



Initiate, Answer, End a Call



Initiate a Call

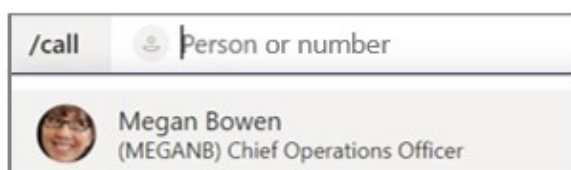
Video and audio icons allow you to initiate a call from Contacts with one click.



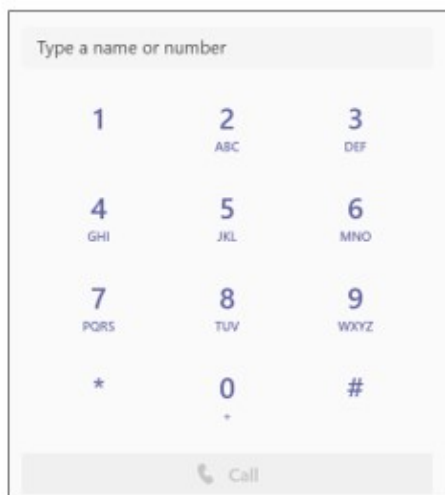
Escalate any chat to a video or audio call.



Use the **/call** command from the search field to make a call no matter where you're working in Teams.

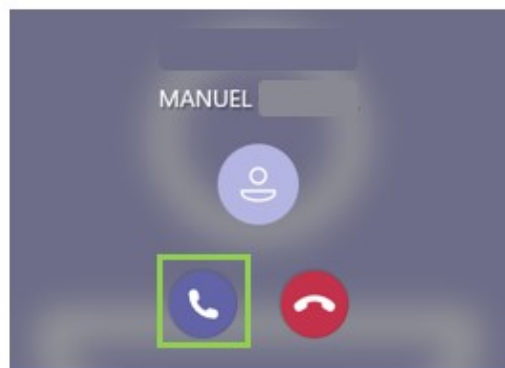


The dial pad feature will accept a phone number that is copied and pasted to initiate a call. You may also click the numbers in the dial pad or type a number using the keyboard. Take advantage of dial-by-name to call an internal peer.



Answer or End a Call

A notification will appear in the lower right corner of your desktop when a call is incoming. Click on the purple phone icon to answer the call. To decline the call, click the red phone icon.



From an active call, click **Leave** from the control bar across the top of the call window to end a call.





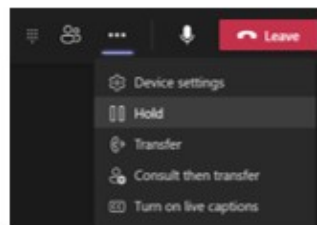
Call Management: Hold & Transfer



Place a Call on Hold

From the **More options** menu, select **Hold**

- A resume button will appear in the control bar when you have placed a call on hold. Tap **Resume** to retrieve a call from hold.



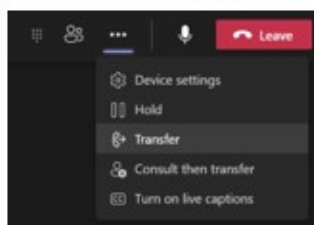
Blind Transfer

From the **More options** menu, select **Transfer**

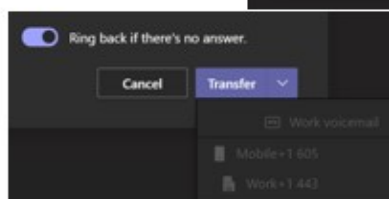
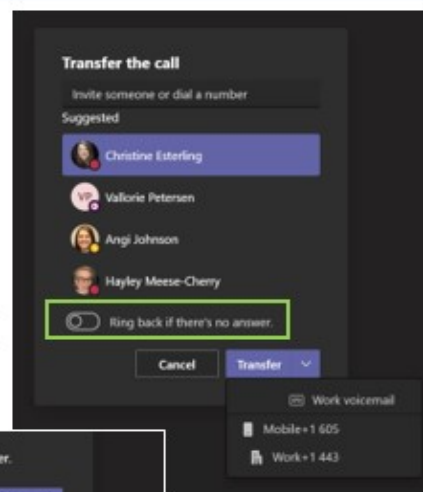
- Search for the recipient by name (if they are internal) or dial a number for whom you would like to transfer the call

- Tap **Transfer** to send the call to an internal recipient via Teams
- Transfer to a recipient's voicemail or alternative phone number by clicking on the dropdown next to transfer.

