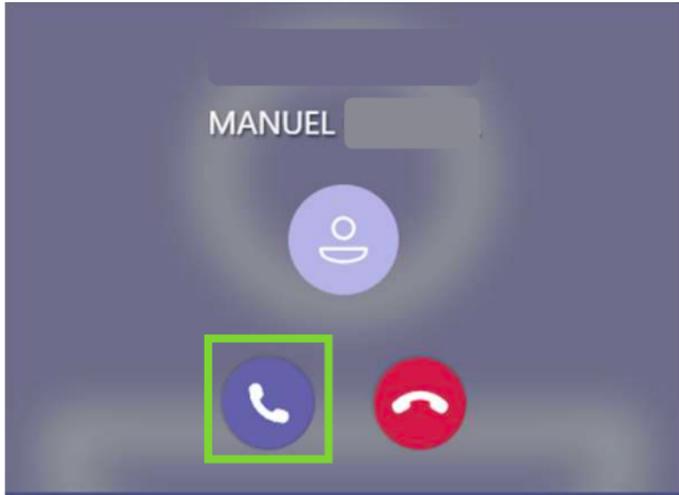
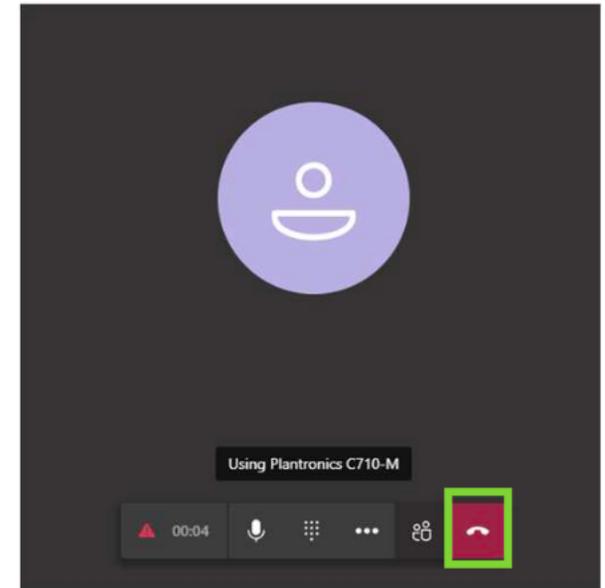


Answering and Ending a Call



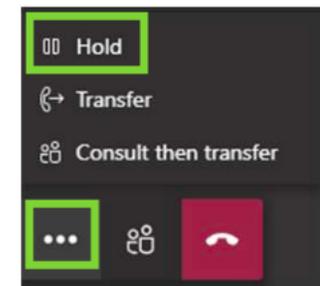
If someone calls you within Teams and you are logged in to the application, you will receive a notification in the lower right-hand corner in your screen. To answer the call, click on the purple phone icon.

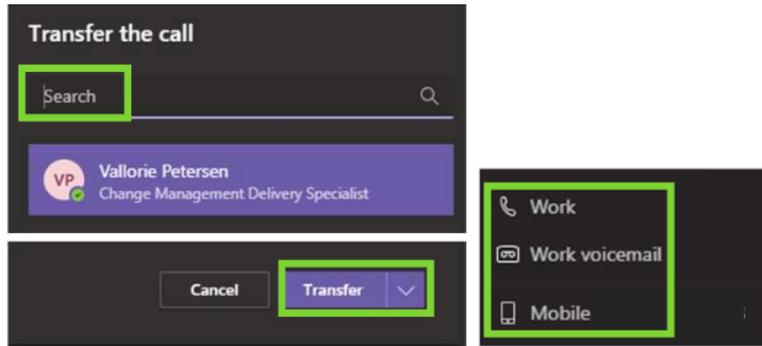
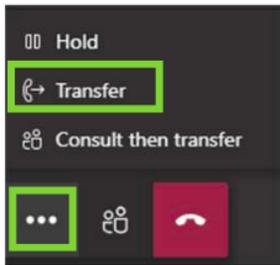
When you are ready to end the call, hover over the bottom of the screen to enable the control bar, then click on the red phone icon.



More Options: Placing a call on hold, transferring a call, and Consult then transfer a call

To place a call on hold, press the **More Options** icon (three horizontal dots) and select **Hold**. When you are ready to resume the call, press **Resume**.





To transfer a call, press the **More Options** icon (three horizontal dots) and select **Transfer**. Next, search for the contact that you wish to transfer the call to and select **Transfer**. To see additional transfer options, click on the arrow on the Transfer button.

There may be times when you need to check in with someone before you transfer a call to them. To do so, first search for the recipient that you would like to transfer the call to. Next, select the recipient, then click on **Consult**. A chat window will appear. If you want to call the recipient first before transferring the call, click on the phone icon in the upper right-hand corner. When ready, click on the **Transfer** button to complete the transfer. To see additional transfer options, click on the arrow on the Transfer button. If you no longer need to transfer the call, click on **Stop consulting**. You will then return to your original call.

