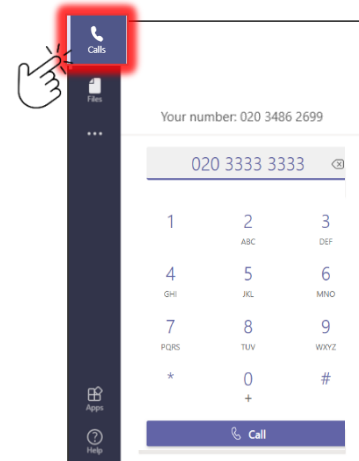


GETTING STARTED

MAKE A CALL:

1. To dial a number from Teams, go to **Calls** 📞
2. Click **Dial a number**,
3. Then enter the number of the person you want to reach by using the dial pad.
4. Then click **Call** 📞.



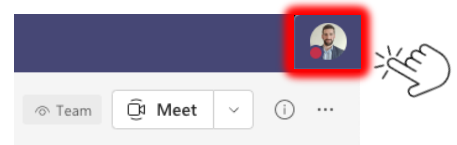
LEAVE A CALL:

1. To end a call, click **Leave**.
 - To put a call on hold, transfer or to consult someone before transferring a call, please click on **More Actions** ⋮



CONFIGURE VOICEMAIL:

1. Click on your **profile picture** (top right)
2. Click on **Manage account**
3. Click on **Calls** 📞
4. Click on **Configure Voicemail**
5. From here you can:
 - Record a greeting
 - Set call answering rules
 - Set greeting language
 - Configure text-to-speech customised greeting options
 - Configure out of office greeting settings



Voicemail

You'll find your voicemail messages and transcripts in Calls.

[Record a greeting](#)

Call answer rules
How would you like us to handle your calls when they go to voicemail?
[Let the caller record a message](#)

Greeting language
Which language should your default greeting be in?
[English \(United States\)](#)

Text-to-speech customised greeting option
Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ
Your customised greeting:

Your customised out of office greeting:

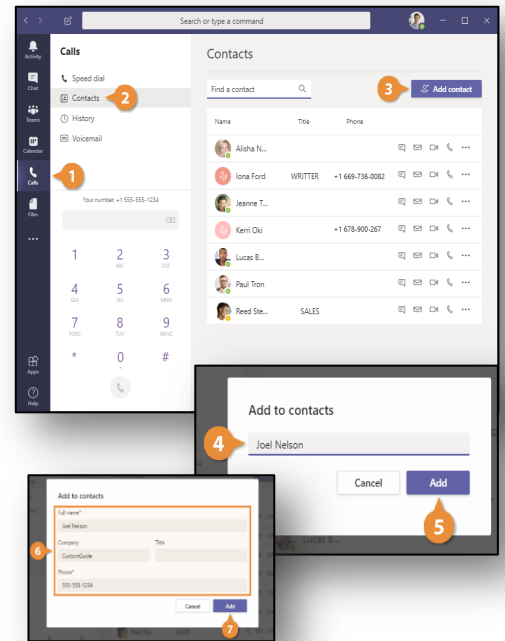
Out of office greeting
When should your customised out of office greeting play?
☐ All the time

[Cancel](#) [OK](#)

KEY FEATURES

ADD CONTACT

1. Go to **Calls** 📞
2. Click **Contacts** in the List pane. All your contacts are displayed in a single list.
You can add contacts from within your organization or outside of it.
Note external calls are only possible with a supported calling plan.
3. Click **Add contact**
4. Enter a contact's name.
If the name you entered is in your organization, a suggestion will appear in a pop-up.
5. Select them from the list and click **Add**.
6. Otherwise, add their information manually.
7. Click **Add**.

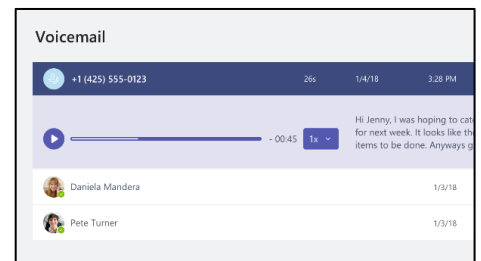


VIEW CONTACT

1. Go to **Calls** 📞 and **Contacts**.
2. Click **My contacts**.
A list of your contacts is displayed.

CHECK YOUR VOICEMAIL

1. Go to **Calls** 📞 and **Voicemail**.
From here you can:
 - Review messages and transcripts from calls
 - Call anyone who's left you a message.



TO CALL BACK FROM VOICEMAIL

2. Go to **Calls** 📞 and **Voicemail**.
3. From any call in the list, select **More actions** ⋮ and **Call back** 📞 to begin a call automatically.