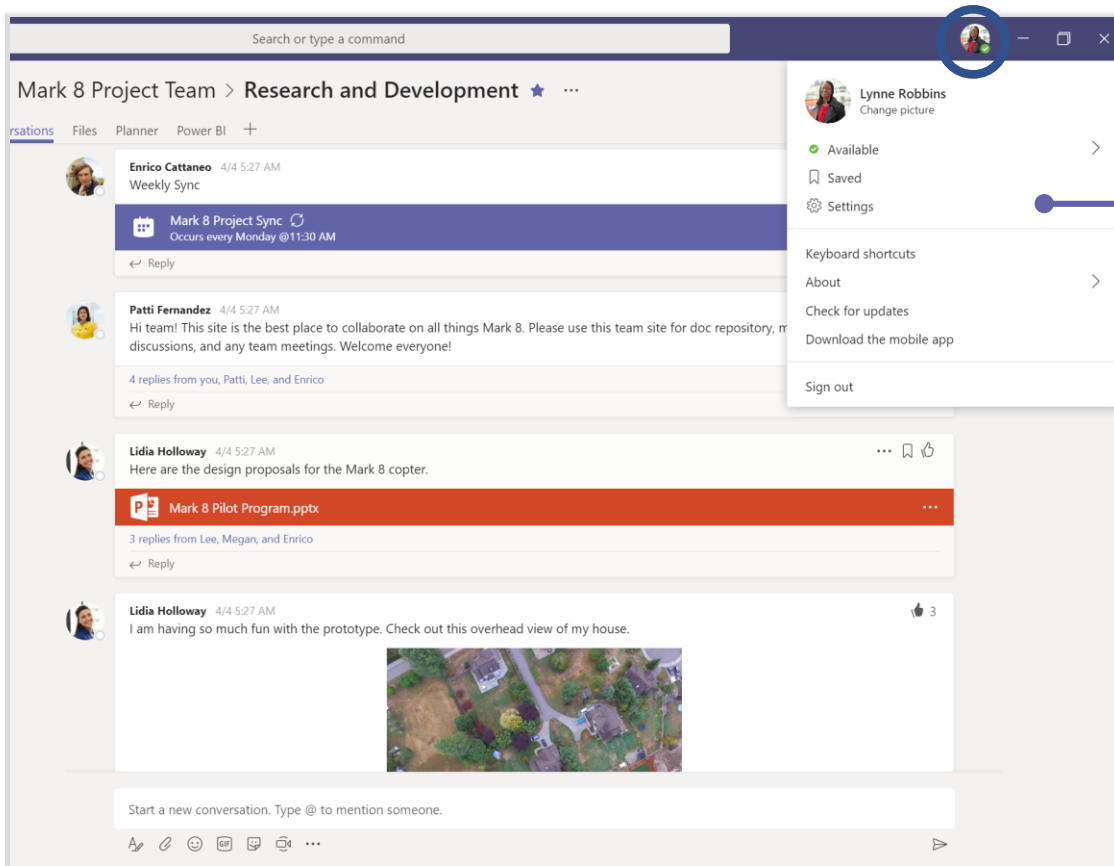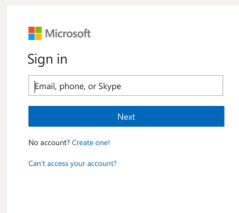# Teams Calls Basics

