

## **CallTower MS Teams Calling Training Articles**

### **Video Recordings (Reference)**

- [New Teams Full Tutorial \(1080p\)](#)
- [Microsoft Teams Mobile Application Overview](#)
- [MS Teams CT Text-Training Overview](#)

### **Calling Basics**

- [Getting Started With Calling](#)
- [Place a Call](#)
- [Calling From Chat](#)
- [Calling From Call History](#)
- [Answer a Call](#)
- [Answering a Call with the Keyboard](#)
- [Make an International Call](#)
- [Video Call](#)

### **Call Management**

- [Place a Call on Hold](#)
- [Add Someone to a Call](#)
- [Transfer a Call](#)
- [Transfer to a Call Queue](#)
- [Merge Calls](#)
- [Multiple Calls](#)
- [Mute/Unmute](#)
- [Call Park](#)

## Teams & Groups

- [Create a Team Call Group](#)
- [Manage Your Call Settings](#)
- [Call Forwarding Groups and Sim Ring](#)
- [Managing Calls From a Call Queue](#)

## Setup & Configuration

- [Configure Voicemail](#)
- [Check Your Voicemail](#)
- [Sign In to Teams Desktop](#)
- [Setting Up Audio](#)
- [Setting Up Delegates](#)
- [Adding Emergency Location](#)
- [Obtaining an IP Address for Phone](#)

## Contacts & Blocking

- [Contacts](#)
- [Block a Number](#)

## Quick Guides

- [Quick Reference Guide](#)
- [Logging In and Out of Call Queues](#)