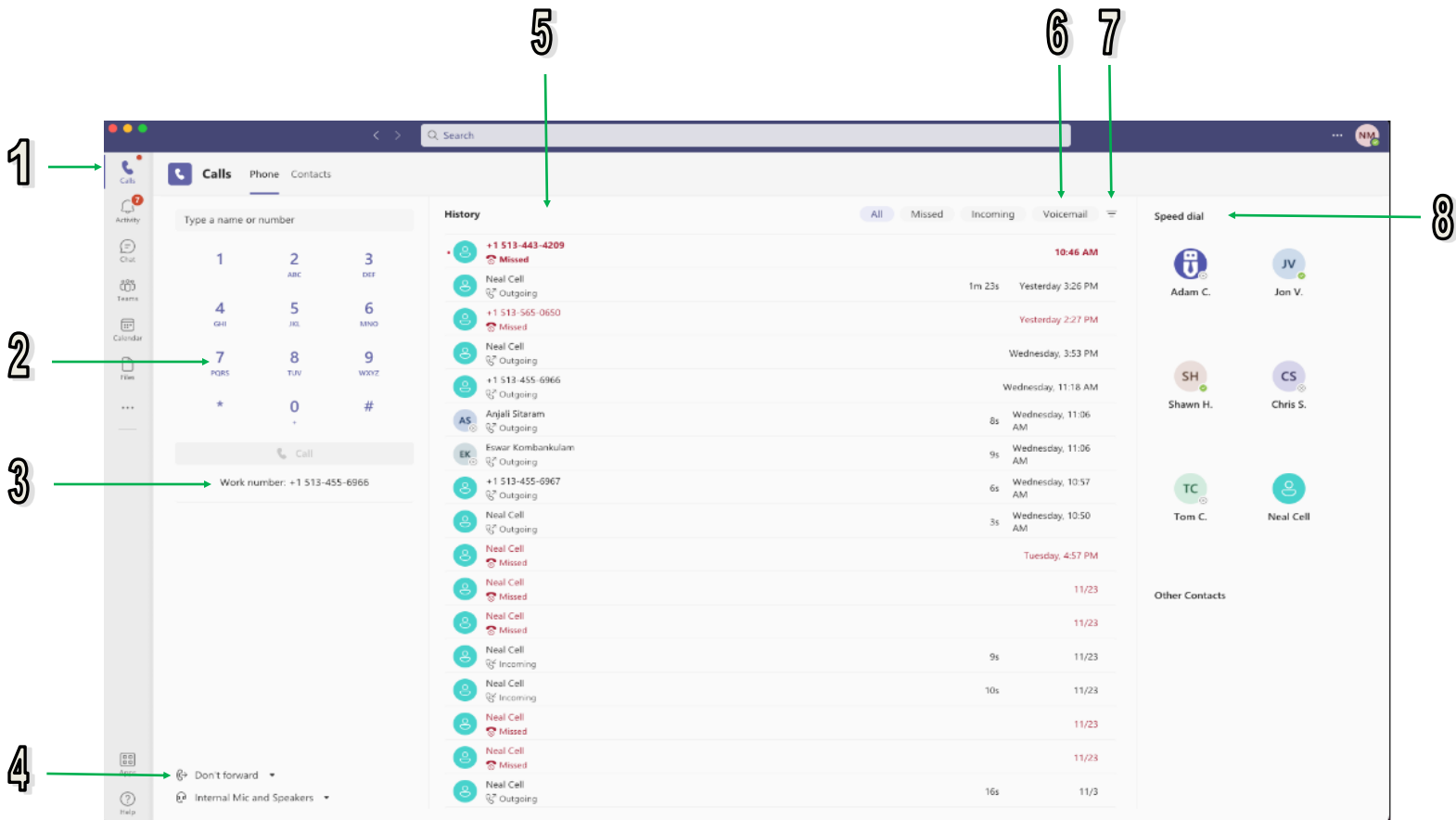# Microsoft Teams Voice
Quick Start Guide

Discover Calling Options Enabled in Microsoft Teams

Start by finding the main "Calls" icon on the left of the Microsoft Teams application.

