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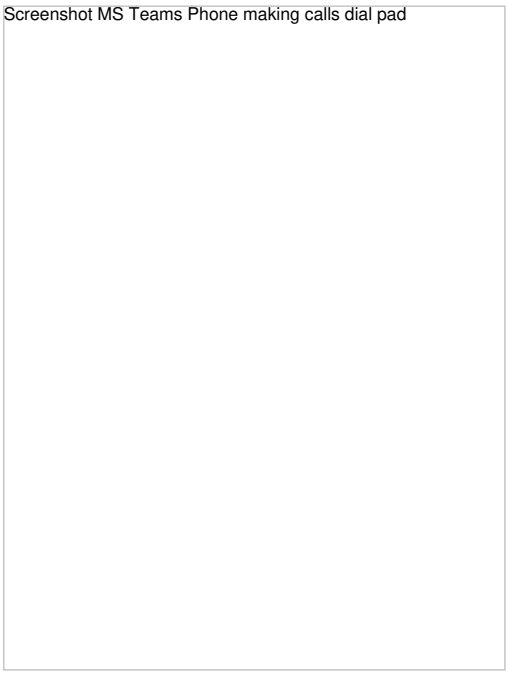
This article is designed to help you navigate and utilize the various features of Microsoft Teams Phone, ensuring you can make the most of this powerful communication tool. Whether making calls, joining meetings, or managing contacts, our step-by-step instructions will guide you through each process.

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.



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.

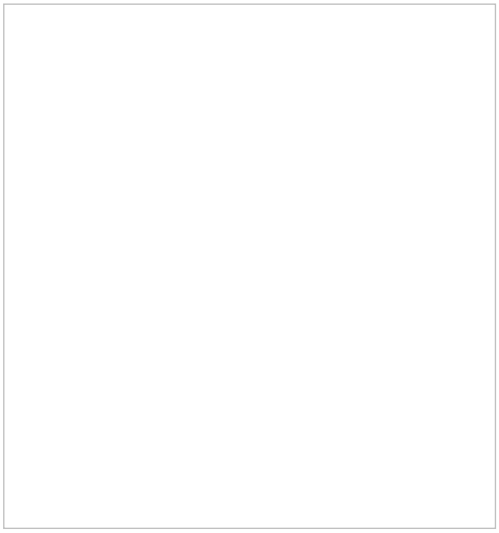
All users can make calls within the mainland U.S. and Canada.

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]

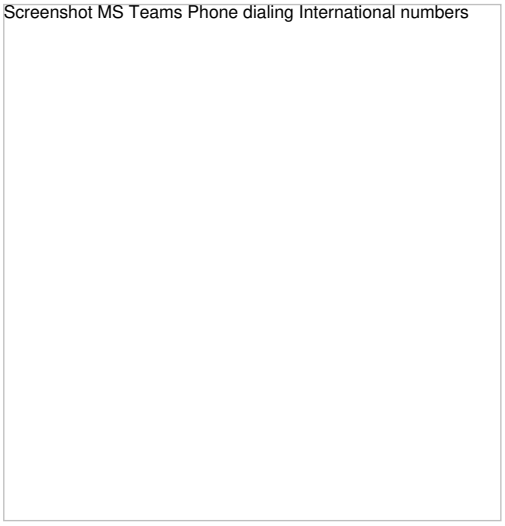
Example 1 - Calling Spain

- **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.



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

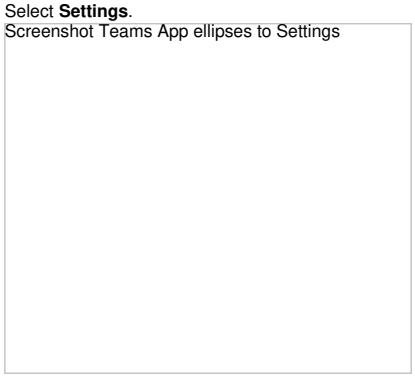
When a call comes in for the assigned person, a notification box will appear, along with a telephone icon next to their name.

