Before you begin, Microsoft teams must be downloaded. For assistance, installation instructions are available.

This guide will cover the following topics:

- Manage Profile Icon
- Chat Icon
- Teams Icon
- Meeting Icon
- Calls Icons

Please refer to the Table of Contents to view all the sections under each topic.

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Content complied from Customguide.com Microsoft Teams Quick Reference Guide
and the Microsoft Teams Quick Start Guide
The above picture shows various components in Teams.

**MANAGE PROFILE SETTINGS**

Manage Profile allows users to set their working status, adjust their settings, update their picture and more. Signing in and updating your status will be covered here.

**Sign In**

Once Teams is installed on your computer, type ‘Teams’ in the Search, click on the Teams App.

At the Teams Sign In, enter your email address and click Sign in.
**Set Your Status**

Your status gives other Teams users an at-a-glance indication of whether you’re available to chat, busy in a meeting, or just temporarily away for a few minutes.

You can see your current status represented by an icon next to your profile picture in the upper-right corner. By default, your status is listed as “Available.” Teams will automatically change your status when you’re idle, in a meeting, or on a call.

Click your account icon in the upper-right, click your current status and then select a new status from the menu:

- **Online and available**
- **On a call, in a meeting, or otherwise busy**
- **Online, but does not want to be disturbed**
- **Will return shortly**
- **Currently away from computer or idle**

**Set a Status Message**

Set a custom status message to provide some extra information to your colleagues—for example, if you’re working from home instead of the office.

- Click your account icon in the upper-right, then select ‘Set Status Message’.
- Enter a message into the text field, then click the ‘Clear status message after’ list arrow and select when the message should expire.
- Click Done.

**APP BAR**

Located to the left, it allows you to navigate to the various sections in Teams. Some of the icons include:

- **Activity**: where you’ll find mentions, replies, and other notifications.
- **Chat**: where you’ll see your recent one-on-one or group chats and your Contacts list.
- **Teams**: displays all the Teams you are a member of.
- **Calendar**: synched with your Outlook calendar and displays all your upcoming meetings.
- **Calls**: allows you to contact people within Teams.
- **Files**: aggregates all the files from all the Teams you are a member of.
- **[...]**: includes links to apps that are tied to Teams and the channels within Teams.
Start a New Chat
Use Teams to chat with other members one-on-one, or in groups.

1. Click the ‘New Chat’ button at the top of the Teams window.
2. Start typing the name of the person you want to chat with, then select their name from the search results.
3. Enter a message in the Compose box
4. Click Send.

Resume a Recent Chat
In Chat view, the List pane displays all the recent chats you've had. This lets you easily manage multiple chats at once and return to a recent chat quickly.

1. Click the Chat button on the App bar. Click the Recent tab at the top of the List pane, then select a contact from the Recent list. The chat displays in the Content pane.
Start a Chat with a Contact

1. Click the Contacts tab at the top of the List pane.
2. Select a contact from the Contacts list. If you’ve never chatted with that contact before, a new chat is started. Otherwise, you’re brought back to your last chat with them.

Reply to an Incoming Chat

Whenever someone sends you a message, a pop-up notification will appear on-screen. This will include who the message is from, a short preview of the message, and the option to quickly reply.

1. Click ‘Reply’ in a notification pop-up. The Reply button changes to a text field, where you can enter a reply.
2. Enter a reply and click ‘Send’. The message is sent. If you want to continue the conversation, you can view the entire chat thread.
Start a Group Chat
If you need to chat with several people about the same topic, you can begin a chat with multiple contacts.

1. Click the New Chat button at the top of the Teams window.
2. Enter the name of a person in the group you want to chat with, select them from the search results.
3. Continue entering contacts in the ‘To’ field.
4. Enter a message for the group.
5. Click on ‘Send’.

Invite People to a Group Chat
After a group chat has been started, you can continue to add new members as needed.

1. Click the Add People button at the top of a chat screen.
2. Start typing a person’s name, then select their name from the search results.
3. Choose how much of the conversation history they’ll be allowed to see, then click the Add button. You can allow the new person to see all of the messages in the group’s chat history, set a number of days they’re able to view, or bring them in without allowing them to see any history at all.

4. Click on the ‘Add’ button. The new person is added to the group chat. They are also able to see the existing chat messages, if you allowed them during the invitation.

Leave a Chat Group
If you’re part of a group chat that you no longer need to be in, you can leave it. Everyone else in the group will still be able to chat with each other, but you’ll no longer be included.

