

Microsoft Teams Voice Guide

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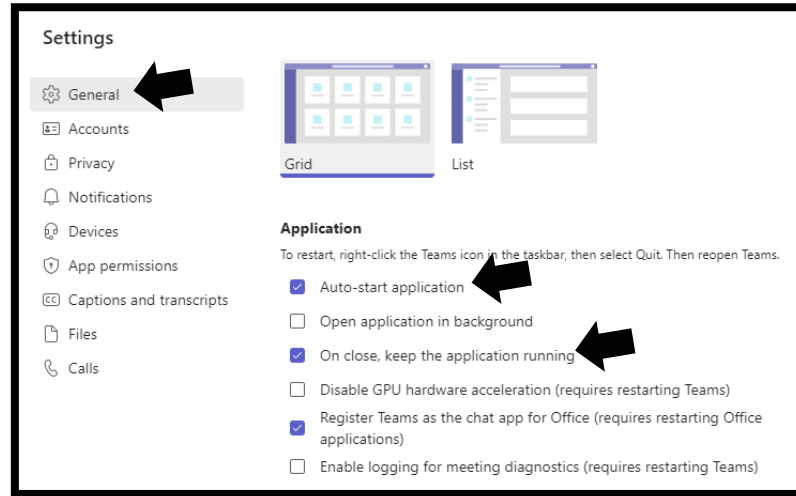
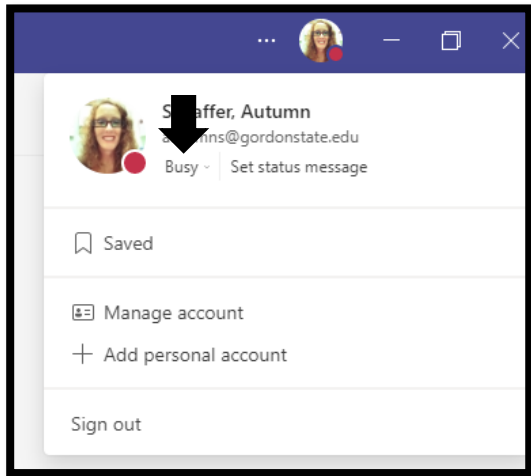
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Microsoft Teams Voice Guide

Microsoft Teams Voice is a calling system in conjunction with the other aspects of Microsoft Teams, including web-conferencing, video calls, chat groups, and teams sharing.

Preparing to Use Microsoft Teams Voice

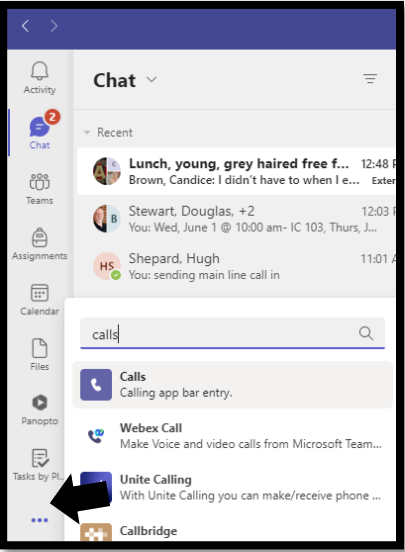


Microsoft Teams should be downloaded on your office computer. You might choose to pin it to your taskbar for easy access. Upon opening Teams, choose your image (or initials) in the upper right corner. Make sure that your status is set to available, busy, be right back, etc. Calls will come through for all of these statuses EXCEPT Do Not Disturb. ***If your status is set to Do Not Disturb, the call will not ring in your app.***

You also should ensure that Teams is set to auto-start upon logging into your computer:

1. Choose your icon (or initials) in the upper right corner
2. Choose Manage Account
3. Choose General (left panel)
4. Under Application section, make sure "Auto-Start Application" and "On close, keep the application running".

Making Calls Using Microsoft Teams Voice



The shortcut links will be available on the left panel menu of Teams. If “CALLS” is not listed, choose the ... search “CALLS” and choose the ... and pin it for quick access.

Access contacts or type in a number or staff/faculty/student name to call

Microsoft Teams Voice Console

View All Calls, Missed Calls, or Voicemail

Add others to Speed Dial for Quick Access

Dial Pad: You should not dial “9” or “1” for numbers.

Activity

Chat

2

Teams

Assignments

Calendar

Files

Panopto

Tasks by PL...

...

Calls

Phone

Contacts

Type a name or number

1 2 3

4 5 6

7 8 9

* 0 #

Call

Work number: +1 678-253-2158

History

All Missed Incoming Voicemail

PELHAM GA	Incoming	13s	11:43 AM
GSC Office365	Incoming		11:36 AM
GSC Office365	Missed		11:27 AM
GSC Office365	Missed		11:26 AM
GSC Office365	Incoming		11:17 AM
GSC Office365	Incoming		11:14 AM
GSC Office365	Incoming		11:13 AM
GSC Office365	Incoming		11:11 AM
GSC Office365	Incoming		11:07 AM
Schaffer, Autumn	Outgoing	1m 34s	11:04 AM
Schaffer, Autumn	Outgoing	24s	11:03 AM
GSC Office365	Outgoing	34s	11:00 AM
Gaspardo, Pedro	Outgoing	43s	10:59 AM
Rackin, Samuel			

Speed dial

Douglas S.

HS

Hugh S.

Samuel B.

Josh S.

Laura H.

