

# Microsoft Teams Phone Training

*March 27, 2024*



**Enterprise Information  
Technology Services  
UNIVERSITY OF GEORGIA**

# Desktop

The **Calls** landing page will display speed dial and suggested contacts. This will also include any speed dial groups you have created.

Use the menu in the upper-left corner to access contacts and the calls landing page.

The screenshot displays the Microsoft Teams 'Calls' landing page. The interface is divided into several sections:

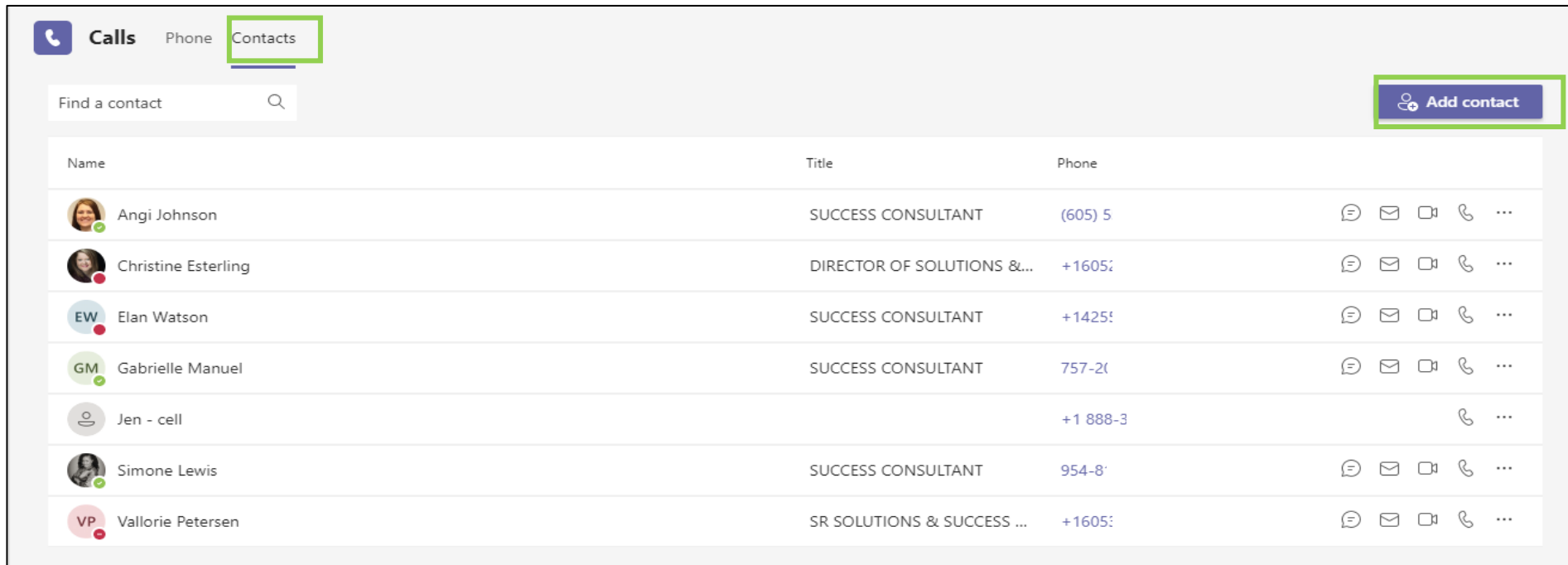
- Left Navigation Pane:** Contains icons for Activity, Chat, Teams, Calendar, Calls (highlighted), Files, and Apps.
- Top Bar:** Shows 'Calls' with sub-tabs for 'Phone' and 'Contacts'.
- Speed Dial:** A grid of numbers 1-9, \*, 0, and # with corresponding letters (e.g., 1-ABC, 2-DEF, etc.). A 'Call' button is at the bottom.
- Parked calls:** A section for managing parked calls.
- Call History:** A list of recent calls with columns for contact name, status (e.g., Incoming, Outgoing), duration, and date.
- Contact Groups:** A section for managing contact groups, including 'Speed dial' and 'Other Contacts'.










































# Contacts

**Contacts** are synced with contacts in Outlook or can also be added via Teams.

If enabled with external dialing, storing contacts makes it easy to initiate external calls with one click.



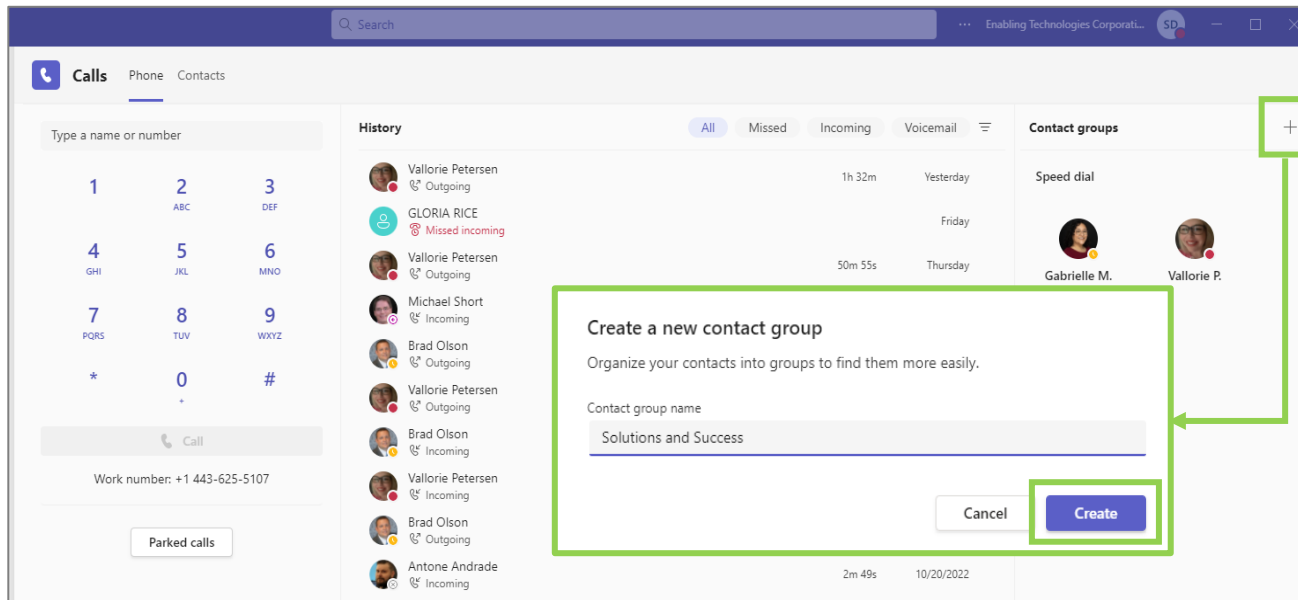
Name	Title	Phone	
 Angi Johnson	SUCCESS CONSULTANT	(605) 5	    
 Christine Esterling	DIRECTOR OF SOLUTIONS &...	+1605:	    
 Elan Watson	SUCCESS CONSULTANT	+1425:	    
 Gabrielle Manuel	SUCCESS CONSULTANT	757-20	    
 Jen - cell		+1 888-3	 
 Simone Lewis	SUCCESS CONSULTANT	954-8	    
 Vallorie Petersen	SR SOLUTIONS & SUCCESS ...	+1605:	    



# Creating Contact Groups

You can create a contact group by navigating to the top right corner in the Teams Calls landing page.

