

Get started with Teams Phone

Streamline your day by using Microsoft Teams as your phone

Busy executives need tools that help them stay connected to the information and people necessary to deliver the best outcomes for customers, employees, and business stakeholders – whenever and wherever work takes them.

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

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**

Call park and retrieve

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

Parks the call and notify the desired recipient to that a call is holding for them and share the retrieval code. The recipient enters the code in the Teams client to retrieve the call.

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
- To retrieve a parked call, go to the speed dial tab, click **Unpark** , and enter the park code

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 **Settings and more** **⋮**, then **choose Settings > Calls**
- In the Voicemail section, **click Configure voicemail**
- Select **Record a greeting** and follow the instructions

Set up call delegation

Set up call delegation to have members of your team **make or receive calls on your behalf**.

Customize call answer rules to have calls forwarded to your team if you aren't available to answer a call.

Set up call delegation

- Select **Settings > General**, then select **Manage delegates**
- Select **Your delegates**, type your delegate's name, and then select **Add**
- Under **Calls**, select **Forward to**, and change to **My delegates**
- Your delegates will receive a notification letting them know they've been designated as a delegate

Learn more

For more information about Teams Phone and its capabilities, please visit: [Microsoft Teams Phone | Voice and Video Calling](#)