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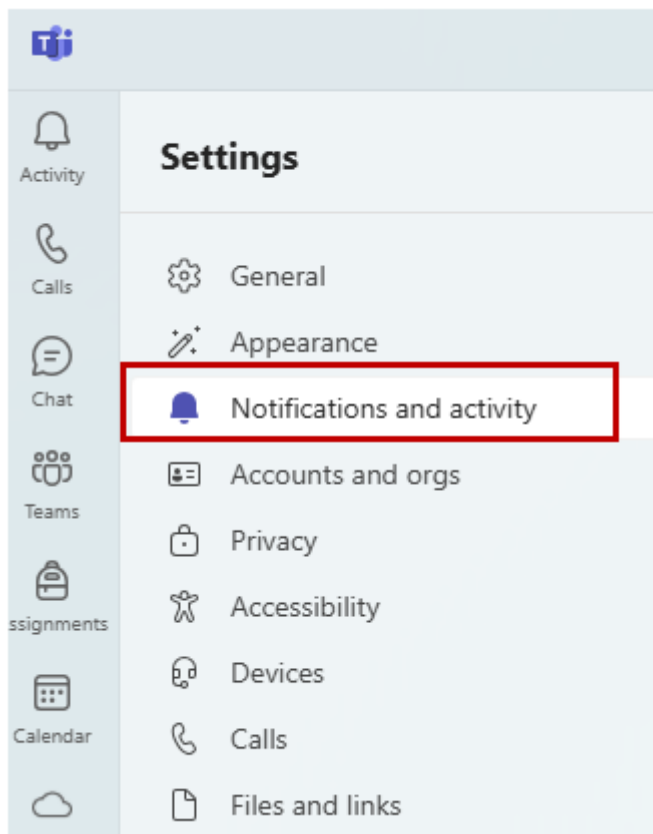
Jeff Clark - 2026-05-13 - [Phones and Conferencing](#)

Silence Teams Phone new calls during an active call or meeting

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: 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.