





# TEAMS CALLING USER GUIDE – Desktop Client

## Making a Call

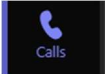

### From the Search Bar

- Click 
- Type in the name
- Find the person you would like to call
- Click 

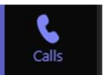
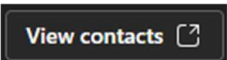

### From the Dial Pad

- Click 
- Dial the extension or number
- Click 



### From History

- Click 
- Hover over the contact you wish to call
- Click 

### From Contacts


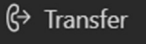


- Click 
- Click 
- Hover over the person you would like to call
- Click 

## Answering a Call


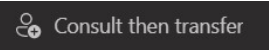

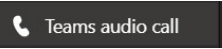
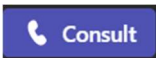

- Click 
- Click  to end a call

## Transferring





### Blind Transfer

- While on a Call Click 
- Click 
- Type in the Contact's Name or an external number
- If it is an internal number, you can choose:  Ring back if there's no answer.
- Click 

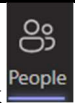
### Consult Transfer

- While on a Call Click 
- Choose 
- Type in the Contact's Name or Extension
- If it is an internal call, Click 
- Choose 
- If it is an external call, Click 
- Talk to the third party
- Click  to complete transfer


### Voicemail Transfer

- While on a Call Click 
- Click 
- Type in the contact's name
- Click 
- Choose 

## Conferencing

- While on a Call, Click 
- Type in a name, choose a contact or type in a number
- Click the number to join the calls



## Mute

- While on a Call Click 

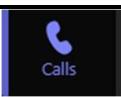
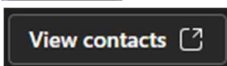

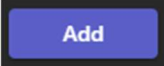

## Unmute

- Click 

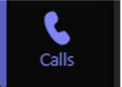

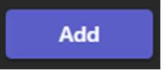

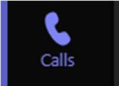

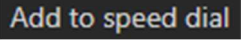
## Hold

- While on a Call Click 
- Remove from Hold
- Click 

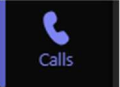
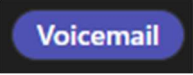


## Saving a Contact

- Click 
- Click 
- Click 
- Type in a Name (Internal) or Number (External)
- Click 
- Type in Email, Number and Company
- Click 


### Adding a Speed Dial

- Click 
- Click 
- Type in a Name (Internal)
- Click 
- Type in Email, Number and Company
- Click 
- For External Numbers, Click 
- Click  next to a call in your history
- Click 




### Accessing Voicemail Messages

- Click 
- Click 
- Click on the voicemail you would like to listen to
- A box will pop up and you will have a transcription, Click  to listen
- Click  to Call Back, Chat (Internal) Mark as read/unread, Delete, Add to Speed Dial or Add Contact

### Presence Status

- Click on your picture
- Click 
- Choose Available, Busy, be right back or appear away (Presence for Chat Purposes only)
- Choose Do Not Disturb to send calls to voicemail

### Settings

- Click  up by your picture
- Click 
- Click 
- Click
- Choose if you want to forward your calls
- Choose what happens when you receive a call
- Choose what to do when you can't answer a call
- Choose how many seconds calls ring before being redirected
- Choose a ringtone
- Record a voicemail greeting
- Choose a language
- Choose what happens when a call is redirected to voicemail
- Set up Text to Speech greeting if you prefer
- Choose when to apply an out of office voicemail
- Choose if you want to add members to receive calls on your behalf

# LOFFLER