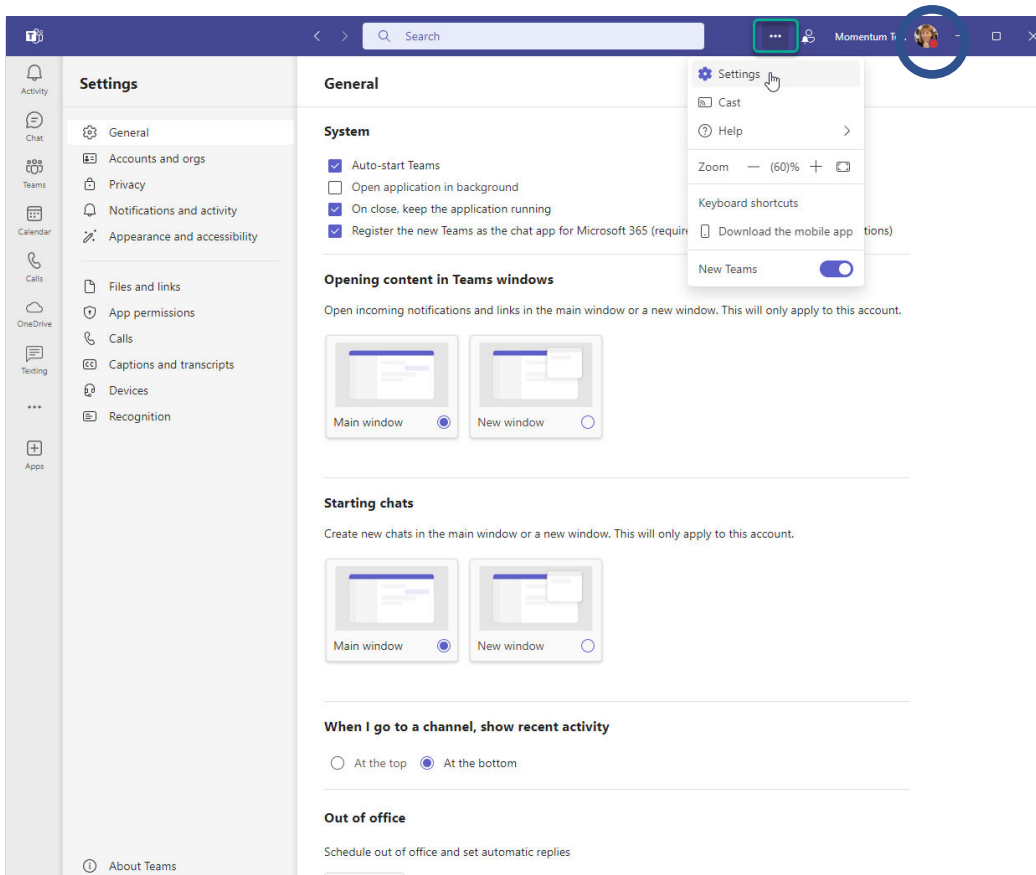
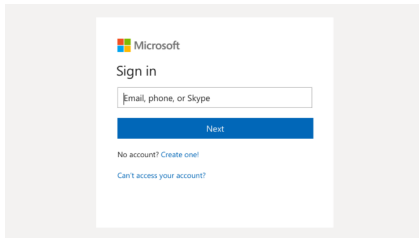


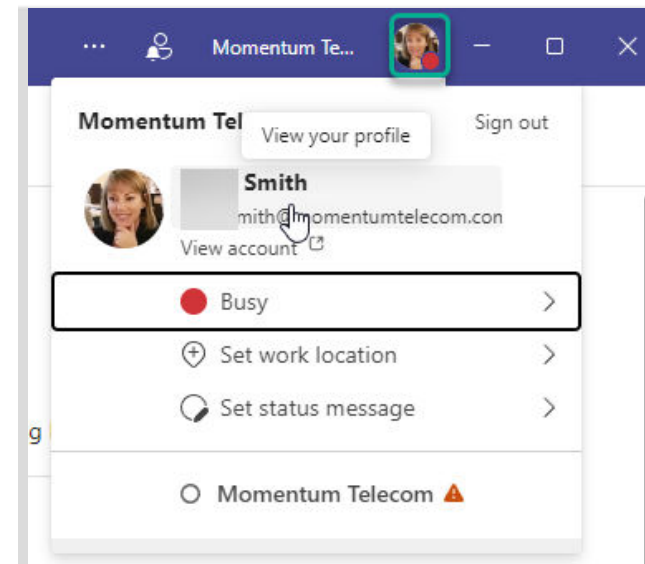
Teams Calls

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.