1. Click the plus icon to the right of **Contact groups**. Next enter the name of the group and start adding contacts.



2. You can also create a contact group in the **Chat** page. Next to Chat, click on the carat and select **Contacts**. From there, select **Create a new contact group** and follow the steps to create your custom contact group.



# History

Call **history** will show you all calls received, initiated or missed in the last **30 days**, at least.

Hover your mouse over the call entry line to make the **Call** button and the "... **More Options**" menu appear. More options include:

- ✓ Call back
- ✓ Remove from view
- ✓ Chat (only available for internal callers)
- ✓ Add to speed dial
- ✓ Add contact
- ✓ Block (only available for external callers)

The screenshot displays a 'History' window with tabs for 'All', 'Missed', 'Incoming', and 'Voicemail'. The list of calls includes:

Caller	Direction	Duration	Date/Time
Christine Esterling	Incoming	1m 12s	Friday, 4:47 PM
Gabrielle Manuel	Outgoing	3m 33s	5/10
ACCINELLI JAMES	Incoming		
Gabrielle Manuel	Incoming	12s	4/30
Gabrielle Manuel	Incoming	33s	4/30
Vallorie Petersen	Outgoing	49s	4/27
Vallorie Petersen	Incoming	25s	4/22
Gabrielle Manuel	Incoming	9m 52s	4/20
Angi Johnson	Incoming	54s	4/20
Gabrielle Manuel	Outgoing	34s	4/20
Vallorie Petersen	Incoming	37s	4/19
Vallorie Petersen	Incoming	1m	4/16
Christine Esterling	Incoming		

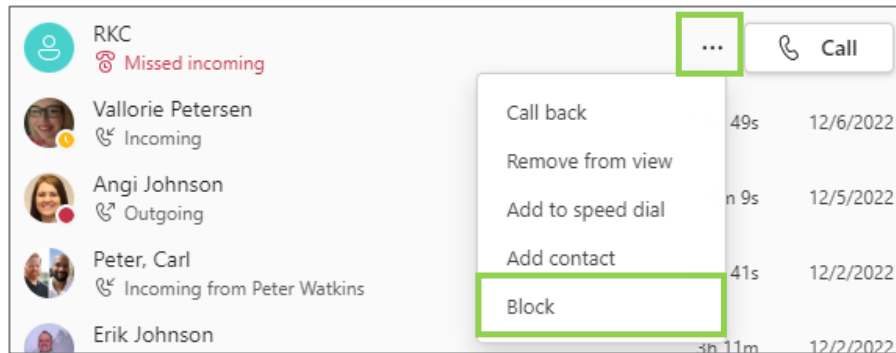
The 'More Options' menu for the ACCINELLI JAMES entry is open, showing options: Call back, Remove from view, Add to speed dial, Add contact, and Block. The 'Call' button is also visible next to the entry.



# Blocking Unwanted Calls

## Blocking Unwanted Calls

1. In your **Call History** click the ellipsis next to the unwanted call/number and select **Block**.

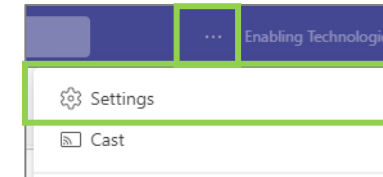


2. The number will be added to your blocked list in Settings.

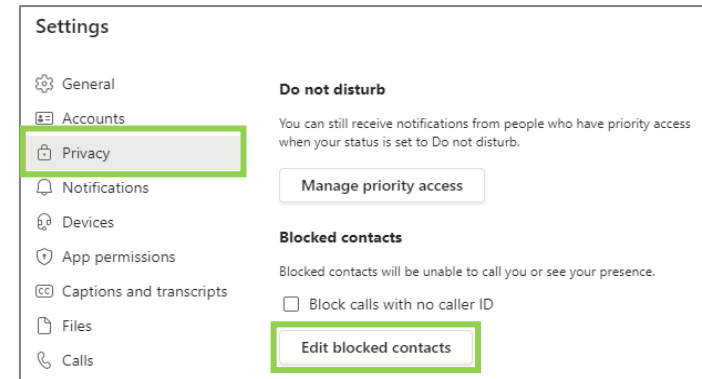
**Note:** You can only block External callers.

## Managing Blocked/Unwanted Calls

1. Click **Settings**, then **Privacy**.



2. In privacy, click **Edit Blocked Contacts**.



3. To unblock a call/number, simply click **Unblock**.



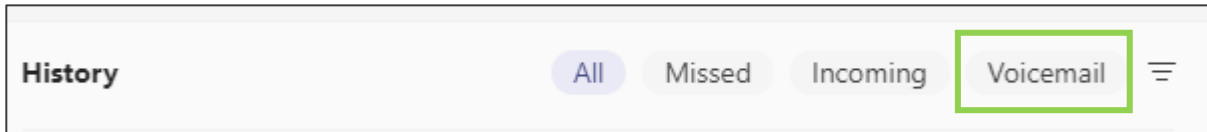
A large, solid red shape on the left side of the image, resembling a shield or a rounded rectangle with a curved bottom edge. It is positioned against a black background.

**Voicemail**

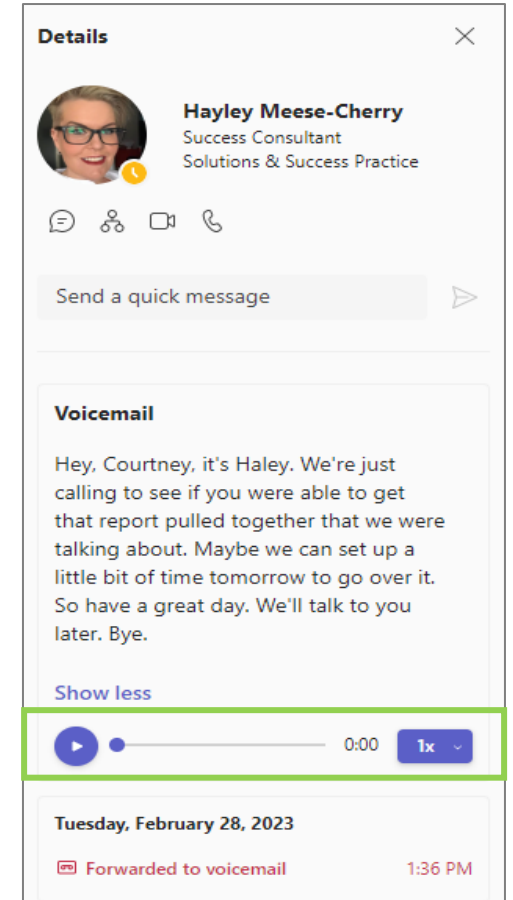
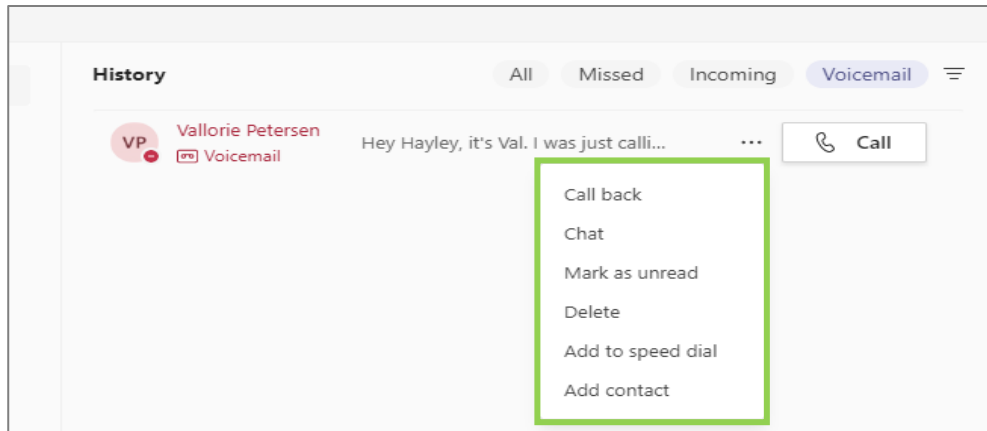
# Voicemail

