

User Guide for Teams Voice



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Supporting platforms

Desktop



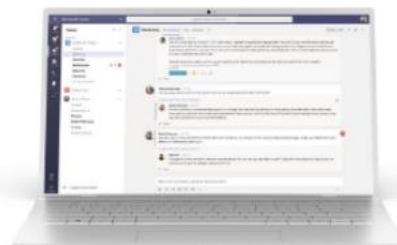
 Windows 7+

Mobile



iPad

Browsers



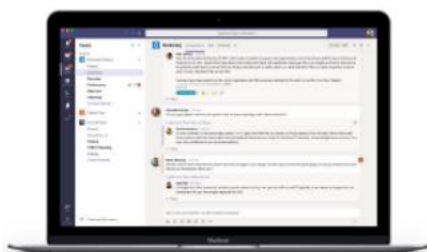
Edge



Chrome



Firefox



 OS X 10.10+



iPhone



Android

- Browser: Internet Explorer/Google Chrome (** Safari browser is not supported), desktop clients, and mobile apps (Google Play/Apple App Store)
- Client download: <https://teams.microsoft.com/download>


Basic Function:

Answering a call

When someone calls you, you'll get a notification that lets you accept or decline the call.



Click **Accept with audio**  to answer with audio only.


Click **Accept with video**  to accept the call and enable video as well.

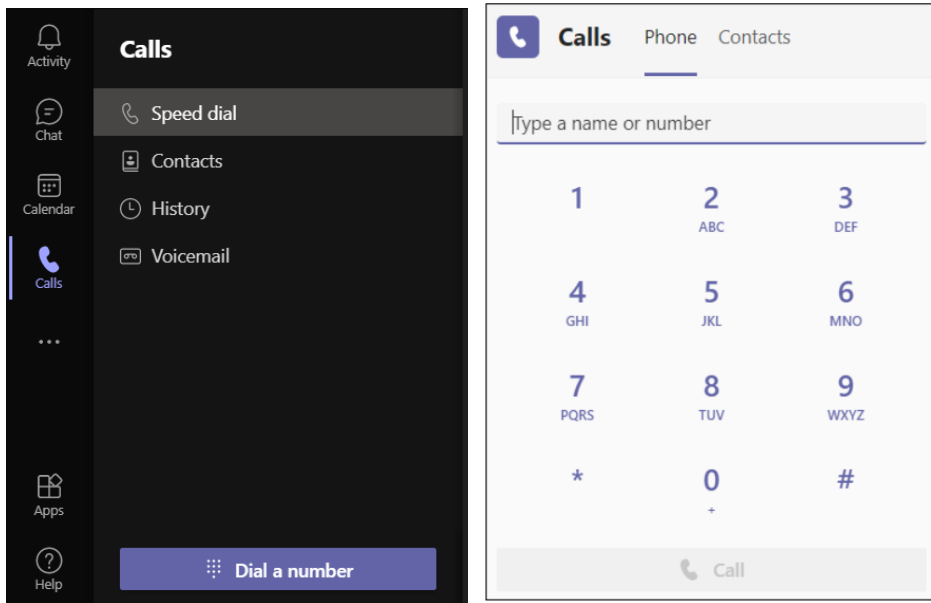
Click **Decline call**  to decline the call and go on with your day.





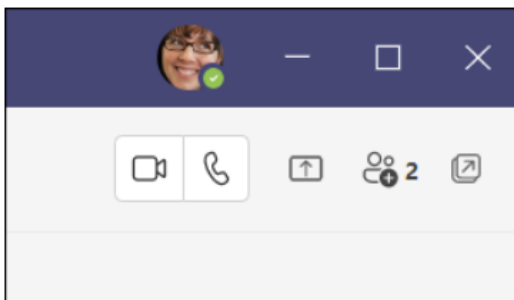
Make phone call

To dial a number from Teams, go to **Calls** , click **Dial a number**, and then enter the number of the person you want to reach by using the dial pad. Then click **Call**  .

To dial a person by name, type the name of a person into the dial pad. And to make group calls, enter multiple names and/or numbers, and click **Call**  .



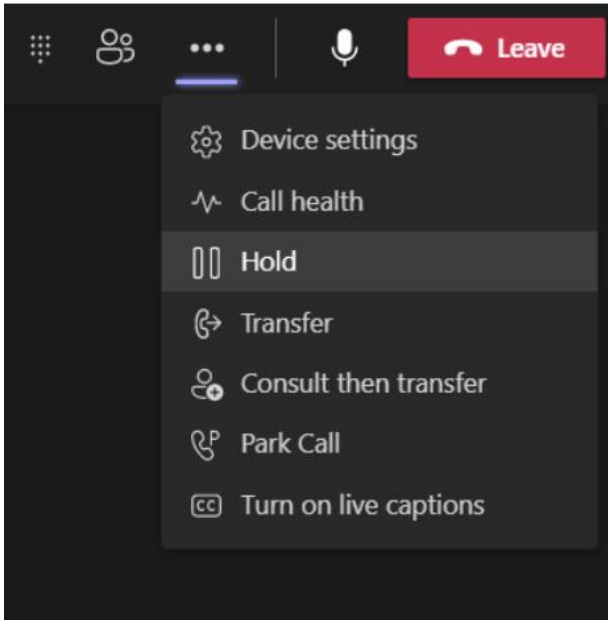
You can also go to your chat list to place your call from the **Chat Tab**. Type the name or names into the **To** field at the top of your new chat, then select by **Video call**  or **Audio call**  to start a call.



