

How-to Guide for Microsoft Teams Phone

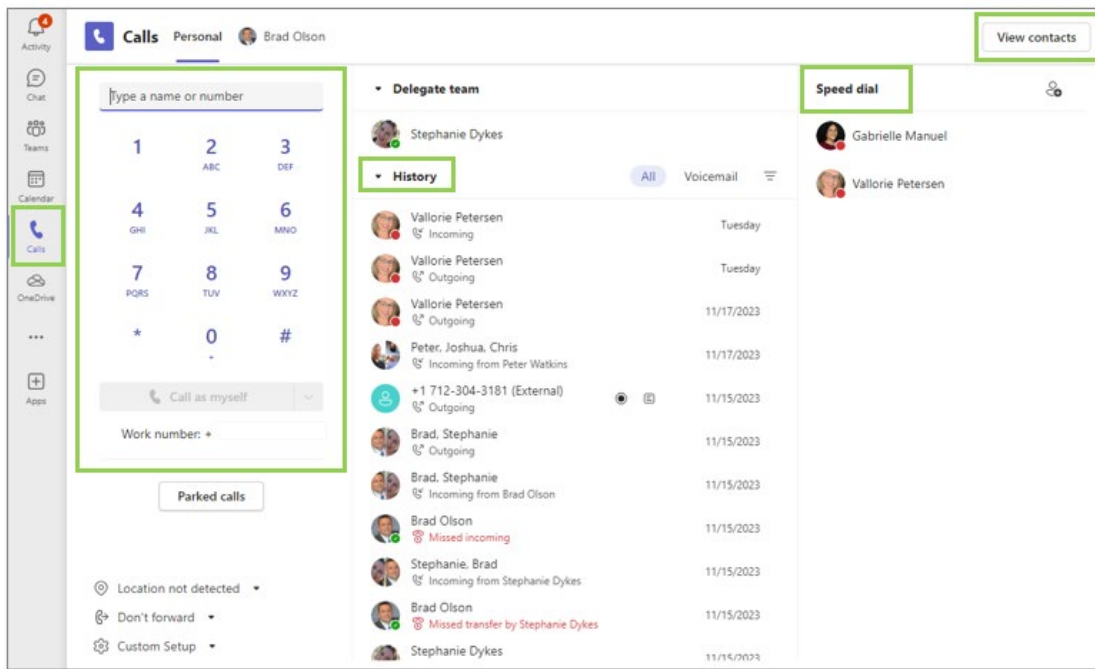
CU System Administration uses Teams Phone to enhance communication, improve functionality and streamline support while providing strong security and scalability.

Updated 2025.10.20

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Getting started

Layout Overview

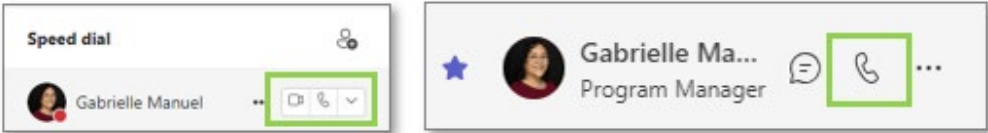
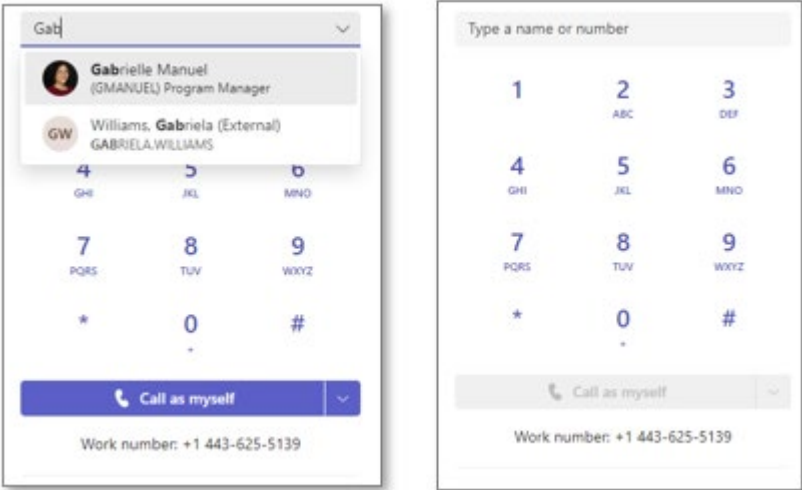


The **Calls** landing page within Microsoft Teams will display a dial pad, call history, speed dial groups, access to voicemail and the option to view other contacts.

Your work phone number is conveniently displayed under the dial pad.

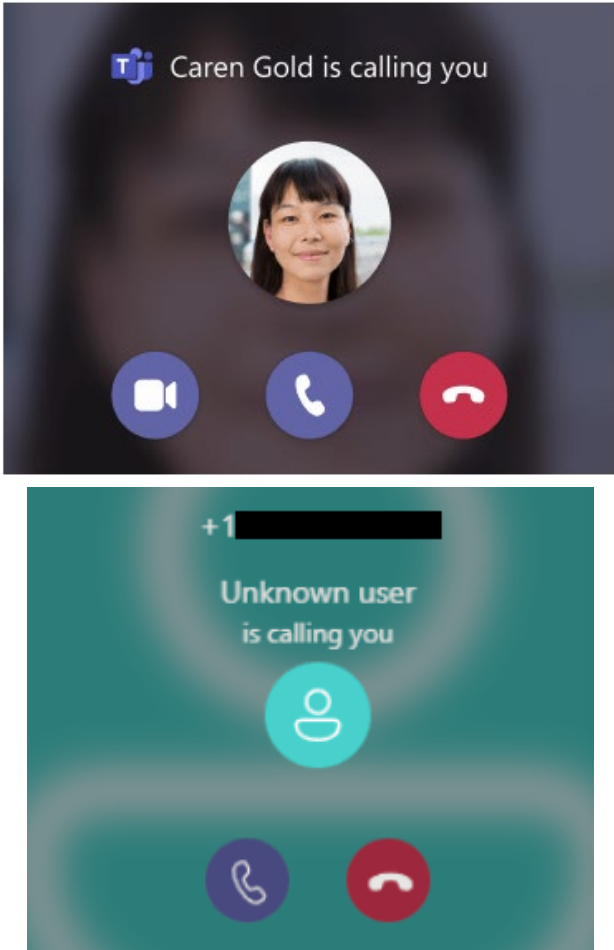
Initiating a call

There are four ways to initiate a call in Teams Phone.

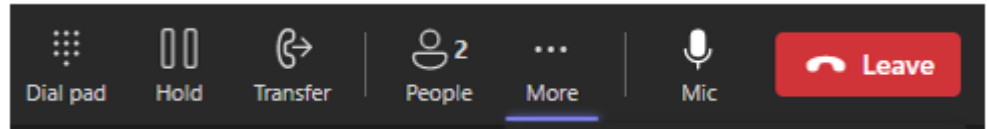
1. Click the phone icon under speed dial or contacts.	
2. Escalate any chat to a video or audio call by selecting the applicable icon at the top of the chat window.	
3. Click Calls on the Teams side menu and use the dial pad by typing the numbers with a keyboard, pasting a copied number or searching for an internal	

colleague by name.	
4. Use the /call command from the search box.	 The screenshot shows the Microsoft Teams search bar. The text /call is entered in the search box, which is highlighted with a green border. To the right of the search box, the text 'gab' is visible. Below the search bar, a search result is displayed for 'Gabrielle Manuel (GMANUEL) PROGRAM MANAGER', featuring a circular profile picture of a woman.

Answering or ending a call

When a call is incoming, a pop-up notification will appear in the lower right corner of your desktop. Click on the purple phone icon to answer the call. The video option is only available from another Teams caller. The phone number from an unknown caller will be shown.	 The first screenshot shows an incoming call notification from 'Caren Gold' with a circular profile picture. At the bottom, there are three circular icons: a purple video camera icon, a purple phone handset icon, and a red hang-up icon. The second screenshot shows an incoming call notification from an 'Unknown user' with a teal background. At the top, a phone number is partially visible as '+1 [redacted]'. At the bottom, there are two circular icons: a purple phone handset icon and a red hang-up icon.
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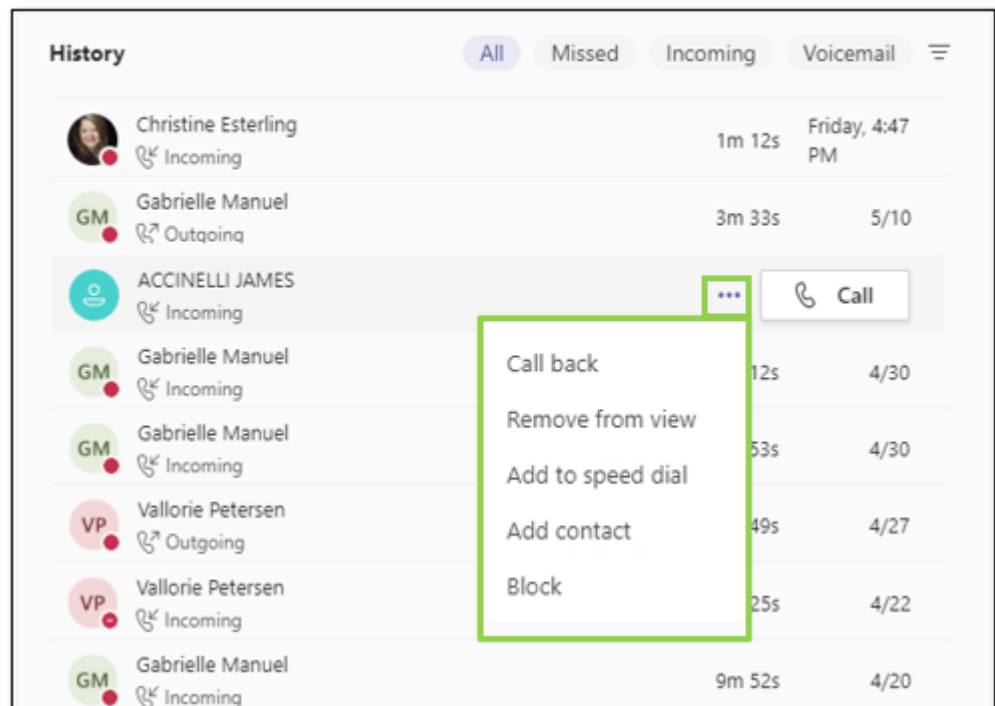
To end an active call, click **Leave** from the control bar across the top of the call window.



Using History

History will show all calls received, initiated or missed in the last 30 days.

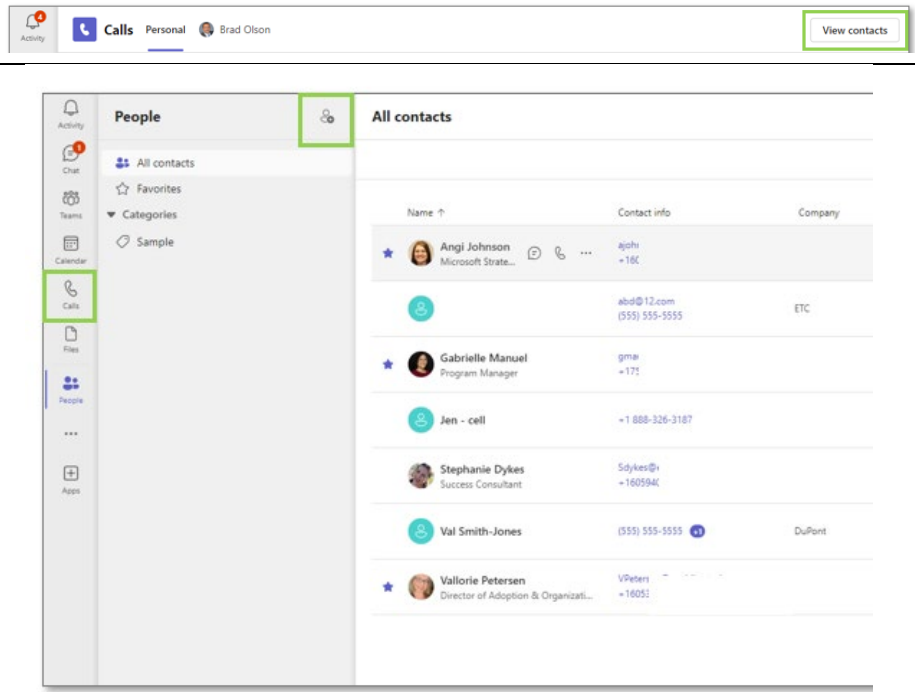
Hover your mouse over the call entry to make the **Call** button and the “...” menu appear.



