Microsoft Teams Phone Training

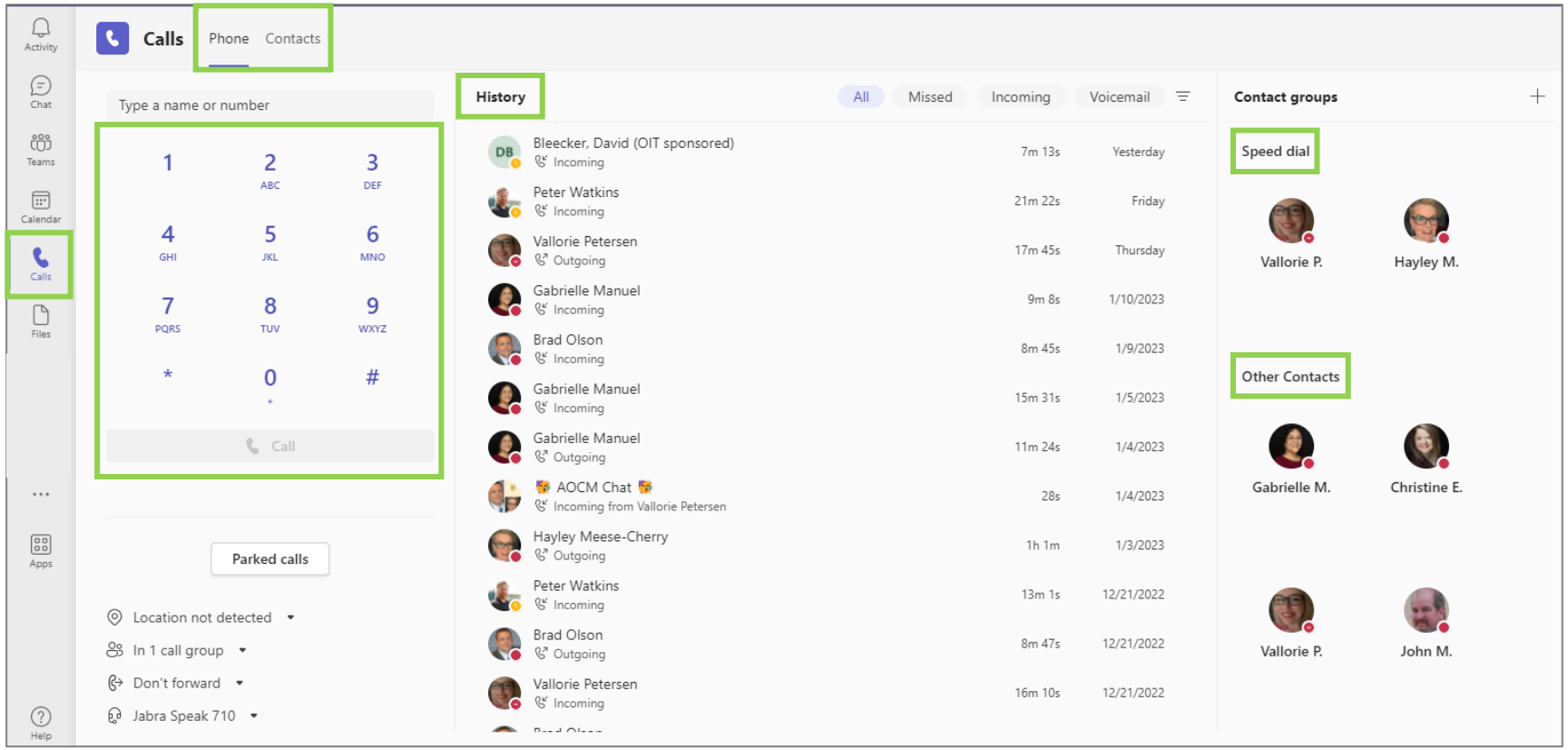
March 27, 2024

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.

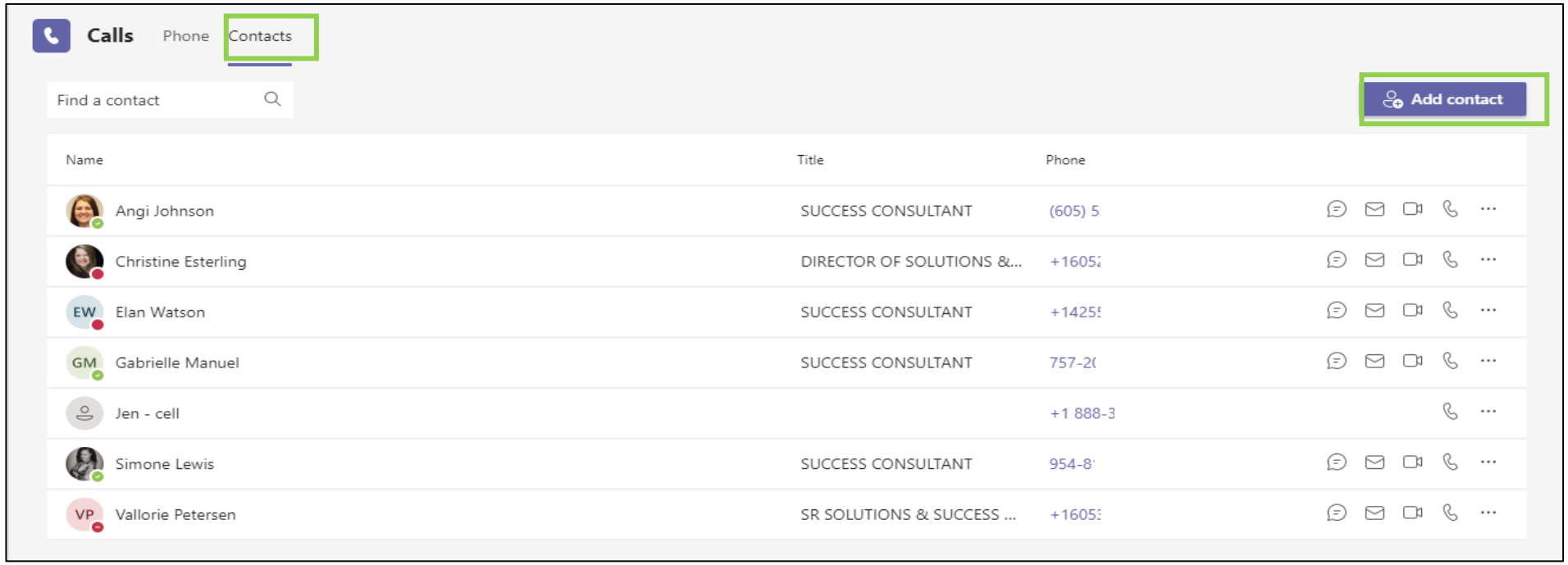
Use the menu in the upper-left corner to access contacts and the calls landing page.



