




Start Chats and Calls

Start and pin chats

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**.

[Click to watch the “Start and pin chats” video.](#)

Share your screen in a chat

When you're chatting with one or more people in Teams, you can instantly share your screen. Go to the chat controls in the upper-right corner and select **Share**  .



Choose a window to share that specific program and its content, or select **Desktop** to share everything on your screen. The other participants in the chat will receive a notification asking them to accept your screen share. Once they do, they'll be able to see your screen and continue the chat.

When you're done sharing, go to your meeting controls and select **Stop sharing**.

Hide chats, delete messages



Start Chats and Calls

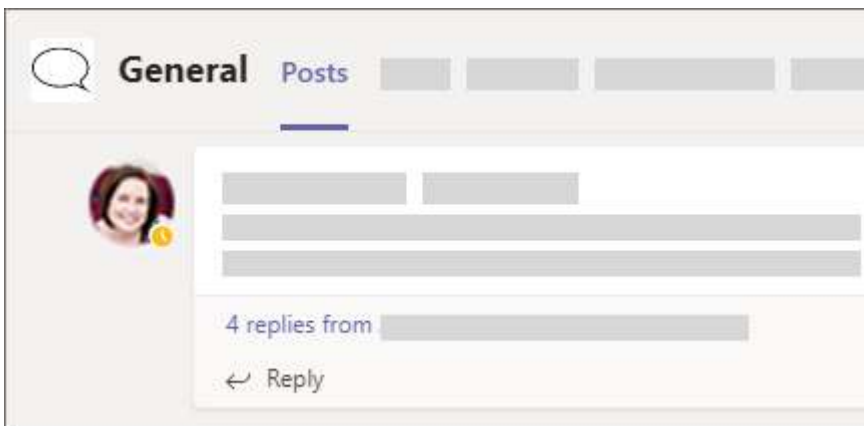
- While you can't delete an entire chat, you can hide a chat from your chat list if it's not relevant to you anymore. Select the chat you want to hide, then **More options > Hide**.
- If you need to backtrack and delete something you just sent, go to the message and select **More options ... > Delete**.

[Click to watch the "Hide chats, delete messages" video.](#)

Send a message to a channel in Teams

Send a message to a channel in Teams

When you go to any channel in Teams the first tab you'll see is **Posts**. Think of this as one big group conversation. Everyone who has access to the channel can see the messages on the **Posts** tab.



Another key thing to know about messages in a channel is that replies to a channel message stay attached to the original message.

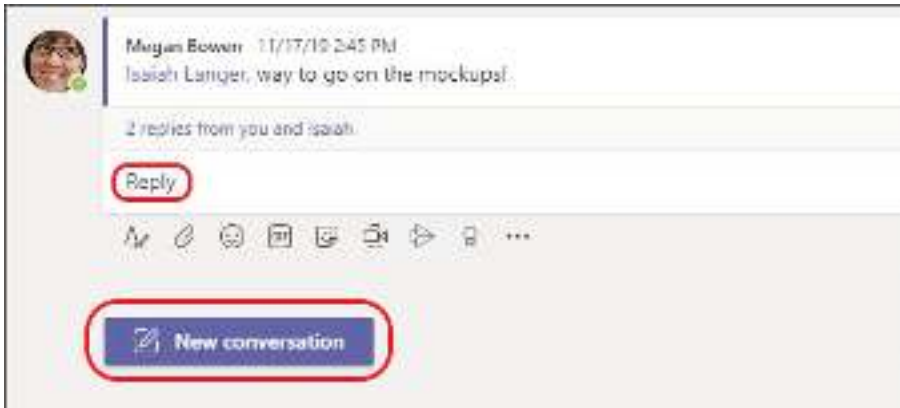
This way, the whole thread of the conversation can be easily followed by anyone reading it. This is what's great about threaded conversations.

- To reply to a channel message, select the little **Reply** link underneath the message.
- To post a new conversation in the channel, select the **New conversation** button at the lower left on the **Posts** tab.

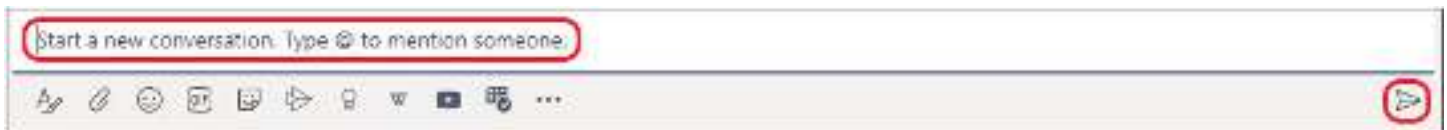
Note: The New conversation button may be inactive (grayed out) depending on channel settings. In this case, only channel moderators may create new conversations.



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Replying to an existing message thread or starting a new conversation opens a compose box for you to type and format your message. Either option sends a message to everyone in a particular channel (the entire team).



When you're done composing your message, select **Send** . Voila! Your message is now live in the channel.