**Voicemails** received will be stored in the Calls app in Teams.

1. Select the voicemail menu in the History section and click a message to play the message and display additional information in the **Details** pane shown to the right.



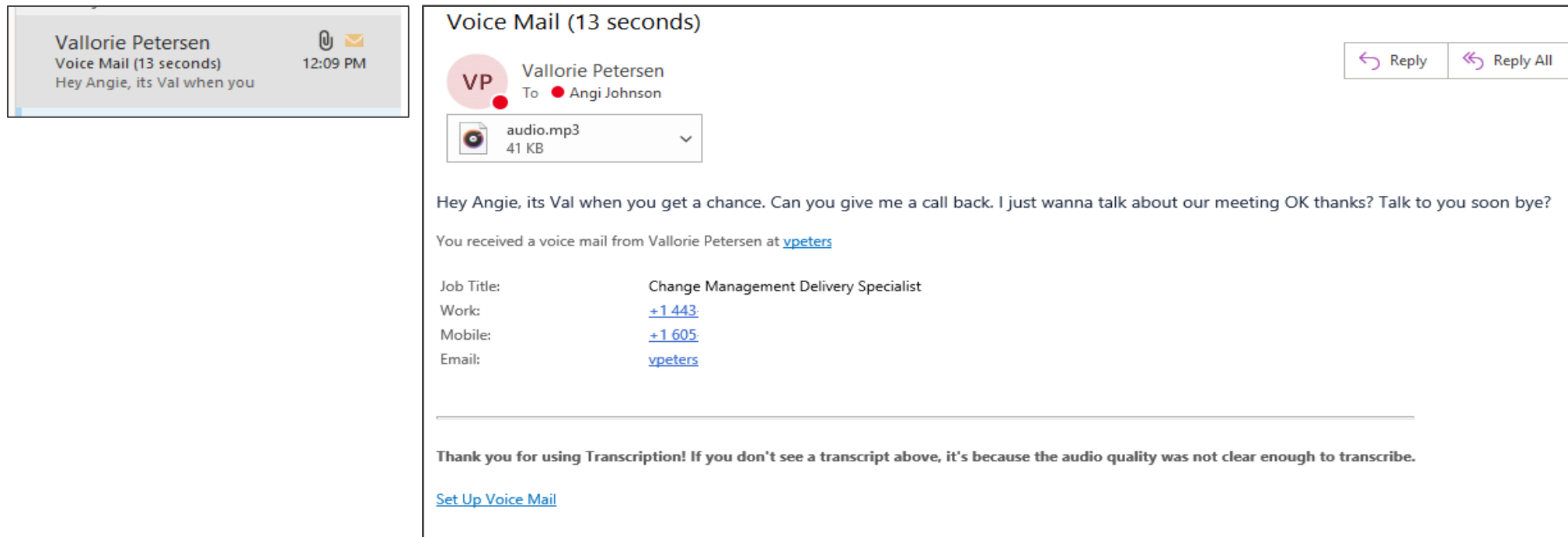
2. From the **More Options** menu you can return the call, initiate a chat (if internal caller), manage the message, or add the caller to your contacts.





# Voicemails in Outlook

A copy of each voicemail will also be sent to Outlook. Open the Outlook message to read or listen to your voicemails.  
Note: Deleting a voicemail message from Outlook will also delete it from your Calls app and vice versa.



The screenshot shows an Outlook interface for a voicemail message. On the left is a preview pane with the sender's name, duration, and a snippet of the message. The main pane shows the full message details, including the sender's profile, recipient, an audio attachment, the message body, contact information, and a transcription notice.

**Preview Pane:**

- Vallorie Petersen
- Voice Mail (13 seconds)
- Hey Angie, its Val when you
- 12:09 PM

**Main Message:**

- Subject:** Voice Mail (13 seconds)
- From:** Vallorie Petersen (VP)
- To:** Angi Johnson
- Attachment:** audio.mp3 (41 KB)
- Body:** Hey Angie, its Val when you get a chance. Can you give me a call back. I just wanna talk about our meeting OK thanks? Talk to you soon bye?
- Transcription:** You received a voice mail from Vallorie Petersen at [vpeters](#)
- Contact Info:**
  - Job Title: Change Management Delivery Specialist
  - Work: [+1 443](#)
  - Mobile: [+1 605](#)
  - Email: [vpeters](#)
- Footer:** Thank you for using Transcription! If you don't see a transcript above, it's because the audio quality was not clear enough to transcribe. [Set Up Voice Mail](#)



A large, solid red shield-shaped graphic is positioned on the left side of the image. It has a pointed bottom and a curved top edge.

**Calling**

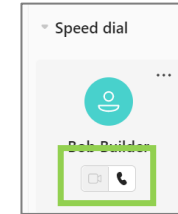
# Emergency Calls

- Because of the mobile nature of Teams Phone, we recommend that you do not call 911 from the Teams app.
- Please dial from your native cellphone dialer for best response times.



# Initiate a Call

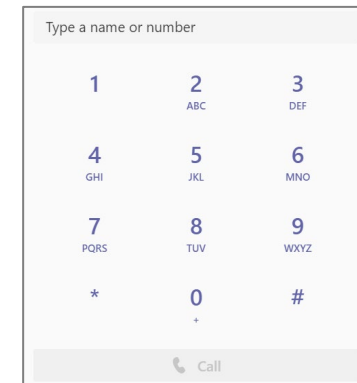
1. Video and audio icons allow you to initiate a call **from Contacts or Contact Groups** with one click.



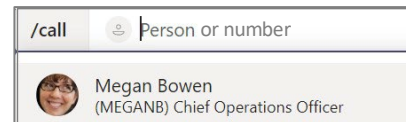
2. Escalate any **chat** to a video or audio call.



3. The **dial pad** feature will accept a phone number that is copied and pasted to initiate a call. You may also click the numbers in the dial pad or type a number using the keyboard.