Contacts

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

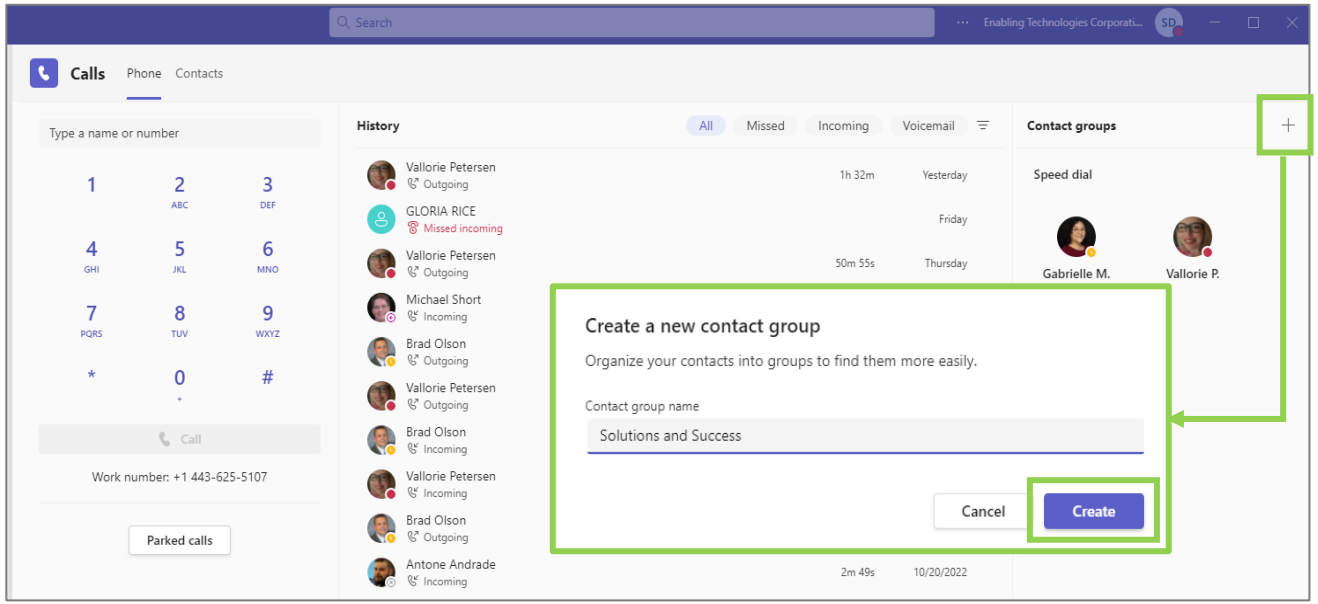
If enabled with external dialing, storing contacts makes it easy to initiate external calls with one click.



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.



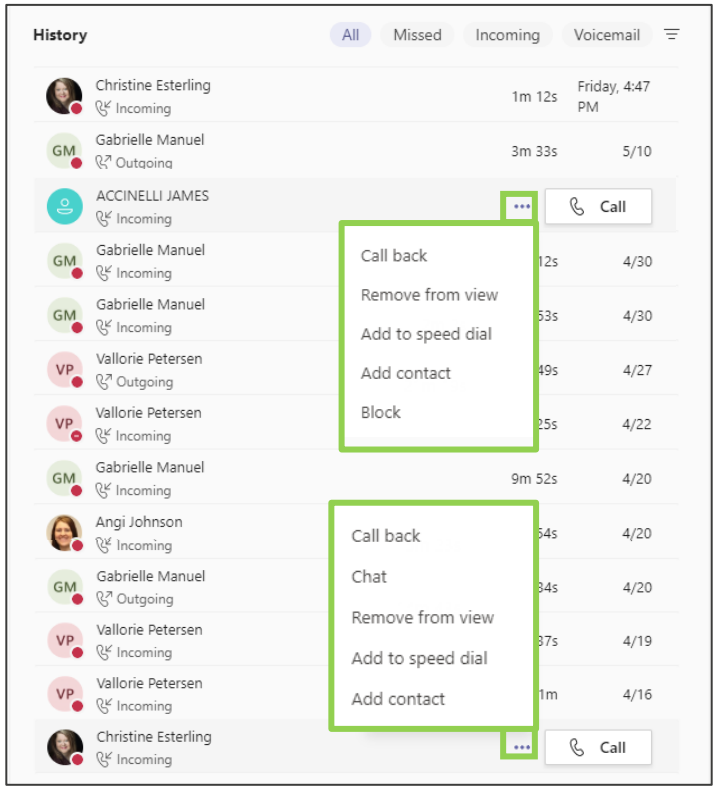
2. You can also create a contact group in the **Chat** page. Next to Chat, click on the carat and select **Contacts**. From there, select **Create a new contact group** and follow the steps to create your custom contact group.

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:

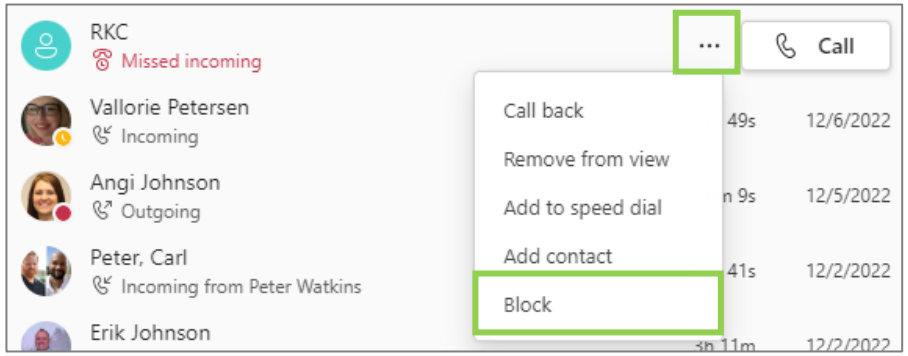
- ✓ Call back
- ✓ Remove from view
- ✓ Chat (only available for internal callers)
- ✓ Add to speed dial
- ✓ Add contact
- ✓ Block (only available for external callers)



Blocking Unwanted Calls

Blocking Unwanted Calls

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

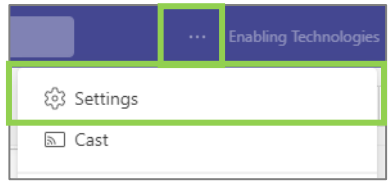


2. The number will be added to your blocked list in Settings.

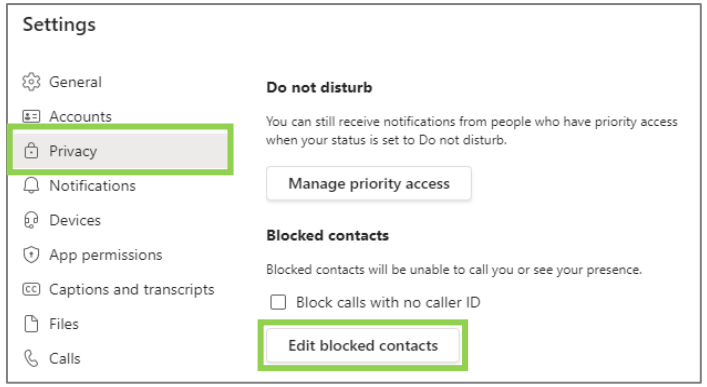
***Note**: You can only block External callers.*

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**.