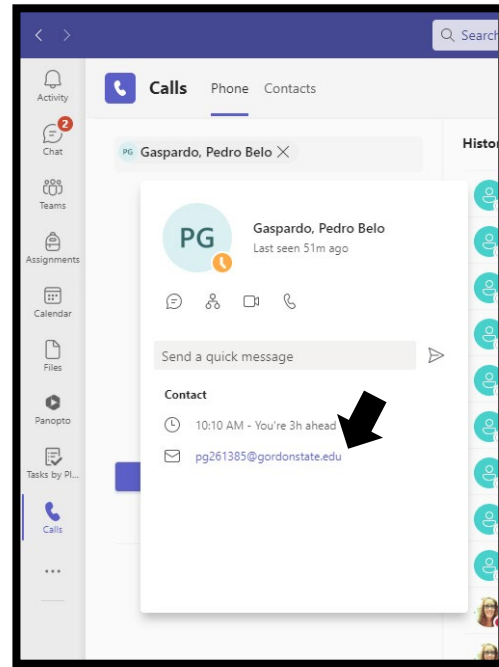
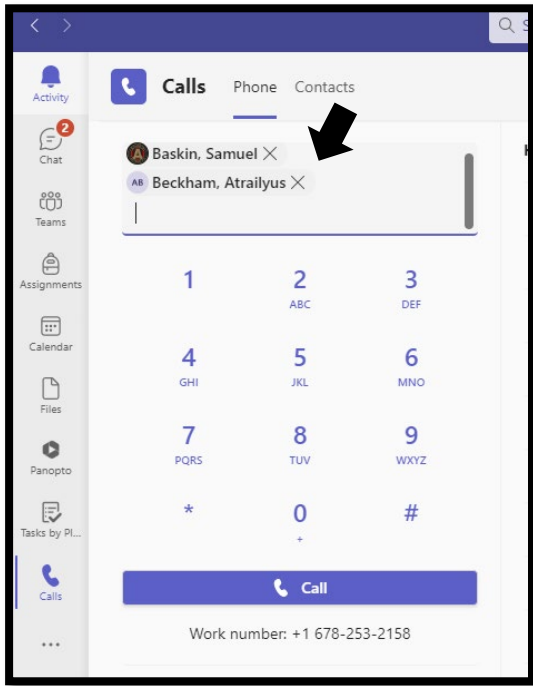
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Pedro Belo G.

PG

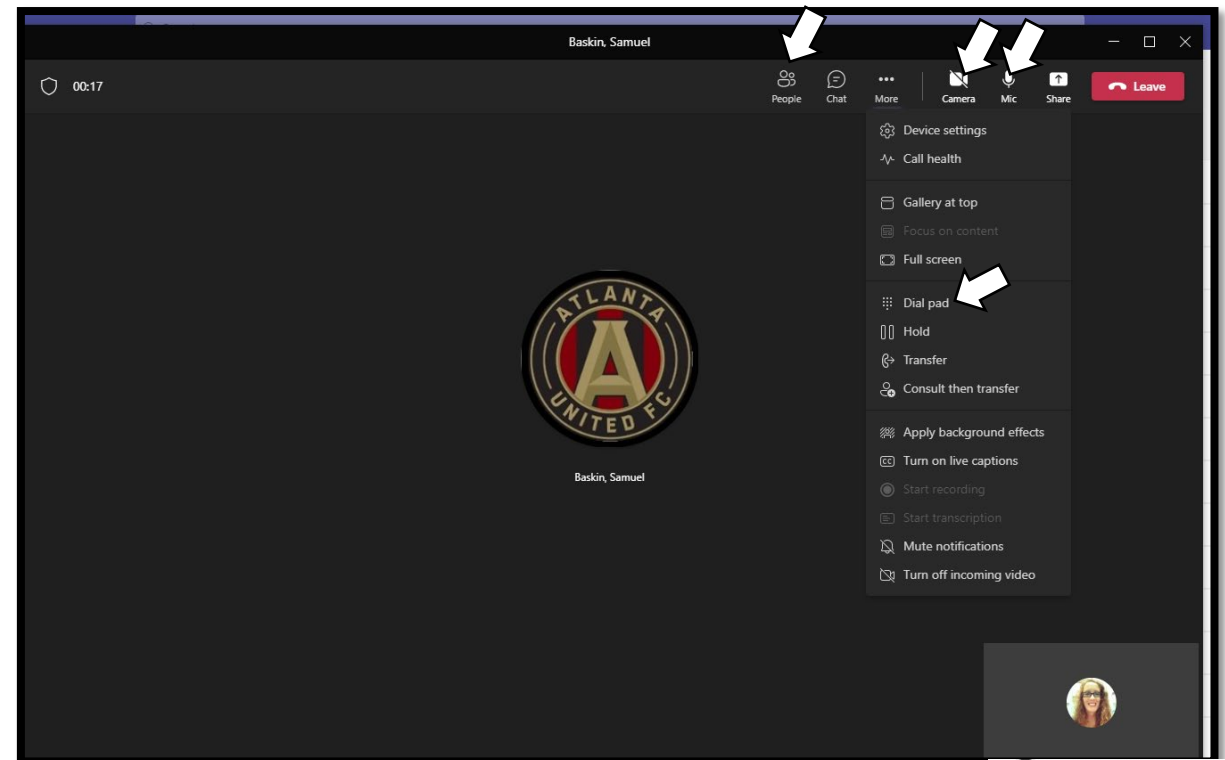
Pedro G.

You can add in multiple people for a multi-person call. You can also search & add students to call. Note: *Calling a student via searching their name in Teams will result in a Teams call, requiring the student to have the Teams app. This also limits the ability to transfer. Searching their name in Teams and calling via their Teams account is NOT the same as dialing their number.*

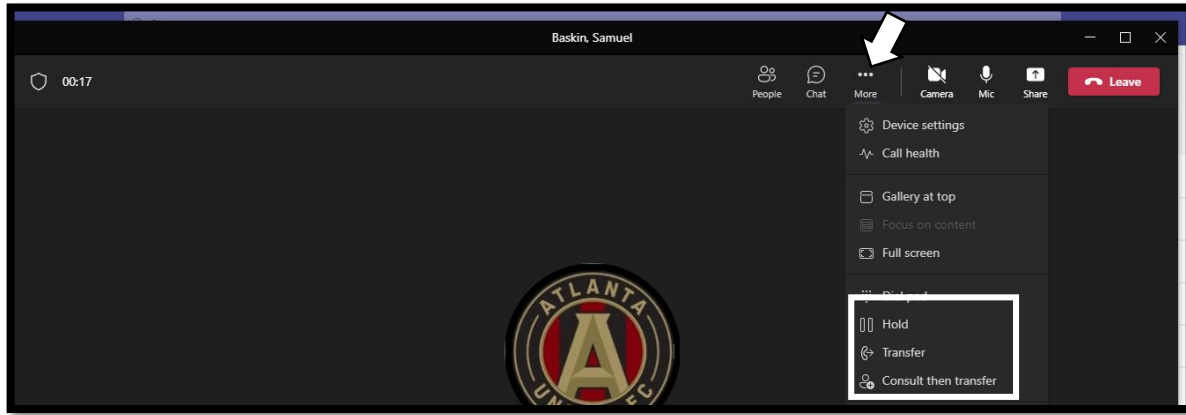


The call will look similar to a video call/web-conference call, just without the video. Make sure your MICROPHONE option is enabled. If both are using Teams, you can turn it into a video call using the CAMERA feature.

