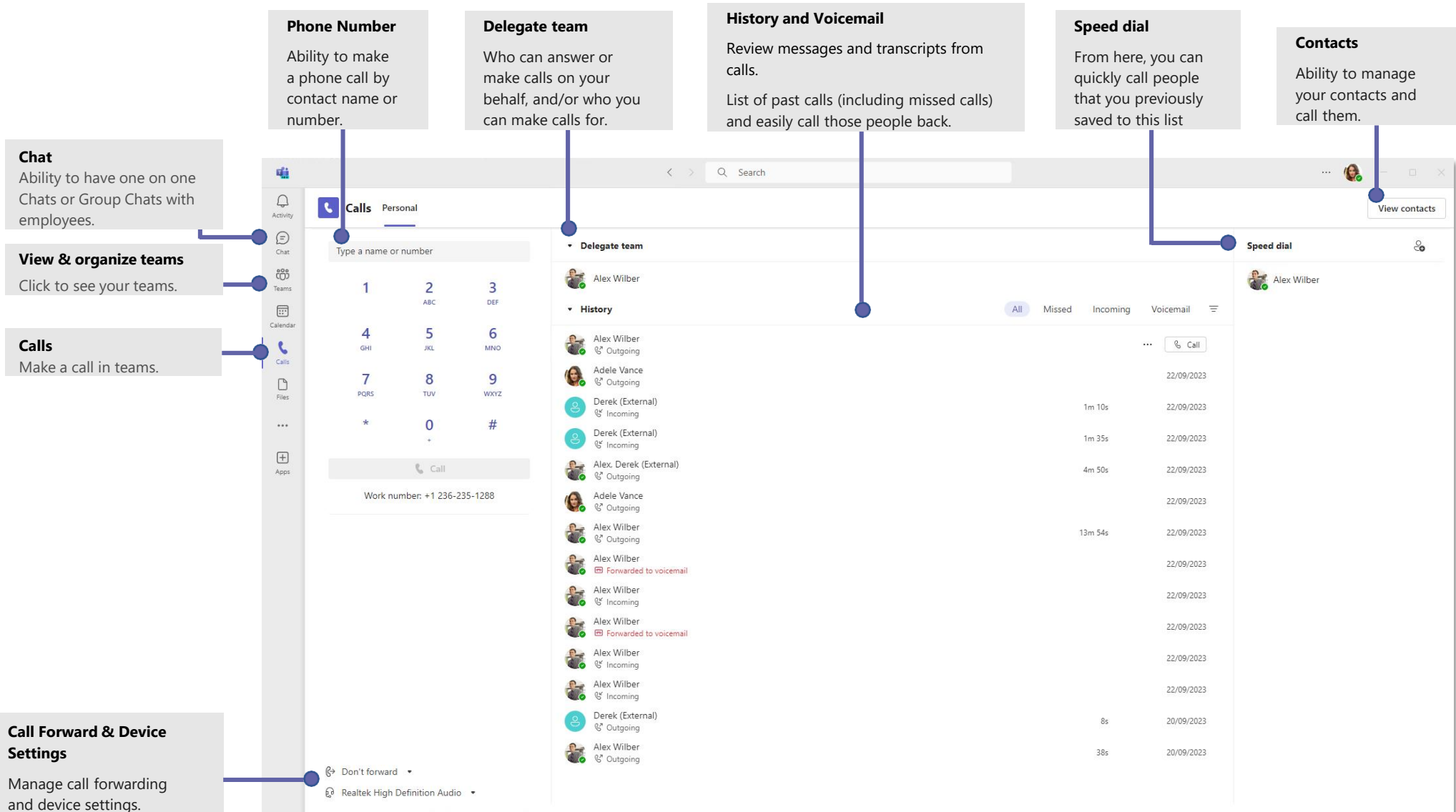


Quick Start Guide for Calling

New to Microsoft Teams? Use this guide to learn the basics.



Chat
Ability to have one on one Chats or Group Chats with employees.

View & organize teams
Click to see your teams.

Calls
Make a call in teams.

Call Forward & Device Settings
Manage call forwarding and device settings.

Phone Number
Ability to make a phone call by contact name or number.