- Note: This feature will not be available (grayed out) when the option to **Ring back if there's no answer** is enabled.*



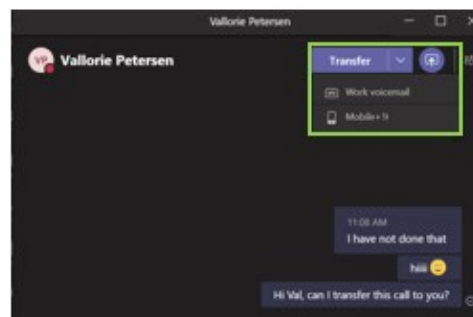
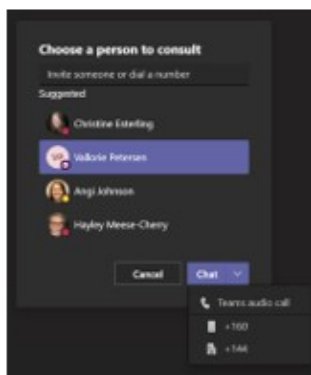
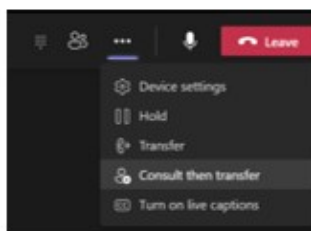
Have the caller ring back if the transfer recipient is unavailable



Consultative Transfer

From the **More options** menu, select **Consult then transfer**

- Search for the recipient by name (if they are internal) or dial a number for whom you would like to transfer the call
 - If the recipient is internal, select **Chat** to start a chat with them
 - If an audio call is preferred, click the drop-down next to chat to initiate a call instead
- A separate (chat or call) window will appear. Select the appropriate transfer option from the upper right corner when your consultation is complete to transfer the call to the recipient via Teams. Access more phone numbers for the recipient by clicking on the dropdown next to transfer





Configure Voicemail



From **Calls** settings, click **Configure voicemail**.

Settings

General
Accounts
Privacy
Notifications
Devices
App permissions
Captions and transcripts
Calls

Call answering rules
Choose how you want to handle incoming calls.

☒ Calls ring me ☐ Forward my calls

Also ring: No one else

If unanswered: Voicemail

Ring for this many seconds before redirecting: 20 seconds (default)

Voicemail
Voicemails will show in the calling app with audio playback and transcript.

Configure voicemail

Choose your greeting preference

- Record a custom greeting
- Use the system greeting, and select the **Greeting language**
- Use **text-to-speech** to compose a customized greeting option that is read by the system

Voicemail

You'll find your voicemail messages and transcripts in Calls.

Record a greeting

Call answer rules
How would you like us to handle your calls when they go to voicemail?

Let the caller record a message

Greeting language
Which language should your default greeting be in?

English (United States)

Text-to-speech customized greeting option
Do you want to replace the default voicemail greeting with your own text-to-speech greetings?

Your custom greeting:

You have reached Gabrielle with Enabling Technologies. I am unavailable right now, but I will return your call as e

Your custom out of office greeting:

You have reached Gabrielle with Enabling Technologies. I am currently out of the office at the moment. If your rei

Out of office greeting
When should your custom out of office greeting play?

☐ All the time

Cancel **OK**

Set up an out of office greeting that can be scheduled to be played according to the preference set.

Out of office greeting
When should your custom out of office greeting play?

