

# Microsoft Teams

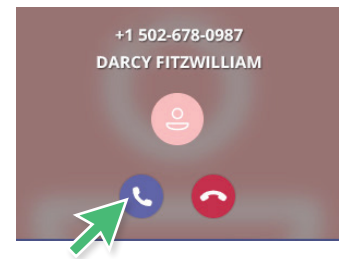
CALL HANDLING INSIDE TEAMS

# Basic call handling

## Answering a call

Click the purple **Answer** button on the Teams window

*Clicking anywhere on the window (outside of the buttons) will also answer the call*

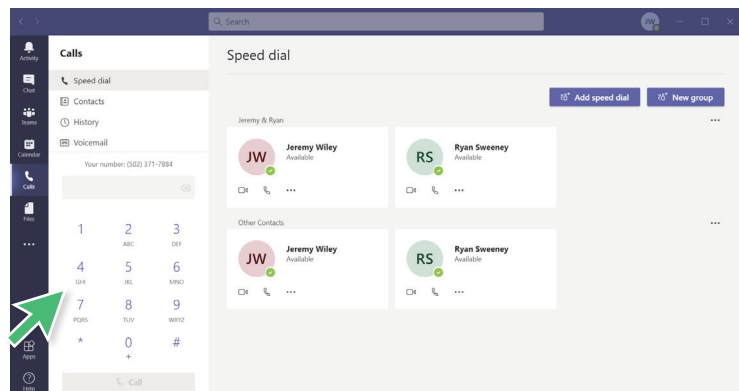


## Placing an outside call

Click **Calls** on the left menu and use the dial pad to dial your outside number

-OR-

Select the person in your contacts and click the phone number you want to call



## Placing an extension (internal) call

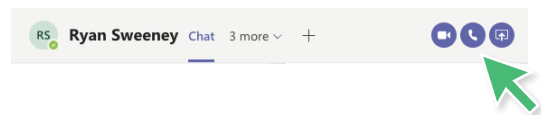
Click **Calls** on the left menu and use the dial pad to dial the extension

-OR-

Find them in contacts on the right side of the screen

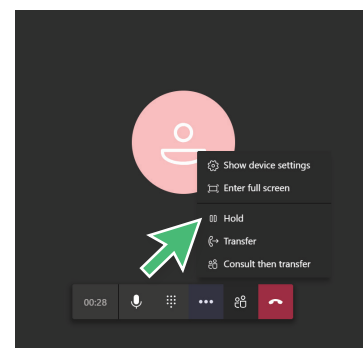
-OR-

Use the icons next to someone's name in **Chat** to video call, audio call or screen share



## Placing a call on hold

While a call is active, click the **⋮** button and select **Hold**



## Muting a call

While a call is active, click the **Mute** button

To unmute, click the button a second time

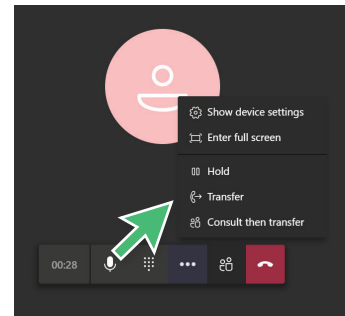


# Basic call handling

## Transferring a call

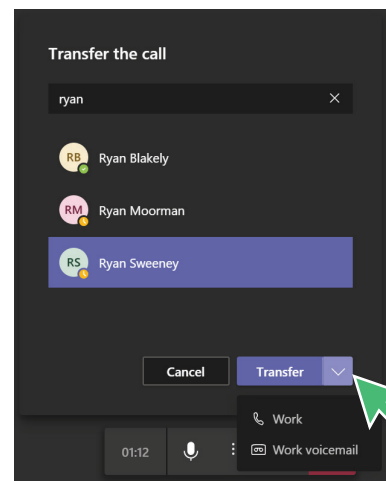
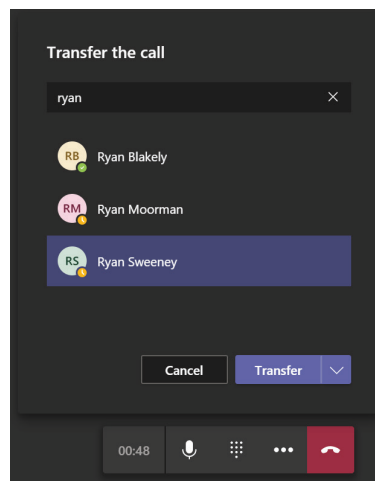
While a call is active, click the **⋮** button

You can choose between **Transfer** (sends the call directly) or **Consult then Transfer** (allows you to verify before transferring the call)