Viewing and managing contacts

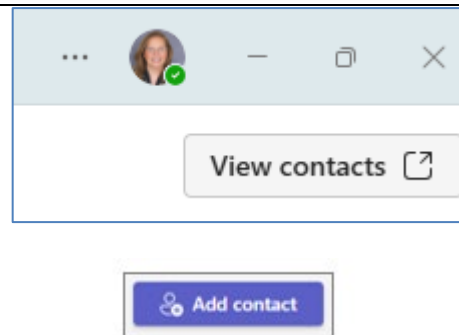
View Contacts displays your Outlook contacts.

You can opt to view those you have marked as **Favorites** or contacts in **Categories** you create.

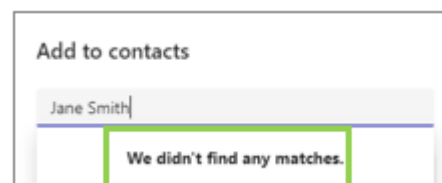


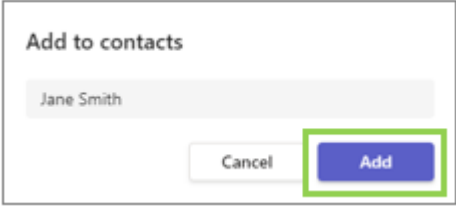
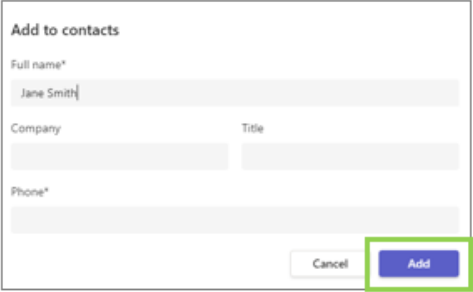
To add a contact, navigate to **Calls** and select **View contacts** at the top right corner.

Click **Add contact** and enter the contact name.

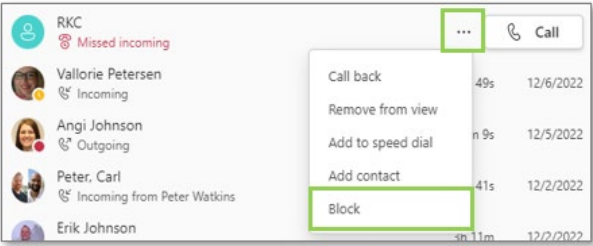


Teams will attempt to find that name in the directory. If the contact is external, you will receive a message saying, **We didn't find any matches.**

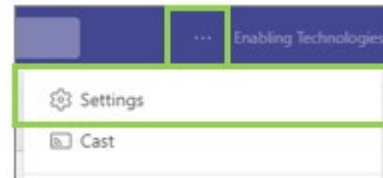


To proceed, ignore the message, click back into the dialog box and click Add .	
Continue entering contact details and click Add when complete.	
You can add a recent caller to your contacts by navigating to call history, selecting the desired call and then choosing Add to contacts from the More actions ... menu.	

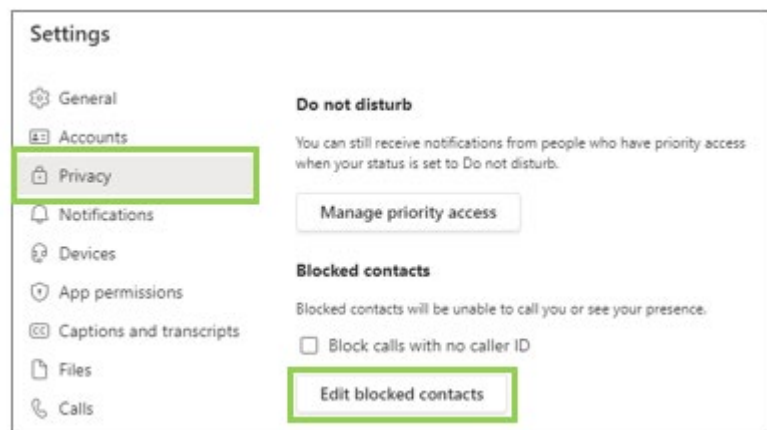
Blocking and managing calls

In your History, click the ellipsis next to the unwanted number and select Block . The number will be added to your blocked list.	 Note: You can only block external callers.
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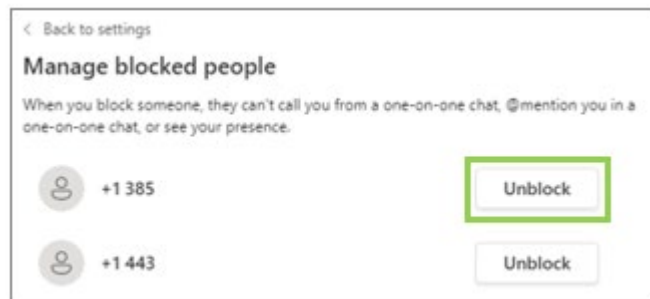
To manage your blocked numbers, click the ellipsis in the top right corner of Teams and then click **Settings**.



In your Settings menu, select **Privacy**. Then, click **Edit blocked contacts**.



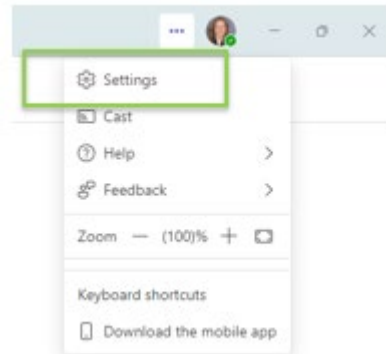
To unblock a number, click **Unblock**.



Voicemail

Setting up voicemail

Click on the ellipsis next to your profile picture in the Teams app. From the dropdown menu, choose **Settings**.

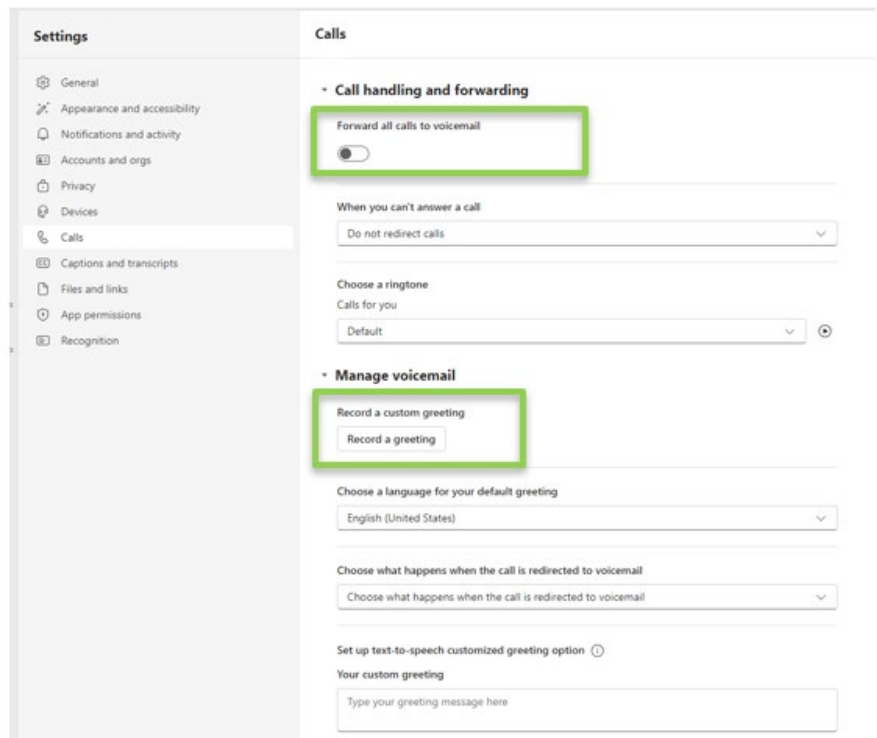


In the **Settings** menu, select **Calls**.

You have the option to forward all calls to voicemail. Select how many seconds a call should ring before being redirected.

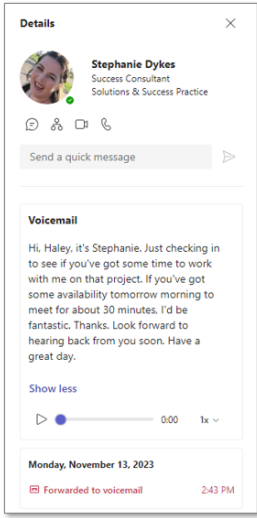
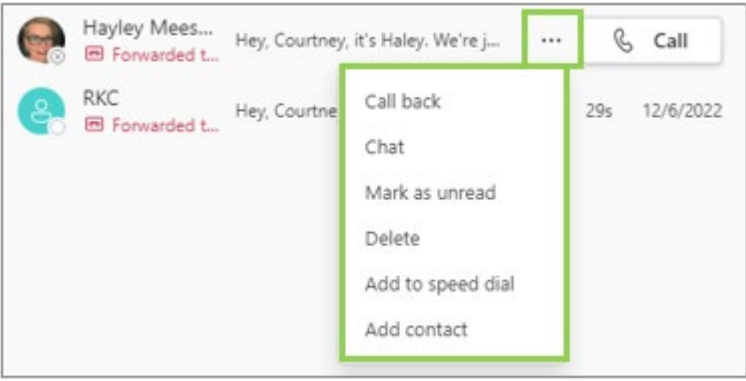
Under **Manage voicemail**, you have the option to **Record a greeting**.

If you do not record a message, an automated message will play in the language selected.



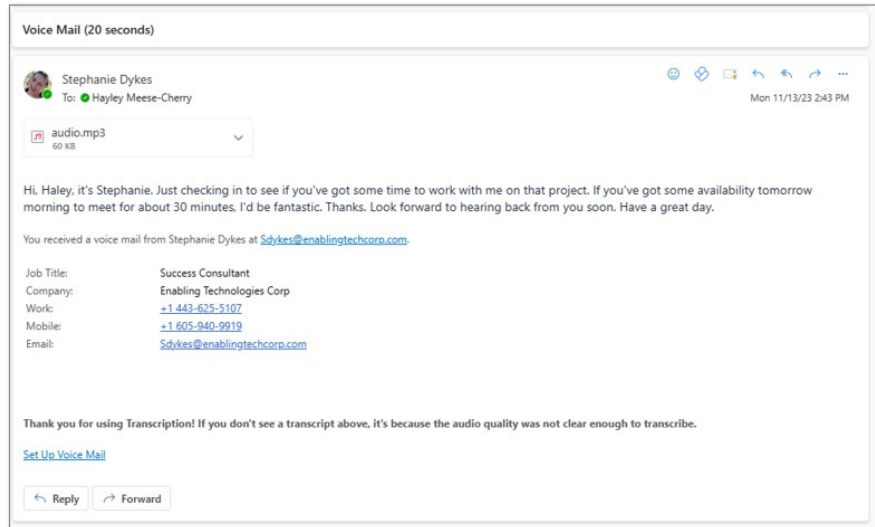
Choose what happens when a call is redirected to voicemail.	Choose what happens when the call is redirected to voicemail Choose what happens when the call is redirected to voicemail Let the caller record a message Let the caller record a message or be transferred to someone else Play your greeting and end the call Play greeting then transfer the call to someone else
You can also set up text-to-speech rather than recording a message or having a standard message play.	Set up text-to-speech customized greeting option ⓘ Your custom greeting You have reached John Smith at the University of Colorado. I am unable to take your call at the moment. Please leave a message and I'll return your call. Thank you! Save
You can create an automated message for when you are out of the office. You can select for Teams Phone to automatically revert to this message when your Outlook automatic replies are on or when you have an out-of-office event on your calendar.	▼ Manage out-of-office voicemail When should your greeting play ☐ All the time ☒ When Outlook automatic replies are on ☒ When I have an out-of-office event on my calendar