Sign In

In Windows, click **Start** ⊞ > **Microsoft Corporation** > **Microsoft Teams**.
On Mac, go to the **Applications** folder and click **Microsoft Teams**.
On mobile, tap the **Teams** icon.
Sign in with your Office 365 username and password.
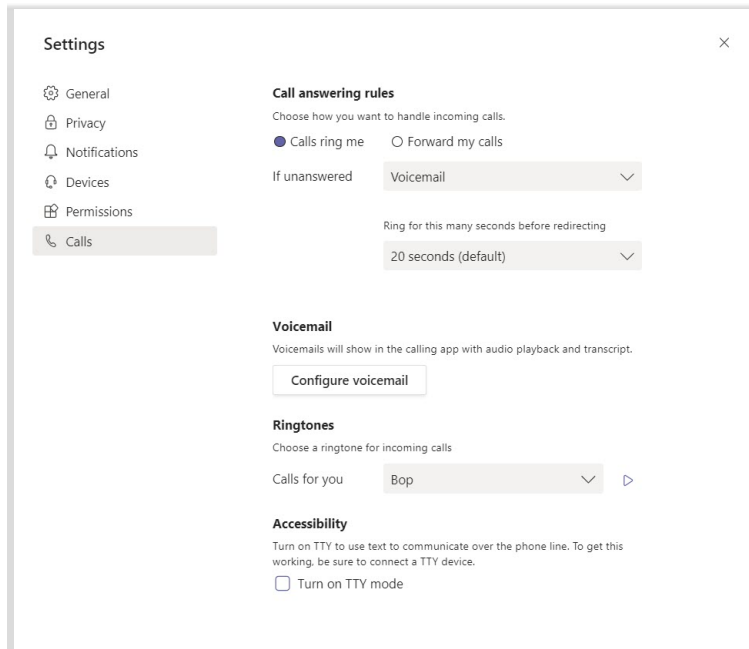
Manage profile settings
Click on your profile icon to view options for managing things in the App. Select **Settings** then choose **Calls** to set things up for calling.
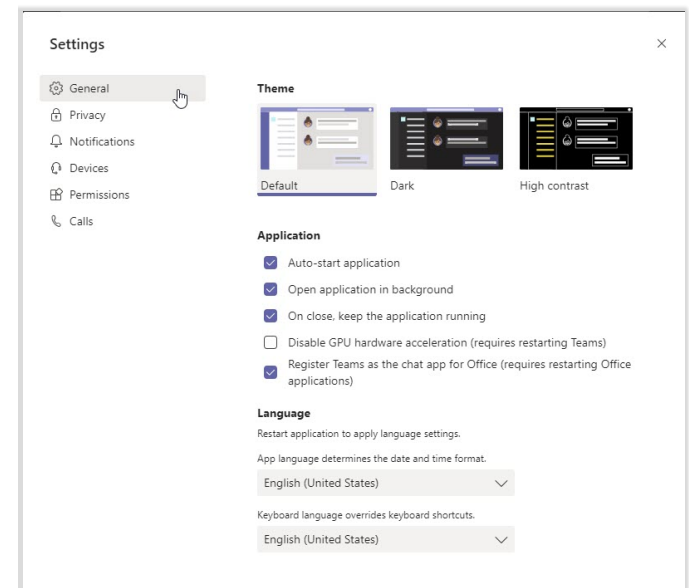
📞 Calls Settings

Profile Icon > Settings > Calls

Manage call rules, set up Teams voicemail, choose a ring tone, and more in the **Calls** section of **Settings**.

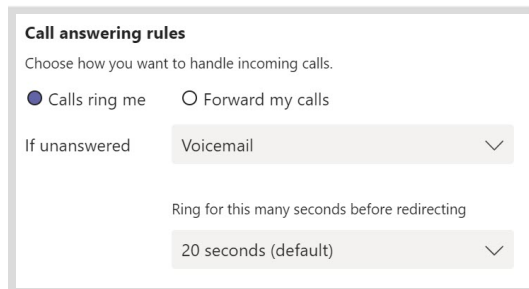| Settings		✕
⚙ General	**Call answering rules**	
🔒 Privacy	Choose how you want to handle incoming calls.	
🔔 Notifications	● Calls ring me ○ Forward my calls	
🎧 Devices	If unanswered Voicemail ⌄	
⊞ Permissions		
📞 Calls	Ring for this many seconds before redirecting	
	20 seconds (default) ⌄	
	Voicemail	
	Voicemails will show in the calling app with audio playback and transcript.	
	Configure voicemail	
	Ringtones	
	Choose a ringtone for incoming calls	
	Calls for you Bop ⌄ ▷	
	Accessibility	
	Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.	
	☐ Turn on TTY mode	

Call Answering Rules

Choose how incoming calls are handled.

Call answering rules

Choose how you want to handle incoming calls.
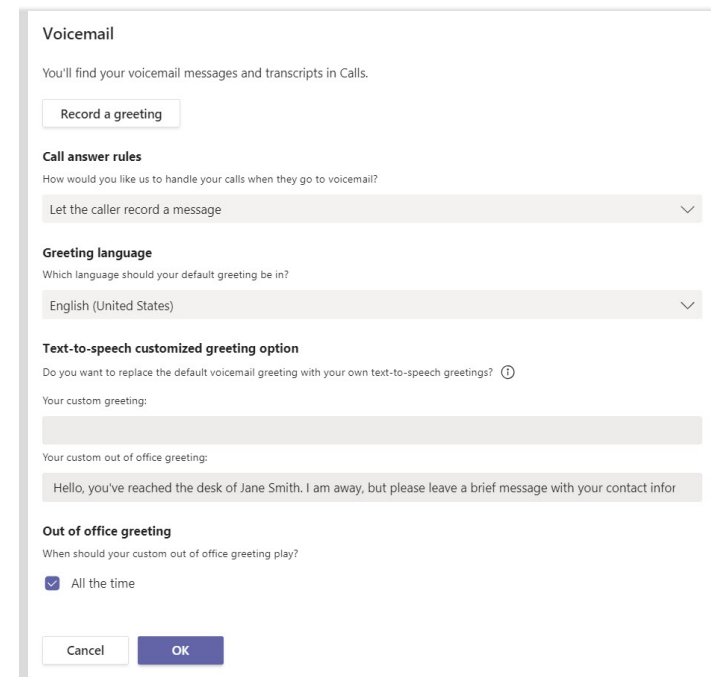
● Calls ring me   ○ Forward my calls