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



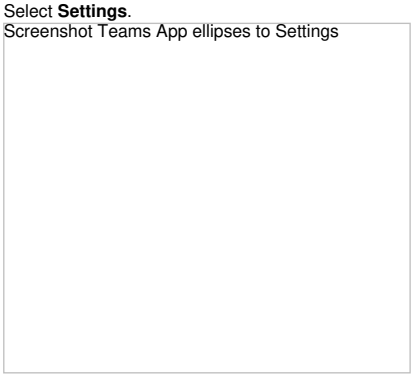
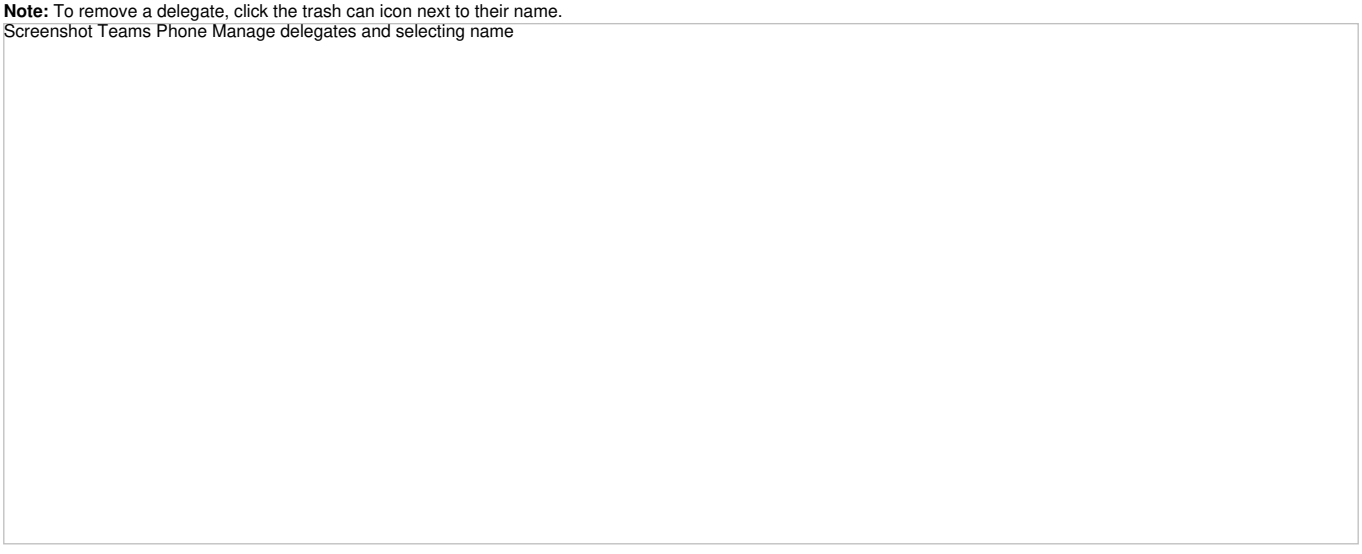
Managing the assigned person's call forwarding settings

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
   

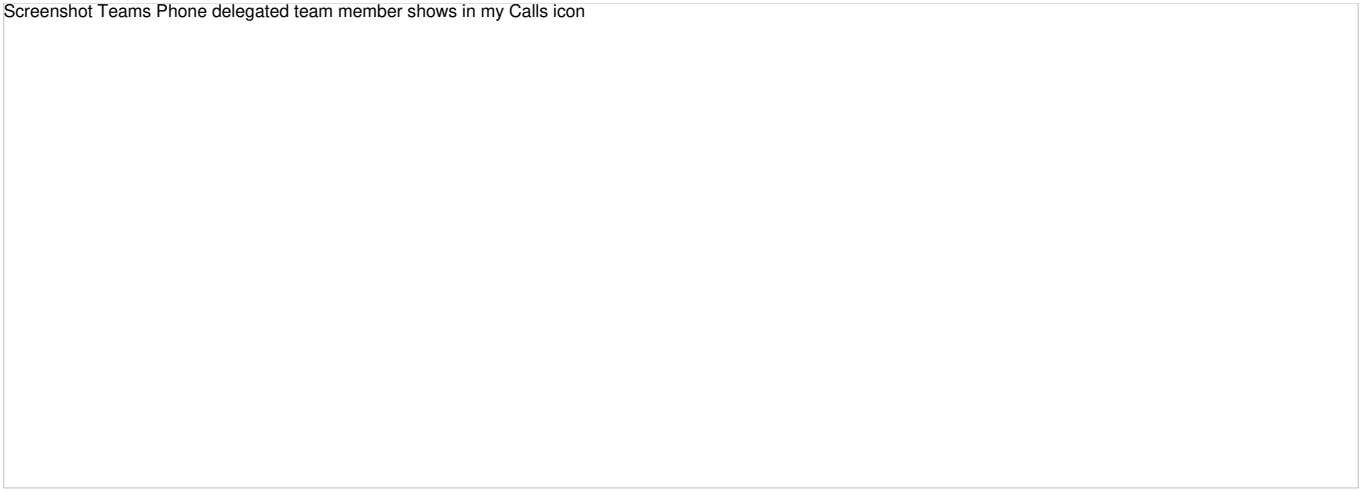
Assign colleagues as delegates to manage your incoming calls. Delegates can answer, make, and redirect calls on your behalf, ensuring that important communications are handled even when you are unavailable.