Note: Up to 20 people can be on the same video call.

Call Hold

To place a call on hold, choose **More options** ^{...} in your call window and select **Hold**.




Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.

People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is suspended temporarily. Everything will return to normal once you resume your call.

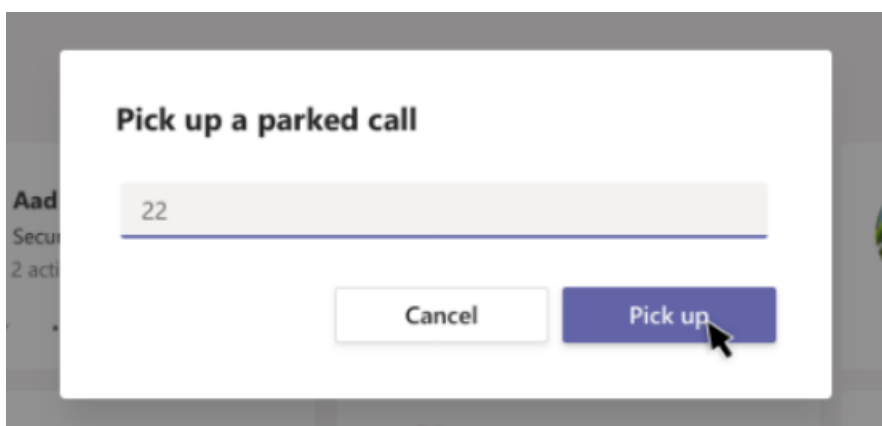
Note: caller will hear music when they're put on hold.

Call Park

To place a call on hold on one device and pick it up from another device, also known as parking a call, click **More actions** **...** in your call window and select **Call park** .

After you park the call, Teams will give you a **unique code** you can use to retrieve the call. If someone else is retrieving the call, copy the code and share it with them.

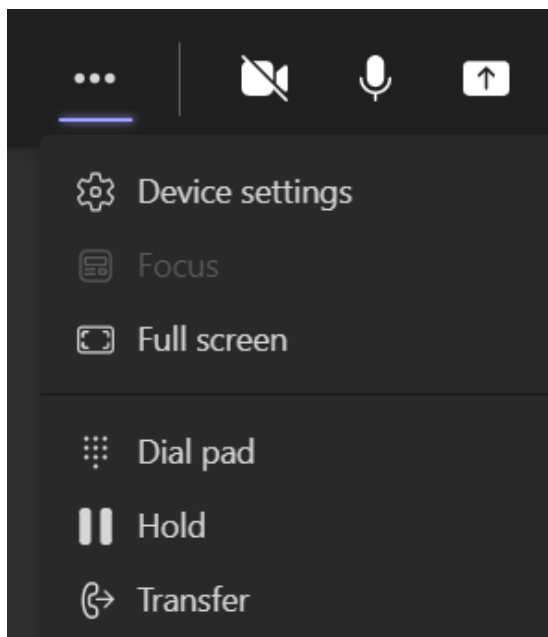
To retrieve a parked call, go to the **speed dial** tab, click **Unpark** , and enter the park code.



Note: If no one picks up a parked call within 5 minutes, it'll ring again.

Transfer a Call

When you're in a call, choose **More options**  > **Transfer** in your call controls.



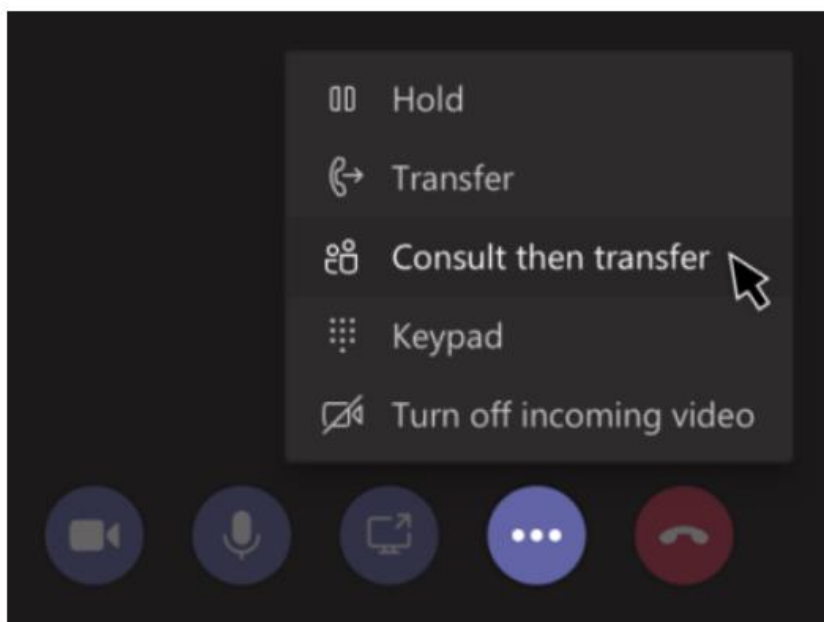
Start typing the phone number or name of the person you want to transfer the call to and select them when they appear.

