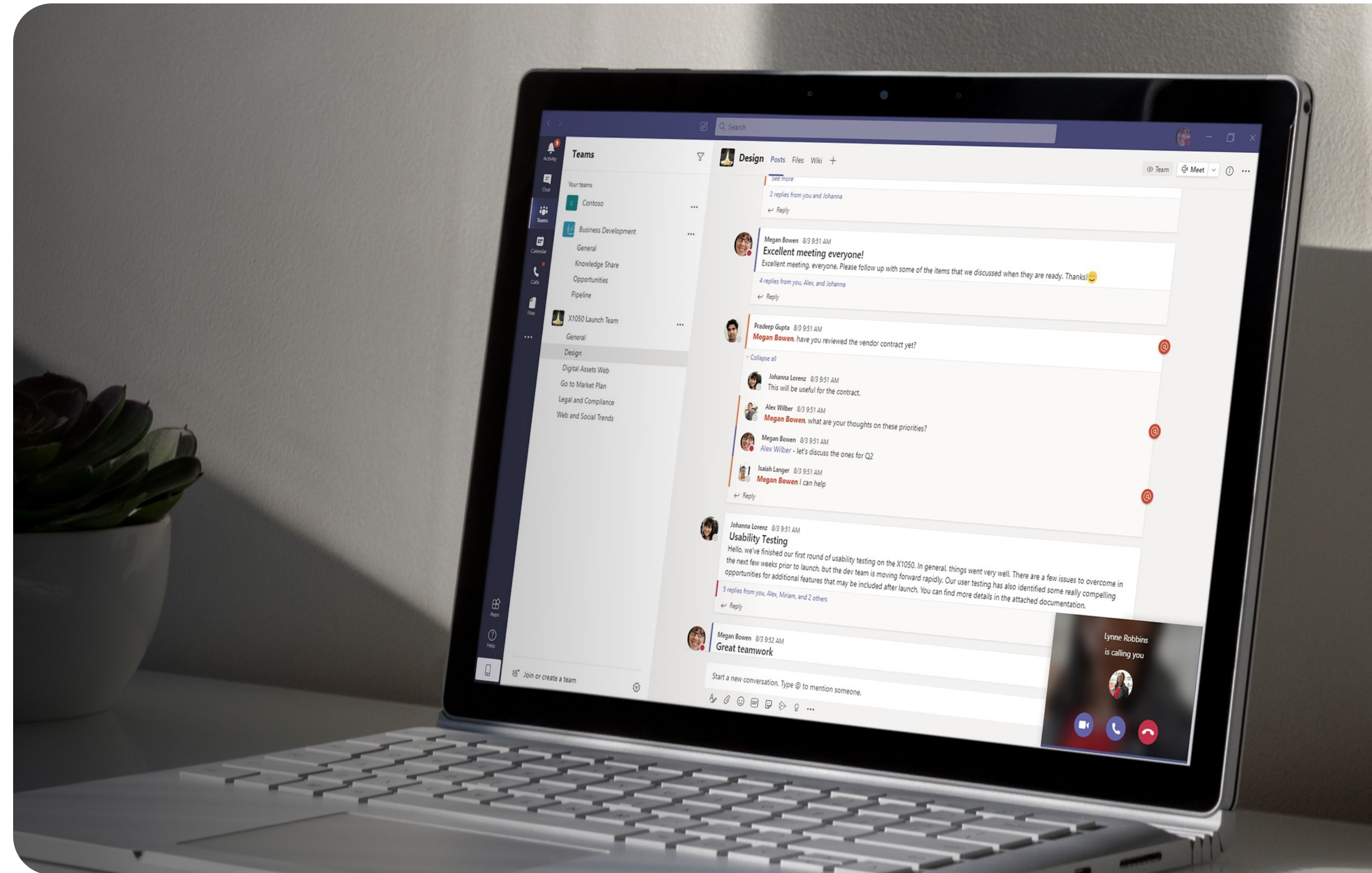**Calling for Microsoft Teams**

Getting started guide

Microsoft

Features

Click to call
Call delegation
Call escalation
Call transfers
Call queues and auto attendant
Cloud voicemail with transcription
Custom contact groups
Custom ringtones
Do not disturb and Breakthrough
Mobile calling
Screen sharing
Speed dial
Microsoft Teams-certified devices

Click to call

Easily make a voice or video call, saving time, increasing collaboration and productivity while building stronger relationships.

Ways to make a phone call

1 From a chat

Select the **Audio** or **Video** call icon from the chat window.

2 From the search bar

Type **/call** into the command box followed by the individual or group you wish to call.

3 From the keypad

Select **Calls** from the left menu, select **Dial a number**, and dial any number on the keypad.

How to make calls with Microsoft Teams

Watch video

Getting Started Guide

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Call delegation

Stay focused and get more done with call delegation support. Delegating calls can help save you time while empowering team members to proactively field calls and address issues.

Set up call delegation

1 **Assign delegates**

Select **Settings** > **General**, and then select **Manage delegates**.

Select **Your delegates**, search your contacts, then select **Add**.

2 **Turn on delegation**

Under **Calls**, select **Forward my Calls** > **My delegates**.

How to set up a delegate

Watch video

Getting Started Guide

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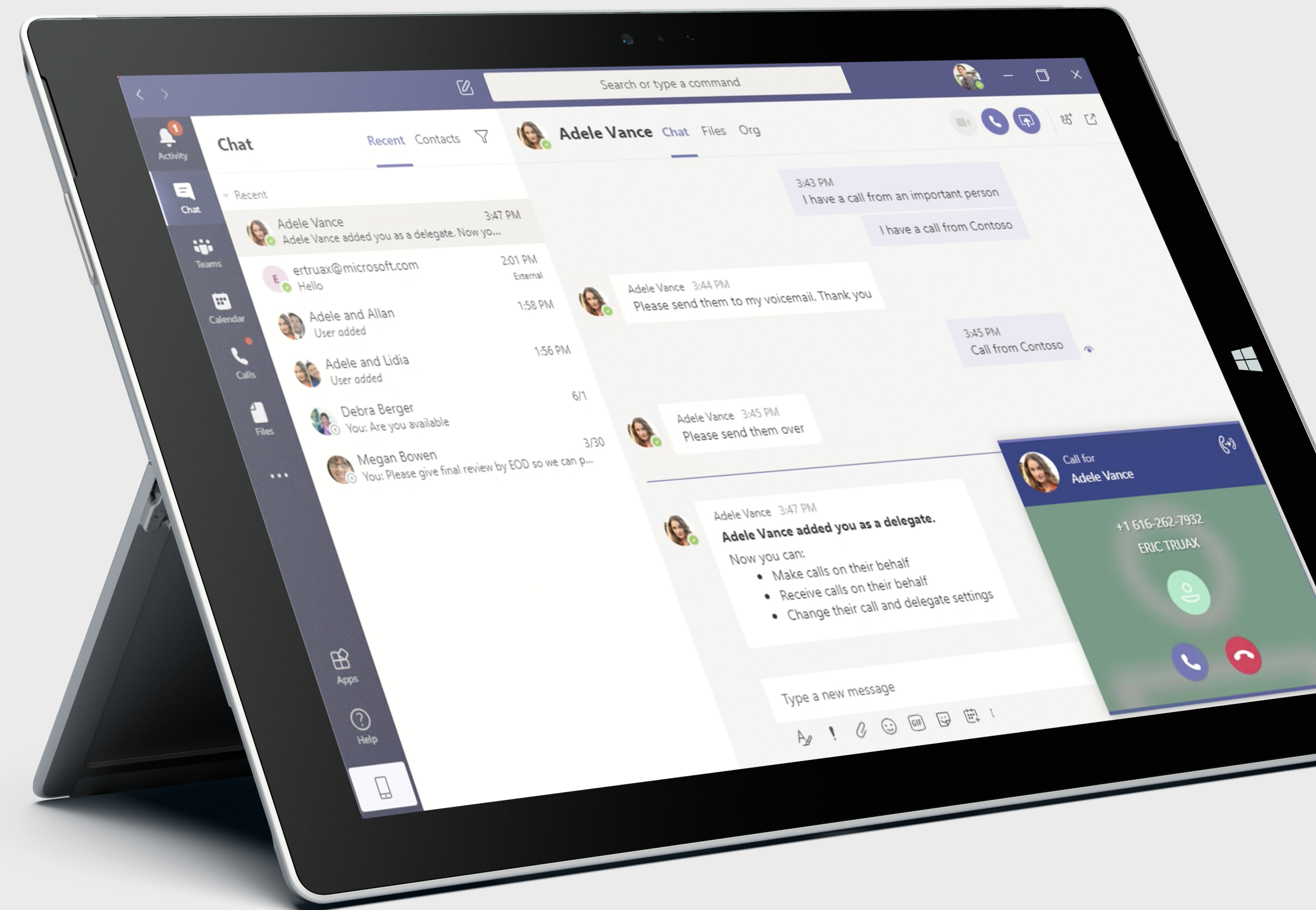
Call escalation

