Making Calls with Microsoft Teams

Client Relations and Communications

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Microsoft Teams Calling

Voice Calls in Microsoft Teams

Calling in Microsoft Teams (MS Teams) supports basic Phone System features such as making and answering calls, placing calls on hold, forwarding calls, and more. You are also able to make 1:1 calls or conference calls. All of your calls will be listed in your call history so you can see who you talked to, on what day, and for how long —just like the Recent Calls feature on your personal phone.

SIU Dialing Instructions

On-Campus: 3-1234 or 453-1234. If you don't know a person's number, you can look them up in MS Teams.
Off-Campus Local: 457-1234 or 687-1234. You do not need the area code, or to dial 9 before the number.
Off-Campus Long Distance: 123-456-7891. You no longer need to dial 8 or an authorization code.
**International Calling:** Not available at this time. Plans are coming soon.
Emergency Dialing: 911. You will need to provide your current location to the emergency service operator.

If your office location changes, you are responsible for contacting SIU-Telecommunications (453-2484) to have your location updated in Teams for 911 services to refer to if you are not able to provide your location in the event of an emergency.

Conduct MS Teams Voice Calls

1. Open **MS Teams**.
2. Click the **Calls** icon in the application bar on the left-hand side of the screen.

Dialing Option #1: Using the Dial Pad

1. If no dial pad is present on the bottom left of the screen, click the **Dial a Number** button.

⠿ Dial a number

2. When the dial pad is present, **enter a phone number** using the dialing instructions provided above.
3. Click the **Call button** located under the Dial Pad.

Dialing Option #2: Looking a person up

1. Click in the **Command/Search bar** at the top of the MS Teams application.
2. Begin typing the **name of the person** you want to call. A list of people will start to appear.
3. Select the **correct person** from the drop-down list.
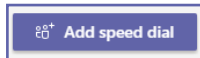4. Click the **phone icon** in the top right corner of your screen to initiate a call.

Microsoft Teams Calling

Conduct MS Teams Voice Calls

Dialing Option #3: Speed Dial

To use Speed Dial, you will first need to add a contact (or multiple contacts) to your speed dial list.

1. Click the **Add speed dial** button in the top right corner of the Calls screen.

[Add speed dial]

2. Type a **name or phone number** into the Add Speed Dial box.
3. Click **Add**.

The person(s) will now be added to your speed dial list. To call them using speed dial, click the **phone icon** under their name.

User Availability (Status)

Before calling someone, you can check their status to see if they are Available, Away, Busy, or on Do Not Disturb. In the **Calls Tab** (or anywhere in MS Teams), you will see a colored circle next to a person's profile picture. The color represents their current status:

- Available
- Busy
- Do not disturb
- Be right back
- Appear away
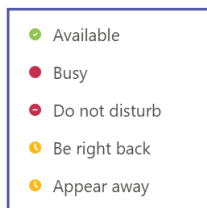
If you call someone that is unable to answer your call because they are "busy," you can choose to be notified when their status changes to Available. Keep in mind, available doesn't necessarily mean they can take your call. There could be other tasks that require their attention, but the notification can be used as a tentative guide on the best time to contact a person.

1. While in your **Calls** screen, click on the **icon/profile picture of the person** whose status you want to follow.
2. A popup will appear with additional contact information. Click the **Chat** icon. A one-on-one chat will open.
3. On the left of your screen, you will see a list of chats you have had. Right-click (or click the ellipses button) on the name of the desired person.
4. Click **Notify when Available**. A pop-up will appear on your screen when they are available.
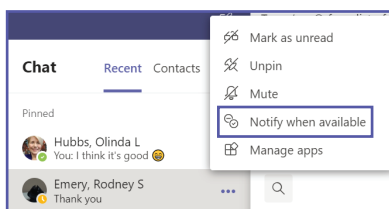
To unfollow their status…
5. Right-click (or click the ellipses button) on the name of the person in your Chat screen.
6. Click **Turn Off Notifications**.

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Answer an Incoming Call

When a call comes in, a notification will pop-up in the bottom-right corner of your screen which will allow you to accept or decline the call. When you receive a call, you have three options:

1. Click **Accept with Audio** to answer with audio only.
2. Click **Accept with Video** to accept the call and enable video, as well.
3. If you are using the provided headset, you can also press the button with the phone icon on your headset cord to answer. Make sure you are wearing your headset before answering.
4. Click **Decline Call** to decline the call.

Put a Call on Hold

1. When on a call, click the **ellipses** for **More Options**.
2. Click **Hold**. Default music will play for the person(s) on hold.

To resume the call
1. Click the **Resume button** in the call window. The call resumes.

Transfer a Call

When you need to transfer a call, you have two options.

Option 1: Basic Transfer
1. While on a call, click the **ellipses** for More Options.
2. Click **Transfer**.
3. Type the **name of the person** you want to transfer the call to.
4. Click **Transfer.**

Option 2: Consult then Transfer
This feature opens a chat window within your call and allows you to message a person before transferring the call to them. You can get clarification from them on a specific topic and may find that you no longer to need to transfer the call. If the person doesn't respond to your chat, or you would prefer to talk to them over the phone before transferring the call, you can do that too.