You might also add others in during the call by using the PEOPLE option or by dialing in an additional number.

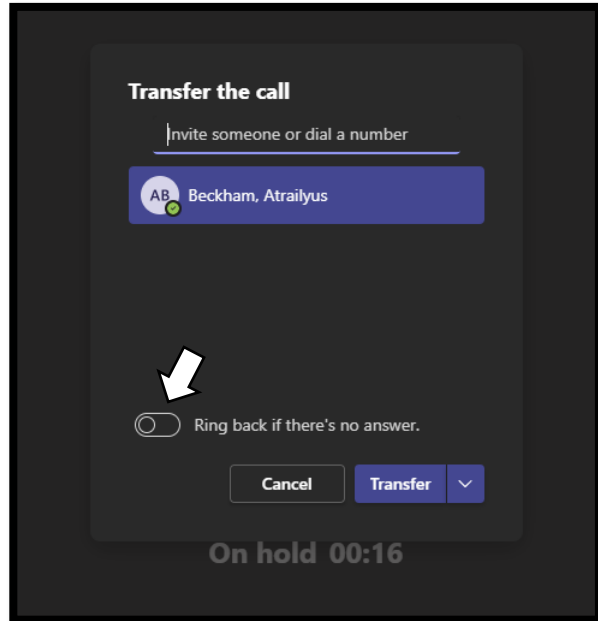


Transferring Calls Using Microsoft Teams Voice



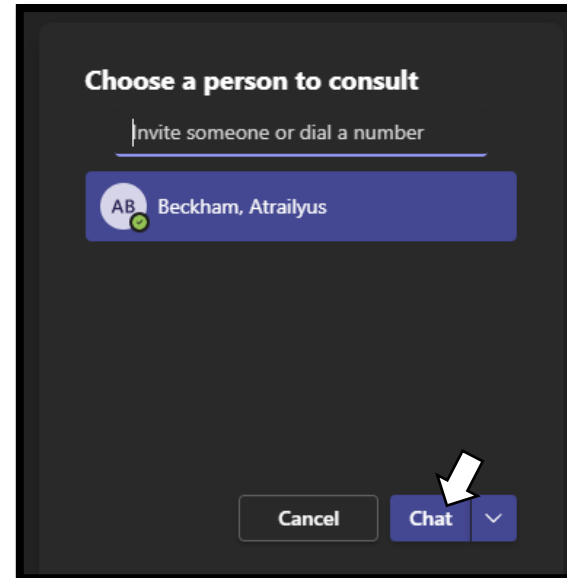
You can access the hold & transfer options while in the call via the MORE button on the main menu.

- **Hold**- Places the person on hold until you choose the RESUME option in the top right of the call.
- **Transfer**- Allows you to search for a person or dial in a number to transfer the person to
- **Consult then Transfer**- Allows you to send a Teams Chat message before transferring a person to someone else



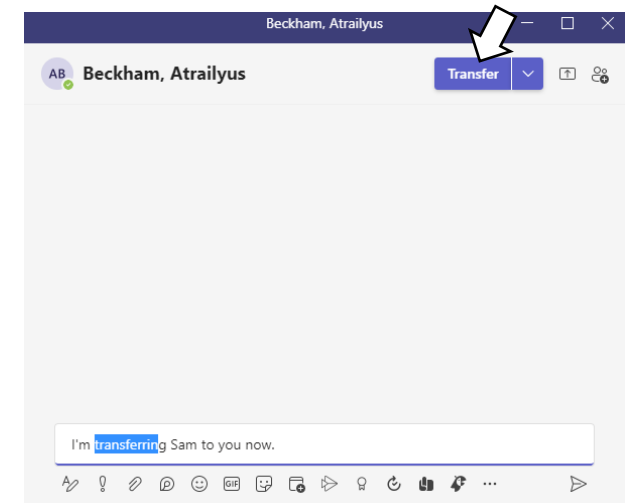
Regular Transfer:

With a transfer, you can search or dial the number and choose to transfer the call. You can also choose for the call to come back to you if the transfer does not answer. If the transfer is answered, the call will end with you and the call box will close.



Consult & then Transfer:

If you choose to consult & then transfer, you would search the name of the person to transfer the call, choose CHAT, and then send a Teams message. You would then choose TRANSFER in the upper right to transfer the call.



Calling Back Using Microsoft Teams Voice



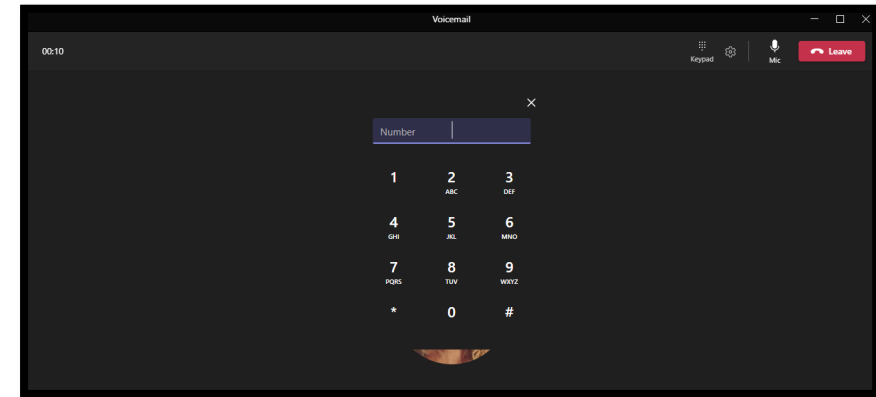
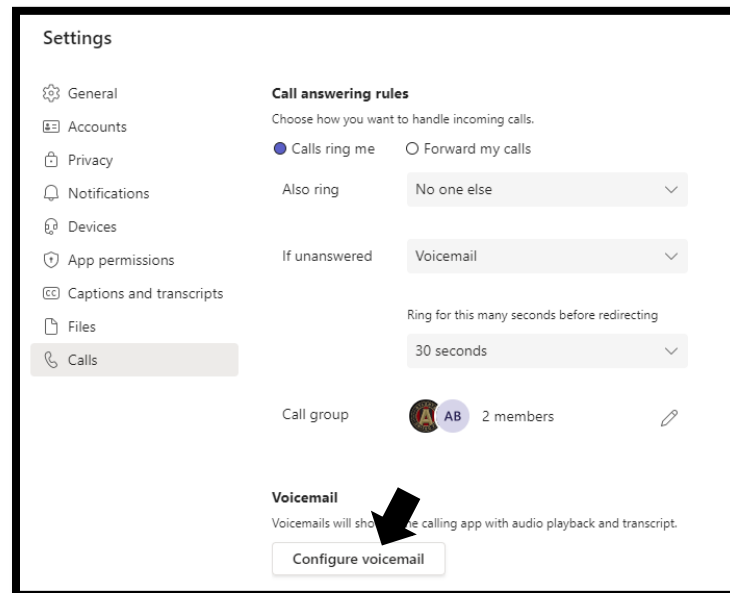
You can call back numbers by going to the main Microsoft Teams Console Panel and choosing ALL or MISSED. Beside the number, choose CALL. This will immediately start a call with this person.