☐ All the time

☒ When I have an Outlook auto reply

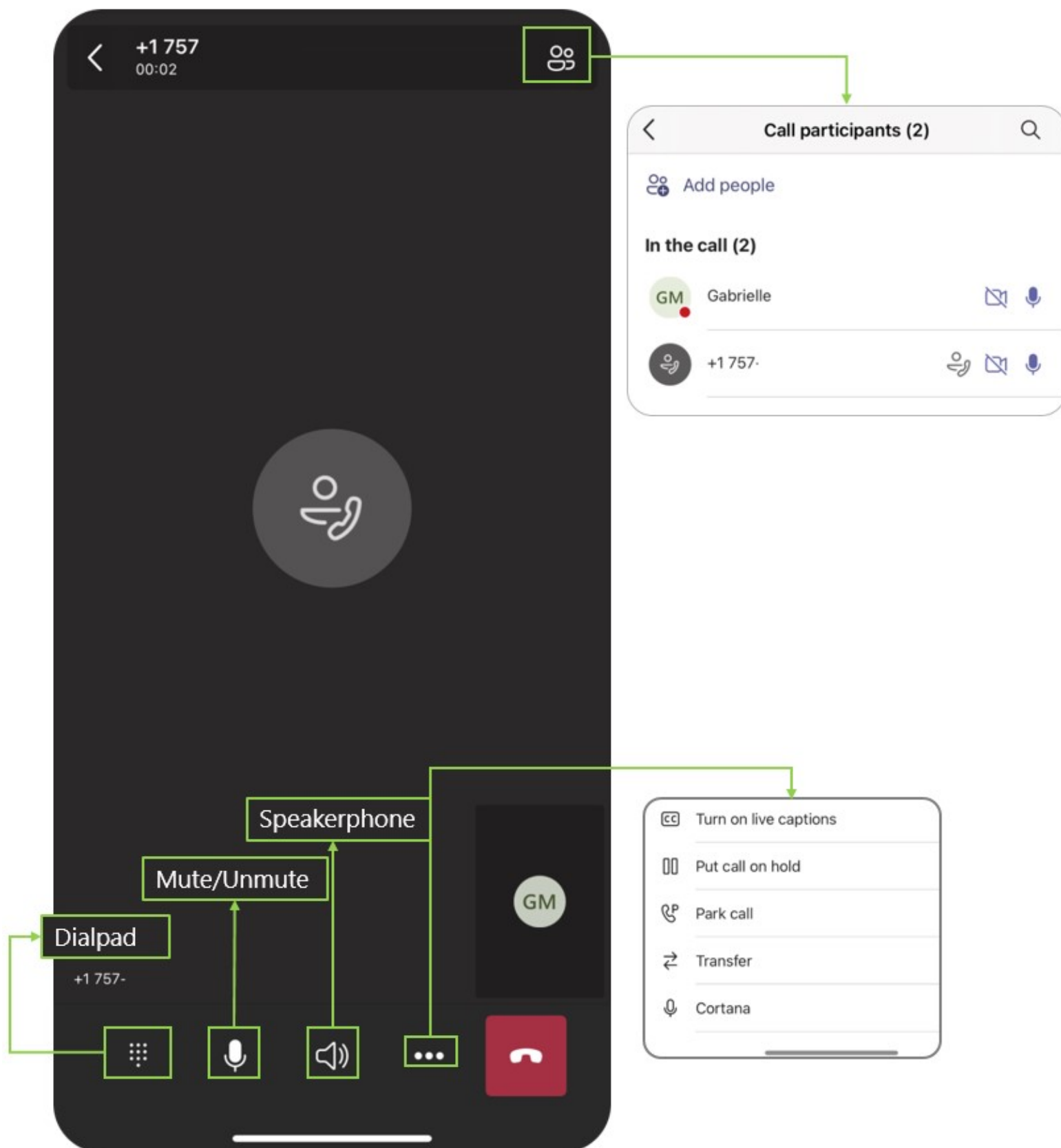
☒ When I have an Out of office calendar event



Call Management – Teams Mobile App



Managing calls from the Teams mobile application offers the same options as the desktop experience. This guide will help you know where each of those options are found in the mobile application experience.