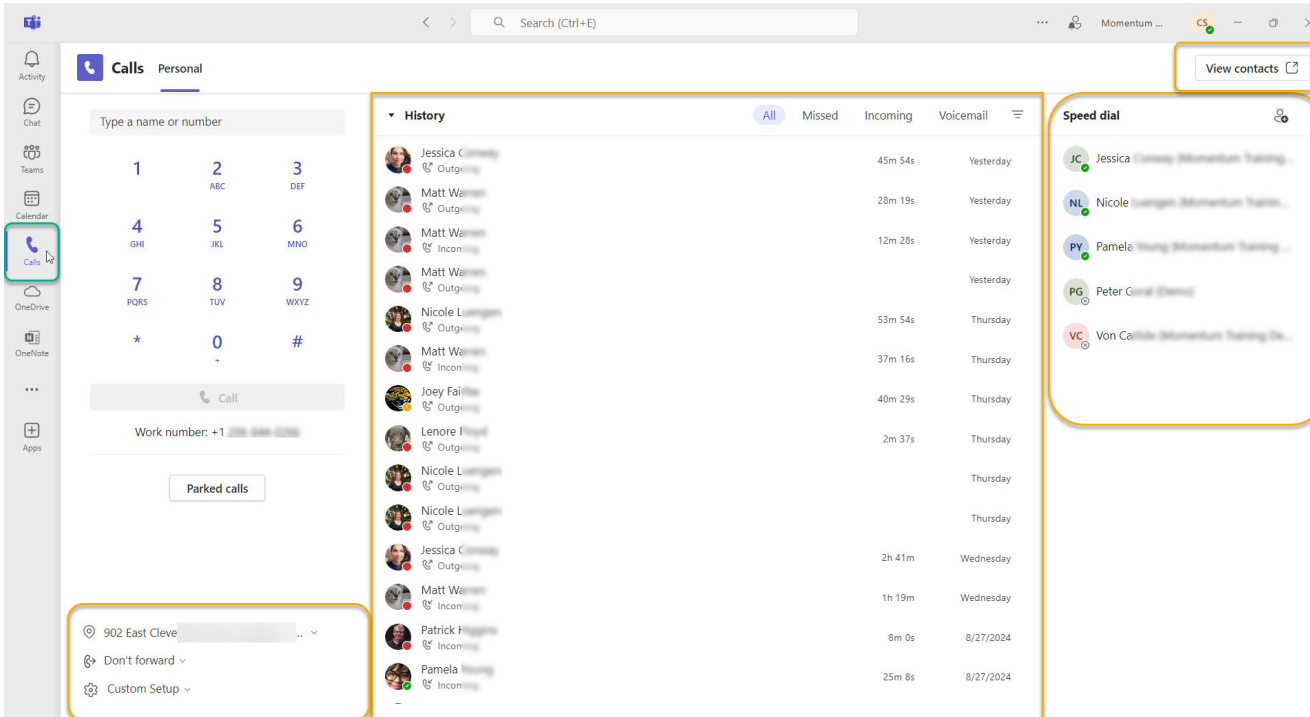
Manage profile settings
 Click on your profile icon to manage your avatar, status, and availability, view your account information (online) and your Teams profile, or Sign Out of the App.




Calls Section

The Calls section in Teams has everything you need.

Make or take calls, manage call contacts and speed dials, review call history and voicemails, transfer calls, check call health, block callers, and more - right in Teams.



