

Softphone - WebEx Call forwarding to voicemailbox despite call forwarding not being set

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Schlüsselwörter

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Lösung (öffentlich)

WebEx - Call forwarding to voicemailbox despite call forwarding not being set

On mobile WebEx clients, incoming calls may be forwarded to the voicemailbox after a certain amount of time, even though call forwarding to the TUD voicemailbox has not been set up.

This requires that you have a configured voicemailbox for your TU phone number.

This occurs for calls on mobile WebEx clients - Apple iOS after approx. 60 seconds, Android after approx. 120 seconds.

The reason for the forwarding is a timer integrated in the iOS CallKit, which rejects the incoming call after 60 seconds. For the WebEx app, it looks as if the user is rejecting the call, so the call goes to voicemail, if the user has one. On Android, the telecom framework works in a similar way, but here the timer is fixed at 120 seconds. There is no way for the WebEx app to handle this differently.