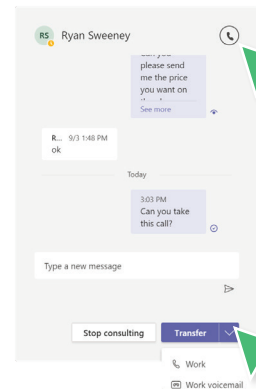
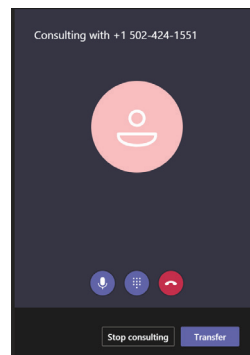
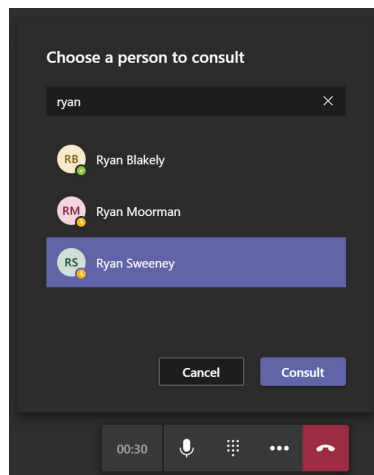
### TRANSFER

1. Type in an external phone number and click **Transfer** to send the call
2. Find an internal contact by typing their name and click **Transfer** to send the call
3. Find an internal contact and send the call directly to voicemail by clicking the **down arrow** to the right of the Transfer button and selecting **Work voicemail**



