




EVOLVE IP

WORK ANYWHERE™

Microsoft Teams Calling Quick Reference Guide



External Calling with Microsoft Teams

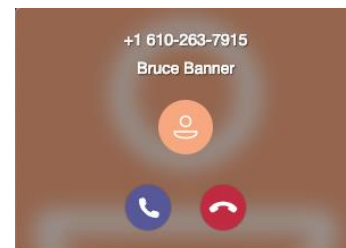
Dialing an External Call

- To dial a number from Teams, go to **Calls** , click **Dial a number**, and then enter the 10-digit number of the person you want to reach by using the dial pad. Then click **Call**.


**You do not need to dial a number or code ahead of the 10-digit number to make a call.*

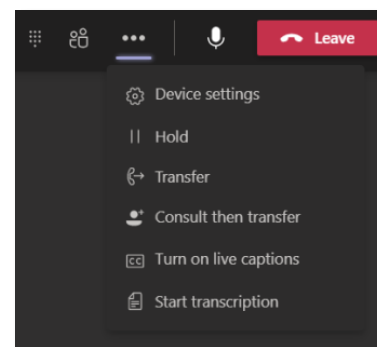
Answering an External Call

- When someone calls you, you'll get a notification that lets you accept or decline the call.
 - Click **Accept with audio**  to answer with audio only.
 - Click **Decline call**  to decline the call and go on with your day.






Place a Call on Hold

- Select **More Options** in  your call window and choose **Hold**. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.



Transfer a Call

*A **Blind Transfer** will transfer the call to the recipient immediately. **Consult Then Transfer** allows you to speak with the recipient and announce the call before completing the transfer.*

- **BLIND TRANSFER:** Select **More Options**  > **Transfer** in your call controls. Then, type the name of the person you want to transfer the call to and select them. To transfer to an external number, type in the 10-digit number you would like to call. To finish, select **Transfer**.
- **CONSULT THEN TRANSFER:** Select **More Options**  > **Transfer** in your call controls. Under **Choose a Person to Consult**, type the name of the person you want to transfer the call to and select them. To transfer to an external number, type in the 10-digit number you would like to call. To complete the transfer, select **Transfer**.
- **TRANSFER TO VOICEMAIL:** Select **More Options**  > **Transfer** in your call controls. Then, type the name of the person you want to transfer the call to and select them. To transfer to a voicemail, select Work Voicemail from the pull-down menu. To finish, select **Transfer**.

Additional Resources

- [Making Calls in Microsoft Teams](#) – Quick Video Clip and Quick Reference Guide
- [Getting Started with Microsoft Teams](#) – This video is an A-Z primer on Microsoft Teams for all users. There is a section on Calling in Microsoft Teams starting at 25:05