Adding a delegate

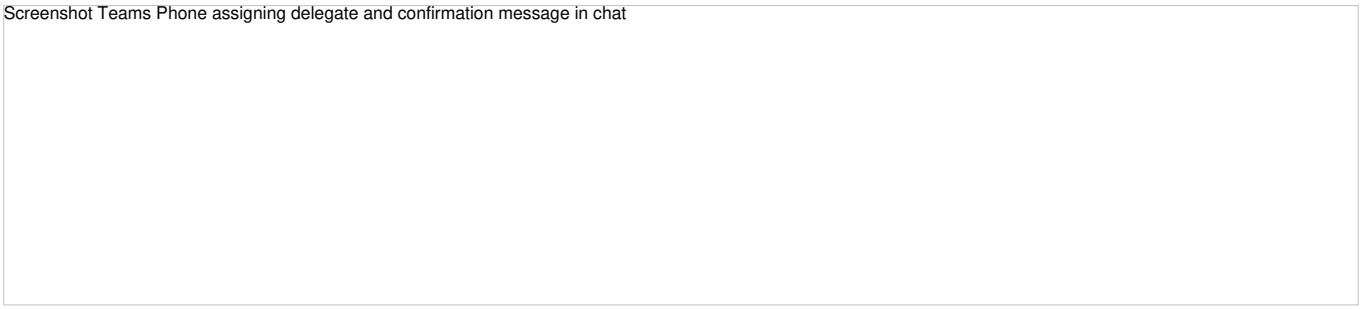
To delegate phone calls:

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.



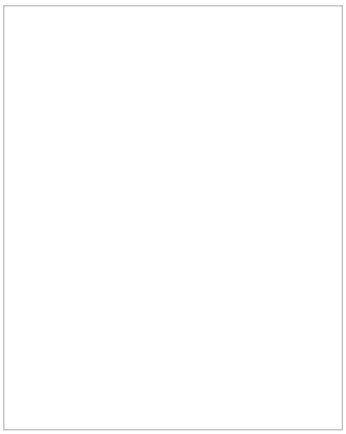
Your delegate will receive a message in their Chat notifying them that you have assigned them as a delegate.



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.

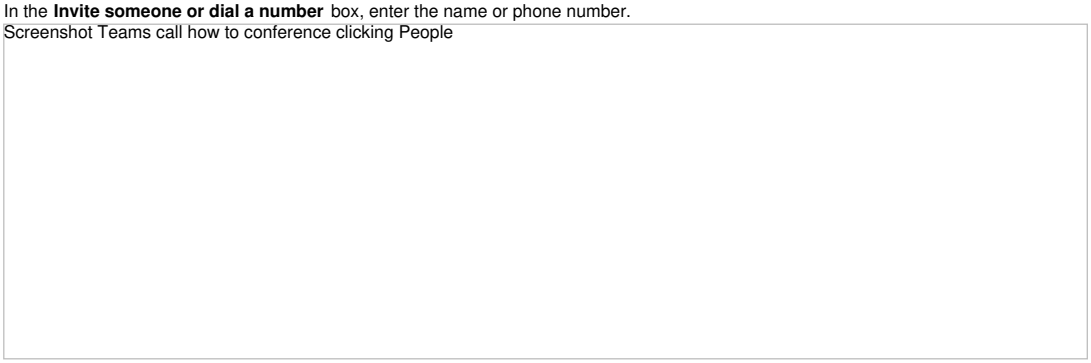


4. A Teams calling window will open, and the calls will begin.
   Screenshot Teams calls conferencing two people into a call