Seamlessly turn a one-on-one call into a group call with video, screen sharing, and more.

Escalate a phone call

1 **Add participants**

From a call, select the **Show participants** icon in the bottom menu.

Where it says **Invite someone or dial a number**, type a name or a phone number.

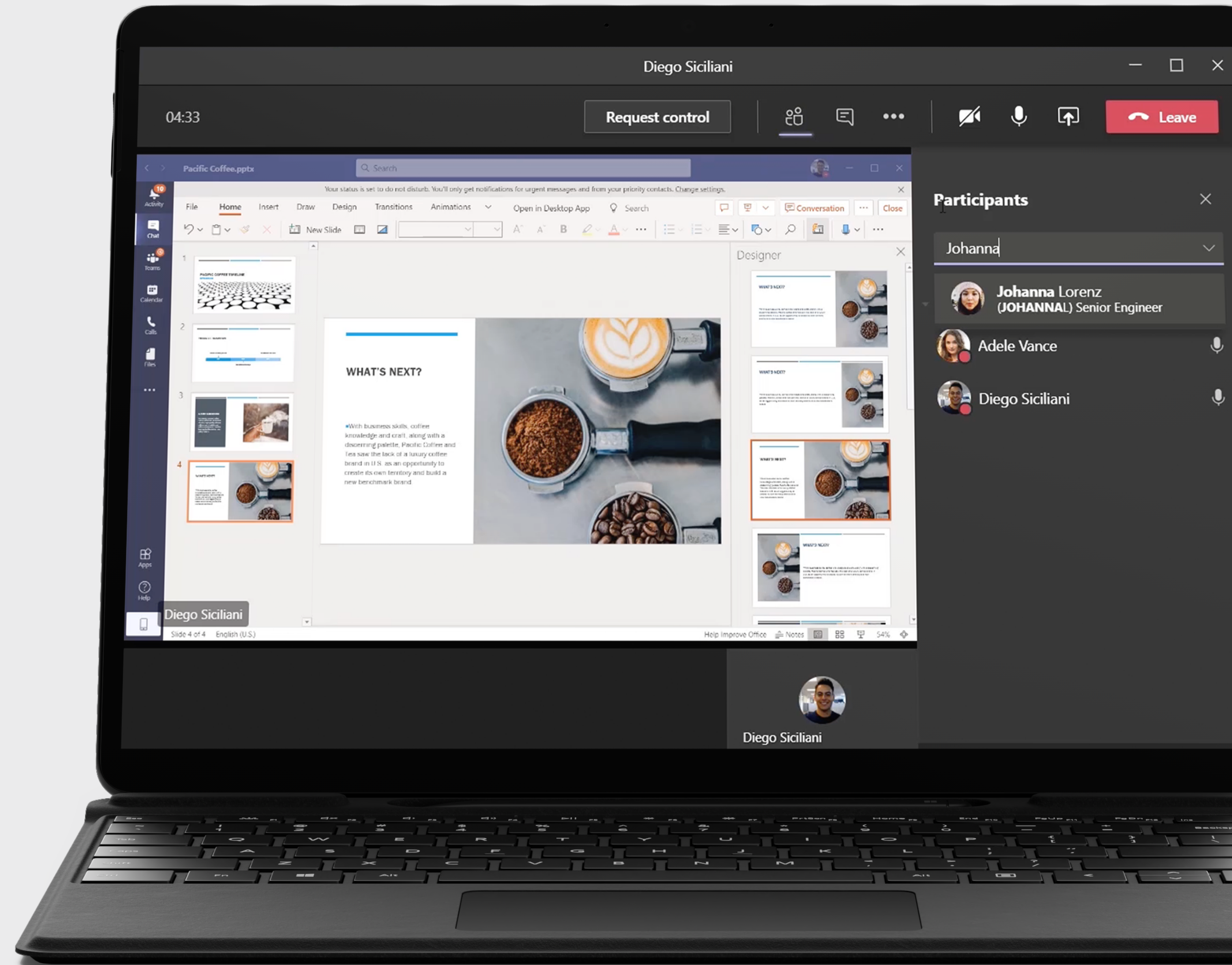**2** **Add video or share screen**

To share video from a call in progress, click on the **Video** icon.

To share content while on a call, select the **Share content** icon. Select either a device screen or an individual piece of content to share.

To stop sharing, select the **Stop sharing** icon.

Getting Started Guide

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Call transfers

Leverage the transfer with consult to provide team members with context and ensure a seamless call handoff every time.

Transfer a phone call with a consult

1 **Initiate a transfer**

When on a call, select the **More actions** menu in the bottom menu.