If unanswered   Voicemail ⌄

Ring for this many seconds before redirecting

20 seconds (default) ⌄

Voicemail

Configure how unanswered calls and voicemails work in Teams.

- Record a Greeting: Click the button and follow prompts
- Define rules for handling your unanswered calls and Voicemail
- Choose an alternate Greeting Language (default is English US)
- Type and save text-to-speech greetings for your voicemail
- Elect to use your Out Of Office greeting always

Voicemail

You'll find your voicemail messages and transcripts in Calls.

Record a greeting

Call answer rules

How would you like us to handle your calls when they go to voicemail?

Let the caller record a message ⌄

Greeting language

Which language should your default greeting be in?

English (United States) ⌄

Text-to-speech customized greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your custom greeting:

Your custom out of office greeting:

Hello, you've reached the desk of Jane Smith. I am away, but please leave a brief message with your contact infor

Out of office greeting

When should your custom out of office greeting play?

☑ All the time

Cancel   **OK**

Ringtones

Preview and select preferred ringtones from the available options.

Accesibility

Turn TTY Mode On/Off for a connected TTY device (not supported by Momentum).

☎ Calls Section

The Calls section in Teams has everything you need.
Make calls, manage call contacts and speed dials, review call history and voicemails, transfer calls, review call health, block callers, and more from this area in Teams.
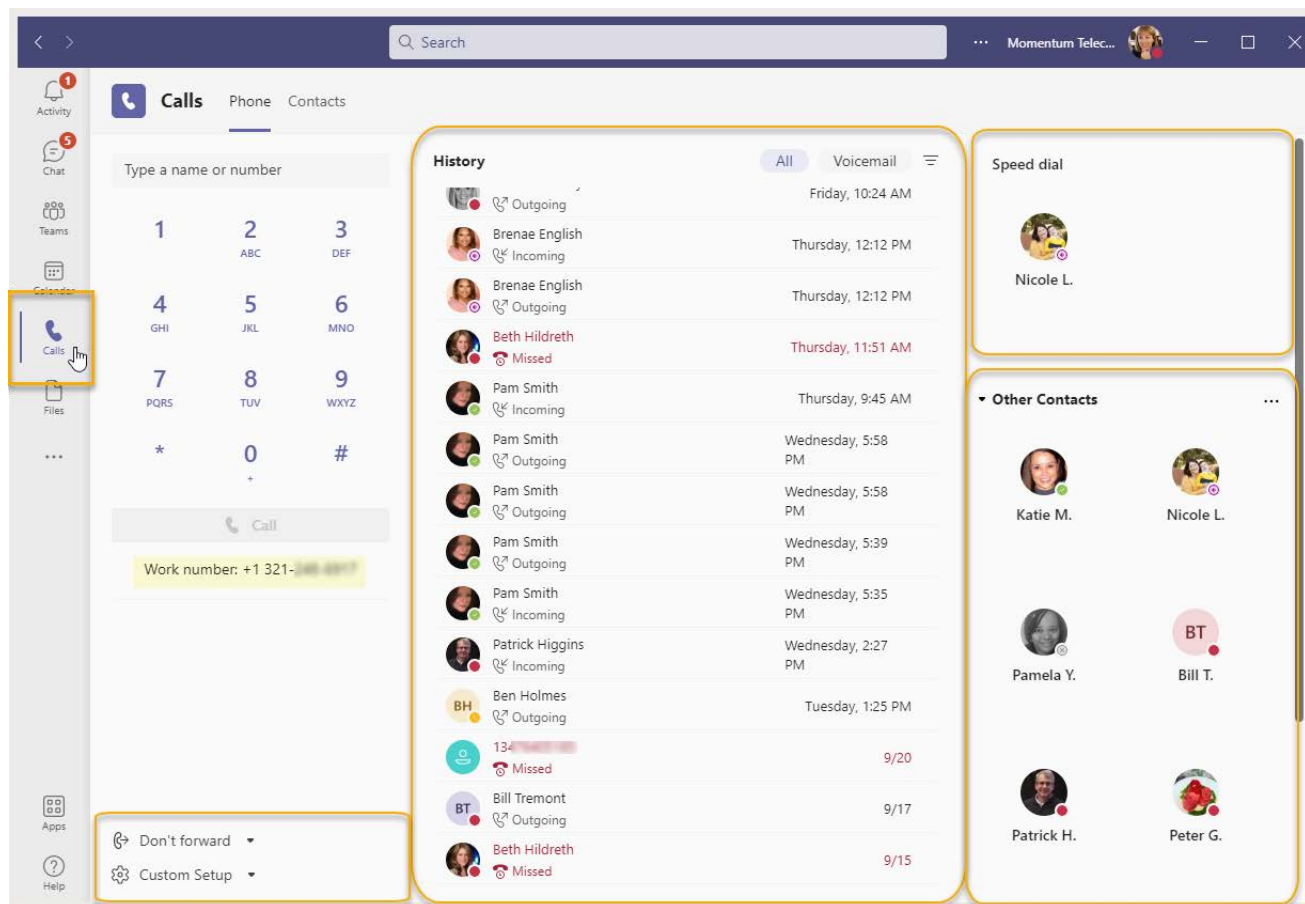
*Tools to manage **Forwarding** and **Custom Setup** are easily accessed below the Dialpad.*