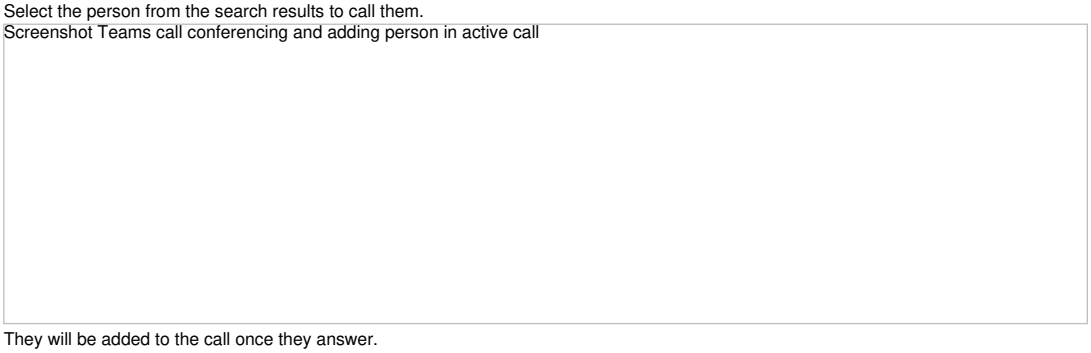


Add a participant to an active call

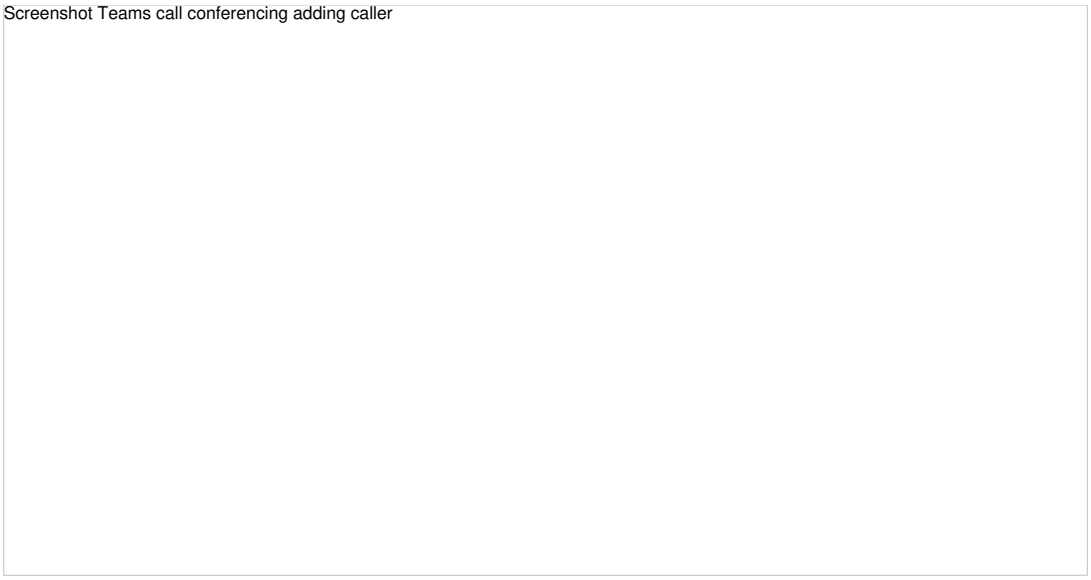
1. While on a call, click the **People** icon.
2. In the **Invite someone or dial a number** box, enter the name or phone number.
   Screenshot Teams call how to conference clicking People



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

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**.

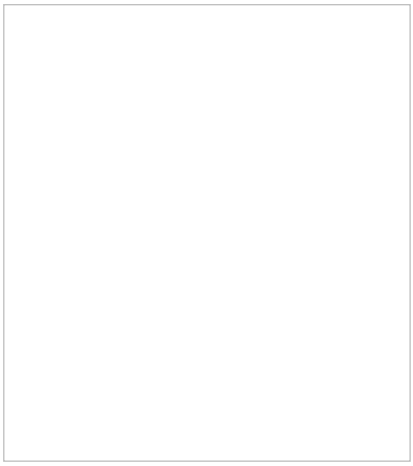


Selecting "Transfer"

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**.



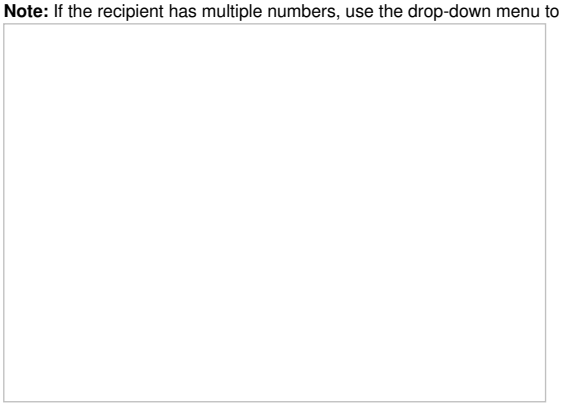
Selecting "Consult then transfer"

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.

