



Human Resources

# Get started with Teams Phone



## Stay connected to internal stakeholders and external applicants

Human resources professionals need tools that help them coordinate interviews, onboarding, training, and other regulated operations critical to the health of the business.

Here's how to get started.

### Initiate voice and video calls from the Teams App

Make **voice and video calls** to people within your organization or external Teams users.

Easily transition **to voice or video** calls from Teams Chat.

**Add participants** at any point in the conversation.

#### How to call another Teams user

- Select **Audio call** or **Video 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

- Select **Add people**

### Call a phone number from the Teams App

Use the Teams desktop app to **call phone numbers**—that is, phone numbers outside your company.

Easily **save phone numbers as contacts**, then make a call by searching for your contact by name.

#### How to call a phone number

- Select **Calls** from the left menu in the Teams App
- Select **Dial a number**
- Dial any number on the keypad
- Select **Add contact** from your call history to save number to contact list

### View or add phone numbers as contacts

**Easily see** contacts from the Calls screen by selecting **Contacts**.

**See all your call history** from the Calls screen, including to phone numbers.

**Quickly add phone numbers** to your contacts.

#### How to save phone numbers as contacts

- Select **Calls** from the left menu in the Teams App
- Choose **Contacts**
- Click **Add contact** and complete entry
- OR click... next to the number in your call history, and select **Add contact**

## Use the Teams App to call from your mobile device

**On the go? Use the Teams App on your mobile device** to receive and make phone calls to and from any number.

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**

## Start a call from chat

Easily **launch a call from a chat** when you need a direct discussion.

Make **one-on-one** or **group calls** with anyone in your organization.

Add up to **20 people**, without needing to host a meeting.

### How to start a call from a chat

- Go to your chat list and click **New chat**
- Type the name or names into the **To** field at the top of your new chat
- Select **Video call** or **Audio call**

## Transfer calls to team members

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

**Ensure a seamless call handoff** with transfer with consult, which enables a pop-up chat before transferring a call.

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

### How to transfer a call with consult

- When on a call, select **More actions**
- Select **Consult**, then transfer from the menu
- **Search** for a team member on your network, and select **Consult**, which will open a chat window
- When ready, select **Transfer**

## Get better ways to manage voicemail

**Easily set up a voicemail message** and add custom messages for **out-of-office greetings**.

Use **new voicemail transcriptions** to save time and follow up with customers more quickly.

**Retrieve voicemails and transcriptions by selecting Voicemail** in the top right of the main Calls screen.

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

### Set up your voicemail

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

### Learn more

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