

Microsoft Teams Voice Guide



Preparing to Use Microsoft Teams Voice Making Calls

Accessing MS Teams

Status and Notification Settings

Accessing Call Settings

Making Calls Using Microsoft Teams Voice

Transferring Calls

Call Forwarding Options

Voicemail Access & Settings

Voicemail Settings

Adding Additional Receivers for Calls / Call Delegation

Sending Calls to Someone Else if You Do Not Answer

Adding Speed Dial Contacts



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

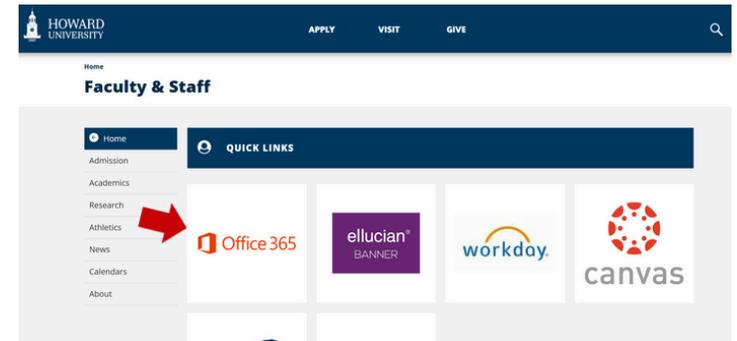
- ✓ **Sign into your Howard University Microsoft Office365 Account:** You will need your Howard University credentials (e.g., jsmith@howard.edu) to sign in to Microsoft Teams across all devices.

Access Office365 at <https://howard.edu/faculty-staff>

Verify via Microsoft Authenticator application, as needed.

- ✓ **Test your Equipment:** Before making calls, check your microphone, speakers, and camera to ensure Teams has access and everything is working properly.

⚠ **If you need assistance with access to your Office365 applications, or checking your audio settings, contact the ETS helpdesk at 202-806-2020 or <https://howarduniv.service-now.com/esc>**



Mobile Download

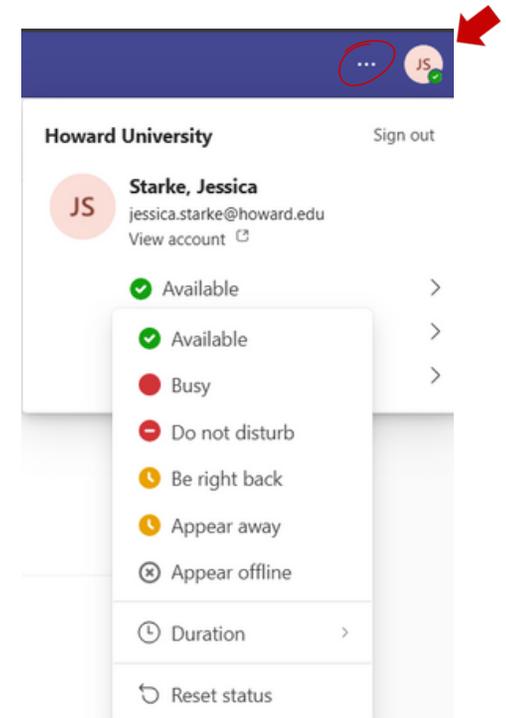
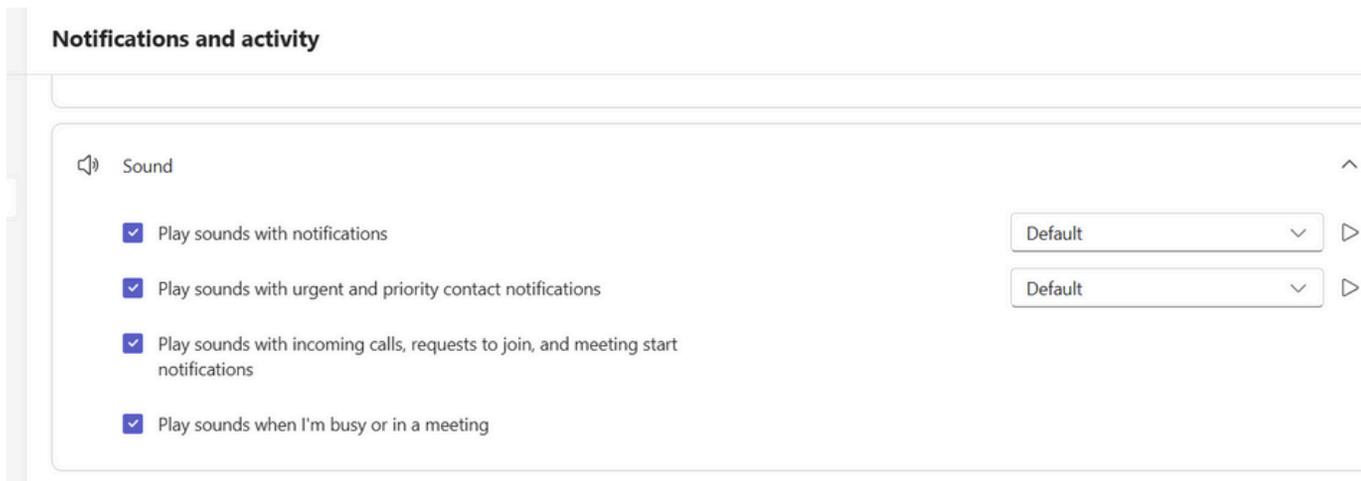
Accessing Microsoft Teams