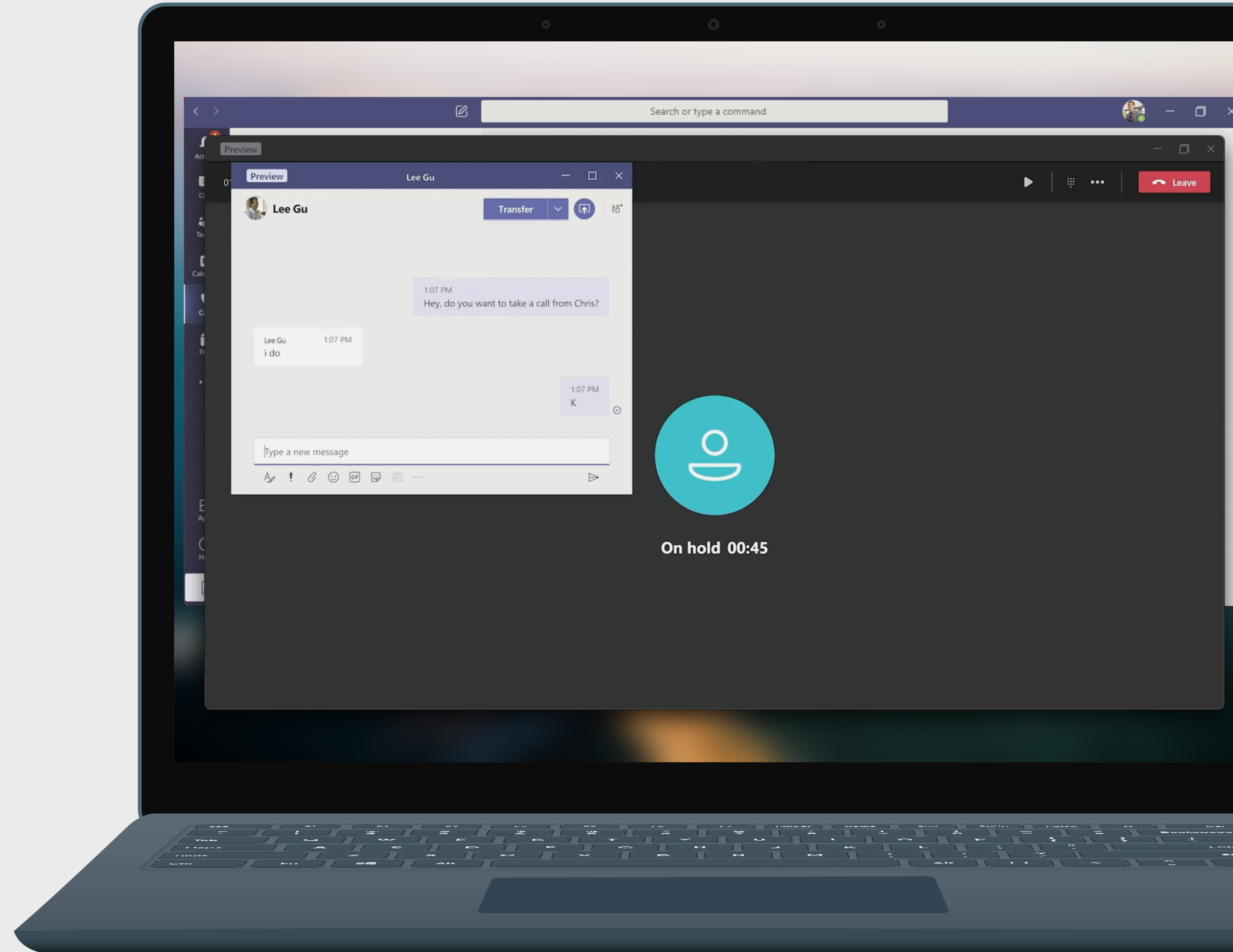Select **Consult, then transfer** from the menu.

2 **Consult and transfer**

Search a team member on your network, and select **Consult**, which will open a chat window.

When ready, select **Transfer**.

Transfer a call in Teams

Learn more

Getting Started Guide

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Call queues and Auto attendant

Collect calls in a call queue, set up call routing rules, and distribute calls to agents. Leverage Conference mode to seamlessly transfer calls between agents.

Set up a call queue

1 **From the Teams admin center**

From the Teams admin center, expand **Voice**, click **Call queues**, then click **Add**.

Name the call queue, then click **Add Accounts** to add the associated resource account.

2 **Configure the call queue**

Set the greetings and hold music for the queue using default music, or upload your own files.

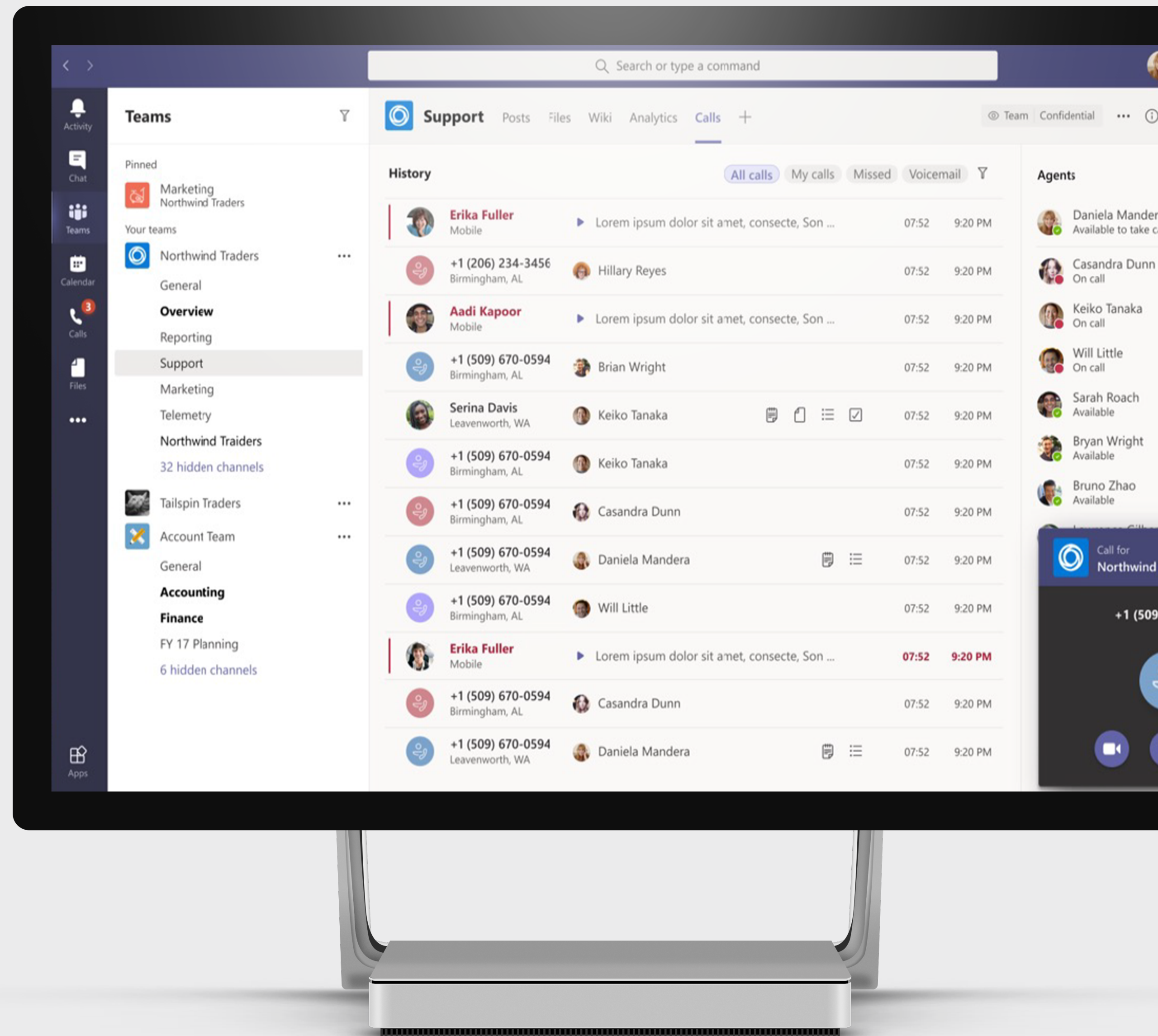Create a Teams channel to manage the queue and assign users and groups.

