



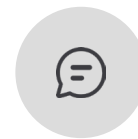
Getting started with

Calling for Microsoft Teams



Boost your productivity and improve collaboration with Microsoft Teams.

Staying productive and collaborating effectively is hard, and the constraints of remote work have exacerbated many of these challenges. Microsoft Teams gives you many great features, from chat and meetings to calling and collaboration, that can help you stay on task, work better together, and be more successful.



Chat



Meet



Call



Collaborate

Get started with Calling for Microsoft Teams

Make a voice or video call

Easily make voice and video calls to anyone inside or outside your organization from within the Teams app.

One-on-one calls allow for conversations between two parties.

Group calls enable conversations with small or large groups. Additional participants can be added to any call.

Use your mobile device to receive and make phone calls to any number.

[Click here to learn more about making a call](#) →

Ways to make a call

- 1 Select **Audio** or **Video call** from a chat.
- 2 Type **"/call"** in the command box.
- 3 Select **Calls** from the left menu, select **Dial a number**, and dial any number on the keypad.

Share your screen

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

Share a screen to present and collaborate in real-time.

Request control of a participant's screen or share control to enabled even greater co-editing and collaboration.

Only share a specific file if you don't want to share your entire desktop while on a call.

How to share your screen

- 1 From a call, select the **Share content** icon.
- 2 Select either a device screen or an individual piece of content to share.
- 3 To stop sharing, select the **Stop sharing** icon.



Turn a 1:1 call into a group call

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

Add participants to a call to turn a one-on-one call into a group call.

Turn an audio call into a video call to escalate to a videoconference.

Share a screen to present and collaborate in real-time, and share control to enabled even greater co-editing and collaboration.

How to escalate a call

- 1 From a call, select the **Show participants** icon in the bottom menu.
- 2 Where it says **Invite someone or dial a number**, type a name or a phone number.

Transfer calls to team members

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

Transfer calls to forward a call to another team member on your network.

Transfer with consult enables a pop-up chat before transferring a call to another team member, enabling you to provide context before handing off a call.

Hold enables you to place a user on hold while addressing other tasks.

Call parking allows a user to place a call on hold from one location and continue the conversation from another device.

How to transfer a call with a consult

- 1 When on a call, select the **More actions** menu in the bottom menu.
- 2 Select **Consult, then transfer** from the menu.
- 3 Search a team member on your network, and select **Consult**, which will open a chat window.
- 4 When ready, select **Transfer**.

Receive voicemail transcriptions

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

Cloud voicemail consolidates all of your voicemail messages into Microsoft Teams.

Voicemail transcriptions allow you to read a text transcription of your voicemails for easy scanning.

Custom messages can be added by recording an outgoing message or using text-to-speech capabilities to read a message.

Out of office greetings allow you to customize an outgoing message when you are out of the office.

Set up your voicemail

- 1 Select **Settings** then **Calls**.
- 2 Under **Call answering rules**, turn **If unanswered to Voicemail**.
- 3 Select the **Configure voicemail** button to record a custom message, add an out of office greeting, and customize call answer rules.

Learn more

Watch our video tour to learn how to make the most of Microsoft Teams.



Discover advanced features and do even more with Calling for Microsoft Teams.



Learn more about how Microsoft Teams can help you drive business success.