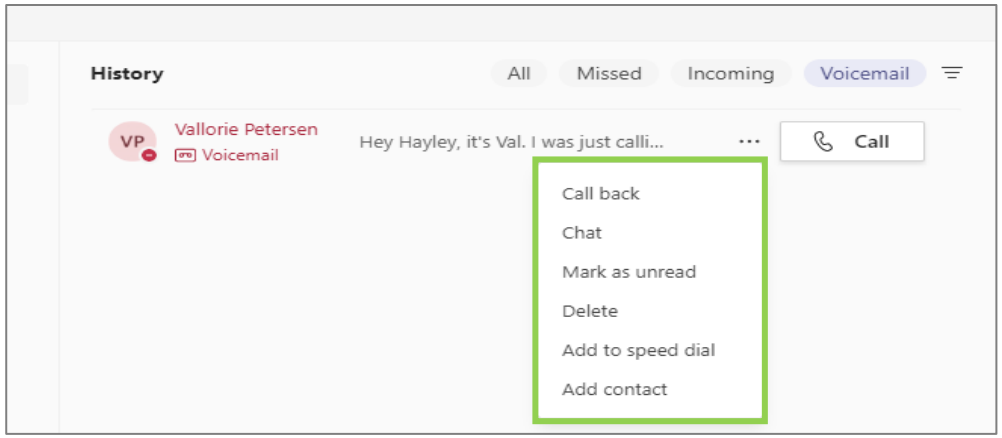
Voicemail

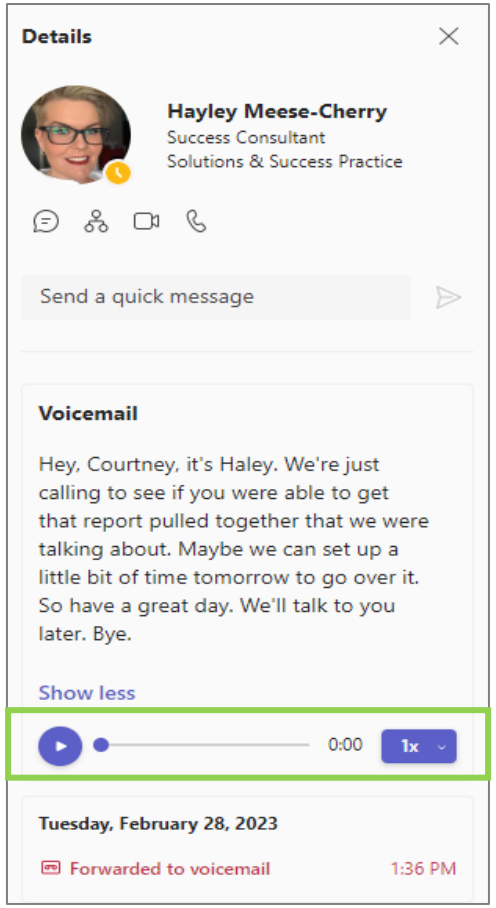
Voicemail

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.

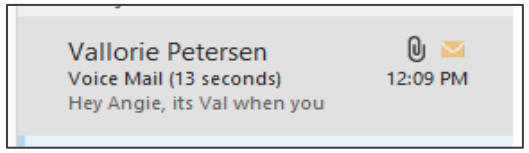
2. From the **More Options** menu you can return the call, initiate a chat (if internal caller), manage the message, or add the caller to your contacts.

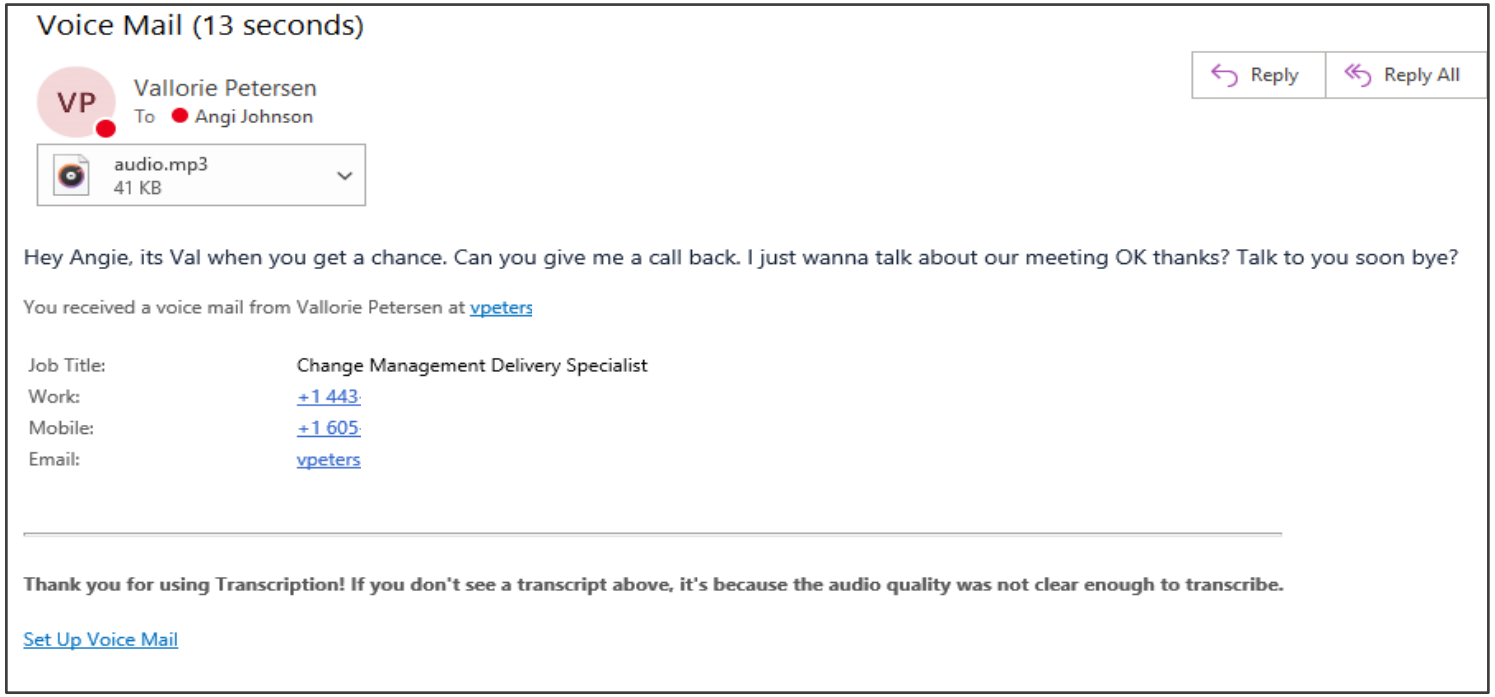




Voicemails in Outlook

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.





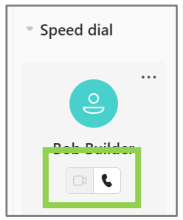
Calling

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.

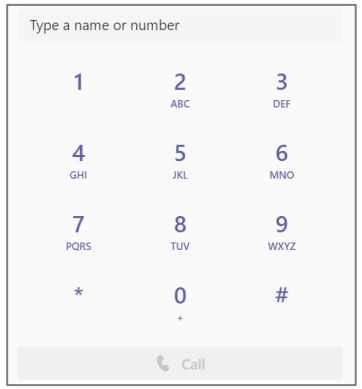
Initiate a Call

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

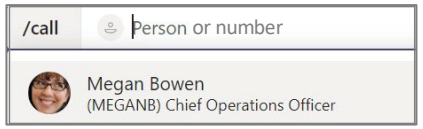


2. Escalate any **chat** to a video or audio call.

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.



