Silence Teams Phone new calls during an active call or meeting

Jeff Clark - 2026-09-13 - Phones and Conferencing

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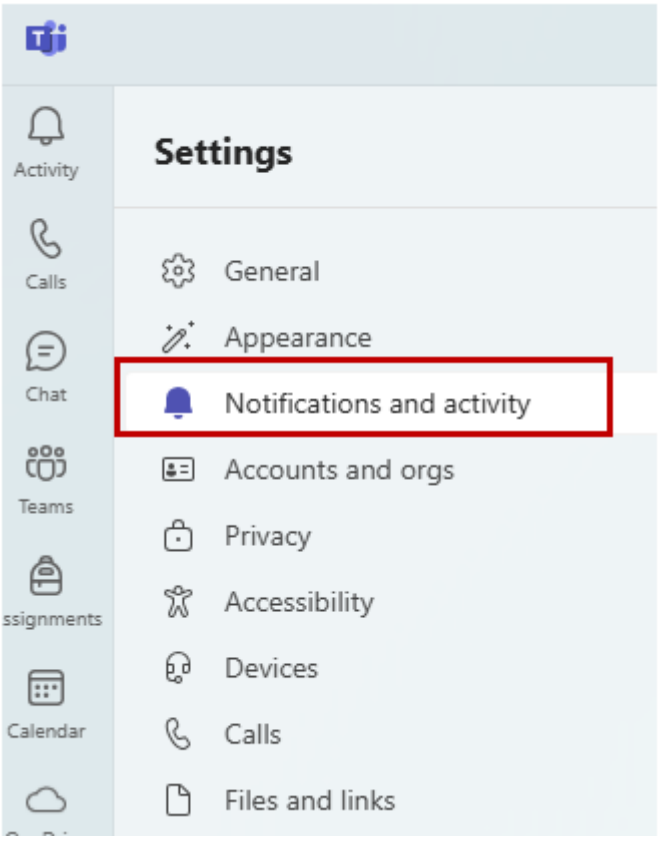
Teams Phone provides multiple ways to avoid the distraction of a call ringing on your device while you are on another Teams call or in a meeting. Adjust your settings based on your needs.

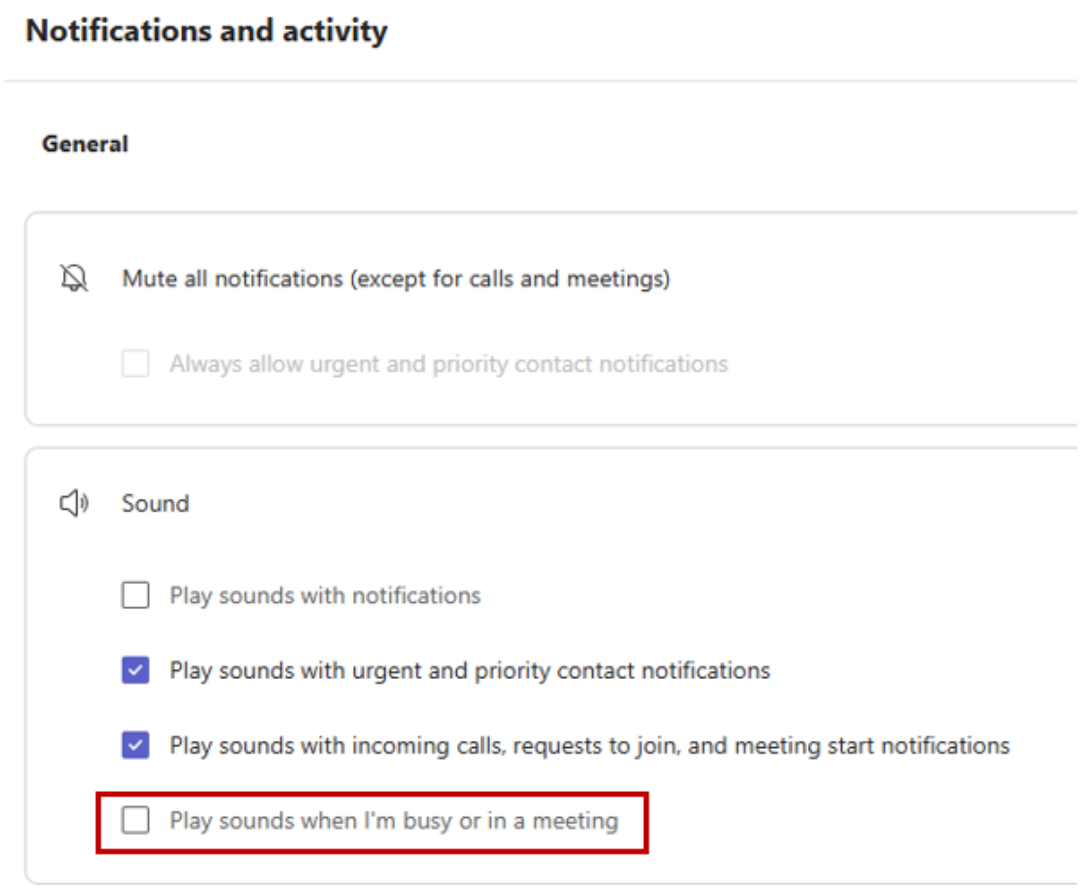
Option 1: Edit your Teams Notifications

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: 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.