Microsoft Teams is accessible on your desktop, laptop, tablet, and mobile phone via:

- **MS Teams Application** - Search your device's applications for "Teams", and open the Microsoft Teams Application.
- **Web Browser**- In the web browser URL address bar, insert <https://teams.microsoft.com/>
- **Mobile Device**- Search your device's applications for "Teams", and open the Microsoft Teams Application.

Status & Notification Settings

- **CHECK YOUR STATUS** : Upon opening Teams, **select your image** (or initials) in the upper right corner. Make sure that your status is set to the appropriate status: 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.***
- **CHECK YOUR NOTIFICATION SETTINGS** : **select the three dots** next to your image or initials in the upper right corner (underlined). From this menu, **select “Settings”** ⚙️. **Select “Notifications and Activity”**. Adjust settings as needed. For Voice, pay special attention to the **Sound and Display Options**.



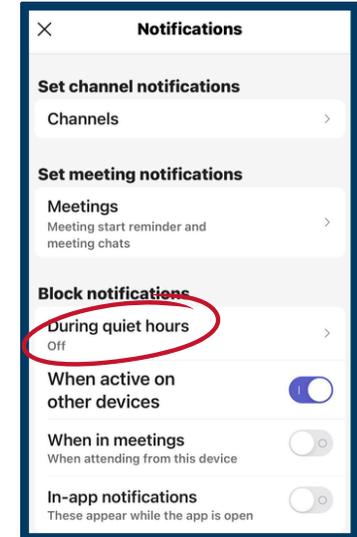
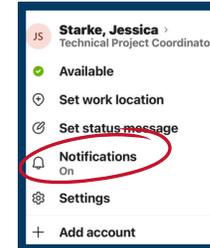
- **Turn off ringtones entirely** - **uncheck** “play sounds with incoming calls, requests to join and start meeting notifications.”
- **Turn off ringtones when busy or in meeting** - **uncheck** “play sounds when I’m busy or in a meeting.”

Additional Notification Settings



- SETTING “QUIET HOURS” FOR MOBILE NOTIFICATIONS

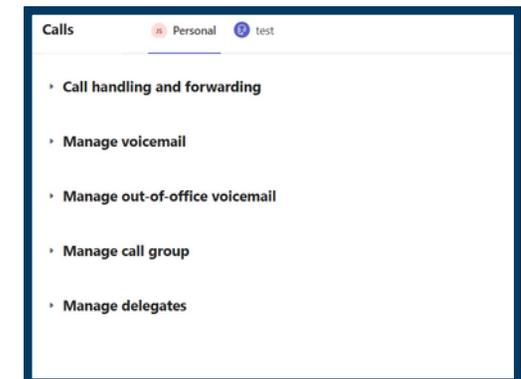
1. Open the **MS Teams Application on your mobile phone.**
2. Tap your profile picture in the top left corner
3. Select **Notifications**
4. Select **During Quiet hours/time** (*language may vary depending on phone OS*)
5. Toggle on **Certain hours** **OR** **Certain days**, and then set your start and end times



