

Start and pin chats

Try it!

Start 1:1 or group chats to collaborate with a smaller group or to talk privately, and pin chats for quick access.

Start a chat

In **Chats**, you can have 1:1 or group chats with people.

1. Select **New chat** .
2. Type the name of the person or people you want to contact.
3. Select the down arrow to add a name to your chat group.

Make video and audio calls from a chat

- Select **Video call**  or **Audio call**  to call someone directly from a chat.

Pin a chat

1. To pin a chat, select **More options**  > **Pin** . The chat appears in the **Pinned** list.
Note: You can pin up to 15 chats.
2. To unpin a chat, select **More options**  > **Unpin** .

Overview of Teams calls

Make and review your calls and voicemails and manage your call settings in Microsoft Teams.

Make a call

1. In Teams, select **Calls**.
2. Type a name or number on the dial pad, and select **Call** when you're ready.

Review and filter your calls

Use **History** to review all your calls. And select **Filter** > **More options** (...) to sort calls by:

- **Outgoing**
- **Incoming**
- **Missed**
- **Voicemail**

You can also search and filter calls by name or number in your **History**.

Play a voicemail

1. Choose a voicemail to listen to and select **Play**.
2. Read a voicemail transcript in the **Details** pane if one's available.

Manage your speed dial group

Speed dial groups show numbers you can quickly call.

1. To add a contact to **Speed dial**, select **Add to speed dial** .
2. Type a name, choose the correct contact, and select **Add**.
3. Hover over a contact's speed dial card to start an audio or video call.

Manage call notifications

- If you belong to a call group, select the **Call group** menu to manage your call notifications.
- To change your call forwarding, select the **Forwarding** menu, choose an option, or select **More Settings**.
- To manage your audio devices, select the **Audio Devices** menu, choose an option, or select **Device settings**.

Make calls

Try it!

Start 1:1 or group calls with anyone in your organization — no matter where you are in Microsoft Teams.

Start calls

There are different ways to make a call in Teams:

- From a one-on-one or group chat, select **Audio call**  or **Video call** .

- In a one-on-one chat, select **More meet now 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. Select **Enter** to start the call.
- Hover over someone's profile photo anywhere in Teams, and select **Audio call**  from their profile card.

Dial an outside number

1. Select **Calls**  on the left side of Teams.
2. Type a name or an external number to call someone.
3. When you're ready, select **Call**.
Note: If your organization has an Enterprise Voice or Business Voice license, you can call anyone from Teams even if they're not using it.

Accept incoming calls

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

View call history

1. Select **Calls**  on the left side of Teams.
1. View all calls in your call history, or select **Voicemail** to view your voicemails.
2. To return someone's call from your history, choose who you want, select **More actions** **...** > **Call back**.

Tips for Teams calls

Whether you're on your desktop or mobile phone, here are different ways to collaborate with calls in Microsoft Teams.

Transfer a call

1. When you're in a call, on the call controls, select **More actions** **...** > **Transfer**.
2. Type in the name of the person you'd like to transfer the call to, and choose them.
3. Select **Transfer** to finish it.

Merge a call

If you're on a call and want to pull someone new in, merge your existing call with a new one.

1. Go to **Calls**, type a name or number, and select **Call**.

Your first call automatically gets put on hold when you make the second call.

2. After the second call connects, on your call controls, select **More actions** ******* > **Merge Calls**.
3. Choose a call to merge with, and then select **Merge**.

Park a call

Place a call on hold on one device and pick it up from another.

1. When you're on a call with your first device, select **More actions** ******* > **Park Call**.

Teams gives you a unique code to retrieve your call later.

2. On a second device, such as a mobile phone, go to the Teams app and select **Calls**.
3. Tap **Make a call** > **Parked calls**.
4. Enter the unique code and tap **Pick up**.
5. If needed, select **More actions** ******* to view more conferencing options.

Hide chats and delete messages

Try it!

Hide chats and delete messages in Microsoft Teams if they're no longer relevant.

Hide, search, or unhide a chat

- On the chat you want to hide, select **More options** (...) > **Hide** .

The chat will be hidden until someone posts a new message in it.

- Use **Search** and type a word or phrase to find a hidden chat.
- To unhide a chat, go to the restored chat, select **More options** (...) > **Unhide** .

Mute or unmute a chat

- On the chat you want to mute, select **More options** (...) > **Mute** .
- To unmute a chat, select **More options** (...) > **Unmute** .

Delete a message in a chat

- Select a message > **More options** (...) > **Delete** .

Note: You can only delete a message you've sent, and anyone in the chat will see that you've deleted it.

Delete an entire chat thread

- Go to **Chat**  on the left of Teams.
- Select a chat from your chat list, choose **More options** (...) and pick **Delete** .

Set up a delegate to take your calls

Try it!

Add a delegate to answer or make calls on your behalf in Microsoft Teams.

1. Select your profile photo.
2. Select **Settings** > **General**, and then select **Manage delegates**.
3. Select **Your delegates** and type the person's name.
4. Choose which permissions to give them, and then select **Add**.
Your delegate gets notified about their new status.
5. Under **Calls**, select **Forward my Calls** > **My delegates** to manage your permissions and make sure your calls go to all your delegates.