Make calls

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

Start calls

- Select **Audio call** or **Video call** to start a call from a chat.
- In the command box, type `"/call"` and choose the person you'd like to reach.
- Hover over someone's profile photo anywhere in Teams, and select **Audio call** from their contact card.

Dial an outside number

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.

1. Select **Calls**.
2. Select **Dial a number to call any number** — even if they're not using Teams.

View history and listen to voicemails

- Select **History** to view missed calls.
- Select **Voicemail** to listen to a voicemail, and then select **More actions** > **Call back** to return someone's call.






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[Click to watch the “Make calls” video.](#)

Answer a call in Teams

When someone calls you, you'll get a notification that lets you accept or decline the call.

- Click **Accept with audio**  to answer with audio only.
- Click **Accept with video**  to accept the call and enable video as well.
- Click **Decline call**  to decline the call and go on with your day.

Reduce background noise

When your mic is turned on in a Teams meeting or call, background noise around you—shuffling papers, slamming doors, barking dogs, and so on—can distract others. Teams offers three levels of noise suppression to help keep meeting participants focused.

Note: This setting is currently available only in the Teams Windows desktop app.

Set the noise suppression level

You can change this setting at any time. Once changed, the setting carries over to your next meeting or call. To affect the noise suppression level for a meeting you're currently in, use the second procedure.

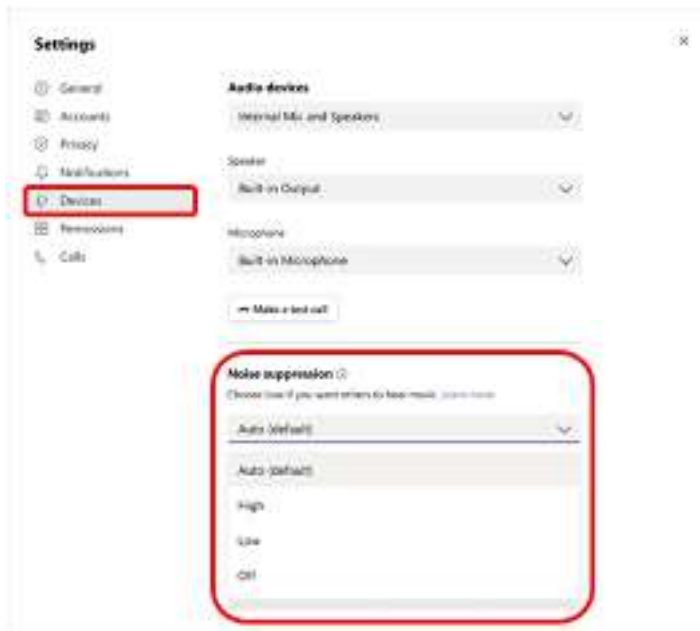
From the main Teams window

1. Select your profile picture at the top right of Teams and then select **Settings**.



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2. Select **Devices** on the left and then, under **Noise suppression**, select an option.



- **Auto (default)** The Teams app decides on the best level of noise suppression based on local noise.
- **High** Suppresses all background sound that isn't speech.

Notes:

- For this option, your computer's processor must support Advanced Vector Extensions 2 (AVX2).
- This option is currently not available if the meeting or call is being recorded or live captions is turned on.
- Enabling this option uses more computer resources.
- **Low** Suppresses low levels of persistent background noise, such as a computer fan or air conditioner. Use this setting for playing music.
- **Off** Noise suppression is disabled. Use this setting for high-fidelity microphones in low noise environments.

From a meeting window

1. Select **More options** **...** in your meeting controls and then select **Device settings**.




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- Under **Noise suppression**, select an option. (See step 2 above for option descriptions.)

Note: If your device is using too much of its resources during a call, the setting may fall back to **Low**.



Add someone to a call in Teams


To add someone new to a group call, select **Show participants**  in your call controls, then type their name or phone number in the search box

Make multiple calls at the same time in Teams

If you're already on a call, you can answer or start a new call anytime. We'll place your current call on hold and take you straight to your new conversation. While a call's on hold, all participants will be notified, and they won't be able to see or hear you.

You'll see your on-hold calls displayed on the left side of your call window, so you can get back to them anytime.

Put a call on hold in Teams

To place a call on hold, click **More actions**  in your call window and select **Hold**. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.

People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is temporarily suspended, too. Everything will return to normal once you resume your call.

Anyone who's on a PSTN line will hear music when they're put on hold.



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Transfer a call in Teams

To transfer a call:

1. Choose **More options** **...** > **Transfer** in your call controls.
2. Start typing the name of the person you want to transfer the call to and select them when they appear.
3. If they're in your org and using Teams or Skype for Business, you can turn on **Ring back if there's no answer**. This will send the call back to you if the recipient doesn't answer.
4. To finish, hit **Transfer** again.

For more transfer options, click the drop-down arrow in the **Transfer** button. Choose **Work** to transfer the call to their Teams number, or **Work voicemail** to send it straight to their voicemail. If they've added any other phone numbers to their account, like their mobile number, you'll see those options in the list, too.