Accessing your Call Settings



1. Select the three dots next to your Icon picture or initials
2. Select Settings
3. Select Calls. Here you can tailor your telephony requirements as needed



Making Calls Using Microsoft Teams Voice

- **ACCESS THE DIAL PAD:**

1. In the left “shortcuts” bar, **Select Calls (phone icon)** ***if the “Calls” option does not appear in your shortcuts, select the three dots and search “Calls”.*
2. Manage your virtual phone in the MS Teams Voice Console

The image shows a screenshot of the Microsoft Teams interface. On the left, the 'shortcuts' bar is visible, with the 'Calls' icon highlighted by a red box and a magnifying glass. The main area shows the 'Calls' section with a search bar and a dial pad. The 'Microsoft Teams Voice Console' is displayed on the right, showing a list of calls and a speed dial section. Annotations include: 'Access contacts: type in a number or staff/faculty/contact name' pointing to the search bar; 'View All Calls, Missed Calls, or Voicemail' pointing to the console header; 'Add others to Speed Dial for Quick Access' pointing to the speed dial section; and 'Dial Pad: You should not dial “9” or “1” for numbers.' pointing to the dial pad.

Microsoft Teams Voice Console

View All Calls, Missed Calls, or Voicemail

Speed dial

Caller	Call Type	Duration	Time
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
Rabin Samuel			

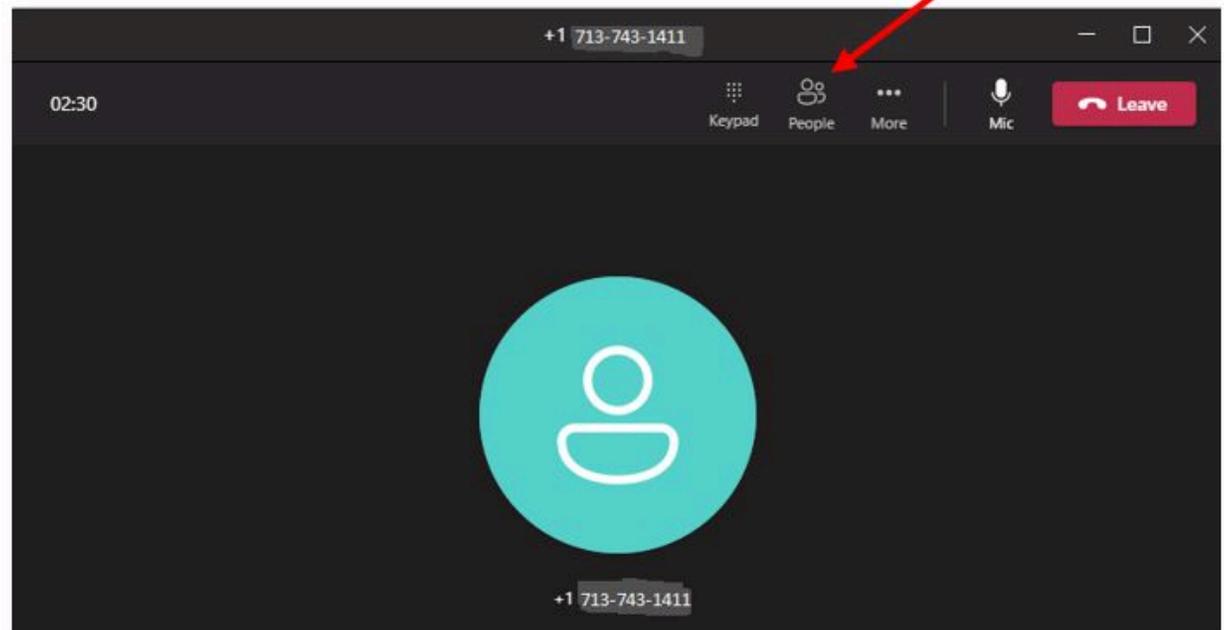
Making Calls Using Microsoft Teams Voice (continued)

Teams Calls vs. Telephone Calls (PSTN)

