













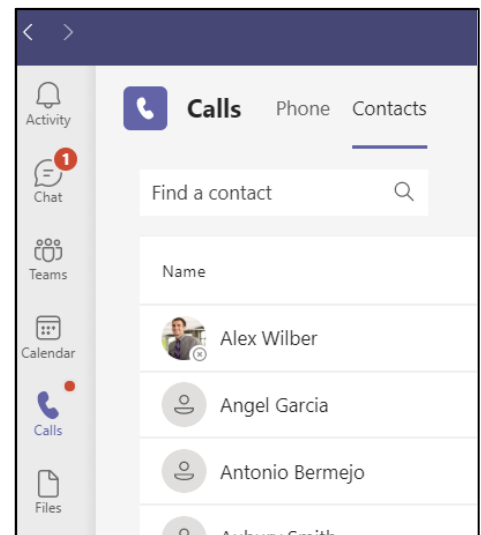
Microsoft Teams Calling Basics

Using Teams Calling on Your Computer

Make a call from your call history, speed dial, voicemail, or contacts, or dial pad

[Video Link](#)




- To access your dial pad during a call, go to your call controls and select **Dial pad** .
- To dial a number from Teams, go to **Calls** , and then enter the number of the person you want to reach by using the dial pad located on the left. Then click **Call** .
- To call a person by name, type the name of a person into the dial pad. And to make group calls, enter multiple names and/or numbers, and click **Call** .
- Access your call history and quickly call anyone back from the list. Go to **Calls**  and review the **History** section in the center of the screen. Select any item from the list and then choose **Call**  in the **Details** section on the right side of Teams.
- From your speed dial, you can quickly call people that you previously saved to this list. To access your speed dial, go to **Calls**  and then find the **Speed dial** section on the right side of Teams.
- From your voicemail, you can quickly call back anyone who left a message. To access your voicemail, go to **History** and select the **Voicemail** button in the upper-right corner. You can call someone back from your voicemail by selecting **More actions**  next to their name > **Call back**  from the call history list, or by clicking **Call**  under the contact details.
- To view your contacts, click **Calls**  > **Contacts** in the upper-left of Teams. From here, you can call anyone by selecting **Call**  to the right of their name.
- At any time, you can mouse over a profile picture and you will see options to make a video or an audio-only call to that person. Choose one of those options and your call will begin.

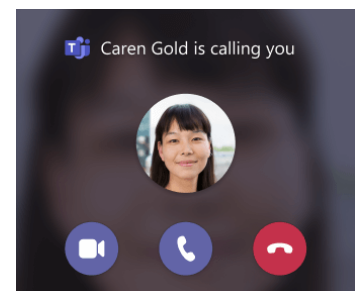


Note: If you're in a Teams call on your mobile device, the device's screen won't turn off if you don't navigate away from the call window.

Answer a call in Teams

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

- Select **Accept with audio**  to answer with audio only.
- Select **Accept with video**  to accept the call and enable video as well.
- Select **Decline call**  to decline the call and go on with your day.




Microsoft Teams Calling Basics

Transfer a call in Teams


[Video Link](#)

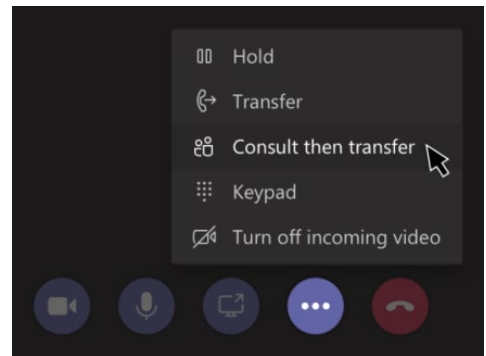
Transfer your one-on-one calls in Teams.