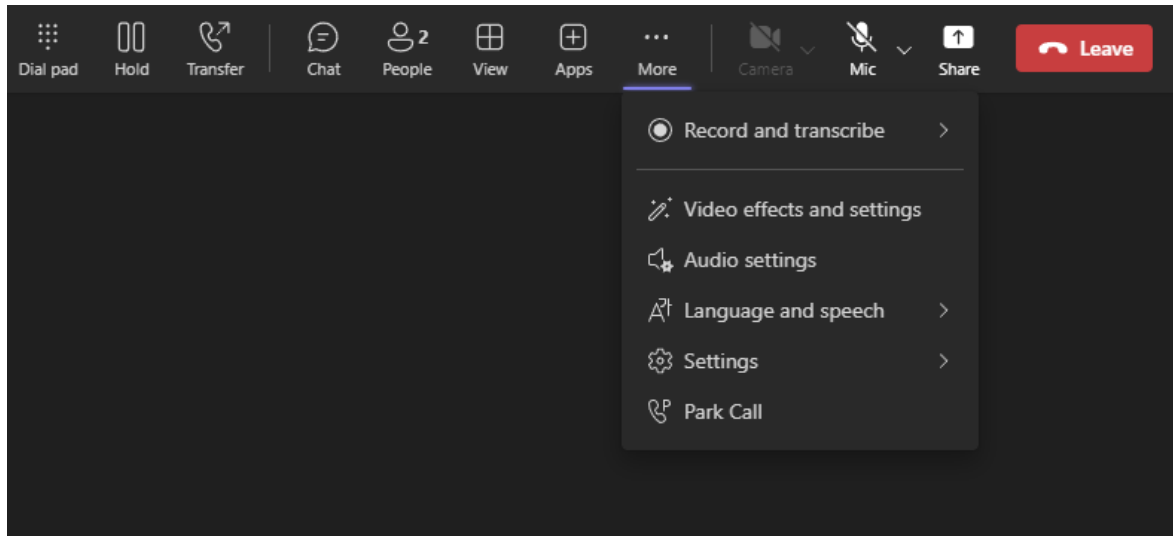
4. Use the **/call** command from the search field to make a call no matter where you're working in Teams.



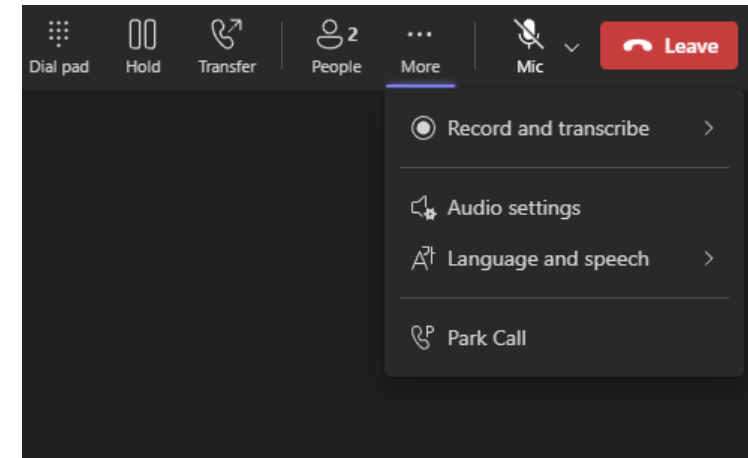
# Call Controls

Call controls will appear slightly different if you are making an external call versus an internal call.

## Internal (Teams to Teams)

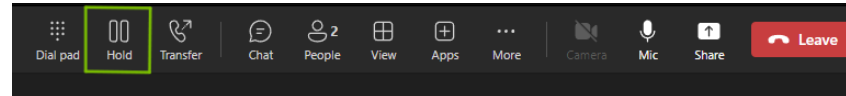


## External

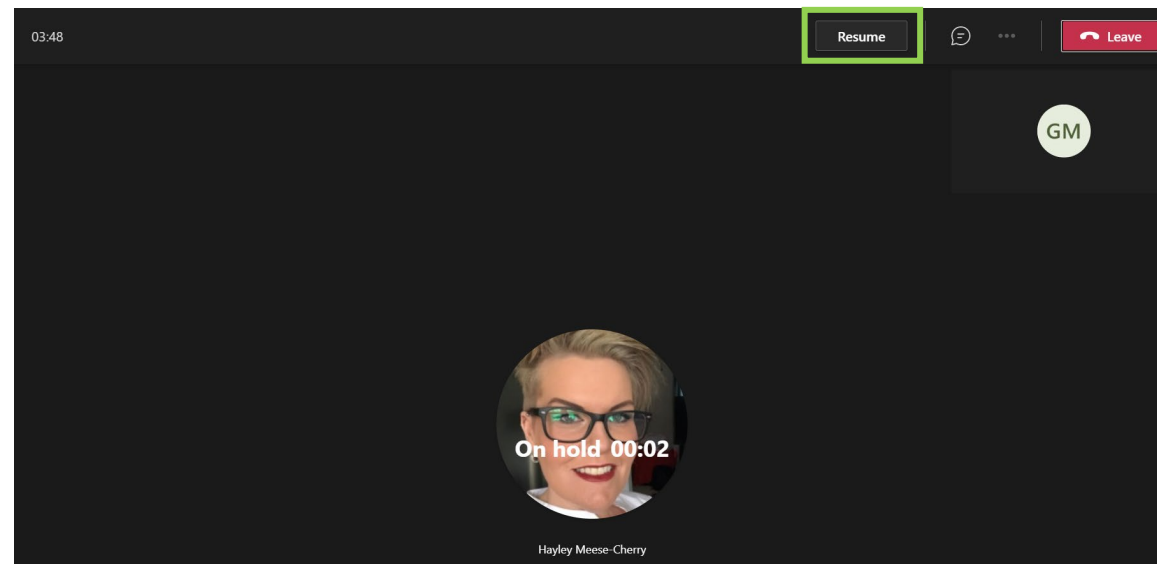


# Hold

1. Place a call on **Hold** from the more options menu.



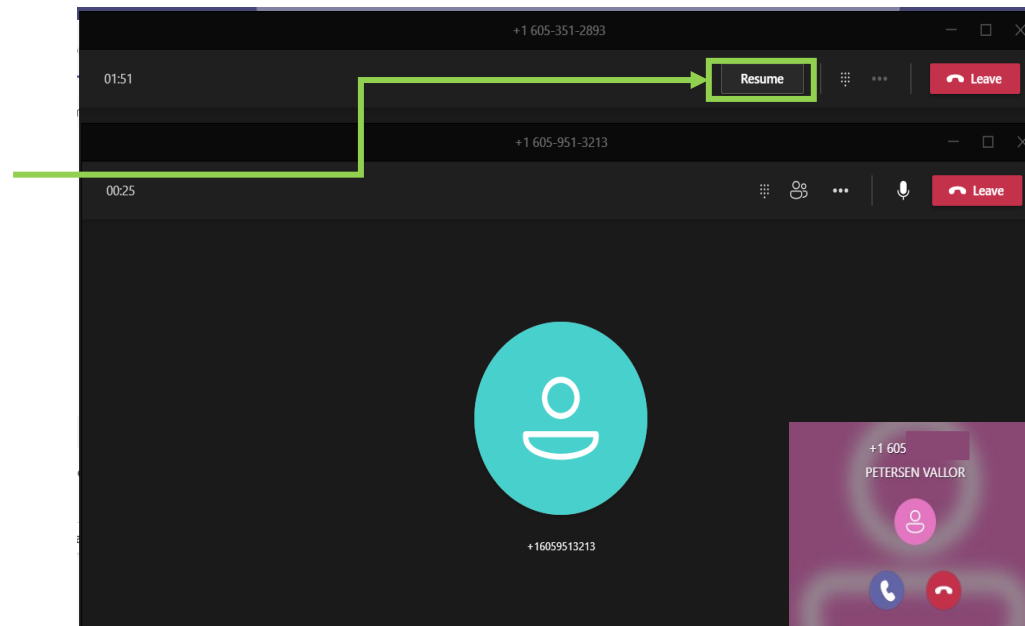
2. After placing a call on hold, you will either see a **Resume** in the control bar or on the main call screen.