Click the ☎ **Calls** menu option to view the Phone tab by default.

In the **Phone** Tab, a dialpad is presented to make calling simple. Type a number or the name of a contact in the text field (or click the numbers) and click **Call** to dial. Your teams work number is also displayed as a reference.

In the **Contacts** Tab, you can add contacts, search your contacts, manage your contacts list, and start chats, emails, video or audio calls with specific contacts in the list.

The **History** section offers tab views of recent call history and Voicemails with a Filter tool to narrow down and search. Click on a listing here to view the option to Call that number or see more**...** action options.

The **Voicemail** section displays a list of any voicemails you may have for review - or a callback.

The **Speed Dial** area shows any contacts that you have set as a Speed Dial contact.

The **Other Contacts** section shows any contacts you've set as favorites and offers tools to add or remove contacts shown here. Click on a contact to view options to call, chat, email...

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Microsoft **+** MOMENTUM TELECOM

☎ Make Calls

While in the **Calls** section of Teams, you have access to multiple ways to make calls.

Call from Search

While in the Calls section, type a number or name in the Search field above the dialpad. This field offers dynamic searching so all matches to your text entry display for selection as you type.
Click on the right listing to select and then click **Call**.
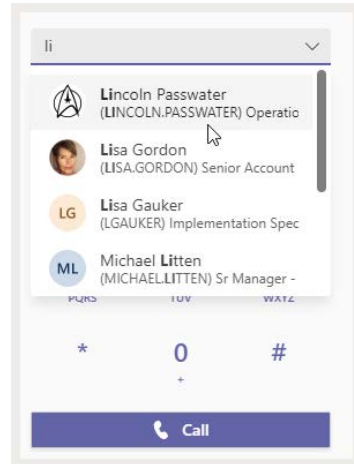
Call Using the Dialpad

Click on the digits in the dialpad, type the number in the field, or use the search tool and click **Call**.
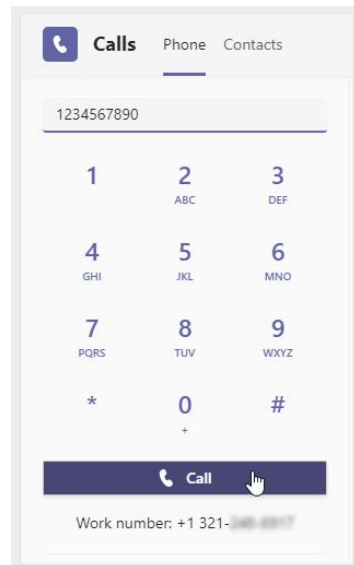
Call From History

Click on a listing in the **History** section of the Calls page to view the option to Call that number.