1. When you're in a call, select More actions  > Transfer in your call controls.
2. Start typing the name of the person you want to transfer the call to and select them when they appear.
3. If they're in your org and using Teams or Skype for Business, turn on Ring back if there's no answer to send the call back to you if the recipient doesn't answer.
4. Select Transfer to complete the transfer or the dropdown arrow to choose one of the following options:
 - Work to transfer the call to their Teams number
 - Work voicemail to send it straight to their voicemail
 - Any other numbers (like their mobile number) they added to their account


Consult then transfer

You may want to check in with someone before you transfer a call.

1. When you're in a call, select More actions  > Consult then transfer.
2. Under Choose a person to consult, start typing the name of the person you want to reach and select them when they appear.
3. Consult with them by calling or using chat.
4. When you're ready, hit Transfer.

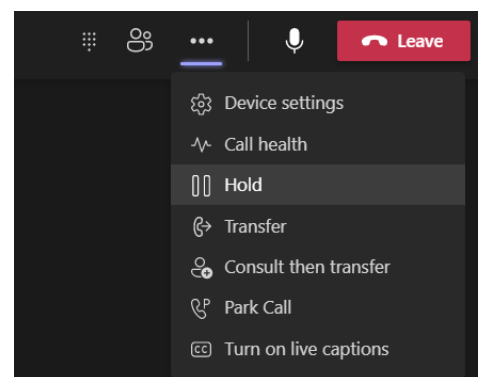


Put a call on hold in Teams

To place a call on hold, click More actions  in your call window and select Hold.

Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking Resume.

People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is temporarily suspended, too. Everything will return to normal once you resume your call.



Make multiple calls at the same time in Teams

If you're already on a call, you can answer or start a new call anytime. We'll place your current call on hold and take you straight to your new conversation.

While a call's on hold, all participants will be notified, and they won't be able to see or hear you. You'll see your on-hold calls displayed on the left side of your call window, so you can get back to them

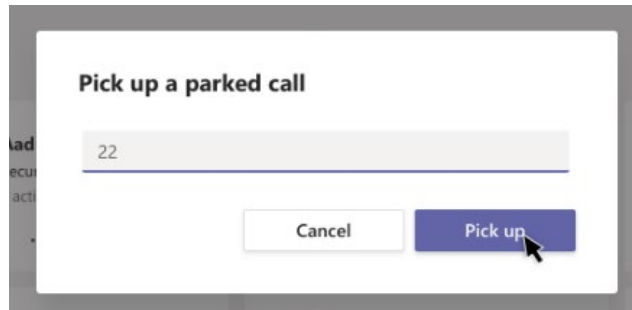
Microsoft Teams Calling Basics

Park a Call

To place a call on hold on one device and pick it up from another device, also known as *parking a call*, click **More actions** *** in your call window and select **Call park** 📞.

After you park the call, Teams will give you a unique code you can use to retrieve the call. If someone else is retrieving the call, copy the code and share it with them.

To retrieve a parked call, go to the speed dial tab, click **Unpark** 📞, and enter the park code.



If no one picks up a parked call within 5 minutes, it'll ring again.