You can turn on **Ring back if there's no answer**. This will send the call back to you if the recipient doesn't answer.

To finish, select **Transfer** again.

Consult then transfer

You may want to check in with someone before you transfer a call. When you're in a call, select **More options** *** > **Consult then transfer**.



Under **Choose a person to consult**, start typing the phone number or name of the person you want to reach and select them when they appear.

You can call them or consult with them over chat.

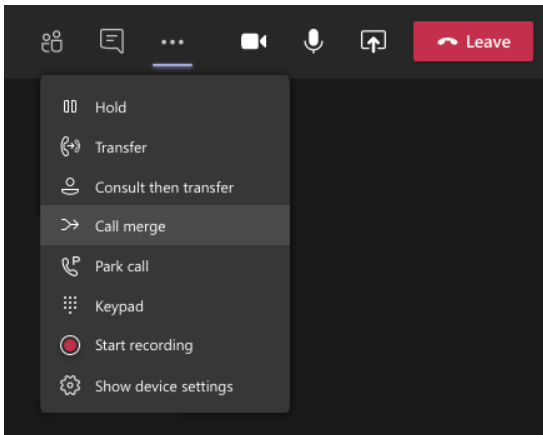
To finish, select **Transfer** again.

Note: anyone who's on a line will hear music when you initiate Consult then transfer.

Merge calls (Conference call)

You can **make another** call while you're still on the first call. When the second call connects, you can merge it with your first call. Or, when you **received the new call**, your other call will automatically be put on hold. Then you can choose to merge the new call with your first call.


Go to the call controls and select **More actions** **⋮** > **Call merge** **➔**

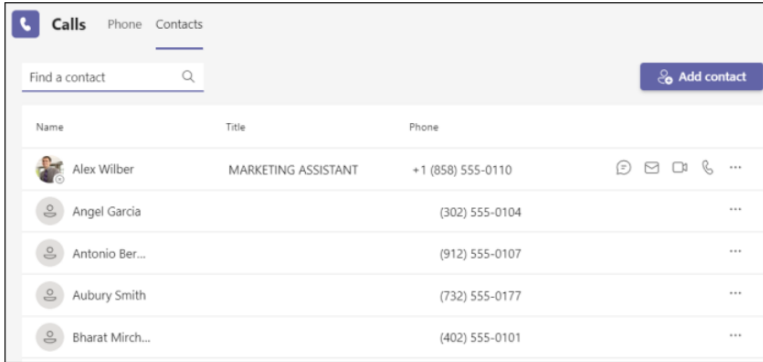


Or you can go to the call controls and select **More actions** **⋮** > **Hold** to take this action before making another call.


Note: The first call will automatically be put on hold when you make another call.

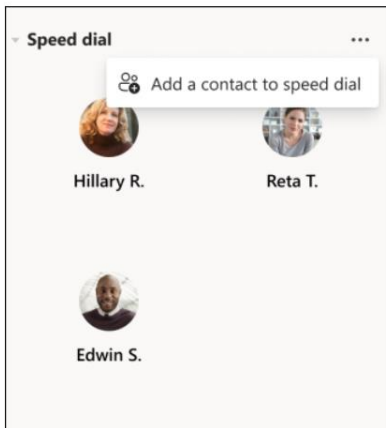
Add Contacts (Address Book)

To view your Teams contacts, select **Calls**  and choose **Contacts** on the left. Here you'll find an A-Z list of all your contacts and a search bar that you can use to find someone specific.




If you want to add a new contact to your list, click **Add contact** at the top of your list to get started.

You can also access your **Speed dial** contacts and any call groups you have created—all on the right side of Teams. Just select **Calls**  and access them there at any time.




Speed dial allows you to quickly reference and call back any recent contacts or contacts that you have added to speed dial.

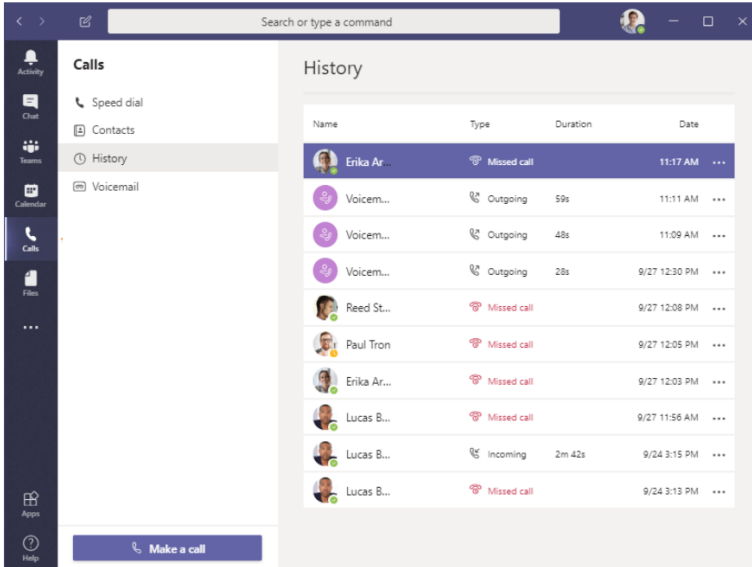
Call groups organize your teammates to help you find or reach certain people based on a role or team.

