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Calls

MS Teams Phone - Making calls from a computer

This article is designed to help you navigate and utilize the various features of Microsoft Teams Phone, ensuring you can make the most of this powerful communication tool. Whether making calls, joining meetings, or managing contacts, our step-by-step instructions will guide you through each process.

How to dial

To make a call from your MS Teams Phone:

1. Click on the **Calls** icon of the left side of the application.
2. To call a specific phone number, enter the number using the dial pad. To call a contact by name, type the person's name into the dial pad. For group calls, enter multiple names and/or numbers in the dial pad.
   Note: As you type names or numbers, a drop-down menu will appear with potential contacts to choose from.
3. Click **Call** to start the conversation.

Screenshot MS Teams Phone making calls dial pad

To enter a phone number, note the following:

- **Dialing 9 before the number is no longer required**

Making calls within the mainland U.S. and Canada.

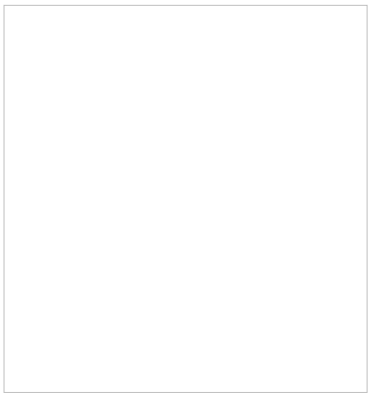
All users can make calls within the mainland U.S. and Canada.

Note: Hawaii, Puerto Rico, the U.S. Virgin Islands, and similar locations are not considered part of the mainland U.S.

Dial: [Area Code] [7-digit number]

As you enter the number, Teams Phone will automatically insert the **+1** prefix. This is because "**1**" is the country code for the U.S. and Canada.

You can also manually add the +1 before entering the area code and number, but it is not necessary.



Making International calls

To make an International call, users must first enter the "+" (Plus).

Dial: [+] [Country Code] [Area Code] [Phone Number]

Example 1 - Calling Spain

- **Number Format:** [+] [Country Code] [Area Code] [Phone Number]
- **Dial:** + 34 910 58 56 48

Example 2 - Calling UK

- **Number Format:** [+] [Country Code] [Area Code] [Phone Number]
- **Dial:** + 44 161 425 0870

When dialing an International number, hold down the "0" key for a moment to trigger the "+" sign on the dial pad. Then, enter the rest of the numbers.

Screenshot MS Teams Phone dialing International numbers

What you see as a delegate in Teams Phone

When you are assigned as a delegate for a coworker, their ID will appear on the top bar when you access the **Calls** menu. To view their information, simply click on their ID.

Screenshot MS Teams Phone clicking on your delegator in Calls menu

Actions you can perform as a delegate

- **Handle calls** - Answer and make calls on behalf of the assigned person. Joining active calls may depend on specific settings and permissions.
- **Receive calls** - Accept incoming calls directed to the assigned person.
- **Manage call forwarding** - Configure call forwarding settings for the assigned person.
- **View call history** - Access and manage the call history for the assigned person.

Actions you cannot perform as a delegate

- **Adjust voicemail settings** - Modify voicemail settings for the assigned person.
- **Access voicemail** - Listen to voicemail messages of the assigned person.

Receiving calls as a delegate

When a call comes in for the assigned person, a notification box will appear, along with a telephone icon next to their name.

Note: Be cautious when answering calls as a delegate if the assigned person is in the office and working, as you might not need to answer their calls.

Screenshot MS Teams Phone when you receive a call as a delegate for a person



Managing the assigned person's call forwarding settings

1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.

Screenshot Teams App ellipses to Settings

3. Choose **Calls** from the left menu.
4. Ensure you click on the assigned person's ID to access their account.
5. Under **Call handling and forwarding**, navigate through the menu options and make any necessary changes.

Screenshot MS Teams Phone Changing Call handling and forwarding as a delegate

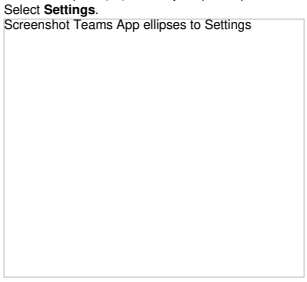
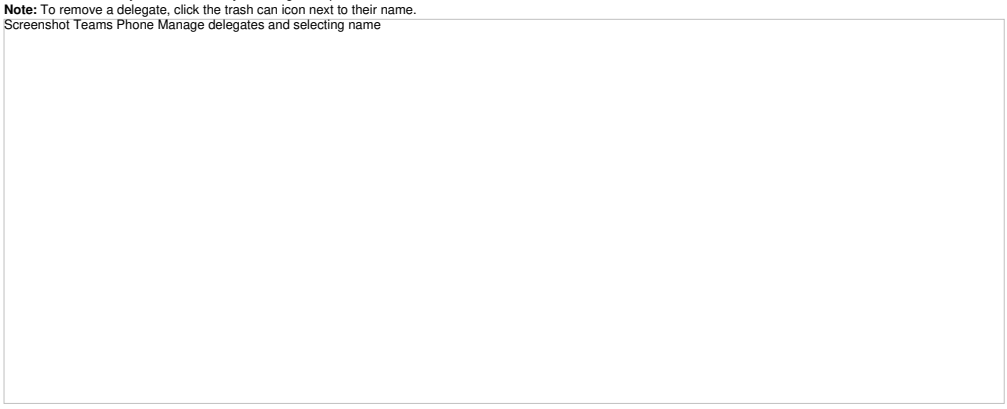