1. While on a call, click the **ellipses** for **More Options**.
2. Click **Consult then Transfer**.
3. Enter the **name of the person** you want to consult with. A drop-down will appear as you type.
4. Select the **correct person**. A chat window will pop-up.
5. Type a message and click **send**.

OR

5. Click the **phone icon** in the top right corner to call the person instead of chat with them.
6. Click **Transfer**. If you no longer need to transfer the call, click **Return to Call** to talk to the caller yourself.

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Park a Call

If you answer a call on one device, but would like to pick it up on another device, the process for this is referred to as Call Park.

Park a Call:
1. When on a call, click the three ellipses for **More Options**.
2. Select **Call Park**.

Once the call is parked, MS Teams will supply a unique code that can be used for yourself or others to pick up the call on another device. If someone else is picking up the call, copy the code and share it with them.

Retrieve a Parked Call:
1. Click the **Calls** button on the application bar to the left of your screen.
2. Click the **Parked Calls** button.
3. Enter the unique code.
4. Click the **Pick Up** button. You will now be in the call.

If the parked call isn't picked up within 5 minutes, your phone will ring again.

Conference Calls

When you are in an active call, you can invite another person to join.

1. When on a call, click the **Show Participants** button at the bottom of the screen. A window will pop-up to the right listing the participants in the call.
2. Click the **search bar** in the **Participants** window.
3. Start typing the **name (or phone number) of the person** would like to invite.
4. When you are done typing, press **Enter**. MS Teams will automatically call the person you have selected.
5. If the person accepts your invitation, everyone on the call will hear the announcement that "A new person is joining the call."

If you are inviting an external person to join your call, the process is still the same. However, when MS Teams calls the person to invite them to join, your number will not show up. Instead, the person will see a number with a 708 area code, such as: 708/566-6423. They must answer the call from that number to join your conference call.

Microsoft Teams Calling

Record Conference Calls

Before recording a call, make sure to let everyone on the call know that you will be recording it.

1. When on a call, click the **ellipses** ⬚ for additional options.
2. Click **Start Recording**.

⬤ Start recording

Multiple recordings of the same meeting at the same time cannot be done. If one person starts recording a meeting, that recording will be stored on the cloud and available to all participants once the meeting has ended.

Stop a Call Recording

1. Click the **ellipses** ⬚ for additional options.
2. Click **Stop Recording**.

Access a Call Recording

All recorded calls are stored under the Chats area in MS Teams. Once you have finished recording a call, a Group Chat is created by default with everyone that participated in the call (as long as they are MS Teams users). If a call participant was from outside of MS Teams, you will have to manually share the recording with them.

1. Click the Chats ⬚ icon on the application bar on the left-hand side of your screen.
2. You will see a list of all of your chats. Click the **group chat** that lists everyone that was in your conference call.
3. Click on the **meeting recording** to play it back. If your call has just ended, you may not see a recording yet. If the call was very long, it could take several hours for the recording to save.

Manage Call Settings

Change Device Settings

1. Click your **profile icon** ⬚ in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **Devices**.
4. Select the mic, speaker, and camera options that you would like MS Teams to use.

Make a Test Call

When you make adjustments to your Device Settings, it is good practice to make a Test Call and verify that everything works as expected. MS Teams allows you to make a Test Call without calling an actual person.

1. Click your **profile icon** ⬚ in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **Devices**.
4. Click the **Make a Test Call** button.
5. Follow the instructions on screen. This will test your mic, speaker, and camera. You will receive a summary of the test results after the test call is completed.

Microsoft Teams Calling

Manage Call Settings

Set a Secondary Ringer

By default, an incoming call will only ring on your headset (or phone if you received one). If you would like an incoming call to ring on another device as well (such as your soundbar) you can choose that as your secondary ringer. Incoming calls can be answered on any device whether it is set to ring or not.

Set Call Answering Rules

1. Click on your **profile icon** in the top right corner of MS Teams.
2. Click on **Settings**.
3. Click on **Calls**.
4. Select **Call Answering Rules**. There are two primary options.

> **Option 1, Forward my Calls**
> - Forward to Voicemail.
> - Forward to a specific phone number or contact.
> - Forward to a call group (ring multiple people at the same time, or one-by-one in an order you set).
>
> **Option 2, Also Ring**
> - Also ring a specific phone number or contact (Ex: enter your cell phone number to have calls ring on your mobile device. You also answer the call on your device).
> - Also ring a call group (ring multiple people at the same time, or one-by-one in an order you set).
> - Also ring no one else. Incoming calls will only ring on your primary device (default setting).

