

Microsoft Teams Calling

An Introduction to Microsoft Teams and Calling Features



WILLIAM & MARY

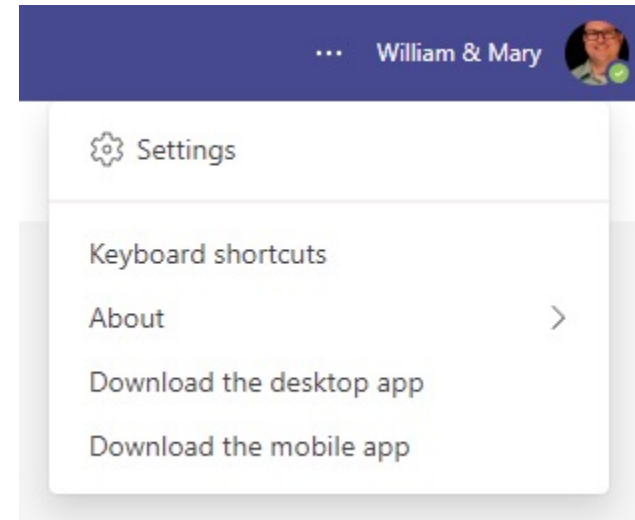
CHARTERED 1693

Agenda

- What is Teams?
- How to Access
- Teams Calling
- Calling Features
- Call Handling
- Teams Settings
- Voicemail
- Answer Rules / Status
- Equipment
- Test Call
- Mobile App
- Other Features

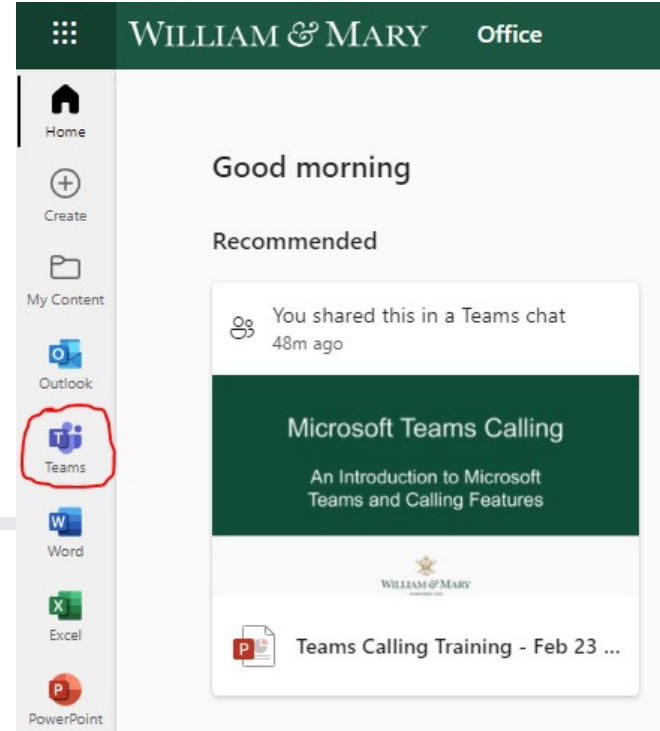
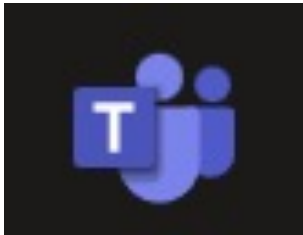
What is Microsoft Teams?