# Multiple Calls Navigation

While only one call can be active at a time, you can toggle between multiple calls. If you accept an incoming call while on an active call, that active call will be automatically placed on hold, and the new call (if answered) will display in a separate call window. The call window(s) remain active until you select the Leave option, or the caller hangs up.

After placing a call on hold, you will see **Resume** in the control bar or on the main call screen. Click this to retrieve calls that have been hold.



Original call window, on hold if second call answered

Second incoming call window, **active** when answered.

Third incoming call

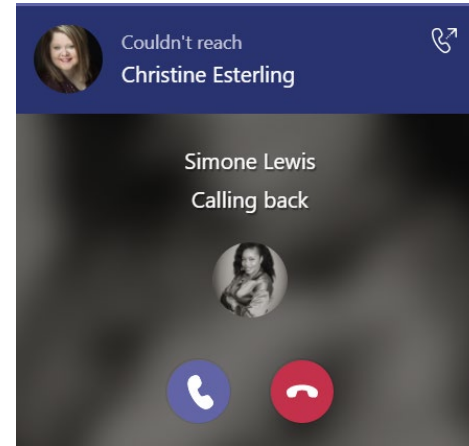
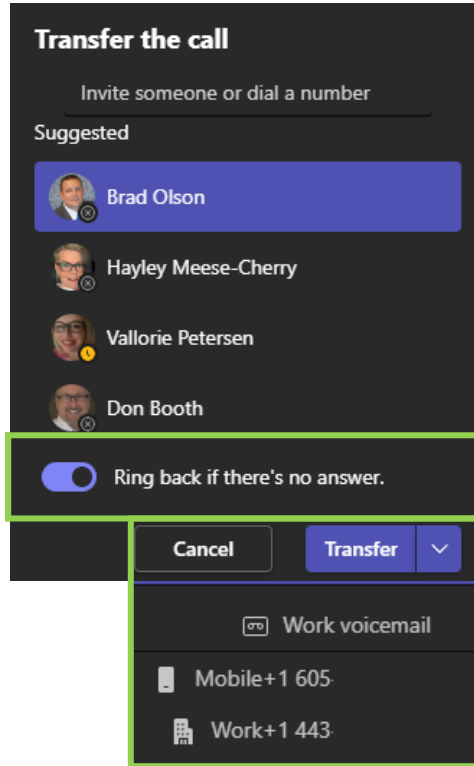
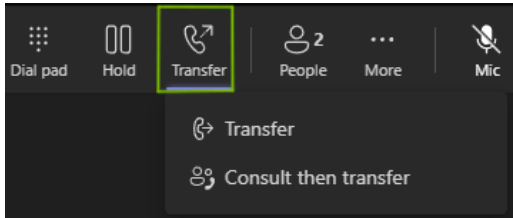
## Declined Calls Note:

When a call is declined, the call will follow the call answering rules that have been established in settings. Additionally, the caller will not know their call has been declined. The caller will hear the standard number of rings before being redirected.

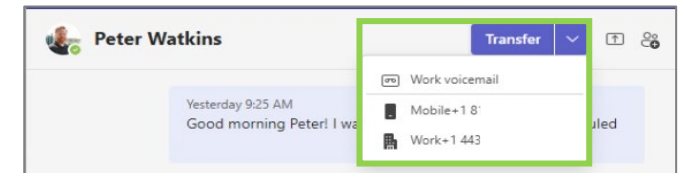
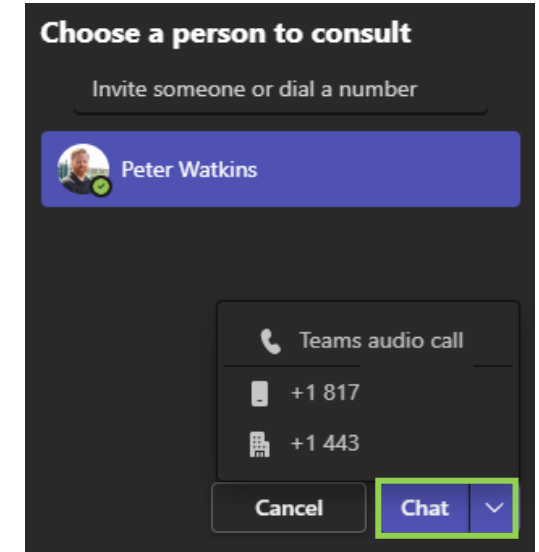


# Transfer

You can choose between a blind and consultative transfer from the more options menu.



*Ring back if there's no answer is only available when transferring the call Teams-to-Teams.*

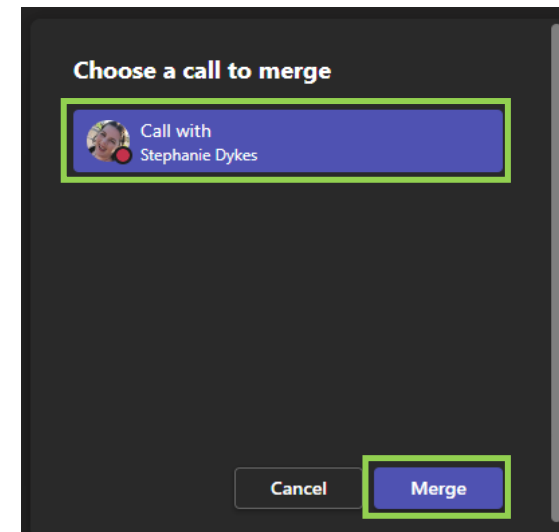
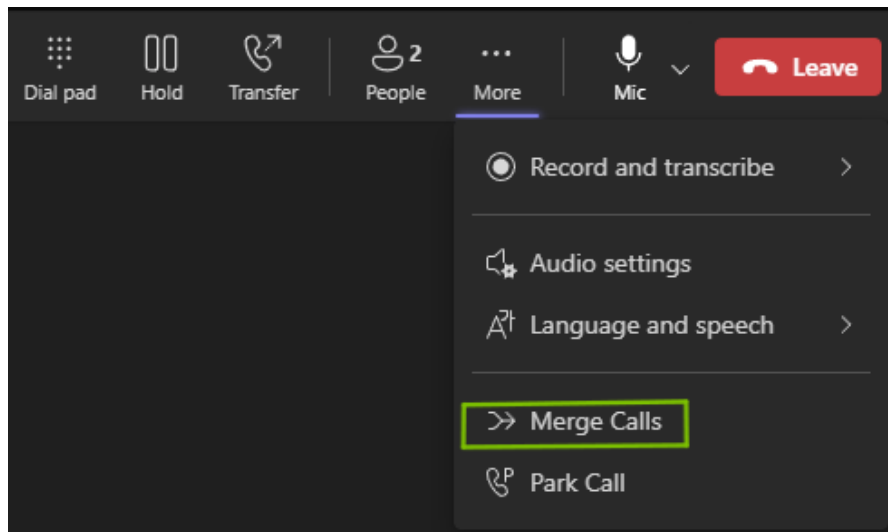




# Call Merge

Whether you have received a new call while actively on a call, or if you have made a second outgoing call, the **Call merge** feature will allow you to merge these two calls into one.