Delegate team
Who can answer or make calls on your behalf, and/or who you can make calls for.

History and Voicemail
Review messages and transcripts from calls.
List of past calls (including missed calls) and easily call those people back.

Speed dial
From here, you can quickly call people that you previously saved to this list




Contacts
Ability to manage your contacts and call them.

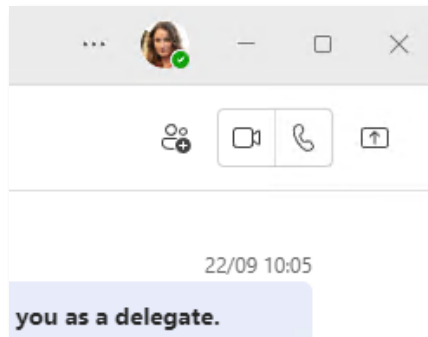
Call Forward & Device Settings
Don't forward
Realtek High Definition Audio

Call History Table

Call Log	Duration	Date
Alex Wilber (Outgoing)		22/09/2023
Adele Vance (Outgoing)		22/09/2023
Derek (External) (Incoming)	1m 10s	22/09/2023
Derek (External) (Incoming)	1m 35s	22/09/2023
Alex, Derek (External) (Outgoing)	4m 50s	22/09/2023
Adele Vance (Outgoing)		22/09/2023
Alex Wilber (Outgoing)	13m 54s	22/09/2023
Alex Wilber (Forwarded to voicemail)		22/09/2023
Alex Wilber (Incoming)		22/09/2023
Alex Wilber (Forwarded to voicemail)		22/09/2023
Alex Wilber (Incoming)		22/09/2023
Alex Wilber (Incoming)		22/09/2023
Derek (External) (Outgoing)	8s	20/09/2023
Alex Wilber (Outgoing)	38s	20/09/2023

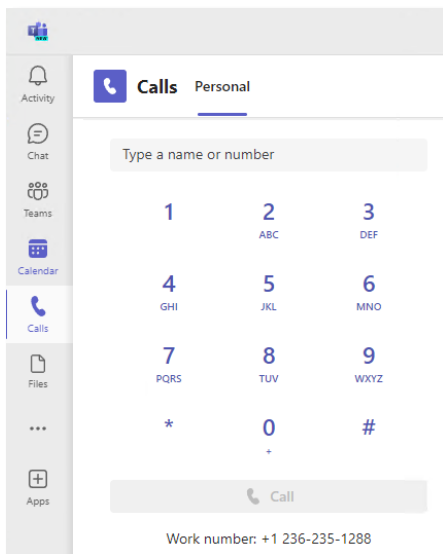
Make video and audio calls

Click **Video call**  or **Audio call**  to call someone from a chat. To dial a number, click **Calls**  on the left and enter a phone number. View your call history and voicemail in the same area.



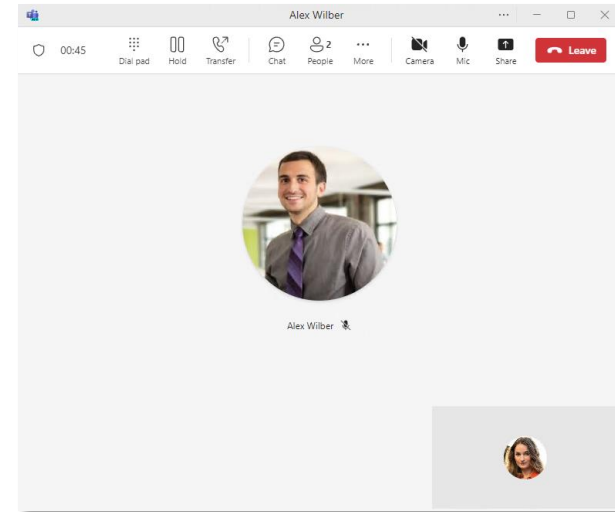
Dial a phone number

- If you have a calling plan enabled, you can call anyone from Teams.
- Select **Calls**.
- Select **Dial a number to call any number** — even if they're not using Teams.