Setting Up Voicemail for Microsoft Teams Voice

You can setup two voicemails. One would be your regular voicemail and the other would be an out of office voicemail (for extended leave, vacation, etc).

To access your voicemail settings, go to:

1. Your name/initials in the top right corner of Teams
2. Manage Account
3. Calls
4. Configure Voicemail
5. Record a Greeting
6. Follow the prompt to record a regular greeting or an away message greeting



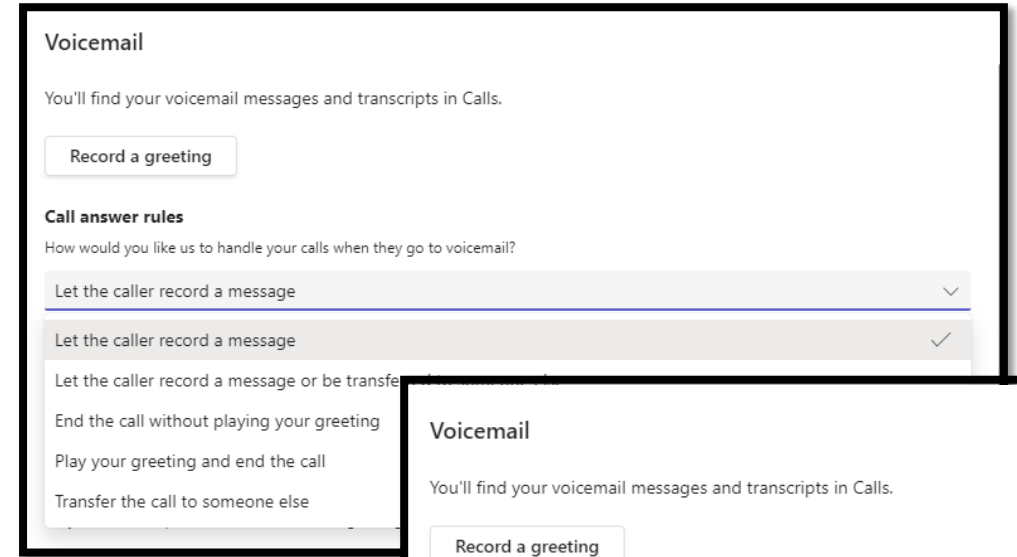
Settings for Regular Voicemail with Microsoft Teams Voice

After recording your greetings, you can determine how and when a caller accesses your voicemail.

To access your voicemail settings, go to:

1. Your name/initials in the top right corner of Teams
2. Manage Account
3. Calls
4. Configure Voicemail

The default is for the call to ring and if unanswered, the call will go to voicemail. You might also choose for the person to be able to leave a voicemail and then automatically be transferred to someone else.

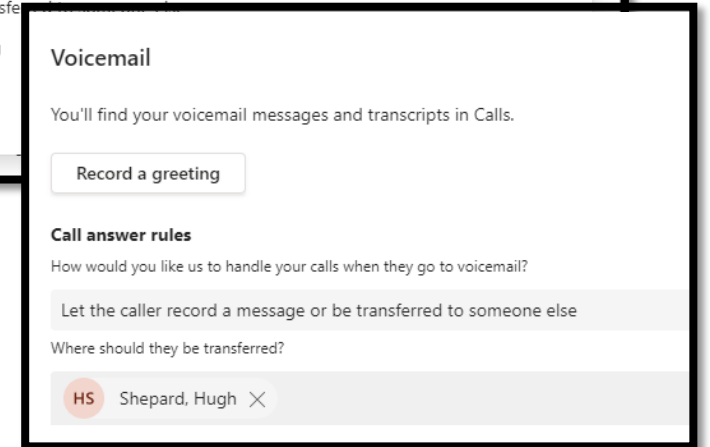
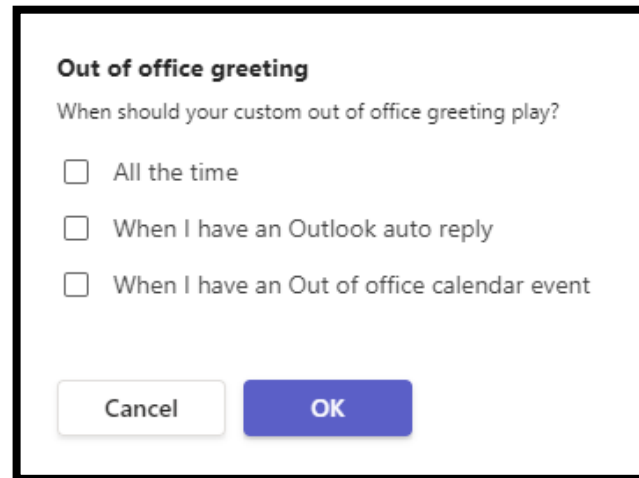


Settings for Out of Office Voicemail with Microsoft Teams Voice

By default, your regular voicemail greeting will play unless you record an out of office voicemail greeting and make it active. To make it active, go to:

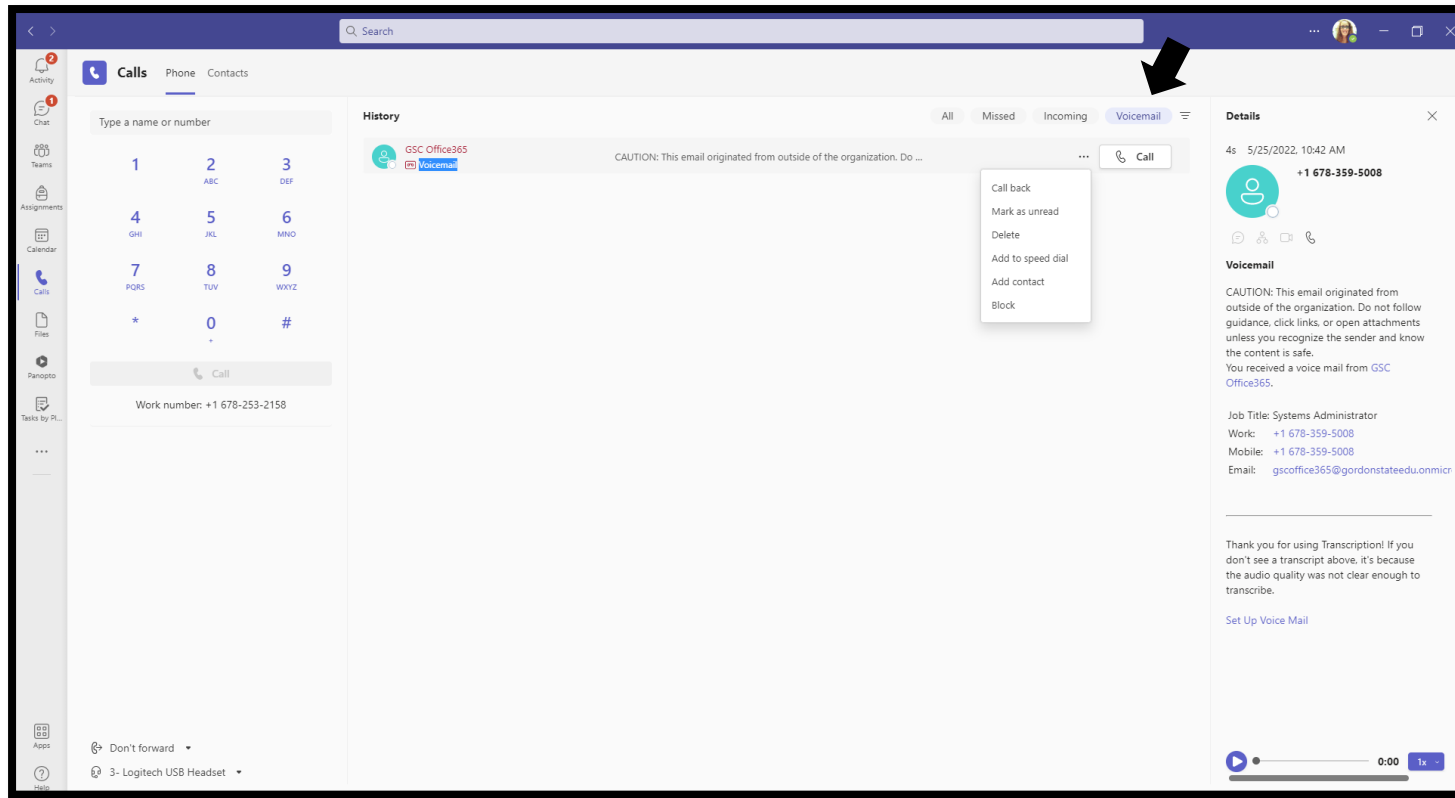
1. Your name/initials in the top right corner of Teams
2. Manage Account
3. Calls
4. Configure Voicemail
5. Scroll to the bottom to see Out of Office Greeting Settings

By choosing ALL THE TIME, the out of office voicemail will be active until you uncheck ALL THE TIME again. By checking WHEN I HAVE AN OUTLOOK AUTO REPLY, your out of office voicemail will become active when you also have an out of office reply set for your email. When these options are unchecked, then your regular voicemail greeting will be active.



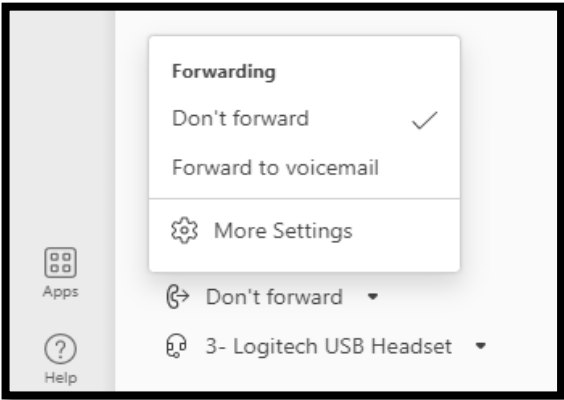
Checking Voicemail Using Microsoft Teams Voice

On the main Microsoft Teams Voice console (by choosing CALLS on the far left), you can choose “voicemail” on the top right. You can listen to voicemail or call back the number. You will also get a Gordon email with the voicemail. **Note: If you delete the voicemail email, it will also delete it in Teams.**