Listening to and managing voicemail

To listen to voicemail, go to the History section under Calls and select Voicemail.	 A screenshot of the 'History' section under 'Calls'. At the top, there are tabs for 'All' and 'Voicemail', with 'Voicemail' selected. Below the tabs, a message from 'Stephanie Dykes' is shown, with a status 'Forwarded to voicemail' and a timestamp 'Yesterday'.
Click a message to view more information in the Details pane, including a transcript of the message, options to contact the sender and an option to play the message.	 A screenshot of the 'Details' pane for a voicemail message. It shows the contact's name 'Stephanie Dykes', title 'Success Consultant', and company 'Solutions & Success Practice'. Below this is a 'Send a quick message' button. The 'Voicemail' section contains a transcript: 'Hi, Haley, it's Stephanie. Just checking in to see if you've got some time to work with me on that project. If you've got some availability tomorrow morning to meet for about 30 minutes. I'd be fantastic. Thanks. Look forward to hearing back from you soon. Have a great day.' There is a 'Show less' link and a play button with a progress bar. At the bottom, it says 'Monday, November 13, 2023' and 'Forwarded to voicemail 2:43 PM'.
When hovering over a voicemail under History, you may return the call, initiate a chat (if the caller is part of CU System Administration), or add the caller to your contacts.	 A screenshot of the 'History' section showing two voicemail messages. The first is from 'Hayley Mees...' with a status 'Forwarded t...' and a snippet 'Hey, Courtney, it's Haley. We're j...'. The second is from 'RKC' with a status 'Forwarded t...' and a snippet 'Hey, Courtne'. A context menu is open over the first message, showing options: 'Call back', 'Chat', 'Mark as unread', 'Delete', 'Add to speed dial', and 'Add contact'. The 'Call' button is visible to the right of the first message.

A copy of each voicemail will also be sent to your Outlook.

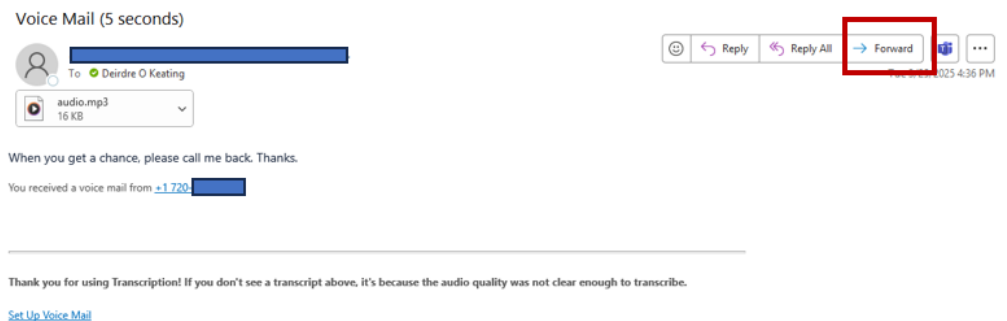
Open the Outlook message to read or listen to your voicemail via the attached MP3 file.



NOTE: Deleting a voicemail in one location automatically deletes the corresponding notification and storage, i.e. if you delete the voicemail in Teams, the email will be deleted too and vice versa, just as was the case with Cisco Jabber.

Forwarding a Voicemail

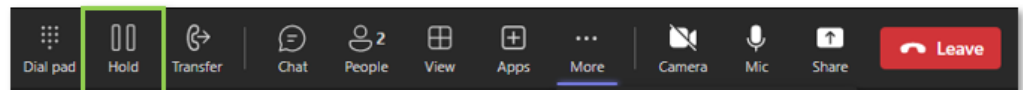
The process cannot be done in Teams itself — it must be done through email. After a voicemail message is recorded, the transcript and audio file are sent to your email as a message. You can forward the message to another colleague by forwarding the email.



Moving calls

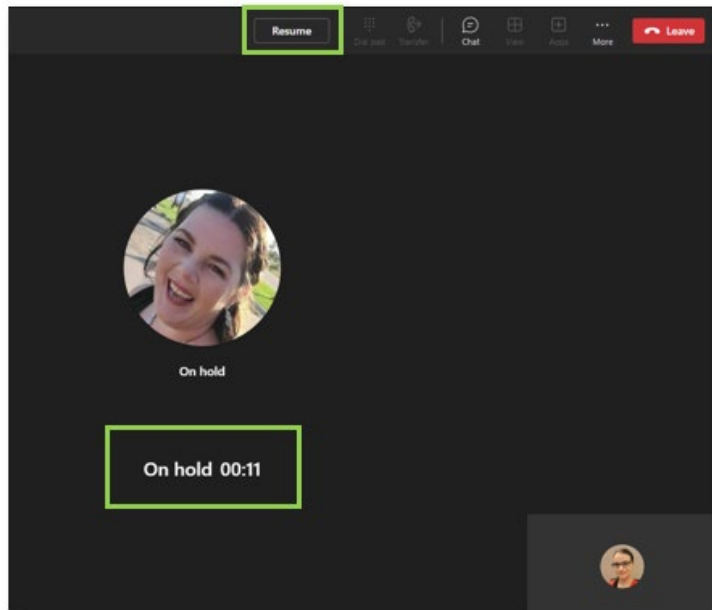
Holding a call

To place a call on hold, click the **Hold** button from your call window options menu.



While on hold, a timer will run below the caller's image.

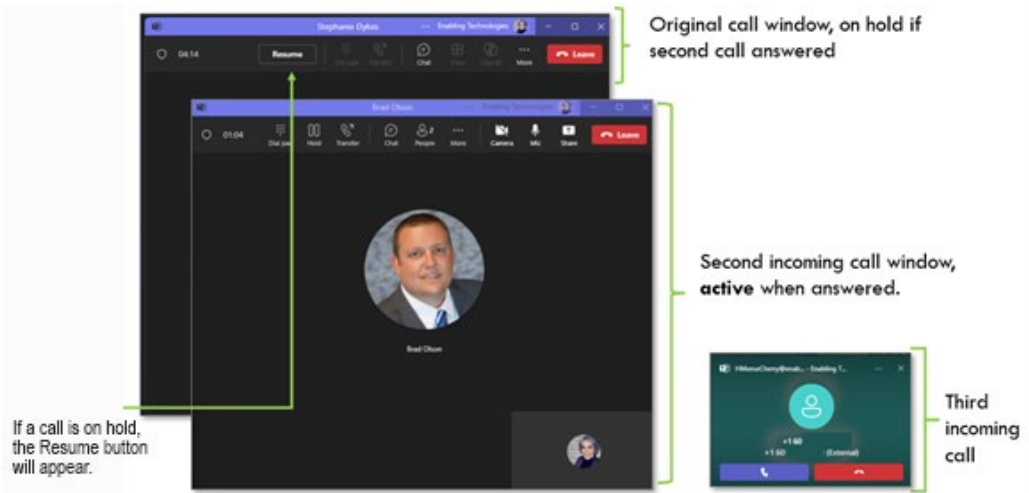
To retrieve the call, click the **Resume** button that appears after clicking **Hold**.



Navigating multiple calls

While only one call can be active at a time, you can toggle between multiple calls.

If you accept an incoming call while on an active call, that active call will be placed on hold, and the new call will display in a separate call window.

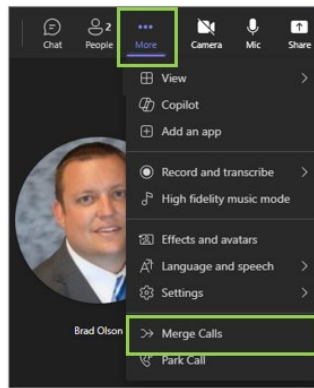


NOTE: When a call is declined, the call will follow the call answering rules that have been established in [settings](#). Additionally, the caller will not know their call has been declined. The caller will hear the standard number of rings before being redirected.

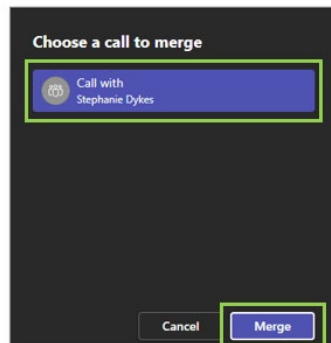
Merging calls

While actively on a call, you may combine a new incoming call or make a second outgoing call using the **Merge Calls** function.

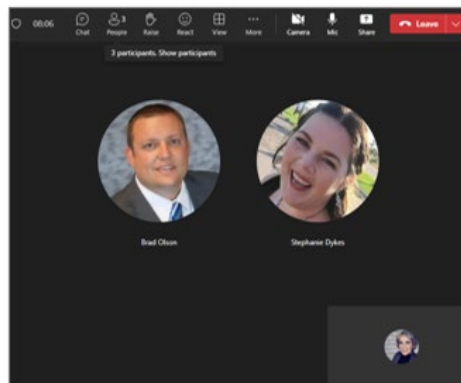
From the active call, access the ellipsis and select **Merge Calls**.



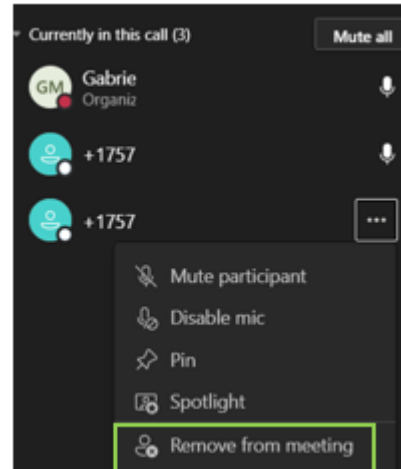
A new window will appear allowing you to choose which call to merge. Select the other caller and click **Merge**.



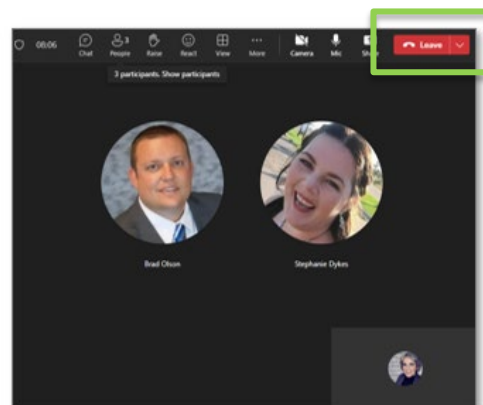
You will now see both callers in one window and the call becomes an audio conference.



To remove one of the callers during the call, access the **Participants** menu and remove the caller by clicking the ellipses icon next to their name or number and then selecting “Remove from meeting.”



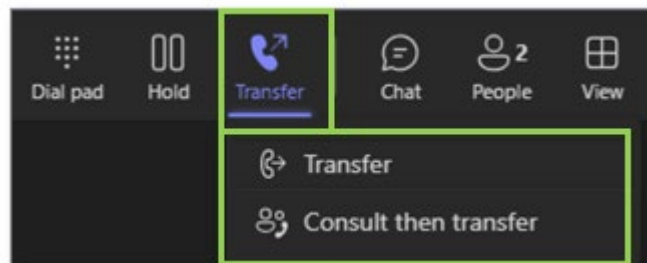
You can **Leave** the call and the other lines will remain on the call.



Transferring a call

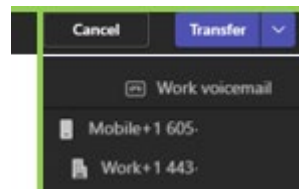
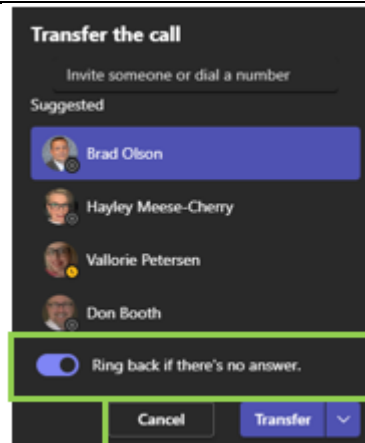
You have two options when transferring a call: transferring a call to another user without any contact with them or consulting with them before you transfer the call.