1. From the active call, access the ellipsis and select **Merge Calls**.
2. A new window will appear allowing you to choose which call to merge. Select the other caller and click **Merge**.



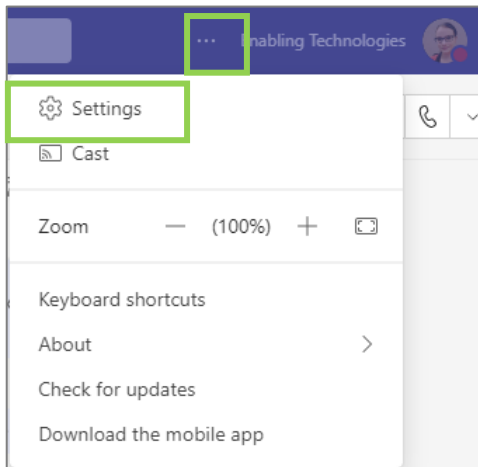


# Call Settings

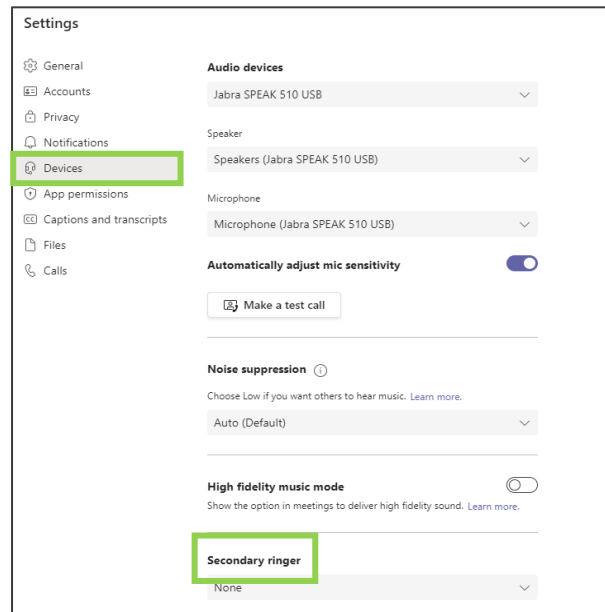
# Create a Secondary Ringer

The Secondary Ringer feature will be helpful if you take your headset off and still need to hear an incoming call. This will enable your headset **and** your computer to ring when a call comes in.

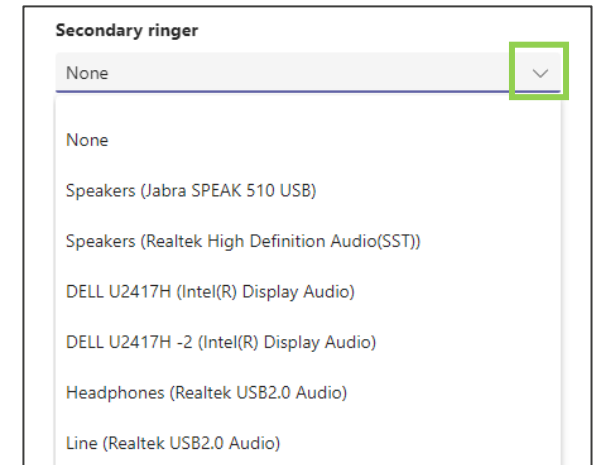
1. Navigate to Settings by clicking the **ellipsis** in the top, right of your screen and select **Settings**.



2. Next tap **Devices** and then select the drop-down under **Secondary Ringer**



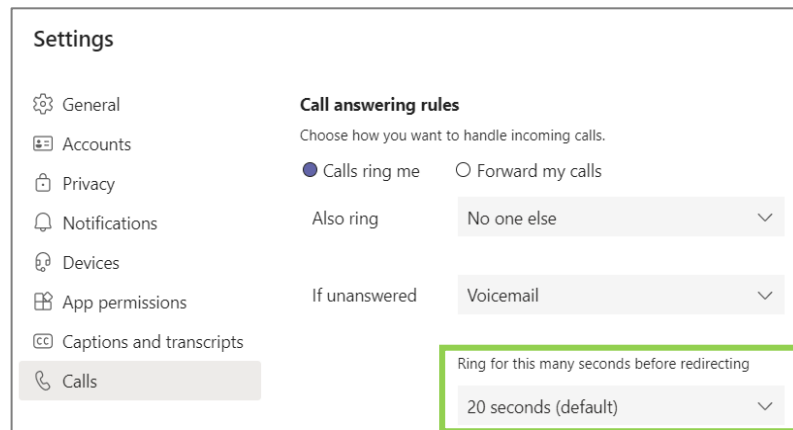
3. Under Secondary Ringer, click the **drop-down arrow** to choose where you would also like your ringtone to sound when receiving a call.



# Call Answering Rules

Call answering rules can be set up to forward calls or also ring a peer or alternate phone number.

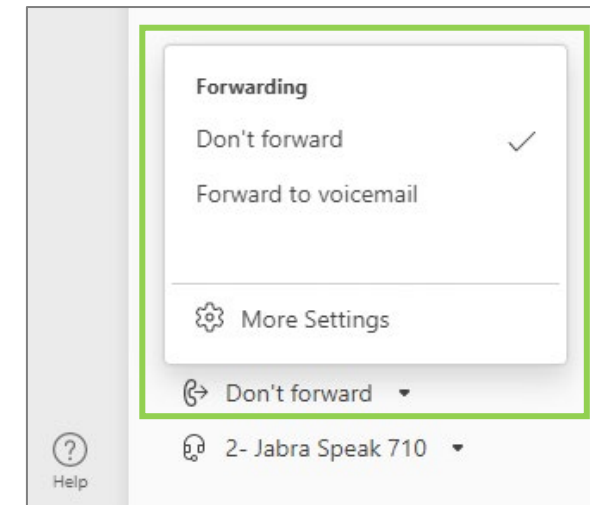
1. Adjust how long the phone rings before redirecting.



2. A forwarded call will have a banner at the top of the call notification indicating who is forwarding the call.



3. Quick access to call answering rules are now available by selecting the **Forwarding** drop-down menu in the bottom left corner of your Calls menu.



# Voicemail Configuration

Click **Configure voicemail** to change your voicemail greeting and rules for handling calls that go to voicemail.