Configure **Call routing**, **Call overflow** handling, and **Call timeout** handling (i.e., maximum wait time.)

Set up an auto attendant

[Learn more]

Create a call queue

[Learn more]

Getting Started Guide

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Cloud voicemail with transcription

Set up a custom voicemail message and receive voicemails transcribed into text in your email for easy scanning.

Set up your voicemail

1 **Configure your voicemail**

Select **Settings** then **Calls**.

Under **Call answering rules**, change **If unanswered** to **Voicemail**.

Select the **Configure voicemail** button to record a custom message, add out of office greetings, and customize call answer rules.
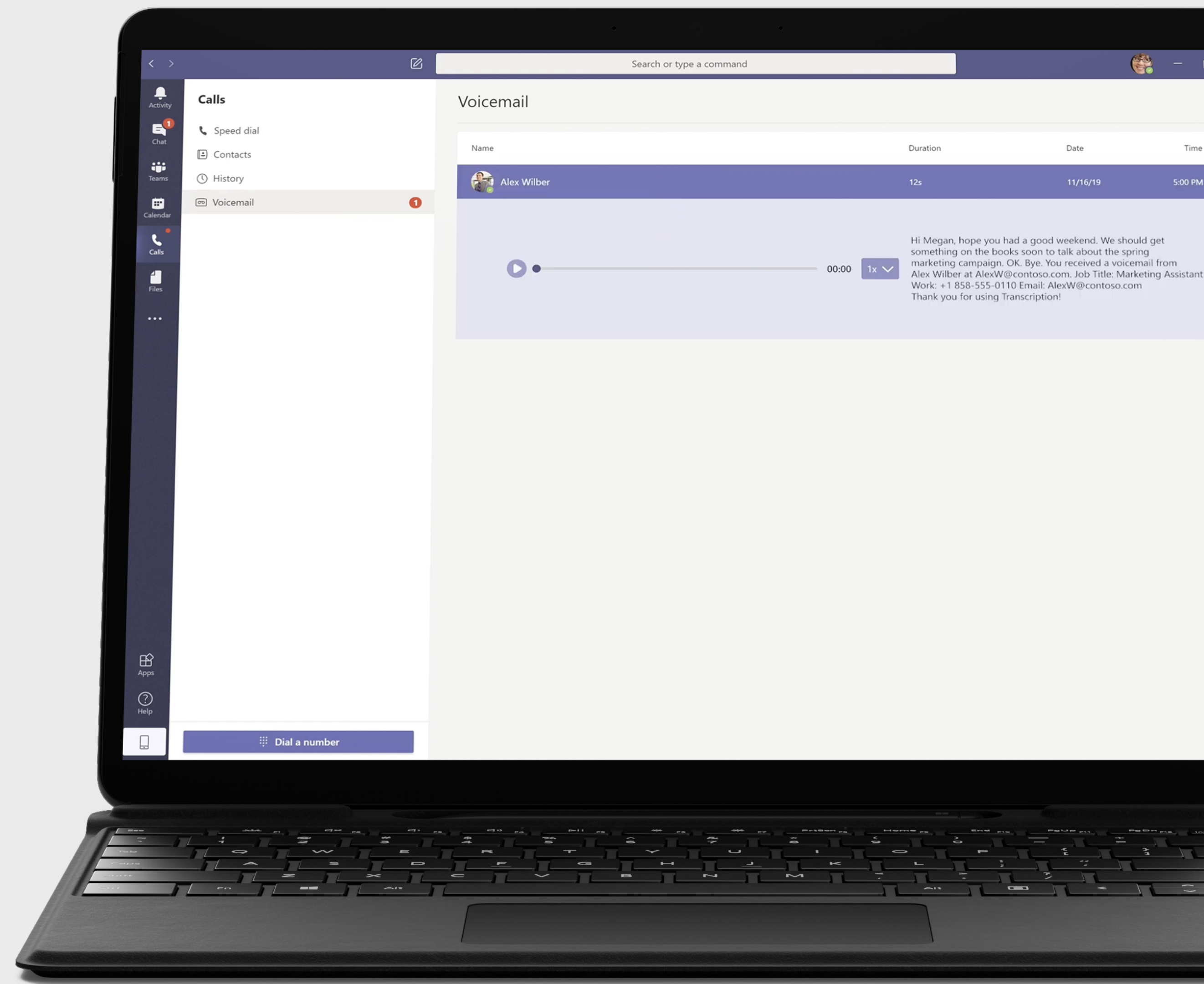
2 **View voicemail transcriptions**

Navigate to the **Call** section on the left menu, then select **Voicemail**.

Click on a voicemail to view the transcription. Click the **play button** to hear the voicemail.

Check your voicemail in Teams

Learn more

Custom contact groups

Create custom contact groups to organize your contacts and make it easier to find team members.

Set up custom contact groups

1 **Create a group**

Go to **Calls** in the left menu and select **Speed dial**.

Click the **New group** button.

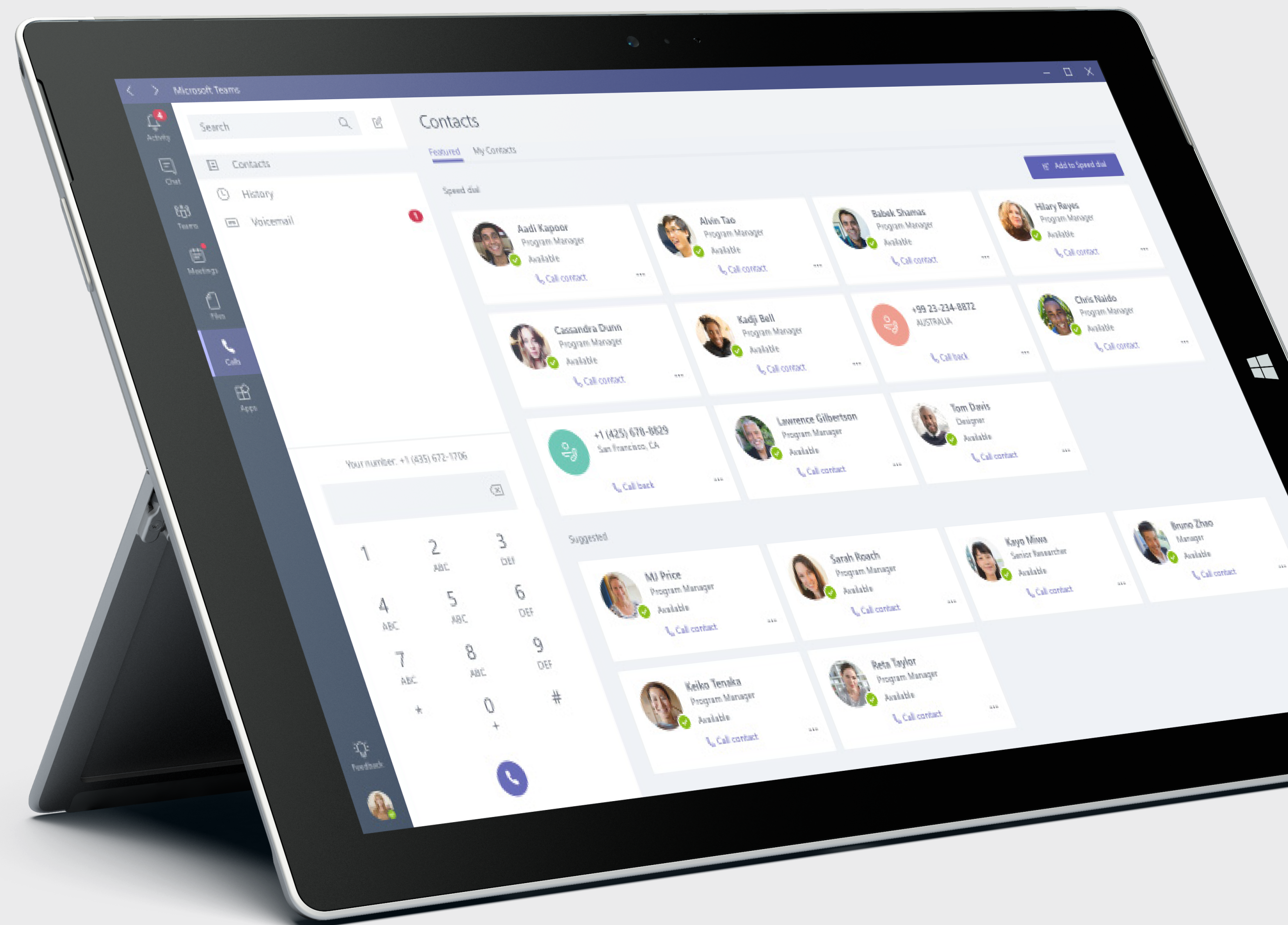Add a group name and click **Create**.