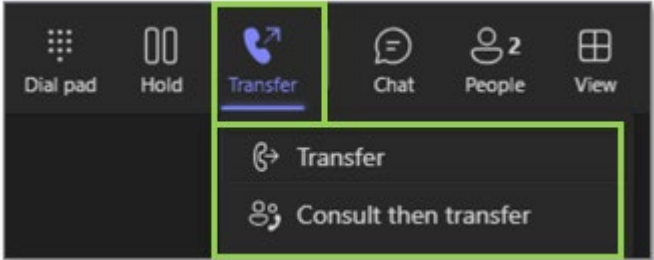
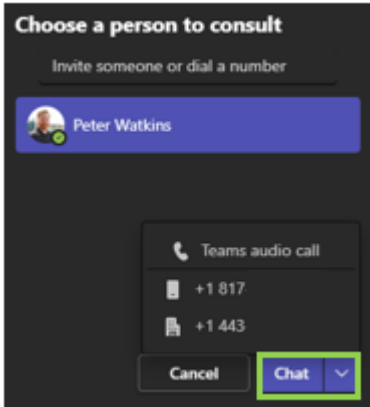
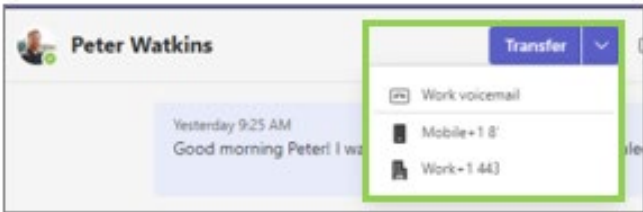
Option 1:
Start the process by clicking **Transfer** in the call window and selecting **Transfer** in the drop-down menu.

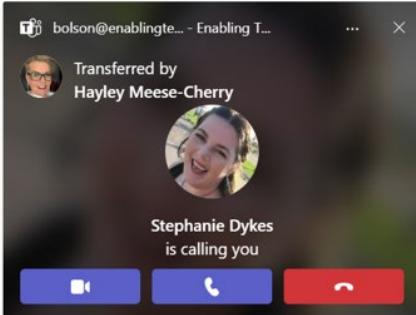


Search for someone by name (if internal) or enter a number to an external recipient.

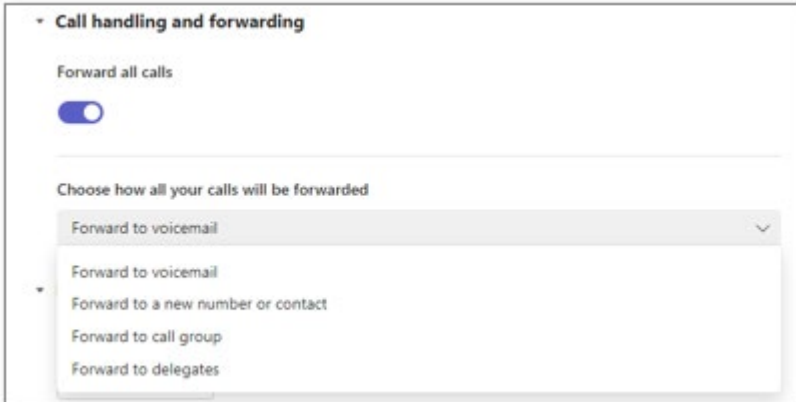
If transferring to an internal user, turning on **Ring Back** will allow the original caller to automatically ring back to your line if the new recipient does not answer. You may then handle the call or transfer directly to the recipient's voicemail.



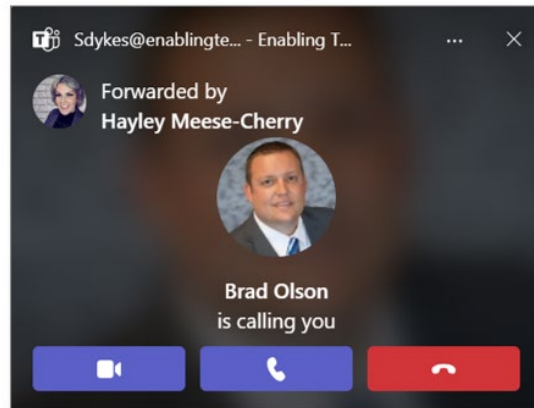
Option 2: Select Transfer from the top control bar, then select Consult then transfer.	
Again, search for someone by name or enter a number. If the recipient is internal, select Chat to start a chat with them. If an audio call is preferred for your consult, click the drop-down menu under Chat to initiate a call.	
A separate chat or call window will appear. Select the appropriate transfer option from the top, right corner when ready to transfer the call. The new recipient will see who is	

calling and who is transferring the call.	
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Forwarding calls

To forward your calls, go to the Calls menu under Settings. Toggle the Forward all calls switch and select from the drop-down menu where they are forwarded.	
Once you have added a name or number for call forwarding, you cannot add another. Click the X next to the current forwarding selection to change your forwarding destination.	

NOTE: The new recipient can see that the call was forwarded and by whom, but the original caller cannot. The new recipient must identify themselves and explain they are taking calls for the intended recipient.



Settings

Setting answering rules

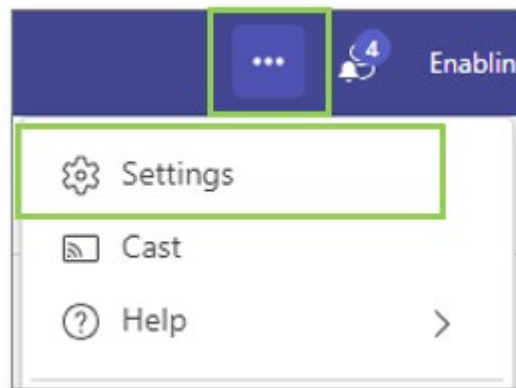
Rules are set under Settings > Calls menu.

Designate where a call should simultaneously ring when it's coming in.	 A screenshot of a settings menu titled "When you receive a call". It features a dropdown menu with the following options: "Do not ring anyone else" (selected), "Also ring a new number or contact", "Also ring a call group", and "Also ring delegates". A partially visible option at the bottom reads "Ring for this many seconds before redirecting".
Designate what should happen when you do not answer a call.	 A screenshot of a settings menu titled "When you can't answer a call". It features a dropdown menu with the following options: "Redirect to voicemail" (selected), "Do not redirect calls", "Redirect to voicemail", "Redirect to a new number or contact", "Redirect to a call group", and "Redirect to delegates".
Designate how long your calls should ring before redirecting to your designated preference. Each ring = 5 seconds.	 A screenshot of a settings menu titled "Ring for this many seconds before redirecting". It features a dropdown menu with the following options: "20 seconds (default)" (selected), "10 seconds", "20 seconds (default)", "30 seconds", "40 seconds", "50 seconds", and "60 seconds".
Select a unique ring tone for calls for you, forwarded calls or delegated calls.	 A screenshot of a settings menu titled "Choose a ringtone". It lists three categories: "Calls for you" with the option "Remix", "Forwarded calls" with the option "Flutter", and "Delegated calls" with the option "Drip Drop". Each category has a dropdown arrow and a play button icon.

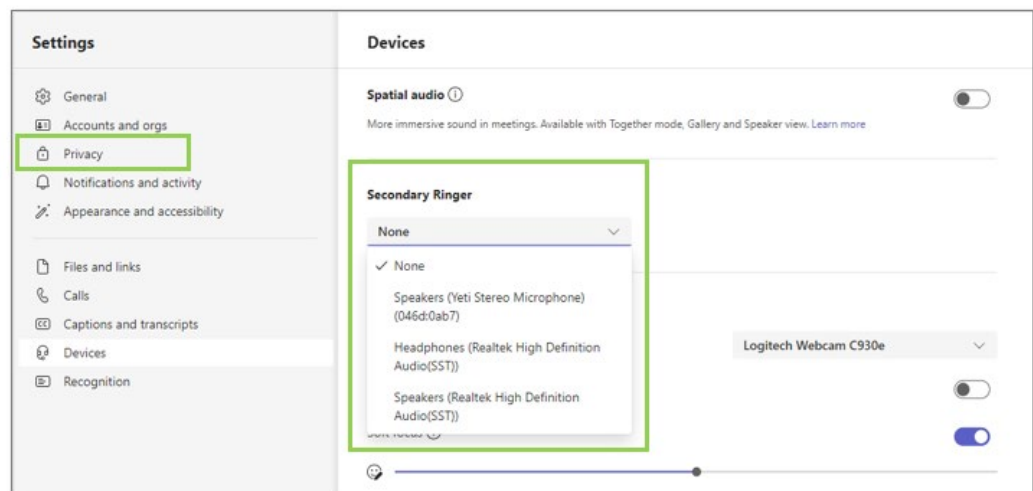
Creating a secondary ringer

If you use a headset and want to hear an incoming call from both your headset and your computer, you can create a secondary ringer.

Click the ellipsis at the top of Teams and go to **Settings**.



Click **Privacy > Devices** and in the Secondary ringer section, select the device from the drop-down menu to ring along with your headset.



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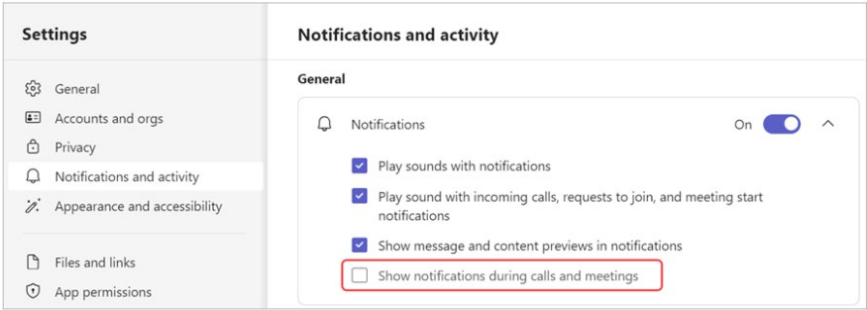
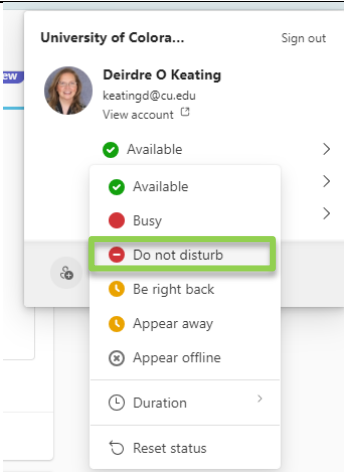
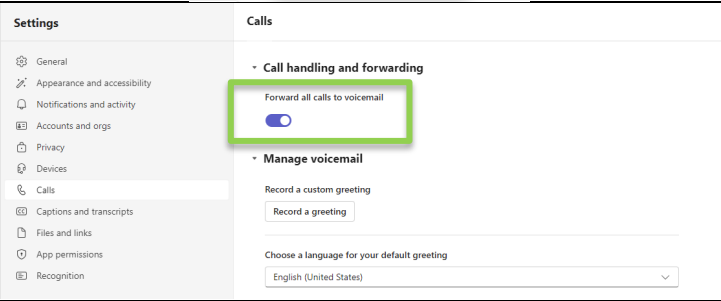
Contact UIS

Call: (303) 860 4357

Email: help@cu.edu

Silencing calls

There are multiple ways to prevent calls from coming through Teams. Here are four options, with the fourth being the most popular option.

1. Select Notifications and activity under Settings and uncheck the Show notifications during calls and meetings box.	 The screenshot shows the 'Settings' application with 'Notifications and activity' selected in the left sidebar. In the 'General' section, the 'Show notifications during calls and meetings' checkbox is unchecked and highlighted with a red rectangle.
2. Set your Teams status to Do not disturb. No notifications or calls will come through when your status is set to Do not disturb.	 The screenshot shows a user's profile card for 'Deirdre O Keating' with a status dropdown menu open. The 'Do not disturb' option, indicated by a red circle icon, is highlighted with a green rectangle.
3. Under Settings > Calls, toggle on Forward all calls to voicemail.	 The screenshot shows the 'Settings' application with 'Calls' selected in the left sidebar. Under the 'Call handling and forwarding' section, the 'Forward all calls to voicemail' toggle switch is turned on and highlighted with a green rectangle.
4. If Forward all calls to voicemail is not selected, you have additional options. Select Redirect as if call is unanswered from the drop-down menu under When you're in a call and receive another call. Under When you can't answer a call, select Redirect to voicemail.	

