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.

Finding your number
1. Click the Calls tab.
2. Your phone number will be displayed at the top of the key pad.

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.

Adding people to your contacts list
1. Click the Calls tab.
2. Click the Contacts button.
3. Click the or 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.
Microsoft Teams 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.

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.

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.
Delegating calls

How do I delegate my calls?

You can choose 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 of your calls.

1. Go to your profile picture at the top right of the app, 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 delegate?

1. Go to or start a one-on-one chat with the person you want to call, or dial a number on your dial pad
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: Delegates 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.