

Teams Phone

Get started with Teams Phone

Boost your productivity and improve collaboration by using Microsoft Teams as your phone

More than ever, you need to stay productive and collaborate effectively. Microsoft Teams gives you great features to help you stay on task, work better together, and be more successful. You're already using Teams for chat, meetings, and collaboration. Teams Phone helps take it to the next level, giving you the freedom to make and receive calls from anyone, anywhere, on any device.

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 go from there
- OR click ... next to the number in your call history, and select **Add contact**

Turn a call into a group call

Seamlessly add participants to turn a one-on-one call into a group call.

Record your call or **turn on live captions** for accessibility.

How to add callers

- From a call, select **Show participants** icon
- Where it says **Invite someone or dial a number**, type a name or phone number and press enter

Manage calls in Teams

Forward a call to another team member.

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

Place a user on hold to address other tasks by clicking **More Actions ...** and selecting **Hold**.

Place a call on one device and pick it up from another by selecting **More Actions ...** and selecting **Call Park**. You will get a code, which you can enter on the other device.

How to transfer a call with consult

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

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 Teams on your mobile device
- For iPhone, tap the **Calls** icon on the bottom of the screen
- For Android, tap the **More** icon and then select **Calls**

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](#)