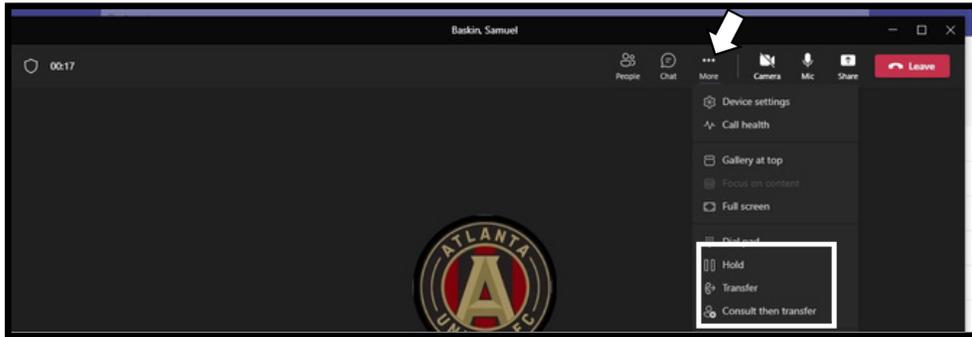
- Place internal **Teams Calls** by searching the name of Howard University staff or available external Teams user.
- Insert a **telephone number** into the dial pad box, to place a traditional 'phone call' using the Public Switched Telephone Network (**PSTN call**)

Call conferencing with MS Teams Voice

- Click **People** to add additional callers
- Select **Add People**
- Enter the contacts name or telephone number and merge the calls.

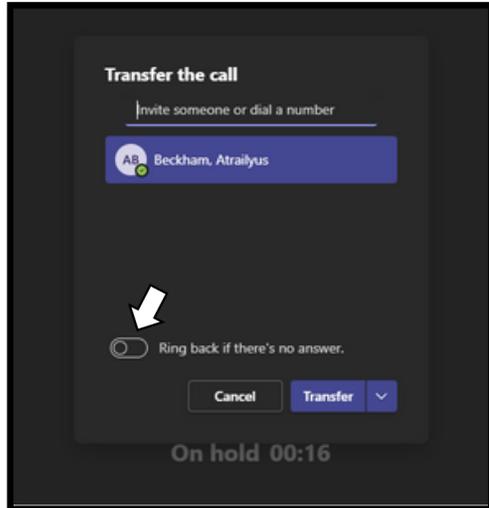


Transferring Calls Using Microsoft Teams Voice

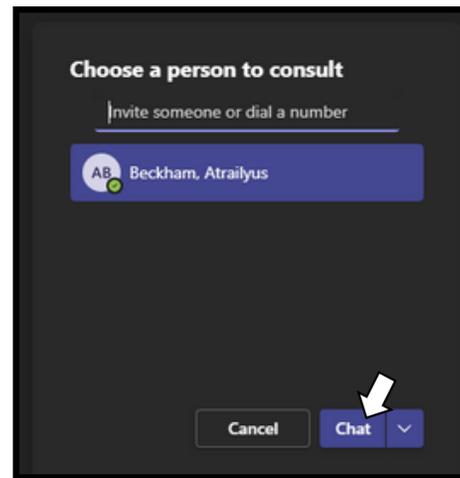


You can access the hold & transfer options while in the call via the MORE button on the main menu.

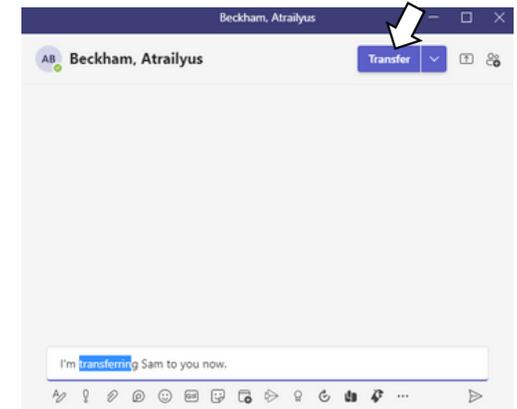
- **Hold**-Places the person on hold until you choose the RESUME option in the top right of the call.
- **Transfer**-Allows you to search for a person or dial in a number to transfer the person to
- **Consult then Transfer**-Allows you to send a Teams Chat message before transferring a person to someone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



Call Forwarding Options

Call handling and forwarding

Forward all calls

When you receive a call

Do not ring anyone else

When you can't answer a call

Redirect to voicemail

Ring for this many seconds before redirecting

20 seconds (default)

FROM CALL SETTINGS

DIRECT CALL FORWARD : Toggle on “Forward All Calls”, calls will be routing directly to the specified destination

SIMULTANEOUS RING : Under “When you receive a call” , select “Also ring a new number or contact

UNANSWERED CALL SETTINGS : Under “When you can’t answer a call” , select from the following

- **Do Not Redirect Calls**- calls will disconnect if not answered, no voicemail
- **Redirect to Voicemail**- default setting, calls will be routed to voicemail box
- **Redirect to a new number or contact**- calls will be routed to a designated telephone number or Teams contact.