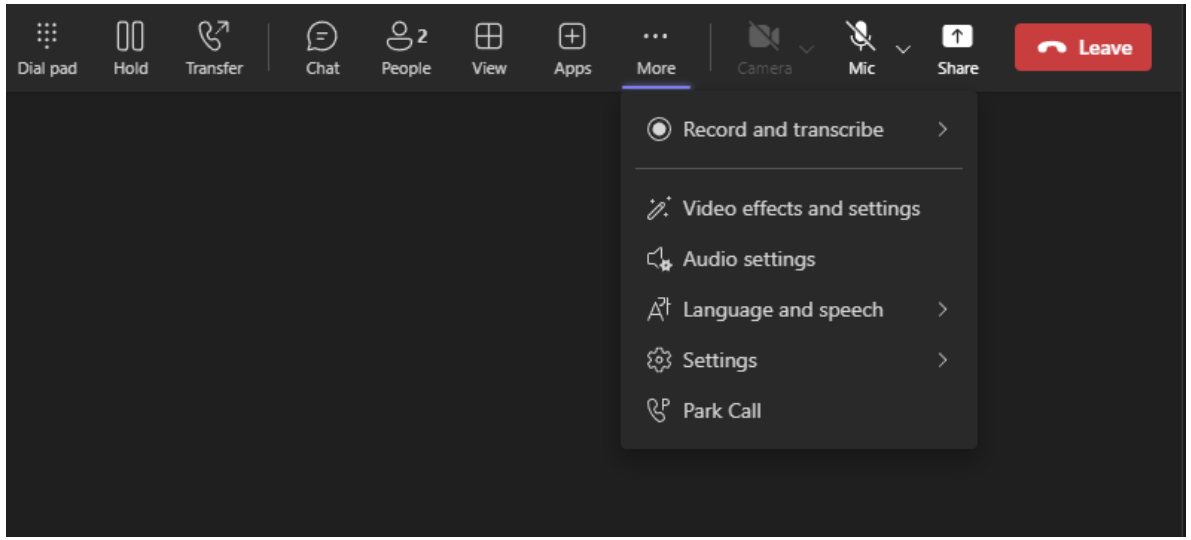
4. Use the **/call** command from the search field to make a call no matter where you're working in Teams.



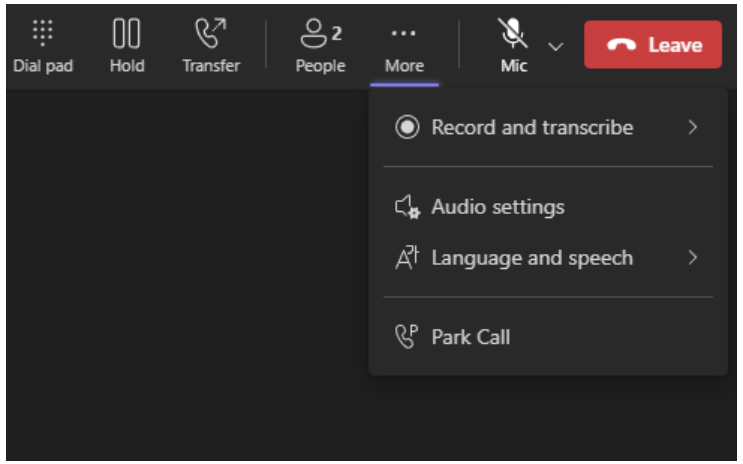
Call Controls

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

Internal (Teams to Teams)

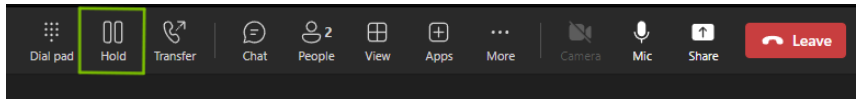


External

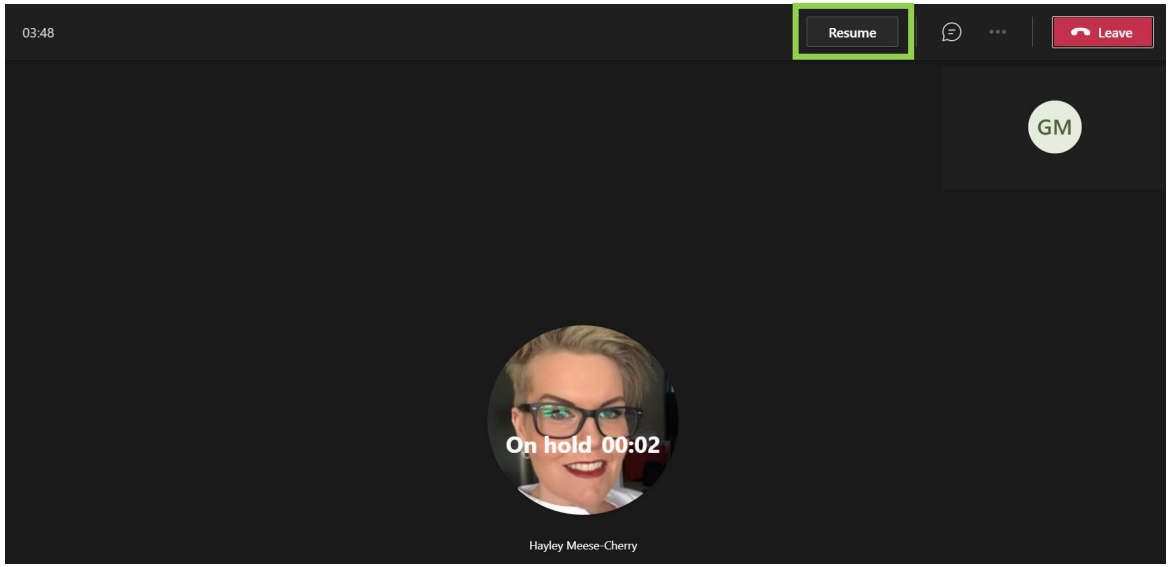


Hold

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



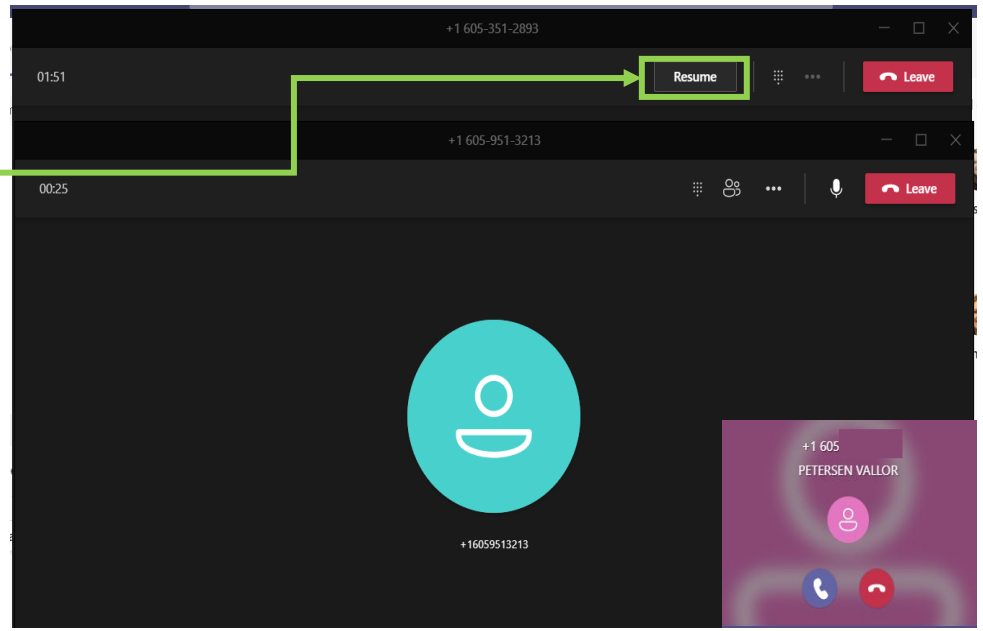
2. After placing a call on hold, you will either see a **Resume** in the control bar or on the main call screen.



