

# Microsoft Teams Calling

## Quick Start Guide

New to Microsoft Teams Calling?  
Use this guide to learn the basics.

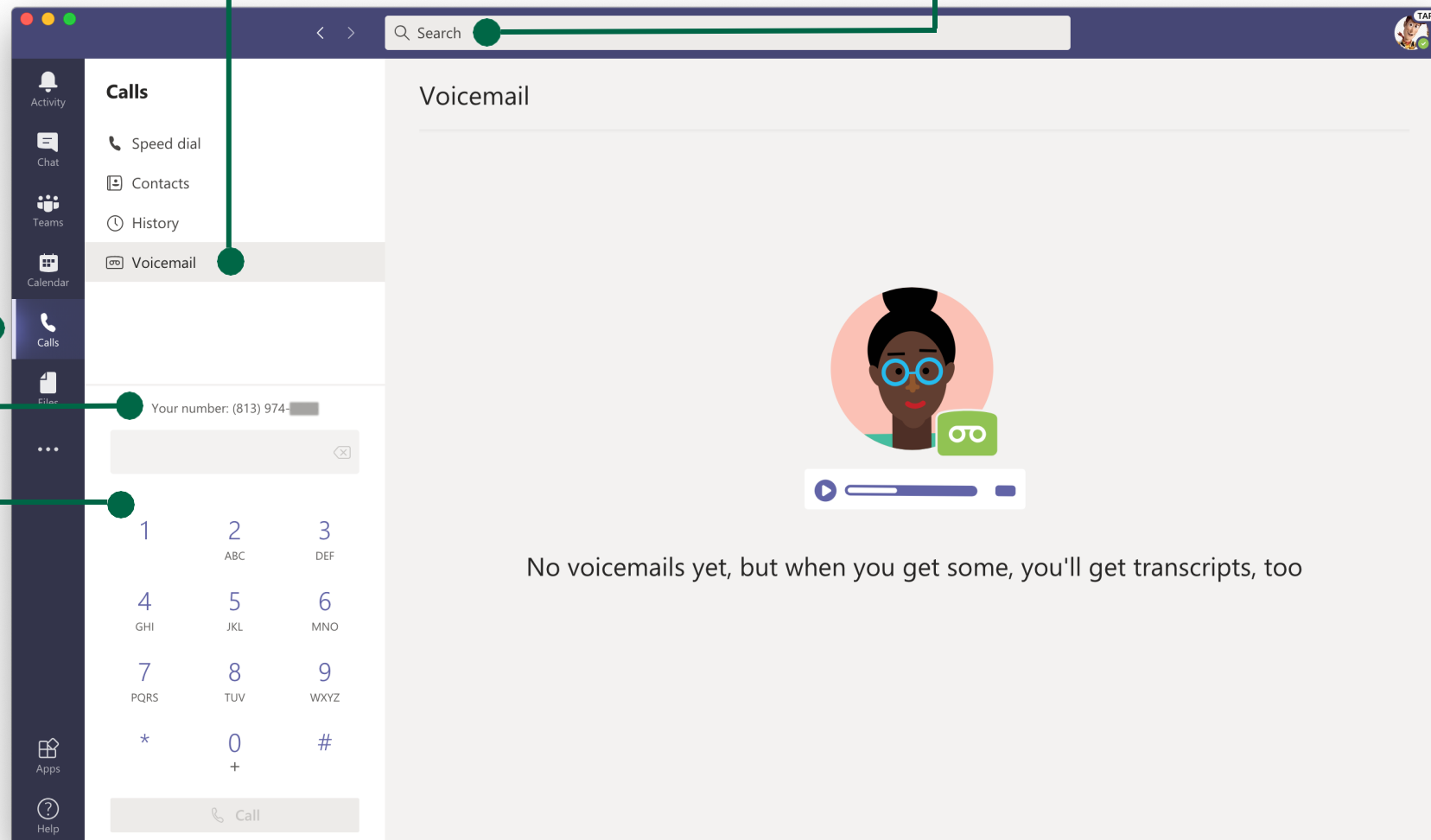
**Calls Tab**  
Here is where you can access your calling features within Teams

