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Silence Teams Phone new calls during an active call or meeting [1]

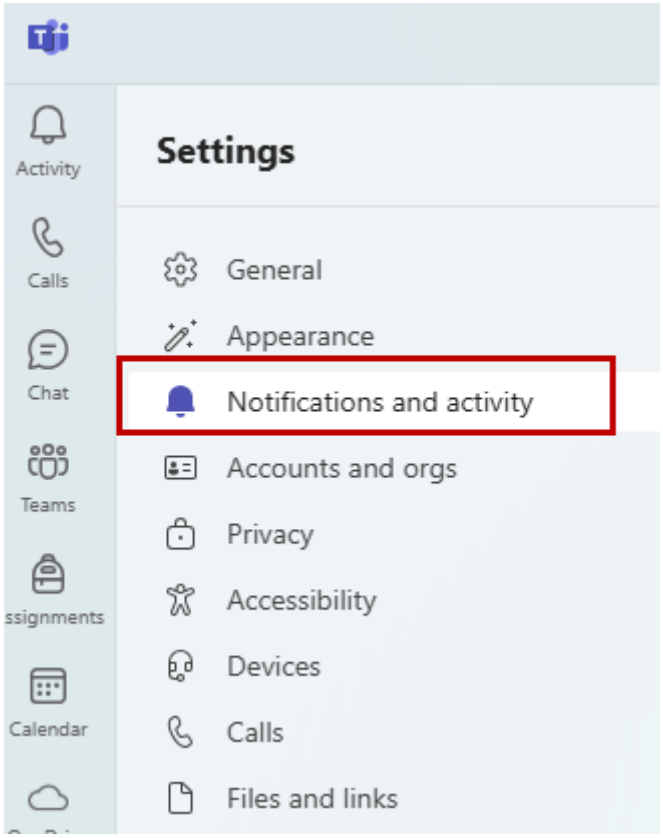


March 25, 2025 by ES & UIS Communications [2]

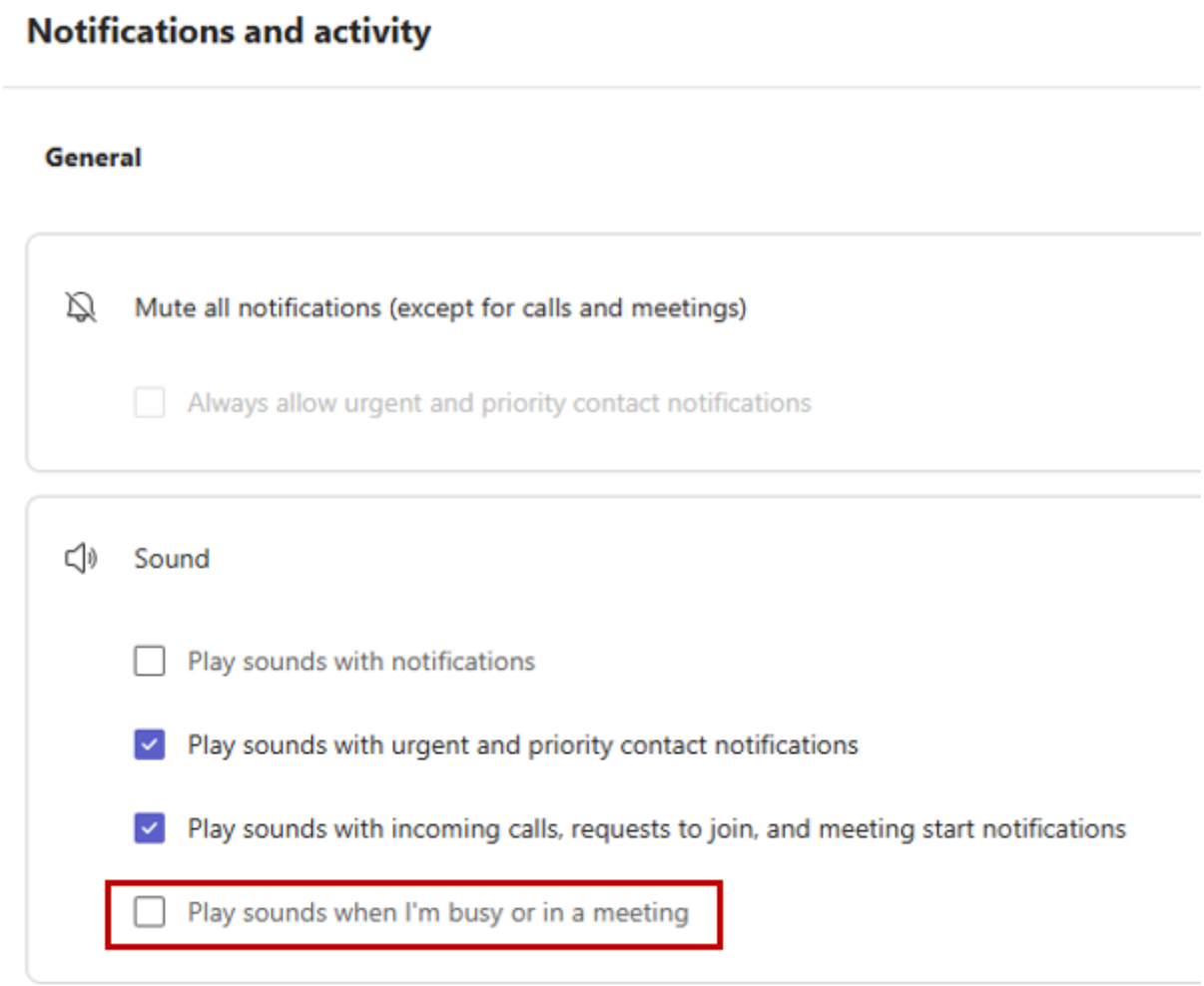
Teams Phone provides multiple ways to avoid the distraction of a call ringing on your device while you are on another Teams call or in a meeting. Adjust your settings based on your needs.