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.

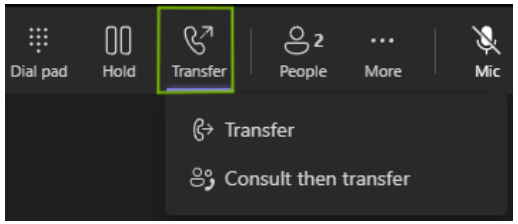
Third incoming call

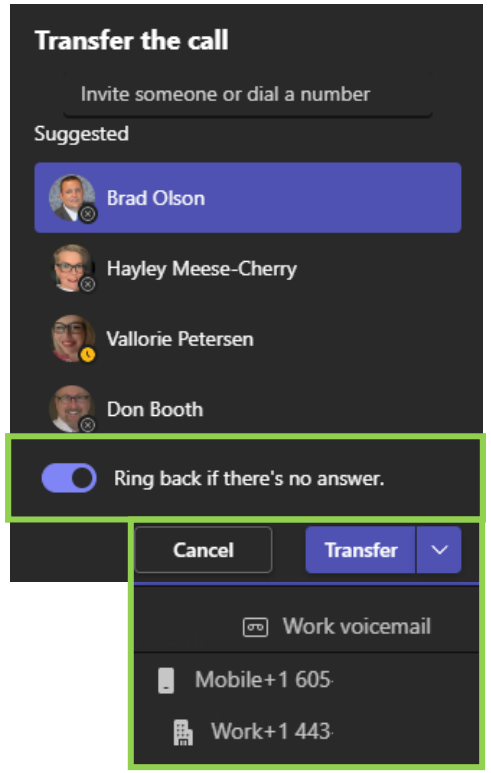
Declined Calls Note:

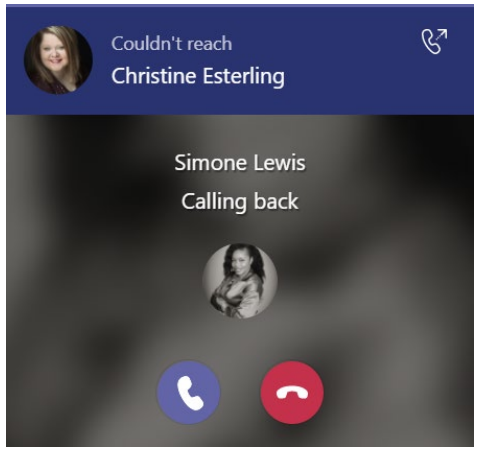
When a call is declined, the call will follow the call answering rules that have been established in settings. Additionally, the caller will not know their call has been declined. The caller will hear the standard number of rings before being redirected.

Transfer

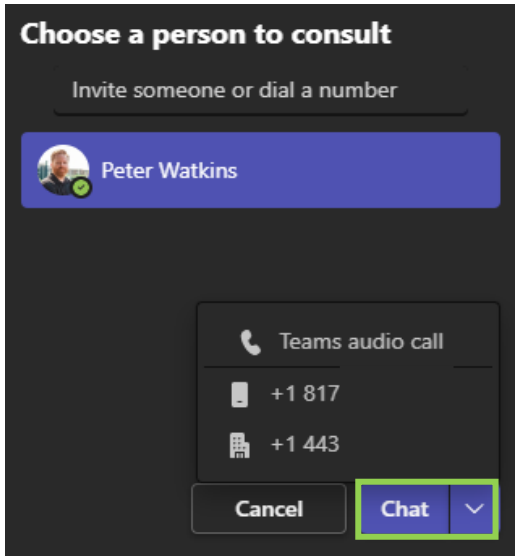
You can choose between a blind and consultative transfer from the more options menu.

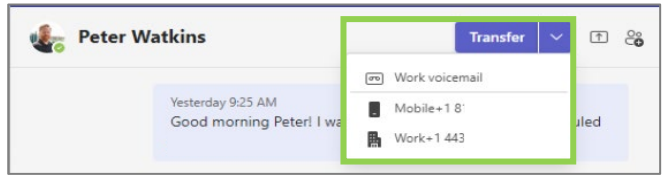






Ring back if there's no answer is only available when transferring the call Teams-to-Teams.

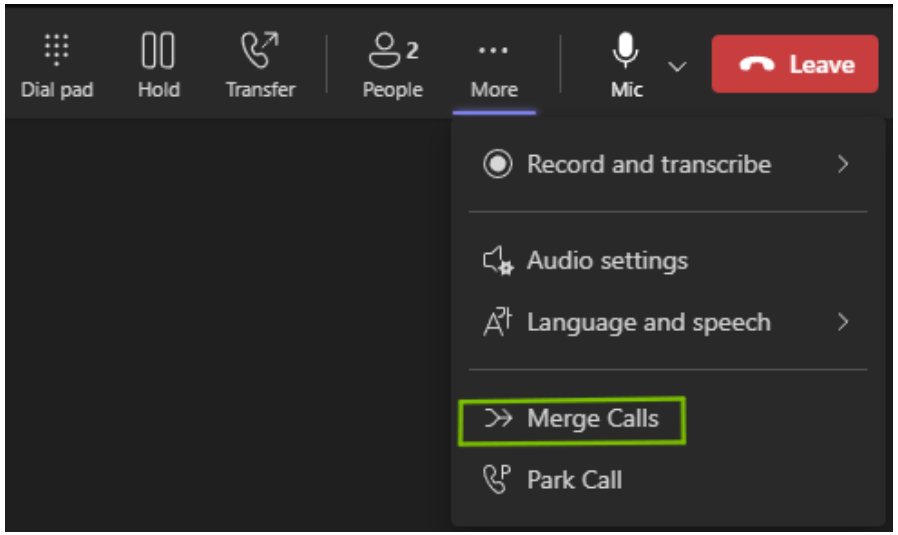




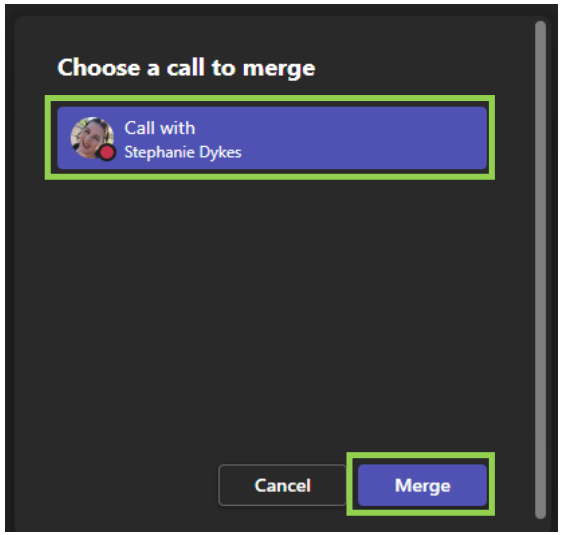
Call Merge

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**.