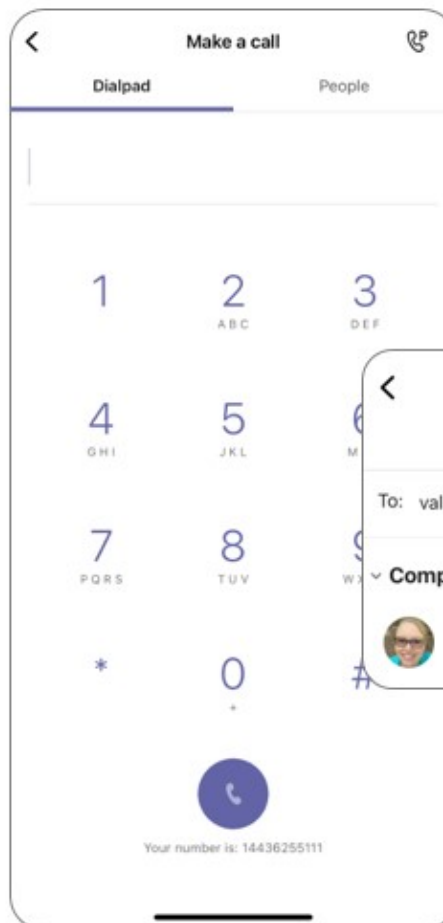
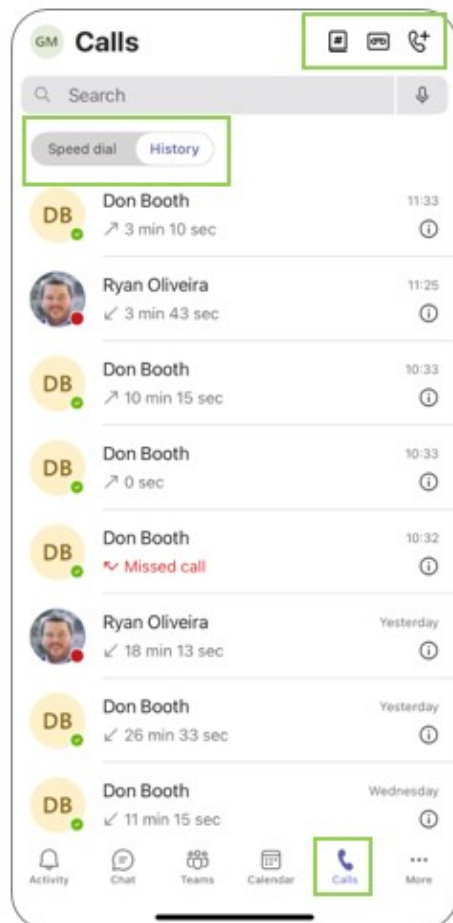


Calls: Teams Mobile App

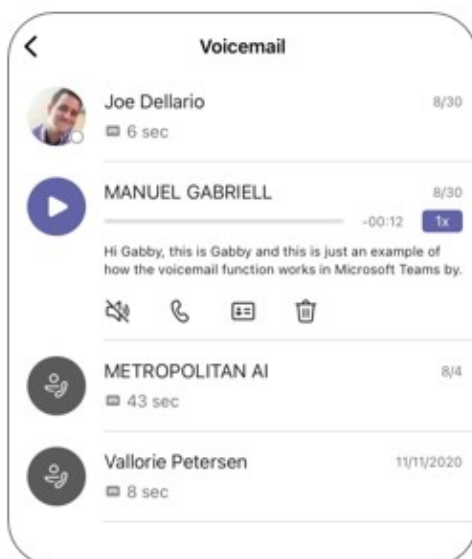
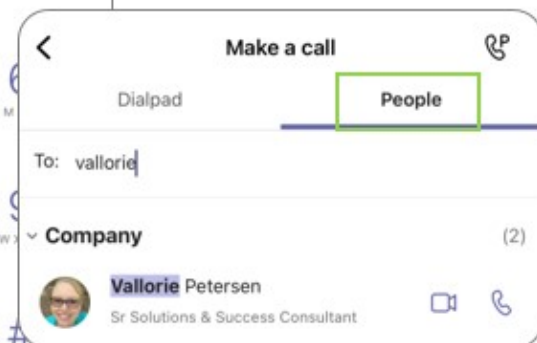


Navigate to **Calls** from the navigation bar across the bottom of the mobile application.

- **Speed dial** contacts may be displayed, switch the toggle to view call **History**
- Icons can be found in the upper right corner to access
 - Contacts
 - Voicemail
 - Dialpad/Work Directory



Tap the phone+ icon to access the dial pad. Tap **People** to search your work directory and dial-by-name to reach an internal peer.



Tap the **Voicemail** icon to access voicemails from the Teams mobile application. Tap a voice message to expand more details, including the play audio button.

Play the audio message and adjust the speed of the audio message according to your preference.

Transcription of the voice message will also be included.

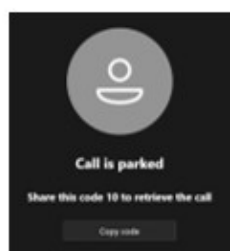
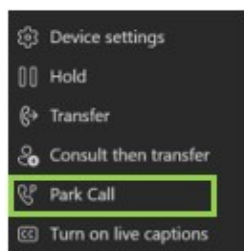
Tap the phone icon to make a call back and the trash icon to delete a voicemail.