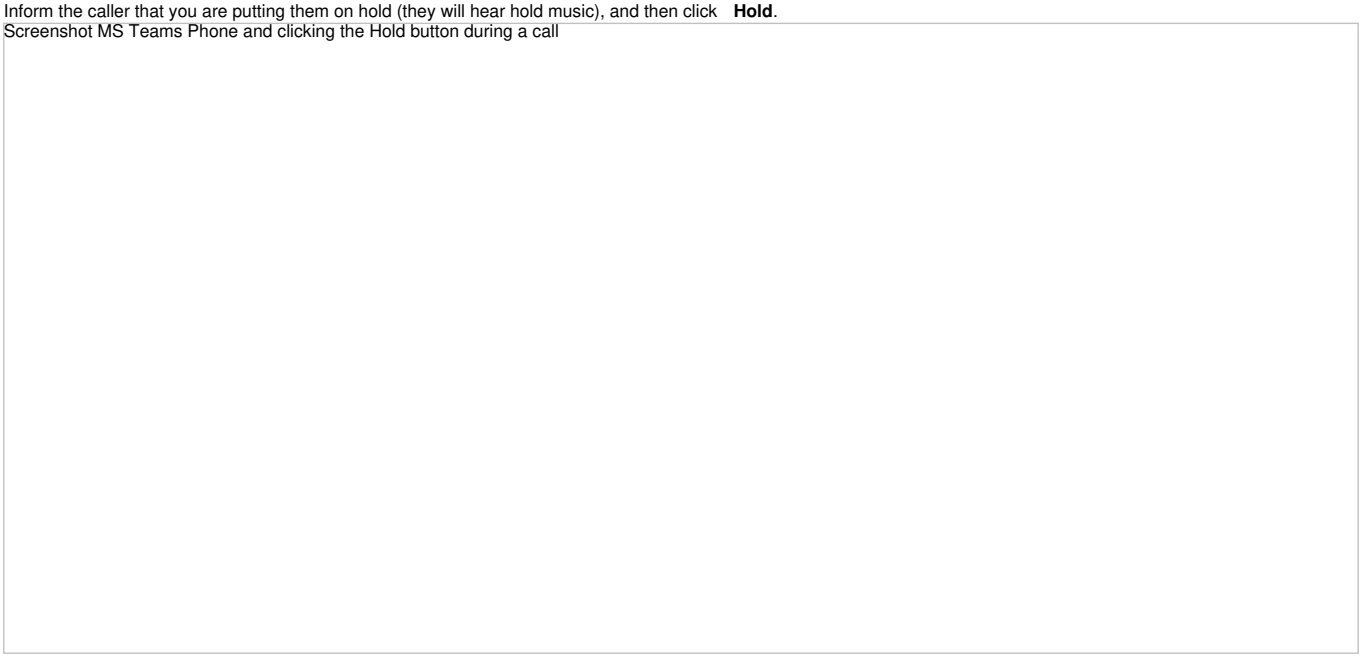
5. If you select **Chat**, compose your message and send it.
6. Once the recipient agrees to take the call, click **Transfer**.
   Note: If the recipient has multiple numbers, use the drop-down menu to select the desired one for transferring the call.



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

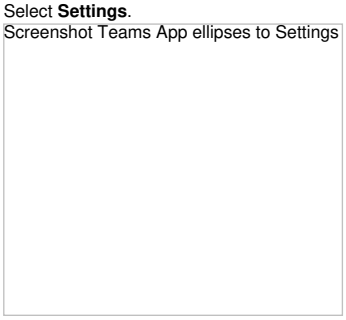
- Needing to consult with a colleague or supervisor before providing an answer.
- Gathering additional information or documentation to assist the caller.
- Handling multiple calls at once and needing to temporarily pause one conversation.