The screenshot shows the 'Settings' page with a sidebar on the left containing: General, Accounts, Privacy, Notifications, Devices, App permissions, Captions and transcripts, and Calls. The 'Calls' section is highlighted. In the main content area, under 'Call answering rules', there are two radio buttons: 'Calls ring me' (selected) and 'Forward my calls'. Below these are two dropdown menus: 'Also ring' set to 'No one else' and 'If unanswered' set to 'Voicemail'. At the bottom, there is a 'Ring for this many seconds before redirecting' dropdown set to '20 seconds (default)'. At the very bottom, under the 'Voicemail' section, the 'Configure voicemail' button is highlighted with a green box.

The screenshot shows the 'Voicemail' configuration page. It includes a 'Record a greeting' button, a 'Call answer rules' dropdown set to 'Let the caller record a message', and a 'Greeting language' dropdown set to 'English (United States)'. There is a 'Text-to-speech customized greeting option' section with a toggle and a text area containing a custom greeting. Below that is an 'Out of office greeting' section with a toggle and two checked options: 'When I have an Outlook auto reply' and 'When I have an Out of office calendar event'. A callout box is positioned over the 'Out of office greeting' section, showing the same options with the 'All the time' option unchecked.

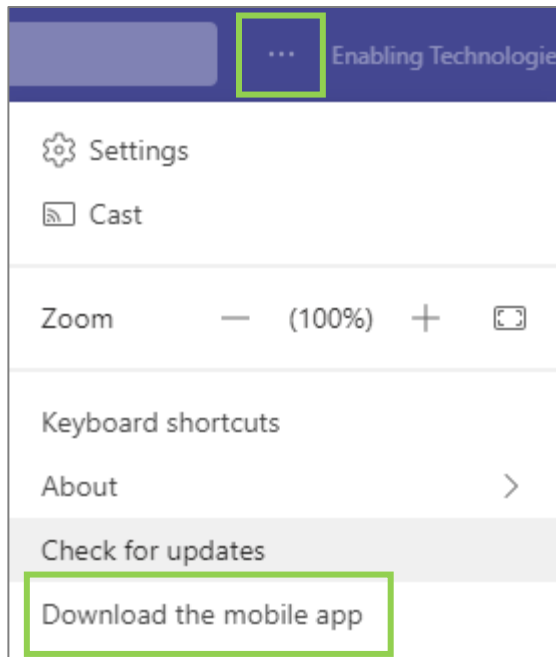


A large red shield-shaped graphic with a rounded bottom, positioned on the left side of the image.

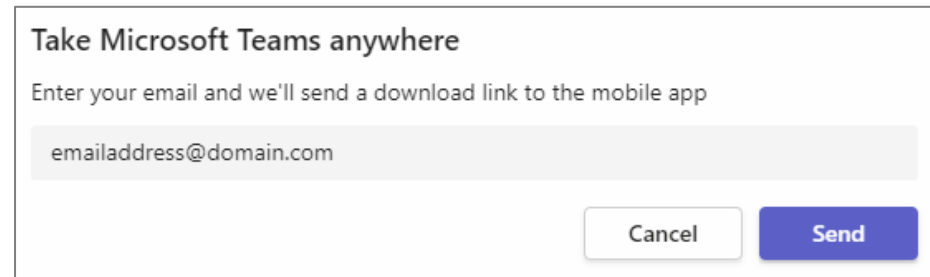
# Mobile App

# Download the Mobile App

1. From the Teams Desktop Application, select the more options button and click **Download the mobile app**.



2. Enter an email address accessible from your mobile device and Teams will send a link to download the mobile app.

A screenshot of the 'Take Microsoft Teams anywhere' dialog box. The dialog box has a title bar that says 'Take Microsoft Teams anywhere'. Below the title bar, there is a text input field with the placeholder text 'Enter your email and we'll send a download link to the mobile app'. The input field contains the text 'emailaddress@domain.com'. At the bottom right of the dialog box, there are two buttons: 'Cancel' and 'Send'.

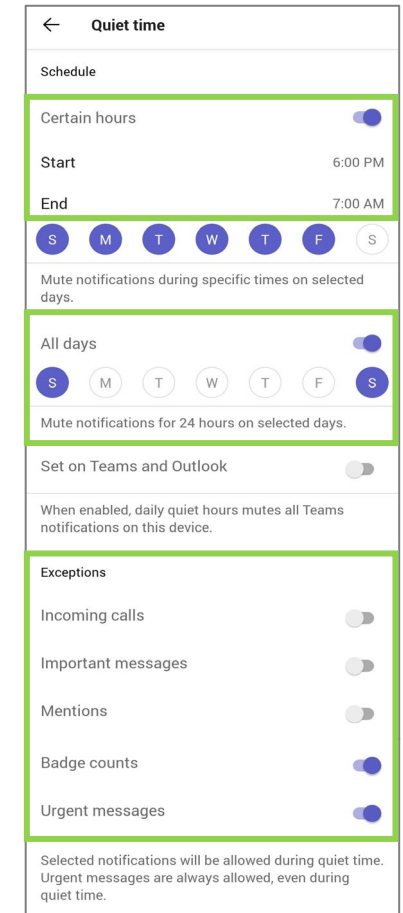
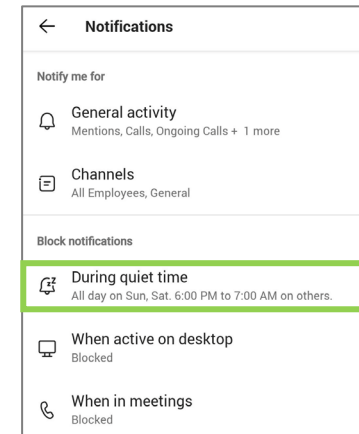
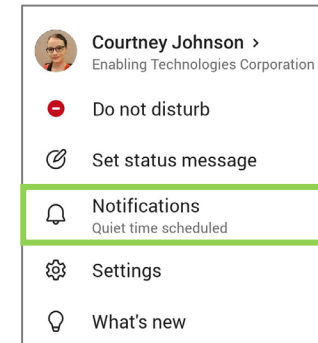
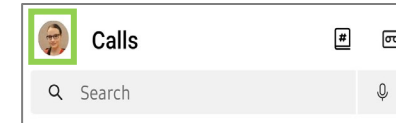
3. Click the emailed link from your mobile device to launch the mobile app store .
4. Use your personal app store account to download the Teams app.
5. Once downloaded, use your work credentials to sign in.



# Schedule Quiet Time

1. Click on your **initials or profile picture** icon in the upper left corner
2. Select **Notifications**
3. Click **During quiet time**
4. Click on the **switch** next to Certain hours
5. Set your **Start** and **End** time,
  - *Notifications from the Teams mobile app will be disabled during these hours every day (calls will still come through)*
6. Select the **Quiet days** for which to block notifications for the whole day
7. If you are an **Android** User, under **Exceptions**, choose which notifications you would like to allow through during your set quiet time.