Call Park

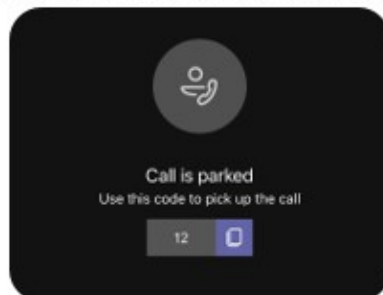
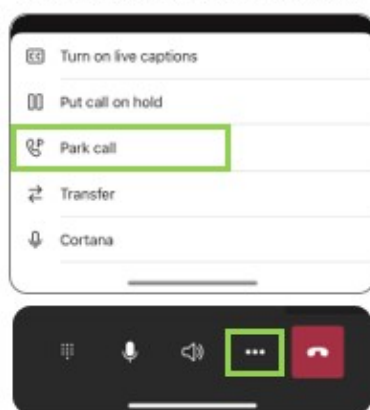


From an active call on a PC or laptop, select the three dot more options menu. Select **Park Call** to place the call on hold from one device and retrieve it from another device.



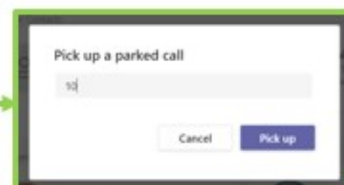
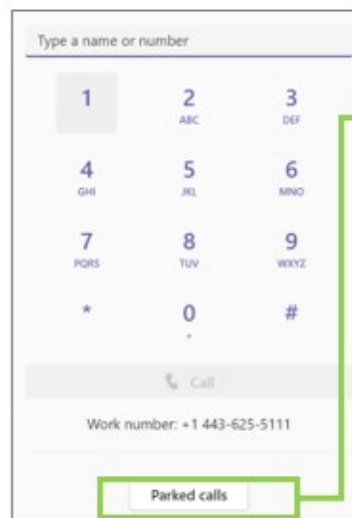
Teams will provide a code which will be used to retrieve this call from another device, like the Teams mobile app from your cell phone, or by another user from their Teams application.

From an active call in the Teams mobile app, select the three dot more options menu. Select **Park Call** to place the call on hold from one device and retrieve it from another device.

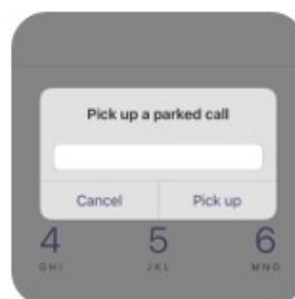
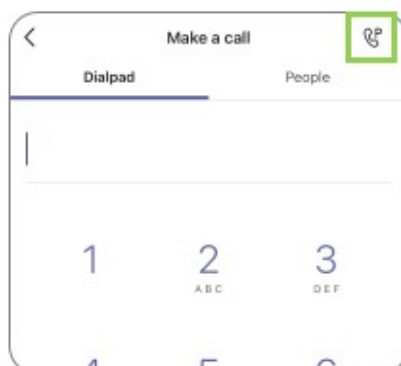
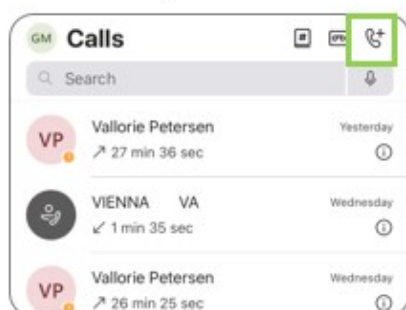


Retrieve a Call from Park

From the calls tab on the desktop application, you will find **Parked calls** in the upper right corner next to New group for speed dials. Click this to pick up a parked call, enter the provided code and click **Pick up**.



From the calls tab on the mobile application, tap the **phone +** icon in the upper right corner to display the dial pad. Then click the **phone P** icon in the upper right corner of the dial pad to enter the provided code to retrieve a parked call.