Option 1: Edit your Teams Notifications

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

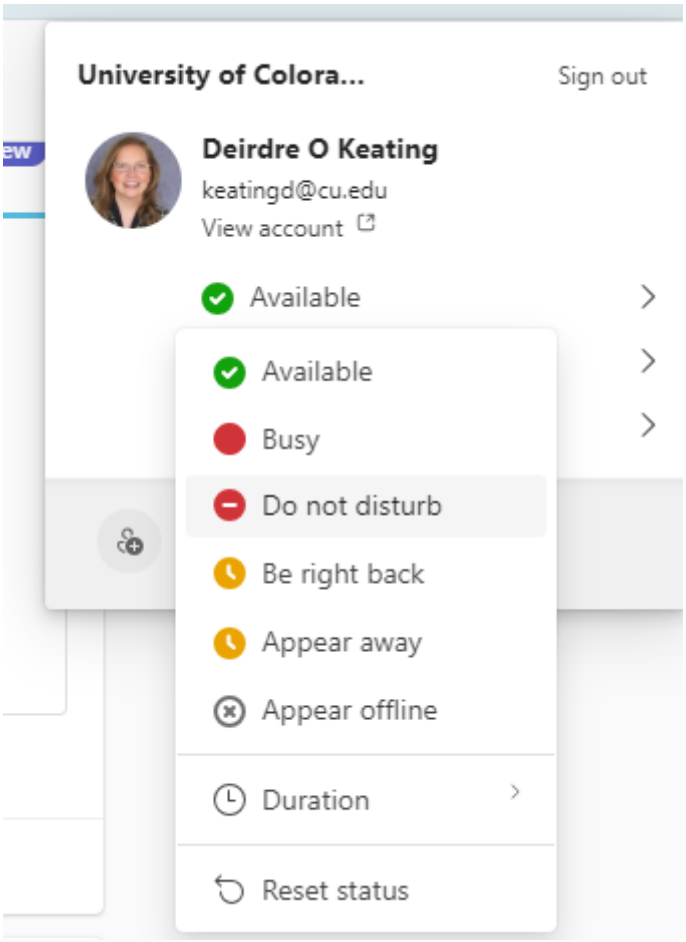


3. Under **Sound**, make sure **Play sounds when I'm busy or in a meeting** is NOT selected.



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.