2 **Add contacts to a group**

Navigate to the group, and click on the **More options** menu on the right side.

From the drop down menu, select **Add a contact to this group**.

Search for the appropriate contact and click **Add**.

Create, edit, or delete a contact group

Learn more

Getting Started Guide

Custom ringtones

Set up custom ringtones to create a more personalized experience that makes it easy to know when your phone is ringing.

Set up custom ring tones
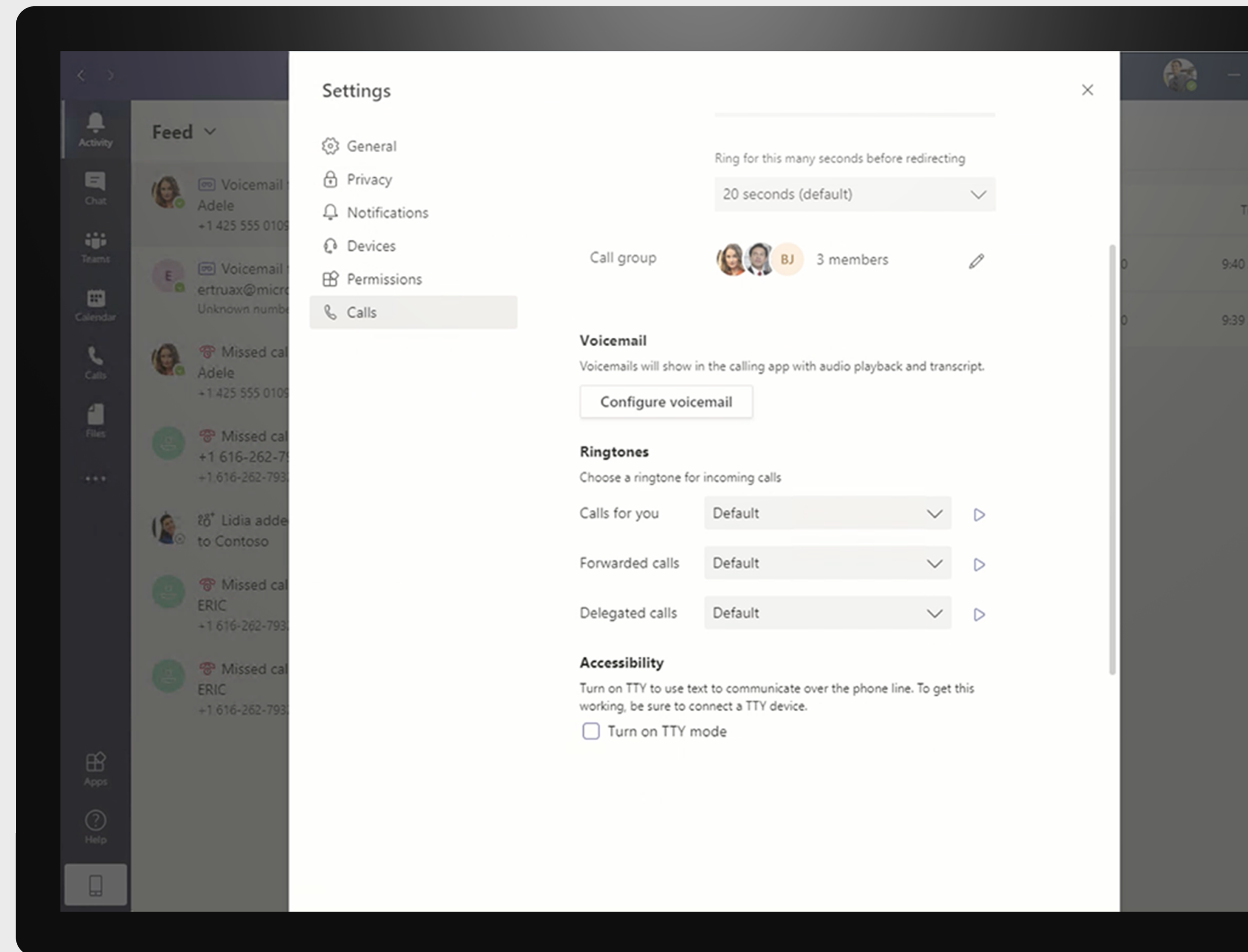
1 **Assign a custom ringtone**

Select **Settings** > **Calls**.

Under the **Ringtones** section, click the menu next to **Calls for you**.

Select a ringtone from the drop-down menu. Preview the ringtone by pressing the **play** button on the right side.

Manage your call settings

Learn more

Getting Started Guide

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Do not disturb and Breakthrough

Do not disturb and Breakthrough help protect you from unwanted interruptions while letting through important calls.

Use Do not disturb mode

1 **Turn on Do not disturb**

Click on your user icon in the top left of the Microsoft Teams window.

Select your status, and from the drop-down menu, select **Do not disturb**.

