■ Microsoft Teams

Executives

Get started with Teams Phone

Streamline your day by using Microsoft Teams as your phone

Executives are busy people who need streamlined tools that help them stay focused, while also working as a team with their executive administrators. Microsoft Teams Phone can help simplify communication tasks and lead to more streamlined processes with their assistants. Here's how to get started.

Initiate voice and video calls from the Teams App

Make **voice and video calls** to people within your organization or external Teams users.

Easily transition **to voice or video** calls from Teams Chat.

Add participants at any point in the conversation.

How to call another Teams user

- Select **Audio call** or **Video call** directly from a chat, OR
- Select **Calls** from the left menu in the Teams App, and choose or search for a contact

To add participants

- Select **Add people**

Call a phone number from the Teams App

Use the Teams desktop app to **call phone numbers** — that is, phone numbers outside your company.

Easily **save phone numbers as contacts**, then make a call by searching for your contact by name.

How to call a phone number

- Select **Calls** from the left menu in the Teams App
- Select **Dial a number**
- Dial any number on the keypad
- Select **Add contact** from your call history to save number to contact list

Set up call delegation

Set up call delegation to work seamlessly as a team with your executive assistant.

Assign your executive administrator as your **delegate.**

Enable delegates to **make and receive calls on your behalf, forward calls,** and more.

Set up call delegation

- Select **Settings > General,** then select **Manage delegates**
- Select **Your delegates**, type your delegate's name, and then select **Add**
- Under **Calls**, select **Forward to**, and change to **My delegates**
- Your delegate will receive a notification letting them know they have been designated as a delegate

Empower your delegate to manage calls in Teams

Let your delegate make and receive calls for you.

Forward calls automatically to your delegate

Set up simultaneous ring when you want both lines to ring**.**

Give your delegate permissions to and **change call and delegate settings for you,** when needed.

How to give your delegate permissions

- When you add a delegate, you'll see permissions settings
- Select the permissions you want to grant to the delegate and click **Save**

View or add phone numbers as contacts

Easily see contacts from the Calls screen by selecting **Contacts**.

See all your call history from the Calls screen, including to phone numbers.

Quickly add phone numbers to your contacts**.**

How to save phone numbers as contacts

- Select **Calls** from the left menu in the Teams App
- Choose **Contacts**
- Click **Add contact** and complete entry
- OR click **...** next to the number in your call history, and select **Add contact**

Use the Teams App to call from your mobile device

On the go? Use the Teams App on your mobile device to receive and make phone calls to and from any number.

Easily **switch from your PC to your mobile device** by launching the Teams App on your phone—even during a call.

How to use your mobile device to make a Teams call

- Launch the Teams App on your mobile device
- For iPhone, tap the **Calls** icon
- For Android, tap the **More** icon and then select **Calls**

Get better ways to manage voicemail

Easily set up a voicemail message and add custom messages for **out-of-office greetings**.

Consolidate all your voicemail messages into Microsoft Teams with **cloud voicemail**.

See **voicemail transcriptions** next to recordings for easy scanning and to save time.

Retrieve voicemails and transcriptions by selecting Voicemail in the top right of the main Calls screen.

Set up your voicemail

- Select **Settings**, then **Calls**
- Under **Call answering rules**, turn **If unanswered to Voicemail**
- Select the **Configure voicemail** button to record a custom message, add an out-of-office greeting, or customize call answer rules

Learn more

For more information about Teams Phone and its capabilities, please visit:
Microsoft Teams Phone | Voice and Video Calling