MS Teams Phone - Adding a delegate from a computer

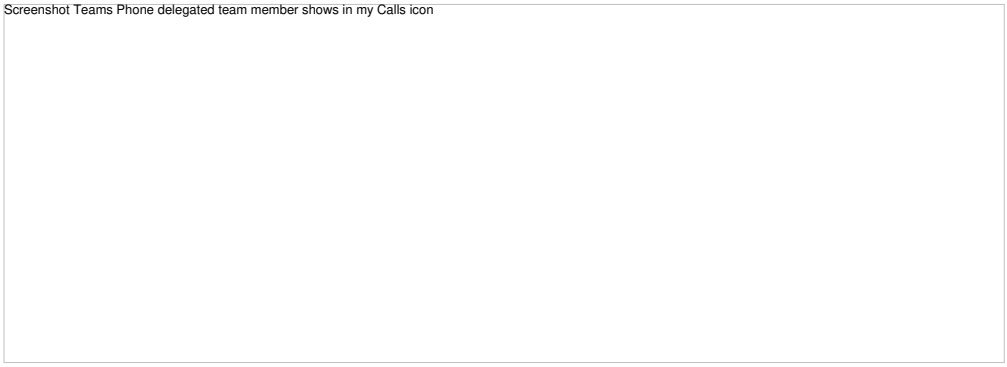
Assign colleagues as delegates to manage your incoming calls. Delegates can answer, make, and redirect calls on your behalf, ensuring that important communications are handled even when you are unavailable.

Adding a delegate

To delegate phone calls:

1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.
   Screenshot Teams App ellipses to Settings
   
3. Choose **Calls** from the left menu.
4. Scroll down to **Manage delegates**.
5. Click the **Add a delegate** box.
   Screenshot Teams Phone Calls to Manage delegates
   
6. Start typing the name of the contact you'd like to add as a delegate and select their name from the drop-down menu.
7. Choose the functions you want to allow your delegate to perform.
   Note: To remove a delegate, click the trash can icon next to their name.
   Screenshot Teams Phone Manage delegates and selecting name
   

When you return to you **Calls** page, your assigned delegate will appear at the top.

Screenshot Teams Phone delegated team member shows in my Calls icon


Your delegate will receive a message in their Chat notifying them that you have assigned them as a delegate.

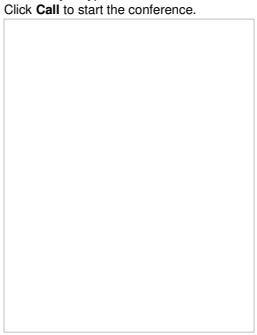
Screenshot Teams Phone assigning delegate and confirmation message in chat


MS Teams Phone - Conferencing calls from a computer

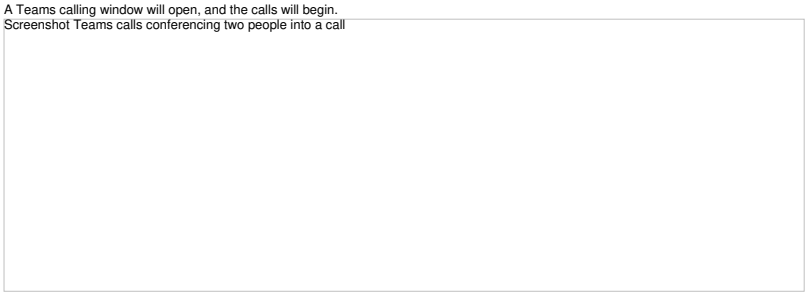
Microsoft Teams Phone allows you to bring multiple people into the same call easily, whether you're already on an active call or starting a conference call from the beginning.

Start a conference call from the beginning

1. Click the **Calls** icon on the left side of the application.
2. In the dial pad, enter the names or phone numbers of the participants.
   Note: As you type names or numbers, a drop-down menu will appear with potential contacts to choose from.
3. Click **Call** to start the conference.