**Your Number**  
Your office number will be displayed here

**Dial Pad**  
Dial any 10-digit phone number

**Voicemail**  
Manage, listen, or even read your voicemails here

**Search Bar**  
Search people at AgriLife to call directly using Teams



## In call actions

More Actions

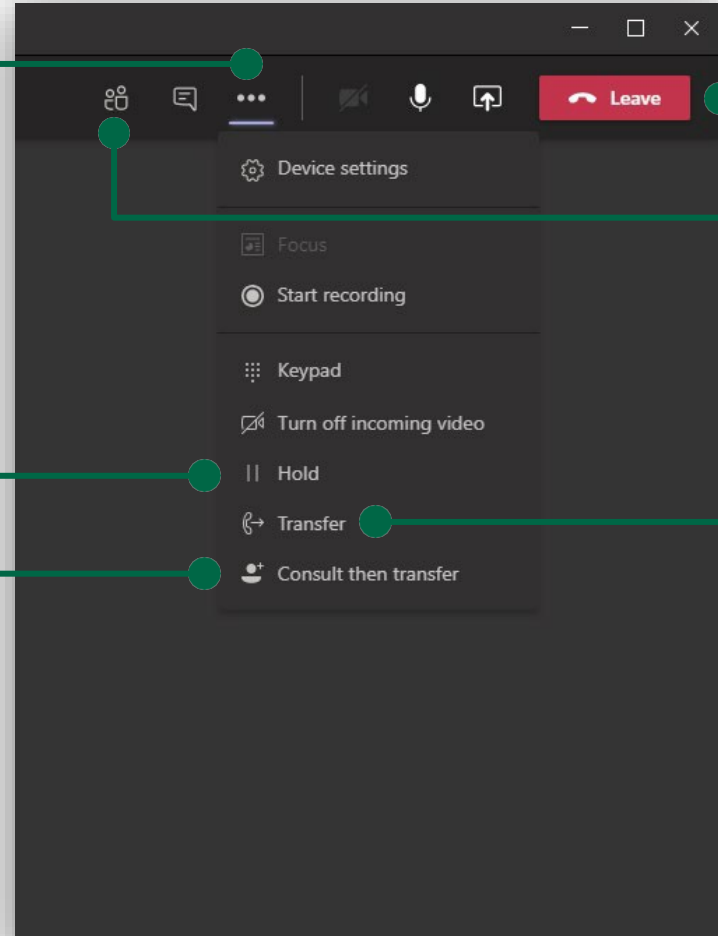
End Call

View Participants  
View current participants in the call and add additional people/numbers

Hold  
Place the caller on hold

Transfer  
Put the caller on hold, then search for the person you want to transfer to or dial a 10-digit phone number

Consult then Transfer  
Same as a transfer but allows you to talk with the person you're transferring to before connecting the caller



## Call answering rules

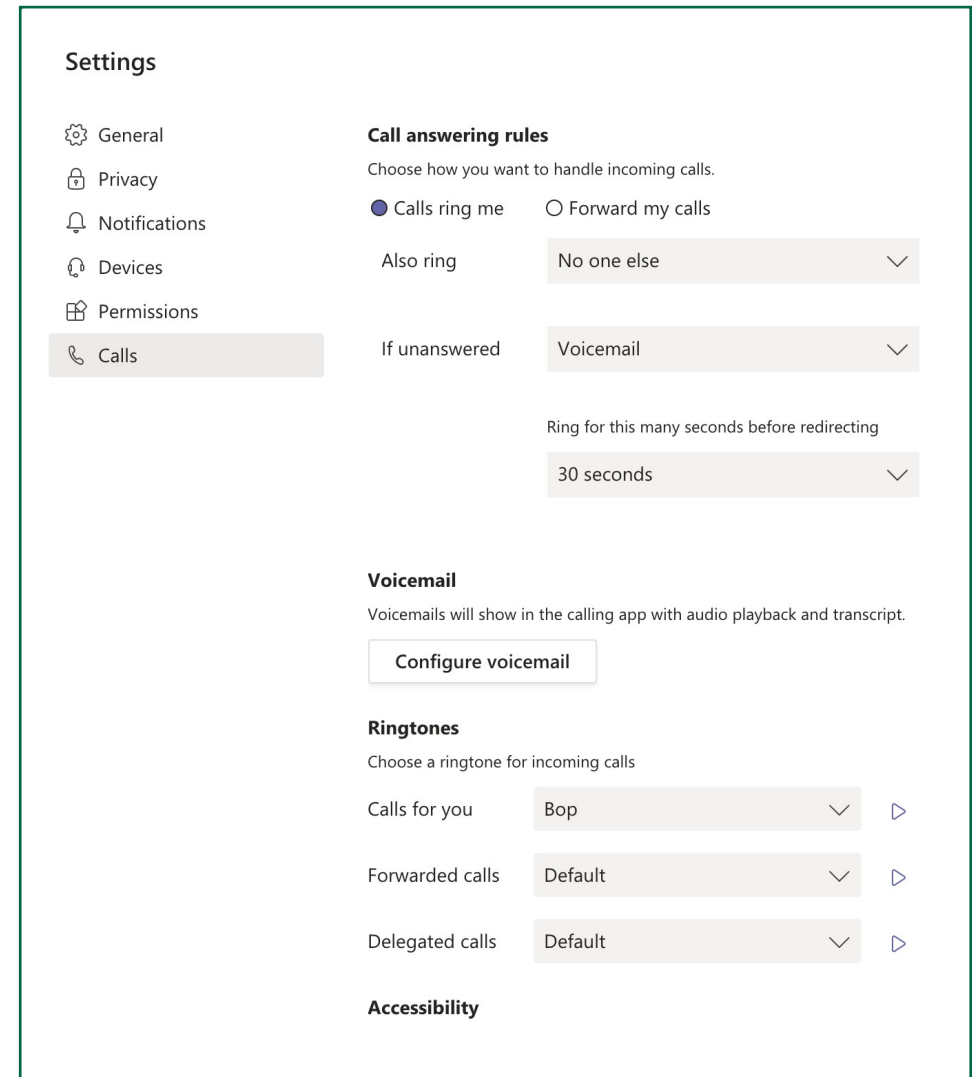
Calls ring me – Calls will ring to your logged in Teams clients

Also ring – users can choose to also simultaneously ring other numbers

- No one else
- New number or contact – ring another person at AgriLife or any 10-digit phone number.
- Call Group – a user defined list of contact and/or numbers that can be run simultaneously or in a defined order.