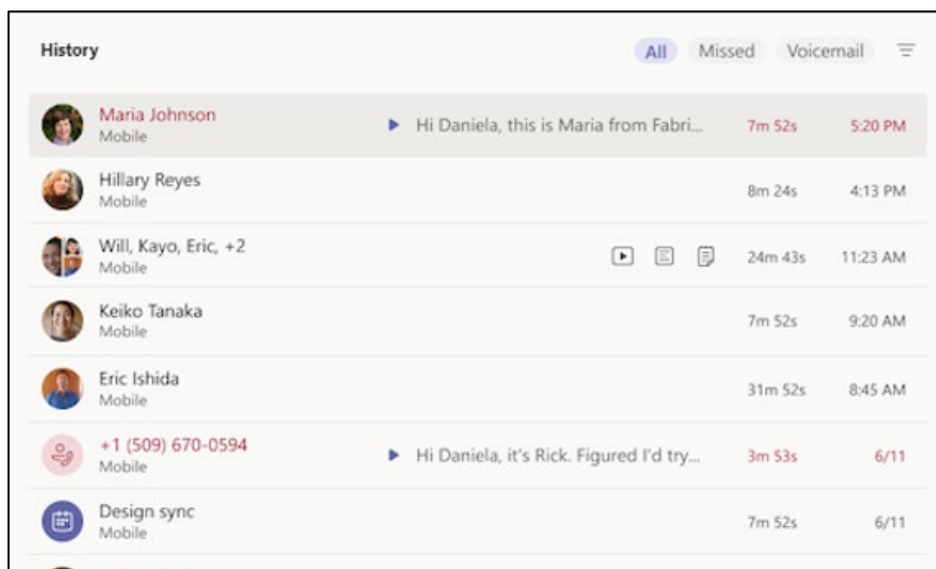
Note: If you don't see any options for call parking in your settings, talk to your IT Admin.

Review your call history

Your call history is located in the center of the calls experience and shows a list of past calls (including missed calls).

Go to **Calls** 📞 > **History**. From any call in the list, select **More actions** *** > **Call back** 📞 to begin a call automatically.

You can also chat with that contact, add them to speed dial, and add them to your contacts—all from the **More actions** menu.



Microsoft Teams Calling Basics

Set Up Your Voicemail Greeting

[Video Link](#)

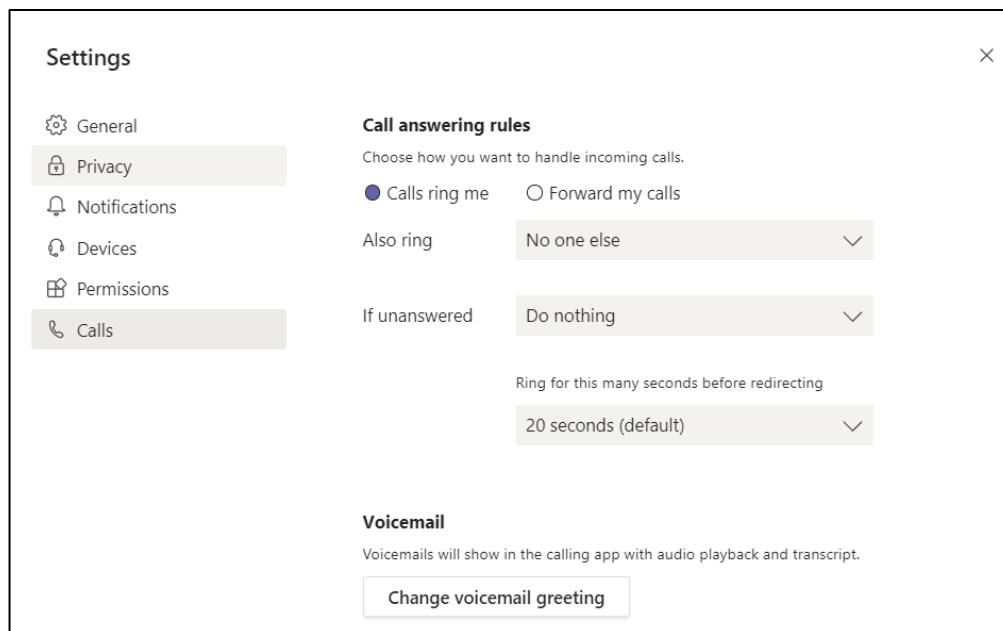
1. Click the ellipsis next to your picture in the upper-right corner of Teams and choose **Settings** from the dropdown.
2. Choose the **Calls** tab on the left of the flyout window.
3. Under the **Voicemail** heading, click the button titled **Configure voicemail**.
4. From here, click the button titled **Record a greeting**.
5. This button will launch a call with the voicemail system where you can use the dial pad to navigate the automated menu and record your voicemail message.
6. Press **1** to listen to your voicemails and **2** to set up a new voicemail greeting. To repeat the menu, press **0** and to exit the voicemail dialogue press the ***** key.

