Getting started with Microsoft Teams

Make a call

In Teams, you can place a call from a chat, from the command bar, from the calling tab, and from anywhere you interact with the person you want to call.

US based remote workers: For emergency calling ensure your current location is correct (below the phone keypad).

Finding your number

1. Click the **Calls tab**
2. Your **phone number** will be displayed at the top of the key pad.
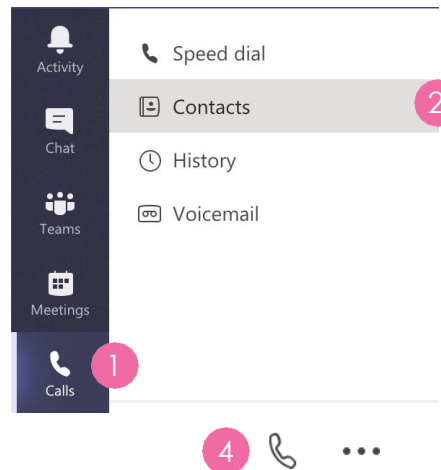
Your number: 020 3972 6773

| 1 | 2 ABC | 3 DEF |

Making a call using the Calls tab

1. Click the **Calls tab**.
2. Use the **key pad** to dial the number or the number keys on your keyboard.
3. Click the **Call** button.

Making a call using your contact list

1. Click the **Calls tab**.
2. Click the **Contacts** button.
3. Find the person you want to call.
4. Click the **Call** icon next to their name.

Adding people to your contacts list

1. Click the **Calls tab**.
2. Click the **Contacts** button.
3. Click the Add contact button.
4. Type the name or email address of the person you want to add.
5. Click on the contact.
6. Click the Add button.
7. Click the button to call your new contact.

Make a call from the Command bar

1. Click in the **Command bar** at the top of the window.
2. Type **/Call**.
3. Hit the **Enter key**.
4. Type the person's name or email address you want to call.
5. Clicking the person will start the call.

Placing a call from the Chat tab

If you have multiple people in your conversation, this will start a conference call with all of the participants. Everyone will need to accept the call on their side before you can conference with them.

1. In any conversation, you'll have the button in the top right corner.
2. Click on it to place your call.

Placing a Call from anywhere in Teams

You can place a call anywhere you interact with your contacts by using their contact card.

1. Hover the mouse over a contacts picture in a chat, team tab etc.
2. Click the button to place your call.
3. Use these contact cards to start an audio call, a video call, an email, or an IM.

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Calling features

Answering a call

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

1. Click **Accept with audio** 📞 to answer with audio only.

2. Click **Accept with video** 📹 to accept the call and enable video.

3. Click **Decline call** 📞 to decline the call.

Add someone to a call

1. Click **Add people** 👥⁺ at the top right corner of your call window.

2. Type their name in the box at the top of your call roster.

Put a call on hold

1. Click **More actions** ••• in your call window.

2. 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**.

Transfer a call

1. Click **More options** ••• in your call window.

2. Type the name of the person you want to transfer the call to and click their name.

3. Click **Transfer** and you're done.

Just keep in mind that you can only transfer calls when you're in a one-on-one conversation.

Consult then transfer

Need to check in with another person before transferring a call to them? When you're in a call:

1. Click **More options** •••

2. Click **Consult then transfer**.

3. Then check in via chat or audio call.
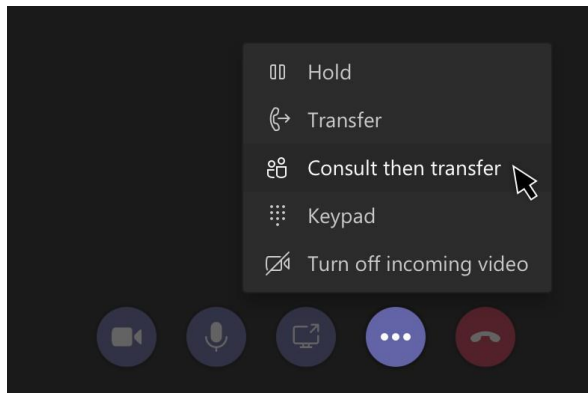
Check your voicemail

1. Click the **Calls tab** 📞

2. Click 📼 Voicemail

3. Select a voicemail in your list and use the playback controls to listen.

To call someone back:

4. Select **More options** •••

5. Click **Call back**.

Set up call forwarding

To start forwarding your calls:

1. Click your **Profile picture** at the top of Teams.

2. Select ⚙ Settings

3. Select 📞 Calls

4. Under Call answering rules, choose:
   🔘 **Forward my calls**

5. Select where you want your forwarded calls to go: voicemail, another person, or a call group.

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Delegating calls

How do I delegate my calls?