If unanswered – after ringing for the defined time, this is how unanswered calls will be handled.

- Voicemail – (default) callers can record a voicemail
- Do Nothing – callers will not be able to record a voicemail
- New number or contact – ring another person at AgriLife or any 10-digit phone number
- Call Group – a user defined list of contact and/or numbers that can be run simultaneously or in a defined order

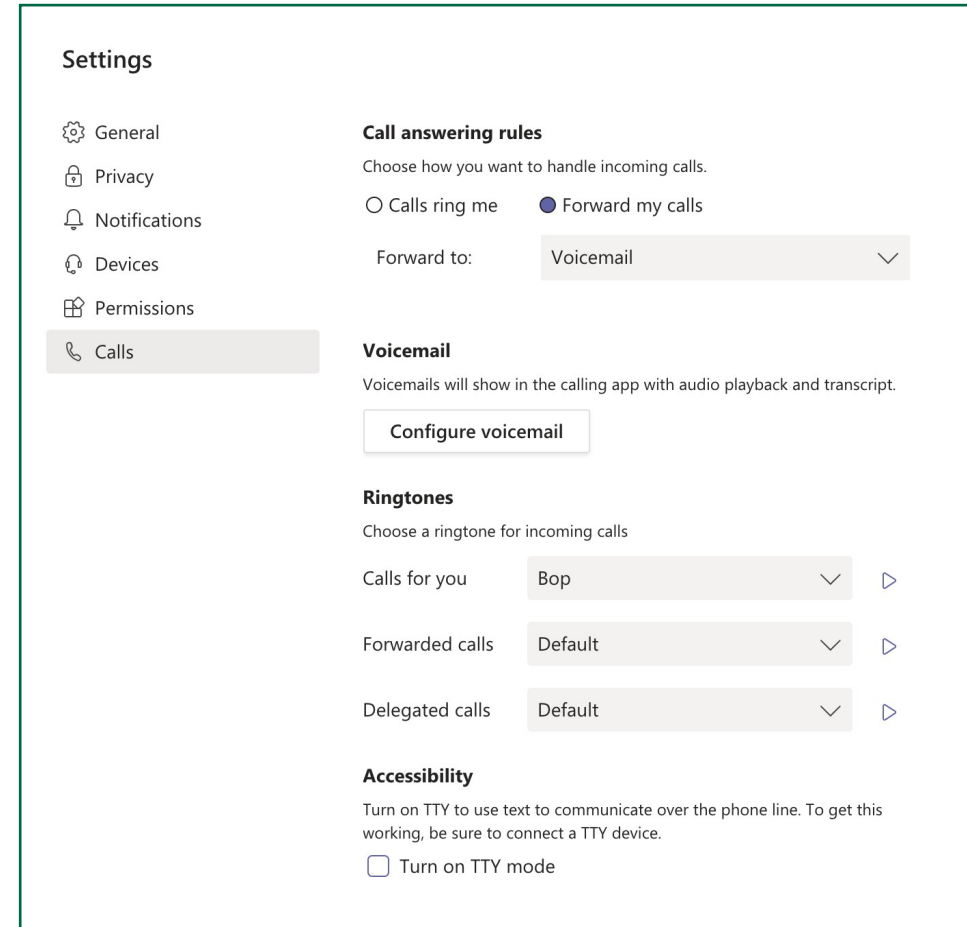


The screenshot shows the 'Settings' page for Microsoft Teams Calling. The 'Calls' section is selected in the left-hand menu. Under 'Call answering rules', the user has selected 'Calls ring me' and 'Forward my calls' is unselected. The 'Also ring' dropdown is set to 'No one else'. The 'If unanswered' dropdown is set to 'Voicemail'. The 'Ring for this many seconds before redirecting' dropdown is set to '30 seconds'. Under 'Voicemail', there is a 'Configure voicemail' button. Under 'Ringtones', there are three dropdown menus: 'Calls for you' set to 'Bop', 'Forwarded calls' set to 'Default', and 'Delegated calls' set to 'Default'. The 'Accessibility' section is partially visible at the bottom.

## Call forwarding

Forward my calls – Calls will not ring you and instead be handled as defined

- Voicemail – (default) Callers can record a voicemail
- New number or contact – ring another person at AgriLife or any 10-digit phone number
- Call Group – a user defined list of contact and/or numbers that can be run simultaneously or in a defined order



**Settings**

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls**

**Call answering rules**  
Choose how you want to handle incoming calls.

Calls ring me  Forward my calls

Forward to: Voicemail

**Voicemail**  
Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

**Ringtones**  
Choose a ringtone for incoming calls

Calls for you: Bop

Forwarded calls: Default

Delegated calls: Default

**Accessibility**  
Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.

Turn on TTY mode