Note: If you do not want to record your own greeting, try the text-to-speech option.

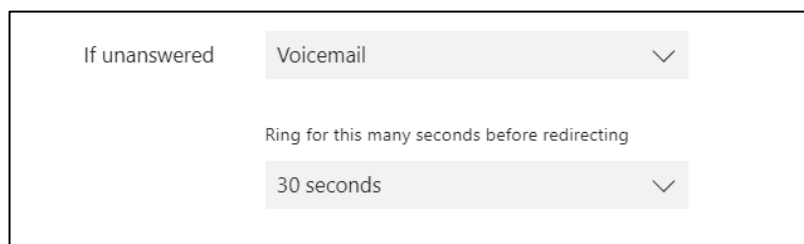
Not Sure Your Voicemail is Working?

One question lots of new Teams users have is they're not sure if their voicemail is working because they haven't gotten a voicemail in a long time—even after recording their voicemail message.

This is usually solved by making sure your settings include sending calls to your voicemail. You can see in the screenshot below that under the **Call Answering Rules** heading, I have Team set to **"Do Nothing"** after 20 seconds of ringing. This is the default setting and will prevent any callers from landing at your voice mailbox.




To make sure your calls get to voicemail, change **Do Nothing** to **Voicemail**, and you can even choose how long you want calls to ring for before being sent there.






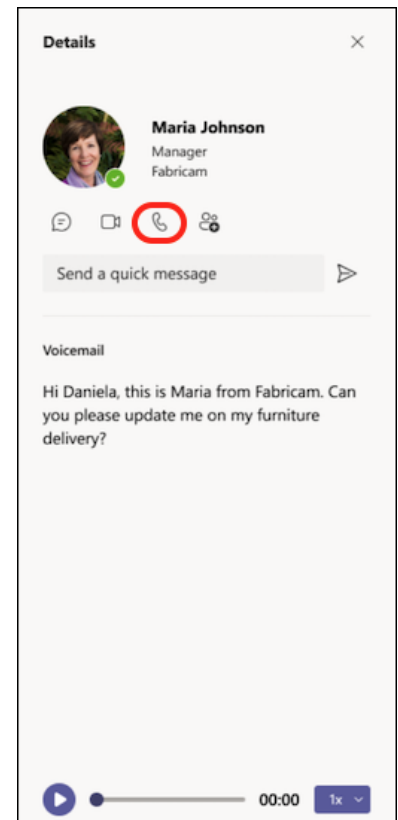
Microsoft Teams Calling Basics

Access your voicemail

Your voicemail is another familiar tool for getting the most out of your calling experience in Teams.

Go to **Calls**  > **History** and then select **Voicemail** in the upper-right. From here you can:

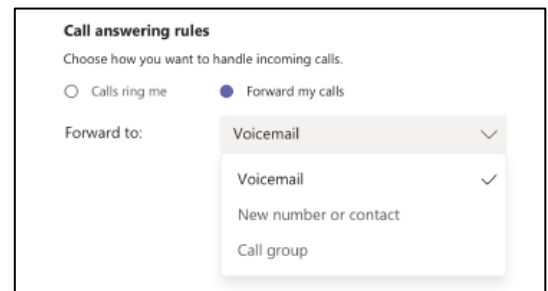
- Review messages and transcripts from calls
- Customize call rules
- Record a greeting
- Call anyone who's left you a message
- Call someone back from your voicemail by selecting **More actions**  next to their name > **Call back**  from the call history list, or by clicking **Calls**  under the contact **Details** on the right side of Teams



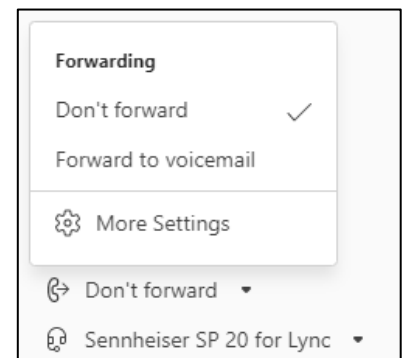
Set up call forwarding

[Video Link](#)

Under **Call answering rules**, choose **Forward my calls**, and then select where you want your forwarded calls to go: voicemail, another person, or a [call group](#).