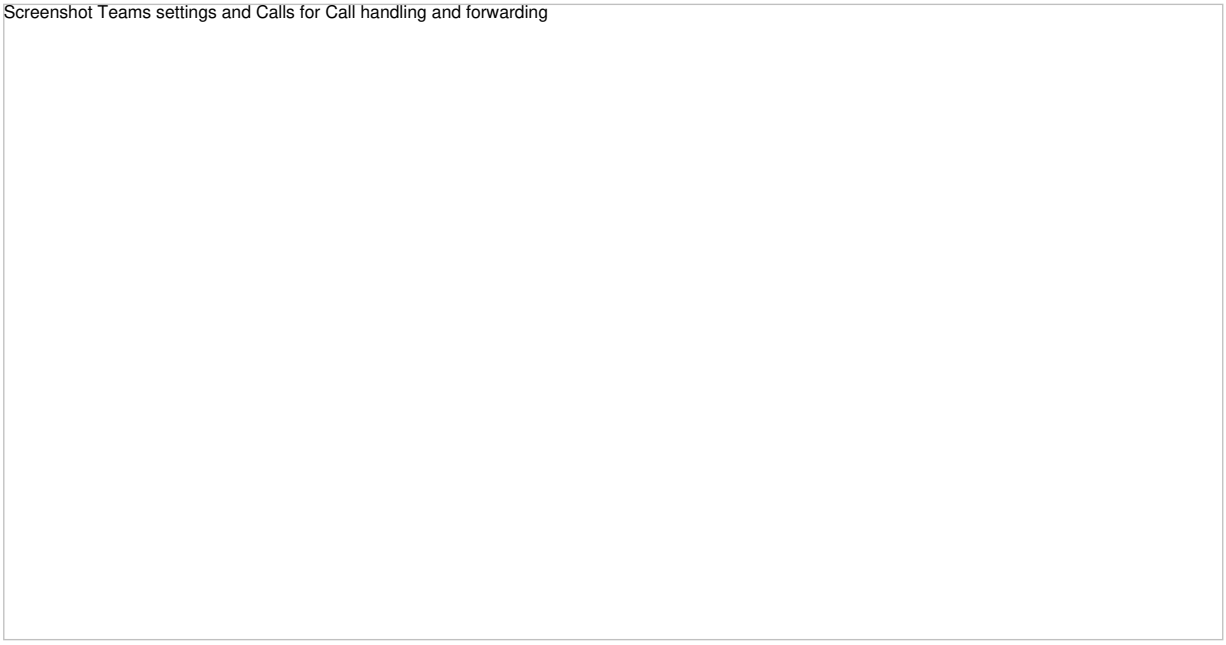
To put a caller on hold:

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
   

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.

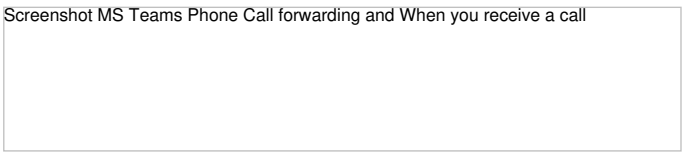
1. Click the ellipses (•••) next to your profile picture at the top-right of the Teams app.
2. Select **Settings**.
   Screenshot Teams App ellipses to Settings
   
3. Choose **Calls** from the left menu.
4. Under **Call handling and forwarding**, toggle through the menu options. You can forward calls 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**.

   Screenshot Teams settings and Calls for Call handling and forwarding
   

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.

