



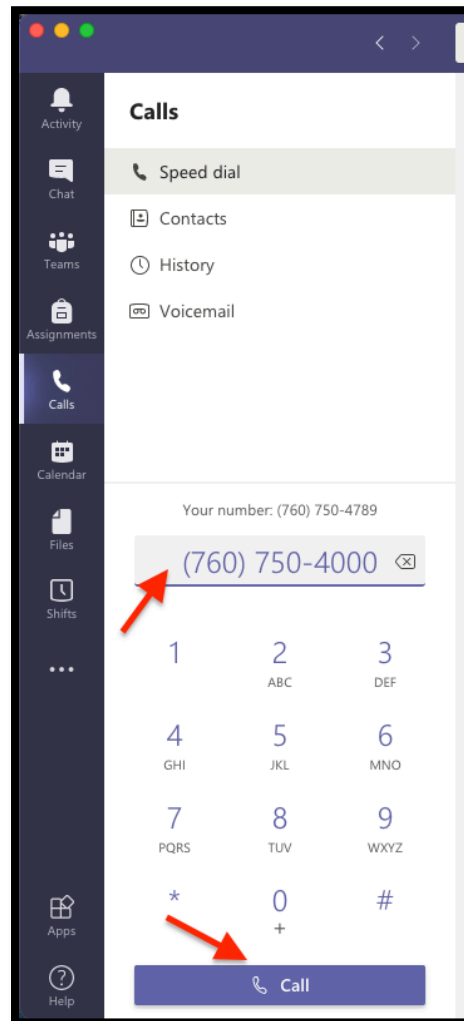
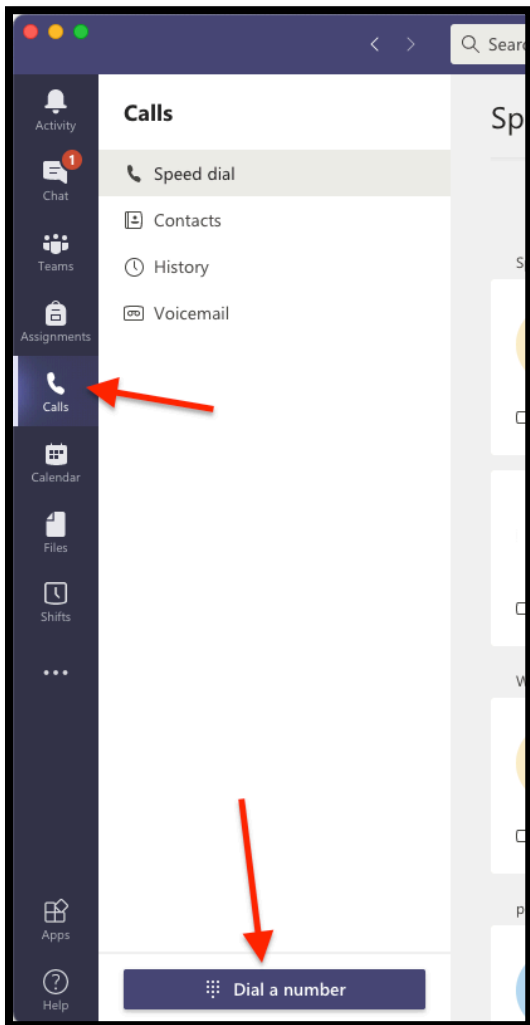
## MICROSOFT TEAMS CALLS QUICK GUIDE