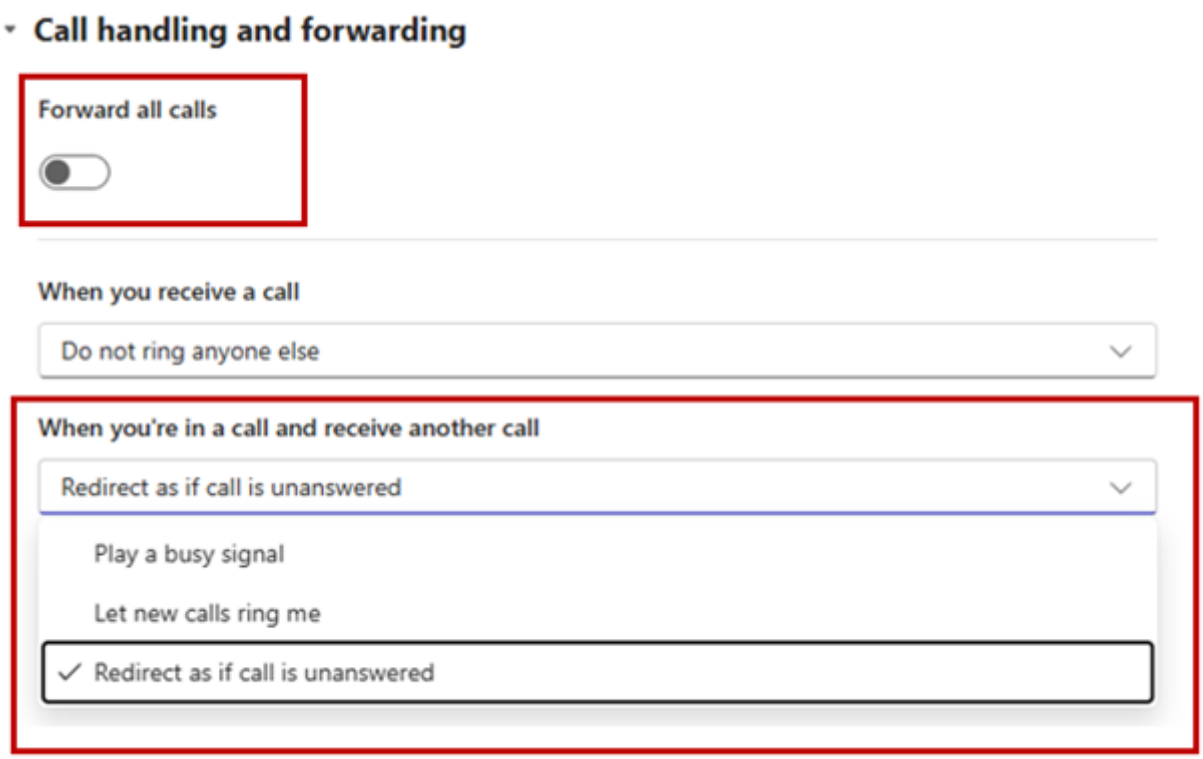
Option 3: Adjust settings under Call handling and forwarding

1. In Teams, under **Settings**, select **Calls**.

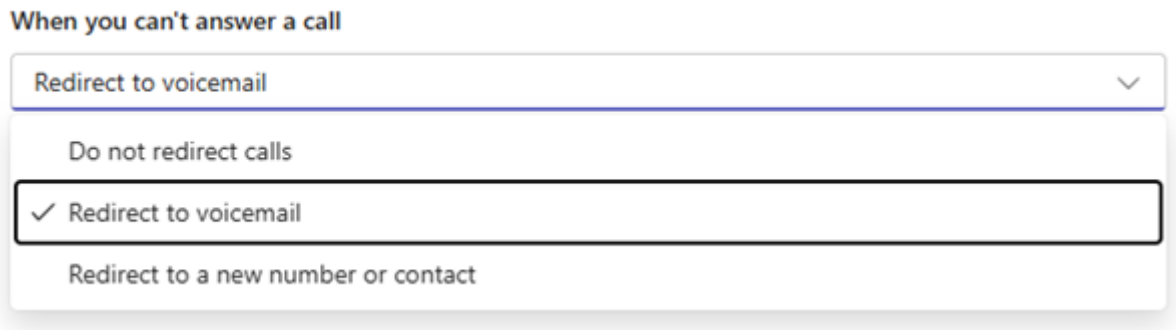
2. Under **Call handling and forwarding**, you have the option to **Forward all calls**. All calls will go directly to voicemail, and the additional options under call handling will no longer appear.

