

# Call Answering Rules



Call answering rules are established to determine how to handle incoming calls.

**Calls ring me:** Incoming calls are delivered to you

**Forward my calls:** Set up call forward to another person or another phone number that belongs to you

**NOTE:** Forwarding calls to an external phone number will redirect calls from ringing first to Microsoft Teams

**Settings**

- General
- Accounts
- Privacy
- Notifications
- Devices
- App permissions
- Captions and transcripts
- Files
- Calls**

**Call answering rules**  
Choose how you want to handle incoming calls

Calls ring me  Forward my calls

Also ring: No one else

If unanswered: Voicemail

Ring for this many seconds before redirecting: 20 seconds (default)

**Voicemail**  
Voicemails will show in the calling app with audio playback and transcripts.

Configure voicemail

**Ringtones**  
Choose a ringtone for incoming calls

Calls for you	Default	▶
Forwarded calls	Default	▶
Delegated calls	Default	▶

**Also ring:** Set up a simultaneous ring to another person or another phone number that belongs to you

**NOTE:** Simultaneous rings are not required to receive calls to a cell phone. Teams delivers calls in sync to both the desktop and mobile application.

**If unanswered:** Determine where the call is directed if not answered (i.e., voicemail, another person, delegate, etc.)

**Ring for this many seconds:** Determine how long the call should ring before being redirected according to the answer rules selected

Use **Ringtones** to select different ringtones for different types of calls you receive. That way you can easily differentiate between which type of call is coming in.