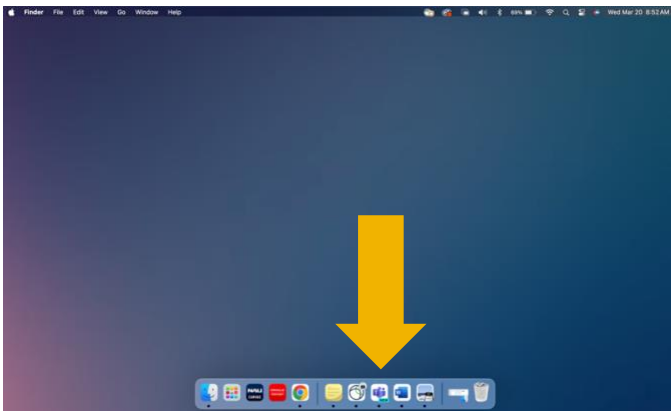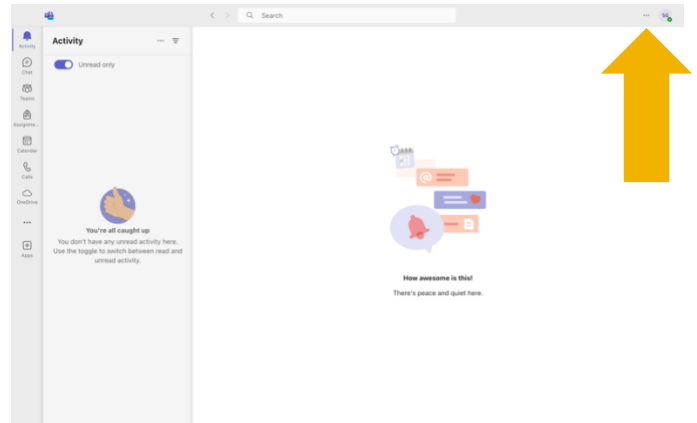# SETTING UP SIMULTANEOUS RING AND CALL FORWARDING ON MICROSOFT TEAMS
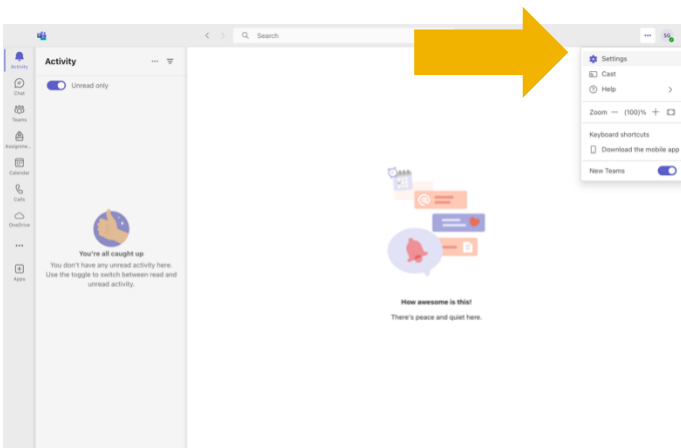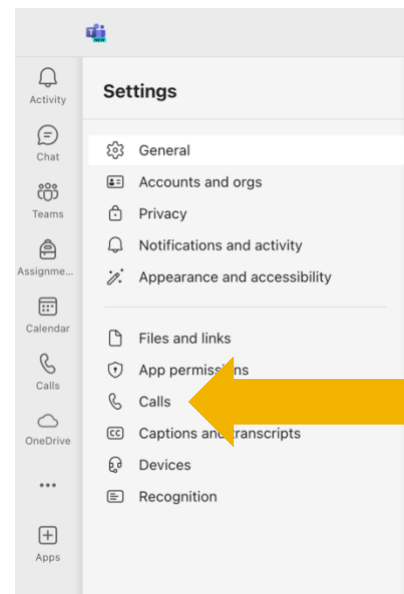
On a desktop

First, open the Microsoft Teams desktop app.

