



GET STARTED WITH TEAMS PHONE

Boost your productivity and improve collaboration by using Microsoft Teams as your phone

More than ever, you need to stay productive and collaborate effectively. Microsoft Teams gives you great features to help you stay on task, work better together, and be more successful. You're already using Teams for chat, meetings, and collaboration. Teams Phone helps take it to the next level, giving you the freedom to make and receive calls from anyone, anywhere, on any device.

INITIATE VOICE AND VIDEO CALLS FROM THE TEAMS APP

Make voice and video calls to people within your organization or external Teams users. Easily transition to voice or video calls from Teams Chat. Add participants at any point in the conversation.

HOW TO CALL ANOTHER TEAMS USER

- Select Audio call or Video call directly from a chat, or
- Select Calls from the left menu in the Teams App, and choose or search for a contact

To add participants

- Select Add people



CALL A PHONE NUMBER FROM THE TEAMS APP

Use the Teams desktop app to call phone numbers — that is, phone numbers outside your company. Easily save phone numbers as contacts, then make a call by searching for your contact by name.

HOW TO CALL A PHONE NUMBER

- Select Calls from the left menu in the Teams App
- Select Dial a number
- Dial any number on the keypad
- Select Add contact from your call history to save number to contact list

VIEW OR ADD PHONE NUMBERS AS CONTACTS

Easily see contacts from the Calls screen by selecting Contacts. See all your call history from the Calls screen, including to phone numbers. Quickly add phone numbers to your contacts.

HOW TO SAVE PHONE NUMBERS AS CONTACTS

- Select Calls from the left menu in the Teams App
- Choose Contacts
- Click Add contact and go from there
- OR click ... next to the number in your call history, and select Add contact

TURN A CALL INTO A GROUP CALL

Seamlessly add participants to turn a one-on-one call into a group call. Record your call or turn on live captions for accessibility.

HOW TO ADD CALLERS

- From a call, select Show participants icon
- Where it says Invite someone or dial a number, type a name or phone number and press enter

MANAGE CALLS IN TEAMS

Forward a call to another team member. Ensure a seamless call hand off by transferring with consult, which enables a pop pop-up chat before transferring a call. Place a user on hold to address other tasks by clicking More Actions... and selecting Hold. Place a call on one device and pick it up from another by selecting More Actions ... and selecting Call Park. You will get a code, which you can enter on the other device.

HOW TO TRANSFER A CALL WITH CONSULT

- When on a call, select More actions
- Select Consult , then transfer from the menu
- Search a team member on your network, and select Consult , which will open a chat window
- When ready, select Transfer

USE THE TEAMS APP TO CALL FROM YOUR MOBILE DEVICE

On the go? Use the Teams App on your mobile device to receive and make phone calls to and from any number. Easily switch from your PC to your mobile device by launching the Teams App on your phone—even during a call.

HOW TO USE YOUR MOBILE DEVICE TO MAKE A TEAMS CALL

- Launch Teams on your mobile device
- For iPhone, tap the Calls icon on the bottom of the screen
- For Android, tap the More icon and then select Calls

GET BETTER WAYS TO MANAGE VOICEMAIL

Easily set up a voicemail message and add custom messages for out-of-office greetings. Use new voicemail transcriptions to save time and follow up with customers more quickly. Retrieve voicemails and transcriptions by selecting Voicemail in the top right of the main Calls screen. Consolidate all your voicemail messages into Microsoft Teams with cloud voicemail.

SET UP YOUR VOICEMAIL

- Select Settings , then Calls
- Under Call answering rules , turn If unanswered to Voicemail
- Select the Configure voicemail button to record a custom message, add an out of -office greeting, or customize call answer rules