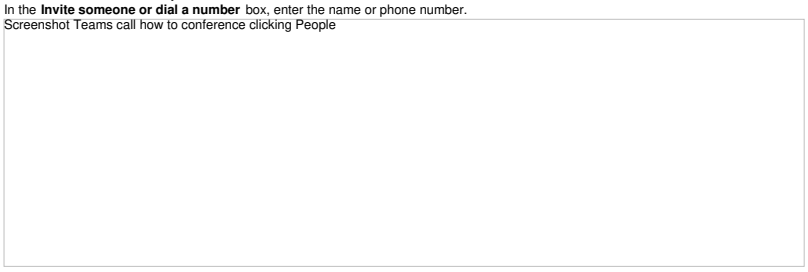


4. A Teams calling window will open, and the calls will begin.
   Screenshot Teams calls conferencing two people into a call

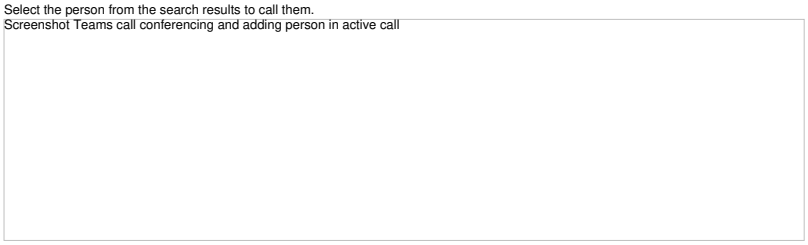


Add a participant to an active call

1. While on a call, click the **People** icon.
2. In the **Invite someone or dial a number** box, enter the name or phone number.
   Screenshot Teams call how to conference clicking People



3. Select the person from the search results to call them.
   Screenshot Teams call conferencing and adding person in active call



4. They will be added to the call once they answer.
   Screenshot Teams call conferencing adding caller



MS Teams Phone - Transferring calls from a computer

Transferring a call on Microsoft Teams Phone ensures the caller reaches the most appropriate person for their needs, enhancing efficiency and customer service. When you answer a call and determine that someone else can better assist the caller, you can transfer the call in two ways.

1. You can transfer calls directly to another person ("Transfer") or
2. Consult with them first to provide context before transferring the call ("Consult then transfer").

Transferring the call

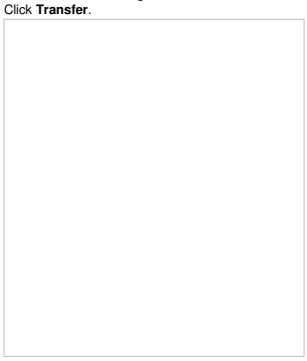
Click the **Transfer** button and choose either **Transfer** or **Consult then transfer**.

Selecting "Transfer"

Use this option when you need to transfer the call directly to another person without any prior communication. This is useful for straightforward call hand-offs when the recipient is expected to take the call without needing additional context.

While on the call:

1. Select **Transfer** → **Transfer**.
2. In the new window, type the recipient's name or number.
3. You can choose to **Ring back if there's no answer** .
4. Click **Transfer**.



Selecting "Consult then transfer"

Use this option when you want to speak with the recipient before transferring the call. This allows you to provide context or ensure the recipient is available and ready to take the call. It's beneficial for more complex situations where additional information needs to be communicated before the call is transferred.

While on the call, inform the caller that they will be put on hold briefly (they will hear hold music). Then:

1. Select **Transfer** → **Consult then Transfer**.
2. In the new window, type the recipient's name or number.
3. Click the drop-down menu if you want to call the recipient. If they have more than one number assigned, select the specific number you wish to call.
4. Alternatively, click **Chat** to message the recipient.



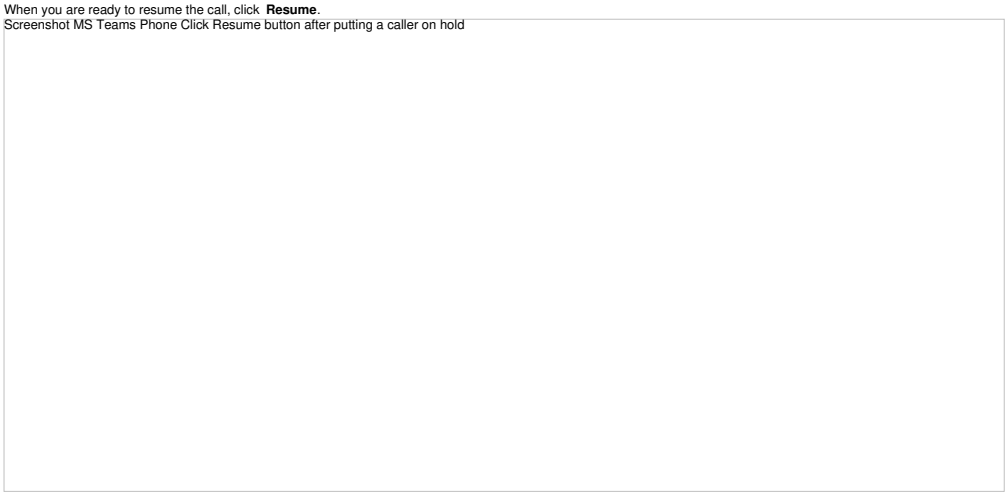
5. If you select **Chat**, compose your message and send it.
6. Once the recipient agrees to take the call, click **Transfer**.
   Note: If the recipient has multiple numbers, use the drop-down menu to select the desired one for transferring the call.

