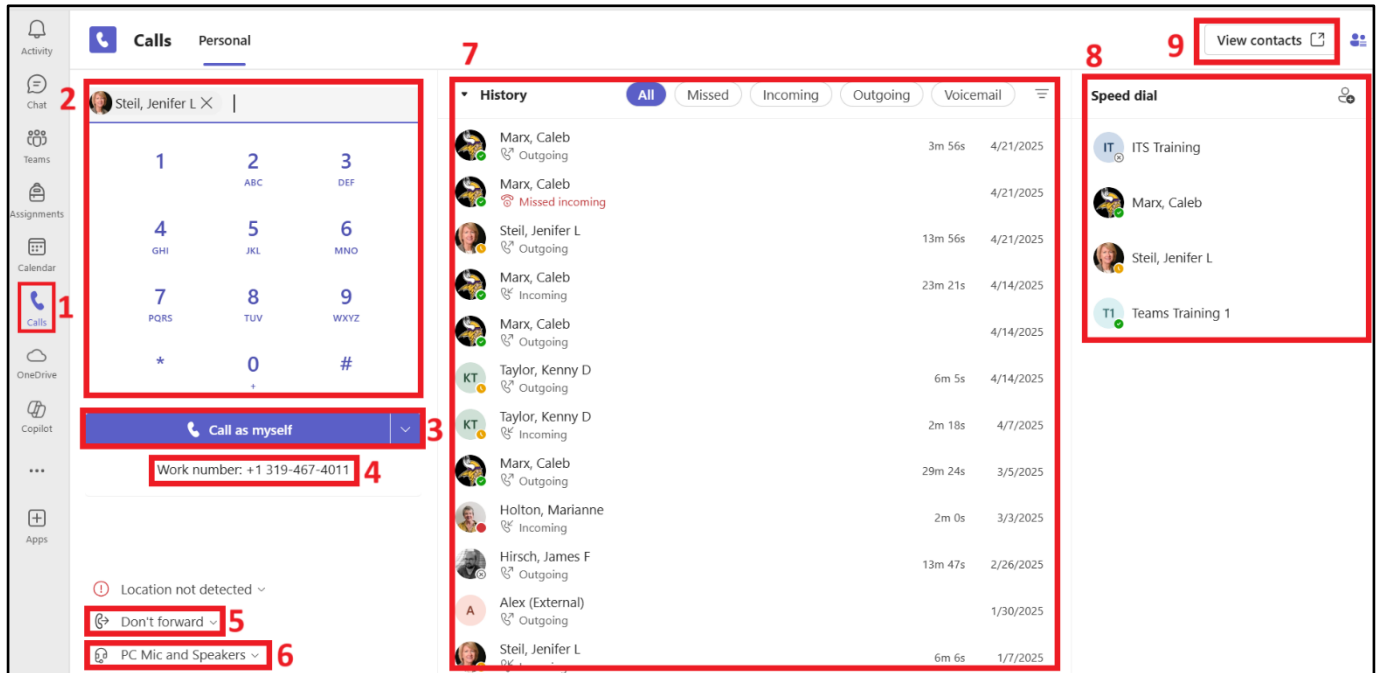# MICROSOFT TEAMS PHONE QUICK GUIDE

Application elements

1. Calls tab – the main area to place calls.

2. Dial pad – use the on-screen dial pad or type a number. You can also type someone's name if they are internal to the University of Iowa.

Note: All numbers need to be dialed in a 10-digit format, (319) 123-4567, after the migration to Teams Phone. 5-digit dialing will no longer work.

3. Call button – click to place a call after entering a name or number (this button will say **Call as myself** if you are set as someone's delegate).

4. Your number – your University of Iowa phone number.

5. Call forwarding – click the drop-down to set call forwarding settings.

**6. Audio device** – click the drop-down to set audio device and settings.

7. History – list of recent missed/incoming/outgoing calls and voicemail.

8. Speed dial – list of users added to speed dial (click 👤 to add someone).

9. View contacts – click to go to the People app and manage contacts.

Placing a call

1. From the **Calls** tab, use the on-screen dial pad or type a number. You can also type someone's name if they are internal to the University of Iowa.

   Note: All numbers need to be dialed in a 10-digit format, (319) 123-4567, after the migration to Teams Phone. 5-digit dialing will no longer work.