Setting up a Call Group

1. In your Voicemail Settings, under Forward my Calls (see above), click on **Call Group**.
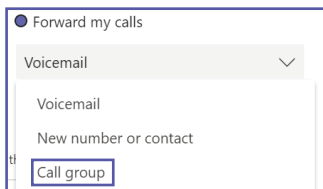
2. Click on the **Add People** search bar.
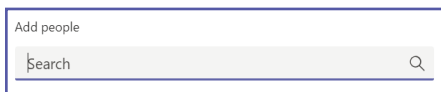
3. Start typing a **name**.
4. Select the **correct person** from the drop-down. Repeat the process for as many people as you would like.

Choose Ring Order of your Call Group

1. Scroll down to see the **Ring Order option** below your list of people.
2. Click the **Ring Order drop down** and choose one of two options:

> - All at the Same Time, which calls everyone in the group simulataneously.
> - In the Order Above, which calls each person one-by-one until someone answers the call.

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Manage Call Settings

Adjust Voicemail Settings

1. Click your **profile icon** in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **Calls**.
4. In the Voicemail section, click the **Configure Voicemail** button.

Record a Voicemail Greeting

1. Under the Configure Voicemail section, click the **Record a Greeting** button.
2. MS Teams will call your voicemail setup. **Press 2** to play your greeting and/or record a new one.
3. Follow additional prompts to record and **save your voicemail greeting**.

Set Voicemail Greeting using Text-To-Speech

1. Under the Configure Voicemail section, scroll down to the **Text-to-Speech** option.
2. Type your **custom greeting**.
3. When you have finished, scroll down and click the **OK** button to save.

Set Out of Office Voicemail Greeting using Text-To-Speech

1. Under the Configure Voicemail section, scroll down to the **Text-to-Speech** option.
2. Type your **custom out-of-office greeting**.
3. Choose **when** you would like the out of office greeting to play.
4. When you have finished, scroll down and click the **OK** button to save.

Set Voicemail Call Answering Rules

1. Under the Configure Voicemail section, select your **Call Answering Rules**. You have several options:

- Let the caller record a message.
- Let the caller record a message or be transferred to someone else (gives them the choice).
- End the call without playing voicemail greeting.
- Play greeting and end the call.
- Transfer the call to someone else. Select the number/person the call should be transferred to.

2. Once you have chosen an option, scroll down and click the **OK** button to save.

Choose Ringtones

You can choose a unique ringtone for calls that are for you, calls that are forwarded to your number, and calls that are delegated to you, so you can easily differentiate between them.

1. Click your **profile icon** in the top right corner of MS Teams.
2. Click on **Settings**.
4. Click **Calls**.
5. Scroll down to the **Ringtones** section and select your ringtones.

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Manage Call Settings

Delegates

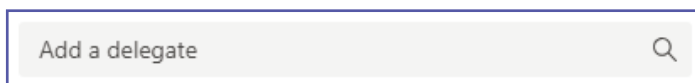Manage who can make and receive calls on your behalf.

1. Click your **profile icon** in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **General**.
4. Click **Manage Delegates**.

> Two tabs options will appear:
> 1. People You Support (people that have chosen you as their delegate).
> 2. Your Delegates (people you have chosen to be your delegates).

Add a New Delegate

1. Click the **Your Delegates** tab.
2. Click in the **search bar**.

3. Start typing the **name of the person** you want.
4. Select the **correct person** from the drop-down that appears.
5. Repeat the process to add additional delegates to your list.

Make and Receive Calls as a Delegate

Once you've been added as a delegate, you can make and receive calls on someone else's behalf.

1. Go to or **start a one-on-one chat** with the person you want to call, or **dial a number** on your dial pad.
2. Select whether you want to **call as yourself**, or as the **person you are a delegate for**.
3. Select **Call**.
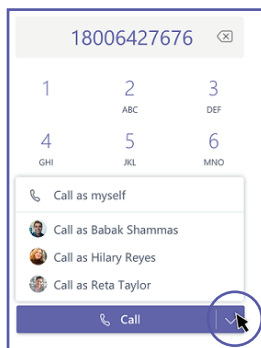
> Delegators can see the calls you make and receive on their behalf, by viewing their call history in MS Teams.

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Manage Call Settings

Put Calls on Hold as a Delegate

Delegates can also put calls on hold. Everyone in the call will be notified that they've been put on hold, and **you** or **the person you are a delegate for** can continue the call.

1. While on the call, click the **ellipses** 🔲 for **More Options**.
2. Click **Hold**.

To resume the call...

3. Click the **phone** 📞 icon on the application bar to the left of your screen to return to your main call window. In the top right corner, you (or the person you are a delegate for) will see the call listed in the top left corner of the screen.
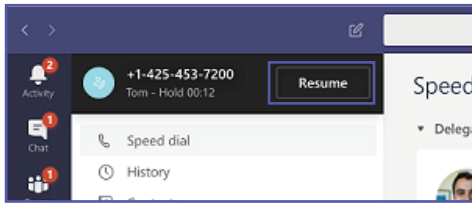
4. You, or the person you are a delegate for, can resume the call by clicking the **Resume** button.