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.

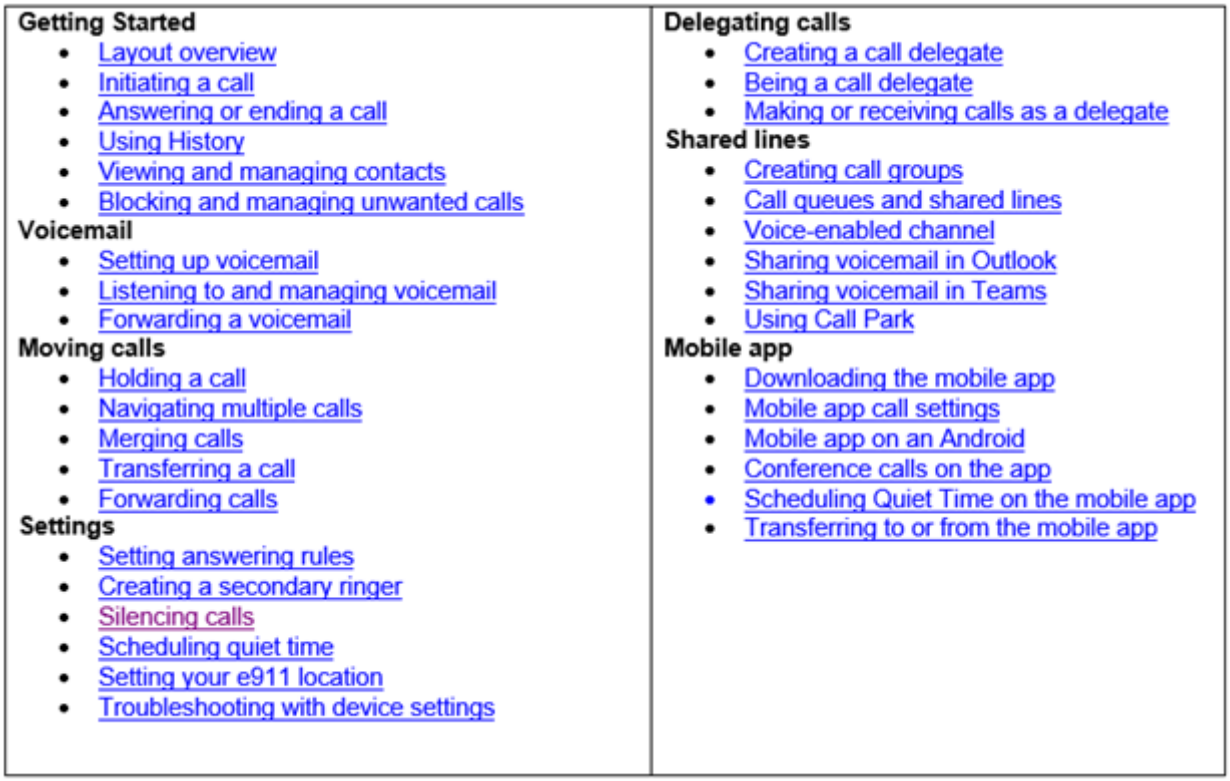


5. Under **When you can't answer a call**, select **Redirect to voicemail** or your preferred option.



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

The **Teams Phone User Guide** [3] provides additional instructions to silence Teams calls and set **Quiet Time** on your mobile device.



Getting Started
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- Transferring to or from the mobile app

[3]

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

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