MS Teams Phone - Putting a caller on hold from a computer

Putting someone on hold is useful in various situations, such as:

- Needing to consult with a colleague or supervisor before providing an answer.
- Gathering additional information or documentation to assist the caller.
- Handling multiple calls at once and needing to temporarily pause one conversation.

To put a caller on hold:

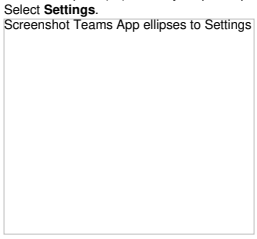
1. Inform the caller that you are putting them on hold (they will hear hold music), and then click **Hold**.
   Screenshot MS Teams Phone and clicking the Hold button during a call
   
2. When you are ready to resume the call, click **Resume**.
   Screenshot MS Teams Phone Click Resume button after putting a caller on hold
   

MS Teams Phone - Setting up call forwarding and choosing a ringtone from a computer

Call Forwarding in Microsoft Teams Phone is a useful feature that ensures you never miss an important call, even when you're away from your primary device or unable to answer. It allows you to redirect incoming calls to another number, such as your mobile phone or a colleague's line. This flexibility helps maintain seamless communication and ensures that calls are handled promptly, enhancing your responsiveness and professionalism.

Important Do not forward to any long distance numbers.

1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.

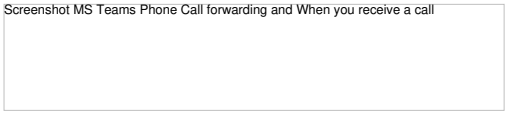


3. Choose **Calls** from the left menu.
4. Under **Call handling and forwarding**, toggle through the menu options. You can forward calls to voicemail, a new number, a specific contact, a call group, or your delegates.
5. Select a ringtone for **Calls for you**, **Forwarded calls**, and **Delegated calls**.

When you receive a call

Answer or decline incoming calls directly in Microsoft Teams, with options to redirect calls to another number if you're unavailable.

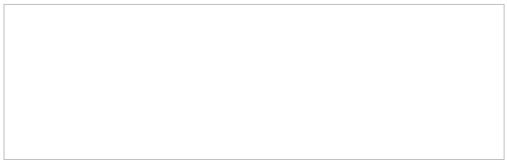
- **Do not ring anyone else:** Calls will go directly to voicemail.
- **Also ring a new number or contact:** Redirect calls to another number, such as your mobile phone, or to a delegate or colleague's number.



When you can't answer a call

Set up options to redirect missed calls to voicemail or another number to ensure they are properly managed. Note that your phone number will ring first before forwarding to your chosen option.

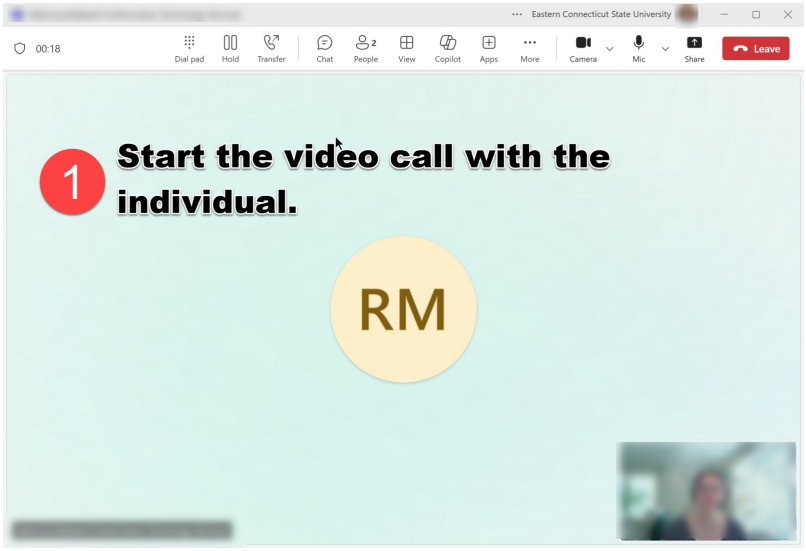
- **Do not redirect calls**: Incoming calls will ring only your primary number without being forwarded elsewhere.
- **Redirect to voicemail**: Incoming calls will be sent directly to your voicemail.
- **Redirect to a new number or contact** : Incoming calls will be forwarded to another specified number or contact, such as your mobile phone or a colleague.
- **Redirect to delegates**: Incoming calls will be forwarded to your assigned delegates. (*This option will only appear if you have already assigned a delegate* .)



