**Placing calls**

To make a call, click on the phone icon in the left margin of your Teams app and then click **Dial a number** to reveal the dial pad:
To reveal the dial pad during a call click here:

To hang up click **Leave**:
Voicemail setup
You can customize your voicemail in the Teams settings area:

To play your voicemail/read voicemail transcripts go here:

**Voicemail also gets delivered to your Outlook email.**
Notifications
To mute incoming call notifications during a meeting or any time you don’t want to be bothered, set your Teams status to Do not disturb:

Conferencing
To make a conference call, engage the first party and then click on the Show participants icon to add others:
Your third participant is now in the call:

Transferring
To transfer a call click on the three dots menu and select Transfer:
Enter the number and then confirm by clicking on the number as recognized by Teams:

Finally, click **Transfer**: 
**Assisted Transfer**

To stay with the caller until the other party answers select **Consult then transfer**:

Enter the number and select it, then click **Consult**:
Once the other party answers and you introduce the caller, click **Transfer** to leave the call:

Teams can be installed on your computer or mobile device. For the complete Teams guide or to address any questions or problems please email [telops@csusm.edu](mailto:telops@csusm.edu).