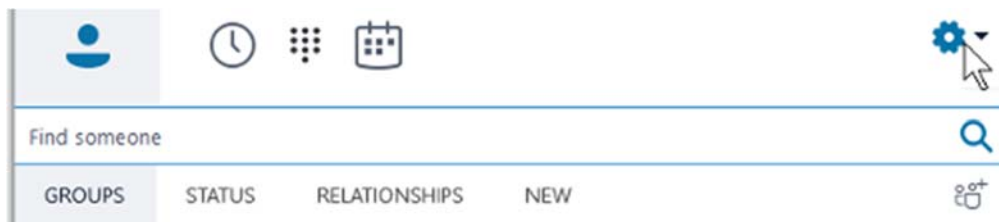
Call forwarding lets you choose how you want Skype for Business to handle incoming calls when you're away from your work phone or when you want someone else to take your calls.

Turn Call Forwarding on or off

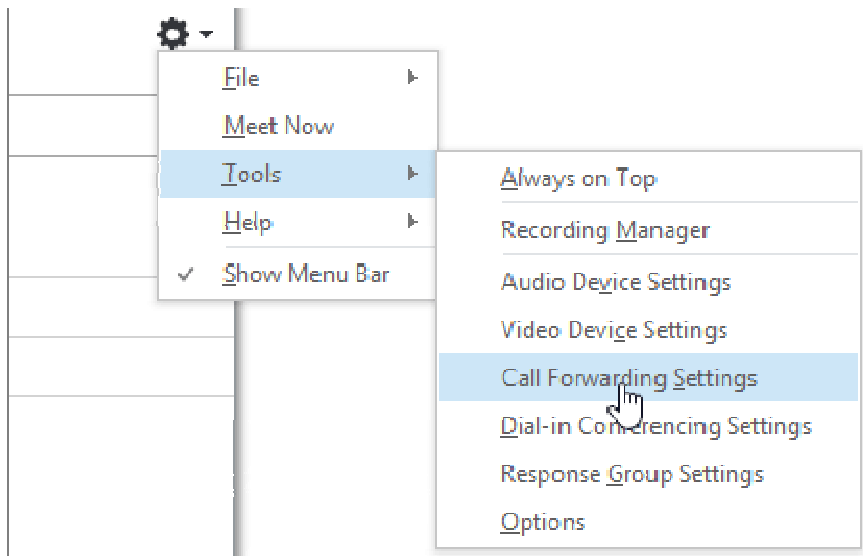
You can turn Call Forwarding on or off a couple of ways.

Option 1: The Options button

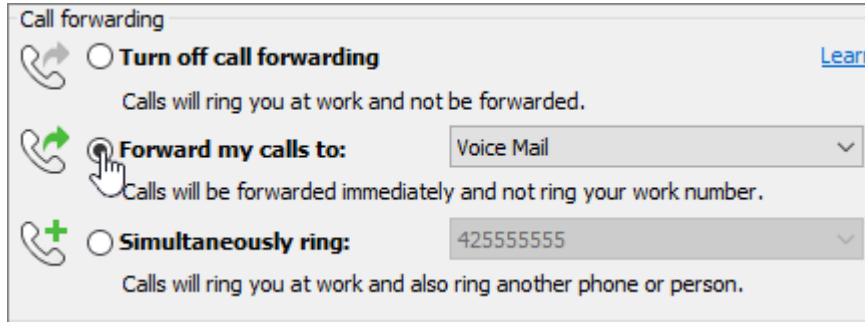
1. At the top of the Skype for Business main window, click the arrow next to the **Options**  button.



2. Select **Tools > Call Forwarding Settings**.



3. Select **Forward my calls to** or **Simultaneously ring**, and then choose an option.

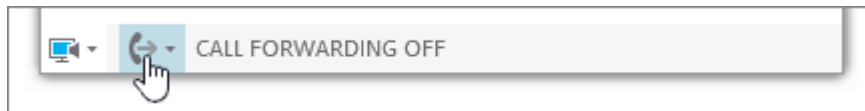


If you've set delegates or a team-call group, your calls will ring at their phones. To learn more, see **Edit team-call members** and **Edit delegates** below.

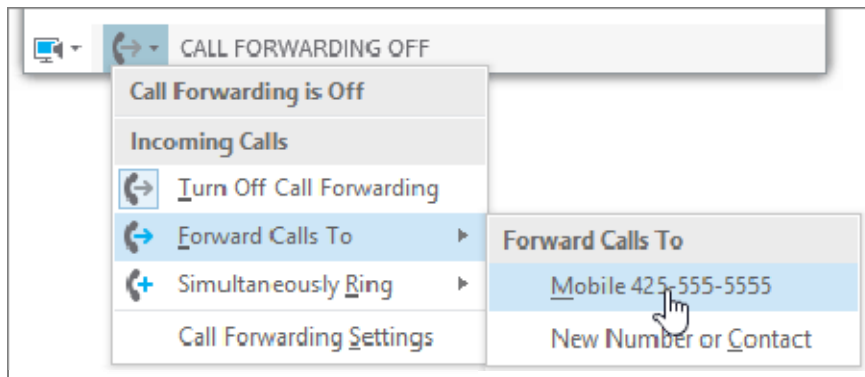
To turn off Call Forwarding, select **Turn Off Call Forwarding**.

Option 2: The Call Forwarding button

1. At the bottom of the Skype for Business main window, click the **Call Forwarding** button.



2. In the drop-down menu, select **Forward my calls to** or **Simultaneously ring**, and choose an option.



To turn off Call Forwarding, select **Turn Off Call Forwarding**.