When you can't answer a call

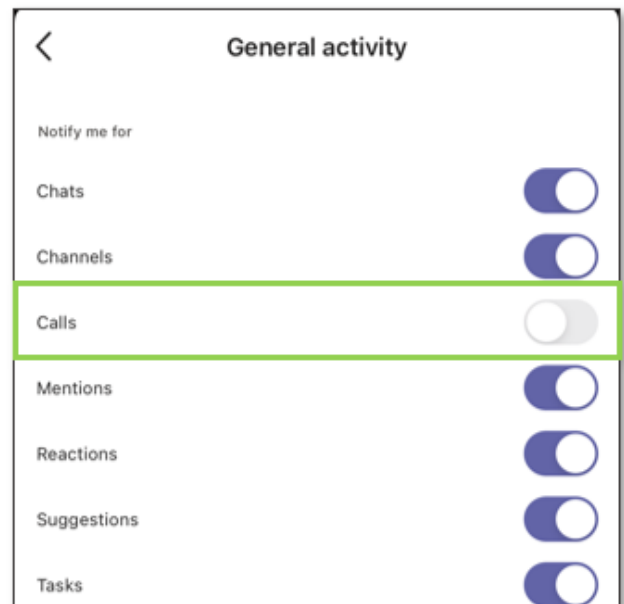
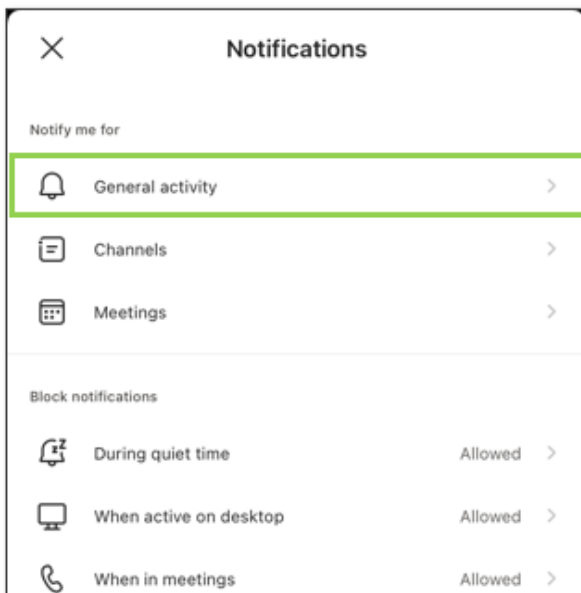
Redirect to voicemail

Do not redirect calls

✓ Redirect to voicemail

Redirect to a new number or contact

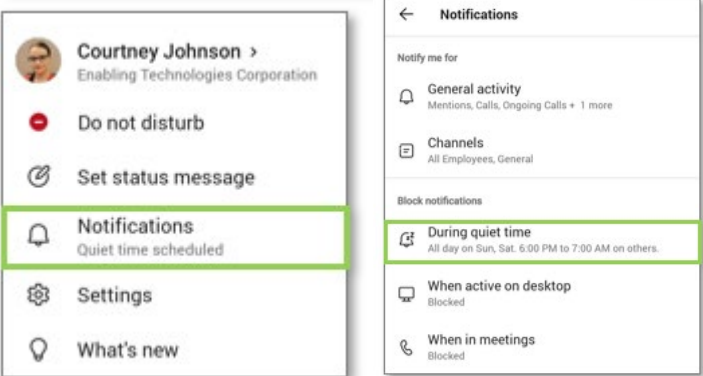
5. [Schedule Quiet Time](#), which will disable notifications on your mobile device during your selected time.
6. Turn off call notifications on your mobile device by tapping your profile in the top left corner in the app and selecting **Notifications**. Tap **General Activity** to receive a list of activity types and toggle switches for each. Finally, locate the toggle for **Calls** and switch it to the off position. This will prevent all call notifications from coming through, regardless of Quiet Time settings.



Scheduling quiet time on the mobile app

Quiet Time allows you to specify the hours and days you do not want to receive notifications from Teams on your mobile device. Quiet Time is not available on the desktop version of Teams. **NOTE:** If you have multiple mobile devices with the Microsoft Teams app installed, there is no synchronization of Quiet Hours settings between those devices.

During quiet time, you won't receive sound or push notifications from Teams on your mobile device. However, when you open the Teams app, you will still be able to view new messages or see activity notifications.

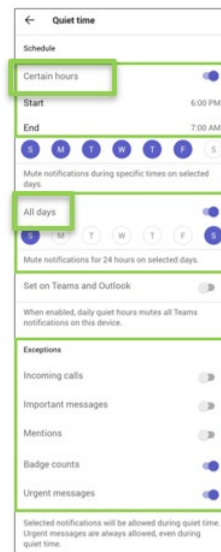
Open the Teams app on your mobile device and tap your profile picture in the top left corner.	
Select Notifications , and under Block notifications , select During quiet time .	
Set specific times and days to mute notifications on that device.	
To mute notifications during certain hours, turn on the Certain hours toggle and select which hours of the day you want notifications muted.	



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Email: help@cu.edu

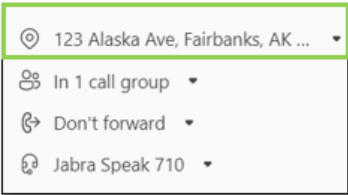
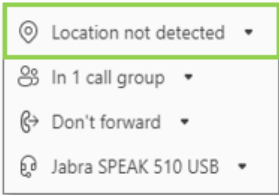
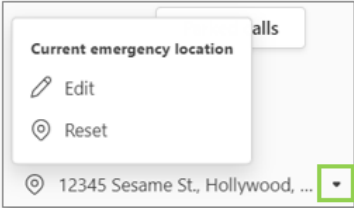
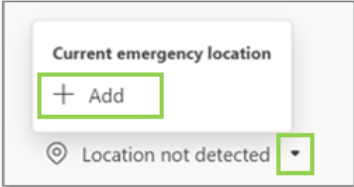
To mute notifications during select days, turn on the **All Days** toggle and select which days of the week you want notifications muted.



Other people won't know if your notifications are muted. To let others know you're unavailable or when you'll return, set a status message in Teams. If you are an Android user, under **Exceptions**, choose which notifications you would like to allow through during your set quiet time.

Setting your e911 location

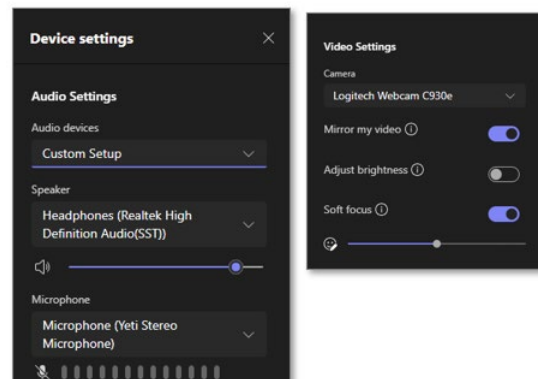
To support secure, remote work, Microsoft has a location feature in Teams. Adding or confirming your location in Teams is designed to get the fastest emergency response if you dial 911 using Teams Phone.

On the bottom-left corner of the Calls menu, below the dial pad, there is an option to indicate your location. This may be prefilled with an address or say Location not detected .	An address  Location not detected 
Click the drop-down menu next to the location option and select Edit or Add to manually confirm an address (do this even if the address is correct).	  Experience if an address is listed. Experience if “location not detected” is shown.
Click Search for a location and type your address. If it populates, select it and click Confirm . If it doesn't populate, enter it manually.	
If you are at 1800 Grant St., your location will be detected based on your IP address and there is no need to add or edit in Location Services.	

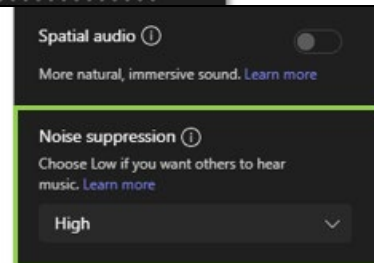
Troubleshooting with Device Settings and Call Health

If you experience poor audio or video quality, use the **More** menu to view Device settings and Call Health.

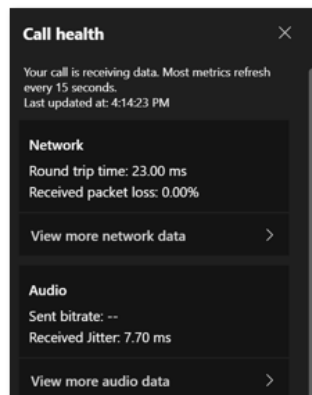
Confirm both audio output and microphone input are adjusted and responding appropriately.



Adjust noise suppression settings from the same menu.



If issues continue during the call, we recommend taking a screenshot of the data metrics displayed in **Call health**, located in the **More Actions...** menu at the top of the call window. These data metrics can be shared with the UIS Service Desk to help troubleshoot.

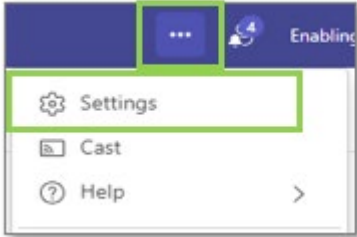
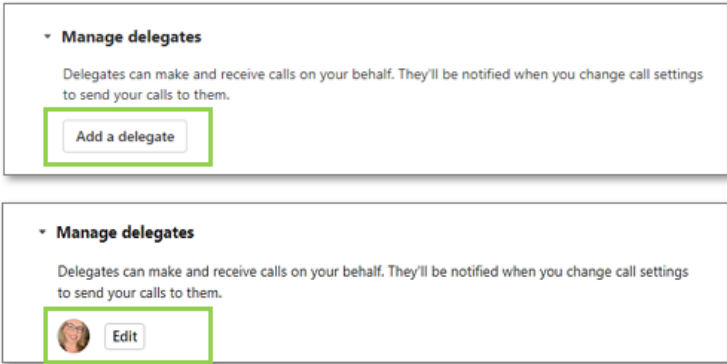
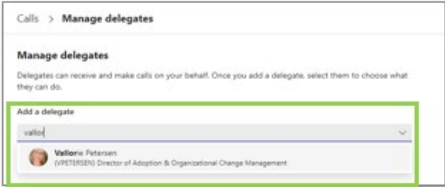
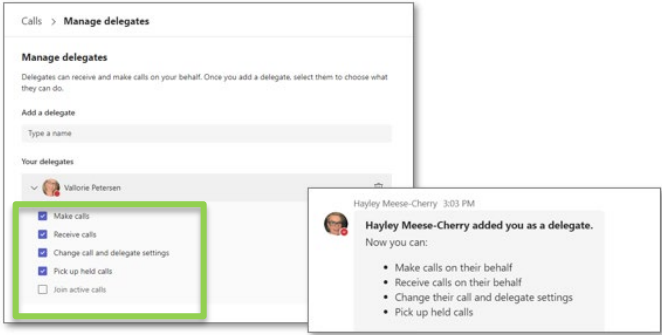


NOTE: Call health is only available on Teams to Teams calls.