While on a call in Teams

During a call, you can take many actions. These are a few common actions you might take:



Place a call on hold

- Select **Hold** in your call window .
- 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

- Select **Transfer** in your call window and choose **Transfer**.
- Then, type the name of the person you want to transfer the call to and select them. To finish, select **Transfer**.

Consult then transfer

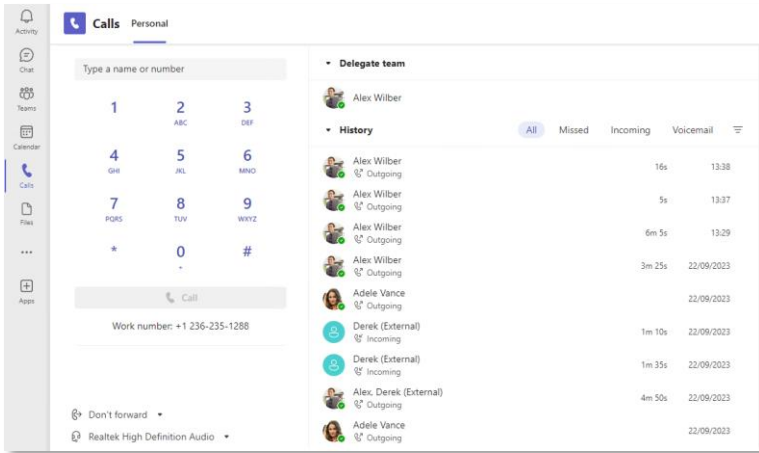
If you want to check in with someone before you transfer a call to them, select **Transfer** in your call window and choose **Consult then transfer**.

Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them or consult with them over chat. When you're ready, select **Transfer**.

See your call history

Go to your call history to review your list of past calls (including missed calls) and easily call those people back.

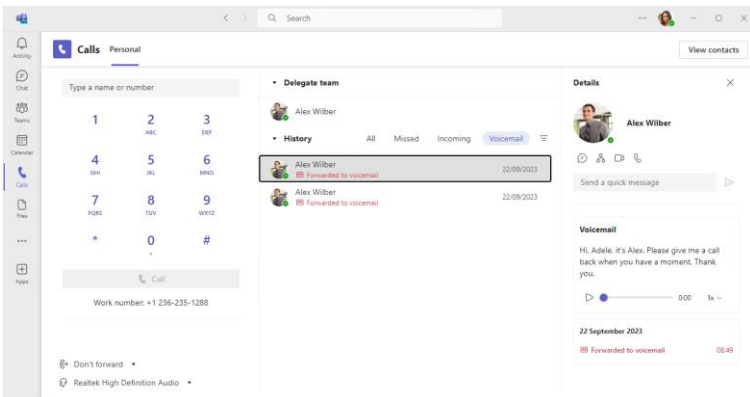
Go to **Calls** and the **History** will be displayed. From any call in the list, select **Call** or **More actions (...)** > **Call back** to begin a call automatically.



Access your voicemail

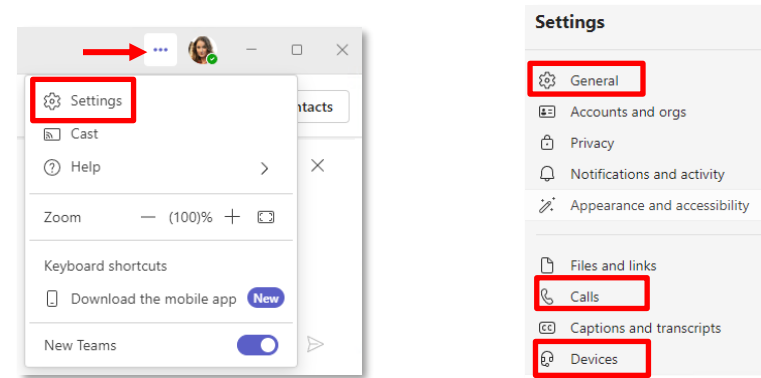
Your voicemail is another familiar tool for getting the most out of your calling experience in Teams. Go to **Calls** and then select **Voicemail**. From here you can:

- Review messages and transcripts from calls
- Manage missed calls: Call back, Mark as Read, Delete, Add to speed dial, Add to contact and Block