1. Hover your mouse over the number of participant’s link at the top of the chat. A menu will appear listing everyone in the group.

2. Select ‘Leave’. A notification will appear, asking you to confirm that you want to leave the group.

3. Click on ‘Leave’ button. You are removed from the group conversation and will no longer receive new messages from it. You will still be able to access the chat history from the time you were still in the group.
Format Text
You can add style to your chat messages with multiple of formatting options.

1. Click the ‘Format’ button below the chat message compose box. Formatting button will appear.
2. Select the text you want to format.
3. Choose a formatting option. You can use the standard text formatting options, like bold, italic, and underline, as well as change the highlight color, text color, and font size.

4. (Optional) Click the ‘More Options’ button to view more formatting options. You can insert a link, change the paragraph formatting to add multiple heading levels or insert a table.
5. Click ‘Send’.

Send Important and Urgent Messages
Mark a chat message that you send as Important or Urgent, if it’s crucial that the recipient see it as soon as possible.

1. Click the Set Delivery Options button.
2. Select Important or Urgent:
   • Important messages will be marked with a ! symbol.
   • Urgent messages will be marked with a symbol and will repeatedly notify the recipient until the message is read.
3. Enter the message.
4. Click ‘Send’.
Pin a Chat to the Top of the List Pane

If you have a chat that you participate in frequently, you can pin it as a favorite.

1. Hover your mouse over a chat in the List pane, click the More Options ••• button.
2. Select Pin . The chat is pinned to the top of the list pane, so that you can get to it quickly without having to search your chat list.

Mute | Unmute | Hide a Chat

If a chat is very active and resulting in a lot of notifications you’d prefer not to receive, you can mute it.

1. Click a Chats More Options ••• button.
2. Select Mute . The chat icon changes to show that it is muted. New messages in this chat will still appear in the chat itself and in the preview in the list pane, but you will not get notifications anywhere else.

3. Click a Chats ‘Unmute’ button at the top to unmute it. You will resume getting notifications from it.
When you are done with a chat and do not need it appearing in the recent list anymore, you can hide it.

1. Click a Chats More Options ••• button.
2. Select Hide.

The chat is hidden and will no longer appear in the recent list. If more messages in that chat come in, though, it will reappear. The message history will be saved as well.

### Share | View a File

You can share a file with someone through a Teams chat.

1. Click the Attach File 📄 button below the Compose box.
2. Select a source for a file. Choose whether you want to share a file that's saved to your OneDrive or upload one from your computer.
3. Select a File
4. Click Open
5. Click Send

The file is sent, and your recipient can open or save it.
A team is a group of people working together for something specific. You can have a team for a specific project, for an entire department, or even an entire organization. A person can be a member of in a number of teams. For example, your area may have separate teams for each department, with some people being members of multiple teams.

Teams are made up of channels, which are conversations on specific aspects of what the team is working towards. For example, a Finance team may have one channel for accounts payable, and another channel for accounts receivable. A team can have any number of channels, including the default General channel. Everything that happens in a team—conversations, file sharing, or meetings—takes place in a channel.

### Join a Team

1. Click the Teams button
2. Click
3. Search for a team or join a team with a team code.
4. Click on Join team.

Once you join a team, it will appear in the Teams list, with the channels in that team appearing below it.

Files that are sent through a chat are first uploaded to Teams. This allows you to view and download files that you have either sent or received at a later time.

1. While in a Chat, click Files tab
2. Select a file to view command options.

You can download a file, get a link to it, or open some supported file types.
Create a Team
Users can create new teams that others will be able to join.

1. In Teams, click button.
2. Click the Create team button.

When you create a team, you have the option to base it on an existing Office 365 group, which will automatically include everyone from the group in the team or create one from scratch.

3. Click Build a team from scratch.

4. Select a privacy level for who will be allowed to join the team.
   - Private: Requires invitation to join.
   - Public: Can be joined by anyone in your organization.
   - Org-wide: automatically includes everyone in your organization.
View a Team Channel
Channels are where you communicate with your team members. Each channel within a team is for a specific task or topic within that team’s scope. Each team includes a General channel, where you can chat with your team members about general topics that are outside of the purpose of other channels.

Every channel in a team will be listed in the Teams list pane below the team’s name.

