

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

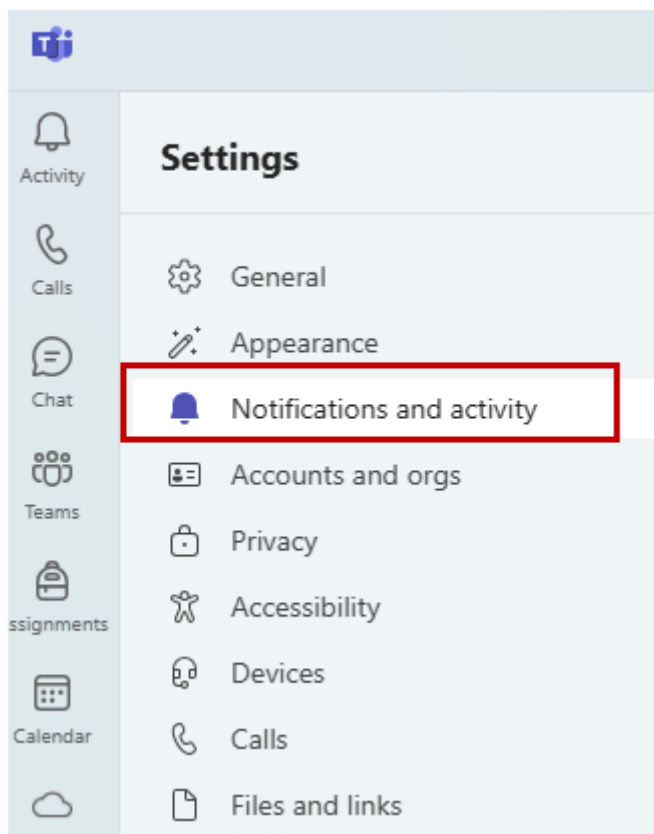


March 25, 2025 by [UIS Communications](#) <sup>[2]</sup>

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

### 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



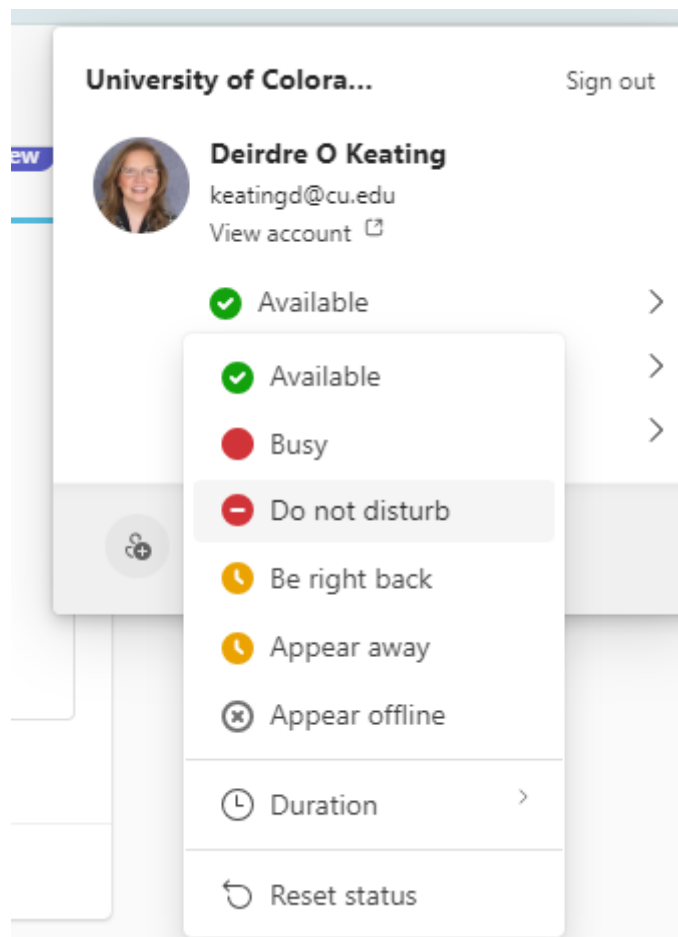
Play sounds with incoming calls, requests to join, and meeting start notifications



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](#) <sup>[3]</sup> provides additional instructions to silence Teams calls and set **Quiet Time** on your mobile device.

<b>Getting Started</b> <ul style="list-style-type: none"> <li>• <a href="#">Layout overview</a></li> <li>• <a href="#">Initiating a call</a></li> <li>• <a href="#">Answering or ending a call</a></li> <li>• <a href="#">Using History</a></li> <li>• <a href="#">Viewing and managing contacts</a></li> <li>• <a href="#">Blocking and managing unwanted calls</a></li> </ul> <b>Voicemail</b> <ul style="list-style-type: none"> <li>• <a href="#">Setting up voicemail</a></li> <li>• <a href="#">Listening to and managing voicemail</a></li> <li>• <a href="#">Forwarding a voicemail</a></li> </ul> <b>Moving calls</b> <ul style="list-style-type: none"> <li>• <a href="#">Holding a call</a></li> <li>• <a href="#">Navigating multiple calls</a></li> <li>• <a href="#">Merging calls</a></li> <li>• <a href="#">Transferring a call</a></li> <li>• <a href="#">Forwarding calls</a></li> </ul> <b>Settings</b> <ul style="list-style-type: none"> <li>• <a href="#">Setting answering rules</a></li> <li>• <a href="#">Creating a secondary ringer</a></li> <li>• <a href="#">Silencing calls</a></li> <li>• <a href="#">Scheduling quiet time</a></li> <li>• <a href="#">Setting your e911 location</a></li> <li>• <a href="#">Troubleshooting with device settings</a></li> </ul>	<b>Delegating calls</b> <ul style="list-style-type: none"> <li>• <a href="#">Creating a call delegate</a></li> <li>• <a href="#">Being a call delegate</a></li> <li>• <a href="#">Making or receiving calls as a delegate</a></li> </ul> <b>Shared lines</b> <ul style="list-style-type: none"> <li>• <a href="#">Creating call groups</a></li> <li>• <a href="#">Call queues and shared lines</a></li> <li>• <a href="#">Voice-enabled channel</a></li> <li>• <a href="#">Sharing voicemail in Outlook</a></li> <li>• <a href="#">Sharing voicemail in Teams</a></li> <li>• <a href="#">Using Call Park</a></li> </ul> <b>Mobile app</b> <ul style="list-style-type: none"> <li>• <a href="#">Downloading the mobile app</a></li> <li>• <a href="#">Mobile app call settings</a></li> <li>• <a href="#">Mobile app on an Android</a></li> <li>• <a href="#">Conference calls on the app</a></li> <li>• <a href="#">Scheduling Quiet Time on the mobile app</a></li> <li>• <a href="#">Transferring to or from the mobile app</a></li> </ul>
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[3]

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

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