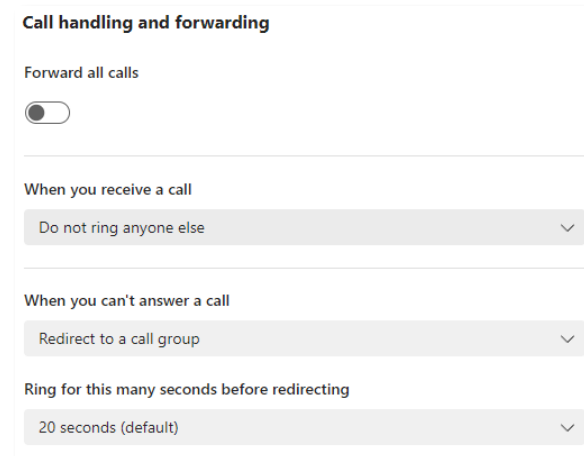
Call Settings

- To change your settings, select **More actions (...)** next to your profile picture at the top of Teams, then **Settings**. There are a few different places with call settings: **General**, **Devices**, and **Calls**.



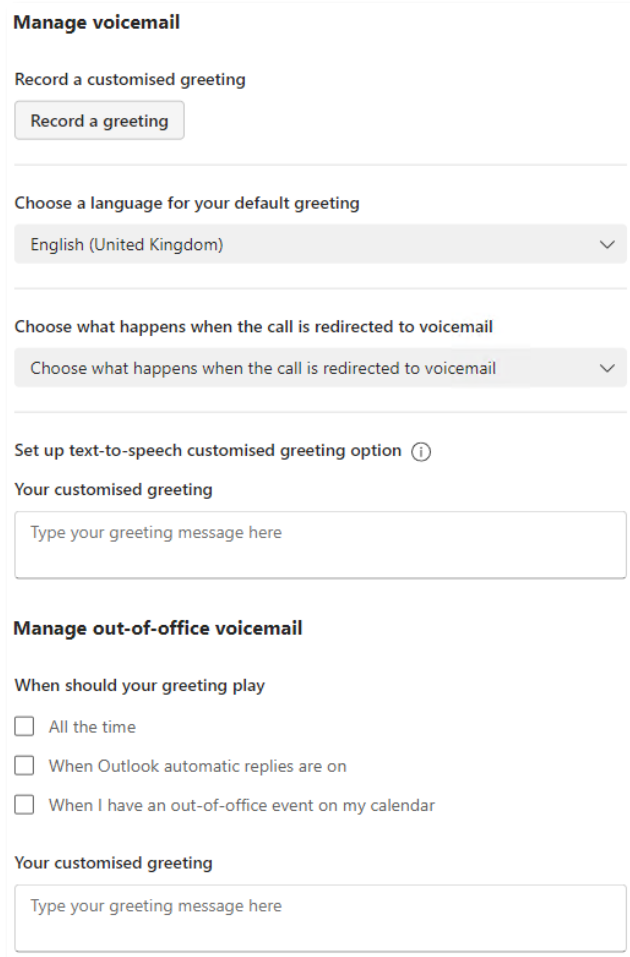
Set your call answering rules

- To set your call answering rules, select **More actions (...)** next to your profile picture at the top of Teams, then **Settings** > **Calls**.
- Choose how you want Teams to handle your incoming calls in the section for **Call handling and forwarding**.
- Select **Forward all calls** if that's what you want to do. If you want simultaneous ring, leave **Forward all calls** unselected.
- Choose what to do with calls that go unanswered under **If unanswered**.
- Choose what to do **When you're in a call and receive another call**.



Adjust your voicemail settings

- To change your voicemail settings, select **More actions (...)** next to your profile picture at the top of Teams, then **Settings > Calls**.
- Scroll down to the **Manage voicemail** section.
- To set a greeting message in your voice click **Record a greeting**.
- To set a greeting message using text-to-speech, type your message in the section under **Your customized greeting**.
- To set a greeting message using text-to-speech when you are out of office, type your message in the section under **Your customised out of office greeting** and select when the greeting should play.