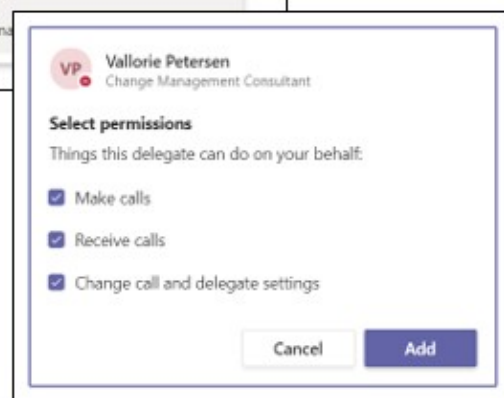
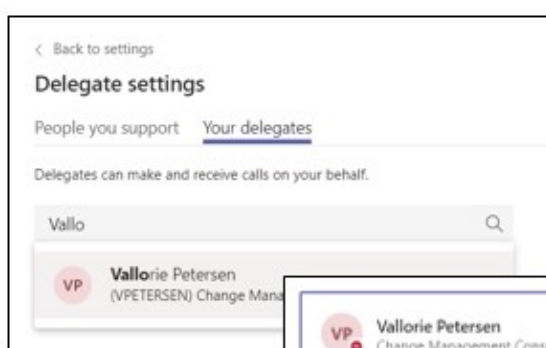
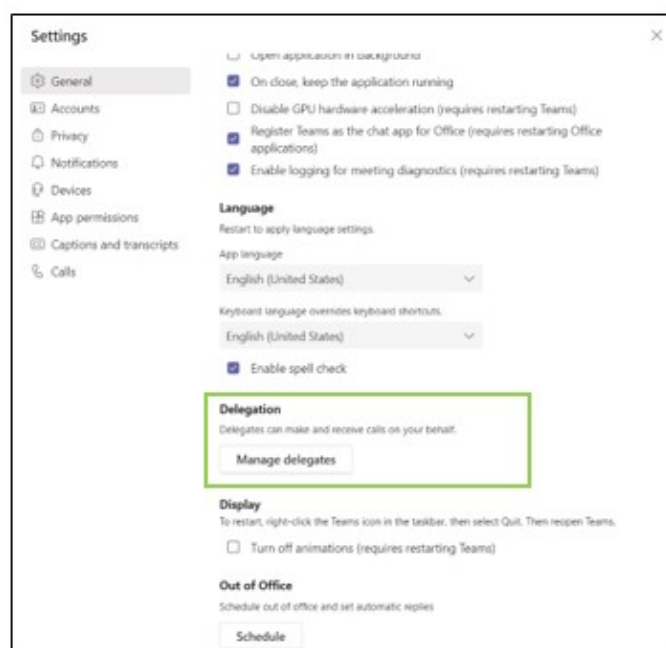
Assign a Delegate & Configure Call Answering Rules



Assign a Call Delegate

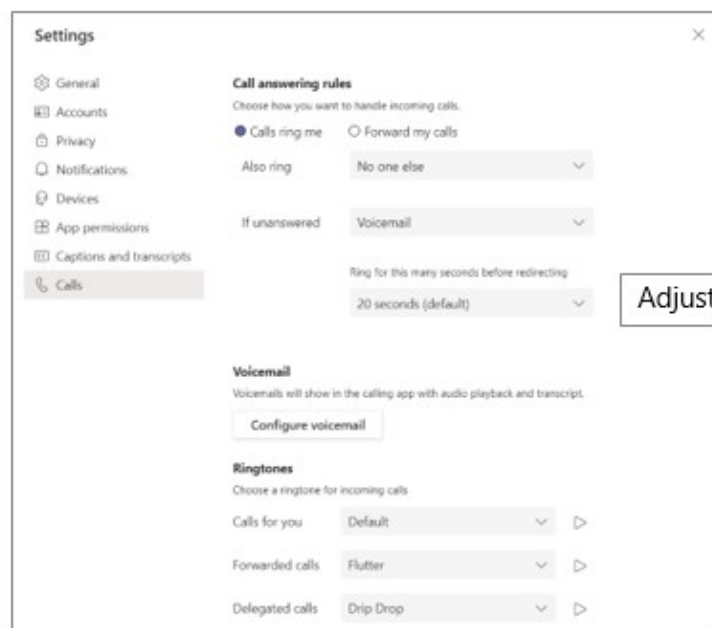
Assign delegate permissions to a peer to make and receive calls on your behalf.

Access **Settings** from the three dot more options menu located next to your profile icon. Select **General** and **Your delegates**. Identify the delegate to add and assign the appropriate permissions:

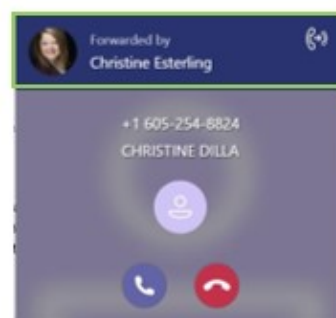


Configure Call Answering Rules

Call answering rules can be setup to forward calls or establish a simultaneous ring to a peer or alternate phone number.



Adjust how long the phone rings before redirecting.



When receiving a forwarded call, a banner will be added to the call notification indicating who is forwarding the call.