

Welcome to Microsoft Teams Calling

To make the transition from your phone to Microsoft Teams (MS Teams) a smooth one, we have compiled this set of instructions for quick and easy setup.

To make/receive calls, you can use one (or a combination) of the following devices:

1. A headset
2. A webcam
3. Desktop phone (*additional cost*)
4. Your personal mobile phone (*download MS Teams to your phone from your App Store*)

By default, there should be a MS Teams icon located on your desktop.

If there is not an icon on your desktop, click the **Windows icon**  at the bottom left of your screen and start typing **Microsoft Teams**. A menu of choices will appear and MS Teams should be at the top of the list. If you are unable to locate Microsoft Teams, please reach out to your Desktop Support personnel for further assistance.

For easier access, you can right-click MS Teams and select **Pin to Taskbar** which will pin the icon to the bar at the bottom of your screen. Once MS Teams has opened, you are ready to make a call.

Dialing Numbers

1. **On-campus:** click on the person's name or dial their five-digit number.
2. **Off-campus:** dial the seven-digit number. The local area code is not necessary.
3. **Long Distance:** dial the 10-digit number with the area code. A long-distance code is no longer required.

Making/Answering Calls

On the left-hand navigation bar, click the **Call** option (it has a white phone icon).

There are two main ways to make a call from this screen:

1. Click the phone icon  next to a contact listed on the right side of the screen.
2. Dial a number using the dial pad on the screen. If there is no dial pad, click the  button in the bottom-left corner. This will open the dial pad. You can dial by clicking the numbers on screen, or by typing them on your keyboard.

When you receive a call, a pop-up will appear in the bottom right corner of your screen with the caller's name (if applicable) and their phone number. You will have the option to answer or decline the call.

To answer a call, click the phone icon in the pop-up. If you have a 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.

Options Within a Call

While in a call, you have four main options:

1. **Hold:** place the other person on hold. Music will play for them until you return to the call.
2. **Transfer:** transfer the person to another person or department.
3. **Park:** place the call on hold for someone else on your team to pick up, or for you to switch the call from one device (ex: your office computer) to another (ex: your cellphone using the MS Teams app)
4. **Consult then transfer:** call another person or department and talk to them before transferring the call. This is useful for verifying that the call is being transferred to the correct location.

To access these options, click the ellipses  in the menu bar shown within the call.



Checking Voicemail

If you miss a call and receive a voicemail, you can check it in the same place that you make calls from.

When you click the **Calls** option on the left-hand navigation within MS Teams, you will see **Voicemail** listed as the fourth option on the screen.

Click **Voicemail** to see a full list of voicemail messages. Then, click on a **voicemail** to listen to it. If the audio is clear enough, MS Teams will automatically transcribe it for you, as well.

You will also receive an email with an audio file attachment of the voicemail message.

Customizing Voicemail Messages and Call Answering Rules

You can also setup a **custom voicemail greeting**. MS Teams allows you to record your own message, create a text-to-speech recording, and/or set an Out of Office greeting.

To do this, click the **ellipses** to the left of the profile icon  in the top-right corner of the screen. Click **Settings** and then click **Calls**. Scroll down to the "Configure Voicemail" option.

MS Teams also allows you to set **Call Answer Rules**. You can choose to forward calls to one individual, a group of people, or directly to voicemail. These options can also be found in the **Calls Settings** window.

Changing Device Settings

While MS Teams will configure default settings for your device once it has been plugged in, there may be instances where you want to change those settings.

To view your device settings, click the **ellipses** to the left of the profile icon  in the top-right corner of the screen. Click **Settings** and then click **Devices**.

In this menu, you can set your...

- **Speaker:** where you would like to hear phone call audio (headset, computer soundbar, webcam, etc.)
- **Microphone:** the device you will speak into so that others can hear you.
- **Secondary ringer:** an additional device you would like to ring when you get a call. By default, your plugged-in device (whether it be a headset, webcam or desktop phone) will be the primary ringer. You can also select a secondary device such as your computer soundbar or your cell phone (by entering your cell phone number) to ring simultaneously.

When you change a device setting, it is a good idea to click the "Make a test call" button to verify that your settings are working correctly. Clicking this button will put you on a mock phone call with a Microsoft Bot (Teams Echo). It will test your microphone, speaker, camera (if applicable) and network connection.

Once you have familiarized yourself with these steps, you are ready to make phone calls in Microsoft Teams!

Additional information on Microsoft Teams and Microsoft Teams Calling is available on our website! Informational videos, users guides and tutorials can be reviewed whenever you need them and at your own pace. For access to these materials, visit: <https://oit.siu.edu/techtraining/microsoft/teams.php>

If you have additional questions or require assistance with your phone or Microsoft Teams Calling, please contact SalukiTech at 618-453-5155 or online at ithelp.siu.edu. They are happy to assist!