To add someone to speed dial or any call group, select **More actions**  next to the group name and choose **Add a contact to this group**.

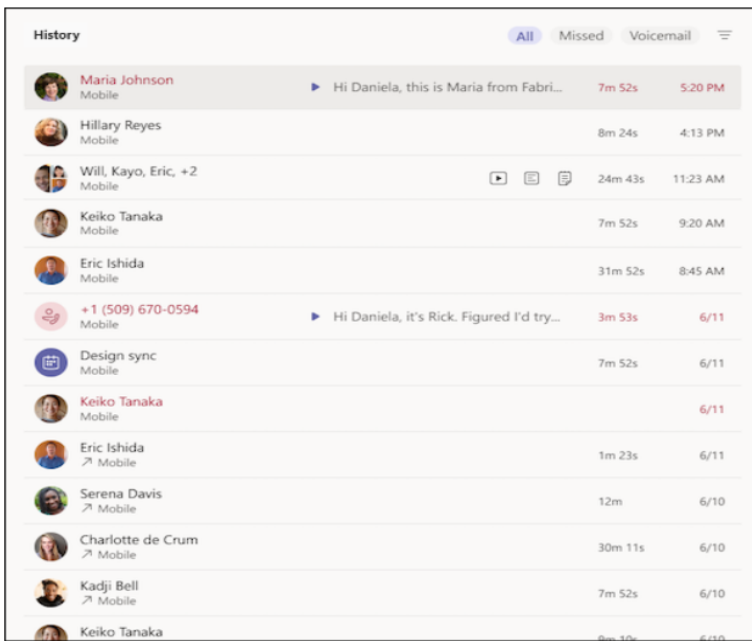
You can quickly call any contact back by selecting **Call**  below their name.

View your call history

Go to **Calls**  and click **History**. There, you'll see a list of all your incoming, outgoing, and missed calls.



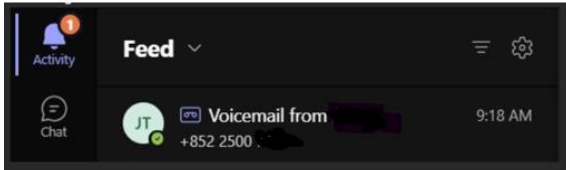
To call someone back, **double-click** their name in your call history list. You can also add someone from your history to **speed dial** and **contacts**.



Check your voicemail

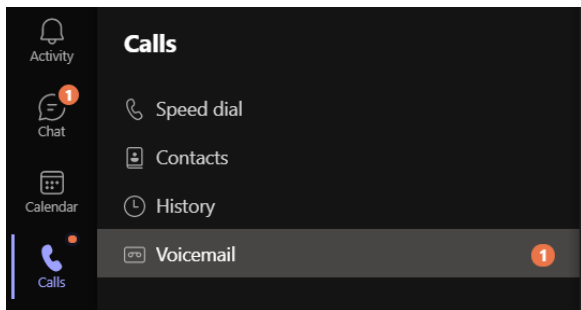
There are 3 ways you will get voicemail notifications.

1. Message push to your email with mp3 format
2. A red dot will appear as an indicator on the App bar's Activity button.

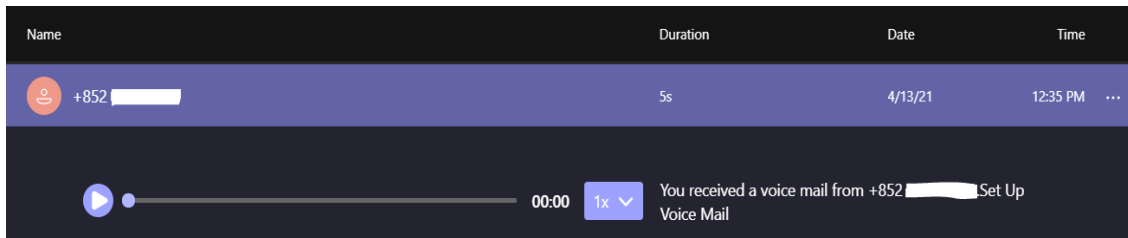


3. Voicemail in Teams (only applicable for external calls)

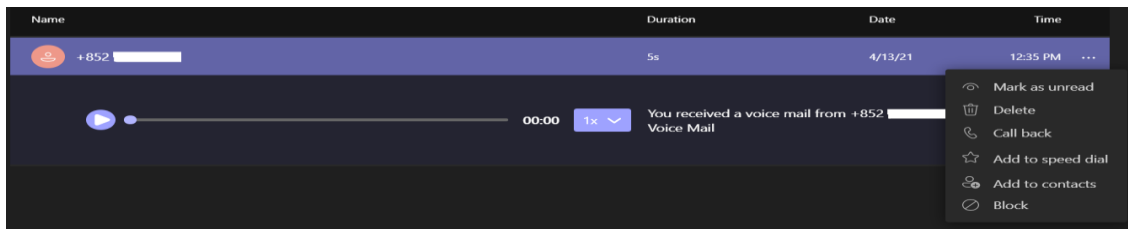
To check your voicemail, choose **Calls** > **Voicemail**.