2. Press **Call** (or **Call as myself** if you have been setup as a delegate).

3. When the call is ringing you will see a new window that says "calling…"

4. Once the call is connected, you will see the following menu at the top of the window:
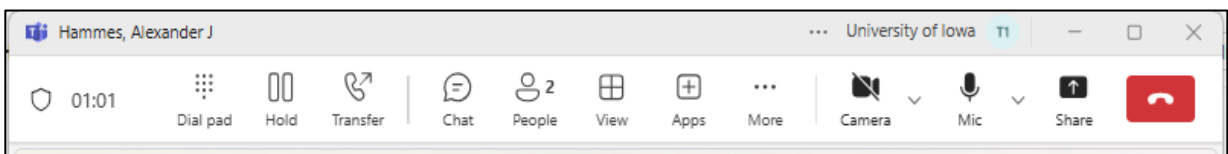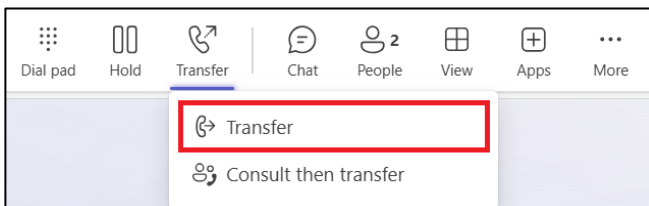

Answering a call

1. When someone calls you, there will be a popup in the bottom right corner of your screen.
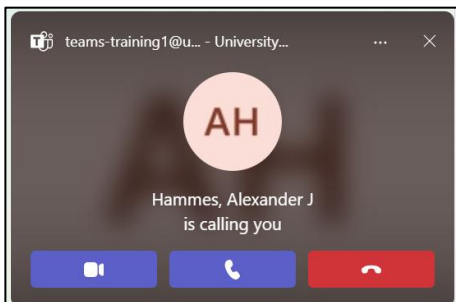
2. Press [📹] to answer with your video, [📞] to answer with audio only, and [📞] to forward the call to voicemail.
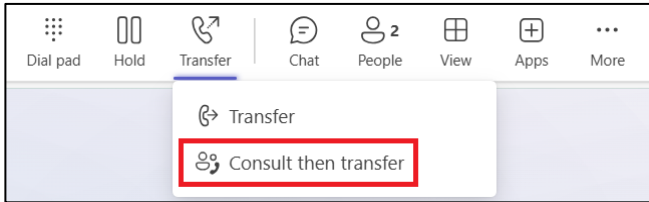
Blind transfer

1. While on a call, click the **Transfer** button and choose **Transfer.**

2. Type the name or phone number and click **Transfer.**

Consultative transfer

1. While on a call, click the **Transfer** button and choose **Consult then transfer.**

2. Type the name or phone number.
3. You can chat with them or call them directly.
4. When you're ready, click **Transfer.**

Access your voicemail

1. From the **History** section of the **Calls** tab, choose **Voicemail** (depending on your screen size, you may have to click the All ⌄ drop-down menu to display the Voicemail option).
2. Choose the voicemail in question from the list and click the ▷ symbol to listen to the message. Click Show more to view a full transcript of the message.

Manage your settings

Go to Settings > Calls to record a voicemail greeting, manage delegates, and more.
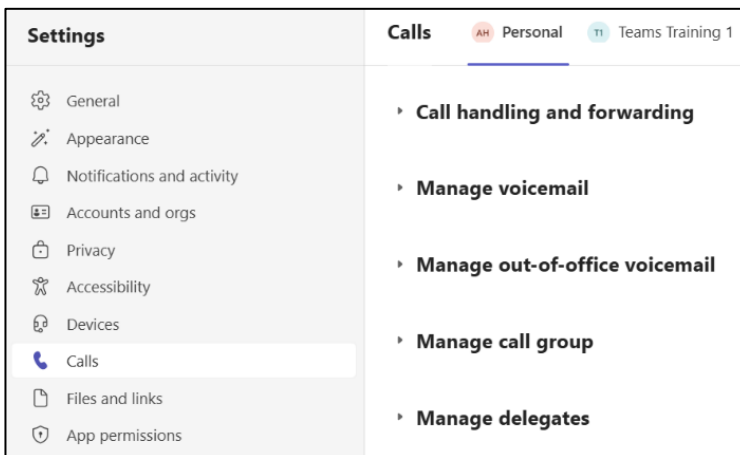
Learn More

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