### CONSULT THEN TRANSFER

1. Type in an external phone number or an internal person's name
2. Click **Consult**

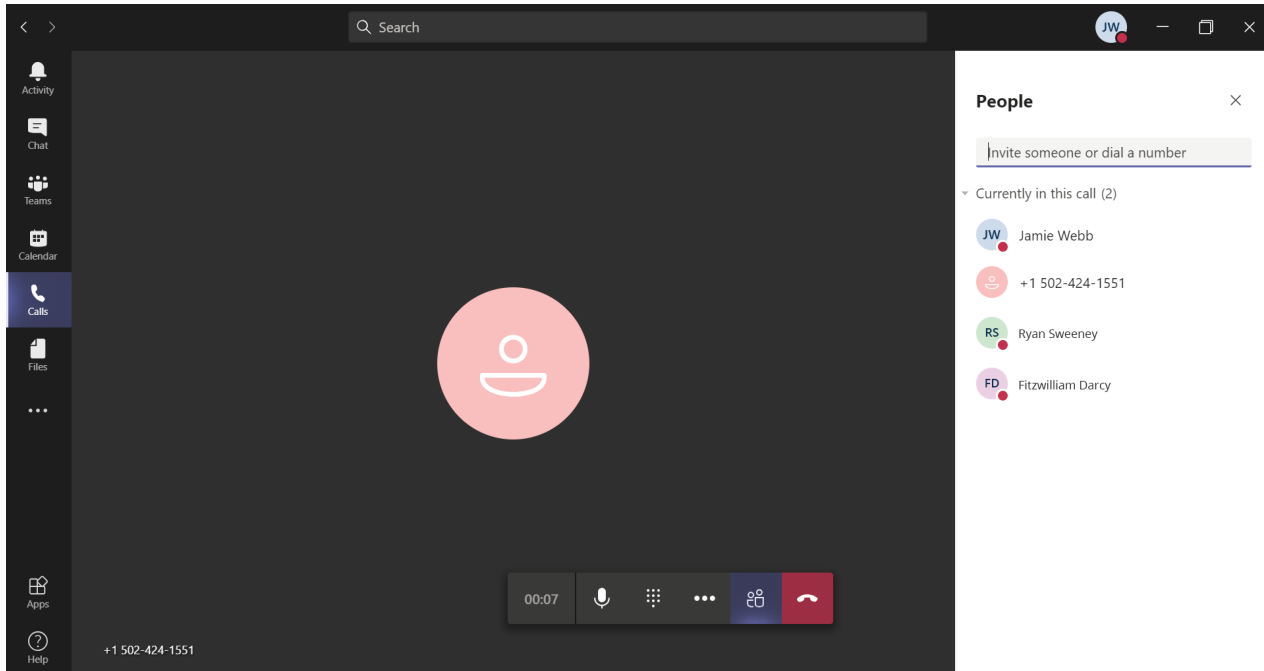


**External transfer** – you can talk with the person before clicking transfer

**Internal transfer** – you can chat or talk before transferring the call

## Initiating a multi-party conference call

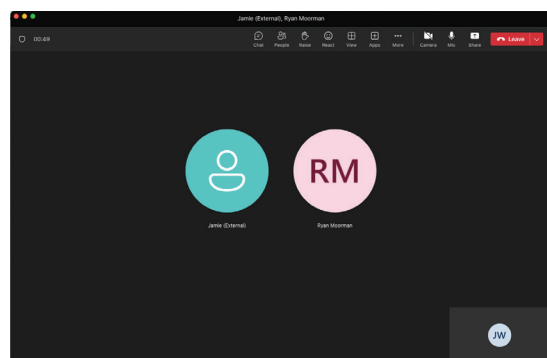
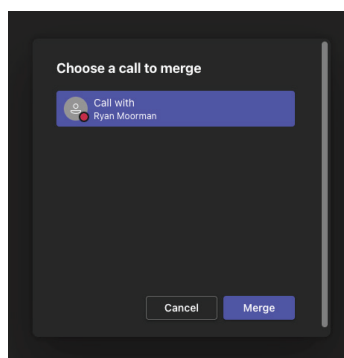
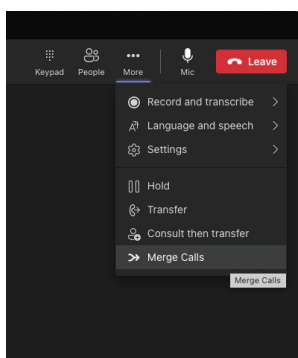
1. While a call is active, click the **Participants** icon
2. Type an external number or search for an existing contact to be conferenced into the call
3. You can mute and hang up each participant individually



## Merging calls

This is where you have an active call, another call comes in and you want to merge the two calls.

1. Answer the incoming call. This will automatically put the first call on hold.
2. Click **⋮** in the new call and select **Merge Calls**.
3. Select the call you want to merge.



# Basic features

## Call forwarding

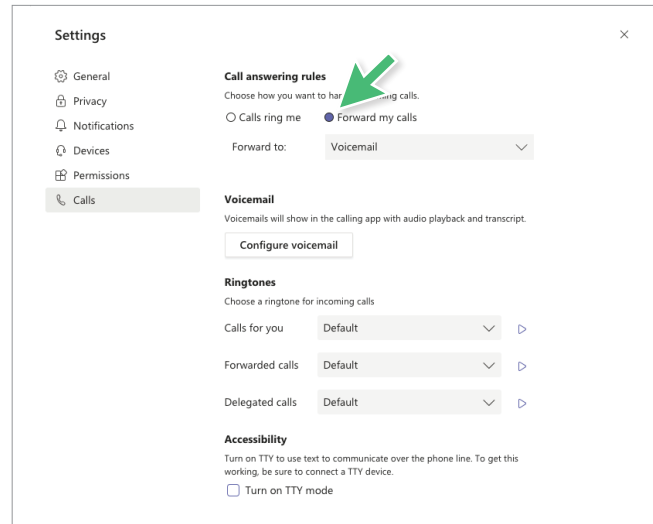
There are two ways to handle call forwarding:

### CHANGE YOUR SETTINGS

1. Click your image in the upper right corner
2. Choose **Settings**
3. Click **Calls** on the left menu
4. Choose the **Forward my calls** radio button and select Voicemail, New number or contact, or Call Group

### FROM YOUR PHONE

1. Dial \*72
2. Input the number you want your phone to forward to. Call forwarding is now on
3. To temporarily turn call forwarding off, dial #74  
To reactivate call forwarding with the same number, dial #74 again
4. \*73 will deactivate call forwarding and clear the forwarding number from the system

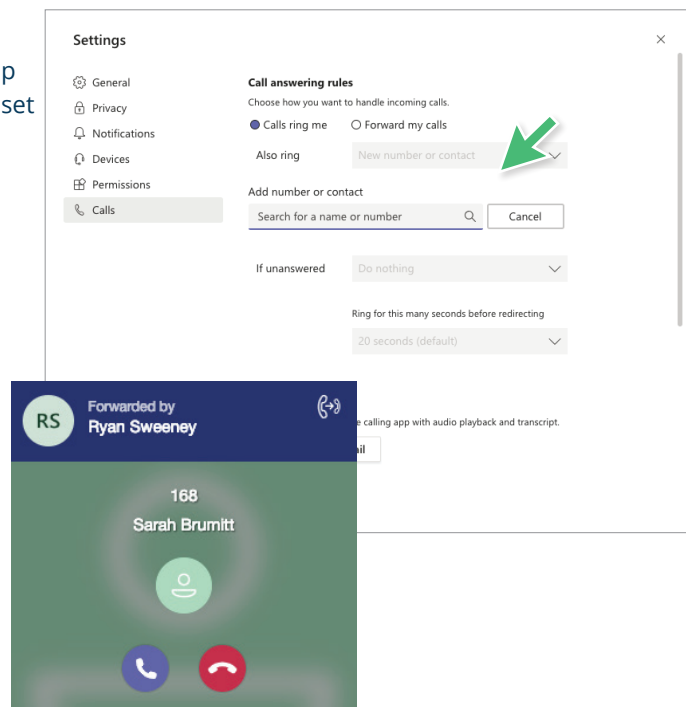


## Ring 2 phones at once

If you want your phone and another phone (e.g. backup or assistant) to both ring on incoming calls, you would set up a call answering rule.