Select a voicemail in your list and use the playback controls to listen to the recording.



To call someone back, select **More options** > **Call back**.



Adjust your voicemail settings

To change your voicemail settings, select **Settings and more** [☰] next to your profile picture at the top of Teams and then choose **Settings > Calls**. In the **Voicemail** section, click **Configure voicemail**.

Voicemail greeting

To record a new voicemail greeting, select **Record a greeting** and follow the instructions to record your message.

Call answer rules

To change how calls are handled once they reach your voicemail, go to **Call answer rules**. By default, Teams will play your voicemail greeting and allow the caller to record a message. You have some other options, though:

- Let the caller record a message.
- Let the caller record a message or be transferred to someone else.
- End the call without playing your greeting.
- Play your greeting and end the call.
- Transfer the call to someone else.

If you choose an option that includes transferring the call, set the name or number where you want your calls to go under **Where should they be transferred?**

Default greeting language

Change your default greeting language by selecting the language you want under Greeting language.

Text-to-speech voicemail greeting

To use a text-to-speech voicemail greeting, type one in **Your custom greeting** under **Text-to-speech customized greeting**. If you've recorded a greeting, it'll override the text-to-speech option.

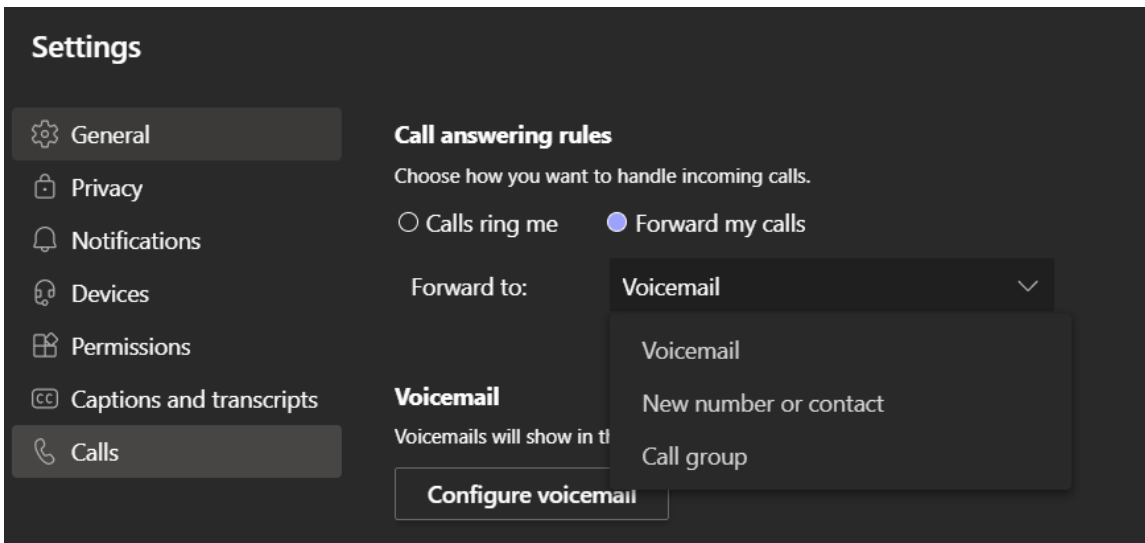
Out of office voicemail greeting

Type your out of office greeting in **Your custom out of office greeting** under **Text-to-speech customized greeting**, then choose when you'd like it to play under **Out of office greeting**.

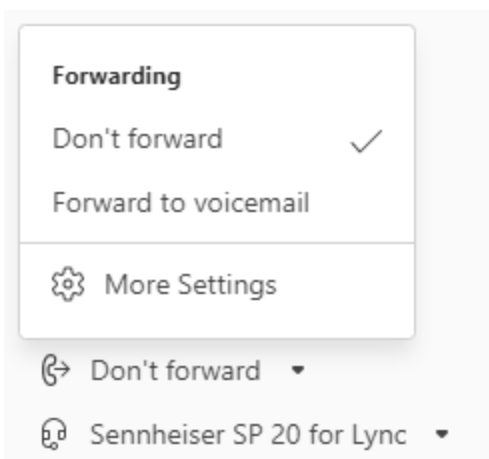
Set up call forwarding

To start forwarding your calls, click your profile picture at the top of Teams, then select **Manage account/Settings > Calls**.

Under **Call answering rules**, choose **Forward my calls**, and then select your forwarded calls destination: voicemail, another person, or a call group.