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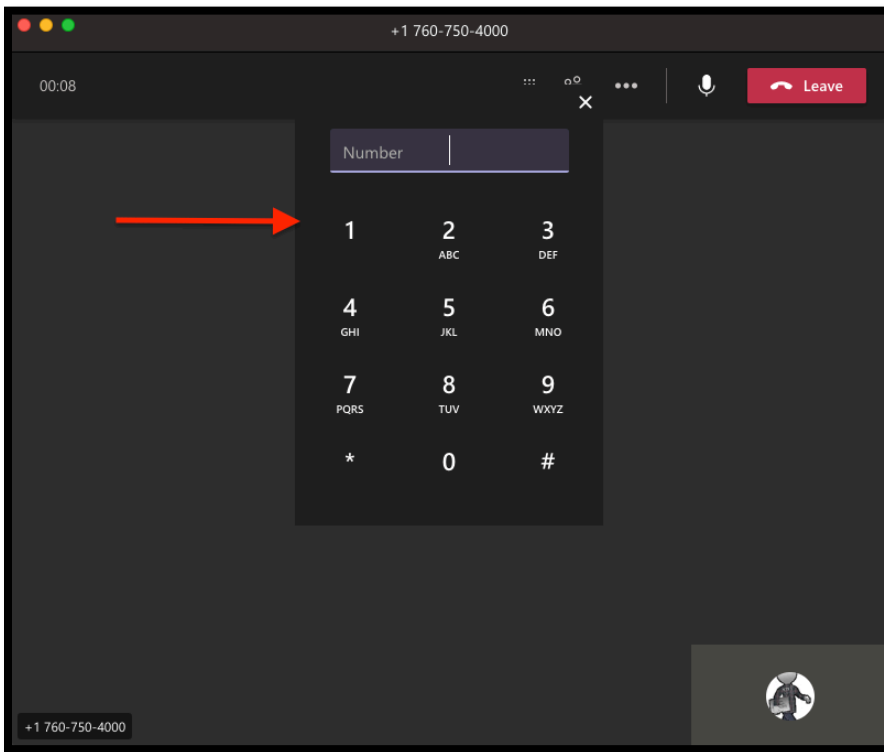
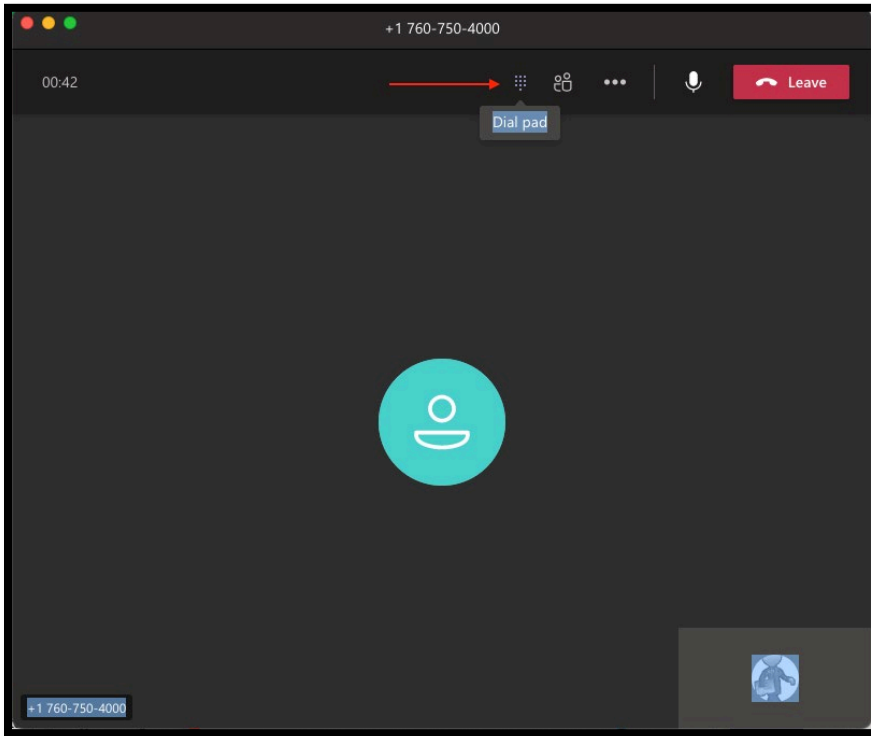
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### Placing calls

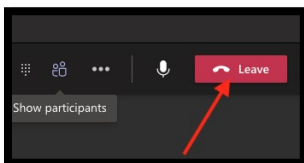
To make a call, click on the phone icon in the left margin of your Teams app and then click **Dial a number** to reveal the dial pad:



To reveal the dial pad during a call click here:

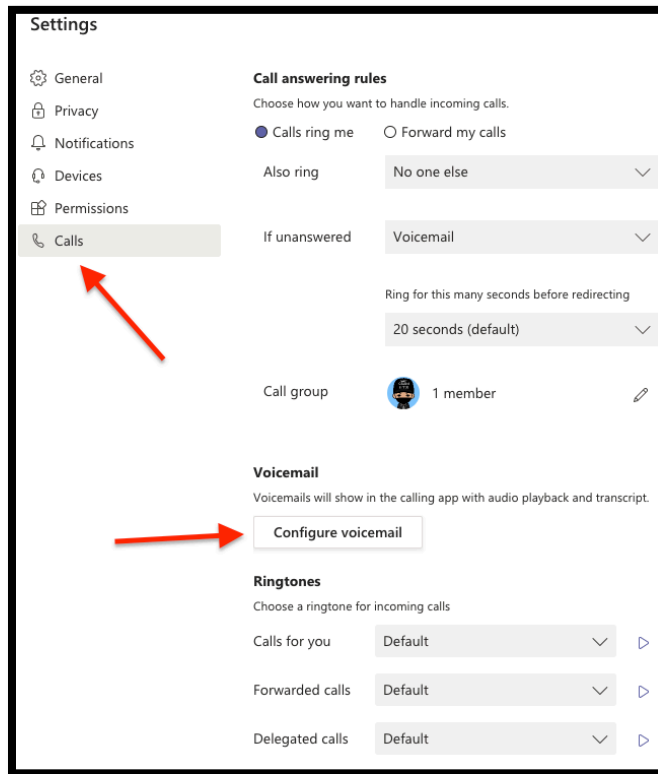
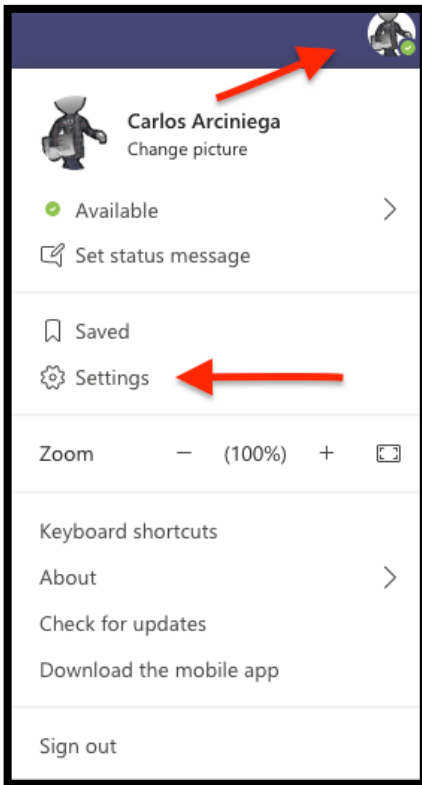


To hang up click **Leave**:

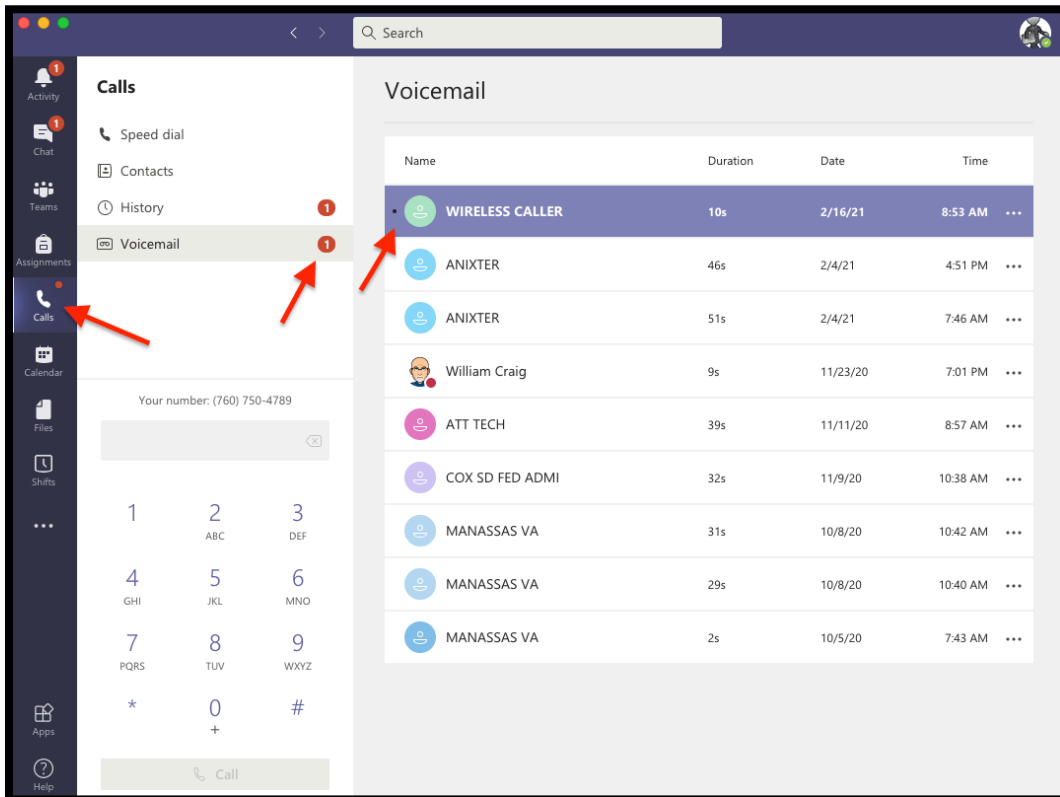


## **Voicemail setup**

You can customize your voicemail in the Teams settings area:



