

# Teams Phone Quick Reference

## Signing In and Out

If your phone is displaying a sign in screen:

1. On your computer, go to the URL displayed on the phone screen and then enter the code displayed on your phone.
2. Log in when prompted.
3. If prompted, authenticate with DUO.

To sign out:

1. Tap your profile image/icon.
2. Tap Settings then Sign Out.

## Checking Voicemail

1. Tap the Voicemail button.
2. Tap a voicemail to select it.
3. If the call quality was good, you will see a text transcript of the message.
4. To listen to the voicemail, tap the Play button.
5. You can also return the call or delete the voicemail.

## Forwarding Calls

### Enabling Call Forwarding

1. Tap your profile photo/icon.
2. Select Settings -> Calling.
3. Toggle Call Forwarding to ON
4. Tap forward and select Voice Mail or Contact or Number.

### Disabling Call Forwarding

1. Tap your profile photo/icon.
2. Select Settings -> Calling.
3. Toggle Call Forwarding to OFF

**Dial 911 for emergency calls. If a phone isn't signed in or doesn't have an Internet connection, you can't make 911 calls and a notification is displayed on the phone.**

## Adding Favorite Contacts

1. Tap the People button, then tap Add.
2. Select Add from directory.
3. Tap the Add field and type the name.
4. Add to the appropriate group and tap the check mark.

## Making Calls

### Answering or Declining a Call

**To answer:** Pick up the handset, tap the speaker button, or tap the Accept button on the display.

**To decline:** Tap the Decline button on the display.

### Dialing a Phone Number

1. Pick up the handset or tap the speaker button and enter a phone number when the dial pad displays.
2. Tap Call.

### Calling a Contact

1. Tap the Calls button.
2. To select one of your Favorite Contacts:
  - a. Tap the Favorites tab to see the scrolling list of favorite contacts.
  - b. Find the contact and tap the profile picture to call.
3. To select one of your Recent Calls:
  - a. Tap the Recent tab to see the scrolling list of recent calls.

- b. Find the contact or phone number and tap the phone icon to call.
4. Tap the magnifying glass icon to search
    - a. Tap the contact you want to call.
    - b. Tap the phone icon.

## Adding Another Person to the Call

1. During the call, tap the People icon, and then tap Add People.
2. Search for the contact and tap their name or profile picture to add them to the To: list. Repeat until all contacts are added.
3. You must be using a conference phone to dial an external number.
4. Tap the check next to Add Members to confirm.
5. Tap where indicated to return to the call.

## Putting a Call on Hold

1. In a call, tap the Hold button.
2. If the hold button is not visible, tap the More button and then Put call on hold.

## Transferring a Call

1. In the call, tap the Transfer button.
2. If the Transfer button is not visible, tap the More button and then Transfer.
3. Tap Transfer now and the call will be placed on hold.
4. Search for and select the appropriate contact, then tap the contact icon.
5. The call transfers to that contact.