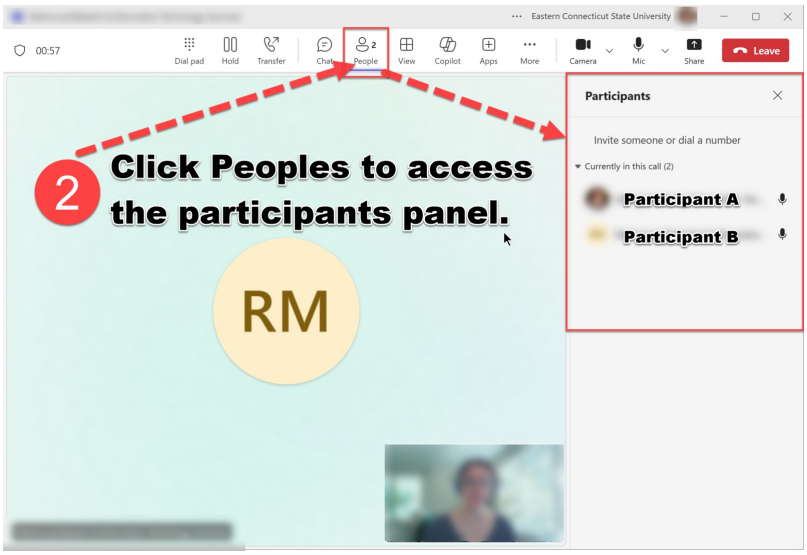
Calling an external phone from a Teams meeting on a computer

This article offers instructions to adding a landline or cell phone (audio only) to an existing MS Teams meeting. This solution might be useful when a individual has issues with their audio when participating in a virtual meeting.

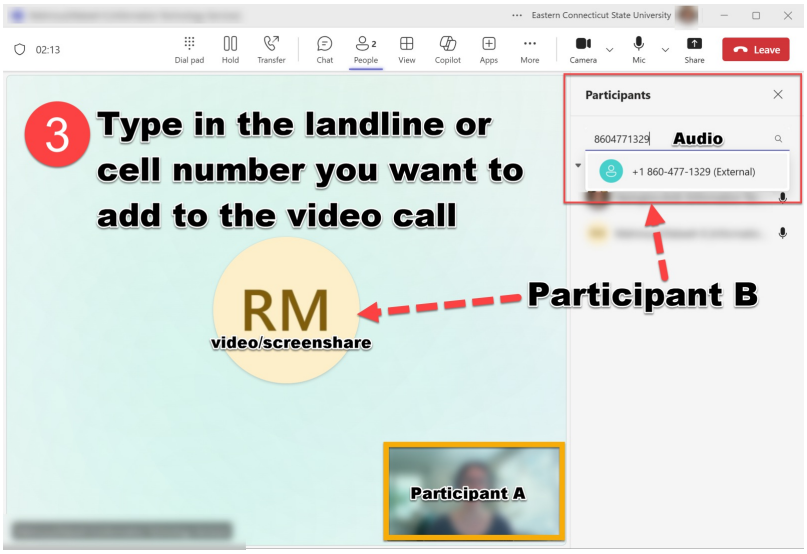
1. Start the video/screenshare call.



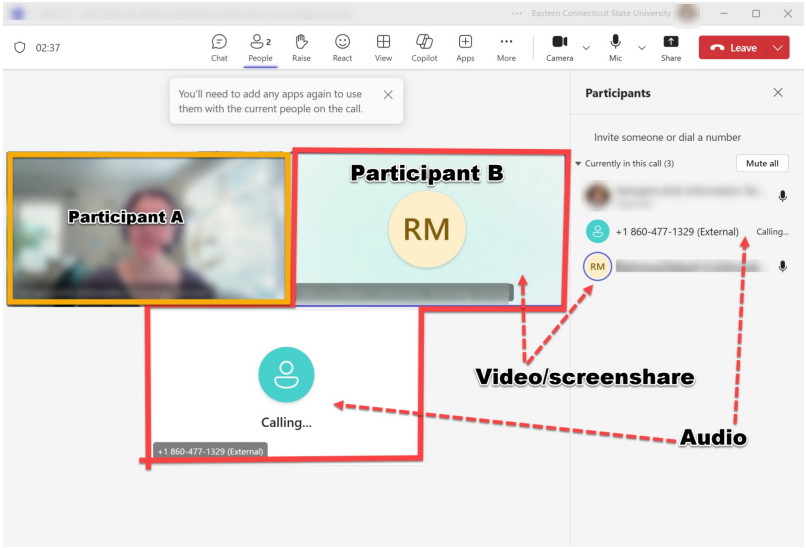
2. Click the Peoples icon in the meeting toolbar to add an individual or initiate a conference call. The Participants panel will expand on the right.