2 **Assign priority users to breakthrough**

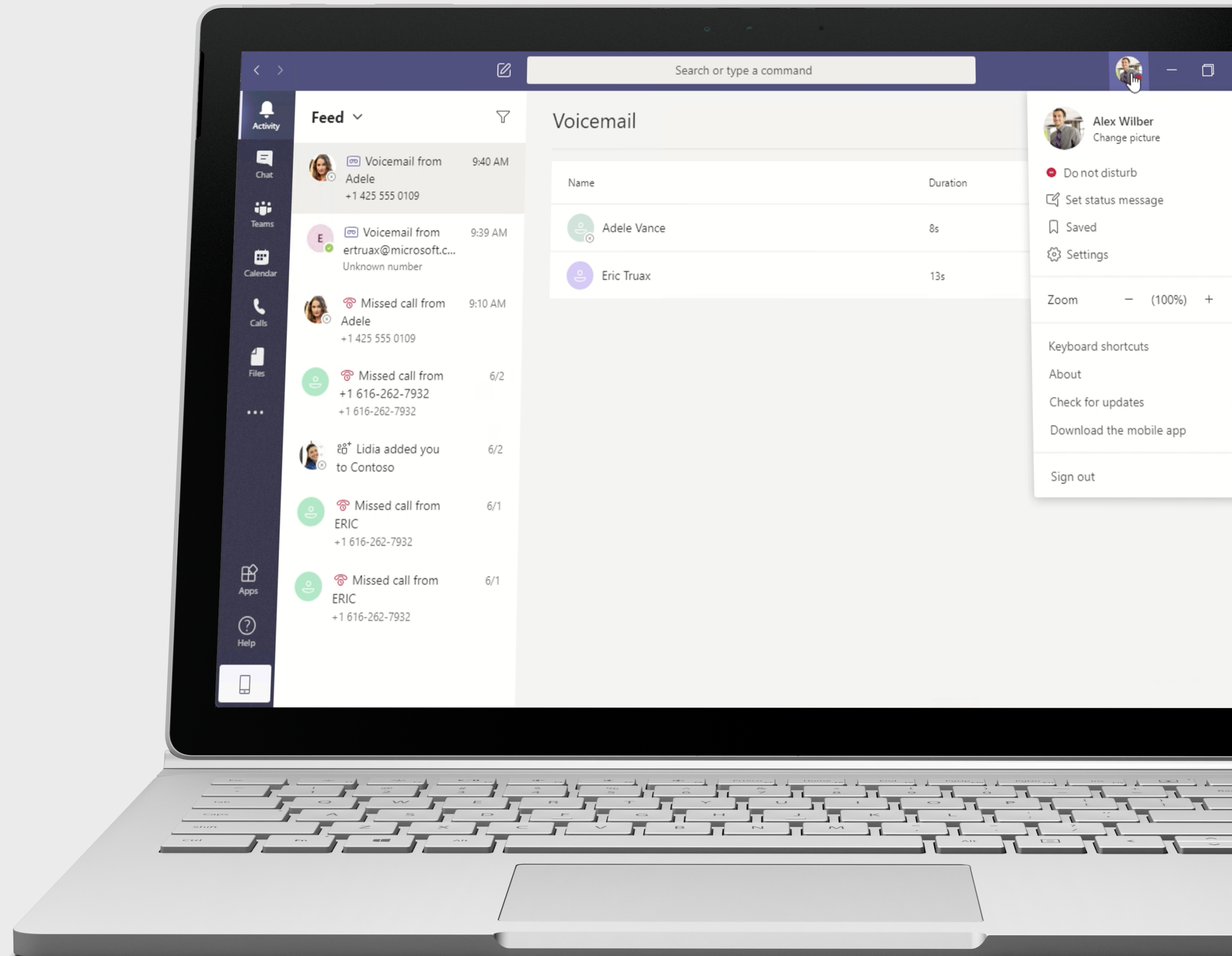Select **Settings** then **Privacy**.

Click the **Manage priority access** button.

Add people to your priority access list.

Change your status

Learn more

User presence

Learn more

Getting Started Guide

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Mobile calling

Make and receive phone calls to and from your mobile device to any phone number using the Microsoft Teams mobile app.

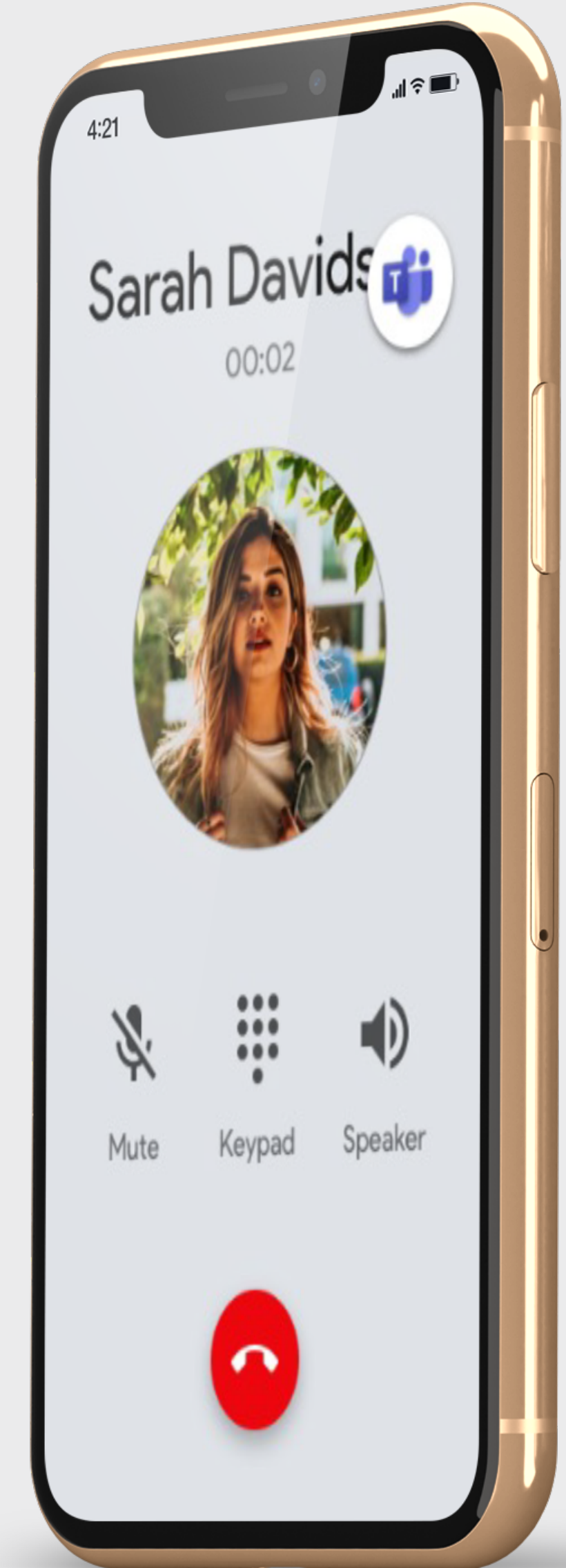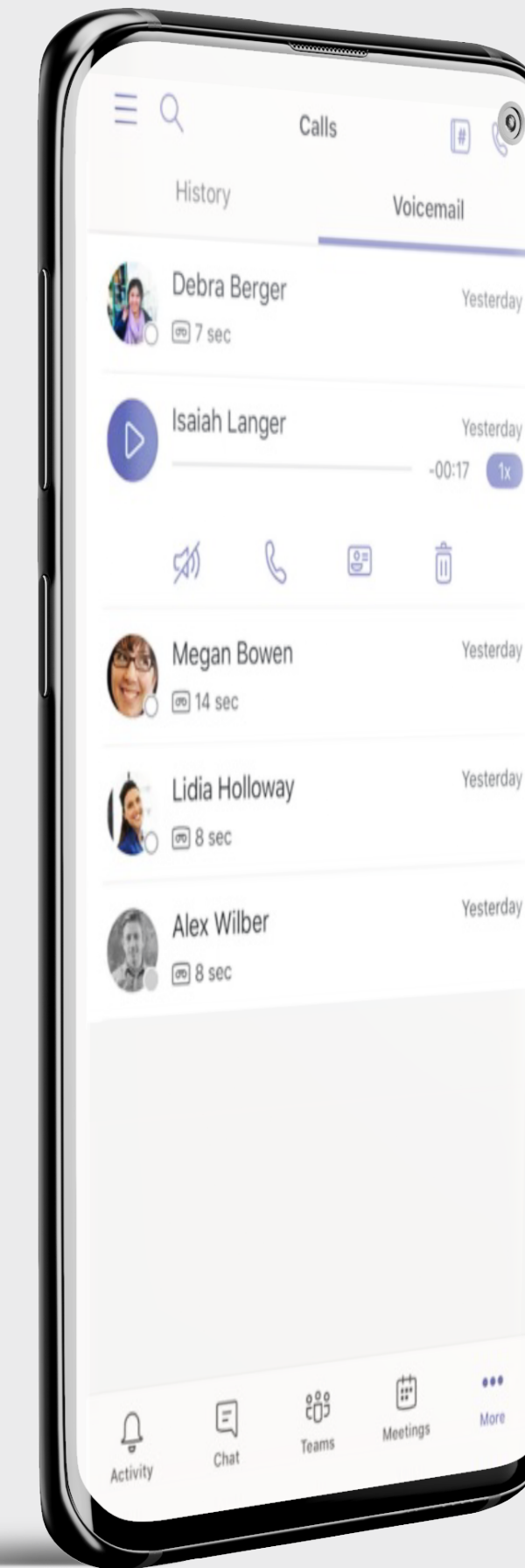## Take advantage of mobile calling