Screenshot MS Teams Phone Call forwarding and When you receive a call


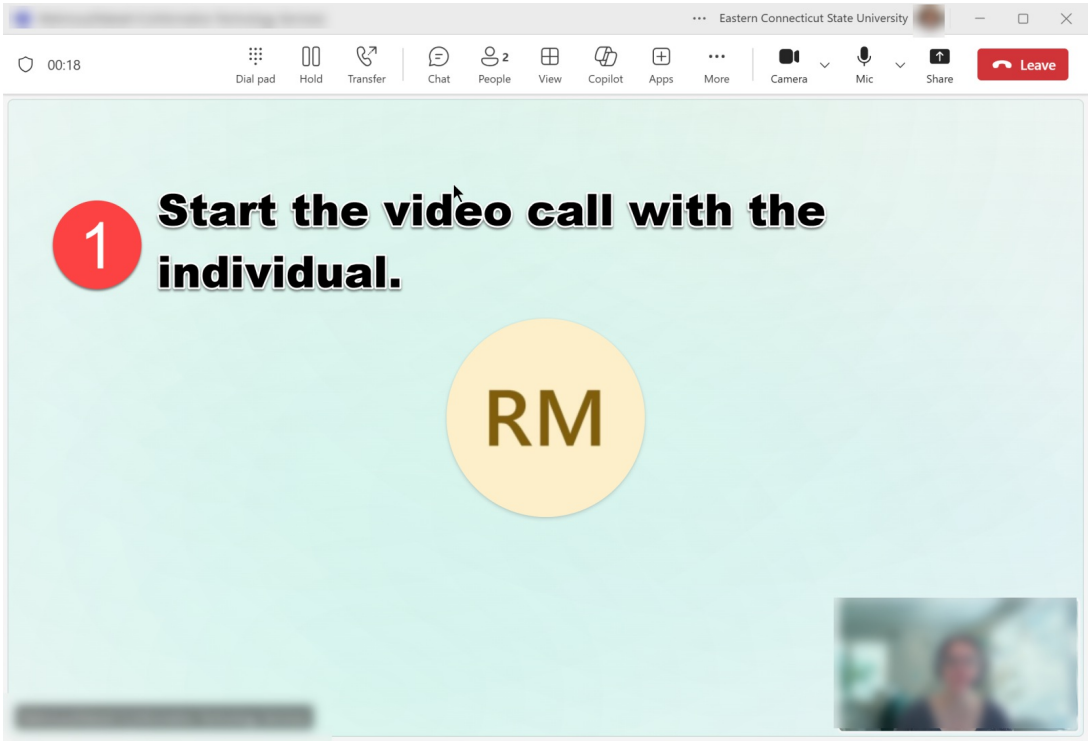
When you can't answer a call

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.

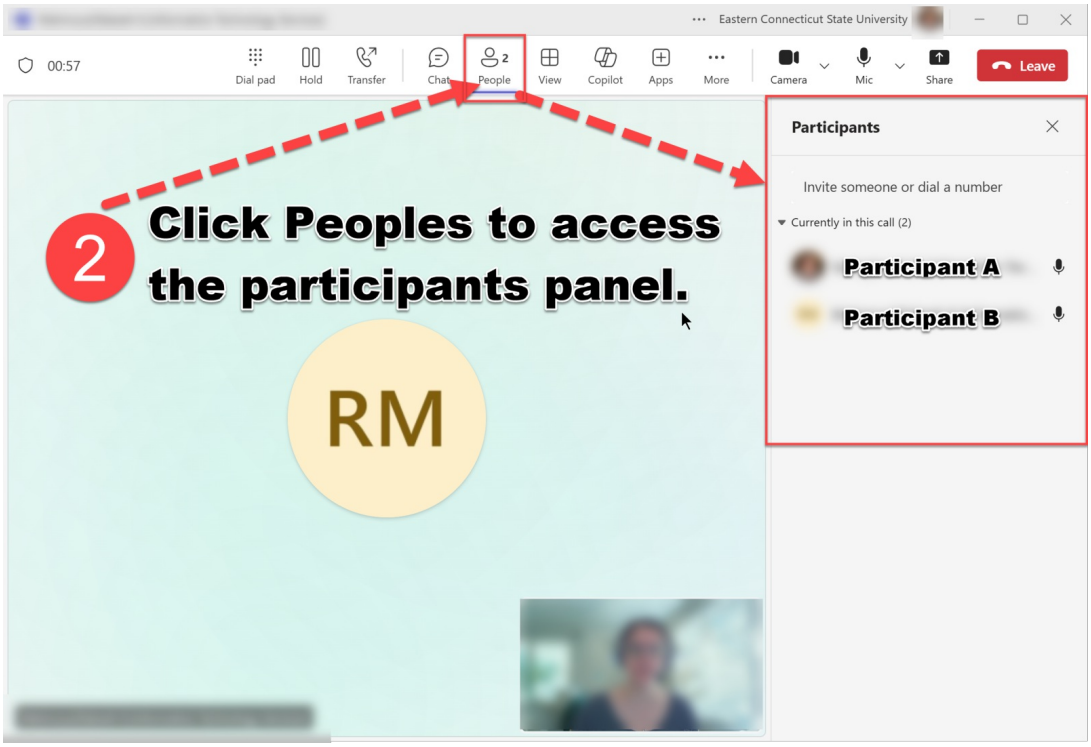
- **Do not redirect calls**: Incoming calls will ring only your primary number without being forwarded elsewhere.
- **Redirect to voicemail**: Incoming calls will be sent directly to your voicemail.
- **Redirect to a new number or contact** : Incoming calls will be forwarded to another specified number 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* .)

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.