3. Enter a phone number for Participant B, and click Enter to initiate the call.



4. Participant B will then appear twice in the Teams meeting window. One will be the audio, and the other will be the video/screen share.


02:37
Chat
People
Raise
React
View
Copilot
Apps
More
Camera
Mic
Share
Leave
You'll need to add any apps again to use them with the current people on the call.
Participants
Invite someone or dial a number
Currently in this call (3)
Mute all
+1 860-477-1329 (External)
Calling...
RM
Participant A
Participant B
RM
Video/screenshare
Calling...
+1 860-477-1329 (External)
Audio

Transferring Calls

You can transfer a call to another party using the blind transfer or consultative transfer method.

- Transfer Now (Performing a Blind Transfer)
- Consult First (Performing a Consultative Transfer)

Transfer Now (Performing a Blind Transfer)

You can transfer calls to other contacts immediately without consulting with them first.

1. During a call, press the transfer icon  or tap  > **Transfer > Transfer now**.
   The call is placed on hold.
2. Enter the contact information to search and then select the desired contact.
   Then the call is connected to the number which you are transferring to.
3. Don't hang up the handset until the screen says transfer complete.

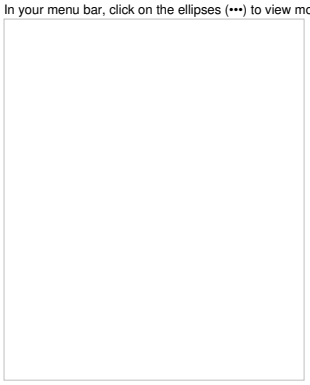
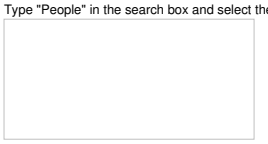
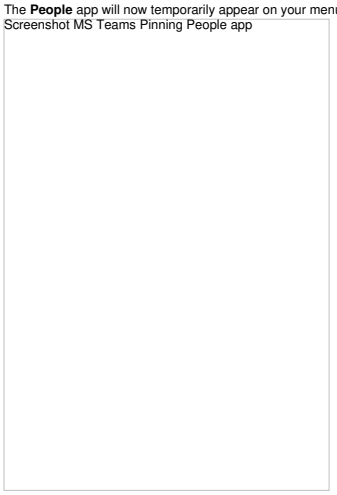
Consult First (Performing a Consultative Transfer)

You can transfer calls to other contacts after consulting with them first.

1. During a call, press  or tap  > **Transfer > Consult first**.
2. After the party answers the call, tap the Handset to handset icon  beside the contact.
   It prompts you whether to transfer the call or not.
3. Enter the contact information to search and then select the desired contact from Active Directory, or dial the 5 or 10-digit number.
4. Tap **OK** to complete the transfer. After the transferred party answers the call, the call is transferred successfully. Don't hang up the handset until the screen says transfer complete.

