

Executive Administrators

Get started with Teams Phone

Streamline your day by using Microsoft Teams as your phone

Executive Administrators manage a diverse array of projects and tasks—and they need tools to help stay on top of them all. Fortunately, Microsoft Teams Phone can help simplify communication tasks and better manage work. Here's how to get started.

Initiate voice and video calls from the Teams App

Make **voice and video calls** to people within your organization or external Teams users.

Easily transition **to voice or video** calls from Teams Chat.

Add participants at any point in the conversation.

How to call another Teams user

- Select **Audio call** or **Video call** directly from a chat, OR
- Select **Calls** from the left menu in the Teams App, and choose or search for a contact

To add participants

- Select **Add people**

Call a phone number from the Teams App

Use the Teams desktop app to **call phone numbers**—that is, phone numbers outside your company.

Easily **save phone numbers as contacts**, then make a call by searching for your contact by name.

How to call a phone number

- Select **Calls** from the left menu in the Teams App
- Select **Dial a number**
- Dial any number on the keypad
- Select **Add contact** from your call history to save number to contact list

Set up call delegation

Set up call delegation to work seamlessly as a team with your manager.

Work with your manager to **have yourself assigned as a delegate**.

Receive delegated calls on behalf of your manager and transfer with consult if required.

Customize call answer rules to have calls forwarded to you if your manager isn't available to answer a call.

Set up call delegation

- Have your manager select **Settings > General**, then select **Manage delegates**
- Select **Your delegates**, have your manager type your name, and then select **Add**
- Under **Calls**, your manager should select **Forward to**, and change to **My delegates**
- In your account, you will receive a notification letting you know that you have been designated as a delegate

Act as a delegate for your manager

Make and receive calls on behalf of your manager.

Forward calls from your manager's Teams account to yours.

Set up simultaneous ring when a contact calls your manager so you can answer the call.

Easily **switch from your PC to your mobile device** by launching the Teams App on your phone—even during a call.

How to make and receive calls for your manager

- Start a one-on-one chat with the person you want to call or enter a number on the dial pad
- Select the person on whose behalf you want to call

Transfer calls to your manager and other team members

Forward a call to another team member.

Ensure a seamless call handoff to your manager by transferring with consult, which enables a pop-up chat before transferring a call.

Use hold to place a user on hold while addressing other tasks.

How to transfer a call with a consult

- When on a call, select the **More actions** menu
- Select **Consult**, then transfer from the menu
- **Search** a team member on your network, and select **Consult**, which will open a chat window
- When ready, select **Transfer**

Use the Teams App to call from your mobile device

On the go? Use the Teams App on your mobile device to receive and make phone calls to and from any number.

Easily **switch from your PC to your mobile device** by launching the Teams App on your phone—even during a call.

How to use your mobile device to make a Teams call

- Launch the Teams App on your mobile device
- For iPhone, tap the **Calls** icon
- For Android, tap the **More** icon and then select **Calls**

Get better ways to manage voicemail

Easily set up a voicemail message and add custom messages for **out-of-office greetings**.

Consolidate all your voicemail messages into Microsoft Teams with **cloud voicemail**.

See **voicemail transcriptions** next to recordings for easy scanning and to save time.

Retrieve voicemails and transcriptions by selecting Voicemail in the top right of the main Calls screen.

Set up your voicemail

- Select **Settings**, then **Calls**
- Under **Call answering rules**, turn **If unanswered to Voicemail**
- Select the **Configure voicemail** button to record a custom message, add an out-of-office greeting, or customize call answer rules

Learn more

For more information about Teams Phone and its capabilities, please visit:

[Microsoft Teams Phone | Voice and Video Calling](#)