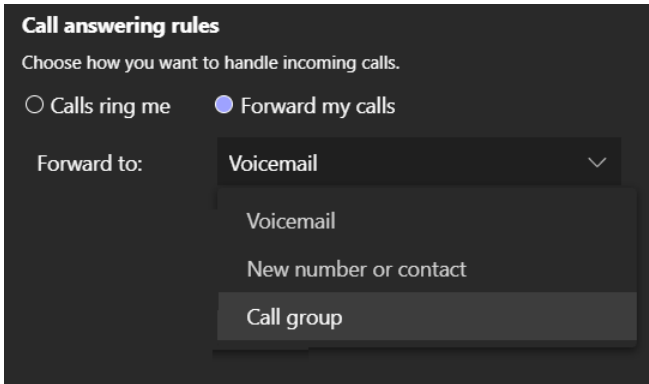
You can also find these settings (whenever you're in the Calls area) by selecting **Don't forward** (or **Forward to voicemail**, etc.) in the lower left of Teams.



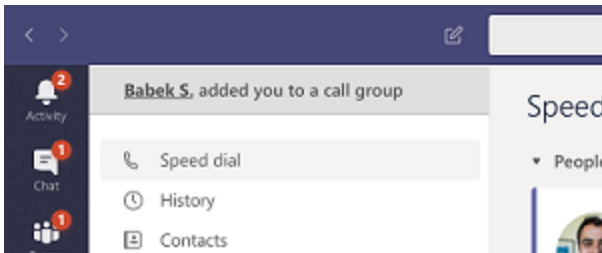
Set up call forwarding to a call group

Under **Call answering rules**, select **Forward my calls**.

In the **Forward to** menu, select **Call group**.



Under **Add people**, add the people you want in your call group. You can add up to 25 people. Anyone you add will get a notification:



Note: You need to add people from your organization. Phone numbers are not supported.

Go to the **Ring order** menu and select **All at the same time** to ring everyone simultaneously or **in the order above** to call people in order in 20-second intervals. If your call group has six or more people, incoming calls will ring all of them at the same time.

< Back to Options

Call group

Select people to be in a call group that can answer calls for you when you're not available.

Add people

Search

 Charlotte de Crum
Senior Account Executive

 Kian Lambert
Software Engineer

 Miguel Silva
Senior Designer

Ring order

All at the same time

All at the same time

In the order above

Cancel

Group call pickup is less disruptive than other forms of call forwarding because recipients can choose how to be notified of an incoming call in their settings and decide whether to answer it.

Forwarded calls

Control notifications based on who is forwarding calls to you. Changes may take time to sync across your devices.

 Alvin Tao

Banner and ringtone

 Babak's call group

Banner and ringtone

Other

Team membership changes

Banner and ringtone

Banner only

Banner in calls app only

Set up simultaneous ring

If you want your incoming calls to ring you and someone else (such as a delegate) at the same time, you can set that up in Teams.

Click your profile picture at the top of the app, then click **Manage account/Settings > Calls**.


Under **Call answering rules**, select **Calls ring me**. Then click **Also ring** and select where else you want your calls to ring: another person, no one, or a call group.

Call answering rules

Choose how you want to handle incoming calls.

Calls ring me Forward my calls

Also ring

No one else 

If unanswered

New number or contact

No one else 

Call group

Choose ringtones

To set your preferred ringtones, select **Settings and more**  next to your profile picture at the top of Teams and then choose **Settings > Calls**.

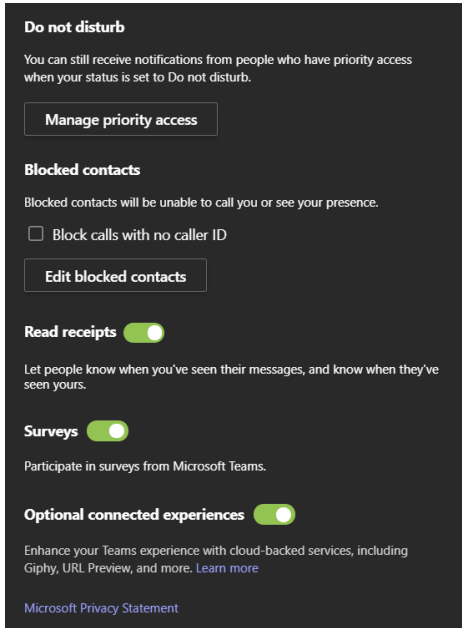
There, under **Ringtones**, you can choose separate ringtones for your normal calls, forwarded calls, and delegated calls so you're able to tell them apart.

