

Microsoft Teams

Call forwarding, call groups, and simultaneous ring in Teams

You can [forward calls](#) to another number or Teams member, or [ring another number at the same time](#) as your work number.

Set up call forwarding

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Under **Call answering rules**, choose **Forward my calls**, and then select where you want your forwarded calls to go: voicemail, another person, or a [call group](#).

Call answering rules

Choose how you want to handle incoming calls.

☐ Calls ring me

☒ Forward my calls

Forward to:

Voicemail



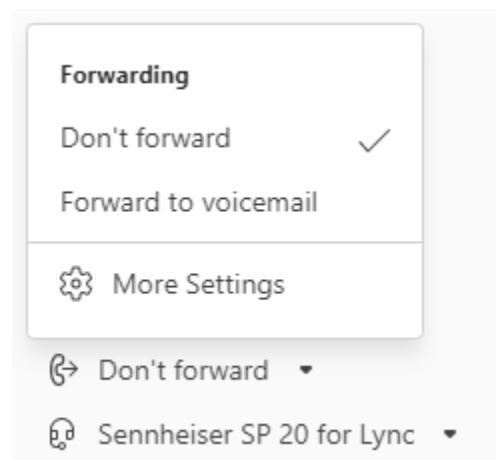
Voicemail



New number or contact

Call group

You can also find these settings (whenever you're in the Calls area) by selecting **Don't forward** (or **Forward to voicemail**, etc.) in the lower-left of Teams.

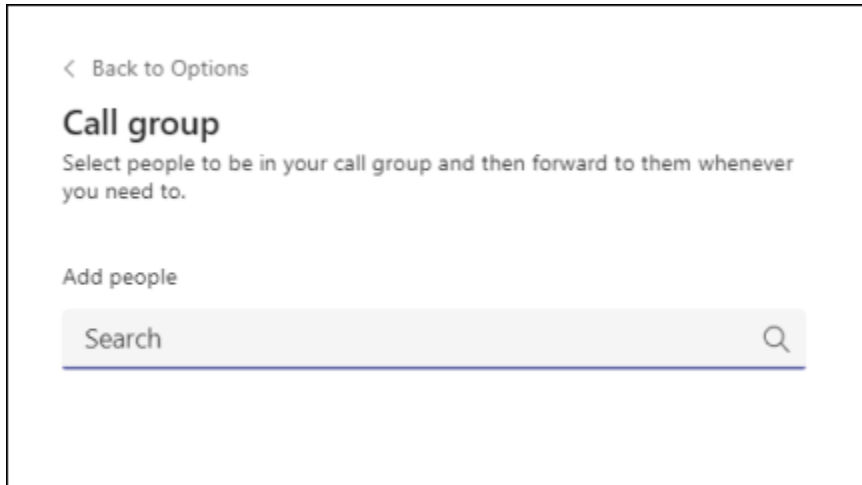


Tip: Learn how to [set up a delegate](#) and forward your calls to other people or groups.

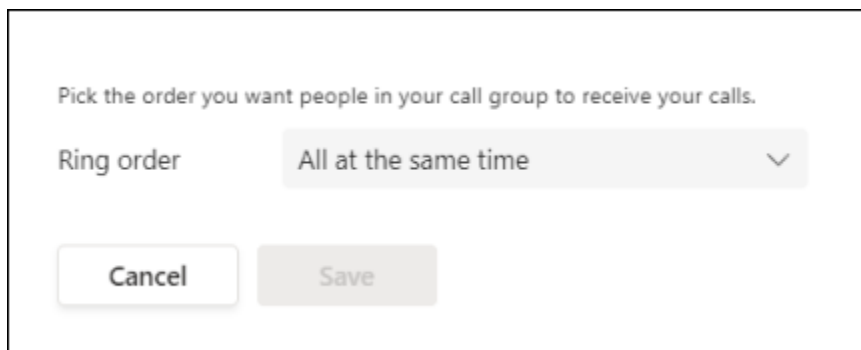
Note: If you don't see any options for call forwarding in your settings, it's likely that you don't have an Enterprise Voice or Business Voice license. Also note that it can take up to 24 hours for changes in licenses to take effect.

Set up call forwarding to a call group

1. Under **Call answering rules**, select **Forward my calls**.
2. In the **Forward to** menu, select **Call group**.
3. Under **Add people**, add the people you want in your call group. You can add up to 25 people. Anyone you add will get a notification:





Note: You need to add people from your organization. Phone numbers are not supported.



