

## Silence Teams Phone new calls during an active call or meeting <sup>[1]</sup>

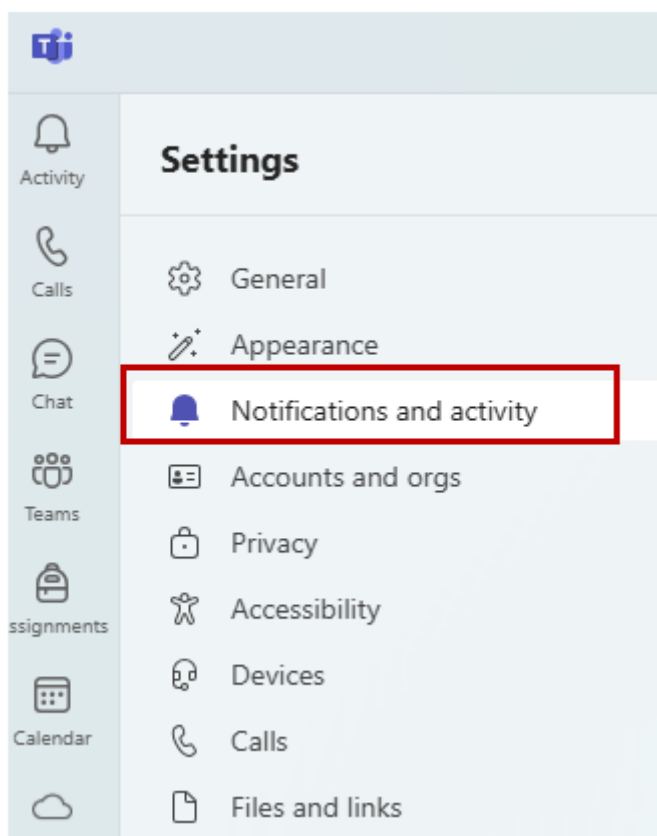


March 25, 2025 by [ES & UIS Communications](#) <sup>[2]</sup>

Teams Phone provides multiple ways to avoid the distraction of a call ringing on your device while you are on another Teams call or in a meeting. Adjust your settings based on your needs.

### Option 1: Edit your Teams Notifications

1. Navigate to **Settings** in Teams.
2. Select **Notifications and activity**.




3. Under **Sound**, make sure **Play sounds when I'm busy or in a meeting** is NOT selected.


## Notifications and activity

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### General

 Mute all notifications (except for calls and meetings)

Always allow urgent and priority contact notifications

 Sound

Play sounds with notifications

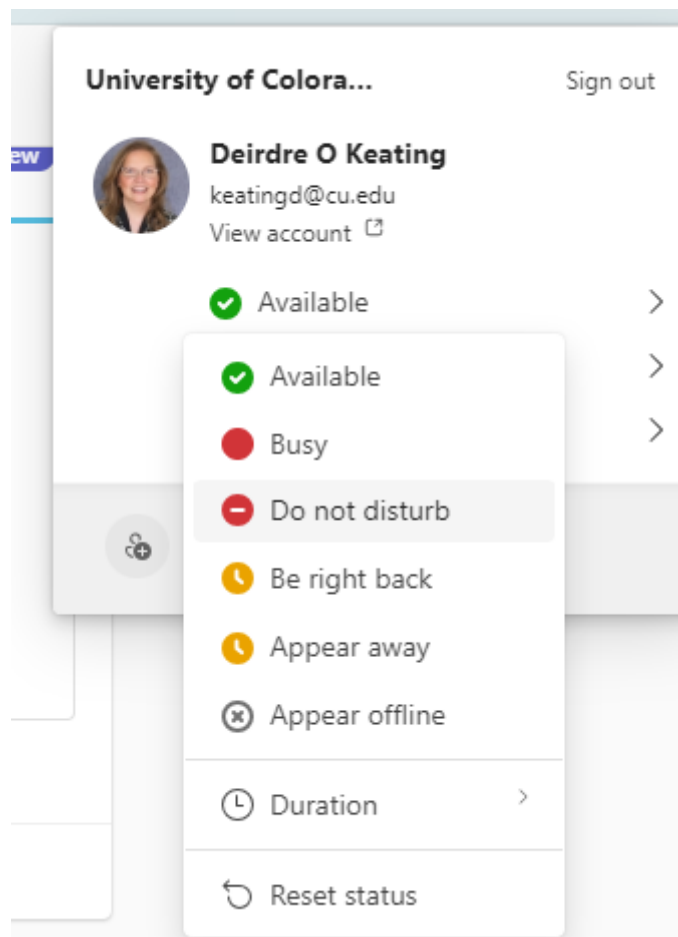
Play sounds with urgent and priority contact notifications

Play sounds with incoming calls, requests to join, and meeting start notifications

Play sounds when I'm busy or in a meeting

### Option 2: Use Do not disturb

1. In Teams, change your status under your account profile in the top right corner to **Do not disturb**.



When your status is set to **Do not disturb**, no notifications or calls will come through. This is the best option when presenting or attending an important meeting. Afterward, change your status back to available or busy.

### Option 3: Adjust settings under Call handling and forwarding

1. In Teams, under **Settings**, select **Calls**.
2. Under **Call handling and forwarding**, you have the option to **Forward all calls**. All calls will go directly to voicemail, and the additional options under call handling will no longer appear.
3. If **Forward all calls is not turned on**, you have additional options to customize. To not have a call ring while you are on another call, click the drop-down menu under **When you're in a call and receive another call**.
4. Select **Redirect as if call is unanswered**. This option will redirect the new call to voicemail or follow the If unanswered setting you have previously configured.

▾ **Call handling and forwarding**

Forward all calls

When you receive a call

Do not ring anyone else

When you're in a call and receive another call

Redirect as if call is unanswered

Play a busy signal

Let new calls ring me

✓ Redirect as if call is unanswered

5. Under **When you can't answer a call**, select **Redirect to voicemail** or your preferred option.

When you can't answer a call

Redirect to voicemail

Do not redirect calls

✓ Redirect to voicemail

Redirect to a new number or contact

**Note:** On this screen, you may also configure other call-related options relating to your voicemail, ringtones, etc.

The [Teams Phone User Guide](#) [31] provides additional instructions to silence Teams calls and set **Quiet Time** on your mobile device.

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[3]

Microsoft [4], Teams [5], Phones [6]

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