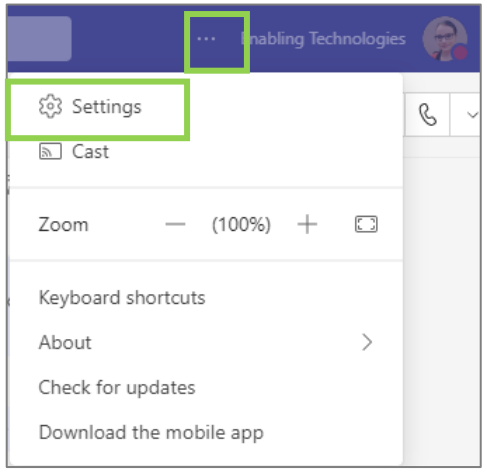


Call Settings

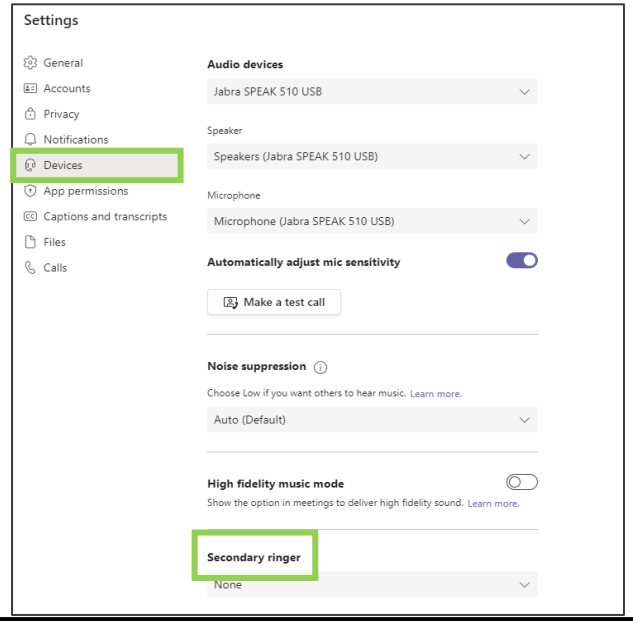
Create a Secondary Ringer

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.

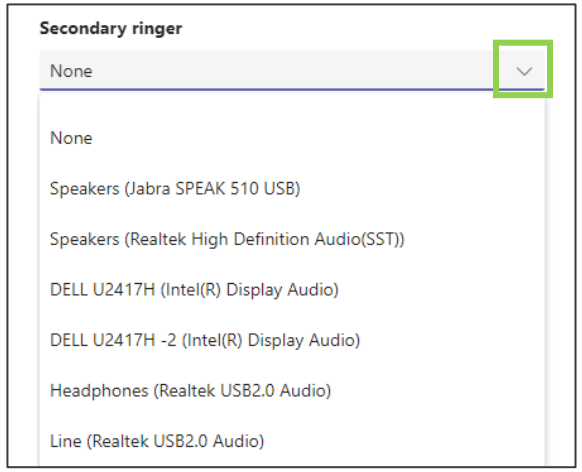
1. Navigate to Settings by clicking the **ellipsis** in the top, right of your screen and select **Settings**.



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



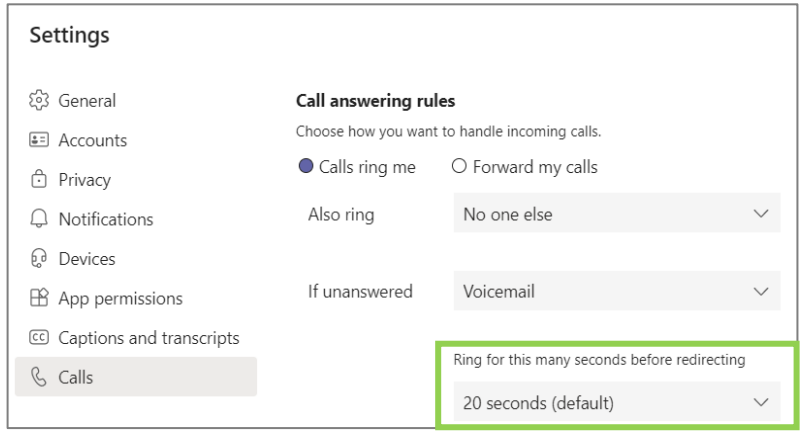
3. Under Secondary Ringer, click the **drop-down arrow** to choose where you would also like your ringtone to sound when receiving a call.



Call Answering Rules

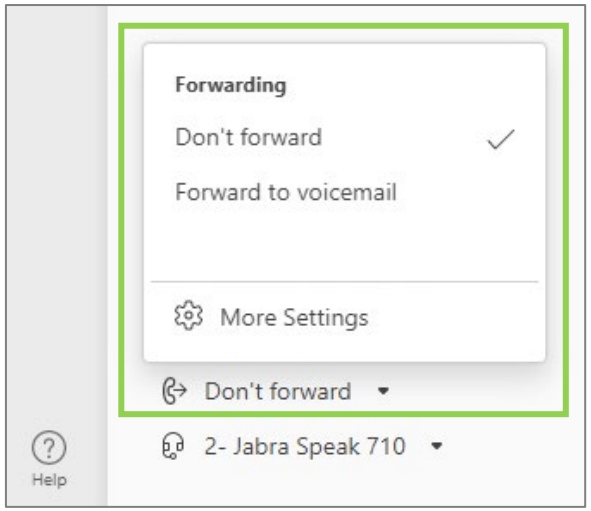
Call answering rules can be set up to forward calls or also ring a peer or alternate phone number.

1. Adjust how long the phone rings before redirecting.



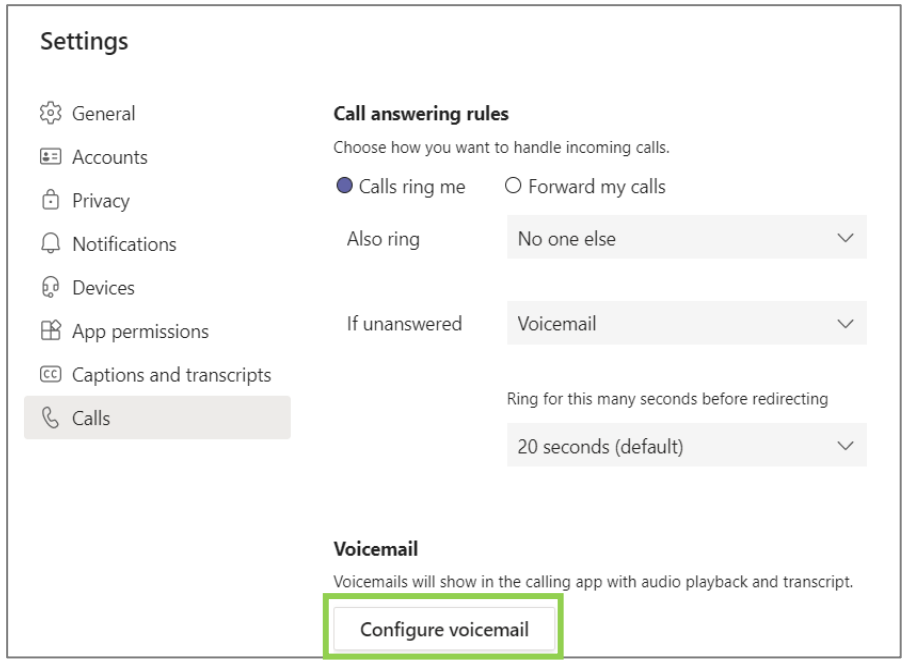
2. A forwarded call will have a banner at the top of the call notification indicating who is forwarding the call.

