Make and receive calls from your smartphone's native dialer or Teams endpoints and seamlessly transfer calls.

### Making a call on Teams

- 1. Open Teams on any device and click on the **Phone icon** to continue making a call.
- 2. This will open a new screen where you can either dial a call using the dialler or select a contact from your call history or contacts to call.

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# Making a call from your native dialler

1. Using your smartphone start a call in your native dialler by either choosing a contact from your call history or by dialling a Teams Phone Mobile number.

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Note: Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

# Moving a call to Teams

- 1. Start a call in your native dialler.
- 2. Whilst on the call open the Teams mobile app on your smartphone.
- 3. Click on **Move call to Teams** and complete the transfer from your native dialler to the Teams mobile app.



## Transferring a call from Teams

- 1. Whilst in a call on Teams, click on the **three dots** in the bottom right corner.
- 2. Click on Transfer
- 3. Click on Transfer now.



4. Ensure the number dialled is correct and click on the **Transfer icon** to transfer a call.



#### Learn more

• Unified call history and voicemail >

Discover more at the <u>BT support centre</u> >