The screenshot shows the Microsoft Teams 'Calls' section. On the left is a dial pad with numbers 1-9, *, and #, along with a 'Call' button and a 'Parked calls' button. Below the dial pad are settings for 'Emergency Location Address', 'Call Forwarding', and 'Custom Setup'. The center panel shows a 'History' section with tabs for 'All', 'Missed', 'Incoming', and 'Voicemail'. It lists recent calls with contact names, status (e.g., Outgoing, Incoming), duration, and time. The right panel shows a 'Speed dial' section with a list of contacts and their initials (e.g., JC, NL, PY, PG, VC). A 'View contacts' button is at the top right of the speed dial panel.

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 Teams or personal contact in the text field (or click the numbers) and click **Call** to dial. Your team's work number is also displayed below the dial pad 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** tab 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, and offers tools to manage those contacts.

The **View Contacts** tool displays any contacts you've added to your People page and offers tools to add or remove contacts shown here or in Speed Dial. Click on a contact to view options to call, chat, email...

*Tools to manage your **Emergency Location Address**, **Call Forwarding**, and **Custom Setup** are provided below the dial pad.*

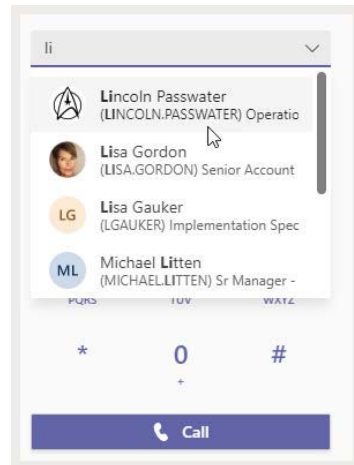
Make Calls

While in Teams, you have access to multiple ways to make calls.

Call from Search

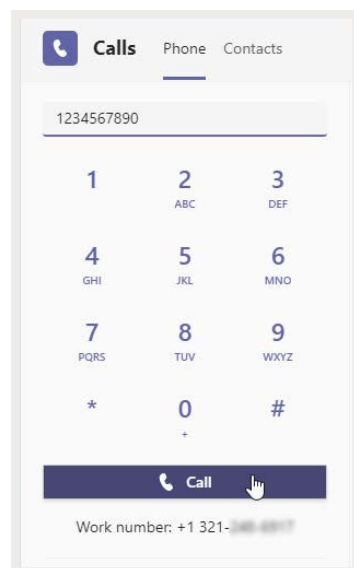
While in the Calls section, type a number or name in the Search field above the dialpad. This field offers dynamic searching so all matches to your text entry display for selection as you type.

Click on the right listing to select and then click **Call**.



Call Using the Dialpad

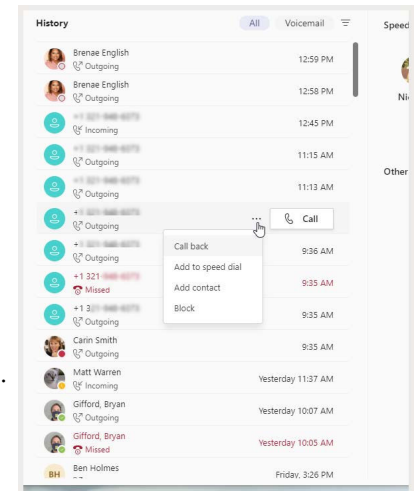
Click on the digits in the dialpad, type the number in the field, or use the search tool and click **Call**.



Call From History

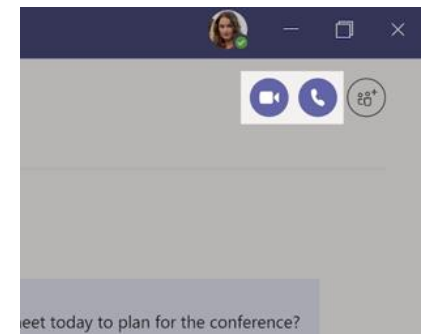
Click on a listing in the **History** section of the Calls page to view the option to Call that number.

