

How do I forward calls?

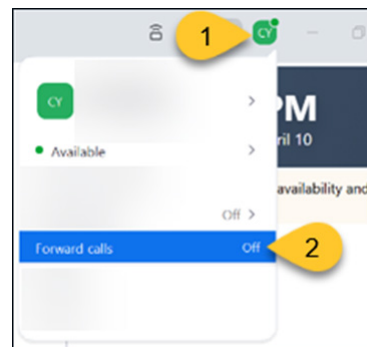
While signed in to Zoom:

STEP 1

Select your **Profile photo** icon.

STEP 2

Select the **Forward calls** option in the dropdown list. The *Call forwarding* module opens.



STEP 3

Choose where you would like to forward your calls: **name, number or extension** or **voicemail or videomail**.

STEP 4

If choosing **Name, number or extension**, search for the applicable *Forwarding contact*. This number must be in your Zoom Contacts.

STEP 5

Select the desired *Forwarding Duration*: **15 minutes, 30 minutes, 1 hour, 2 hours** or **Always**.

STEP 6

Select the option to **Play my voicemail greeting...** if desired.

STEP 7

Select the **Turn on** button.

Zoom Workplace

Call forwarding

Forward your calls to another number or extension. You will be opted out of active call queues and shared line groups when call forwarding is turned on.

Forward to a name, number or extension
 Forward to voicemail or videomail

Forwarding contact

Duration

1 hour

Play my voicemail greeting if call is not picked up

Turn on

STEP 8

To turn forwarding off, select the **Forward calls** option in the profile menu again.

