'NEW' MICROSOFT TEAMS FOR CALLING
## Basics - Quick Start Guide

Open the Microsoft Teams desktop application.

MAKE A CALL
1. Click **Calls** from the left side panel.
2. On the dial pad enter the number OR type the name of the contact.
3. Click **Call**.

Tips:
- Your Teams phone number is listed beneath the dial pad.
- You can also initiate a call by clicking on the profile picture of anyone in Teams and clicking on the **phone** ☎ icon.

> **Emily Bergman**
> Adoption & Change Management …
> ACM
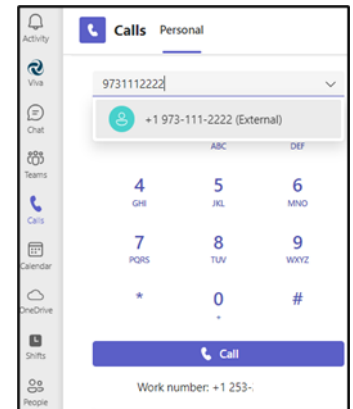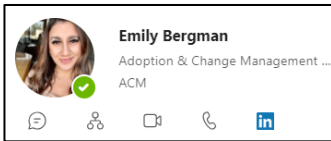
RECEIVE A CALL
When someone calls you, you'll get a notification that lets you accept or decline the call.
- Click [phone icon] or anywhere on the notification to answer the call.
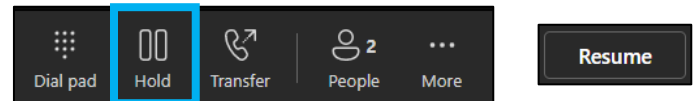- Click [hang up icon] to decline the call.

Tip: You may also see the option to accept the call with video enabled 🎥.

## In-Call Features

PLACE A CALL ON HOLD
- During an active call, click the **Hold** icon.
- When ready, click **Resume** at the top of the screen.

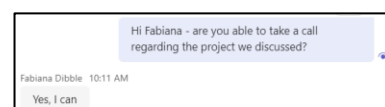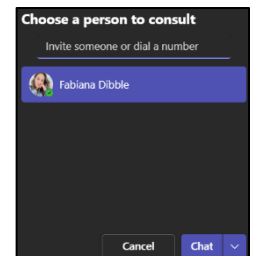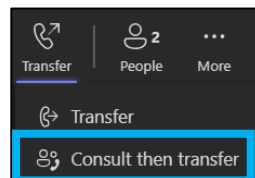### TRANSFER A CALL
Blind Transfer
1. During an active call, click the **Transfer** icon.
2. Select **Transfer**.
3. Choose who you want to transfer the call to or enter a number.
   Toggle on 'Ring back if there's no answer'.
4. Select **Transfer** to complete the transfer.
   - Alternatively, select the recipient's voicemail or other number by clicking on the drop-down next to Transfer.
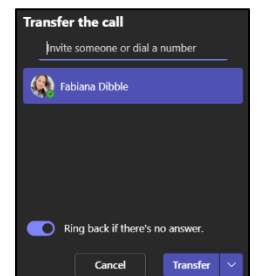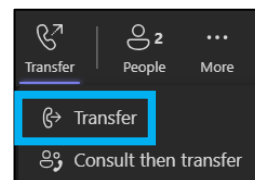
TRANSFER A CALL continued...
Consultative Transfer
1. During an active call, click the **Transfer** icon.
2. Select **Consult then transfer**.
3. Choose the person you want to consult with or enter a number.
4. Consult with them by clicking **Chat** (A Teams chat window will open).
5. When ready, click **Transfer** (top right corner) or click **Resume** to go back to the original caller.
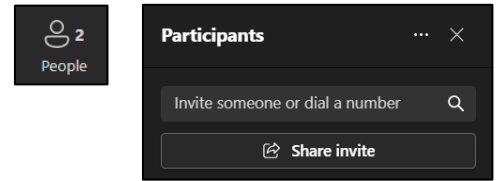
ADD SOMEONE TO A CALL

1. During an active call, click the **People** icon.
2. Invite someone or dial a number.

They will receive a notification asking them to join the call.
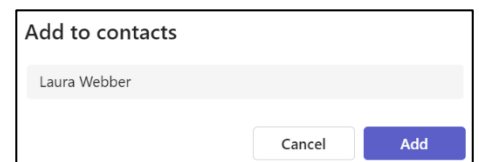

Basic Settings

VIEW CONTACTS

1. Click **Calls** from the left side panel.
2. Click **View contacts** (top right corner).

ADD CONTACTS

1. Within Contacts (see above) - click the **Add contact** icon in the People section.
2. Type a name or number.
3. Click **Add**.
4. Enter contact information, then click **Save**.

Tip: Contacts contains both internal and external contacts and is integrated with Outlook.

ADD AN INTERNAL CONTACT TO SPEED DIAL

1. Click **Calls** from the left side panel.
2. Click the **Add contact** icon in the Speed dial section.
3. Type a name or number.
4. Click **Add**.
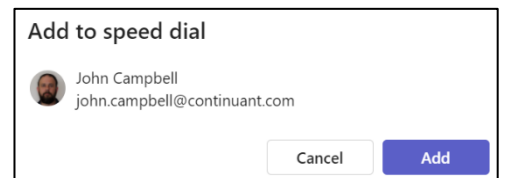
ADD AN EXTERNAL CONTACT TO SPEED DIAL

1. If the external person whom you want to add to your speed dial is not in your contact list, follow the steps to add a contact above.
2. Click **Calls** from the left side panel.
3. Click **View Contacts**.
4. Click the **3 dots** next to the contact.
5. Select **Add to speed dial**.
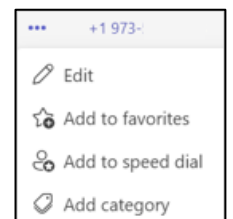
USE YOUR CALL HISTORY

1. Click **Calls** from the left side panel.
2. View your History in the middle of the page.
3. Click the **3 dots** next to any entry.
4. Select from the list of visible options – it will vary based on the selection.