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

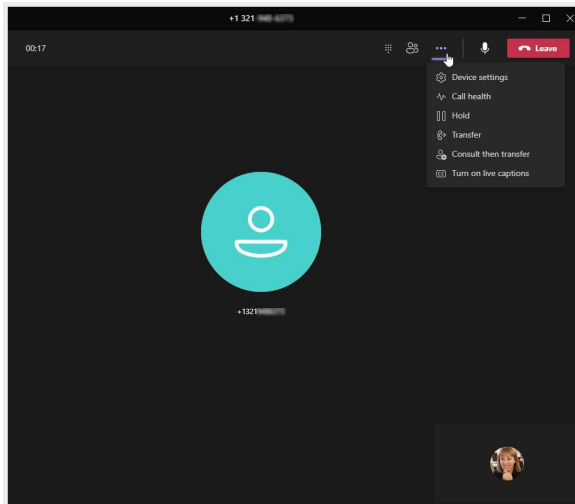
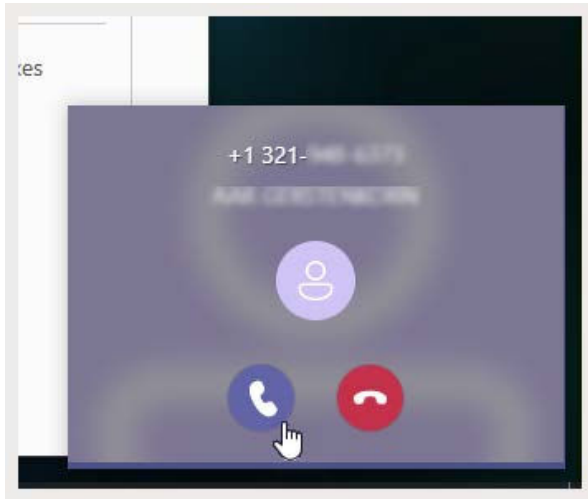
While on a live call - Go to Calls and type a name or number, and click **Call**. Your first call automatically gets put on hold as you start the second call.

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 at the bottom of the screen offering known information for the contact and the options to Answer or Reject and send the call to voicemail.



During a live one-to-one call, Teams offers action options and call controls in the menu, including the **Hold** and **Transfer** options, and useful features or settings related to the call.

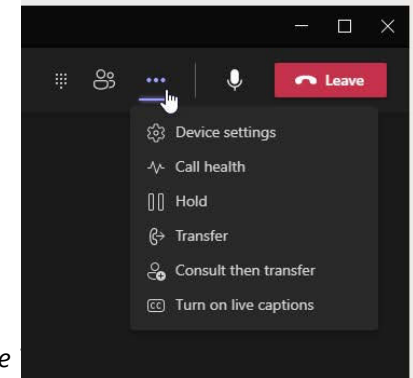
Click **Leave** to end a call.

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 (cold)

1. Click the **Transfer** option
2. Select the line/number you wish to transfer the call to.
*Options: Elect to turn on **Ring back** so that the call is sent back to you if the recipient doesn't answer- OR choose if the contact is in a call*
3. Select **Transfer** to complete the action.



Consult then Transfer (warm)

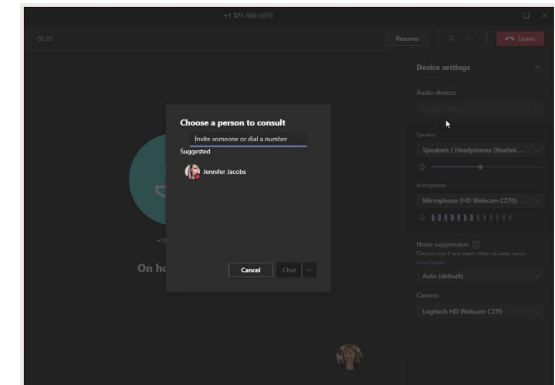
When you're in a call, choose **Consult then transfer**.

Under Choose a person to consult,

Start typing the name or number of the person you want to reach and click on the correct listing.

Elect to consult with them by calling or you can use chat.