1 **Make and receive phone calls**

To make a phone call from the Microsoft Teams mobile app, navigate to the **Call** menu.

Search for a contact and select to initiate a call.

Download the Microsoft Teams mobile app

Download

Screen sharing

Present and collaborate on work in real-time with screen sharing and remote device control.

Share your screen

1 **Share content**

To share content while on a call, select the **Share content** icon. Select either a device screen or an individual piece of content to share.
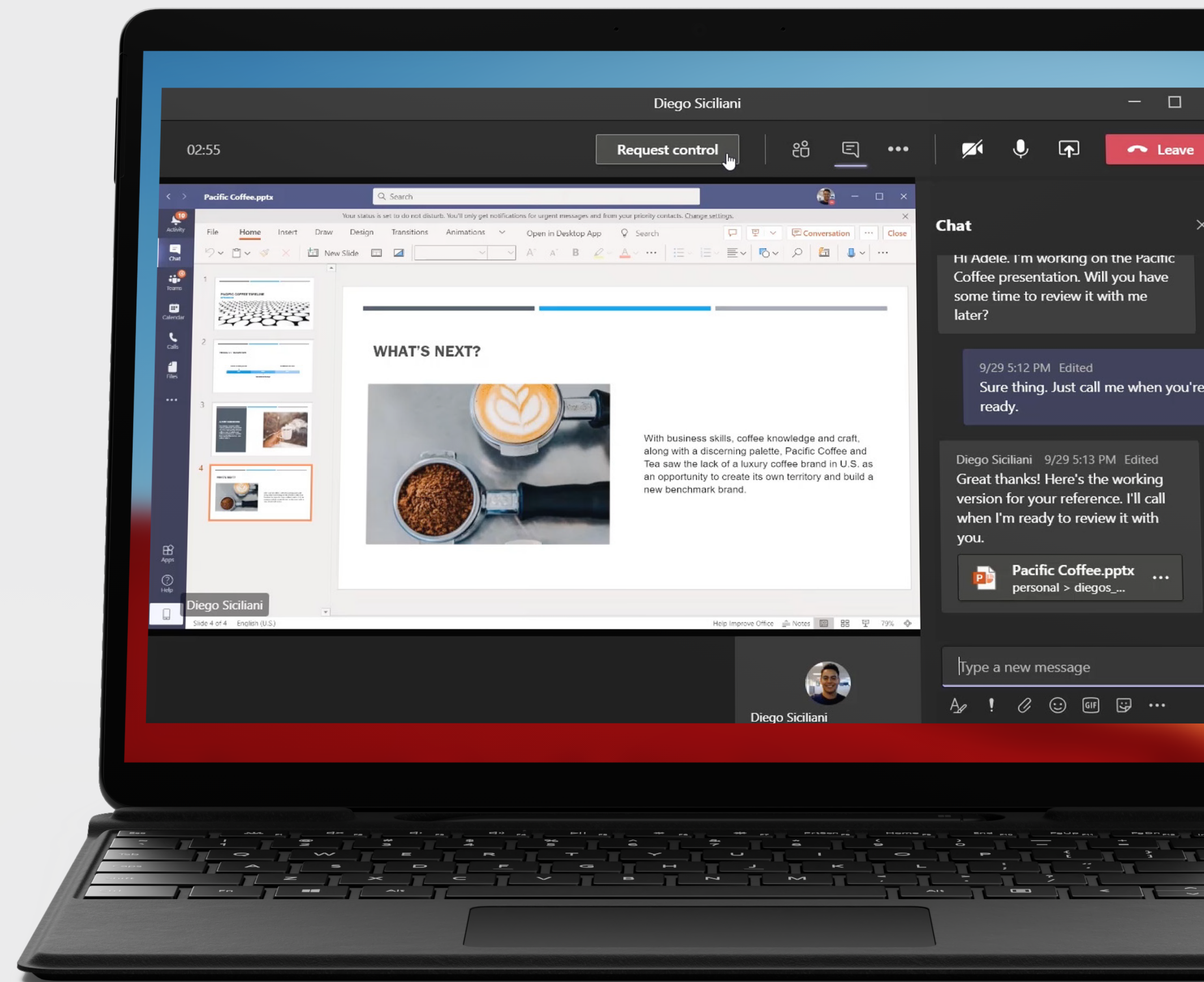
To stop sharing, select the **Stop sharing** icon.

Share control of your device

1 **Give control to a meeting participant**

When sharing your screen, select the **Give control** drop-down menu from the menu bar at the top of the screen and select the participant to whom you want to give control.