Call Forwarding Using Microsoft Teams Voice

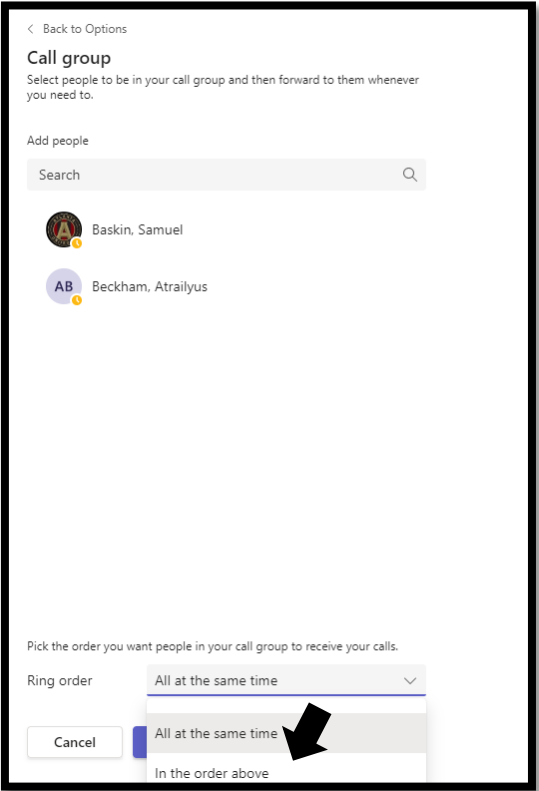
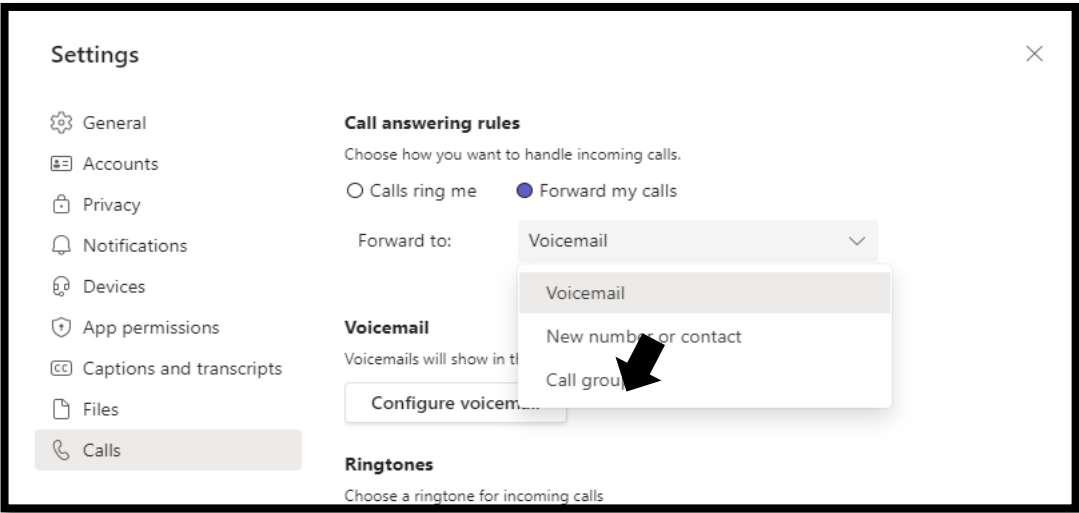
You can set your calls to forward directly to voicemail and not ring (perhaps while you are in meetings, etc.) by choosing the FORWARD TO VOICEMAIL option in the bottom left corner of the CALLS area in teams.



You can set up CALL GROUPS so that multiple people are forwarded your calls. You can add in those individuals and choose if they are rung all at the same time or in a certain order.

You can set up additional call forwarding by choosing “MORE SETTINGS”

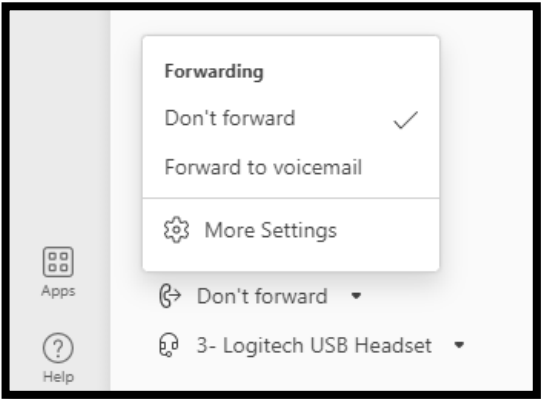
By default, the calls ring only you. You can choose, however to forward your calls to voicemail or another number/person. In that case you can search that person.



Adding Additional Receivers of Your Calls Using Microsoft Teams Voice

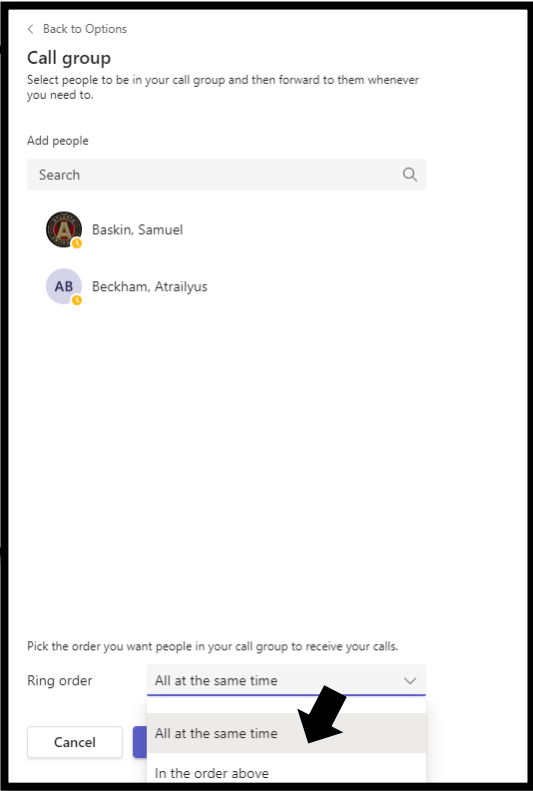
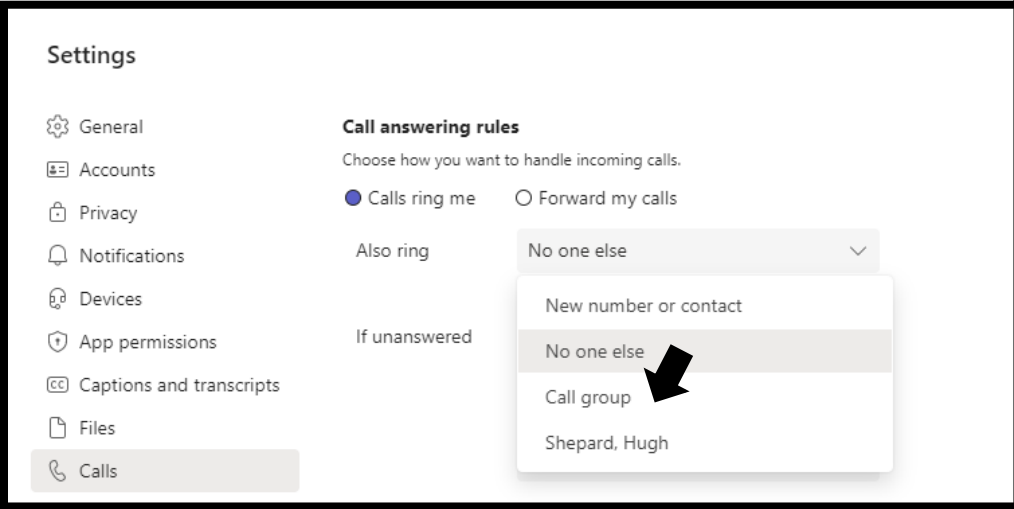
You can set your calls to ring you as well as another person or group at the same time.

