

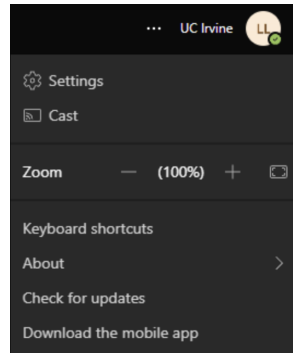
# Microsoft Teams - Calling Quick Reference Guide



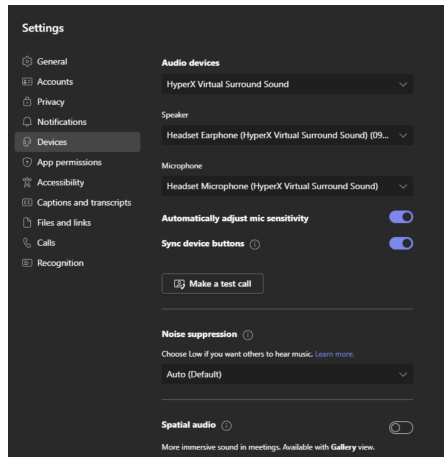
## Check your Audio Settings

Prior to using Teams to receive a call, make a call or attend a meeting, please ensure your audio settings are configured properly.

1. Click on the three dots menu next to your profile picture.
2. In the menu that expands, select **Settings**.



3. Navigate to the Devices tab on the left.
4. Check that your input/output devices are correct.
5. You can also conduct a test call to ensure your audio settings are working as expected.
6. What will occur is that you should hear the test in your headset.
7. At the end a summary will display on the screen with your currently configured audio settings. Choose **Close**.



## Answering a call

1. When someone calls you, you'll get a notification in the corner of your screen that lets you accept or decline the call. You can answer by clicking on the phone icon on your screen.

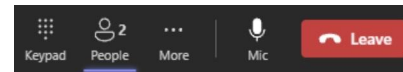


2. Click the middle phone icon to answer with audio only.
3. Click the left video icon to accept the call and enable video as well.
4. Click the right red button to decline the call and it will go to voicemail.

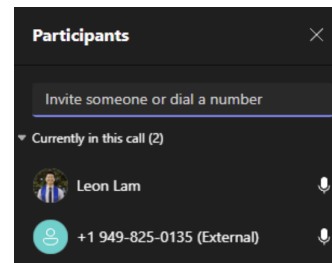
## Conference Call (adding someone to a call)

Multi-party calling is allowed. A maximum of 50 people can be added to a call.

1. To add someone new to a group call, select the Show participants icon in your call controls



2. Then type their name or phone number in the search box and hit enter. This will add them into the call. To add external participants, you may enter their ten digit number.




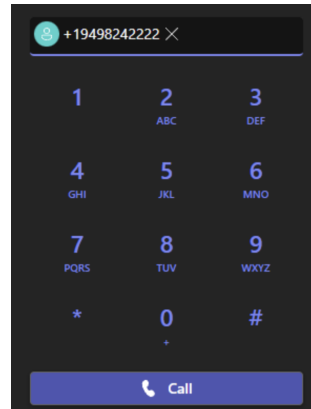
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## Starting a Call using the Dial-Pad

The Dial-Pad can be used to Dial someone who is outside of the University.

1. Navigate to the  section.
2. Using the DialPad, type the number or name that you wish to call.


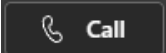


3. To start call, click 

**Note:** You do not need to enter 9 for external dialing.



## Starting a Call using History

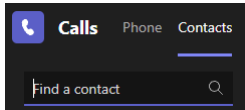
History shows all calls that were made. To call a person from History,

1. Navigate to the  section
2. Your call history will be displayed on the right.
3. Hover your cursor on the person you want to call.
4. Choose 

## Adding Contacts and Starting Calls

The contacts section is shared with Outlook. You can add a contact in the Teams or within Outlook.