FROM THE MS TEAMS VOICE CONSOLE/ ACTIVE CALL

- Under the dial pad, you can review and adjust your current forwarding status, as well as your audio device.

Type a name or number

1 2 3
ABC DEF

4 5 6
GHI JKL MNO

7 8 9
PQRS TUV WXYZ

* 0 #

Call

Work number: +1 202-250-7355

Don't forward

Forwarding

Don't forward ✓

Forward to voicemail

More Settings

Don't forward

3- Logitech USB Headset

Call Groups

1. Under Call Settings, select **Manage Call Group**
2. Select **Add Call Group**
3. Add personnel to your Call Group to enable them to receive calls to your number

Manage call group

Call group members can receive calls on your behalf.

Add a call group

Pick the order you want people in your call group to receive your calls.

Ring order

All at the same time

Cancel

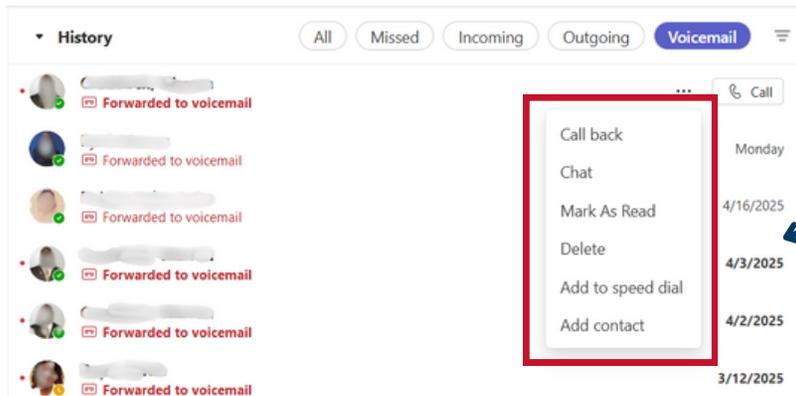
All at the same time

Voicemail Access & Settings

Access Voicemail from the Calling Console



1. From the left shortcut menu, select **“Calls”**
2. From the top right, choose **“Voicemail”**



Voicemail Options

Call Back
Chat
Mark as Read
Delete
Add to Speed Dial
Add Contact

Setting Up Voicemail for Microsoft Teams Voice

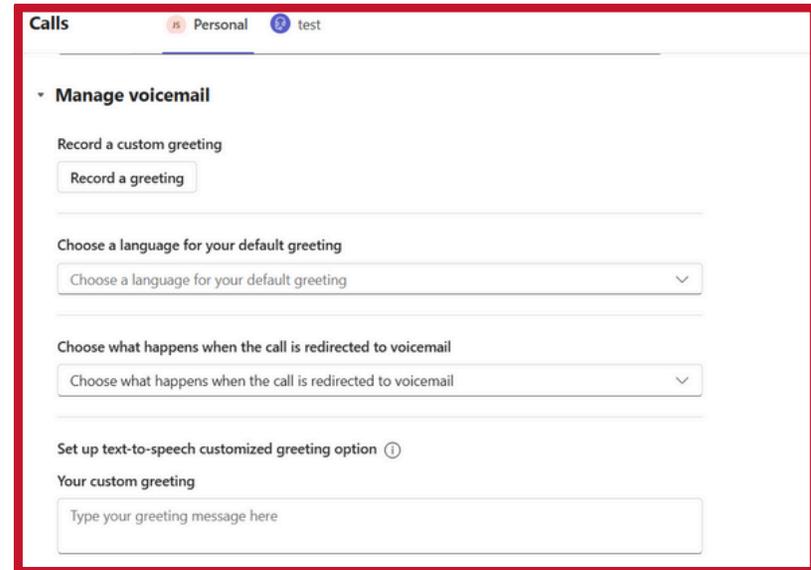
You can setup two voicemails. One would be your regular voicemail and the other would be an out of office voicemail (for extended leave, vacation, etc).

