Setting up Simultaneous Ring and Call Forwarding on the Microsoft Teams Desktop App
Transcript

First, open the Microsoft Teams desktop app.

Click the ellipses in the upper right-hand corner. A popup will appear, click "Settings".

Under "Settings" on the left-hand side, click "Calls".

In the "Call Handling and Forwarding" section you can select your simultaneous ring and call forwarding options.

Under "When you receive a call" you can select to not ring anyone else, or also ring a new number or contact.

Under "When you're in a call and receive another call, you can select to "play a busy signal" "let new calls ring to me" or "Redirect as if call is unanswered".

Under "When you can't answer a call" you can select "do not redirect calls" "Redirect to voicemail" or "redirect to a new number or contact".

You can easily forward all calls by toggling the button under "Forward all calls" at the top of the section.

Once you have your forwarding options set up, you can easily select options under the main "Calls" section. At the bottom left side of the application, click the phone icon for your forwarding options. You can go back to the previously mentioned options by clicking "More settings".

If you need further assistance, please view our other Microsoft Teams training videos or contact the Service Desk at 928-523-3335.