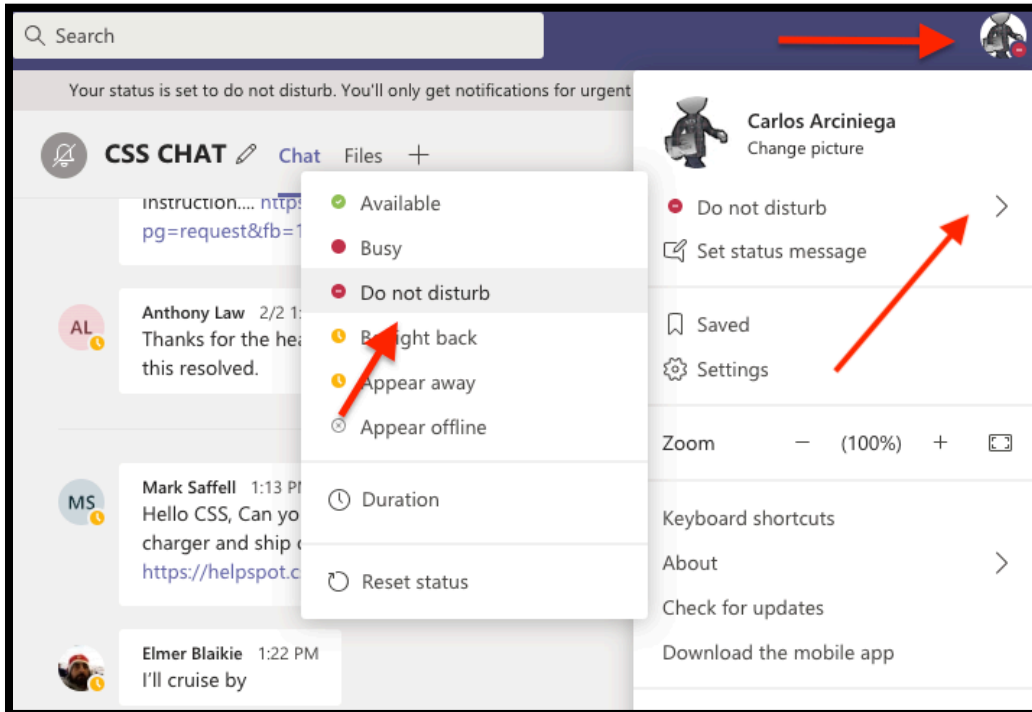
To play your voicemail/read voicemail transcripts go here:



**\*\*Voicemail also gets delivered to your Outlook email.\*\***

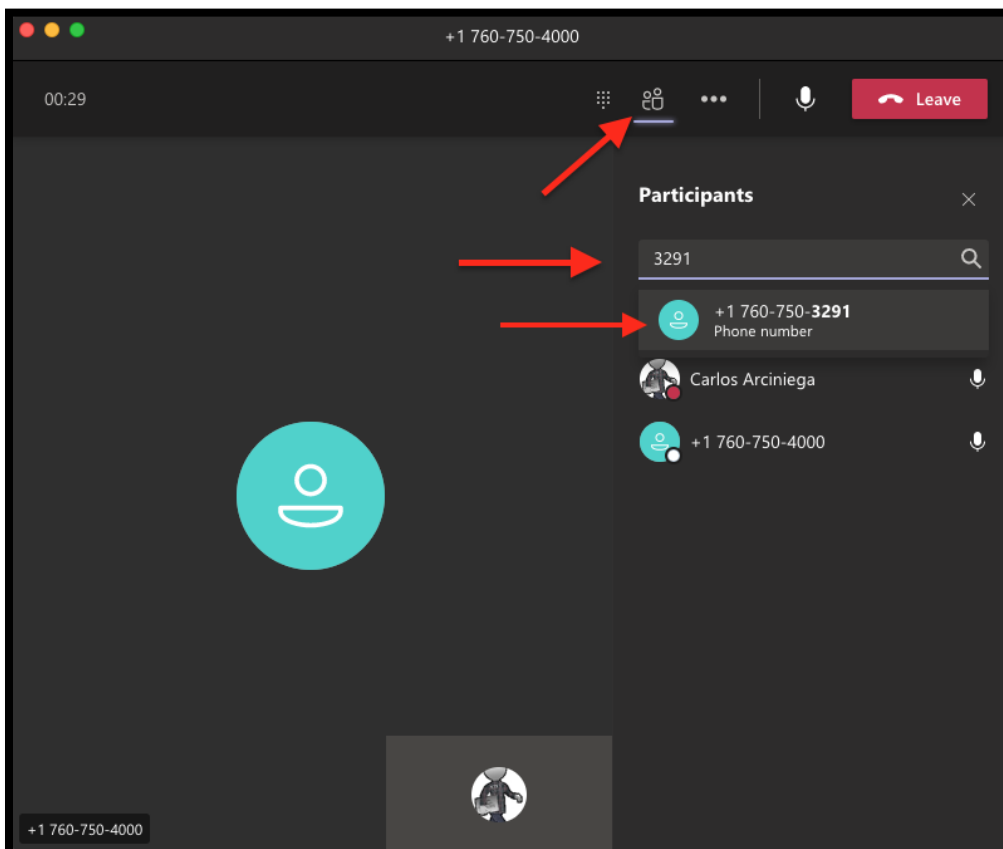
## Notifications

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**:

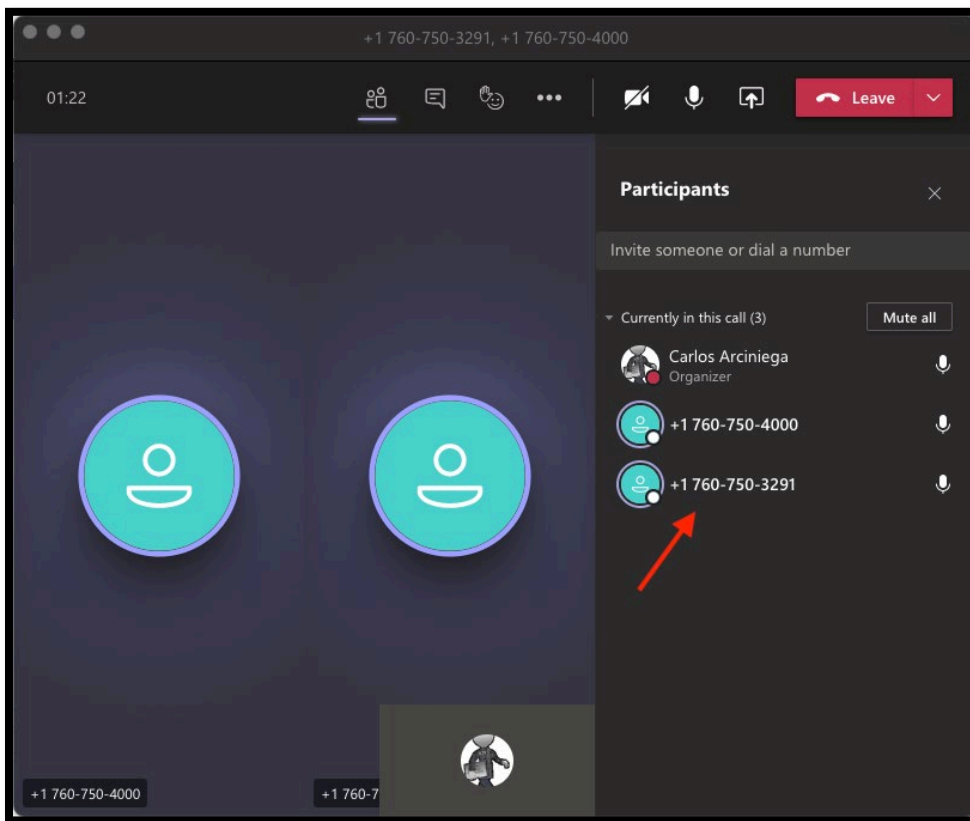


## Conferencing

To make a conference call, engage the first party and then click on the **Show participants** icon to add others:

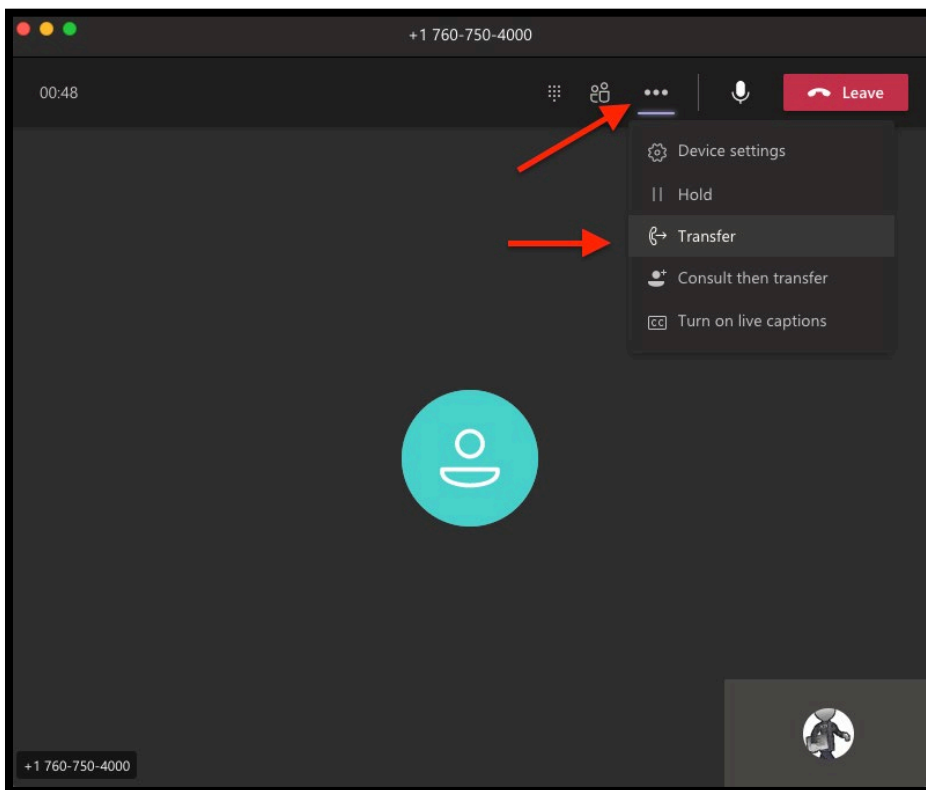


Your third participant is now in the call:

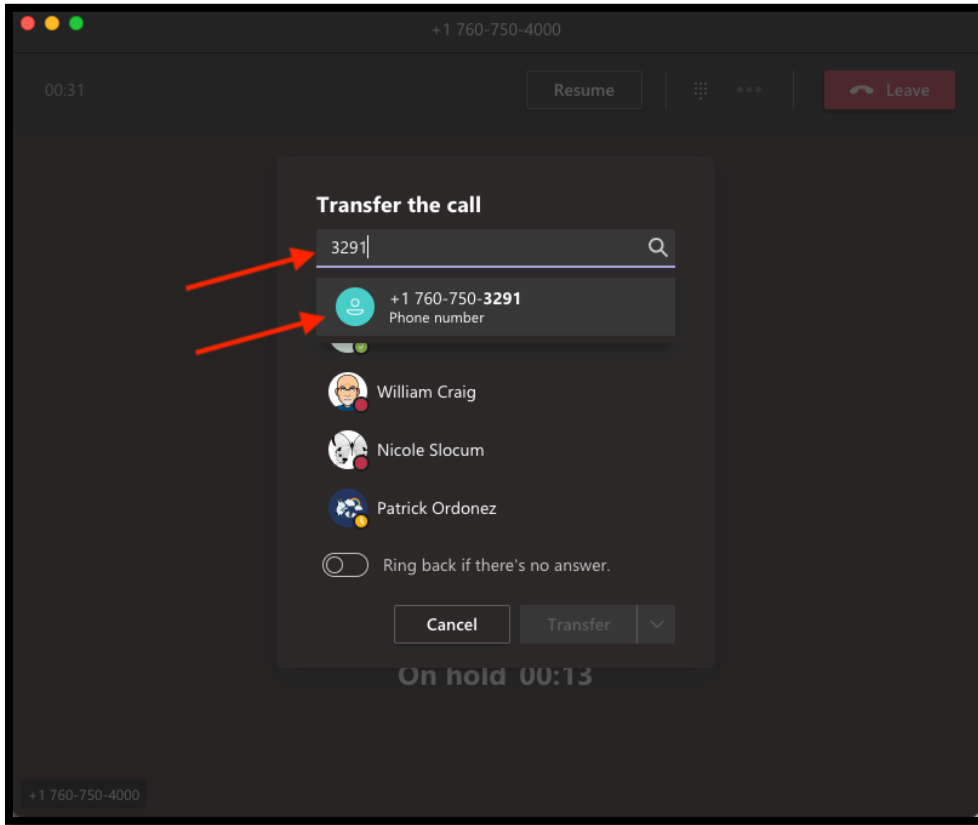


### Transferring

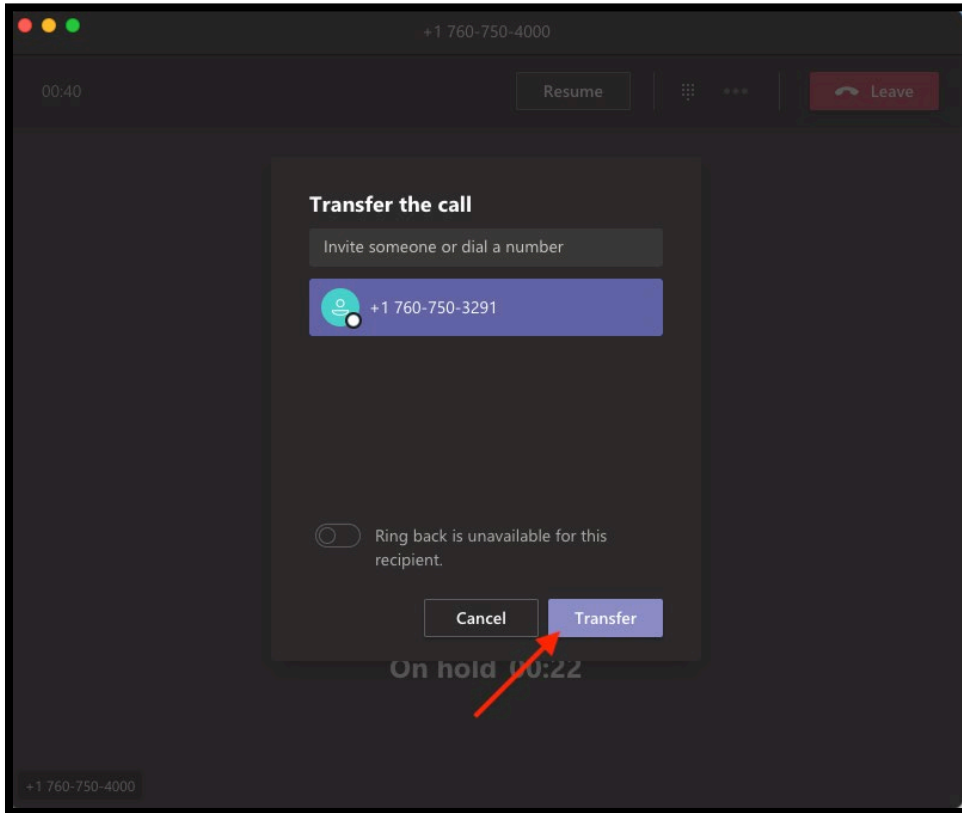
To transfer a call click on the three dots menu and select **Transfer**:



Enter the number and then confirm by clicking on the number as recognized by Teams:

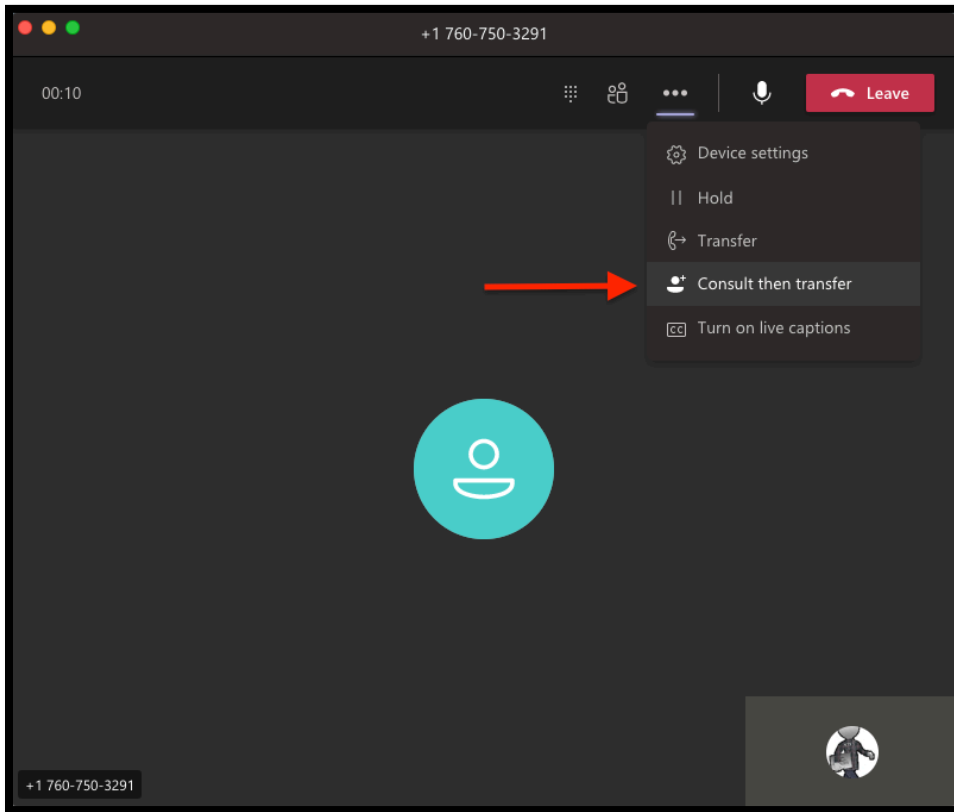


Finally, click **Transfer**:

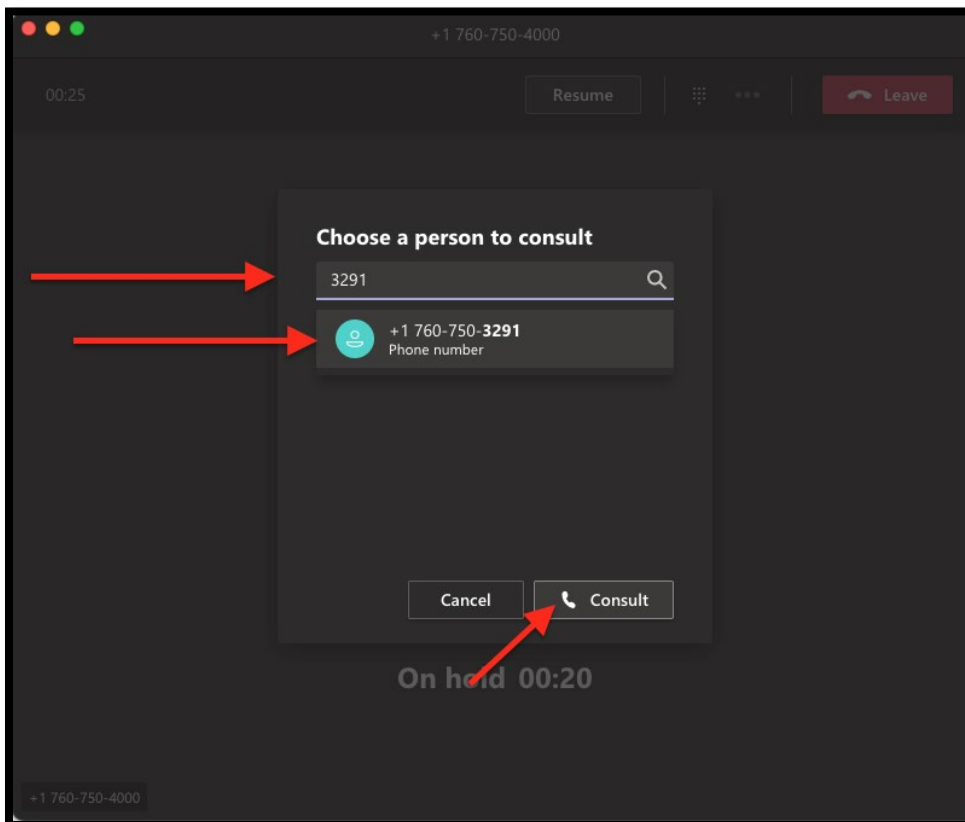


## Assisted Transfer

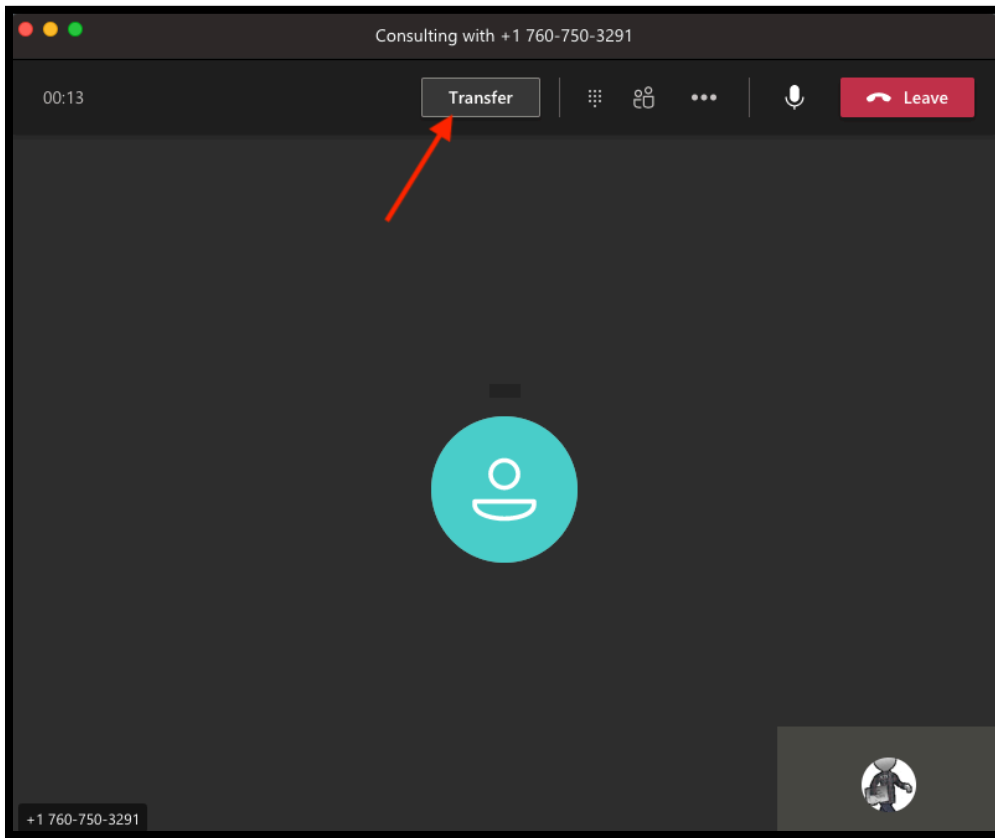
To stay with the caller until the other party answers select **Consult then transfer**:



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).