Delegating calls

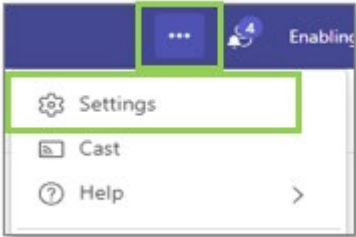
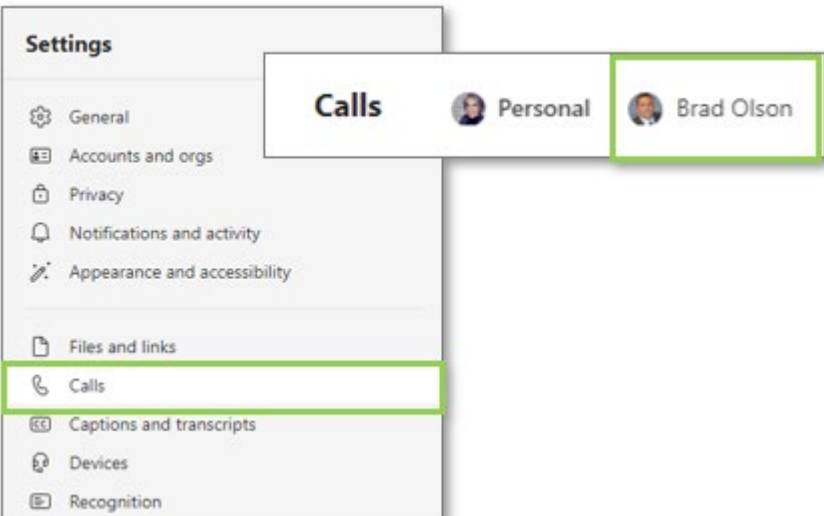
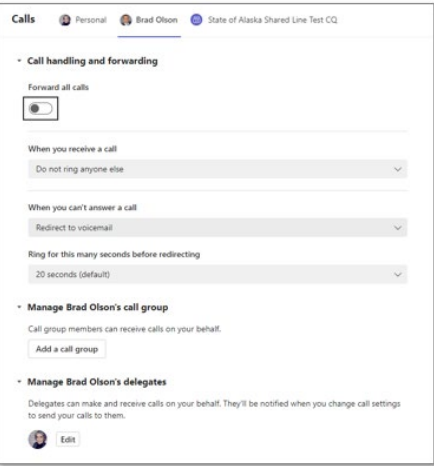
Creating a call delegate

Assign delegate permissions to a peer to make and receive calls on your behalf.

1. Click the ellipsis to go to Settings.	
2. Select Calls and scroll to the Manage delegates section. If this is your first delegate, click Add a delegate . If you already have one or more delegates, click Edit .	
3. Begin typing the name of your delegate and click their name when it appears.	
4. Select the appropriate permissions. The delegate will be notified via chat that they have been added as a delegate and what their permissions are.	

Being a call delegate

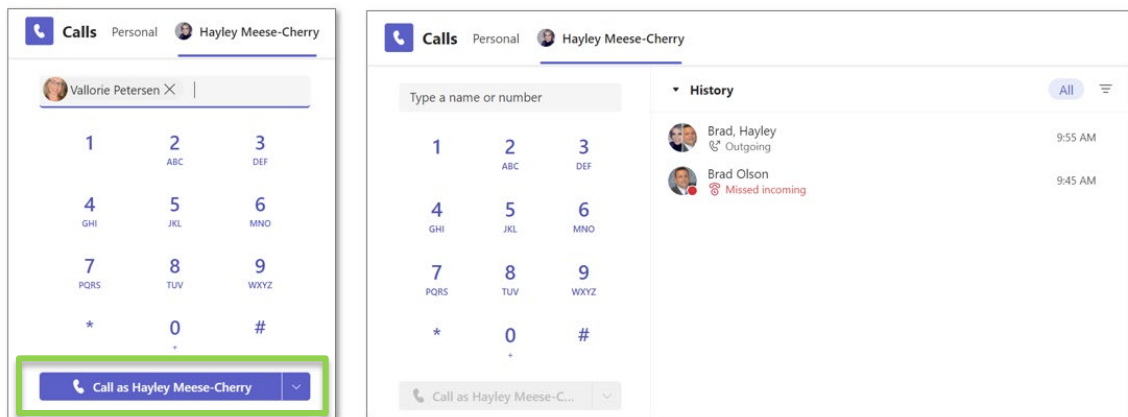
When someone else has added you as a delegate, depending on the granted permissions, you may update their call settings as needed.

1. Click the ellipsis and then Settings.	
2. Select Calls. At the top, you will see your own profile as "Personal" alongside the name and Teams icon of anyone you delegate for.	
3. Click on the delegator you wish to manage and update their settings as appropriate and as you have access.	

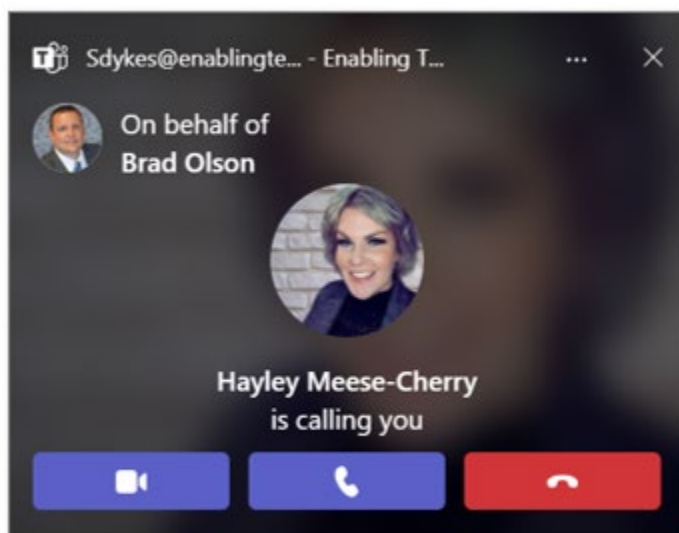
Making and receiving calls as a delegate

When you are added as a delegate, a new tab with the name of the person you are supporting will show to the right of **Personal** on the **Calls** tab.

After clicking the name of person you are representing, you can then dial as them and view their call history. In the example below, Hayley has added Stephanie as her delegate. After clicking Hayley's name at the top, Stephanie can dial as Hayley.



When calling a person on behalf of another person, they will receive notification that you are calling on behalf of that person, as seen in this example.

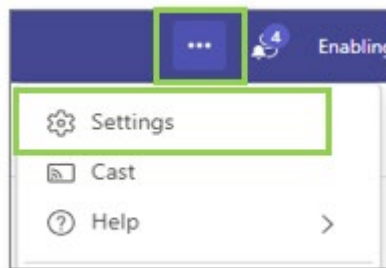


Shared lines

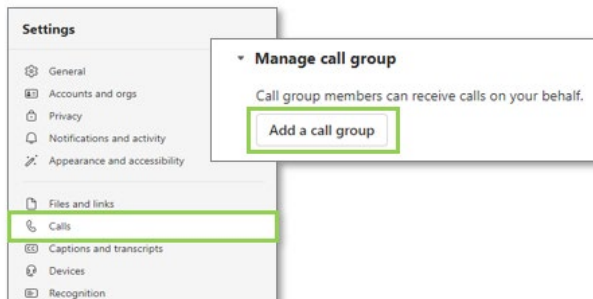
Creating call groups

Call groups let users share their incoming calls with colleagues so they can answer calls that occur when the user is unavailable. This is similar to a shared email that a team might use, e.g. es.communications@cu.edu.

Click on the ellipsis, then **Settings**.

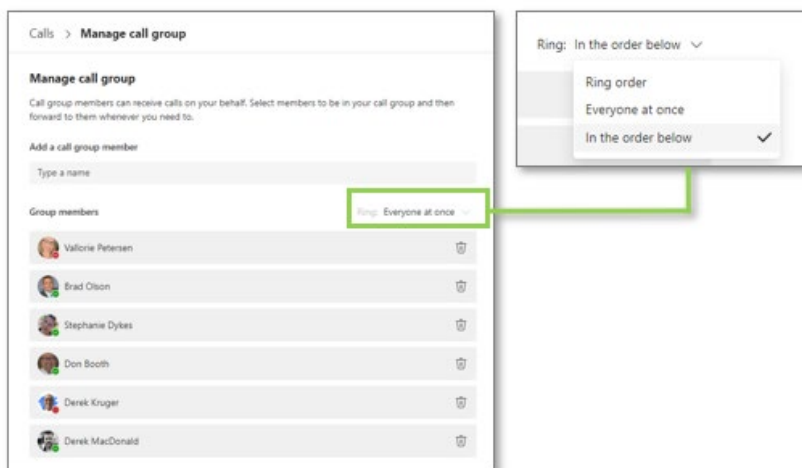


Click the **Calls** menu, scroll down to the **Manage call group** section and click the **Add a call group** button.



Begin typing the names of those to be in the call group and select as the names appear. Then, designate the ring order.

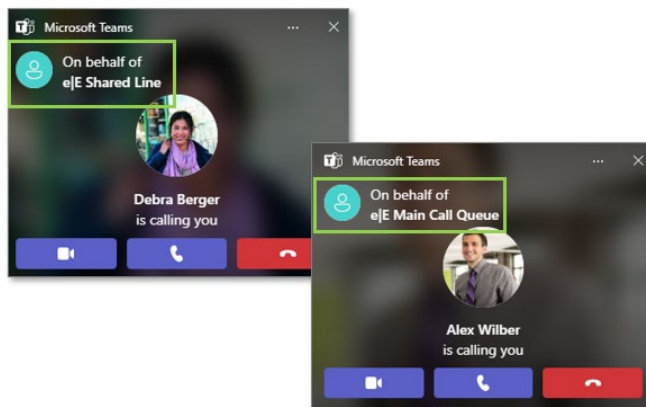
Note: Call groups of 5 or fewer people may designate **Everyone at once** or **In the order below**. Call groups of 6-25 members may only designate **Everyone at once**.



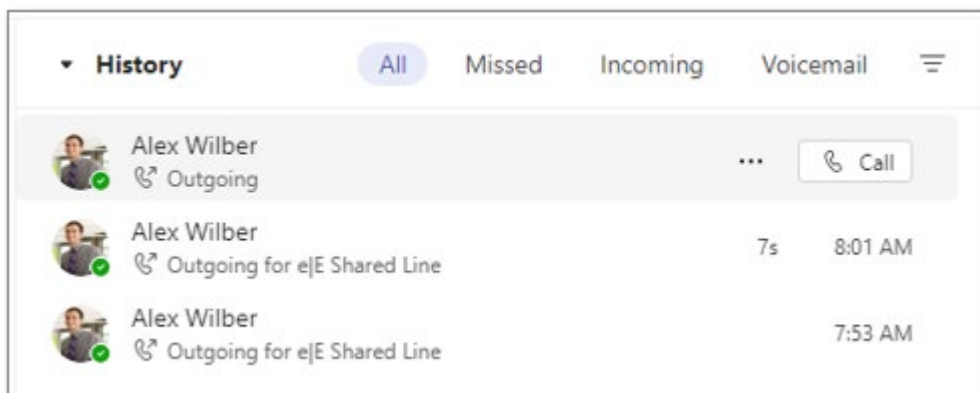
Call queues and shared lines

Departmental teams that want to use shared lines or call queues should contact UIS first.

To help differentiate between calls to you directly or calls coming from a shared line or call queue, Teams will display a note on a pop-up banner indicating the source of the call. This allows you to answer the call with the appropriate greeting.



In your call history, you will see activity for calls associated with your personal number as well as those associated with any call queue or shared line you support.



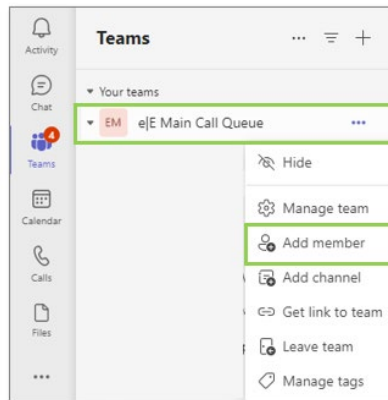
The line below the person's name or number indicated the shared line the call came from. If there is no shared line name, the call was associated with that caller's direct number.

Voice-enabled channel

As a team manager of a voice-enabled channel, you can add members to your Team, and they will be added to the call queue as well.

