Voice - Teams

Last Modified on 05/28/2024 3:04 pm EDT

MultiLine Voice Calling - Microsoft Teams Connector

Read on to learn about making MultiLine calls in Microsoft Teams.

Overview

If your organization is using MultiLine for Microsoft Teams, you can make and receive calls to your MultiLine number directly within Microsoft Teams.
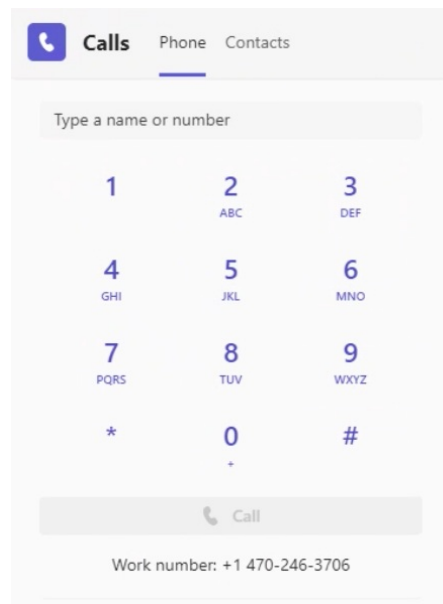
Before you start

- MultiLine Voice for Microsoft Teams is not available by default; your organization has to set it up for you to use it.
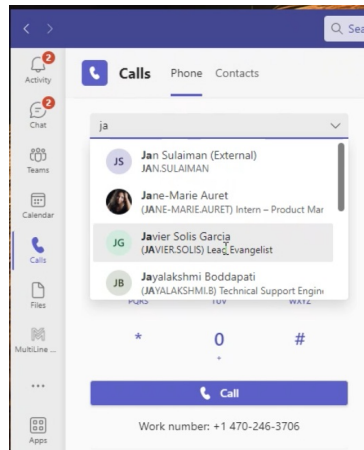
MultiLine Calling in Teams

You'll begin your call using the normal calling feature in Teams. The interface is mostly the same except you will have the MultiLine dialer available.

1. Go to the **Calls** tab.
2. Begin typing a name or number into the dialer.

- As you type, matches from your contacts may appear. *For more information on adding Contacts in Microsoft Teams, see [View or Add Contacts in Teams [External Link]](https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.)* [↗].

MultiLine Voicemail - Microsoft Teams Connector

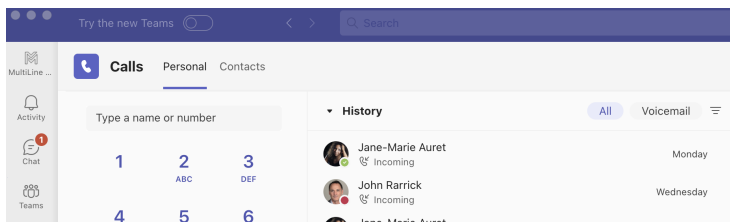Read on to learn about listening to voicemails in Microsoft Teams connector.

Overview

You can listen to voicemails in Microsoft Teams connector. To set your voicemail message, use the MultiLine mobile app.
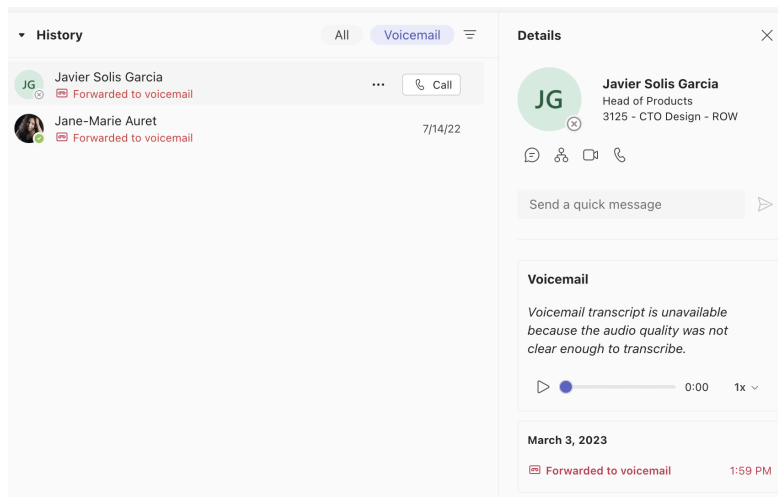
Listen to voicemail

You can listen to voicemails from the Voicemail tab in your call history.

1. Go to **Calls** and select **Voicemail** from the **History** menu.

2. Select the log to access the **Details** panel.

3. Select the **Play** icon under the voicemail transcript to listen to the message.