

If your Erie's Public Schools account has **Teams Voice Calling** enabled, you can make and receive phone calls directly from the **Microsoft Teams** application.

Open Microsoft Teams:

1. Launch **Microsoft Teams** from the desktop application, or
2. Open your web browser to **<https://teams.microsoft.com>** (If necessary, sign in using your Erie's Public School account credentials).

Accessing the Calls Tab:

1. Click on the **Calls**  icon from the left sidebar.
2. If you do not see the **Calls** icon from the sidebar, click on the **View More Apps**  icon.
3. From the **Calls** window, you will see your **Dial Pad**, **Contacts**, **Recent Calls** and **Voicemails**.

Making a Call:

1. Click on the **Calls**  icon from the left sidebar.
2. Type a name or number on the dial pad, and then click **Call** when you are ready.

You can also make calls from your contact list or directly from a chat by selecting the phone icon.

Receiving a Call:

When receiving a call, click **Accept with Audio**  to answer with audio only, **Accept with Video**  to accept the call and enable video or **Decline Call**  to reject the call.

In-Call Options:

During a call, you can place the call on **Hold**, **Transfer** the call, **Record** or **Transcribe** the call, **Add Participants** to the call or **Leave** the call using the **Call Control Bar**.



Call History and Voicemail:

1. From the **Calls** tab, you can use **History** view recent calls (All, Missed, Incoming, Outgoing) or listen to your Voicemail messages.
2. Click on one of your recent calls to view options for **Call Back**, **Remove from View**, etc.

Troubleshooting:

If your account does not have the **Call**  icon on the sidebar or the **Dial Pad** available, please contact the IT Department via phone (814-874-6181) or email (epssupport@eriesd.org).