1. Click a channel in the list.

The conversation threads in that channel will appear in the Content pane.
Start a Channel Conversation
Unlike a chat, which is a single thread of discussion, a channel can have multiple conversations going on at once. The first message in a conversation begins a thread that everyone else can reply to.

3. Click Send 🔄. The new conversation thread is added to the channel, and everyone in the team can view it and reply to it.

Every channel in a team will be listed in the Teams list pane below the team’s name.

1. Click the conversation field at the bottom
2. Enter a message. When using channels, you can tag (or mention) other people in a message. This sends them a notification, letting them know that they need to see this message. You can mention someone by typing the @ symbol, followed by their name.

Reply to a Channel Conversation
You can respond directly to a specific thread to keep all dialog about that topic together. This helps keep conversations, with several participants and various topics, organized and in context.

1. Click a conversation’s Reply ✅ Reply button.
2. Enter a message in the text field.
3. Click on Send 🔄. The reply is added to the conversation thread, and notifications will be sent to everyone else participating in that conversation.
React To | Save | View Saved Messages

Since channel conversations involve multiple people, they can move fast. You can react to messages to give feedback or save messages that you need to refer to later.

React To:
1. Hover your cursor over a message. When you hover your mouse over a message, a pop-up menu with some options appears above it.
2. Click a reaction button, the feedback is added, and the person that made the post or comment is notified.

Save:
1. Hover your cursor over a message.
2. Click on More Options ••• in the pop-up menu.
3. Select Save this message. The message is saved and can be found later in your saved messages.

View Saved Messages:
1. Click on your user icon.
2. Select Saved.

The List pane now shows all the messages you’ve saved, including the chat or channel they were in.
Manage Channel Notifications
By default, you are notified whenever someone replies to a conversation you are involved in, or one that you started. If a particular channel is important, you can choose to get notifications whenever there's any activity.

1. Click on More Options ••• button next to the Channel's name.
2. Select Channel Notifications. The Channel notification settings dialog box lets you customize the notification settings for all new posts, as well as channel mentions.
3. Click on drop down.
4. Select a notification setting:
   - Banner and feed: Notifications will display in a pop-up banner, as well as in your Activity feed.
   - Only show in feed: Notifications will appear in your Activity feed but won’t pop up on the screen.
   - Off: No notifications will appear for this activity.

View Saved Messages:
3. Click a message in the ‘List’ pane.
The message is displayed in the Content pane, in context of the chat or channel from which it originated.
Create a New Channel
A team can have any number of channels, so new ones can be added when needed.

1. Click ‘More Options’ next to the Team channel.
2. Select Add channel

3. Enter a name for the channel.
4. Optional, enter a channel description.
5. Click ‘Add’ button. The channel is added and is available for everyone in the team to use.

5. Click ‘include all replies’.
   This setting will enable notifications for all replies to all posts in a channel. This may result in a lot of notifications, depending on how active the channel is.

6. Click ‘Save’. Your notification settings for the channel are updated.
**View a Channel File Library**

Each channel has its own file library that stores all the files that have been shared in it which is separate from the other channels in the team.

1. Click a channel in the List pane.
2. Click on the ‘Files’ tab.

The channel’s file library appears in the Content pane.

**Upload a File to a Library**

1. While viewing the File Library, click Upload button.

2. Select a file. Note: when uploading a file, you can upload any file type. When creating a file in Teams, you are limited to only Office type files (word, excel, power point).
3. Click Open.

The selected file is uploaded to the file library and can be viewed by anyone in the team.
Create a New File in a Library

A channel’s file library looks similar to a chat’s file library but has a few extra features, including the ability to create Office documents right from Teams.

1. While viewing the File Library, click the New button.
2. Select file type. You can create a sub folder or an office document type (word, excel or power point)
3. Enter a file name and click ‘Create’.

An online version of the associated Office app opens up right in the Teams window. Any changes to the document are automatically saved.

4. Update the document and click ‘Close’ to return to the file library.
Share a Link to a Library
You can get a shareable link to a file library, which will send someone directly to the library without having to navigate to it.

1. While viewing the File Library, click the ‘Get link’ button.

A Get link dialog box opens, with some links you can copy and share.

2. Select Teams or SharePoint:
Teams link: This will open the library in the Teams web app when clicked.
SharePoint link: This will open this team channel library on your organization's SharePoint site.

3. Click the ‘Copy’ button. The link is copied and can be pasted into a chat or email.

Schedule a Meeting

1. Click the ‘Calendar’ icon. The Calendar view displays a timeline of your work week, with any meetings that may be scheduled.