Group call pickup is less disruptive than other forms of call forwarding because recipients can choose how to be notified of an incoming call in their settings and decide whether to answer it.

Forwarded calls

Control notifications based on who is forwarding calls to you. Changes may take time to sync across your devices.

 Alvin Tao	Banner and ringtone ✓
 Babak's call group	Banner and ringtone ✓
Other	
Team membership changes	Banner and ringtone ✓ Banner only Banner in calls app only

Note: Mobile devices will only get call group notifications if they're set for banner and ringtone.

Set up simultaneous ring

If you want your incoming calls to ring you and someone else (such as a [delegate](#)) at the same time, you can set that up in Teams.

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Call answering rules

Choose how you want to handle incoming calls.

☒ Calls ring me
 ☐ Forward my calls

Also ring

If unanswered

No one else ✓
 New number or contact
 No one else ✓
 Call group

Note: If you don't see any options for simultaneous ring in your settings, it's likely that you don't have an Enterprise Voice or Business Voice license. Also note that it can take up to 24 hours for changes in licenses to take effect.

Set up simultaneous ring in a call group

1. Under **Call answering rules**, select **Calls ring me**.
2. In the **Also ring** menu, select **Call group**.

- Under **Add people**, add the people you want in your call group. You can add up to 25 people.

Note: You need to add people from your organization. Phone numbers are not supported.

Pick the order you want people in your call group to receive your calls.

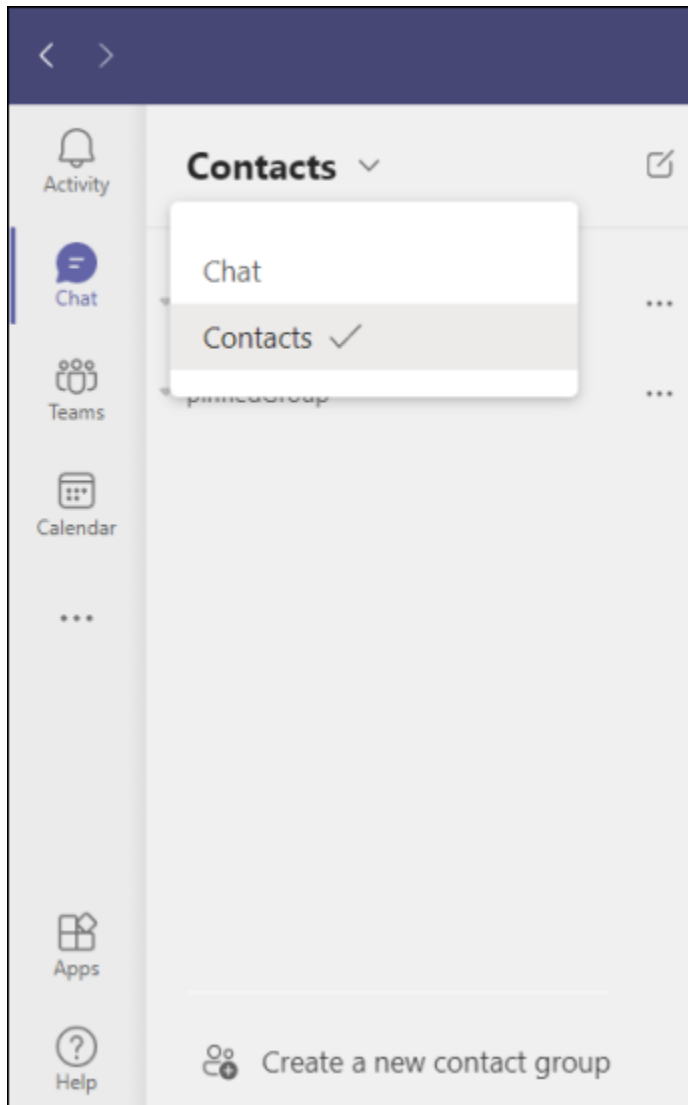
Ring order All at the same time ▼

Cancel Save

Create a new call group

To create a new contact group (or call group), follow these instructions:





- Next, choose **Create a new contact group** at the bottom.

Create a new contact group

Organize your contacts into groups to find them more easily.

Contact group name

CancelCreate