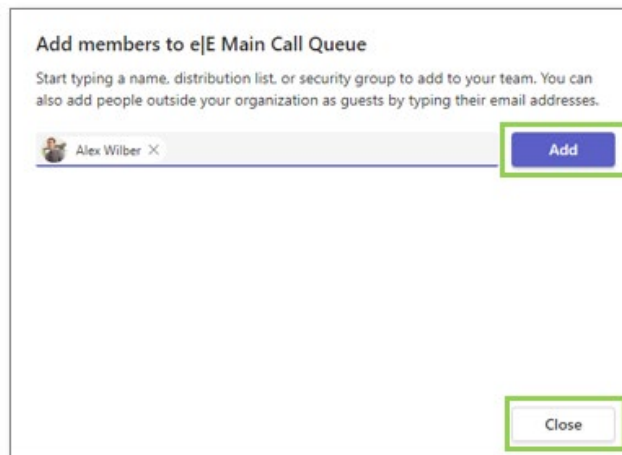
Start by selecting **Teams** in the left-hand Teams menu. Click on the **ellipsis** to the right of the relevant team name.

Selected **Add member**.

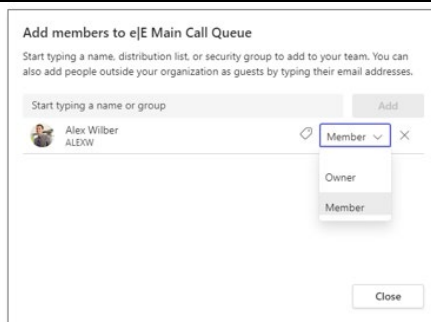


Start typing the name of the individual you want to add, select them and click **Add**.

When complete, click **Close**.



Next to the person's name, click member, and choose if you would like that person to be a member or owner.

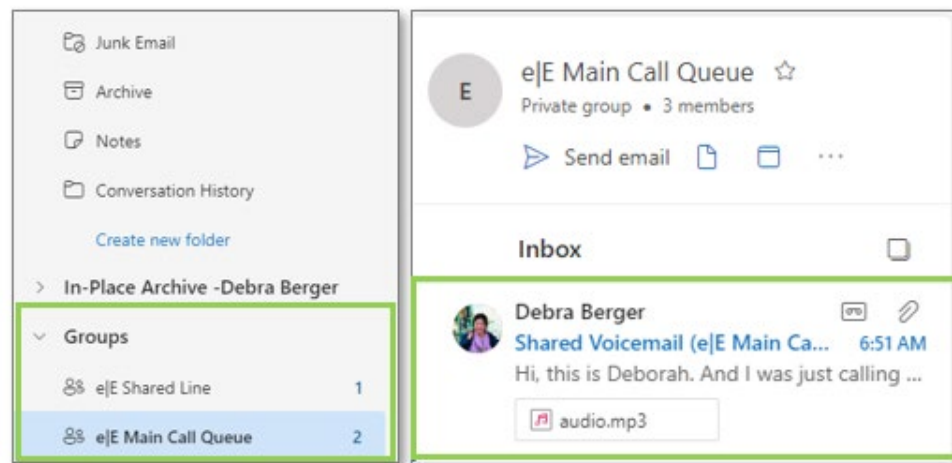


Sharing voicemail in Outlook

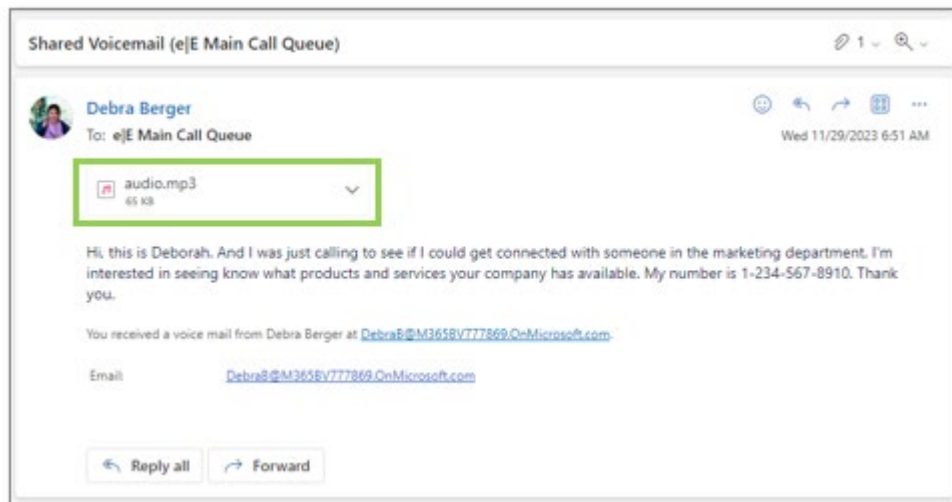
If the main line or call queue that you manage has a voicemail tied to it, you will be added to a new group in Outlook.

If the call queue/shared line you support does not use a voice-enabled channel in Teams, you will only access the voicemail via the group mailbox in Outlook, and all members of the call queue will have access.

In the Groups section of Outlook, click the group name that matches the name of the call queue.



Voicemail-related emails will contain a printed transcript and an MP3 attachment of the voicemail that you can click to play.



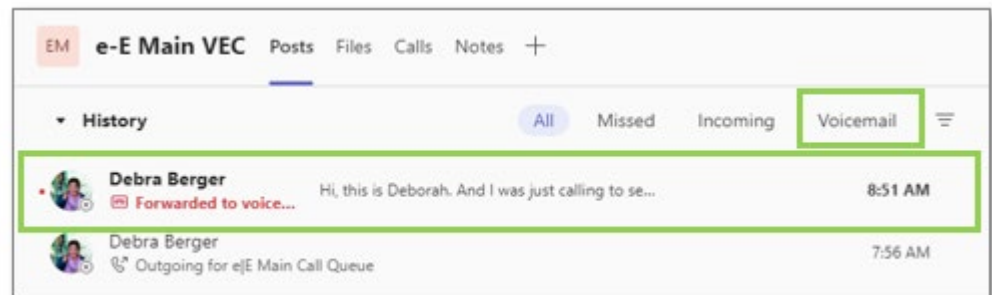
Best Practice: For shared voicemail, we recommend building a process to determine who is responsible for reviewing and/or managing voicemail. If the message is for a specific person, the email can be forwarded to their email address, which gives them the audio recording.

Sharing voicemail in Teams

If the call queue you support has voicemail and uses a voice-enabled channel, all members of that queue can review and manage voicemail via the group mailbox in Outlook and directly within the voice-enabled channel in Teams.

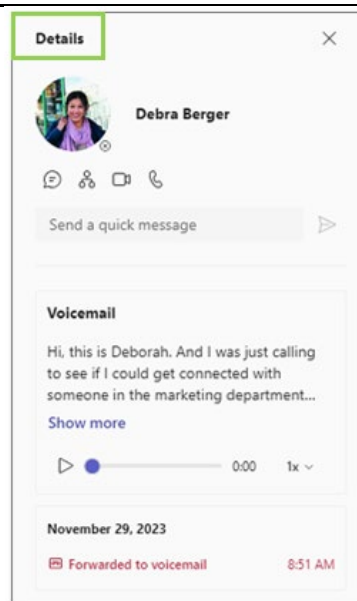
Go to the voice-enabled channel in Teams and locate the voicemail in the **History** section or by clicking on **Voicemail** to filter only that activity.

You will see who called, the opening transcription of the call and the time of the call.



To listen, click the voicemail to open the **Details** pane on the right. You can:

- View details about the caller.
- Send the caller a message via Teams.
- Read the transcript.
- Play or speed up the message.



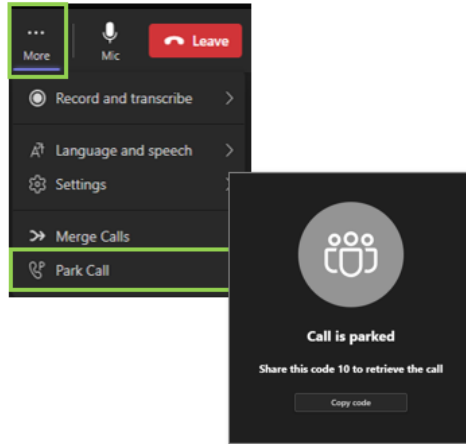
Using Call Park

Parking a call puts the call on hold and provides a code you can provide to another person to retrieve the call.

To Park a call

From an active call, select **More...**

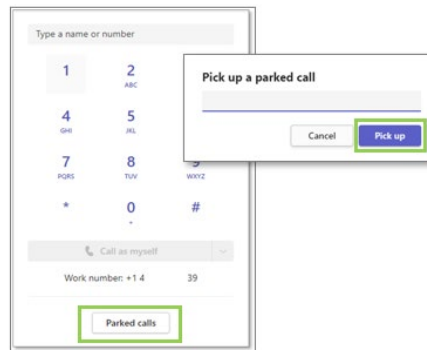
Select **Park Call** to place the call on hold from one device and retrieve it from another device.



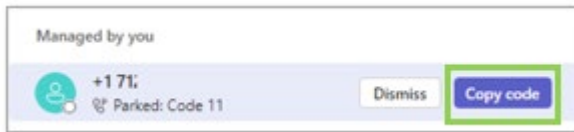
To retrieve a Parked Call

In the **Calls** menu, click **Parked calls** under the dial pad.

Enter the code and click **Pick up**. The call window will automatically open, and the call is active.



If you ever need to go back to a parked call and forgot the code, you will see the call and the **Copy code** button in your call history.



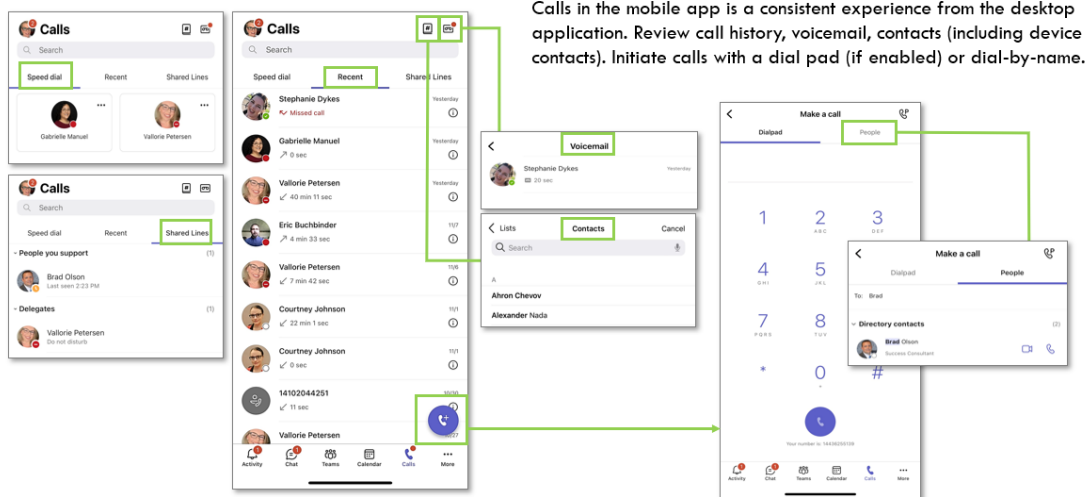
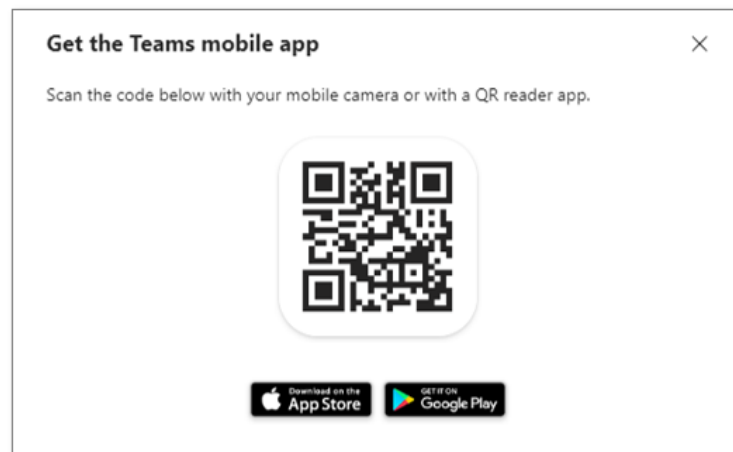
Note: If a parked call is not picked up within several minutes, the number calling will ring back to the line that placed it on park.