1. Click your image in the upper right corner
2. Choose **Settings**
3. Click **Calls** on the left menu
4. Choose the **Calls ring me** radio button
5. Also ring > New number or contact. Type in the number or contact name.

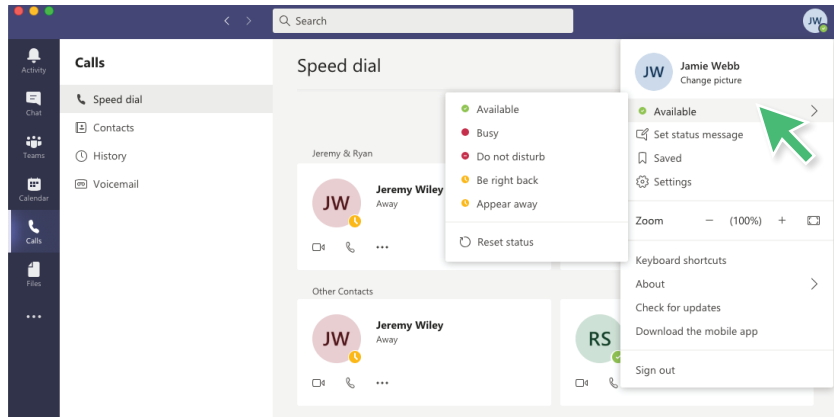
*NOTE: incoming calls will display who the forwarded call is coming from.*



## DND (do not disturb)

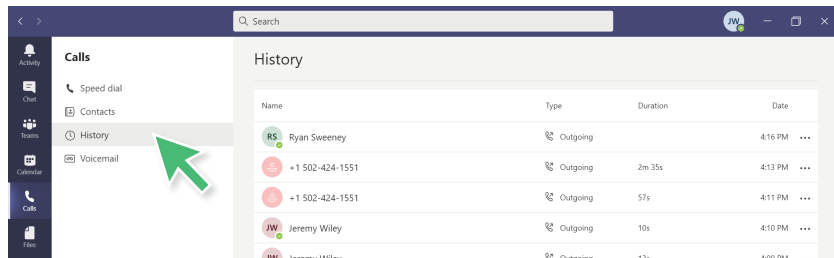
1. Change your status by clicking your image in the upper right corner
2. Select **Available** and choose from Available, Busy, Do not disturb, be right back, appear away and Reset status

*Note: if you set your status to Do Not Disturb in Teams, and you do not have a Teams desk phone, your desk phone will continue to ring. Be sure to set DND on your non-Teams desk phone to ensure all calls are sent directly to voicemail.*

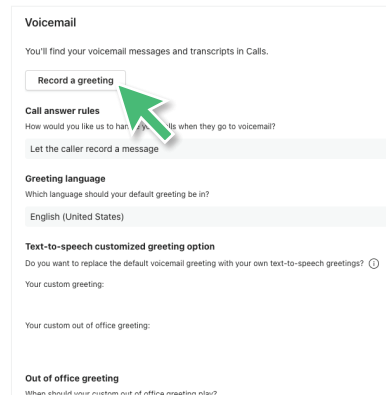
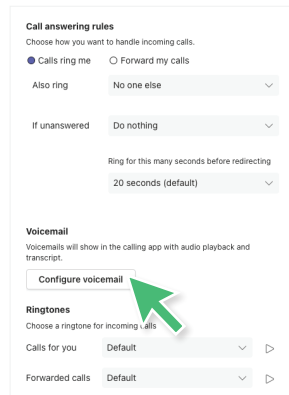
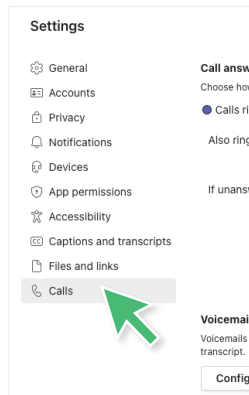
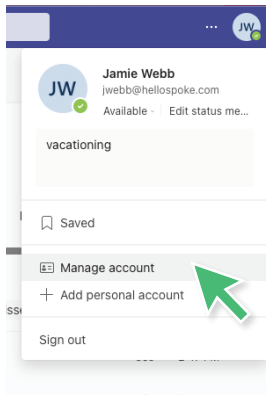


## Call history

1. Click **Calls** on the left menu
2. Select **History** from the menu



## Setting up Teams Voicemail



1. Hover your mouse over your picture in the top right corner and select **Manage Account** from the menu

2. Then select **Calls**

3. Click the **Configure Voicemail** button

4. Click **Record a greeting**. You will receive a call to record your voicemail greeting. Select **option 2** to record a new greeting.