- Microsoft Tool for
 - Calls (Voice and Video)
 - Text Chat
 - Collaboration
 - File Sharing
- App for Desktop, Mobile, Web
 - <https://teams.microsoft.com/>
 - Desktop Application



How to Access Teams

1. Go to <https://office.wm.edu/>
 2. Open Teams
- OR run ***Desktop App***



Teams Calling Overview

- Mitel Phones moving into Teams
 - Current Phone System going End-of-Life
 - W&M Phone Service anywhere
 - Easy Calling Functions
 - Cost Savings



Teams Calling Features

The screenshot displays the Microsoft Teams interface with the 'Calls' tab selected. The interface is annotated with red boxes and arrows highlighting key features:

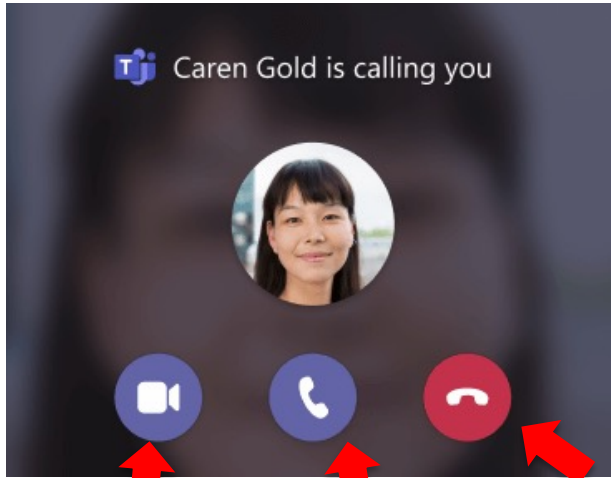
- Calling History:** A red box labeled 'Calling History' points to the 'Recent' list of calls, which includes entries for Hillary Reyes, Will, Kayo, Eric, Keiko Tanaka, Eric Ishida, and Design sync.
- Voicemails:** A red box labeled 'Voicemails' points to the 'Voicemail' column in the 'Recent' list, which shows a context menu with options: 'Add to speed dial', 'Block number', 'Edit', and 'Remove'.
- Dial and call:** A red box labeled 'Dial and call' points to the 'Call' button at the bottom of the dial pad, which is currently displaying the number '+1 (509) 670-0594'.
- Speed Dials:** A red box labeled 'Speed Dials' points to the 'Speed dial' section on the right, which lists contacts like Hillary R., Reta T., Edwin S., Miguel S., Marie B., Bruno Z., and Erika F.

The interface also shows a search bar at the top, a left-hand navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, and Files, and a bottom navigation pane with icons for Apps and Help.

<https://support.microsoft.com/en-us/office/first-things-to-know-about-calls-in-microsoft-teams-2b883a81-dd15-41bd-a6ba-39deef141027>

Call Handling

- Answering Calls

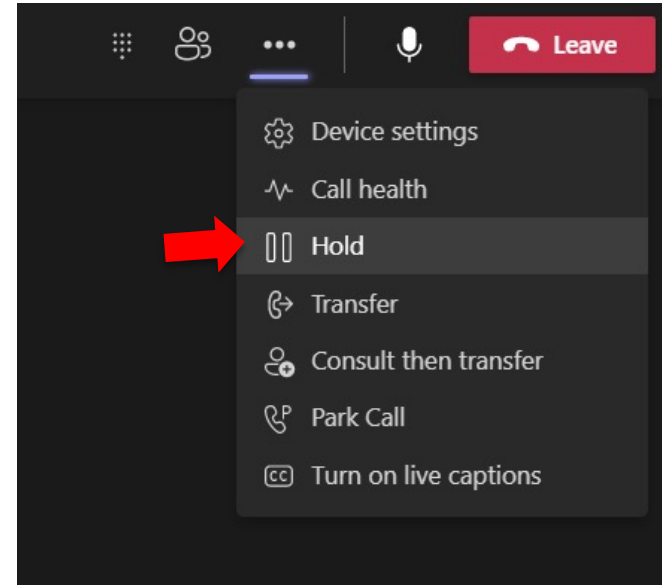


Answer (video)

Answer
(audio only)

Decline Call
(Send to
Voicemail)