**Note:** *If you have multiple mobile devices with Microsoft Teams app installed there is no synchronization of quiet hours settings between those clients.*



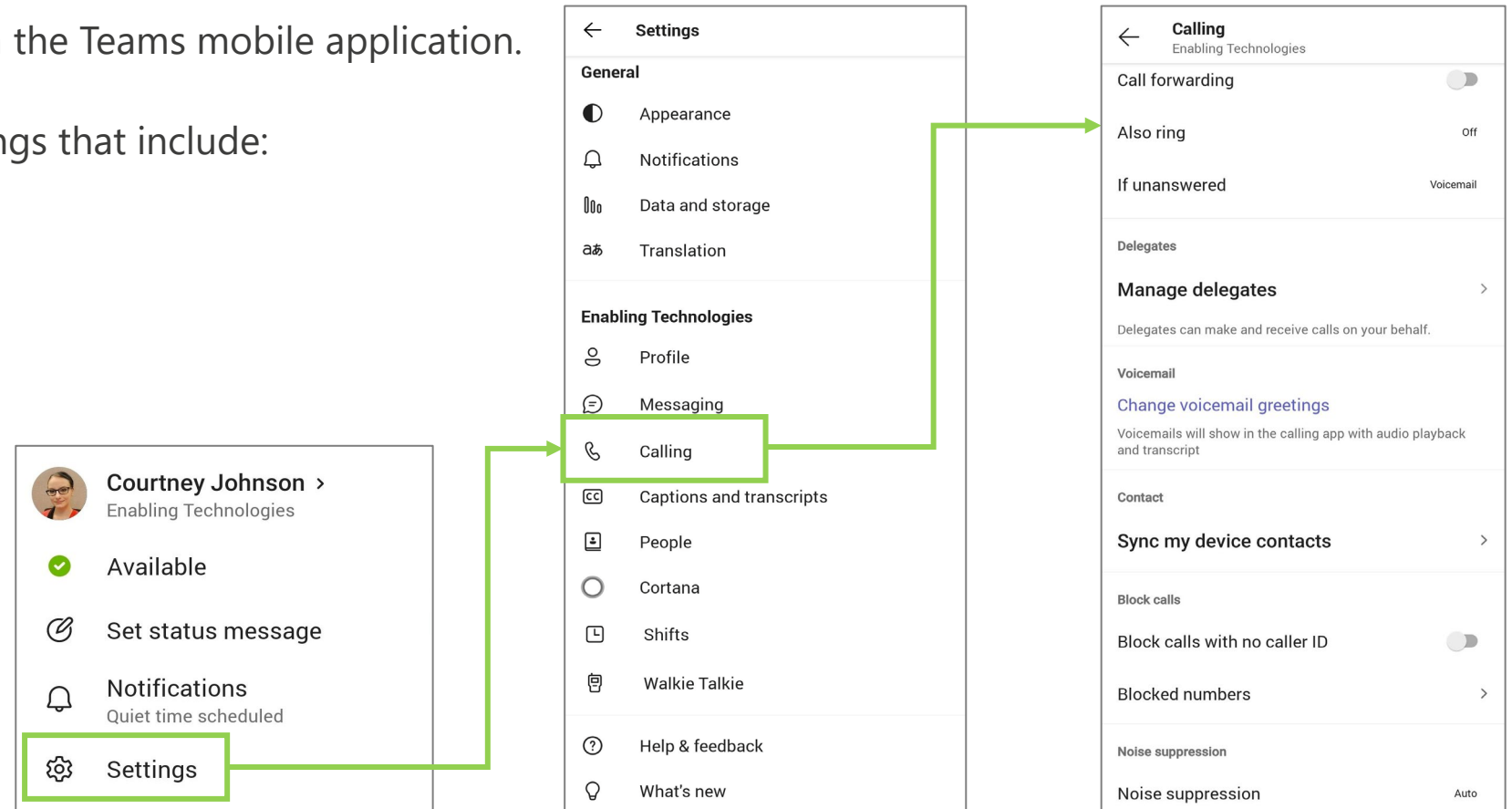


# Mobile App Call Settings

Call settings can also be managed from the Teams mobile application.

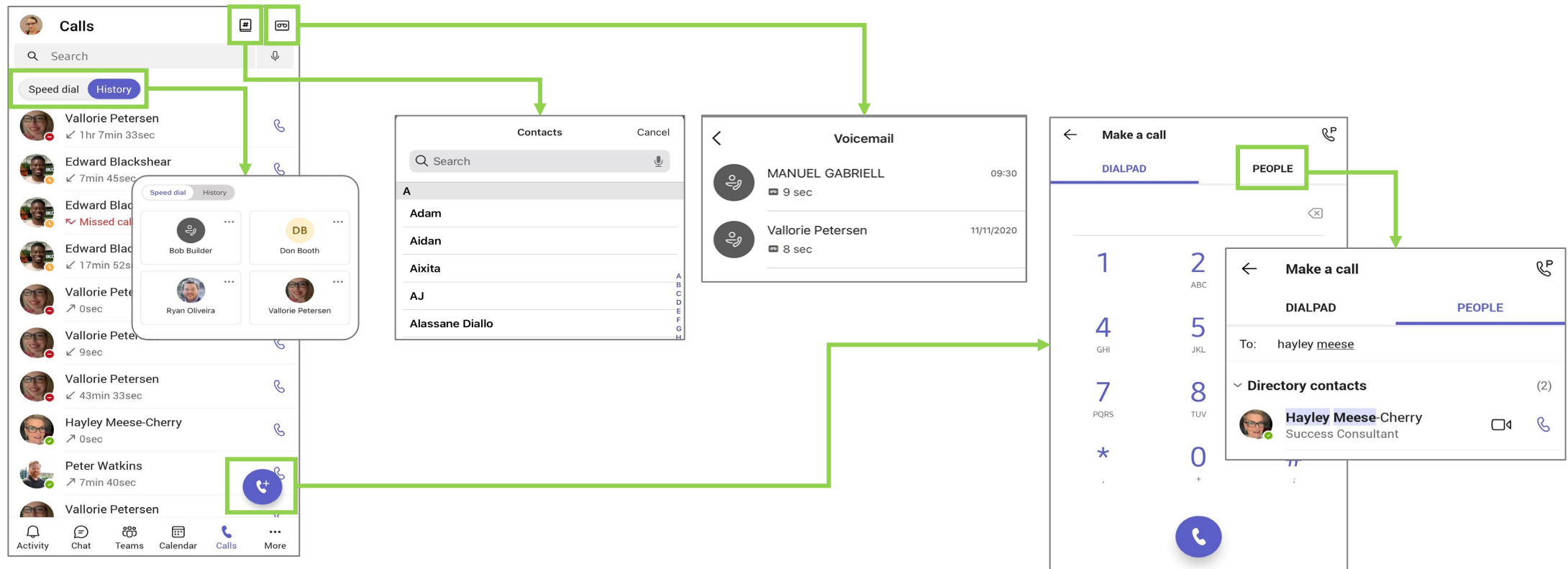
Click **Settings** and **Calling** to find settings that include:

- Call forwarding
- Voicemail configuration
- Blocked numbers
- Call queues



# Teams Calls - Mobile

**Calls** in the mobile app is a consistent experience from the desktop application. Review call history, voicemail, contacts (including device contacts). Initiate calls with a dial pad (if enabled) or dial-by-name.



# Device Transfer

**Meetings** can also be transferred to your mobile application when you need to be on the go during a meeting.

1. Access the **Calendar** in the Teams mobile application and click **Join** for the active meeting you are in.
2. You will be prompted with options to join the meeting, select to **Transfer to this device**.

