



# Get started with Teams Phone

## Streamline your day by using Microsoft Teams as your phone

Microsoft Teams Calling allows you to make and receive phone calls directly from the Teams app on your computer, mobile device, or Teams-enabled desk phone. It uses your existing campus phone number and integrates voicemail with your email and Teams account. This system provides a flexible, modern calling experience from anywhere with an internet connection.

## Call other Teams users through Teams

**Make calls** to Teams users regardless of whether they are part of your organization.

Easily **uplift a Teams call** from a Teams Chat.

**Add participants** at any point during the call.

### How to call another Teams user

- Select **Audio call** directly from a chat, or
- Select **Calls** from the left menu in the Teams App, and choose or search for a contact

To add participants to a call

- Select **Add people**

## Dial a phone number from Teams

Use Teams to **dial phone numbers** of people or organizations that may not be Teams users.

Easily **save phone numbers as contacts**, so next time you can make a call by searching for your contact by name.

### How to call a phone number

- Select **Calls** from the bottom rail in the Teams App
- Select **Dial a number**
- Dial any number on the keypad

## Set up call delegation

Set up call delegation to **make or receive calls for your manager**.

**Receive delegated calls** on behalf of your manager and transfer with consult if required.

**Customize call answer rules** to have calls forwarded to you if your manager isn't available to answer a call.

### Set up call delegation

- Have your manager select **Settings > General**, then select Manage delegates
- Select **Your delegates**, have your manager type your name, and then select **Add**
- Under **Calls**, your manager should select **Forward to**, and change to **My delegates**
- You will receive a notification letting you know that you have been designated as a delegate

## Transfer calls to your manager and other team members

**Forward a call** to another team member.

**Ensure a seamless call handoff** to your manager by transferring with consult, which enables a pop-up chat before transferring a call.

**Use hold** to place a user on hold while addressing other tasks.

## Call park and retrieve



Easily **park a call and retrieve** from another device.

The call is then parked and the desired recipient is notified a call is holding for them as well as the corresponding retrieval code. The recipient enters the code in the Teams client and retrieves the call.

### How to transfer a call with a consult

- When on a call, select the **More actions** menu
- Select **Transfer**, then choose **transfer now** or **Consult first**
- **Search** a team member and tap on them to **transfer** directly or **consult** first

### How to park and retrieve calls

- Click **More actions** in your call window and select **Call park** 
- Teams will give you a unique code you can use to retrieve the call and enter the park code to retrieve a parked call, go  to the speed dial tab, click **Unpark**

## Get better ways to manage voicemail

**Easily set up a voicemail** with a custom greeting.

Consolidate all your voicemail messages into Microsoft Teams with **cloud voicemail**.

See **voicemail transcriptions** next to recordings for easy scanning of message content.

### How to set up your voicemail greeting and other settings

- Click the three dots next to your picture and click **Settings**, then
- In the Voicemail section, click **Configure voicemail**
- Select **Record a greeting** and follow the instructions

## Make Teams calls from your mobile device

**Use the Teams App on your mobile device** to make and receive calls when you're on the go.

Easily **switch from your PC to your mobile device** by launching the Teams App on your phone—even during a call.

### How to use your mobile device to make a Teams call

- Launch the Teams App on your mobile device
- For iPhone, tap the **Calls** icon
- For Android, tap the **More** icon and then select **Calls**

### Learn more

For more information about Teams Phone and its capabilities, please visit:  
[First things to know about calls in Microsoft Teams](#) - Microsoft Support  
[Get Started with Teams Phone](#) - YouTube

Email [helpdesk@whitworth.edu](mailto:helpdesk@whitworth.edu) for additional support.