1. **Main Calling Icon**
2. **Dial Pad**
3. **Your Teams Phone Number**
4. **Call Forwarding Settings**
5. **Call History**
6. **Voicemail**
7. **Call History - Filter**
8. **Speed Dials**

Making and Receiving Calls

The dial pad on the left of your Teams application allows you to enter phone numbers and place calls.

When someone calls you, you'll get a Teams notification which allows you to answer or decline the call.

Access your call history and quickly call anyone back from the list. Go to the main calling icon and review the Call History section in the center of the screen. Select any item from the list and then choose **Call** in the Details section on the right side of Teams.

Voicemail

To setup and change your voicemail settings, select **Settings** next to your profile picture at the top of the Teams app and then choose **Calls**.

In the Voicemail section, select **Configure voicemail**. This is where you'll find all your voicemail settings.

To record a new voicemail greeting, select **Record a greeting** and follow the instructions to record your message.
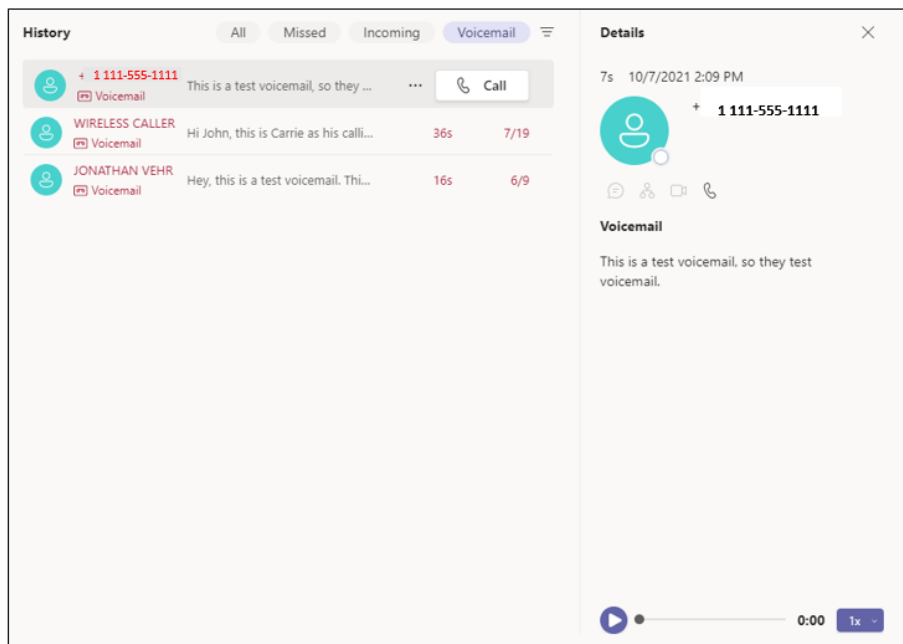
Voicemail

Access your voicemail messages by selecting the Voicemail icon at the top right of your call history. Select a message to have the message details and transcription appear on the right of your Teams application.
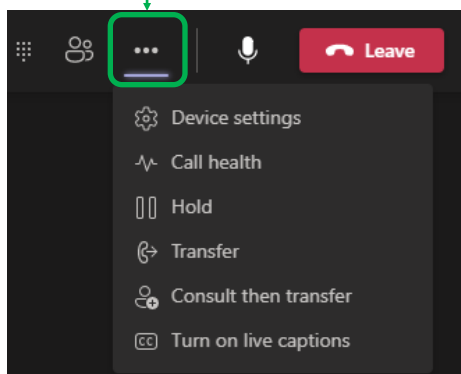
Select the Play icon underneath the transcription to listen to your voicemail.

Select the call icon to call someone back right from your voicemail.

In-Call Options

Select the "More Actions" icon while on a call to access available options.

Placing a Caller on Hold - Select the Hold icon to activate. Everyone on the call will be notified if the call has been put on hold. Callers will hear music when placed on hold. You can continue the call by selecting "Resume".

Transferring a Call - Select the Transfer icon. Start typing the name or phone number of the person you want to transfer the call to. Then select Transfer.

Consultative (Warm) Transfer - Select the Consult then Transfer icon. Under "Choose a person to consult", start typing the name of the person and select them when they appear. Consult with them by calling or using chat. When you're ready, hit Transfer.

Want to Learn More? Click Here to find additional calling support content from Microsoft!

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