**Teams Phone Guide**

Teams can be used on either the desktop app or the web version. Additionally, you can install the Teams app on your cellphone and make calls through it as well.

Desktop and Web Teams Interface

Refer to the image below for the main Teams Phone interface on both the desktop app and the web version.

1. Icon to click to open your phone
2. Search bar to find people on campus
3. Your Teams phone number
4. Call listings and voicemail
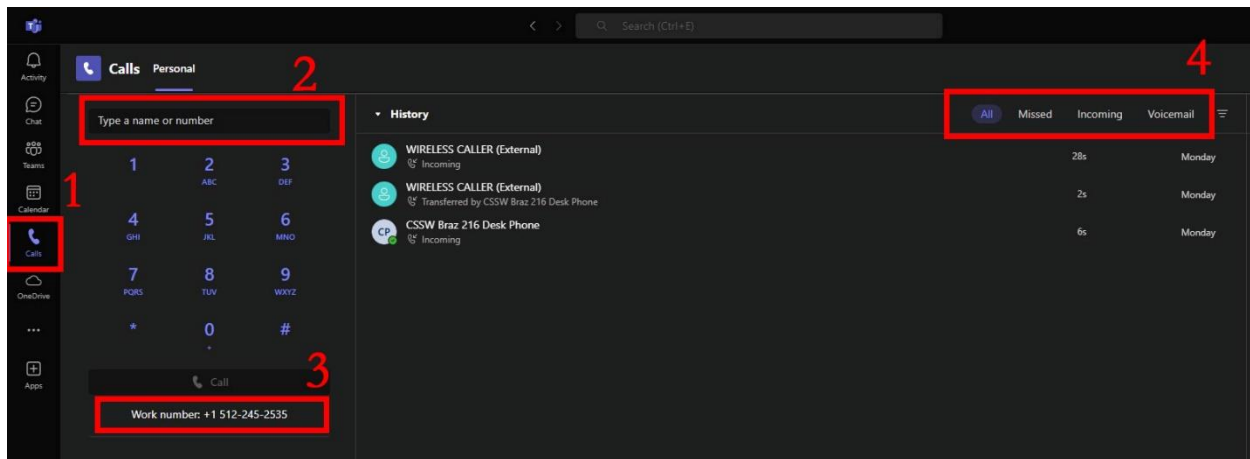
Making Calls on Teams

You **MUST** have speakers and a microphone on your computer to make calls. These can be found on webcams, headsets, or other standalone peripherals.

1. Open the Teams Desktop or Web App
2. Click on the "Calls" option on the left side of the screen (box 1 above)
3. Dial a number or search for someone on campus to call (box 2 above)
4. Click Call

Transferring Calls

1. While in a call press the "Transfer" button in the on-screen menu to open the transfer dropdown
2. Choose one of the transfer methods
   a. "Transfer" will directly transfer a call
   b. "Consult then transfer" allows you to speak to the person you're transferring the call to before transferring them to ensure they wish to speak to the caller.
3. Enter the number or name of the person you want to transfer to
4. Click transfer
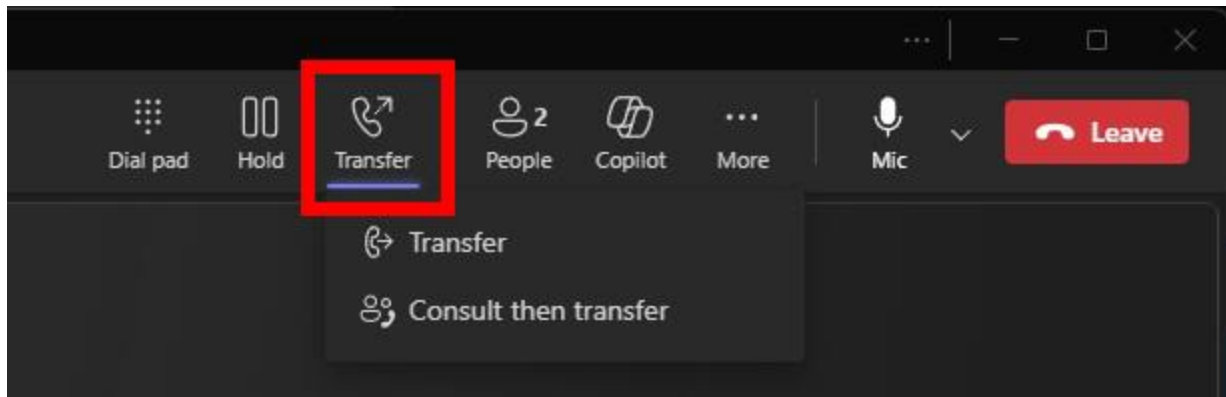
Checking Microphone and Speaker Settings