You can also find these settings (whenever you're in the Calls area) by selecting **Don't forward** (or **Forward to voicemail**, etc.) in the lower-left of Teams.

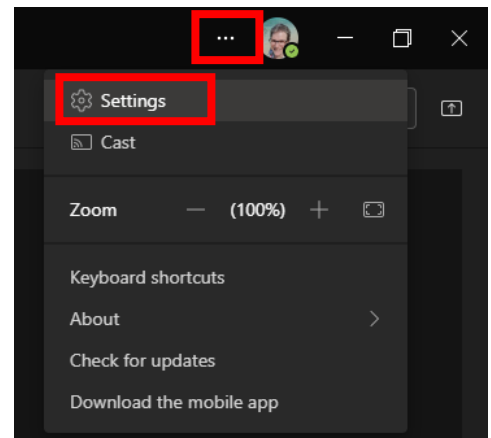


Microsoft Teams Calling Basics

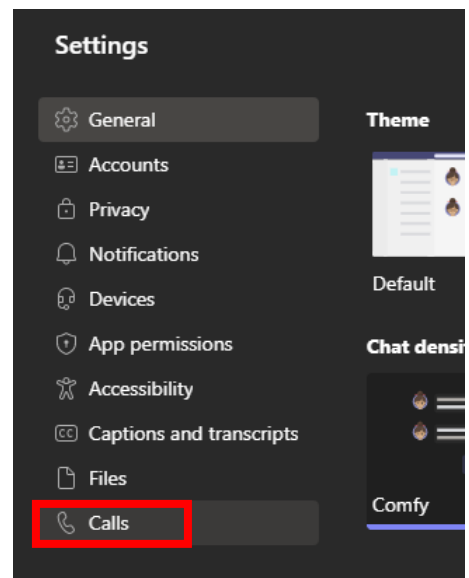
Add Yourself to a Call Queue

Assign yourself to a specific building to receive calls.

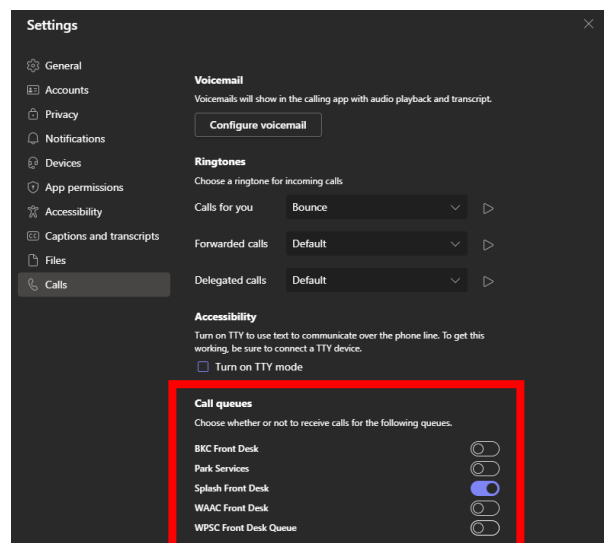
1. Open Teams.
2. Select **More actions** **...** in the upper right corner next to your profile picture.
3. Select **Settings**.



4. Select **Calls**.



5. Scroll down to the **Call queues** section where you'll see a list of call queues that you can check yourself in and out of.
6. Check yourself into a queue by sliding the lever to the right, and out of a queue by sliding the lever to the left.



