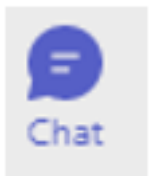# Microsoft Teams - How to start a voice/group or video call

Starting your voice call

From the left-hand menu select the chat icon

Then select the new chat Icon at the top of the chat menu.

Search for the name of the person you want to call by either their name or their email address. Please note: Voice calls can only be made to staff within the NHS

If creating a new group call, click on the down arrow on the right-hand side of the **To** field.

Add the groups name to the group field. Name the chat to reflect its purpose.

Add recipients to the chat via the **To:** field.

Click into the Type new message box at the bottom of the screen.

You will see 2 new icons appear at the top right of your screen a telephone handset and a video camera, by clicking on the handset icon, you will start a voice call

To end your call, click on the red leave button at the top of your screen.

Once you have completed your call you will see that there is now new chat history in your chat column.

To ring that individual/group again, just go back into the chat menu and go to the top right of the screen and select the handset.

Starting your video call

Search for the name of the person you want to call by either their name/email address, or by selecting the individual/group from your chat menu.

Select the camera icon by clicking this you will start a video call

During the video call to turn off your video or mute yourself click either the camera or Mic button, a white line through the icon confirms this.
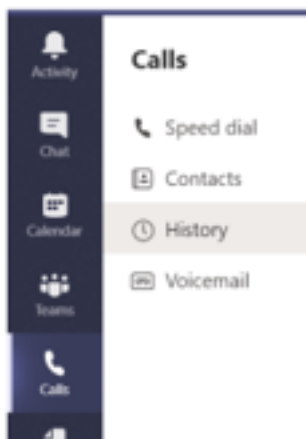

To invite someone into your ongoing call or to view all participants select the

People option from the menu at the top of your screen,

You can also chat message and share documents etc through the calls chat function next to the people icon.

Call history this can be found via the calls tab on the left-hand menu, this will show your missed and incoming/ outgoing calls