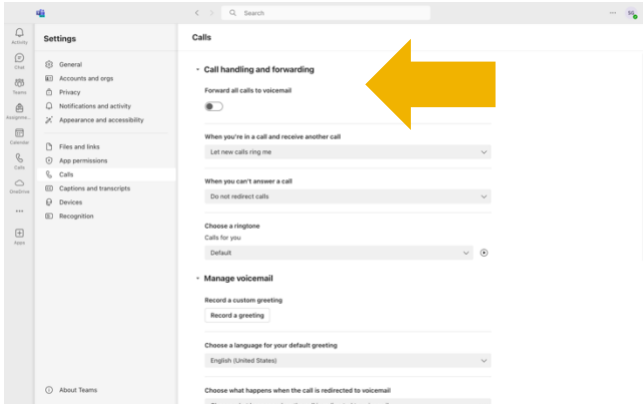Click the ellipses in the upper right-hand corner.
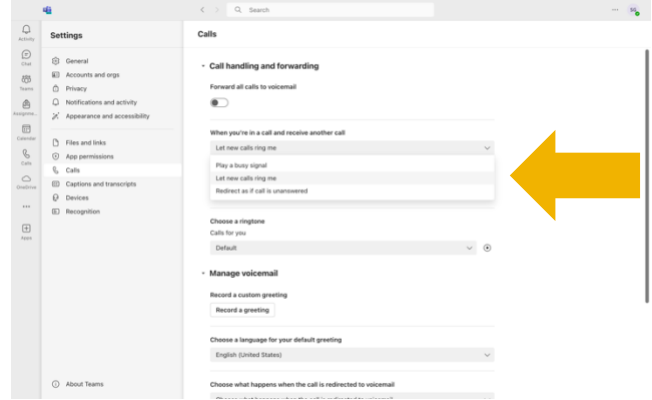

A pop up will appear, click "Settings".

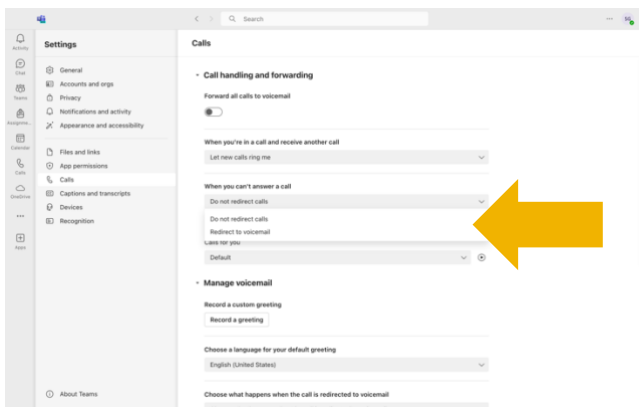Under "Settings" on the left-hand side click "Calls".
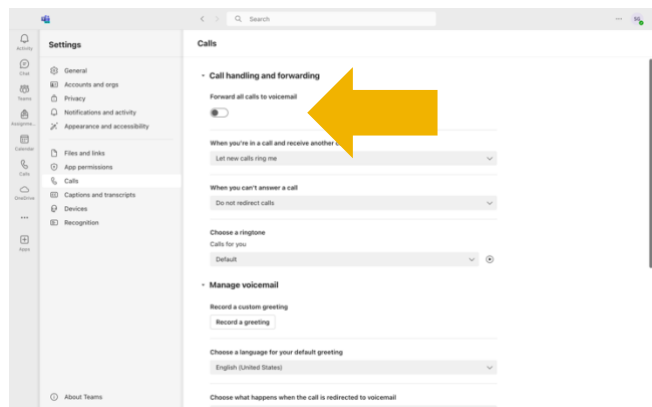
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In the "Calling Handling and Forwarding" section you can select your simultaneous ring and call forwarding options.

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 forward all calls by toggling the button under "Forward all calls."

Have questions? Call the Service Desk
928.523.3335 or open a Service Now ticket

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