Make a voice or video call
Easily make voice and video calls to anyone inside or outside your organization from within the Teams app.

- **One-on-one calls** allow for conversations between two parties.
- **Group calls** enable conversations with small or large groups. Additional participants can be added to any call.
- **Use your mobile device** to receive and make phone calls to any number.

Get started with Calling for Microsoft Teams

Ways to make a call
1. Select *Audio* or *Video call* from a chat.
2. Type "/call" in the command box.
3. Select *Calls* from the left menu, select *Dial a number*, and dial any number on the keypad.

Share your screen
Present and collaborate on work in real-time with screen sharing and remote device control.

- **Share a screen** to present and collaborate in real-time.
- **Request control** of a participant’s screen or share control to enabled even greater co-editing and collaboration.
- **Only share a specific file** if you don’t want to share your entire desktop while on a call.

How to share your screen
1. From a call, select the *Share content* icon.
2. Select either a device screen or an individual piece of content to share.
3. To stop sharing, select the *Stop sharing* icon.
### Turn a 1:1 call into a group call
Seamlessly turn a one-on-one call into a group call with video, screen sharing, and more.
- **Add participants** to a call to turn a one-on-one call into a group call.
- **Turn an audio call into a video call** to escalate to a videoconference.
- **Share a screen** to present and collaborate in real-time, and share control to enabled even greater co-editing and collaboration.

### How to escalate a call
1. From a call, select the **Show participants** icon in the bottom menu.
2. Where it says **Invite someone or dial a number**, type a name or a phone number.

### Transfer calls to team members
Leverage the transfer with a chat consult to provide team members with context and ensure a seamless call handoff every time.
- **Transfer calls** to forward a call to another team member on your network.
- **Transfer with consult** enables a pop-up chat before transferring a call to another team member, enabling you to provide context before handing off a call.
- **Hold** enables you to place a user on hold while addressing other tasks.
- **Call parking** allows a user to place a call on hold from one location and continue the conversation from another device.

### How to transfer a call with a consult
1. When on a call, select the **More actions** menu in the bottom menu.
2. Select **Consult**, then **transfer** from the menu.
3. Search a team member on your network, and select **Consult**, which will open a chat window.
4. When ready, select **Transfer**.

### Receive voicemail transcriptions
Set up a custom voicemail message and receive voicemails transcribed into text for easy scanning.
- **Cloud voicemail** consolidates all of your voicemail messages into Microsoft Teams.
- **Voicemail transcriptions** allow you to read a text transcription of your voicemails for easy scanning.
- **Custom messages** can be added by recording an outgoing message or using text-to-speech capabilities to read a message.
- **Out of office greetings** allow you to customize an outgoing message when you are out of the office.

### Set up your voicemail
1. Select **Settings** then **Calls**.
2. Under **Call answering rules**, turn **If unanswered to Voicemail**.
3. Select the **Configure voicemail** button to record a custom message, add an out of office greeting, and customize call answer rules.

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### Learn more
- **Watch our video tour** to learn how to make the most of Microsoft Teams.
- **Discover advanced features** and do even more with Calling for Microsoft Teams.
- **Learn more about how Microsoft Teams** can help you drive business success.