Make Calls

Start calls

There are different ways to make a call in Teams:

* Select **Audio call** or **Video call** to start a call from a 1:1 or group chat.
* In a 1:1 chat, select **More options** (the dropdown arrow) next to **Audio call**, and choose another number to call if it's available.
* In the search box, type "/call" and who you'd like to reach. Press **Enter** to start the call.
* Hover over someone's profile photo anywhere in Teams, and select **Audio call** from their contact card.

Dial an outside number

1. Select **Calls**.
2. Type a name or an external number to call someone.
3. When you're ready, select **Call**.

Accept incoming calls

* Select an incoming call with video turned on or just audio. You can also decline the call.

View calls history

* View a missed call or voicemail in your calls history.
* To return someone's call from your history, choose who you want, select **More actions** (**...**) > **Call back**.

Setup Voicemail

Set up your voicemail

1. Select the ellipsis (…) next to your profile picture or initials and go to Settings gear icon **Settings** type a name or an external number to call someone.
2. Select Call tab icon  **Calls** and choose **Configure voicemail**.
3. From here you can:   
   • **Record a greeting**.  
   • Set **Call answer rules.**  
   • Set default **Greeting language.**  
   • **Create a Text-to-speech customized greeting option, and an Out of office greeting.**
4. Select **OK**

Pick Up Voicemail

Listen to your voicemail messages

1. Select Call tab icon  **Calls** on the left of your screen and choose **Voicemail**

Voicemail button on toolbar

1. Choose a voicemail message to hear and select the audio play button in the lower right of the screen



1. You can also read a transcript of the message in the **Voicemail** pane or in your email.