To access your voicemail settings, go to:

1. Select the three dots next to your name/ profile picture
2. Settings
3. Calls
4. Manage Voicemail (or Manage Out of Office Voicemail)

Voicemail Configurations

Record your Greeting
Choose default language
Voicemail Box Configurations
Text-to-Speech voicemail greeting



Calls Personal test

Manage voicemail

Record a custom greeting

Record a greeting

Choose a language for your default greeting

Choose a language for your default greeting

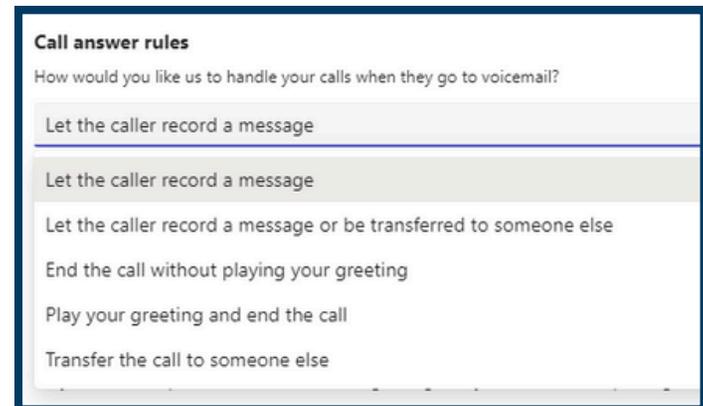
Choose what happens when the call is redirected to voicemail

Choose what happens when the call is redirected to voicemail

Set up text-to-speech customized greeting option ⓘ

Your custom greeting

Type your greeting message here



Call answer rules

How would you like us to handle your calls when they go to voicemail?

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

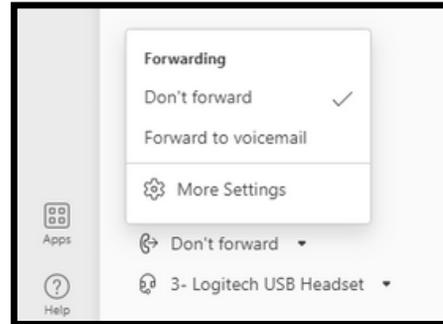
Play your greeting and end the call

Transfer the call to someone else

Adding Additional Receivers of Your Calls Using Microsoft Teams Voice

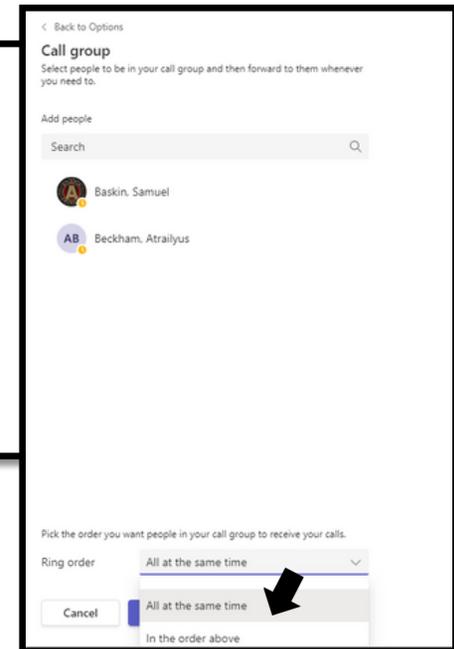
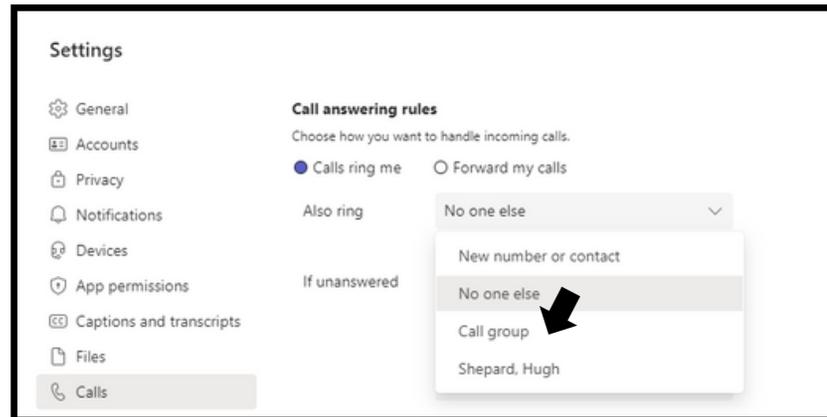
You can set your calls to ring you as well as another person or group at the same time.