Manage voicemail

Record a customised greeting

Record a greeting

Choose a language for your default greeting

English (United Kingdom) ▾

Choose what happens when the call is redirected to voicemail

Choose what happens when the call is redirected to voicemail ▾

Set up text-to-speech customised greeting option ⓘ

Your customised greeting

Type your greeting message here

Manage out-of-office voicemail

When should your greeting play

All the time

When Outlook automatic replies are on

When I have an out-of-office event on my calendar

Your customised greeting

Type your greeting message here

Manage delegates

- To manage who can make and receive calls on your behalf, select **More actions (...)** next to your profile picture at the top of Teams, then **Settings > Calls**.
- Find the **Delegation** section and choose **Manage delegates**. There you can see who you're a delegate for and add and remove your own delegates.
- When you add someone as a delegate, you'll see some permissions settings. If you want, you can enable your delegates to make and receive calls on your behalf, let them change your call and delegate settings, pick up held calls, as well as join active calls.

Manage delegates

Delegates can make and receive calls on your behalf. They'll be notified when you change call settings to send your calls to them.



Edit

Manage delegates

Delegates can receive and make calls on your behalf. Once you add a delegate, select them to choose what they can do.

Add a delegate

Type a name

Your delegates



Alex Wilber



Make calls

Receive calls

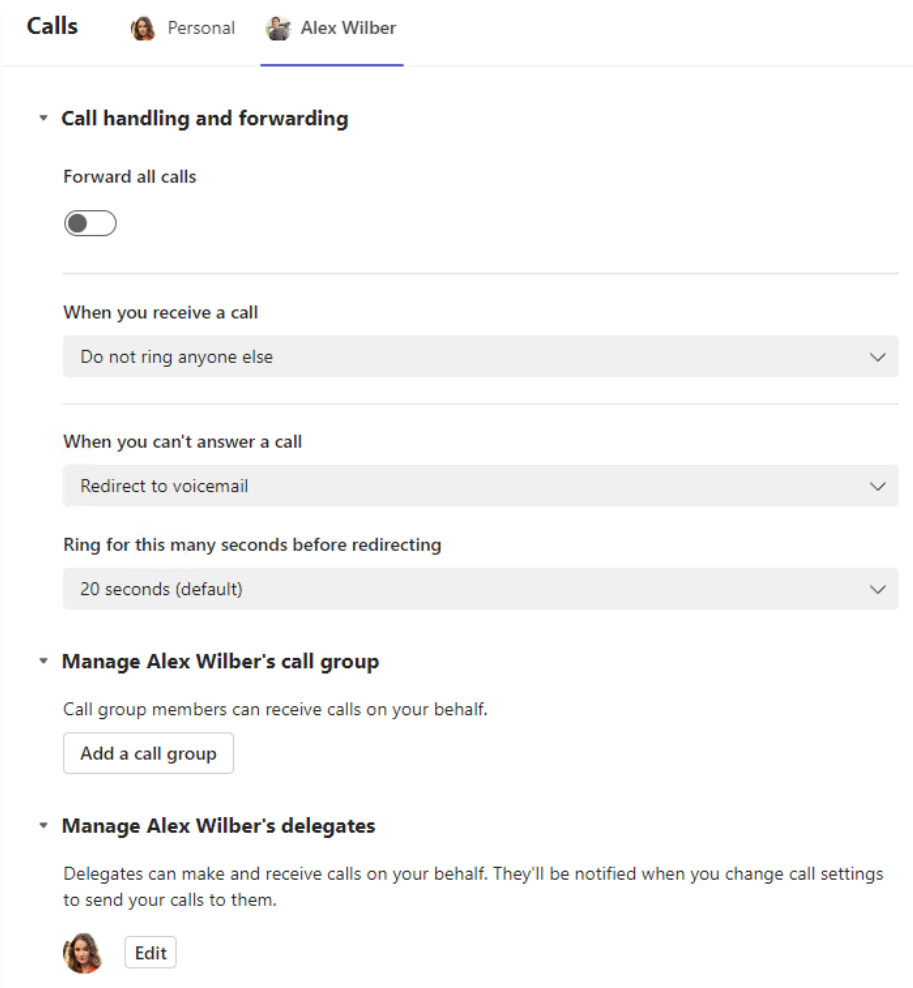
Change call and delegate settings

Pick up held calls

Join active calls

Manage delegates (cont.)