Speed dial

Connect with your frequent contacts faster by configuring speed dial with one-click calling.
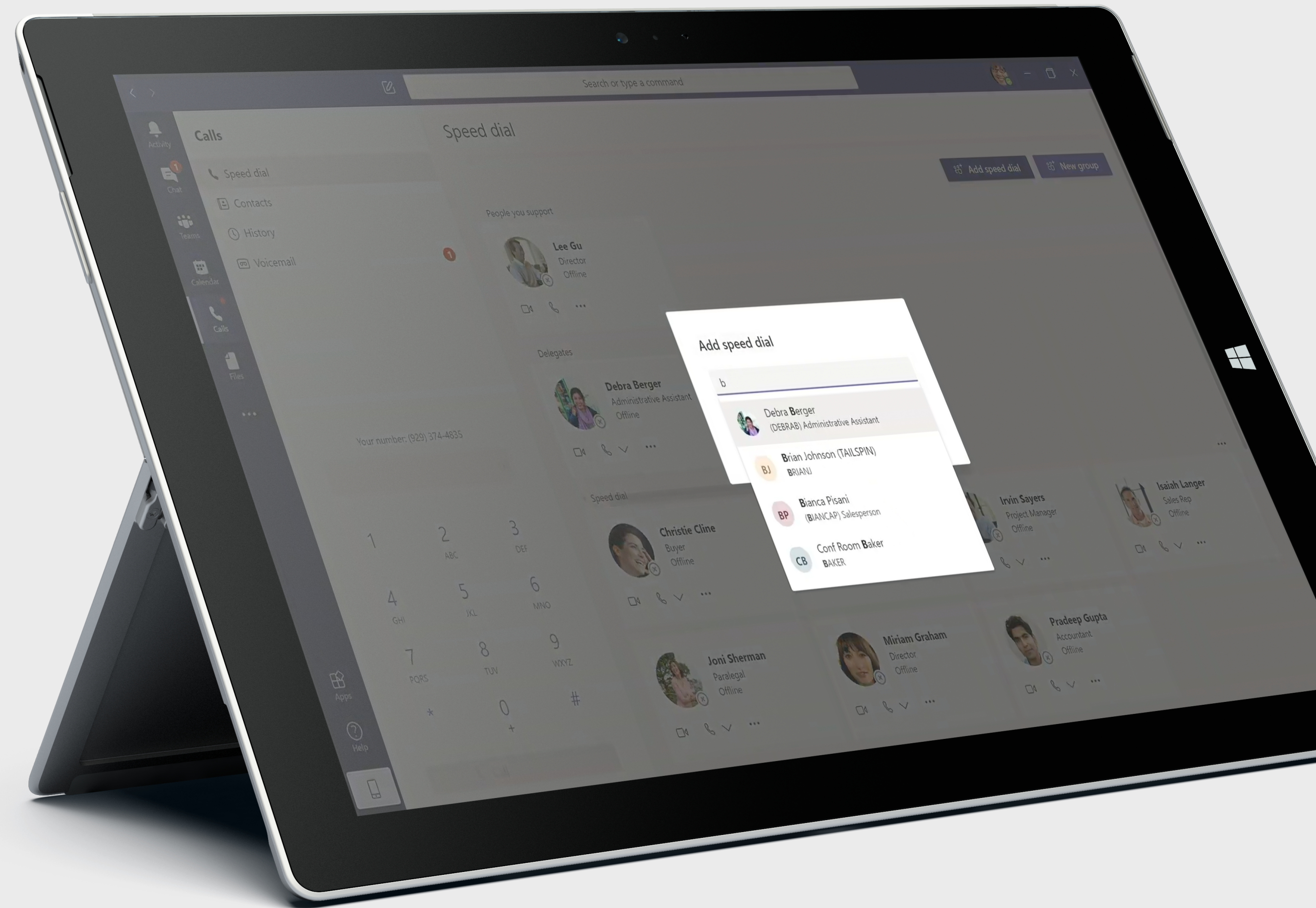
Set up contacts for speed dial

1 **Add a contact to speed dial**

Go to **Calls** in the left menu and select **Speed dial**.

Click the **Add speed dial** button.

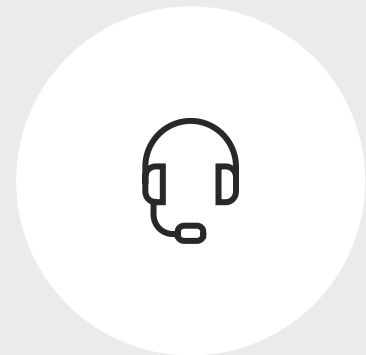Add a team member or phone number and click **Add**.

Input contact info and click **Add**.

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Getting Started Guide

Microsoft Teams-certified devices

Stay connected from any workspace with Microsoft Teams-certified devices, including peripherals, phones, and displays.

Headsets

Speakerphones

Web cameras

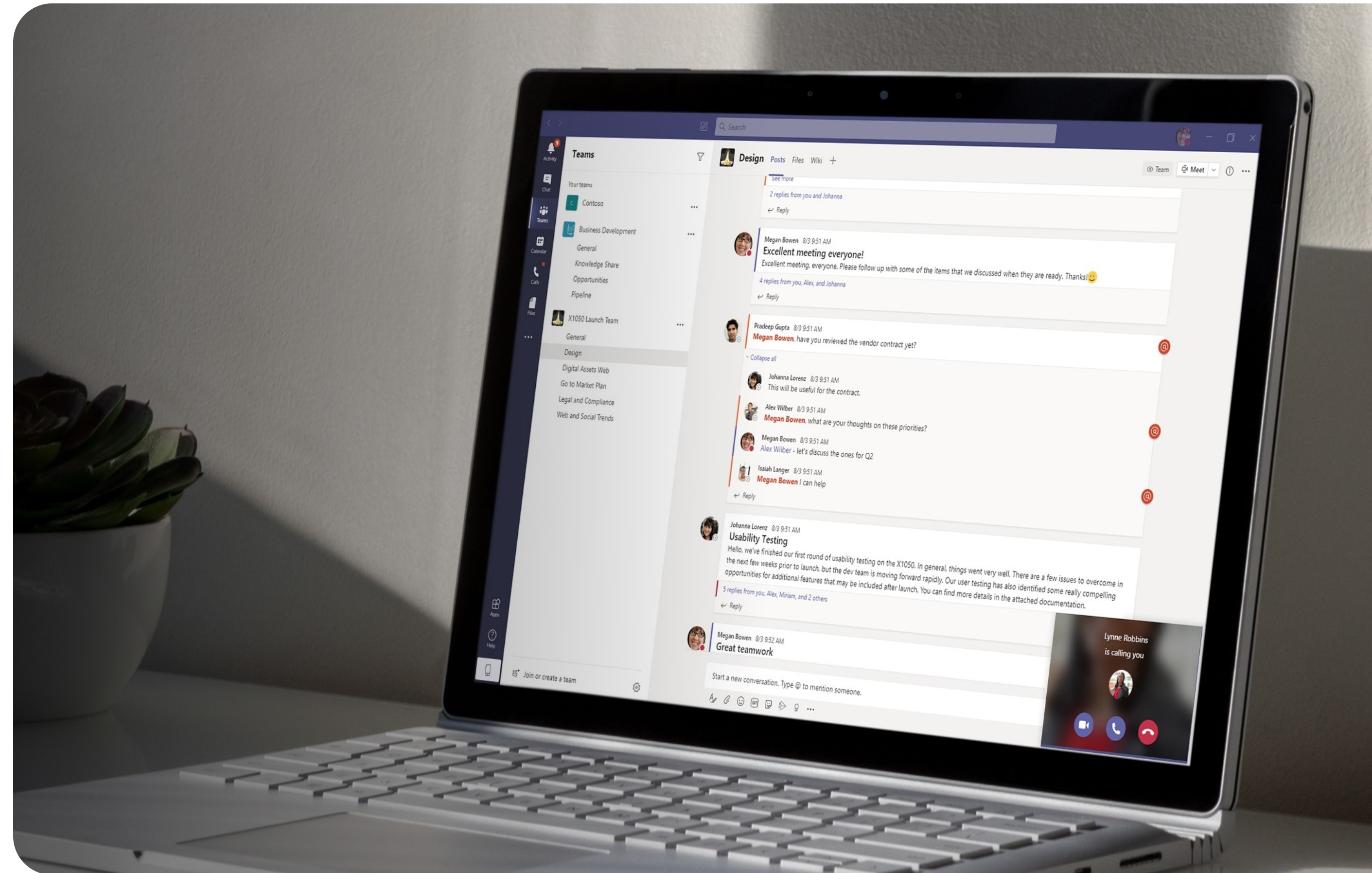Desk phones and Teams displays

Teams Rooms

Room accessories

Teams phones

Teams displays

Microsoft Teams

Microsoft