Notes:

- If you make an emergency services call, any call forwarding rules you have set are turned off for 120 minutes so that response personnel can reach you back. You can reset Call

Forwarding options at any time by clicking the call forwarding menu at the lower-left corner of the Skype for Business main window.

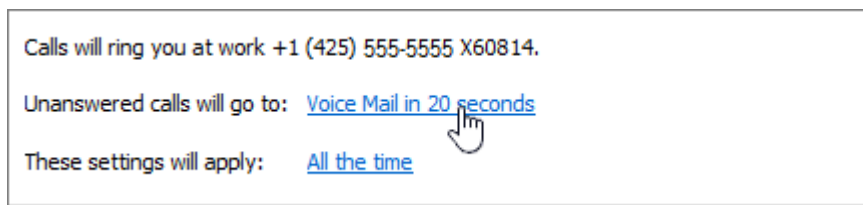
- When you set up Call Forwarding in Skype for Business, the number you set your calls to be forwarded to will be displayed to the person who called you. This applies to Skype for Business-to-Skype for Business calls only.
- Some settings might not be available to you because your administrator has blocked you from making changes.

Change your Call Forwarding options

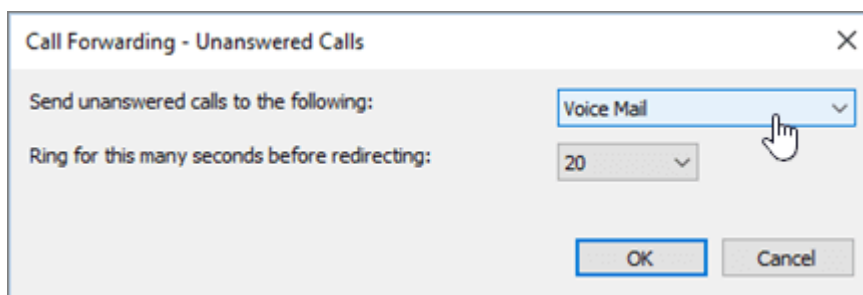
To change your Call Forwarding options, click the arrow next to the **Options**  button and select **Tools > Call Forwarding Settings**.

Choose where unanswered calls go

1. In the Call Forwarding Settings menu, under **Your current call forwarding settings**, click the link next to **Unanswered calls will go to**.



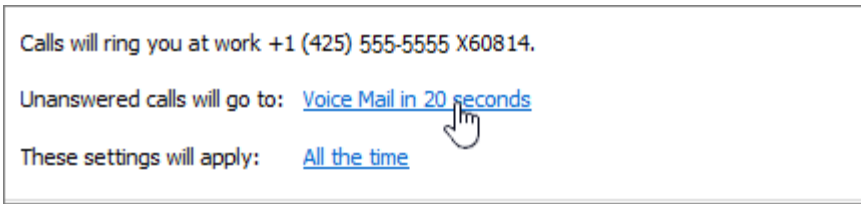
2. Choose the phone number you want the call to go to. For example, **Voice Mail**, or **New Number or Contact**.



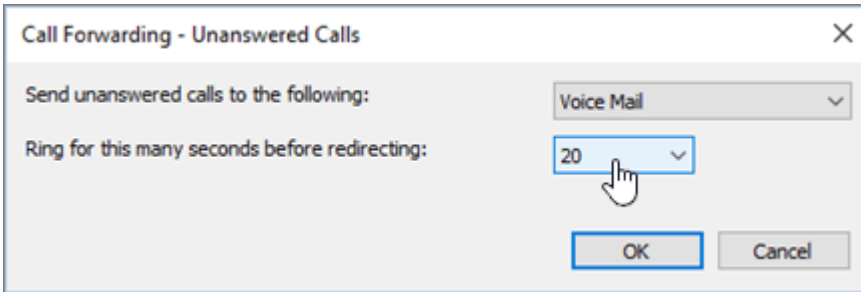
3. Click **OK** to go back to the **Skype for Business – Options > Call Forwarding** window.

Choose how long until unanswered calls are redirected

1. In the **Call Forwarding Settings** menu, under **Your current call forwarding settings**, click the link next to **Unanswered calls will go to**.



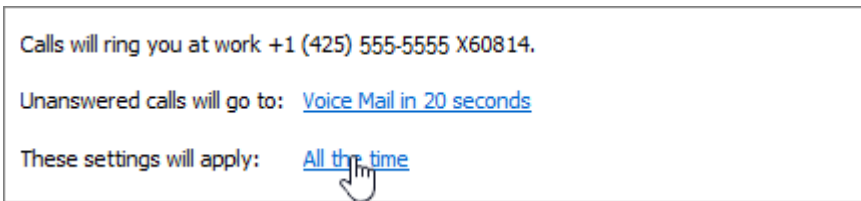
2. In the **Ring for this many seconds before redirecting** menu, select a delay time before the call will be redirected.



3. Click OK to go back to the **Skype for Business – Options > Call Forwarding** window.

Choose when Call Forwarding is active

1. In the **Call Forwarding Settings** menu, under **Your current call forwarding settings**, click the link next to **These settings will apply**.



2. Choose one of the following:
 - o **All the time** When calls come in, they are forwarded no matter what schedule, including your work hours, is set up in Outlook.
 - o **During work hours set in Outlook** When calls come in, they are forwarded during the hours that you have set up for work hours. To set up your calendar schedule including work hours, see [Change your work hours and days in Outlook](#) or [Change your Calendar work days and the start of your week](#).