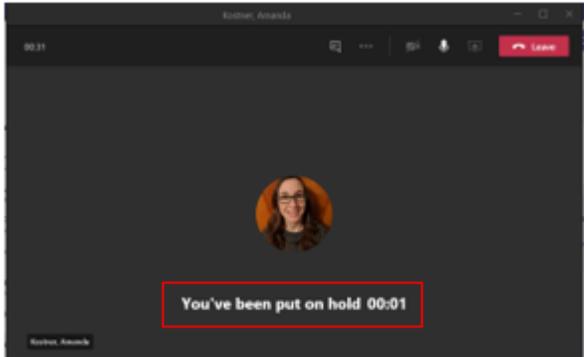


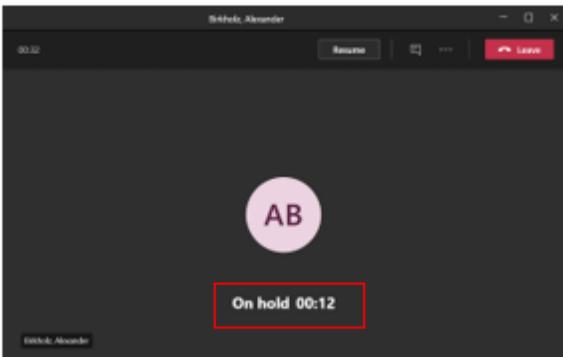
# Multiple, Hold, and Transfer Calls

## 1. 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. Your current call will go automatically on hold and take you straight to your new conversation. While a call is on hold, all participants will be notified, and they won't be able to see or hear you.



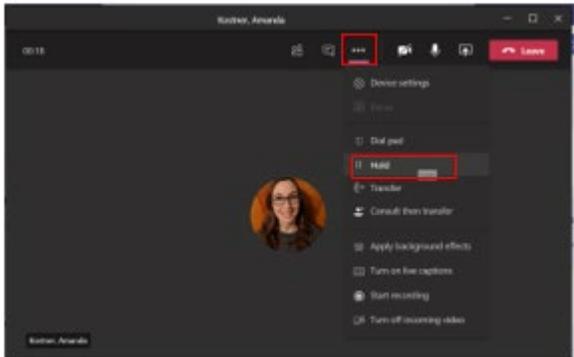
You'll see your on-hold calls displayed on the left side of your call window, so you can get back to them anytime.



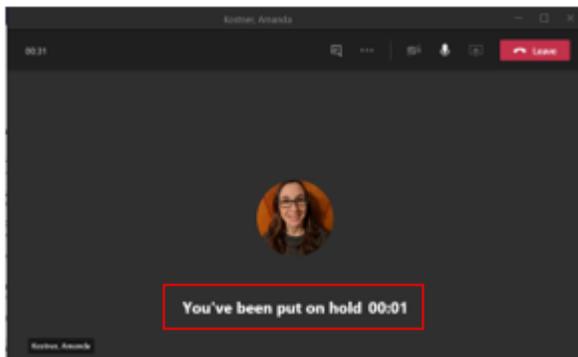
## 2. Put a call on hold in Teams

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.

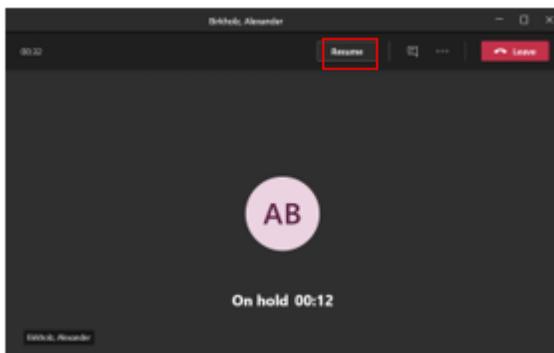
To place a call on hold, click **More actions** **⋮** in your call window and select **Hold**.



Everyone in the call will be notified that they've been put on hold,



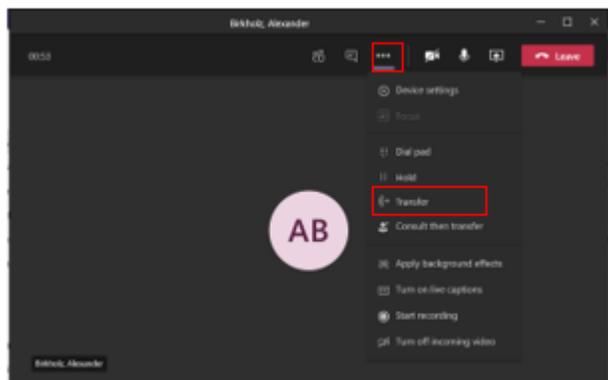
and you can continue your call by clicking **Resume**.