Just keep in mind you can only transfer calls when you're talking one-on-one.

Consult then transfer

If you want to check in with someone before you transfer a call to them, follow these steps:

1. When you're in a call, select **More options** **...** > **Consult then transfer**.
2. Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them, or consult with them over chat.
3. When you're ready, hit **Transfer**.

Merge calls in Teams

In Teams, you can combine (or merge) calls in a couple different ways.

Make a new call and merge it with an existing call

While you're on a call with another person (or a group call), you might decide you want to ask someone else a relevant question.

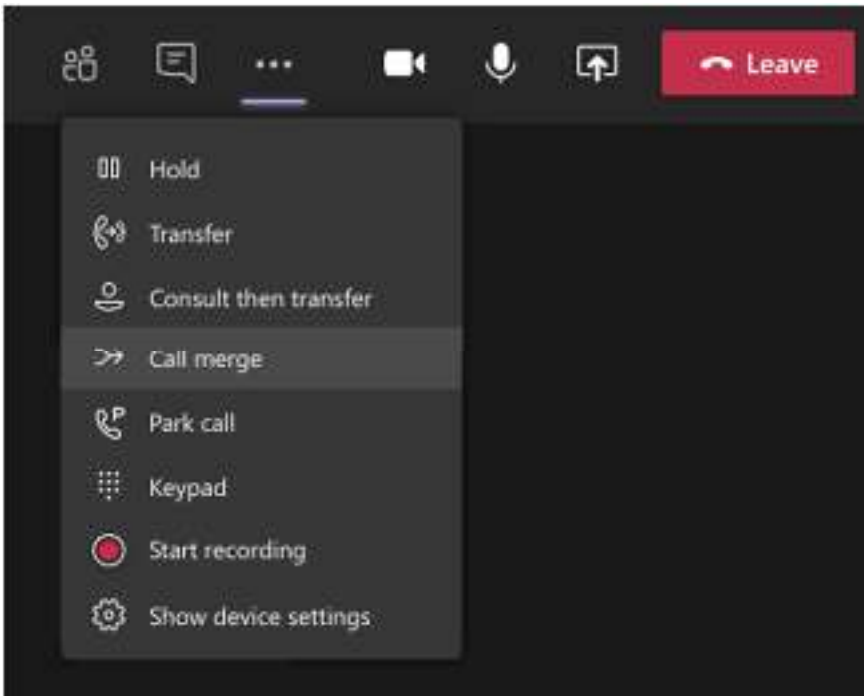
You can make another call while you're still on the first call. When the second call connects, you can merge it with your first call.

Note: The first call will automatically be put on hold when you make another call. Or you can go to the call controls and select **More actions** **...** > **Hold** to take this action before making another call.



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When the second call connects, go to the call controls and select **More actions** **...** > **Call merge**  .




Merge an incoming call with an existing call

While you're on a call in Teams, you might receive a call from another person (or a group call) and decide you want to merge the new call with the call you're already on.

When you accept the new call, your other call will automatically be put on hold. Then you can choose to merge the new call with your first call.

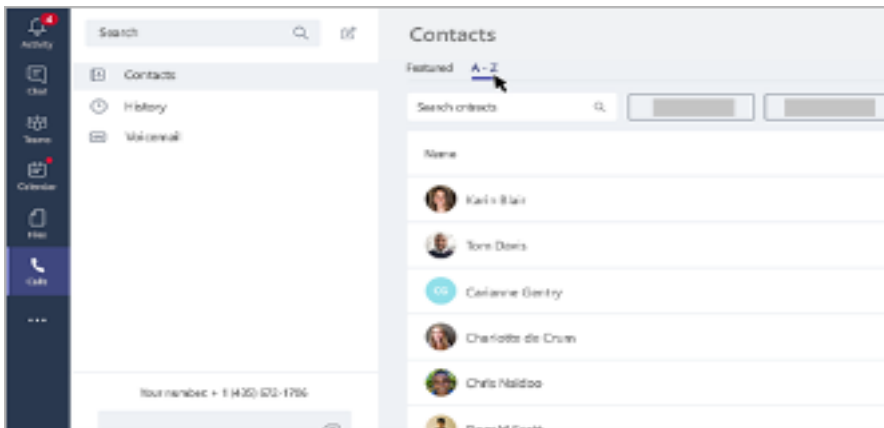
Go to the call controls and select **More actions** **...** > **Call merge**  .

View or add contacts in Teams

To view your contacts, click **Calls**  > **Contacts**. Click **My contacts** and you'll find an A-Z list of all your contacts and a search bar that you can use to find someone specific. If you want to add a new contact to your list, click **Add a contact** at the top of your list to get started.



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If you switch over to your **Featured contacts**, you'll see a couple of pre-set contact groups: **Speed dial** and **Suggested**. To add someone to your speed dial, click **Add to speed dial** at the top right of your screen.

Set up a delegate to take your calls

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.

[Click to watch the "Set up a delegate to take your calls" video.](#)

For more information, please refer to the Microsoft training resource page [HERE](#)