Block calls & Unblock calls

1. Block no Caller ID

1.1 Click on your profile picture at the top of Teams and choose **Manage account/Settings > Privacy**.

1.2 Under Blocked contacts, select the option to **Block calls with no caller ID**.



2. Block external callers that have called you

2.1 Click on the **Calls** tab on the left side of your screen.

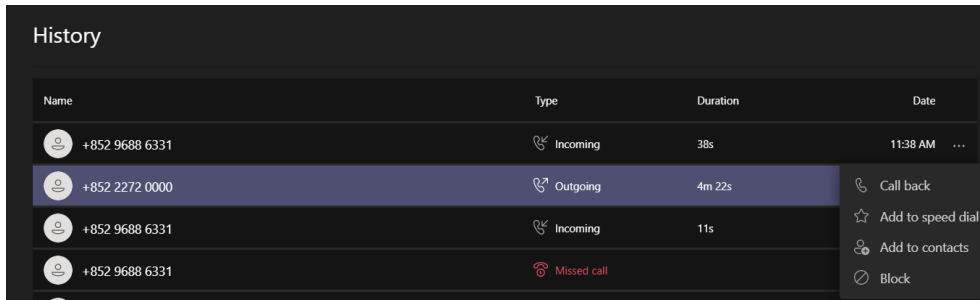
2.2 Click on History option in the Calls menu

2.3 Locate the external call number you wish to block

2.4 Click on the **More actions** *** button

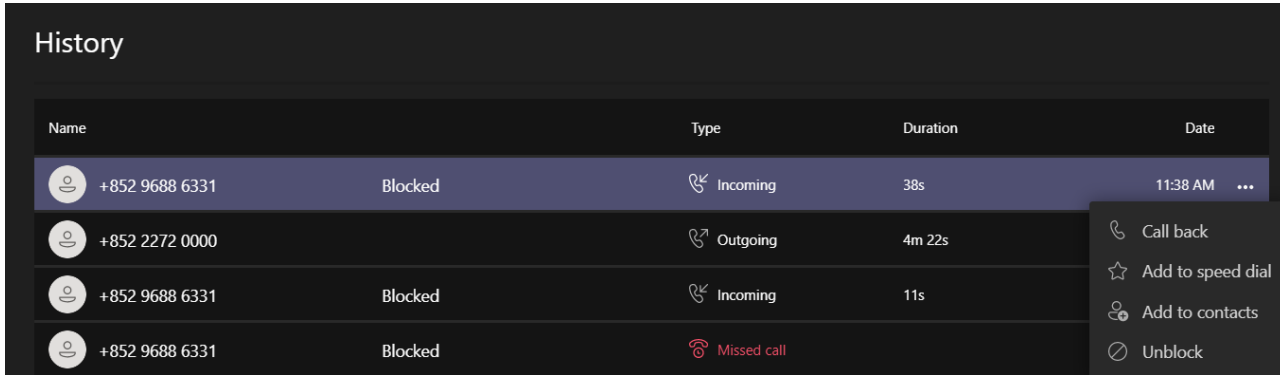
2.5 From than menu, click the option to **Block**

The number is now added to your block list in your Settings

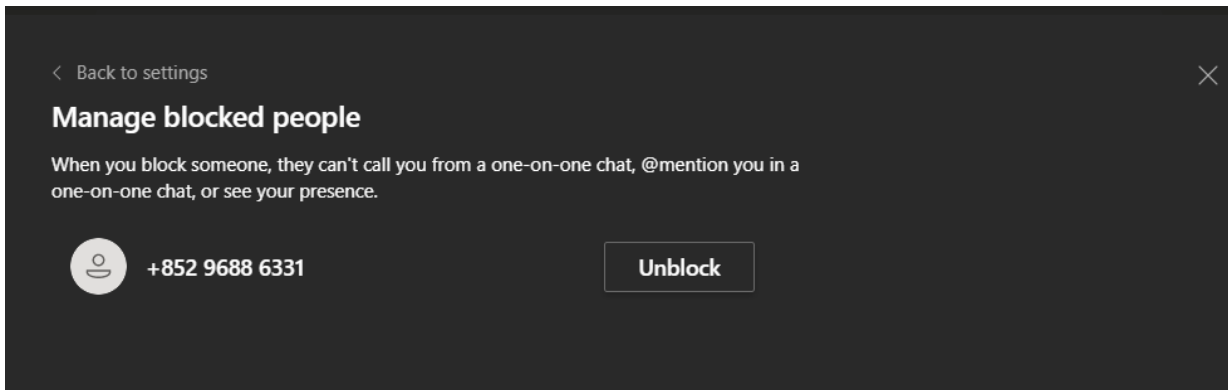


3. Unblock external callers

- 3.1 Click on the **Calls** tab on the left side of your screen.
- 3.2 Click on History option in the Calls menu
- 3.3 Locate the external call number you wish to unblock
- 3.4 Click on the **More actions** *** button
- 3.5 From than menu, click the option to **Unblock**

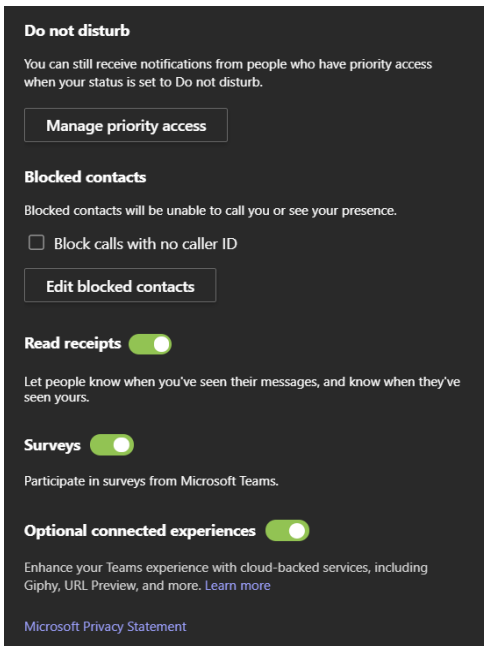


- 3.6 **Or on** Click on your profile picture at the top of Teams and choose **Manage account/Settings > Privacy**.
- 3.7 Under Blocked contacts, select the option to **Edit blocked contacts**.

