



Microsoft Teams Phone Helpdesk Guide



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Helpdesk Guide

This document is for IT helpdesk organizations that are supporting employees who are starting to use Microsoft Teams Phone.

Microsoft Teams Phone is a complete, integrated cloud-based calling platform that enables your organization to securely make and receive phone calls anywhere, on any device. It seamlessly integrates with all the ways your employees already work within Teams. And although using Teams Phone is simple and straightforward, your users may have some questions and request guidance.

How-to resources

Use the following instructions to assist your users in completing Teams Phone tasks when they have issues. Please note that when applicable, links include instructions for both the Teams desktop and mobile apps.

Calling basics

Use this section to cover the calling basics, emphasizing that there are many ways to make a call. If you'd like a video demonstration, use this [overview video](#) and [this video on making calls](#).

- Overview: [Making calls with Teams Phone](#)
- [Use the dial pad to call a phone number](#)
- [Answer a call](#)
- [Start a call from a chat](#)
- [Add someone to a call](#)

More calling features

With Teams Phone, you'll be able to do all the things you expect from a regular phone – and a lot more too.

- [Put a call on hold](#)
- [Set up call forwarding](#)
- [Make multiple calls at the same time](#)
- [Transfer a call](#) (with or without a consult)
- [Park a call](#) (place a call on hold on one device and pick it up from another device)

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Managing call delegation

Executives and those in supportive roles—such as executive admins—will be the primary users of call delegation.

- [Add a delegate](#)
- [Make and receive calls as a delegate](#)
- [Put calls on hold as a delegate](#)
- [Change your boss's call and delegate settings](#)

Voicemail

Teams Phone provides the ability to manage voicemail in the cloud, and now offers voicemail transcriptions to save time and increase accessibility. Please note that all these capabilities are accessed from "Settings," where users can also conduct other tasks, like changing ringtones.

- [Record or change your voicemail greeting](#)
- [Set an out-of-office voicemail greeting](#) (scroll down)
- [Check your voicemail](#) (scroll down)
- [Connect your phone to Teams Desktop](#) (scroll down)

Managing mobile devices

With Teams Phone, your users can seamlessly transition from Teams on their phones and back again, simply by launching the Teams app.

Technical monitoring and troubleshooting

The [Monitor and troubleshoot Teams Phone training documentation](#) covers a variety of issues, including the following. (Please note that the technical monitoring and troubleshooting available to you depends on your organization's subscription plan.)

- [Phone number assignment](#)
- [Microsoft Teams Client issues](#)
- [Call failures and quality issues](#)
- [Reporting and troubleshooting calls with Call Quality Dashboard](#)
- [Direct Routing issues](#)
- [Teams device troubleshooting and monitoring](#)

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Frequently asked questions

What is Microsoft Teams Phone?

Microsoft Teams Phone refers to the capability to make and receive calls in Microsoft Teams. As you know, Teams users can call other Teams users. With Teams Phone, you can do this the same way you do now, but you can also make and receive calls to and from landlines and mobile phones too.

Will this change how Teams works?

Adding Teams Phone does not change how Teams works. It just adds capabilities. The main thing you'll see is a more intuitive interface with all your contacts more easily accessible, and the ability to use a dial pad to call an external phone number.

Why hasn't the dial pad appeared?

First confirm that you have an active license for Teams Phone. If you do not have a license, the dial pad will not appear. If you do have a Teams Phone license, and the dial pad is missing on your desktop or mobile device, try restarting your device.

Can I make emergency calls in Microsoft Teams?

Yes, you can make emergency calls in Microsoft Teams. Each calling plan user is automatically enabled for emergency calling and required to have a registered address associated with their assigned telephone number. Depending on your geography, and which capabilities you have enabled, Teams can accommodate emergency addresses to assist appropriate dispatch authorities in locating the emergency caller as quickly as possible.

Why would I want to use Teams Phone on my mobile device?

It may seem counter-intuitive to use Teams Phone on a mobile device, but it can make you more productive. Calls that come into Teams Phone can be answered within Teams on your desktop, or Teams on your mobile phone. You can switch between the two. It also makes it easier to manage your address books, contacts, and call history—while staying in the flow of working in Teams. Finally, it's also a great way to keep your work and private life separate.

Why do I have a new phone number in Teams Phone?

Every Teams Phone account is automatically given a phone number. That way, your external contacts with landline or mobile numbers can call you back, but those calls stay within Teams.

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Additional resources

Microsoft Teams Adoption Guide: [Microsoft Teams Phone Adoption Guide](#)

Get started with Teams Phone: General User Guide: [Get Started General User Guide](#)

Get started with Teams Phone: Executive Guide: [Get Started Executive Guide](#)

Get started with Teams Phone: Executive Administrative Guide: [Get Started Exec Admin Guide](#)

Get started with Teams Phone: Help Desk Guide: [Get Started Help Desk Guide](#)

Get started with Teams Phone: Inside Sales Guide: [Get Started Inside Sales Guide](#)

Get started with Teams Phone: Road Warrior Guide: [Get Started Road Warriors Guide](#)

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

Microsoft 365 blog: [New Microsoft Teams Phone features give calling a modern makeover](#)

Video training guides: [General Teams training](#)

Video: [Tips for Teams calls](#)

Video: [Teams calling made simple](#)