Pinning the People app to your menu bar from a computer

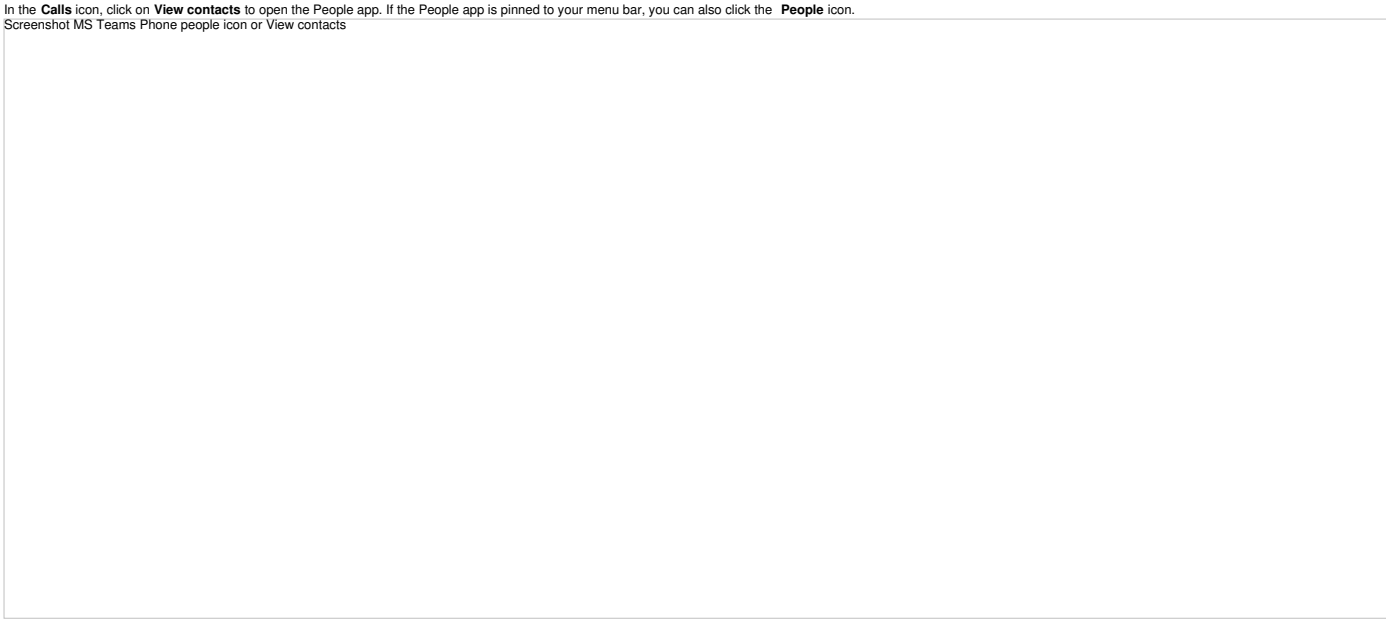
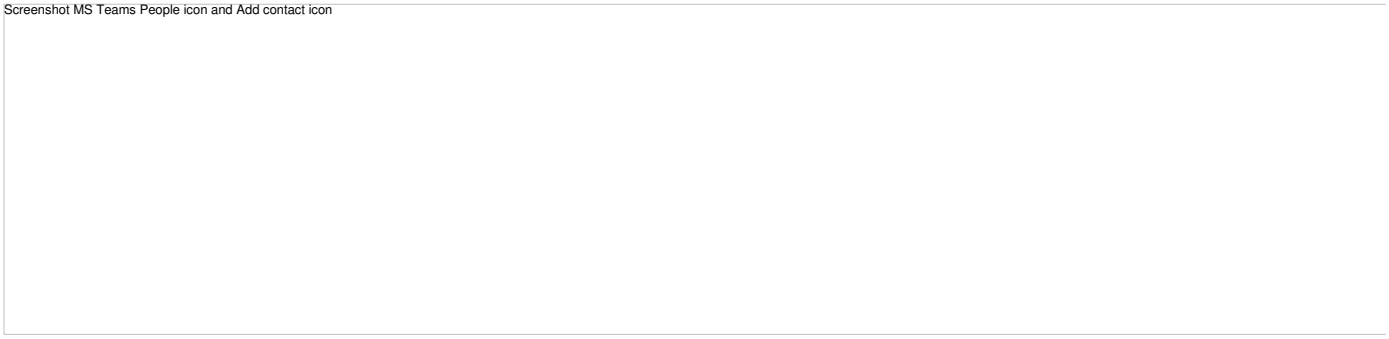
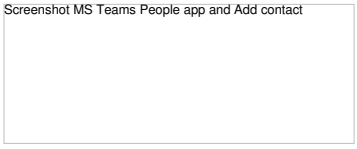
Pinning the People app to your menu bar in Microsoft Teams Phones provides quick and easy access to your contacts, enabling you to manage and communicate with your network more efficiently. With the People app readily accessible, you can effortlessly search for, call, and message your contacts without navigating through multiple menus, saving time and enhancing your workflow.

1. In your menu bar, click on the ellipses (•••) to view more apps.

2. Type "People" in the search box and select the app from the results.

3. The **People** app will now temporarily appear on your menu bar. Right-click on it, and select **Pin** to ensure it permanently displays on your menu bar.
Screenshot MS Teams Pinning People app


Adding and editing contact from a computer

Add contacts

Adding contacts in Microsoft Teams Phones is essential for efficiently managing your communication. By adding frequently contacted individuals or teams to your contact list, you streamline the process of making calls, sending messages, and organizing meetings, enhancing your overall productivity.

1. In the **Calls** icon, click on **View contacts** to open the People app. If the People app is pinned to your menu bar, you can also click the **People** icon.
   Screenshot MS Teams Phone people icon or View contacts
   
2. Click the **Add contact** icon.
   Screenshot MS Teams People icon and Add contact icon
   
3. Type the person's name and select them from the drop-down menu. If your organization has a directory, you can search within it. You can also enter an external number.
4. Click **Add** when finished.
   Screenshot MS Teams People app and Add contact
   
5. If adding someone from your organization, their details will auto-fill. For external contacts, manually enter their information and click **Save**.
   

Edit contacts

To edit a contact, hover over the person, click the ellipses (•••), and select **Edit**. This will open the contact editor for updating details.

Screenshot MS Teams Phone People app and editing contact

Adding contact to your Favorites from a computer

Adding a contact to your Favorites allows quick and easy access to frequently contacted individuals, ensuring you can reach them faster without searching your entire contact list.

You can add a contact to your Favorites in two ways:

1. Hover over the person, click the ellipses (•••), and select **Add to favourites**.
2. Click the star next to the person's name.