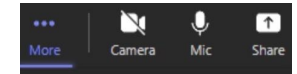
1. Navigate to the  section
2. Click 
3. Choose in the Right side of screen



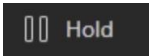
4. At the **Add to Contacts** box, begin typing the user's first name, a list will appear and select the appropriate person.
5. Click **Add**
6. Scroll down and locate the contact and click the phone icon to make a Teams Call.

## Putting a Call on Hold

1. To place a call on hold, click **More** actions in your call window.



2. Then select **Hold**. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.



3. People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is suspended, too. Everything will return to normal once you resume your call.




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## Checking your Voicemail

The easiest way to check your voicemail is from the Teams Client Calling Page. However, you also will receive an email with the voicemail attached and transcribed to text (if possible).

You are not able to check your voicemail from a cell phone or phone without using the Teams client.

1. Navigate to the  section.
2. Click on .
3. Voicemails will be displayed in chronological order, click on the name or number.
4. Click the  to play the message.

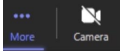
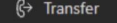
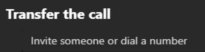
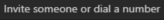
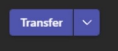
### Notes:

- You can change the play speed by clicking on the down arrow next to  and selecting the speed.
- The Transcription is on the right-hand side of the screen.
- If you delete your voicemail email notification, it will also delete it on your Teams voicemail history

## Transfer a Call

Microsoft Teams provides the ability to transfer the call to another user. There are two types of transfers: Transfer (aka. Blind Transfer), and Consultative Transfer.

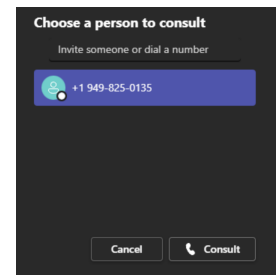
Transfer (Blind Transfer)

1. To transfer a call, select **More**  >  in your call controls.
2. Type the name of the person you want to transfer the call to and select them. To finish, select  .
3. Click the drop-down arrow in the  button to see more transfer options.
4. Choose Work to transfer the call to their Teams number, or Work voicemail

## Consultative Transfer (Announcing call to receiving party, warm-hand off)

Consultative transfer allows the person to consult with the person prior to transferring the call. This may be done via the phone or using Chat. (Physical phones do not allow chat).

1. To transfer a call, select **More options** > **Transfer** in your call controls.
2. Type the name of the person you want to transfer the call to and select them. To finish, select **Consult**.
3. Two options for consultation:
  - a. To type a message to the person who you wish to transfer the call to and hit the send button.
  - b. If the receiving party is not available but caller would like to leave a voicemail, click the Transfer drop down and select Work Voicemail.



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## Call Park

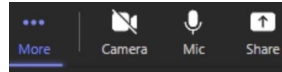
Microsoft Teams offers many different types of clients from mobile, desktop or web (using Chrome). Therefore, a call can be picked up from any device. You may want to transfer the call to another device. This is done by using Call Park.

By using Call Park, the call is temporarily put on hold so it can be picked up on another device by using a Pickup code.

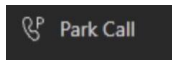
## Parking a Call

To move a call from one device to another.

1. To place a call on hold, click **More** actions in your call window.



2. Select **Park Call**



## Picking up a Parked Call

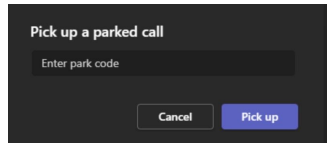
1. Navigate to the **Calls** section



2. Click **Parked calls** under the Dial Pad.

**Parked calls**

3. At the Pick up a parked call, enter the # and then click Pick up



## Call Delegation

You can pick someone in Teams to be your [delegate](#)—to receive and make calls on your behalf.

When you add a [delegate](#), you're essentially sharing your phone line with them, so they can see and share all of your calls.

## Understanding whether Someone is Available

You should be aware of the person's status before calling, because calls may not be completed because the person's status is set to Do Not Disturb.

Status Example	Description	Status Marking
	Person is actively working and is online	Green Check
	Person is busy, but the phone will ring (They may be on the call)	Red Dot
	Person is away	Yellow Clock
	Person is in Do not disturb mode. They may be in a presenting or focusing on someone else. They will no receive a call	Red with a minus in it.