Microsoft Teams Calling Basics

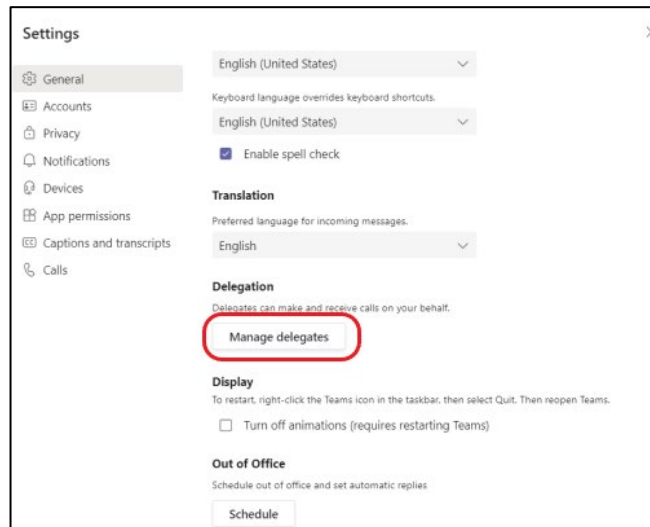
Share a Phone Line with a Delegate

[Video Link](#)

You can pick someone in Teams to be your delegate—to receive and make calls on your behalf. When you add a delegate, you're essentially sharing your phone line with them, so they can see and share all your calls.

Add a delegate

1. Select **Settings and more** next to your profile picture at the top of Teams and choose **General**.
2. Under **Delegation**, select **Manage delegates**.



3. Click **Your delegates** and type the person's name in the **Add a delegate** box.
4. When you add a delegate, you'll see some permissions settings. In addition to enabling your new delegate to make and receive calls on your behalf, you can also let them change your call and delegate settings for you. Select the permissions you want to give them and click **Save**.
5. Your delegate will receive a notification letting them know about their new status.

Your new delegate will now appear in your delegates list, and this list will be a default selection in your call forwarding and simultaneous ring options.

- Go to **Settings > Calls**. Under **Forward my calls**, you'll see **My delegates** as the default **Forward to** option.
- Go to **Settings > Calls** again. Under **Calls ring me**, you'll see **My delegates** as an option in the **Also ring** menu.

Notes: Delegates can see when you're on a call and who it's with.

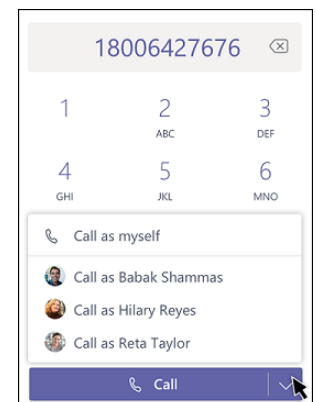
Any calls made or received by you or on your behalf can be put on hold or resumed by you or your delegates.

Make and receive calls as a delegate

Once you've been added as a delegate, you can make and receive calls on someone else's behalf.

1. Go to (or start) a one-on-one chat with the person you want to call.
2. Or enter a number on the dial pad and select **Call**.

Keep in mind that any delegator (the person who assigned you as a delegate) can always see the calls you make and receive on their behalf.

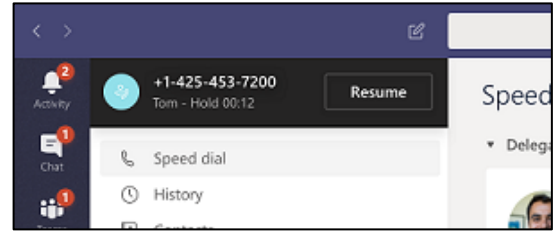


Microsoft Teams Calling Basics

Put calls on hold as a delegate

Delegates can also put calls on hold. Just select **More actions** *** in your call window and select **Hold**.