Click on the More... icon for a listing to see other actions, including **Call back**, **Add Contact**, **Add to speed dial**, and the ever helpful **Block** to stop future calls from that number from reaching you.
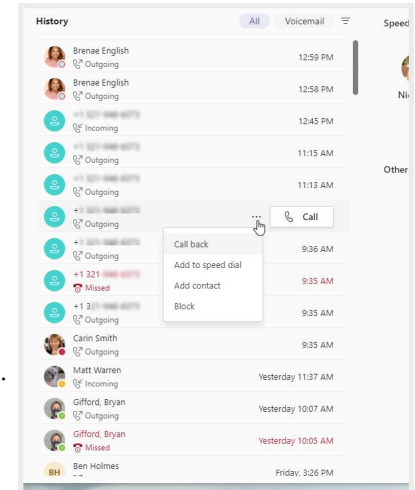
Call From Chat

Click **Video call** 📹 or **Audio call** ☎ to call someone from a **chat**.
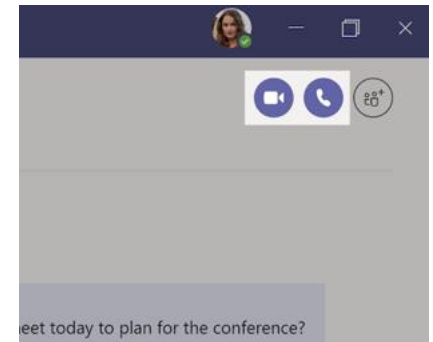
Merge Calls

While on a live call - Go to Calls and type a name or number, and click **Call**. *Your first call automatically gets put on hold as you start the second call.*

After the second call connects, select More **...** > **Merge Calls**.

Choose the On Hold call to merge with, and then select **Merge**.

📞 Take Calls

When a call comes in, Teams displays a pop-up offering known information for the contact and the option to accept or ignore the call.
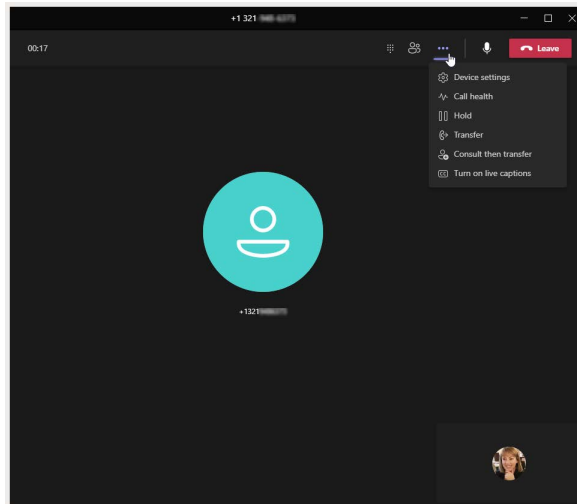
During a live one-to-one call, Teams offers action options and call controls in the More **...** menu.
Here you'll find the **Hold** option, **Transfer** options, and useful settings related to the call.

Click **Leave** to end a call.

📞 Transfer Calls

Teams offers two useful Transfer actions:
Please note that your call will be placed On Hold as soon as you click one of the Transfer options.

Transfer

1. Click the More **...** icon > **Transfer**
2. Select the line/number you wish to transfer the call to.
   *Optional: Elect to turn on **Ring back** so that the call is sent back to you if the recipient doesn't answer.*
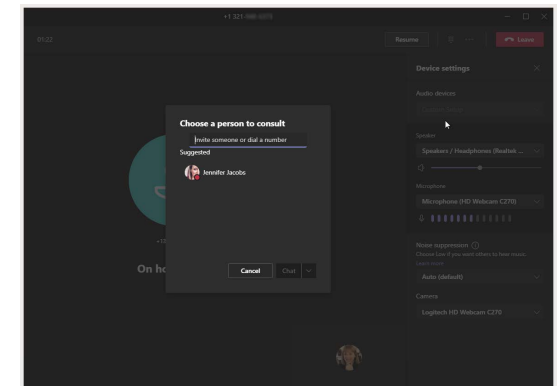3. Select **Transfer** to complete the action.
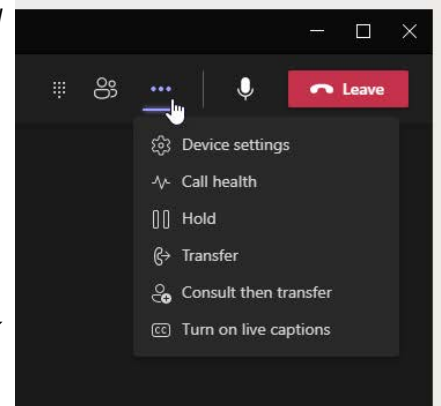
Consult then Transfer

When you're in a call, select **More ...** > **Consult then transfer**.

***Under Choose a person to consult**,*
Start typing the name of the person you want to reach and select them when they appear.

Consult with them by calling or you can use chat.

When you're ready to send the call to their line, click **Transfer**.

? Help

Teams includes an extensive in-app Help section available 24/7

Click the ? **Help** icon at the bottom of the left menu bar and quickly find answers and training for Teams Calling features and much more. And you can even offer feedback and suggestions.