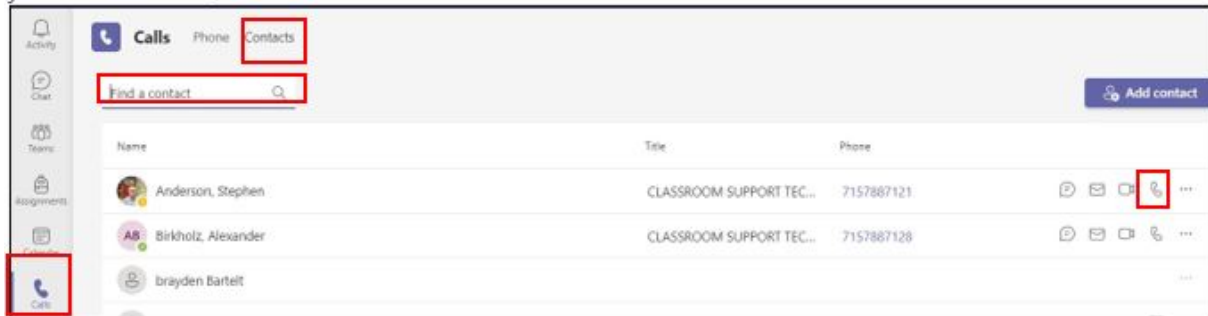# Basics About Calls

1. Extension numbers are obsolete with our new MS Teams Call system. Extensions will be replaced with a unique phone number, i.e., 715-234-xxxx.

2. <u>Call someone within the organization</u>

If the person you want to reach is in your contacts list, go to **Calls** 📞, click **Contacts**, find the person you want to call, and then click **Call** 📞.

## <u>Dial a phone number from outside of the college from MS Teams</u>

To dial a number from Teams, go to **Calls** 📞, and enter the number of the person you want to reach by using the dial pad. Then click **Call** 📞.

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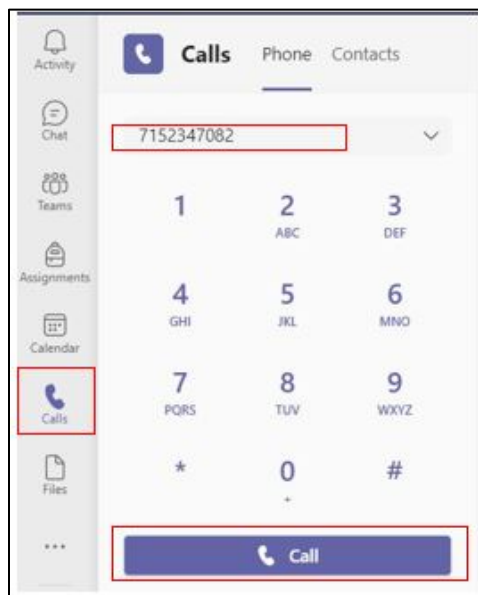
3. Answer a call in MS Teams

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.
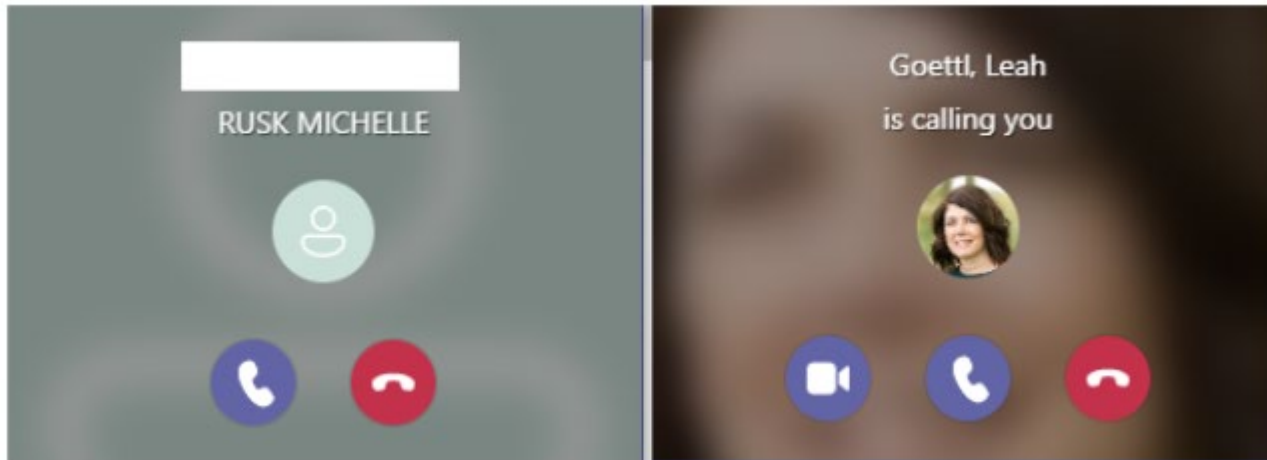
4. Call someone you called before

