



Microsoft Teams Calling



Ensuring your mobile device is ready

Prior to using Teams to receive a call, make a call or attend a meeting, please ensure the Microsoft Teams app is installed on your mobile handset. The app can be downloaded from the Apple App Store (iOS devices) or Google Play (Android devices).

If you already use a headset on your mobile device it can be used for Teams calls too.

Starting a Call

To call an Outlook Contact or a UNSW Teams user, you can use the search bar at the top of the Activity, Chat, Teams or Calendar screens. When you find the person, tap their entry then tap the call icon.

OR

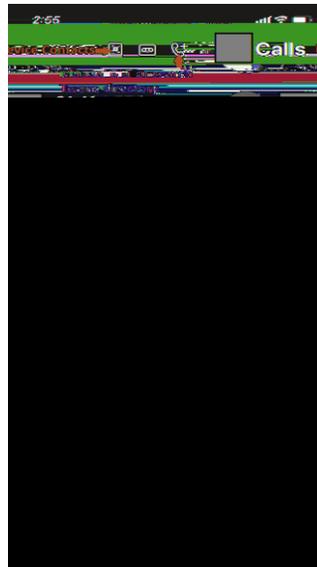
Navigate to the  section

To call from your recent calls, tap on the listed name/number

To call from your device contacts, tap the Device Contacts icon then search, select and call as usual

To call a UNSW Teams user tap the Manual Dial or search Teams Directory icon then the People tab then search and click when found

To manually dial a number, tap the Manual Dial or search Teams Directory icon, dial the number on the keypad then tap the call button below the keypad.



Answering a Call

1. When someone calls you, you'll get a notification at the top of your screen.



2. Click the tick icon to answer the call.
3. Click the cross icon to decline the call, send it to your voicemail service (if configured) and go on with your day.

Adding someone to a Call

Multi-party calling is allowed. A maximum of 50 people can be added to a call.

1. To add someone new to a group call, select the Show participants  icon in your call controls.
2. Then click Add people
3. Then type their name or phone number in the search box and tap Done. This will add them into the call.



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Transfer a Call

Microsoft Teams provides the ability to transfer the call to another user. There are two types of transfers: Transfer (aka. Blind Transfer), and Consultative Transfer.

Transfer (Blind Transfer)

1. To transfer a call, tap More actions (3 dots) > Transfer > Transfer now in your call controls.

Consultative Transfer

Consultative transfer allows the person to consult with the person prior to transferring the call. This may be done via the phone or using Chat.

1. To transfer a call, select More actions (3 dots) > Transfer > Consult first in your call controls.
2. Type the name or number of the person you want to transfer the call to and select them.
- 3.

2. Type the name or number of the person you want to transfer the call to and then tap their entry.



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Call Park