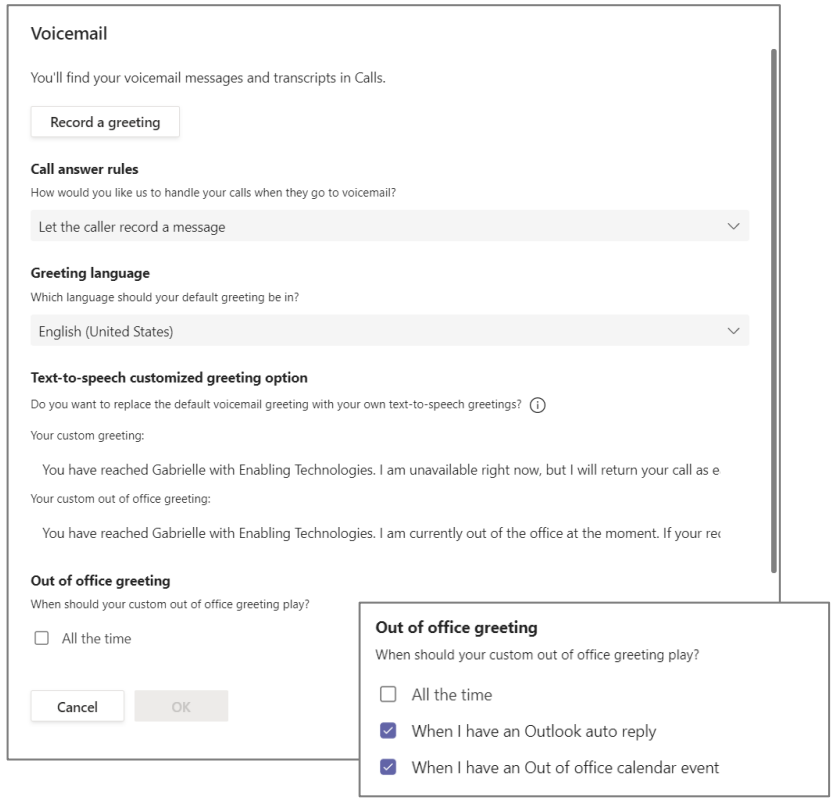
3. Quick access to call answering rules are now available by selecting the **Forwarding** drop-down menu in the bottom left corner of your Calls menu.



Voicemail Configuration

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

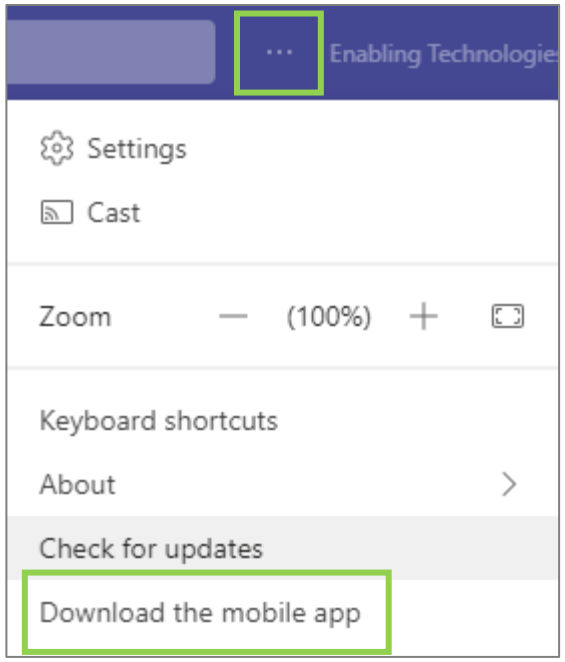




Mobile App

Download the Mobile App

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

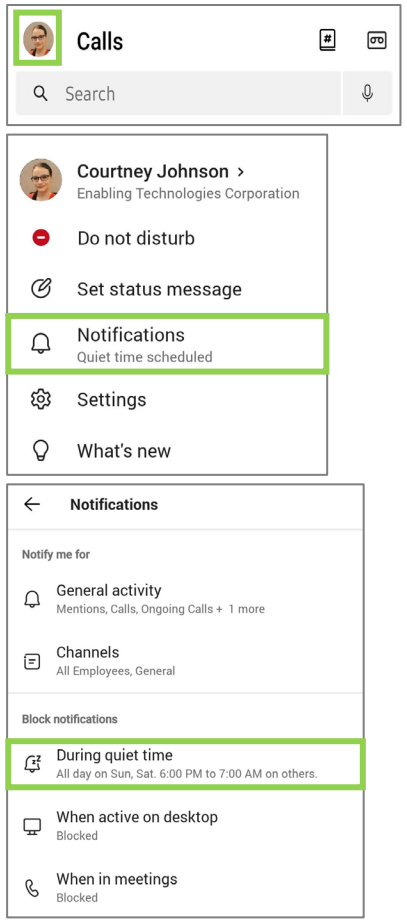


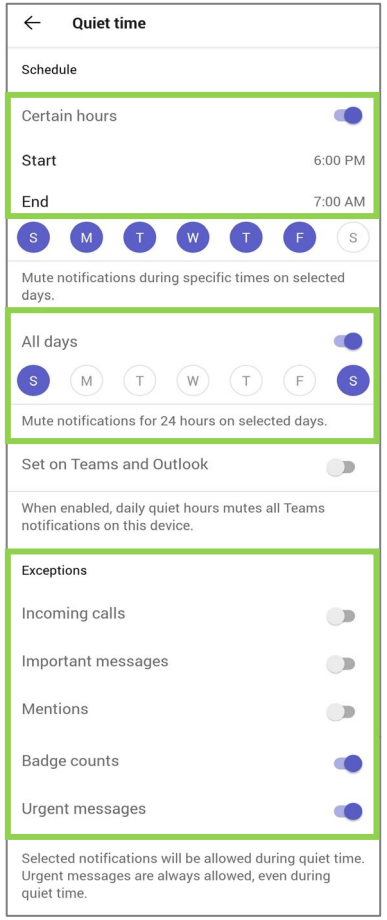
2. Enter an email address accessible from your mobile device and Teams will send a link to download the mobile app.

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.