2. Click ‘New meeting’ button.
The New meeting dialog box opens, where you can add meeting details, such as a title, location, start and end time, and additional details.

3. Enter the meeting details.

4. Select a Team channel or invite people separately. If you choose to host the meeting in a team channel, everyone in the team will be able to join. If you invite people directly, it won’t appear for the rest of the team.

5. Click ‘Schedule’. The meeting is scheduled. It will appear on your calendar and, if it’s a team channel meeting, in that channel’s conversation as well.

Join a Meeting from a Channel
If a meeting is being hosted in a team’s channel, you can join that meeting from within that channel’s conversation view.

1. Click the ‘Teams’ icon.

2. Select a team channel

Even if the meeting hasn't started yet, you can still see the meeting in the channel conversation.
A row of controls will also appear along the bottom, where you can toggle your camera and microphone, as well as access other sharing and audio/video options.

3. Optional – click a meeting to view the details.

Once anyone joins the meeting, a banner appears above it in the conversation. This banner shows how long it's been going on, and who's already joined.

4. Click the ‘Join’ button.

After you click Join, you’ll be prompted to configure your audio and video settings.

5. Configure your audio and video settings.

You can toggle both your camera and microphone. If you have multiple cameras or microphones, you can click the Settings icon to select which camera and microphone to use.

6. Click the ‘Join now’ button.

When you join the meeting, you can see the other participants represented by either their video feed, or an icon if they're not sharing their video.
Join a Meeting from the Calendar

Your schedule will display all of your meetings, both those in team channels and those you’ve been invited to directly. Any meetings and appointments made on your Outlook calendar will also appear. You can join a Teams meeting directly from your calendar.

1. Click the ‘Calendar’ icon.
2. Select a meeting.

That meeting’s details appear, showing its scheduled time, location, and invited participants.

3. Click ‘Join’.

You will be prompted to configure your audio and video settings. Then click ‘Join now’.

You join the meeting, seeing other participants represented by their video or user icon. You’ll also see a row of controls near the bottom of the window.

Leave a Meeting

When a meeting has concluded, you can leave it by hanging up.

1. Click the ‘Hang-up’ button on the meeting control bar.

You leave the meeting and return to the channel conversation.
View a Meeting Conversation

Every meeting also has a text conversation that you can use, which will be saved after the meeting is over.

1. Click the Show Conversation button in the meetings controls toolbar.

   The meeting chat pane opens on the right, showing the conversation so far.

2. Enter a message in the reply field and click ‘Send’.

3. Click the pane’s ‘Close’ button.

   The pane closes, and the meeting takes over the whole window again. When the meeting is over, the conversation will be found in the team channel that the meeting took place in. Or, if it’s not part of a channel, the conversation appears in your chat history.
Show Meeting Participants
You can view a list of all participants to see everyone involved.

1. Click the Show Participants button in the meetings controls toolbar.

The People pane opens, where you can see all the participants in the meeting.

Below the list of participants, you’ll see a list of suggested participants.

2. Click the People pane’s ‘Close’ button.

Invite a Participant
If you need someone new to join a meeting after it’s started, you can invite them to join through the People pane.

1. Click the Show Participants button in the meetings controls toolbar.

2. Click the Suggested person’s More Options ••• button.

3. Click ‘Ask to join’. A call is automatically placed, and the invited person can choose to join the meeting or reject the call.

If the person you want to invite is not in the Suggestions list, you can enter their name in the Invite someone field and select them from the search results.

Once you’re finished adding participants, you can close the People pane.
**Mute a Meeting Participant**

You can also mute another meeting participant’s microphone (for example, if they stepped away from the meeting and have a background noise causing disturbance), or remove them from a meeting entirely.

1. Click the Show Participants button in the meetings controls toolbar.
2. Click a participant’s More Options ••• button.
3. Select ‘Mute participant’ or ‘Remove participant’.

That person is muted or removed from the meeting. They’ll be able to rejoin the meeting or unmute their microphone at any time.

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**Take Meeting Notes**

1. Click the More Options ••• button.
2. Select ‘Show meeting notes’.

The Meeting Notes pane opens on the right. If meeting notes have already been started for this meeting, they’ll be displayed. Otherwise, a new note appears.
View Meeting Notes
After a meeting has concluded, you can view the notes that were taken.