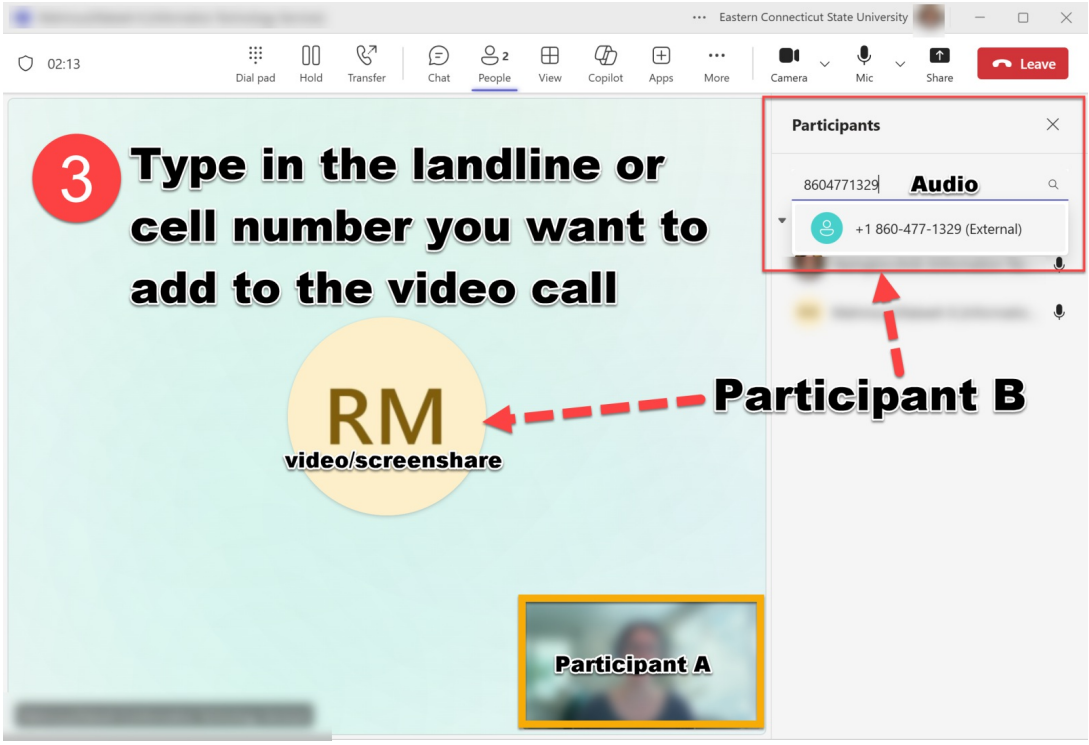
1. Start the video/screenshare call.



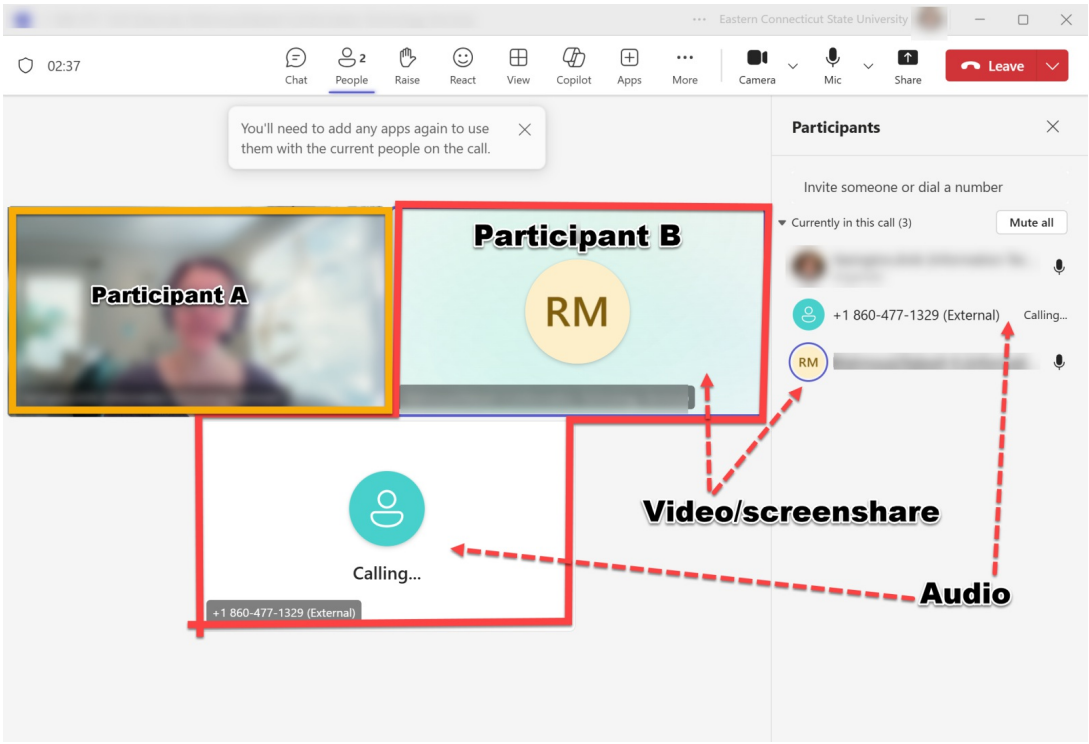
2. Click the Peoples icon in the meeting toolbar to add an individual or initiate a conference call. The Participants panel will expand on the right.



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.



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.