Everyone in the call will be notified that they've been put on hold, and you or the person you are a delegate for can continue the call by clicking **Resume**. Music on hold setting in Calling policy should be enabled for using shared line hold and resume.

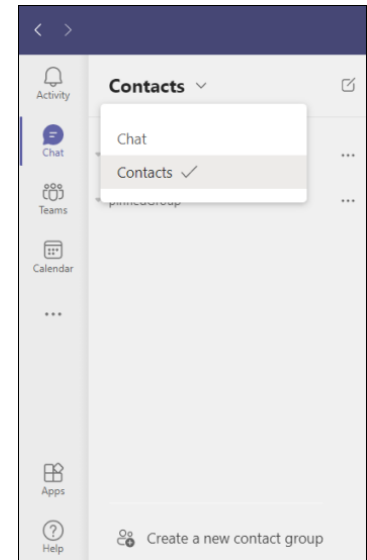


Create a new call group

[Video Link](#)

To create a new contact group (or call group), follow these instructions:

1. First go to **Chat** on the left side of Teams.
2. Then select the **Chat** dropdown at the top and select **Contacts**.
3. Next, choose **Create a new contact group** at the bottom.



4. Then follow the instructions to create a new group.

Create a new contact group

Organize your contacts into groups to find them more easily.

Contact group name

Type a contact group name

Cancel Create

Set up call forwarding to a call group

1. Under **Call answering rules**, select **Forward my calls**.
2. In the **Forward to** menu, select **Call group**.
3. Under **Add people**, add the people you want in your call group. You can add up to 25 people. Anyone you add will get a notification:

Note: You need to add people from your organization. Phone numbers are not supported.

< Back to Options

Call group

Select people to be in your call group and then forward to them whenever you need to.





Add people

Search

Microsoft Teams Calling Basics

Using Teams Calling on Your Mobile Device


Use the dial pad to make a call

To make a call, tap **Calls**  >  and enter a phone number. If you've enabled the setting to allow access to your phone contacts, tap **Calls**  > **Contacts**  and select the person you want to call.

Use the dial pad on your mobile device to dial numbers from your personal phone number and to make emergency calls to your country-specific emergency number.


Important: You won't be able to make a 911 emergency call if Teams isn't connected to the internet.

Answer a call in Teams

When a call comes in to Teams, a notification pops up, letting you know. Tap **Answer**  (the blue one!) to start talking.



Transfer a call in Teams

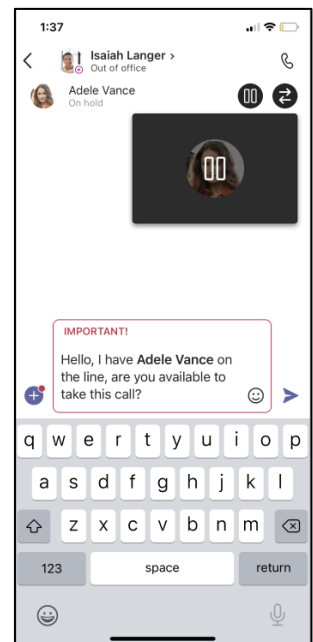
Transfer your one-on-one calls in Teams.

1. When you're in a call, select More actions  > Transfer.
2. Choose Transfer now.
3. Start typing the name of the person you want to transfer the call to. When they appear, select them to complete the transfer.

Consult then transfer

You may want to check in with someone before you transfer a call.

1. When you're in a call, select More actions  > Transfer.
2. Choose Consult then transfer.
3. Start typing the name of the person you want to reach and select them when they appear.
4. Consult with them by calling  or using chat.
5. When you're ready, hit Transfer.



Put a call on hold in Teams

To place a call or meeting on hold, tap **More options**  in your call window and select the hold option. To continue the call, tap **Resume**.

This document can be found on Willamalane Inside

https://www.willamalane.org/intranet/training_resources.php