1. Open the main Teams settings by clicking the three dots next to your image on the top of the screen (left image)
2. Click on "Devices" on the left-side menu (1).
3. Under "Audio Settings" you can select your Speakers and Microphone (2) then "Make a test Call" (3) to ensure your devices are working.
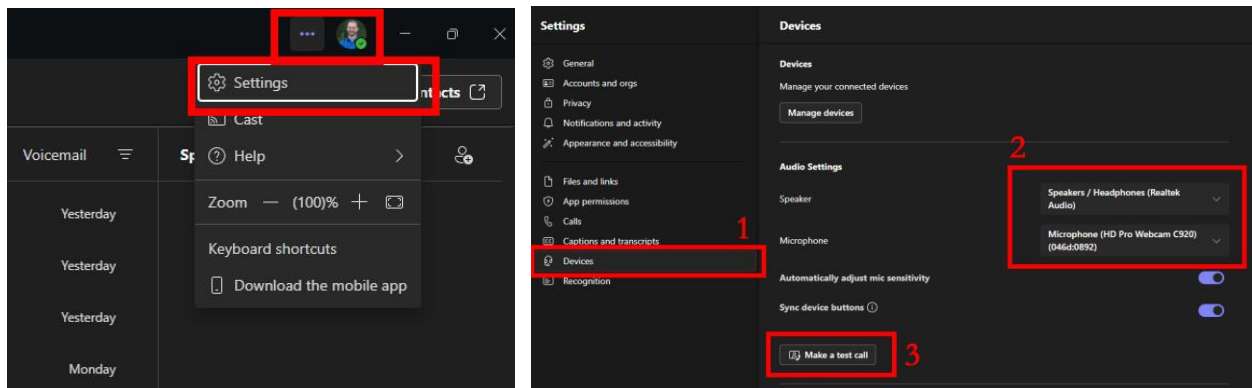
Call Forwarding

If you do not want to receive any calls you have the option to direct calls directly to voicemail. There are two ways to do this.

Option 1 | Main Call Screen (right image)

1. At the bottom of the main call menu click "Don't Forward"
2. Select "Forward to voicemail" from the menu which will forward incoming calls directly to voicemail (right image).

*Option 2 | Main Settings Menu (bottom image)*

1. Open the main Teams settings by clicking the three dots next to your image at the top of the screen (left image above)
2. Click "Calls" on the left-side menu (1 below)
3. Click on the toggle under "Forward all calls" so it moves to the right and turns purple (2 below)
4. You can choose to "Forward to voicemail" or "Forward to a new number or contact" using the dropdown menu (2 below)
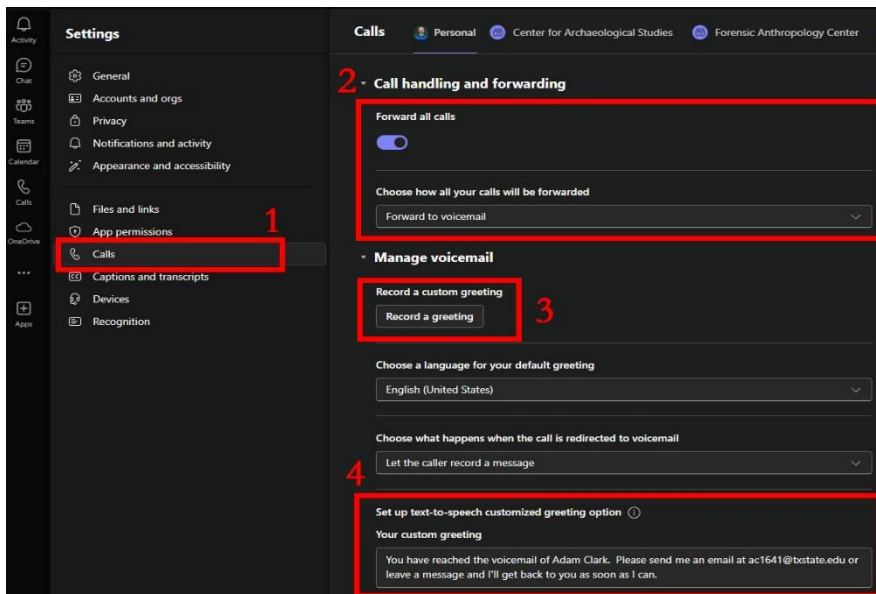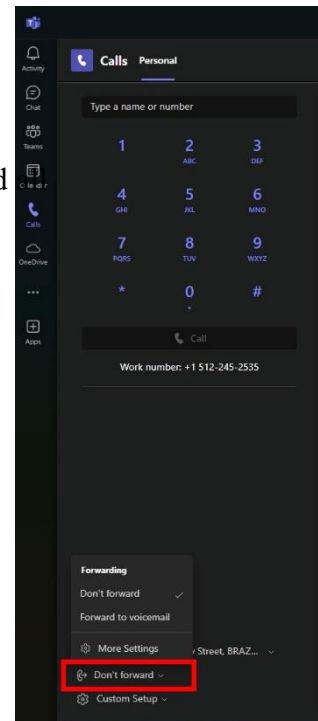
Voicemail and Other Call Settings