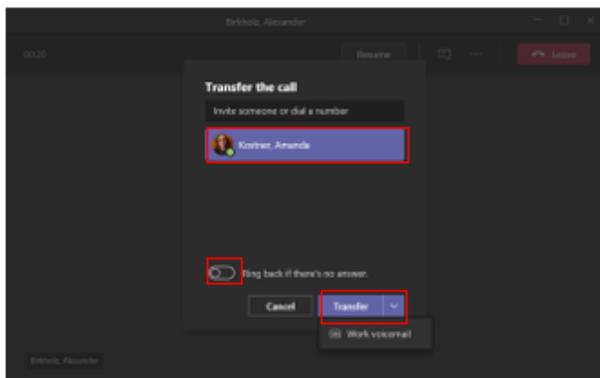
### 3. Transfer a call in Teams

You can only transfer calls when you're talking one-on-one.

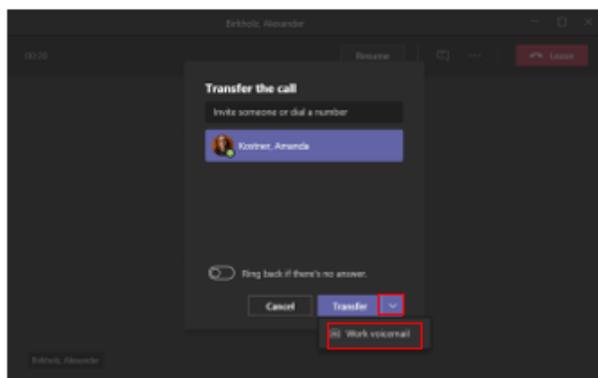
- a. Choose **More options**  > **Transfer** in your call controls.



- b. Start typing the name of the person you want to transfer the call to and select them when they appear.
- c. 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.
- d. To finish, hit **Transfer** again.



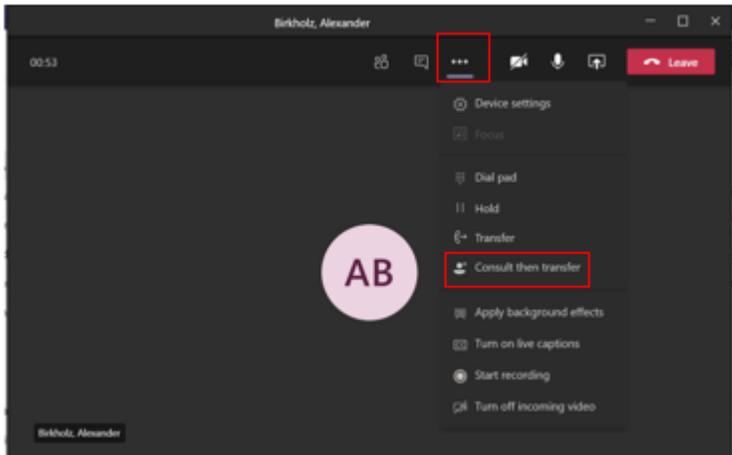
For more transfer options, click the drop-down arrow in the **Transfer** button. Choose **Work** to transfer the call to their Teams number, or **Work voicemail** to send it straight to their voicemail. If they've added any other phone numbers to their account, like their mobile number, you'll see those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



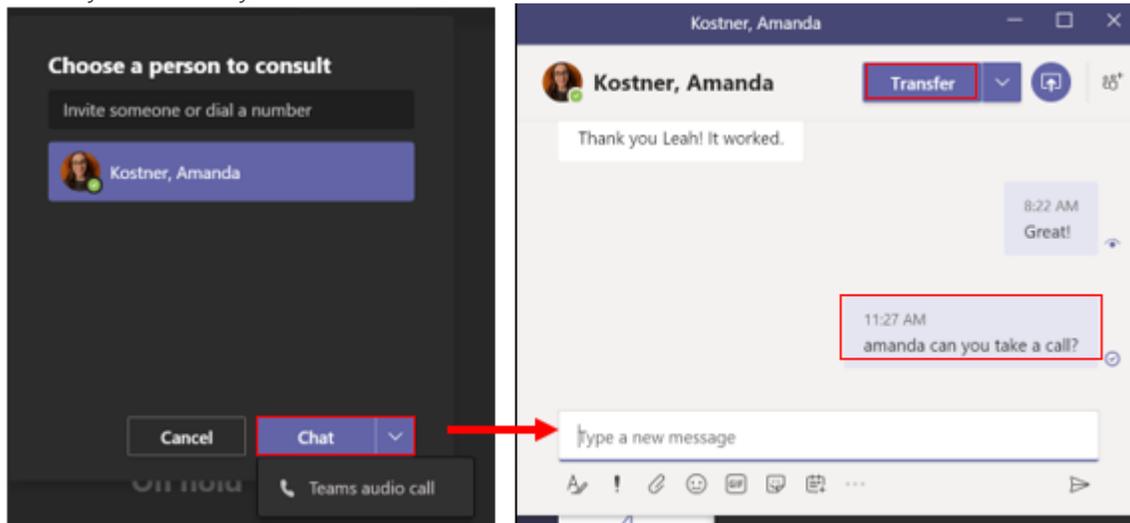
## Consult, then transfer

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**.



OR

