

# MICROSOFT TEAMS FOR CALLING

## Quick Start Guide - Basics



### Microsoft Teams for Calling Overview

You can make or receive phone calls directly through Microsoft Teams. Your computer or device's microphone and speaker or a connected headset is used for audio.

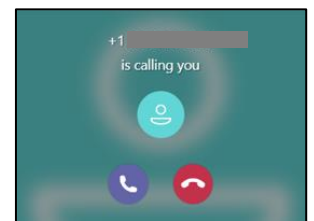
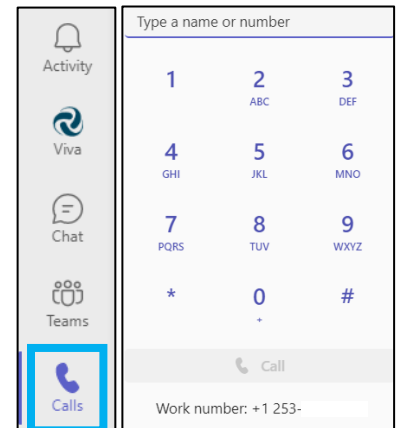
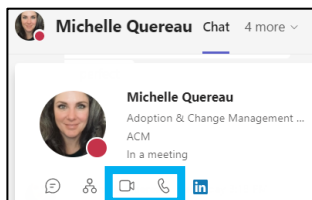
## Getting Started

### MAKE A CALL

1. Click **Calls** from the left side panel.
2. On the dial pad (*visible when MS Teams is enabled*), enter the number of the person OR type the name of the contact.
3. Click **Call**.



#### Tips:

- Your Teams phone number is listed beneath the dial pad.
- You can also initiate a call by clicking on the profile picture of anyone in Teams.



### RECEIVE A CALL


When someone calls you, you'll get a notification that lets you accept or decline the call.

- Click  to answer the call.
- Click  to decline the call.

**Tip:** You may also see the option to accept the call and enable video as well .

## In-Call Features


### PLACE A CALL ON HOLD

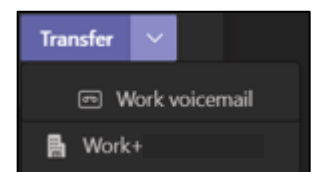
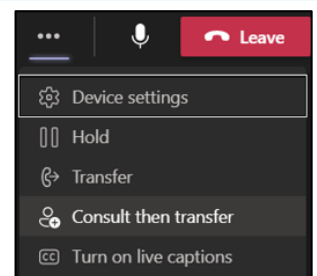
1. Click **More actions**  in the active call window.
2. Select **Hold**.

When ready, click **Resume** at the top of the screen.

### TRANSFER A CALL

#### Blind Transfer

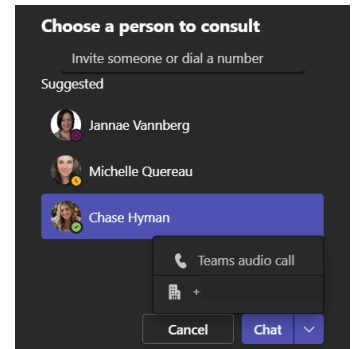
1. Click **More actions**  in the active call window.
2. Select **Transfer**.
3. Type the name of the person you want to transfer the call to and select them or enter a phone number.
4. Select **Transfer** to complete the transfer.
  - Alternatively, select the recipient's voicemail or alternate number by clicking on the drop down next to transfer.




### TRANSFER A CALL continued...

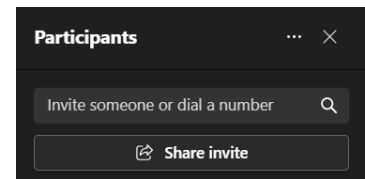
#### Consultative Transfer

1. Click **More actions** **\*\*\*** in the active call window.
2. Select **Consult then transfer**.
3. Type the name of the person you want to transfer the call to and select them or enter a phone number.
4. Consult them by clicking **Chat** which will open a Teams chat window or call them using the drop down next to chat.
5. When ready, click **Transfer**.



### ADD SOMEONE TO A CALL

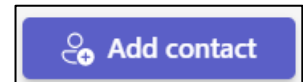
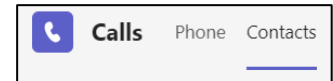
1. Click on the **People** icon  in the active call window.
2. Invite someone or dial a number in the field provided.



## Basic Settings

### VIEW AND ADD CONTACTS

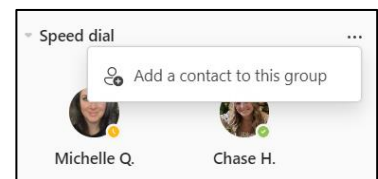
1. Click **Calls** from the left side panel.
2. Choose **Contacts** on the top.
3. Click **Add contact** at the top right.
4. Type a name or number – if prompted, fill in additional details.
5. Click **Add**.



*Tip:* The contacts tab contains both internal and external contacts and is integrated with Outlook.

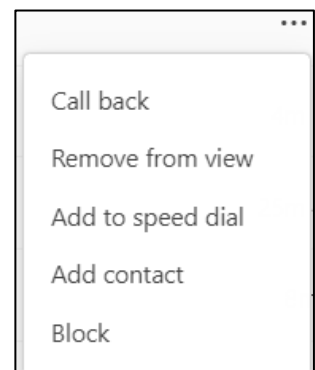
### ADD AN INTERNAL SPEED DIAL

1. Click on **Calls** from the left side panel.
2. Hover your mouse over the Speed dial section on the right, then click **More options** **\*\*\***
3. Click **Add a contact to this group**.
4. Enter the name of the person in the field provided, when found, click **Add**.



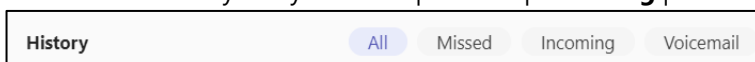
### ADD AN EXTERNAL SPEED DIAL

1. If the external person whom you want to add to your speed dial is not in your contact list, follow the steps to [add a contact](#) above.
2. Click **\*\*\*** next to the contact.
3. Select **Add to speed dial**.



### USE YOUR CALL HISTORY

1. Click **Calls** from the left side panel.
2. View your History in the middle of the page.
3. Click **\*\*\*** next to any entry from **All** | **Missed** | **Incoming** | **Voicemail**



4. Select from the following: **Call back** | **Remove from view** | **Add to Speed Dial** | **Add contact** | **Block**