You con choose someone in Teams to be your delegate-to receive and make calls on your behalf. When you odd a delegate, you're essentially shoring your phone line with them, so they con see and shore all of your calls.

1. Go to your profile picture at the top right of the opp, then click **Settings** and then, **General**

2. Under Delegation, click Manage delegates

3. Click **Your delegates** and type the person's name in the **Add a delegate** box

4. Check the **Make calls** and **Receive calls** boxes for your delegate and then click **Save**

5. Your delegate will receive a notification letting them know about their new status. The notification will appear in the chat between their delegator.

Now the person appears in your delegates list, which will be a default selection in your **call forwarding and simultaneous** ring options.

Now go to **Settings > Calls.** Under **Calls ring me**, make sure you change the option to **My delegates** as an option in the **Also ring** menu. Now you and your delegates will receive a call simultaneously.
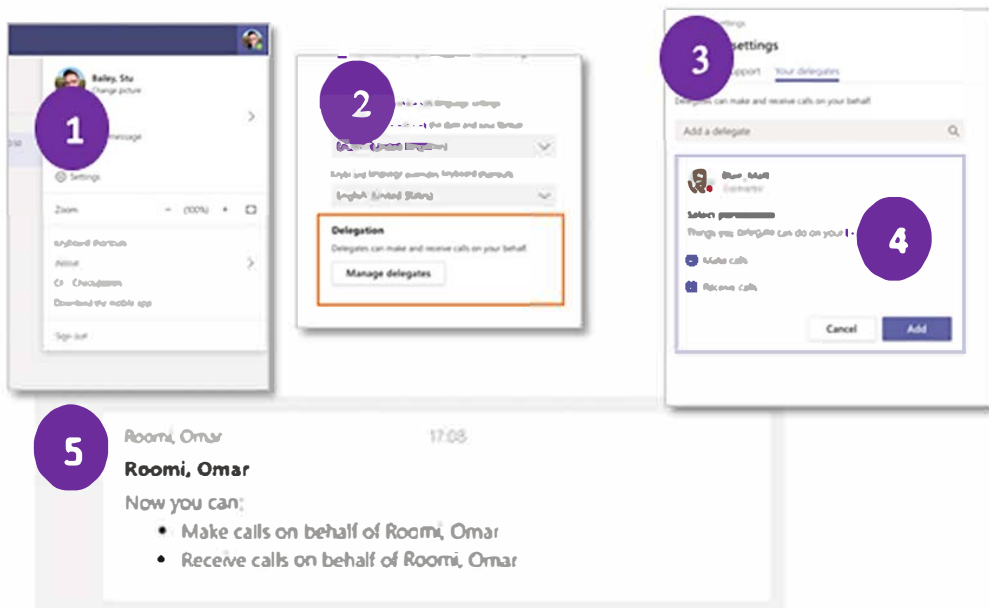
How do I make and receive calls as a delegates?

1. Go to or start a one-on-one chat with the person you want to call, or dial a number on your dial pod
2. Click **Call**
3. Choose who you want to make the call as. Choose yourself or the person you are making the call on behalf of

Now the person appears in your delegates list, which will be a default selection in your **call forwarding and simultaneous** ring options.
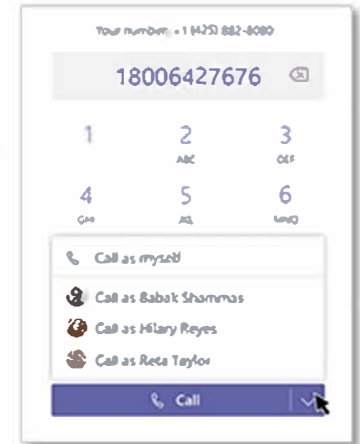
Note: Delegators can see the call you make and receive on their behalf
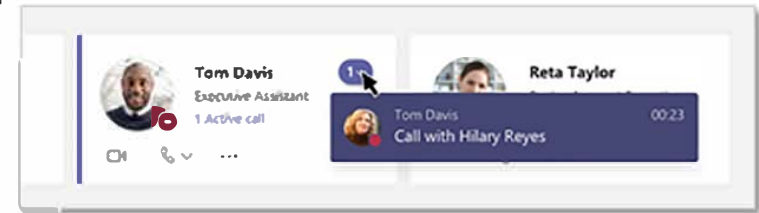
How do I put calls on hold as a delegate?
Delegates can also put calls on hold. Just click **More actions** (3 dots) in your call window and click **Hold**. Everyone in the call will be notified that they've been put on hold, and you or the person you are a delegate for can continue the call by clicking **Resume**.