If you've called people before (or if they've called you), they'll be in your call history. In **History**, **Hover over the time** to the right of the person's name, then click **Call back**.
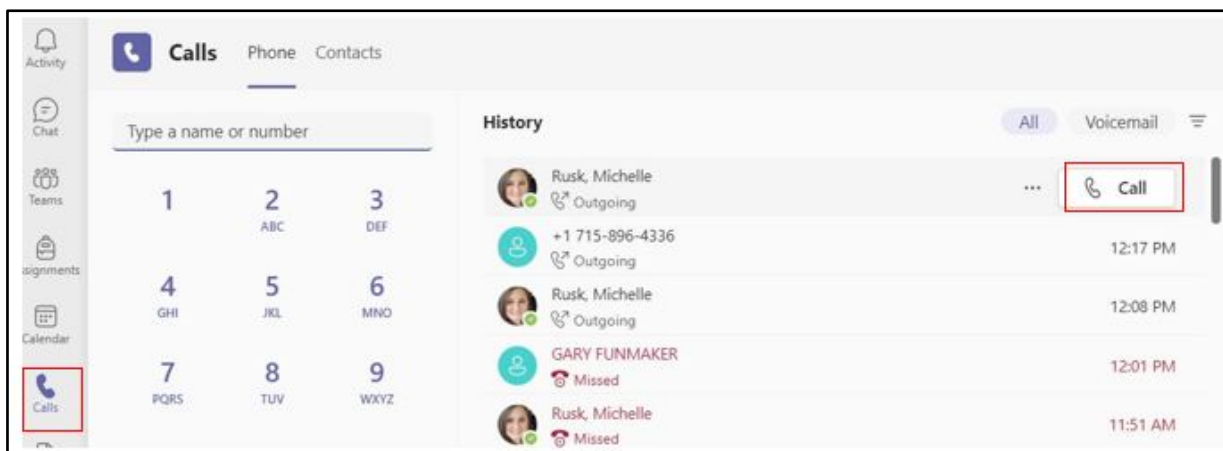
Access your Voicemail Through MS Teams

You can also access your voicemail and call people from that list. Click on **Voicemail** tab, Click on voicemail message to read the text. Also, **Hover over the time** to the right of the person's name, and click **Call back**. You can also access your voicemail message from outlook email message.
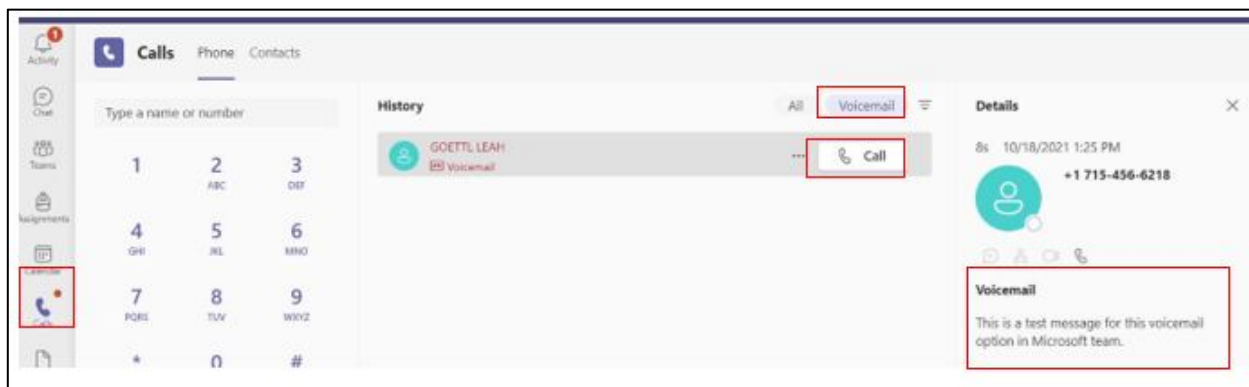
5. Add Someone to a Call in MS Teams

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.