1. View the team channel or chat the meeting took place in.
2. Select ‘Show meeting notes’.

If a channel has held multiple meetings where notes were taken, they’ll be saved as separate notes pages.

3. Click the ‘Expand Wiki Menu’ button.
4. Select another page. The selected notes page is displayed.
Record a Meeting
You can record a meeting as a video, allowing people who missed it to view it later. A meeting video will be saved to the Microsoft Stream service, where it can be viewed later.

1. Click the More Options ••• button.
2. Select ‘Start recording’.

While the meeting is being recorded, a red recording icon will appear to remind everyone involved.

3. When the recording starts, everyone in the meeting will be notified.
4. Click the More Options ••• button.
5. Select ‘Stop recording’.

When the recording stops, it needs to be processed and saved to a service called Microsoft Stream. This process will take a few minutes, depending on how long the recorded meeting was. When the processing is finished, the recording will be available to watch and share.

6. Click the ‘Stop recording’ button to confirm.

Once the recording stops, it needs to be processed and saved to a service called Microsoft Stream. This process will take a few minutes, depending on how long the recorded meeting was. When the processing is finished, the recording will be available to watch and share.
View a Meeting Recording
Once a meeting recording has finished processing on Microsoft Stream, it will appear as a thumbnail in the team channel or chat the meeting took place in.

1. Click a meeting recording in the meeting’s conversation feed.
   The video of the recorded meeting will appear in a media player.

2. Click the `Play` icon to start the video.
   The recorded meeting plays. You can use the media controls to move forward or backward in the video, or even adjust the playback speed.

3. Click `Close` when you are finished.
Share a Meeting Recording
You can share a meeting recording with someone who wasn’t able to attend. There are several ways you can share a meeting recording.

1. Click a meeting recording More Options ••• button.

2. Select an option:
   - **Open in Microsoft Stream** opens the meeting recording in a web browser.
   - **Share** lets you change the permissions for the meeting, allowing more people access to it.
   - **Get Link** copies a link to the video to the clipboard.
   - **Make this a tab** allows you to create a tab at the top of the chat or channel that links to the video, making it easier for everyone to find.

Different sharing options may have additional steps. For example, if you select Share, you’ll need to specify who you want to share the video with.

Toggle Camera and Microphone in a Meeting
While you're prompted to set up your audio and video settings whenever you join a meeting, you're also able to change those settings again after joining.

1. Click the Camera 🌴 or Microphone 🎤 buttons on the meeting controls bar to toggle them on and off.
Blur the Camera Background  
While you're sharing video, you can blur your background to prevent anything distracting from appearing behind you.

1. Click the More Options ••• button in the meeting control bar.  
2. Select ‘Blur my background’.

Your background is blurred. You can select this option from the menu again to toggle turn it off.

Change Audio and Video Devices  
Depending on your computer's setup, you may have more than one microphone or camera. You can switch between these devices during a meeting.

1. Click the More Options ••• button in the meeting control bar.  
2. Select ‘Show device settings’.

The Device Settings pane opens, and you can see your audio and video device options.

The speaker and microphone setup that you're currently using will be listed under the Audio Devices heading. You can also see your speaker volume setting, and your current microphone input levels.

You can see the camera that you're using under the Camera heading.
Share Your Screen
You can share your screen during a meeting, which allows all the participants to see the contents of your screen. You can show off images, documents, and anything else on your screen.

1. Click the Share Screen button
2. A pane appears at the bottom of the meeting screen, where you can choose to share your entire desktop, or a single window. Select a desktop or window to share.

3. Change your audio or camera settings
Changes you make to your audio and camera devices will take effect immediately.
While sharing your screen, the part being shared will be outlined in red. A small meeting window will also appear in the corner with some basic meeting controls.

3. When finished, click the Stop Sharing button. The bigger Teams meeting window reappears.

**Share a Presentation**

You can also share a PowerPoint presentation in a meeting and control that presentation from right within the Teams meeting window.

1. Click the ‘Share Screen’ button. In addition to the desktop and open windows, the screen sharing pane will display some recent PowerPoint presentations you’ve opened on your team’s SharePoint site or your OneDrive. If the presentation you want to share appears here, just click it.
2. If the presentation is not there, click ‘Browse’.
3. Select a location. You can browse for a presentation in a team channel’s file library, select one from your OneDrive, or upload a presentation from your computer.
4. Select a presentation.
5. Click ‘Open’. The presentation is uploaded to the file library of the meeting's team channel, or to your OneDrive if the meeting isn't taking place in a team channel.

