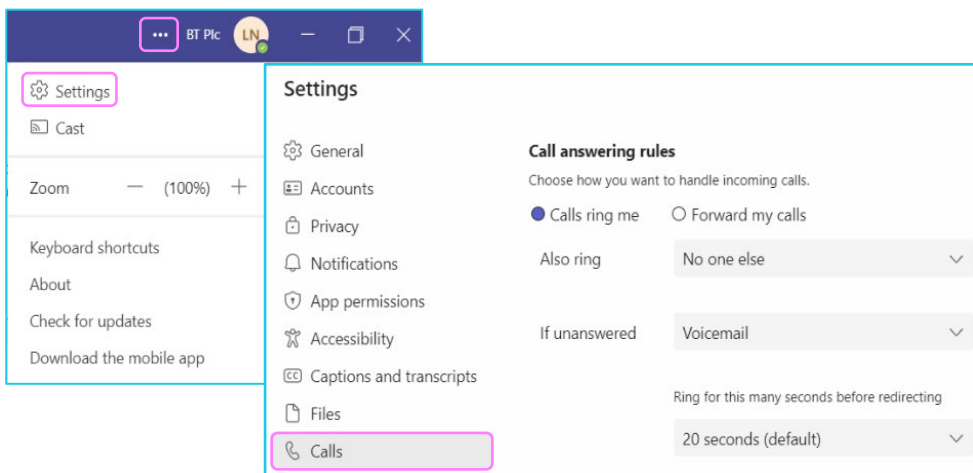




Choose how you want Teams to handle your incoming calls according to your preferences. These settings will be applied to calls made to your direct/assigned number.

Setup call answering rules

1. Click **Settings and more** (next to your profile picture) > **Settings** > **Calls**.

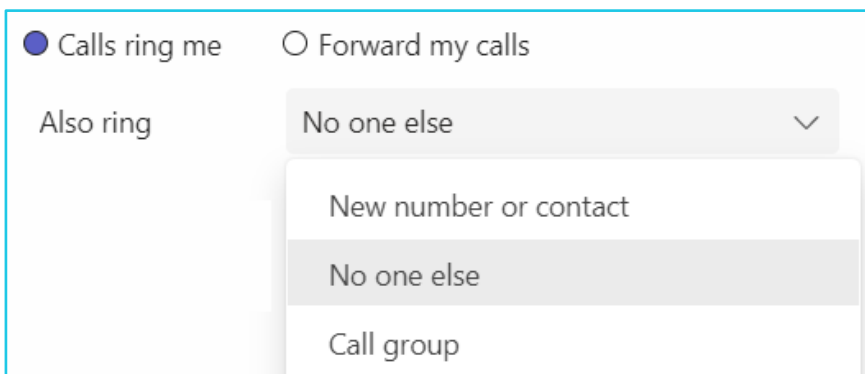


Calls ring me

1. Also ring

Sets up simultaneous ring for your incoming calls:

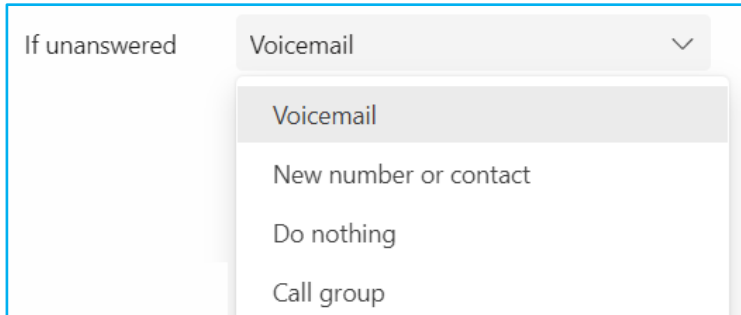
- **New number or contact** – enter a phone number or an internal contact
- **No one else** – calls will only ring on your logged in devices
- **Call group** – calls will be directed to a group you created.



2. If unanswered

Redirects or terminates the call according to your chosen setting:

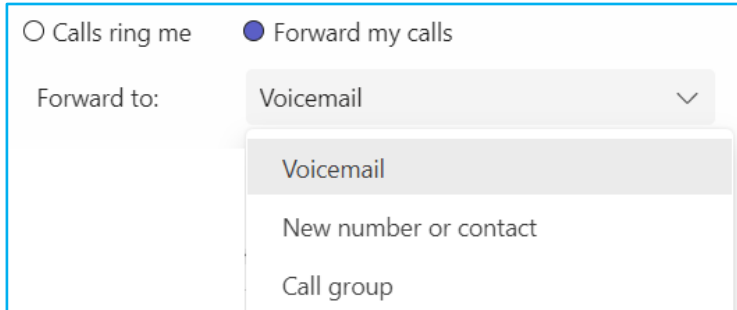
- **Voicemail** – calls are sent to your voicemail
- **New number or contact** – enter a phone number or an internal contact
- **Do nothing** – call terminates when the ring timer is reached
- **Call group** – calls will be directed to a group you created.



Forward my calls

1. This allows you to forward calls when you are not available:

- **Voicemail** – calls are sent to your voicemail
- **New number or contact** – enter a phone number or an internal contact
- **Call group** – calls will be directed to a group you created.



Note: if you have the mobile app installed, you can still make and receive calls on your assigned number on Teams when you are away from your computer.

Learn more

- [Making a call >](#)
- [Create a Call group >](#)

Discover more at the [BT Support Centre >](#)