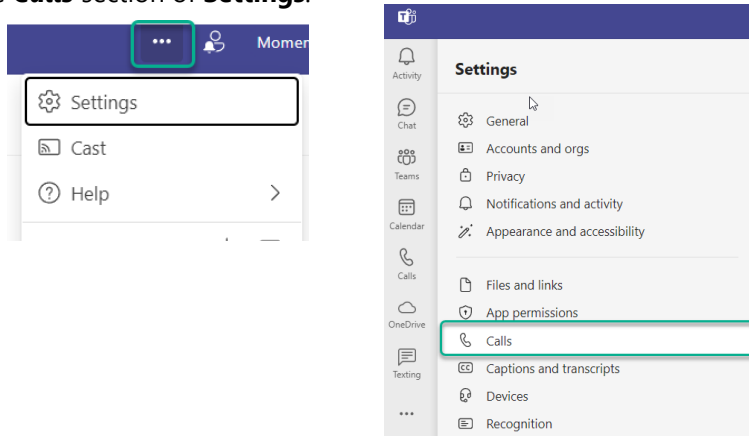
When you're ready to send the caller waiting on hold to their line, click **Transfer**.



📞 Calls Settings

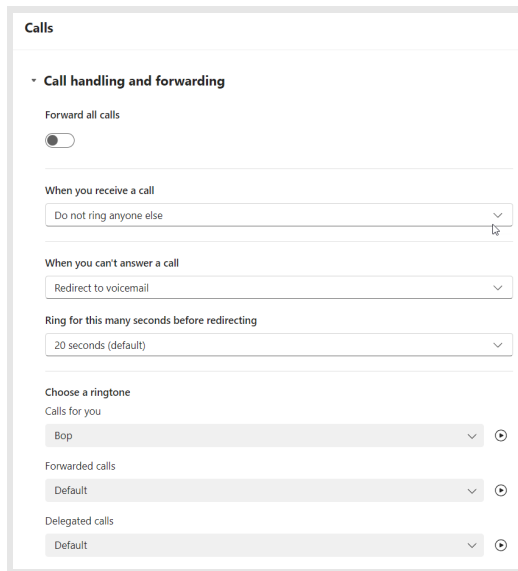
More > Settings > Calls

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



Call Handling, Forwarding and Ringtones

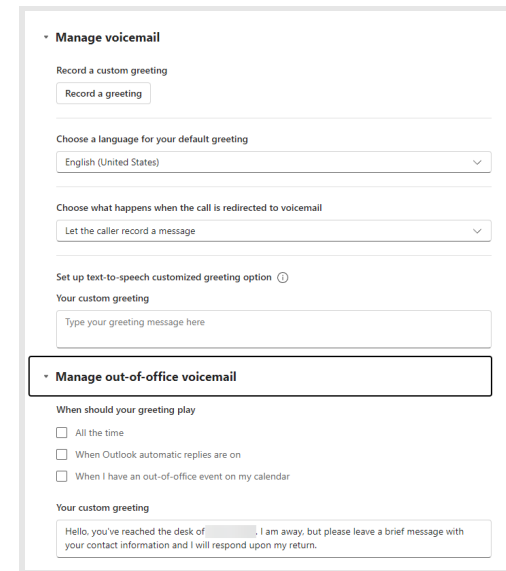
Choose how incoming calls are handled plus forwarding and ringtones.



Manage Voicemail

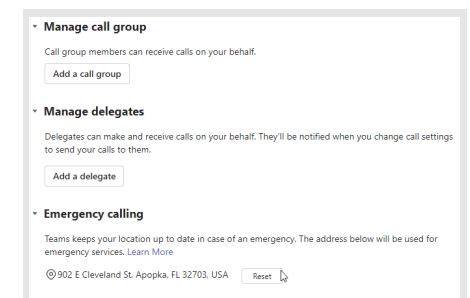
Configure how unanswered calls and voicemails work with Teams Calls.

- 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
- Manage your Out Of Office voicemail settings




Call Group, Delegates, and Emergency Calling

Manage who can make or receive calls on your behalf and review or set your Emergency Calling address for e911 when you go remote.



Help

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

Click the  **Help** icon in the More ... menu and quickly find answers and training for Teams Calling features and much more. And you can even offer feedback and suggestions.