6. Once the presentation is uploaded, it starts on the first slide. A small controls bar appears, showing your progress and letting you navigate through the presentation.

7. Click the ‘Eye’ icon to toggle to private viewing. While private viewing is enabled, meeting participants will be able to move through the presentation on their own. If private viewing is disabled, everyone will be restricted to viewing the slide that you’re on.

8. Click ‘Stop presenting’ to close the presentation and return to the Teams window.
You can make both audio and video calls to other people in your organization through Teams’ Calls view.

**Make a Call**

1. Click the ‘Calls’ button on the App Bar. You’re brought to the Calls view, which displays the Speed Dial screen by default. This screen displays the contacts you’ve saved to your speed dial, followed by the rest of your contact groups.
2. Click ‘Contacts’. The profile picture and availability of each contact displays here.
Answer a Call
When another person in your organization uses Teams to call you, a notification will appear on your screen. You can use the buttons that appear on the notification pop-up to answer it or decline it.

1. Choose ‘Accept with video’ or ‘Accept with audio.
   - Click to answer as a video call.
   - Click to answer as an audio call.
   - Click to decline the call.

Each contact also shows calling buttons—one to make a video call and one to make an audio call.

3. Click the contact’s ‘Call’ button.

An audio call is placed, and the other person's computer or mobile device will start ringing. Once they answer, the call begins, and call control buttons appear near the bottom of the window.

7. Click ‘Hang up’ when finished with the call.

The call ends, and you return to the Teams Calls view.
**Place a Call on Hold**

While you’re on a call, you can place it on hold to step away from it without ending the call entirely.

1. While on a call, click the More Options ••• button.
2. Select ‘Hold’.

The call is placed on hold, and everyone else on the call is notified. While a call is on hold, all audio, video, and screen sharing is stopped for everyone on the call.

A ‘Resume’ button will appear on the call screen during a hold.

3. Click on ‘Resume’ to continue the call.

The call resumes, and any video or screen sharing that was active before will be continue as well.
Transfer a Call
If you’re on a one-on-one call, you can transfer your end of the call to someone else in your organization.

1. While on a one-on-one call, click the More Options ••• button.

Here, you have two ways you can transfer a call:

- ‘Consult then transfer’ lets you check in with someone via chat before transferring a call to them.
- ‘Transfer’ will transfer the call immediately to another person.

2. Make your selection, in the example choose ‘Transfer’.

3. Start typing the name of the person you want to transfer the call to.

4. Select the person from the search results

5. Click ‘Transfer’. The call is transferred, and you’re disconnected from the original call.
Check Your Voicemail

If someone calls you in Teams when you're unable to answer, they can leave you a voicemail that you can check later. If you have unheard voicemail messages, a red dot will appear as an indicator on the App bar’s Calls button.

All voicemail messages will be shown in the Content pane, with the contact who left the message, the message duration, and the date and time of the message also listed.

3. Select a voicemail message.

Teams will try to transcribe your voicemails after they're recorded. If it's a simple message, you can read it instead of listening to it.

4. Click ‘Play’.

The voicemail message plays. If it's a long message, you can also adjust the playback speed so that it plays faster.

Delete a Voicemail Message

1. While viewing a voicemail, click a message’s More Options ••• button.

From this menu, you could also mark the voicemail as unread, return the person's call or add the person to speed dial.

2. Select ‘Delete’.
Change Voicemail Settings
There are a few settings you can adjust to change how your voicemail works. For example, you can set how long a call rings before it goes to voicemail, record a new voicemail greeting, or choose to forward your calls directly to voicemail.

1. Click you user icon.
2. Select ‘Settings’.
3. Click ‘Calls’.
4. Change call and voicemail settings using the options.
   The first set of options controls forwarding calls directly to voicemail, whether to send unanswered calls to voicemail, and how long a call needs to ring before going to voicemail.
5. Click ‘Configure voicemail’.

Configure voicemail menu is where you can change some of the more advanced voicemail options. You can change the call answer rules, choosing whether the caller can leave a message, whether they can transfer to someone else, or whether to just play your greeting.
6. In Voicemail, click on ‘Record a greeting’.

A new call is started, this time to a settings menu.

7. Press 1 to record a new standard voicemail greeting.

Press 2 to record a new out-of-office voicemail greeting.

Click the ‘Hang-up’ button when done. The call ends, the new recording is saved, and will be used for your voicemail greeting.