



Microsoft Teams

IT Service Provider

Get started with Teams Phone

Streamline your day by using Microsoft Teams as your phone

IT Service Providers are on point to modernize their existing solutions, reduce costs, and manage the user experience across their enterprise ecosystem. Microsoft Teams phone can help stay on top of it all.

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**

Accept inbound calls across any device

Use the Teams app to take **Inbound Calls** from a customer. Calls from an **IVR, Auto Attendant, or Call Queue** can be routed directly to the right associate, automatically.

Easily **triage and transfer calls** to the right person quickly within the Teams mobile app.

How to accept inbound calls

- Inbound **calls** activate the Teams client automatically
- Tap **Answer** to accept the call

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

Transfer calls to other team members

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.

Use hold to place a user on hold while addressing other tasks.

How to transfer a call with a consult

- When on a call, select the **More actions** menu
- Select **Transfer**, then choose **transfer now** or **Consult first**
- **Search** a team member and tap on them to **transfer** directly or **consult** first

Call park and retrieve

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

Park the call and notify the recipient that there is a call on hold 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** 📞^P
- 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** 📞^P, and enter the park code

Learn more

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