

MS Teams - Call Forwarding Groups and Sim Ring

Goal

Provide information around call forwarding, call groups, and simultaneous ring.

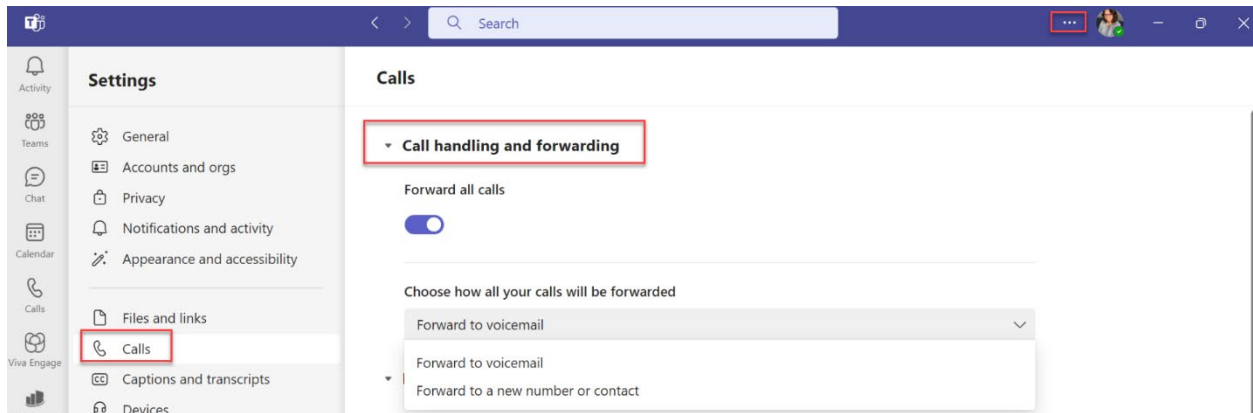
You can [forward calls](#) to another number or Teams member, or [ring another number at the same time](#) as your work number.

Set-up call forwarding

To start forwarding your calls, click the three dots next to your profile picture at the top of Teams, then select Settings > Calls.

Under "Call handling and forwarding" slide the dialer over. You will see "Choose how all your calls will be forwarded" from the drop down choose one of the following:

- Forward to Voicemail-sends all the calls straight to your voicemail
- Forward to a new number or contact - sends all the calls to a person in your organization or to an external phone number
- NOTE-Once you set up a call group, you will see the call group as an option



Note: If you don't see any options for call forwarding in your settings, that's because you don't have an Enterprise Voice license.

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. Click on the three dots next to your profile picture at the top of the app, then click **Settings > Calls**. Under **Call answering rules**, select **Calls ring me**. Then click **Also ring** and select where else you want your calls to ring: another person, no one, or a [call group](#).

Call answering rules

Choose how you want to handle incoming calls.

Calls ring me Forward my calls

Also ring

No one else

If unanswered

New number or contact

No one else

Call group

Note: If you don't see any options for simultaneous ring in your settings, that's because you don't have an Enterprise Voice license.

Set up simultaneous ring in a call group

Ensure that your call group is set up first. In settings, Calls, Call handling and forwarding, When you receive a call, from the drop-down, select "Also ring a call group"

The screenshot shows the Microsoft Teams settings interface. On the left is a sidebar with a 'Settings' header and a list of categories: General, Accounts and orgs, Privacy, Notifications and activity, Appearance and accessibility, Files and links, Calls (highlighted with a red box), Captions and transcripts, Devices, and Recognition. The main area is titled 'Calls' and contains a dropdown menu for 'Call handling and forwarding' (also highlighted with a red box). Below this is a toggle for 'Forward all calls' which is currently turned off. Another dropdown menu, 'When you receive a call' (highlighted with a red box), is open, showing four options: 'Also ring a call group' (highlighted with a red box), 'Do not ring anyone else', 'Also ring a new number or contact', and 'Also ring a call group' (highlighted with a red box).