Teams offers various options for calls and voicemail that can be found in the main Calls settings menu.

1. Open the main Teams settings menu by clicking the three dots next to your image at the top of the screen (left image)
2. Click "Calls" on the lefthand settings menu (1)
3. Here you will find various options for call forwarding (2), voicemail greetings (3), ringtones, and others.
4. Voicemail messages can be recorded and uploaded to Teams for a custom greeting, or can be typed out and read by a screen reader (4).
5. Note that the options listed in the image shown on the right below will depend on whether or not you have the toggled checked to "Forward or calls."
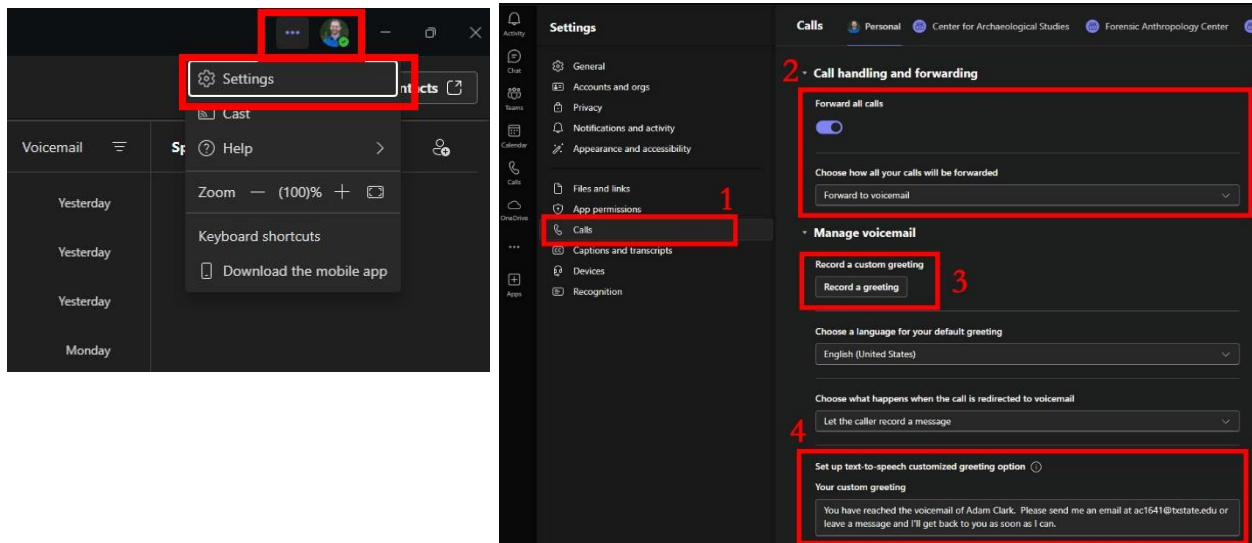
No Calls Icon in Teams Menu

If you do not have a Calls option in the left-side menu you will need to pin it.

1. Click the three dots in the left menu (1)
2. Type "Calls" in the search bar
3. Right click on "Calls" then choose pin (2)