- To manage who can make and receive calls for someone you support, select **More actions (...)** next to your profile picture at the top of Teams, then **Settings > Calls**.
- At the top select the **Profile pic and name** of the person you support.
- You can change the call settings of someone you support, under **Call handling and forwarding**.
- To change the delegates of someone you support, click **Manage delegates**.



Calls Personal Alex Wilber

▼ **Call handling and forwarding**

Forward all calls

When you receive a call

Do not ring anyone else

When you can't answer a call

Redirect to voicemail

Ring for this many seconds before redirecting

20 seconds (default)

▼ **Manage Alex Wilber's call group**

Call group members can receive calls on your behalf.

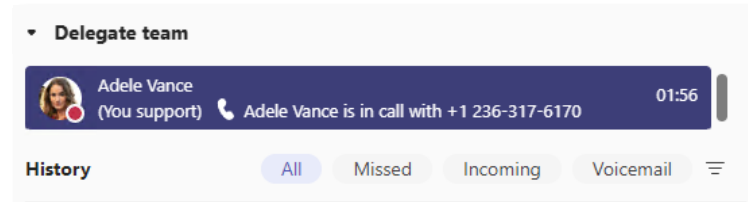
Add a call group

▼ **Manage Alex Wilber's delegates**

Delegates can make and receive calls on your behalf. They'll be notified when you change call settings to send your calls to them.

Edit

- **Delegate team** appears above your call history when you are a delegate or have a delegate and displays real time status information.

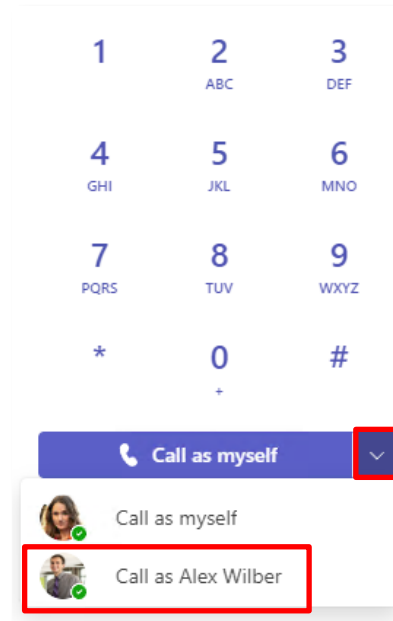


▼ **Delegate team**

Adele Vance (You support) Adele Vance is in call with +1 236-317-6170 01:56

History All Missed Incoming Voicemail

- To make a call as someone you support select the **Drop-down arrow** next to the **Call** button or select their **Profile pic and name** at the top.



1 2 3
ABC DEF

4 5 6
GHI JKL MNO

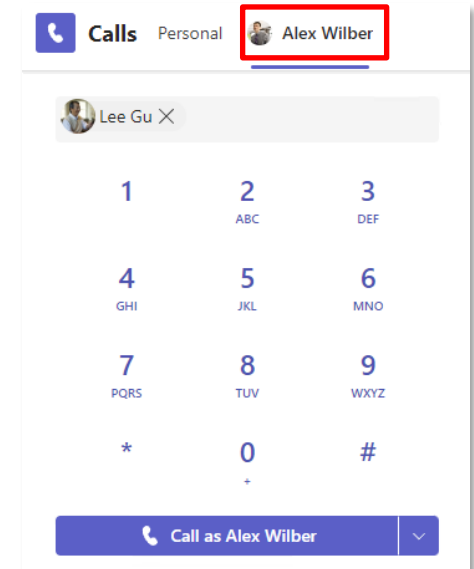
7 8 9
PQRS TUV WXYZ

* 0 #
+

Call as myself

Call as myself

Call as Alex Wilber



Calls Personal Alex Wilber

Lee Gu X

1 2 3
ABC DEF

4 5 6
GHI JKL MNO

7 8 9
PQRS TUV WXYZ

* 0 #
+

Call as Alex Wilber