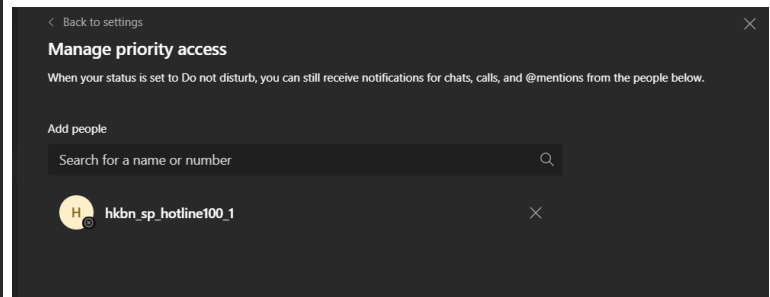
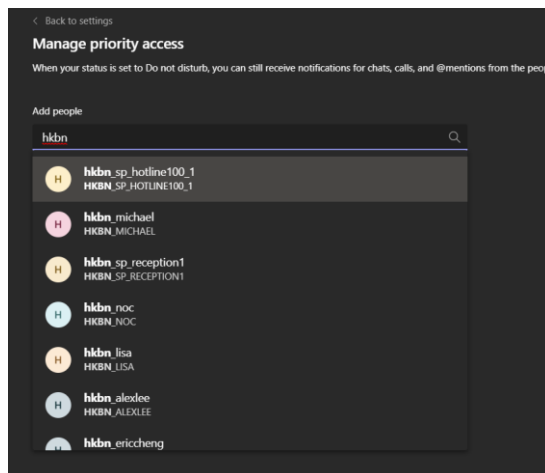


Do not disturb

1. Click on your profile picture at the top of Teams and choose **Manage account/Settings > Privacy**.
2. Under Do not disturb, select the option to **Manage priority access**.



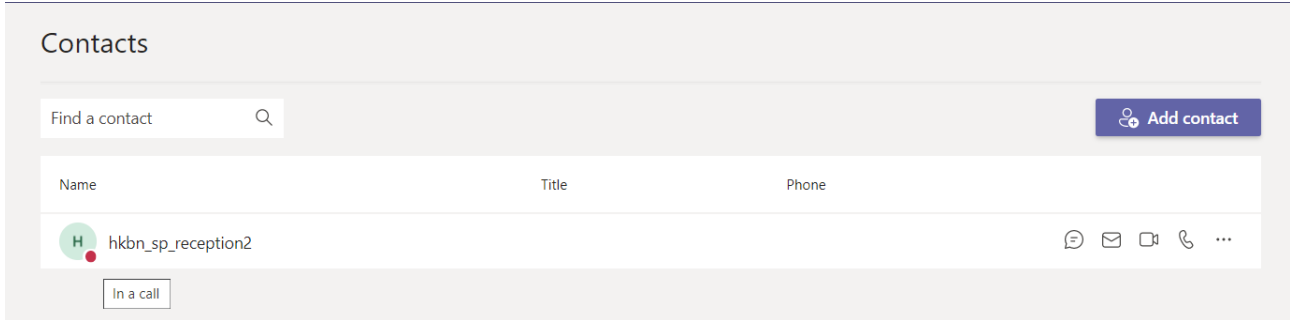
3. Type in the person's name whom you want to give priority access and select the name from drop down list. (can click on the X to remove him or I can type another name and continue to populate the list.)



User Status

The user status within your list is displayed in **Contacts** or **Speed dials**

1. In call status



User configured	App configured
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Available 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Available
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Available, Out of Office. Note: Out of office is automatically set for the periods of time where the user sets "automatic replies". If the user is using the app during these periods of time, a dual presence might be shown, such as "Out of office, available".
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Busy 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Busy
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> In a call
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> In a meeting
	<ul style="list-style-type: none"> <input type="checkbox"/> On a call, out of office
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Do not disturb 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Presenting
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Focusing. Focus happens when the users schedule focus time in MyAnalytics/Insights in their calendars.
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Away 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Away
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Away Last Seen time
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Be right back 	
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Appear offline 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Offline. When users aren't logged in on any of their devices for a few minutes, they appear offline.
	<ul style="list-style-type: none"> <input type="checkbox"/> Status unknown
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Out of Office. Out of Office is used when an automatic reply is set.

Technical Support

In case you got any issues about TEAMS, please feel free to contact our Customer Hotline 128-180.