Screenshot MS Teams Phones Add contact to Favourites

After adding a contact to your Favourites, they will appear in the Favourites list.

Screenshot MS Teams People app and contact showing up in your Favourites list

Close

Deleting contact from a computer

You may want to delete a contact to keep your contact list organized and up-to-date, especially if the person is no longer relevant to your work or communication needs.

To delete a contact, hover over the person, click the ellipses (•••), and select **Delete**.

Screenshot MS Teams People app and deleting a contact

Voicemail

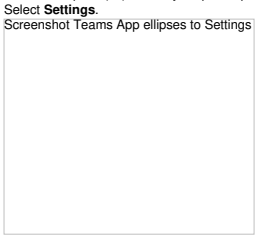
Voicemail Managing your voicemail

Allows you to set up and customize your standard voicemail settings, including recording a personal greeting, setting text-to-speech greetings, and configuring call answering rules.

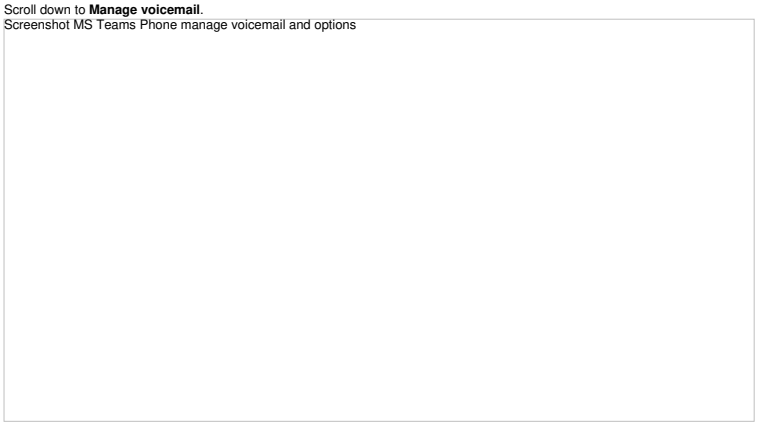
Note: If you manage multiple phone lines, ensure you are setting up the correct voicemail account. To set your personal voicemail, select **Personal**.

Screenshot Teams Phone setting up Voicemail and selecting your Personal voicemail

1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.


Screenshot Teams App ellipses to Settings

3. Choose **Calls** from the left menu.
4. Scroll down to **Manage voicemail**.

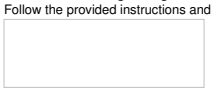

Screenshot MS Teams Phone manage voicemail and options

5. Follow the prompts to customize your voicemail settings.

Record a personalized greeting

You can record a personal greeting for your voicemail in Microsoft Teams. Note that there is no indicator within the Teams app to show that a greeting has been recorded. To record your greeting:

1. Click the **Record a greeting** button. A new window will open, providing instructions for making the recording.
2. Follow the provided instructions and key combinations to complete and check your recording.



Note: To delete your personal recorded voicemail greeting and revert to the text-to-speech option, click on the **Record a greeting** button. Your current greeting will be played, and you will be provided with options to re-record or delete it. Press "3" to delete the recording.

Language and choosing what happens when call is redirected to voicemail

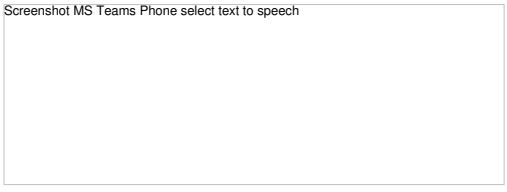
Configure call answering rules, such as when to send calls to voicemail and what to do with calls during your busy hours.



Set up text-to-speech greeting

Using the text-to-speech feature allows you to quickly set up a professional and clear voicemail greeting without the need to record your own voice. This can be particularly useful if you prefer a consistent and neutral tone or if you want to easily update your greeting text as needed.

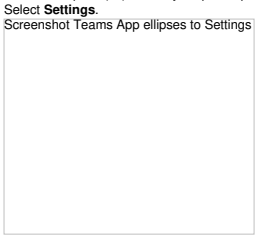
Note: The text-to-speech voicemail option won't work if you have recorded a personal greeting, as the personal greeting takes precedence.


Screenshot MS Teams Phone select text to speech

Managing your out-of-office voicemail

This feature allows you to create a specific voicemail greeting for when you're out of the office and schedule its activation.

This setting syncs with your Outlook settings, activating based on your out-of-office auto-reply and if you mark your meetings or events as out-of-office.

1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.
   Screenshot Teams App ellipses to Settings
   
3. Choose **Calls** from the left menu.
4. Scroll down to click **Manage out-of-office voicemail**.
5. Follow the prompts to set up your out-of-office voicemail:
   - Schedule when your out-of-office greeting should be active.
   - Type your customized greeting message.

   Screenshot MS Teams Phone Manage out-of-office voicemail