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).

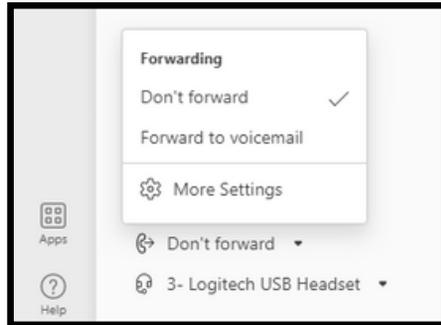
If you choose a call group, you will be asked to add in the members of the group and choose if it rings all of them at once or in a certain order.



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

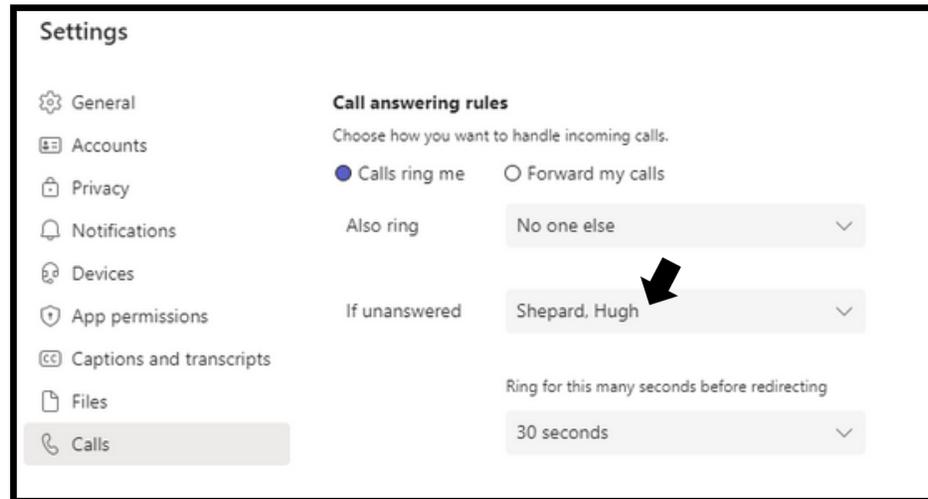
You can set a call to ring you first and if you don't answer, designate a person to receive the caller.

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 farright 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.

The image displays the Microsoft Teams Voice console interface, divided into two main sections: a call history view (top) and a speed dial management view (bottom).

Call History View (Top):

- Left Panel:** A numeric keypad for dialing numbers, with a 'Call' button at the bottom. The work number is +1 678-253-2158.
- History Table:** A list of call records with columns for status, duration, and time. The status column includes icons for Outgoing, Incoming, Missed, and Voicemail.
- Speed Dial Panel (Right):** A section titled 'Speed dial' with a '+ Add a contact to this group' button. It displays a grid of contact avatars and names, including Douglas S., Hugh S., Samuel B., Josh S., Laura H., Ashley, My Group, Not Tylers, pinnedGroup, and Other Contacts.

Speed Dial Management View (Bottom):

- Left Panel:** Similar to the top view, showing a numeric keypad and the work number +1 678-253-2158.
- History Table:** A list of call records. A context menu is open over a call record, showing options: 'Call back', 'Add to speed dial', 'Add contact', and 'Block'. An arrow points to the 'Add to speed dial' option.
- Speed Dial Panel (Right):** A section titled 'Speed dial' showing a grid of contact avatars and names, including Douglas S., Hugh S., Samuel B., Josh S., Laura H., Pedro Belo G., Ashley, and My Group. An arrow points to the '...' menu icon next to the 'Add a contact to this group' button.