Mobile app

Downloading the mobile app

Scan the provided QR code with your mobile camera or a QR reader. You will be automatically directed to download the Teams mobile app from the app store for your device.

Most importantly, you must use your work credentials to sign in.



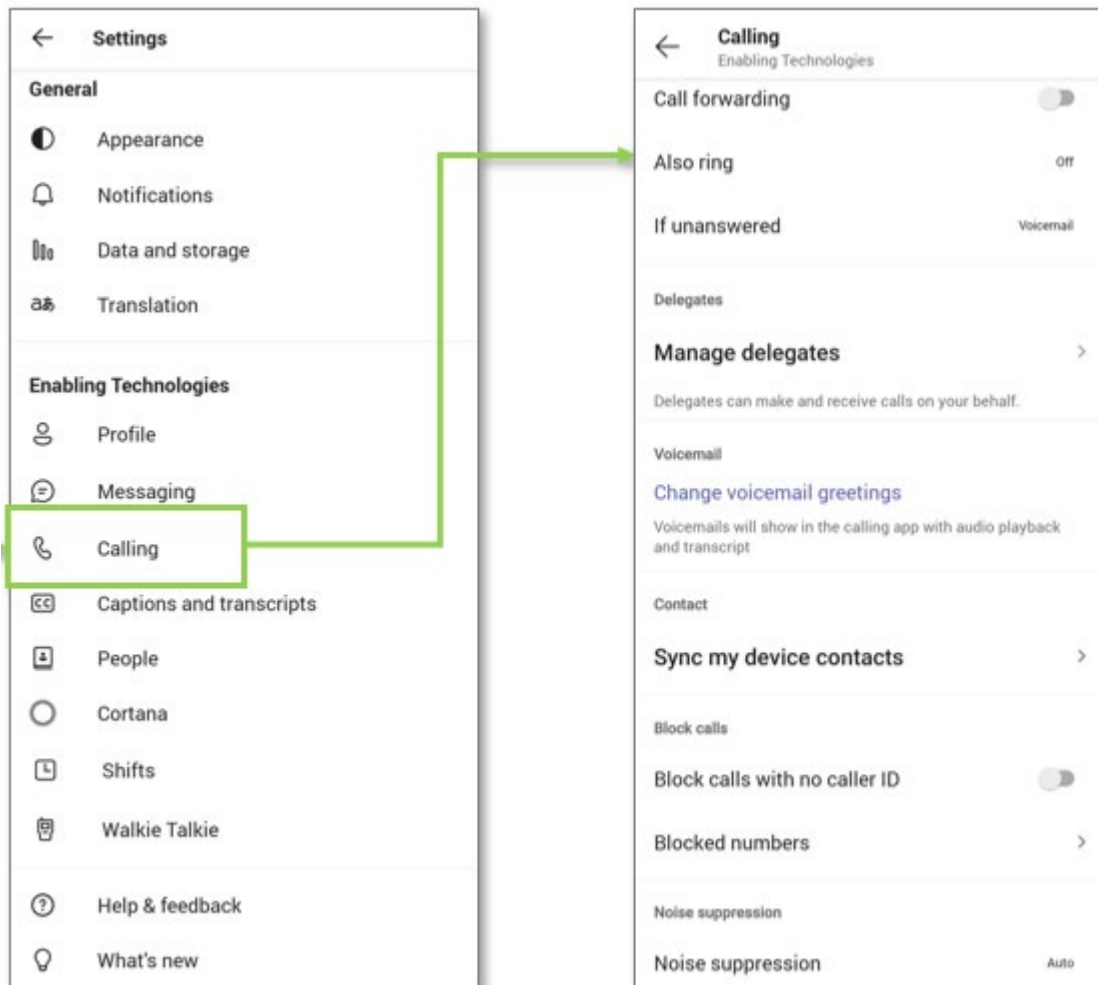
Calls in the mobile app is a consistent experience from the desktop application. Review call history, voicemail, contacts (including device contacts), Initiate calls with a dial pad (if enabled) or dial-by-name.

Mobile app call settings

Call settings can also be managed from the Teams mobile application.

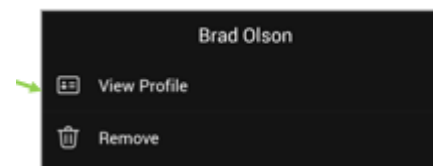
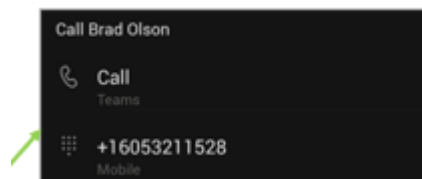
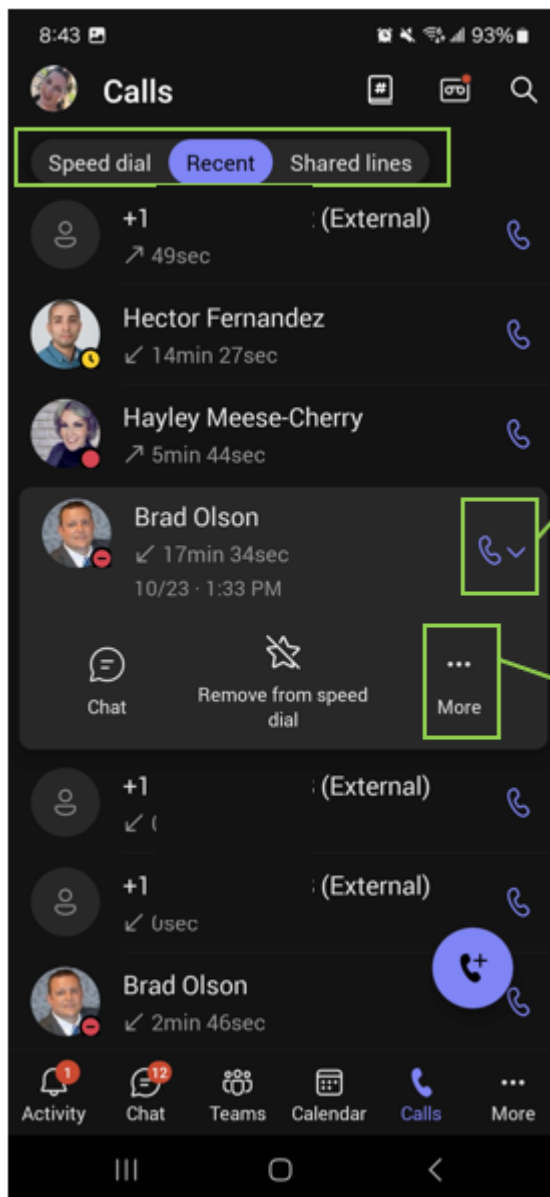
Click **Settings** and **Calling** to find settings that include:

- Call forwarding
- Simultaneous ringing (Also ring)
- Delegate management
- Voicemail configuration
- Blocked numbers
- Call queues



Mobile app on an Android

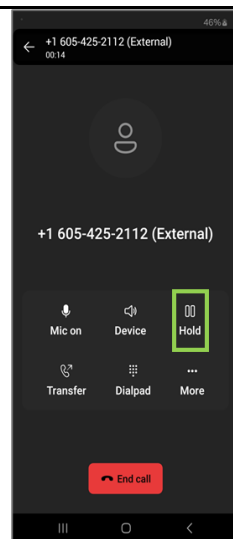
The **Calls** landing screen on an Android device looks similar to the full desktop version. Access speed dial contacts, call history list and call queues by toggling between these options.



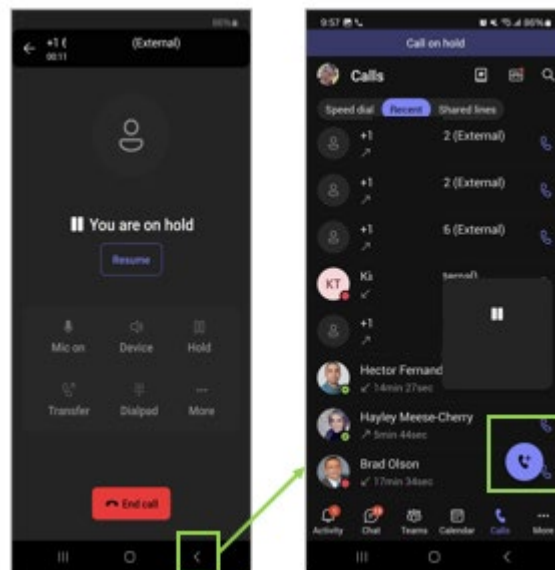
Conference Calls on an Android

Creating a conference call is a little different within the Teams mobile app. On the desktop, you can click on the people icon or use the dial pad. When using the Teams mobile app, use the call merge feature to add more participants to an active call.

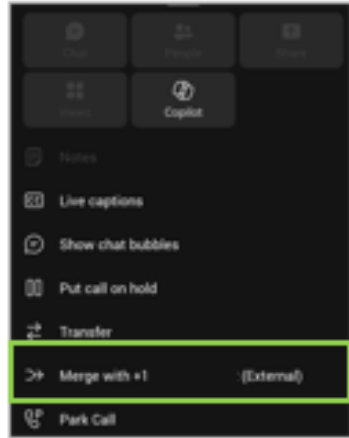
First, place the active call on hold.



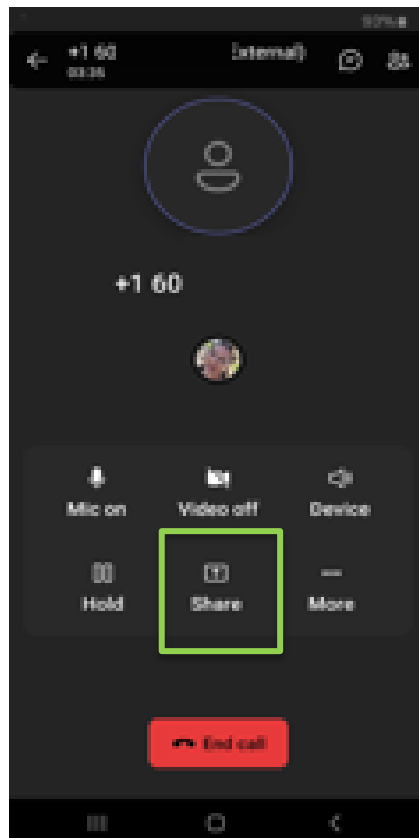
Next, tap the back arrow to return to the **Calls** landing screen. It will move the active call to a small window on the screen. From the **Calls** landing screen, tap the handset + icon in the lower right corner to access the dial pad screen.



From the dial pad screen, select someone from your contacts or dial a number. Once the new call is active, tap the More options menu in the active call. Select **Merge with** to combine the calls into a conference call.



Once the calls have been merged, a Share button will appear in the active call menu of the conference call.



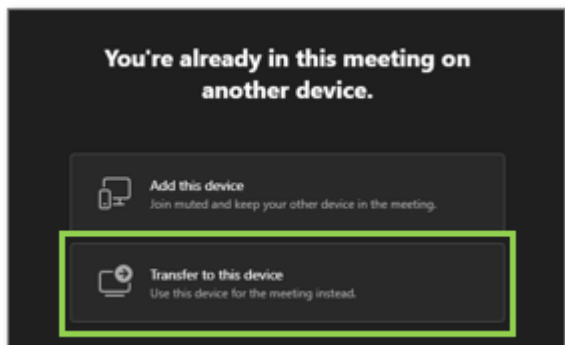
Transferring to or from the mobile app

You can transfer a call between your mobile device and the desktop Teams app anytime.

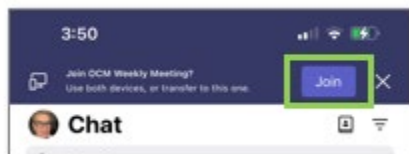
If you begin a call on the mobile app, you'll see a banner on your desktop Teams that you are on a call with a Join call button.



To take the call on your desktop Teams, select Transfer to this device. You will then make your audio and video selections and join the call.



If you begin on the desktop, you can open the mobile app and click **Join** in the top banner and select **Transfer to this device**.



You'll be prompted to make audio/video selections and then click **Join now** to join the call.