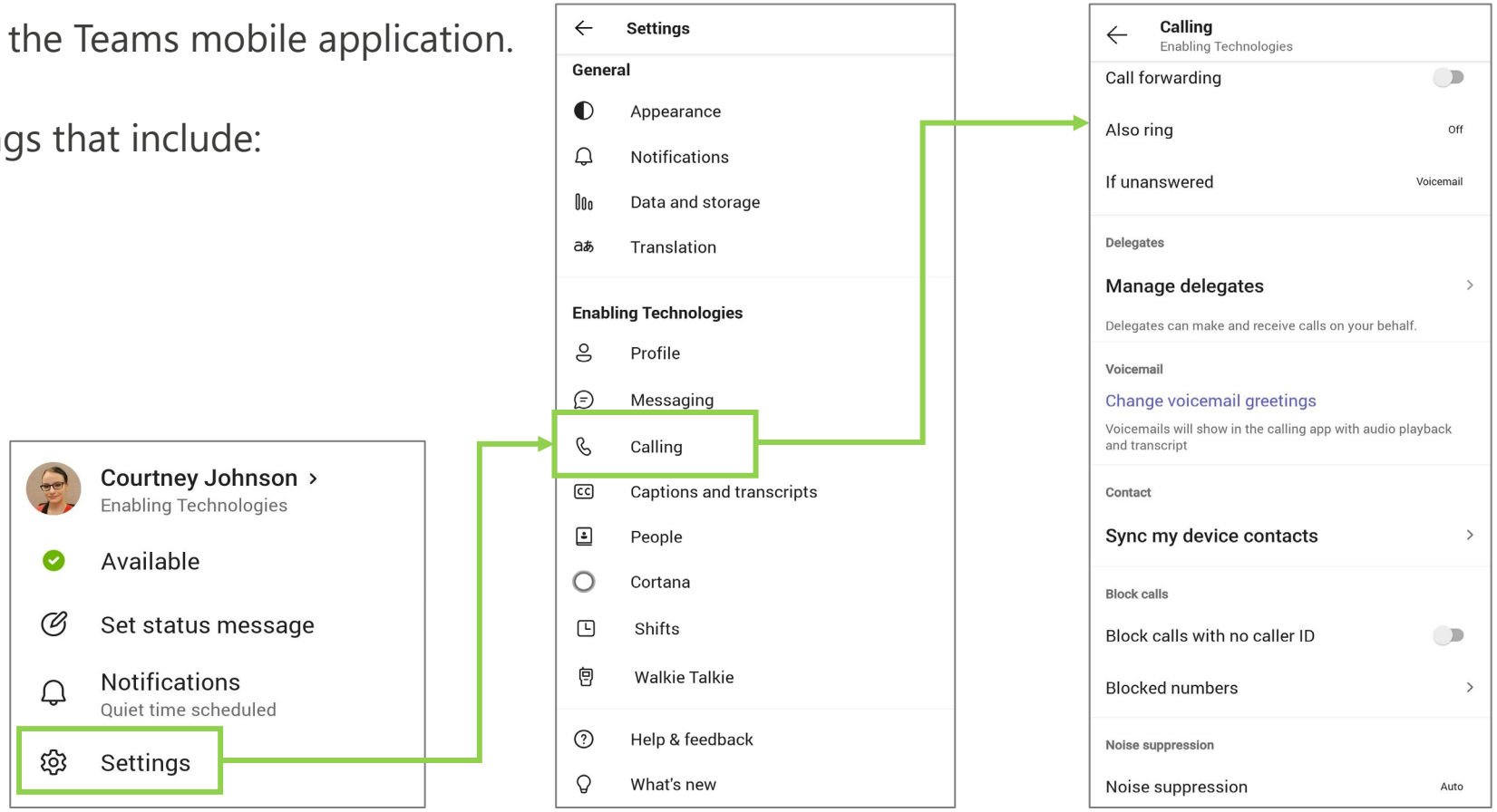
***Note**: If you have multiple mobile devices with Microsoft Teams app installed there is no synchronization of quiet hours settings between those clients.*

Mobile App Call Settings

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

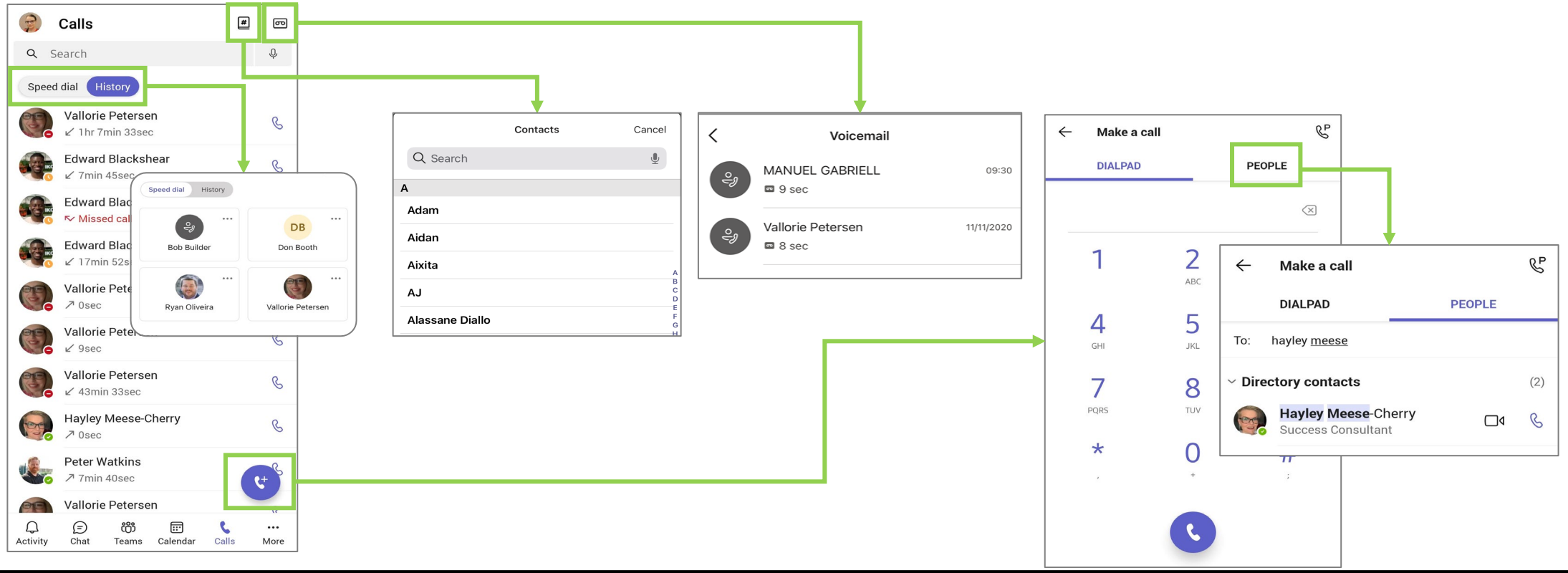
Click **Settings** and **Calling** to find settings that include:

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



Teams Calls - Mobile

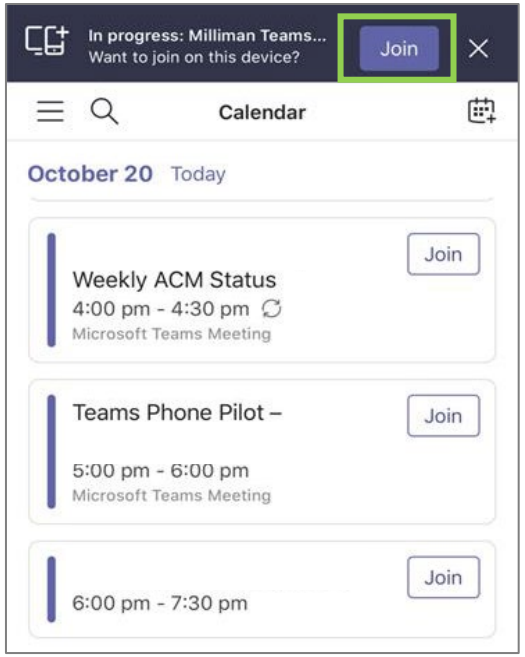
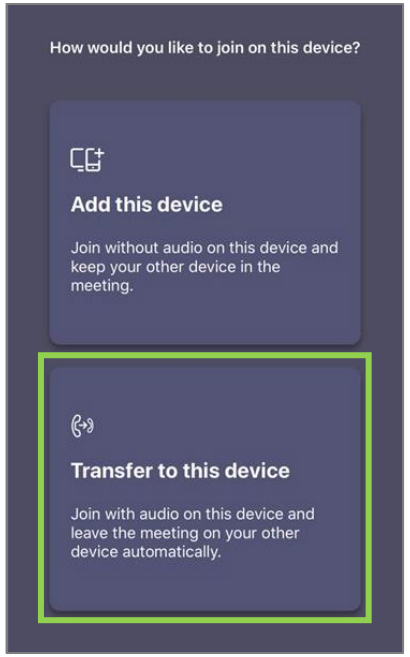
Calls in the mobile app is a consistent experience from the desktop application. Review call history, voicemail, contacts (including device contacts). Initiate calls with a dial pad (if enabled) or dial-by-name.



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.**