In the call forwarding section, located in the bottom left of the CALLS console, choose “MORE SETTINGS”.



Choose “CALLS RING ME” but you might also choose someone under “ALSO RING”. You can search a specific person or choose a call group (so that it rings multiple people).

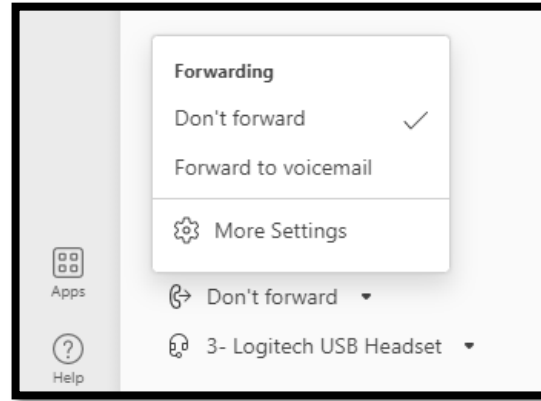
If you choose a call group, you will be asked to add in the members of the group and choose if it rings all of them at once or in a certain order.



Sending Calls to Someone Else if You Do Not Answer Using Microsoft Teams Voice

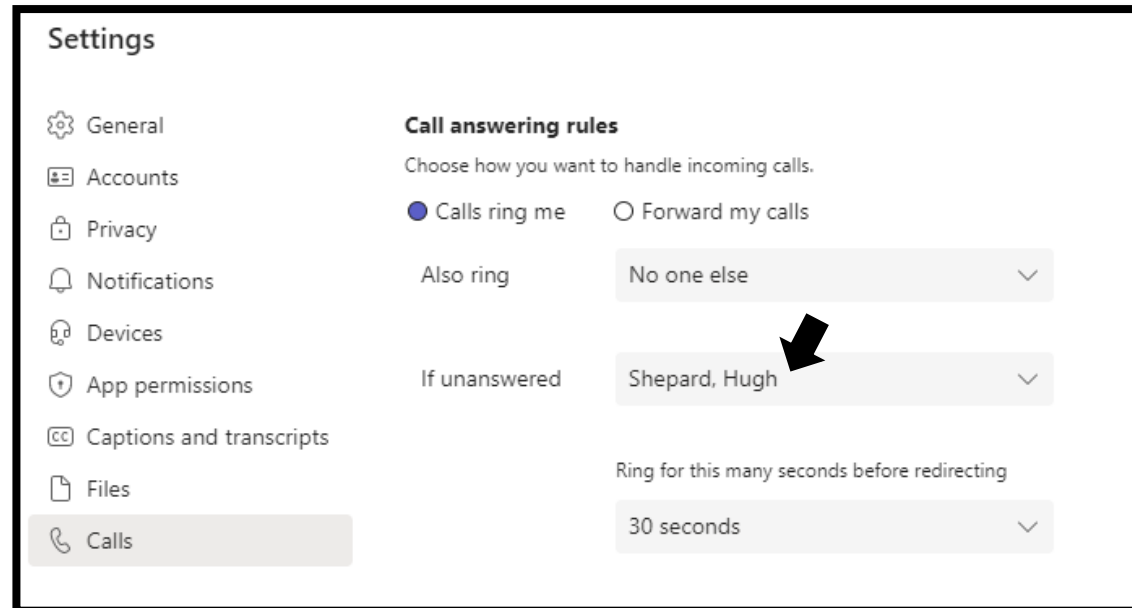
You can set a call to ring you first and if you don't answer, designate a person to receive the caller.

In the call forwarding section, located in the bottom left of the CALLS console, choose "MORE SETTINGS".



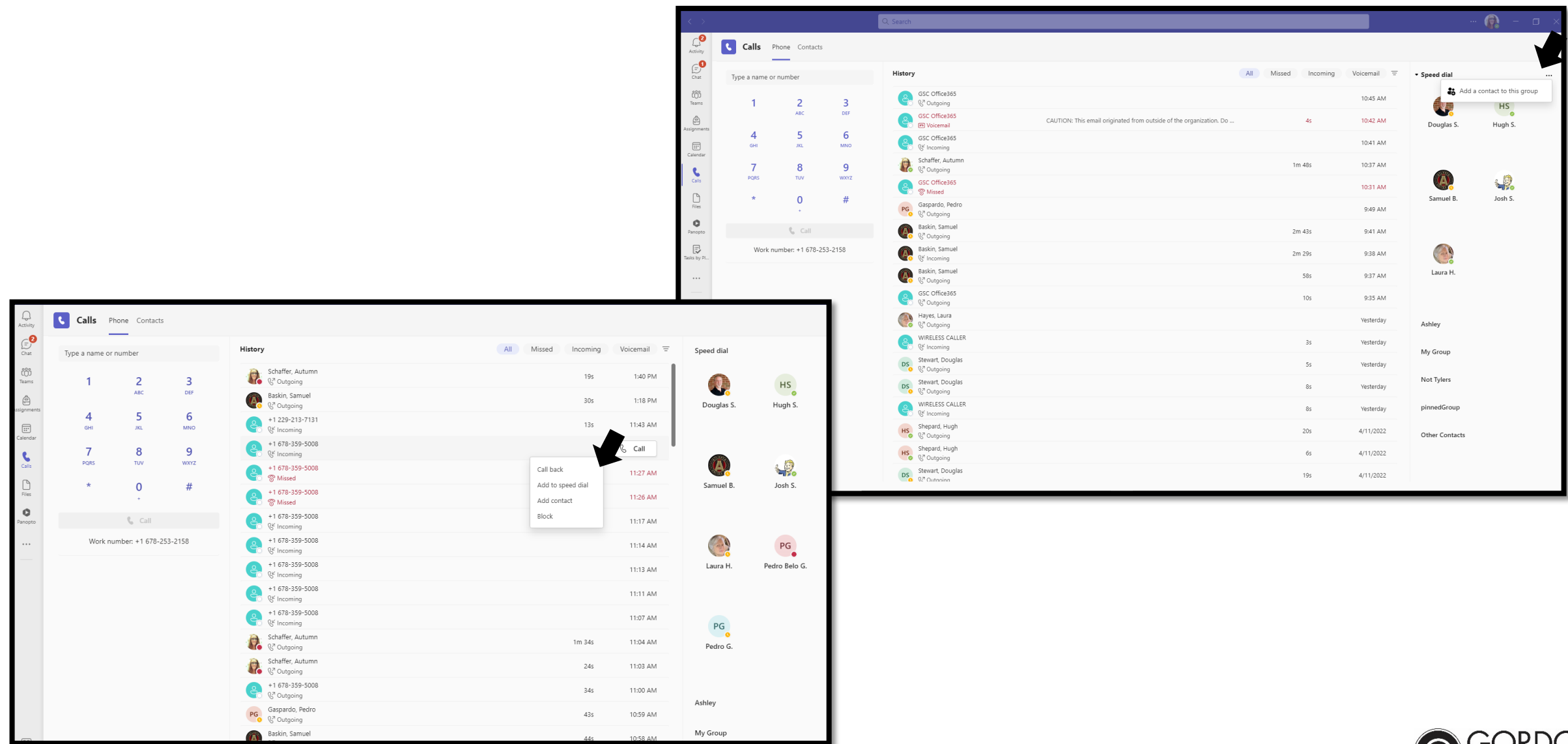
Choose CALLS RING ME. In the dropdown under IF UNANSWERED, you can choose another person for the calls to be sent to. By default, the option will be to send the caller to your voicemail.

You can also determine how long before the caller is redirected.



Adding Speed Dial Contacts to Microsoft Teams Voice

On the main Microsoft Teams Voice console (by choosing CALLS on the far left), you can choose the ... beside Speed Dial on the far right and search for a name or add numbers to your speed dial. You can also add people to speed dial by choosing the ... beside their name in the ALL or MISSED calls sections of the console.

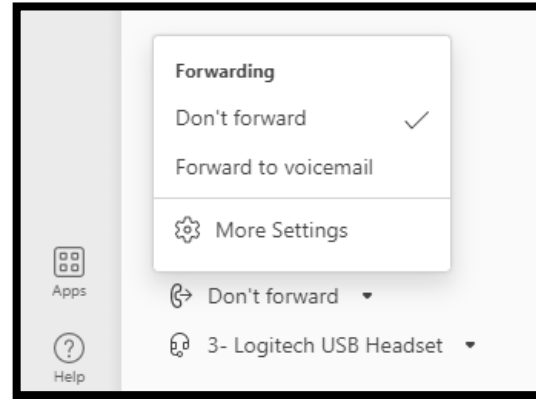


Disable Ringing Of Calls on Personal Devices After Hours

You might have the Teams app on your personal device. You can disable the ringing of calls after hours by using one of the following methods:

Option 1: Turning on Forward to Voicemail

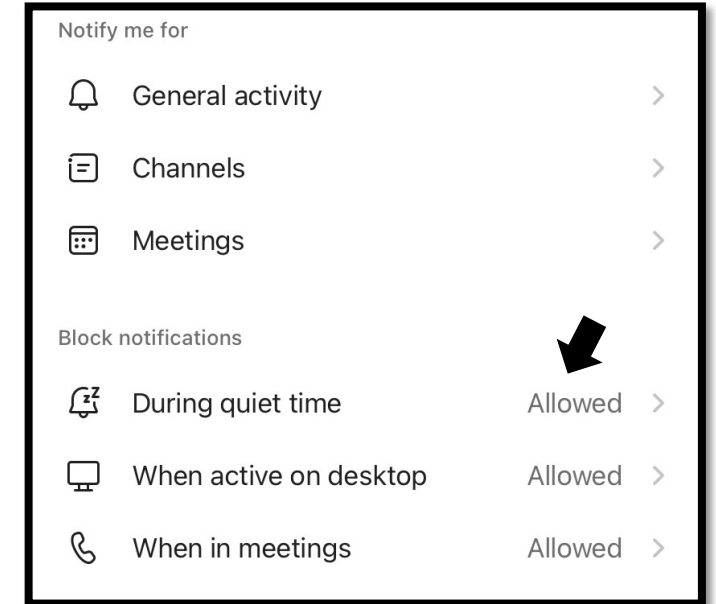
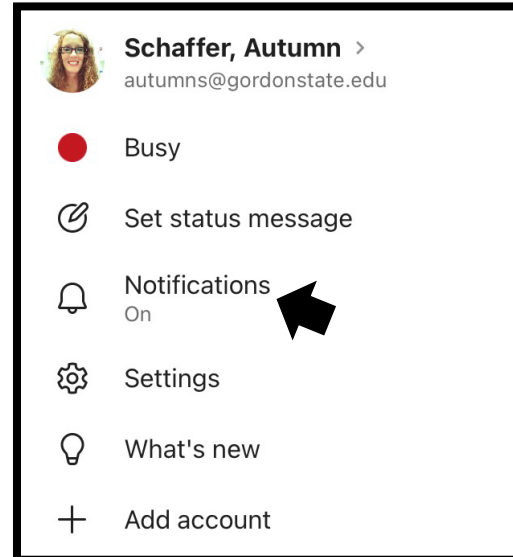
After hours, you might set your calls to automatically be forwarded to your voicemail. This will result in the calls not ringing your phone, but you will still get a notification of a voicemail that you can check whenever. You would need to remember to stop forwarding the calls during office hours, however.



Option 2: Setting Quiet Hours on Your Personal Device

- On your Teams Mobile App, choose your icon/initials (top left)
- Choose Notifications
- Under “Block Notifications” and choose “During Quiet Time”. You can then set up specific Quiet Hours or Quiet Days.

You will not receive any teams notifications during those quiet hours and callers will be sent to voicemail.



Accessing Teams Voice from Your Phone

You might also choose to download the Microsoft Teams app and make calls from your phone.

Upon opening the Teams app on your phone, choose CALLS on the bottom panel. If it is not located there, choose the ... to locate the icon.

With the CALLS app, you can:

- Access Speed Dial
- See & call from your history
- Access Voicemail
- Make new calls by either searching or dialing a number