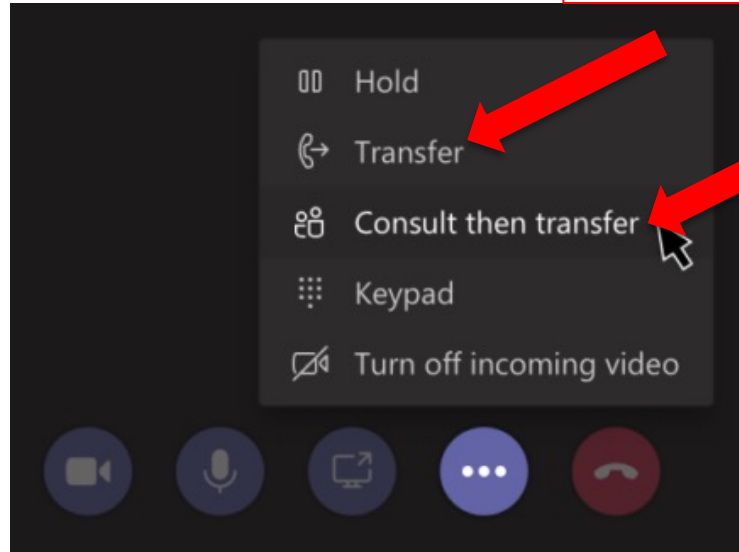
- Place Call on Hold



Call Handling

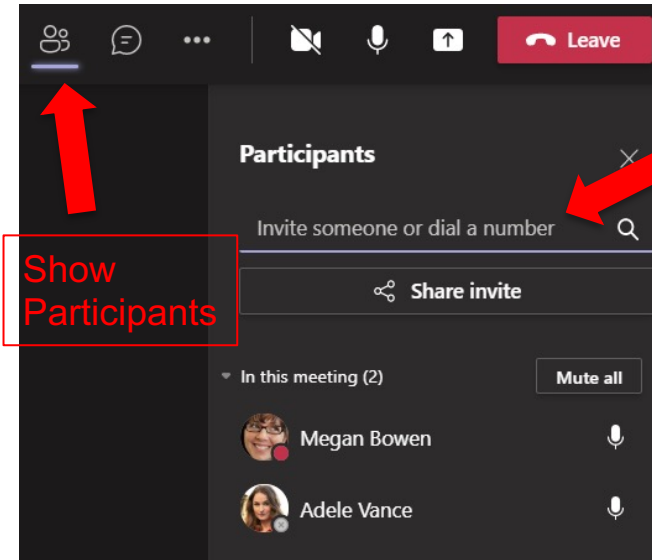
- Transfer

Transfer Only



Ask then Transfer

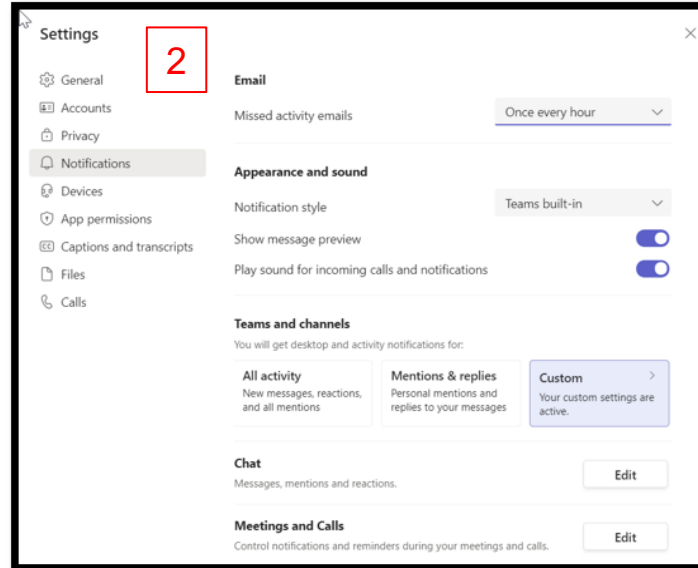
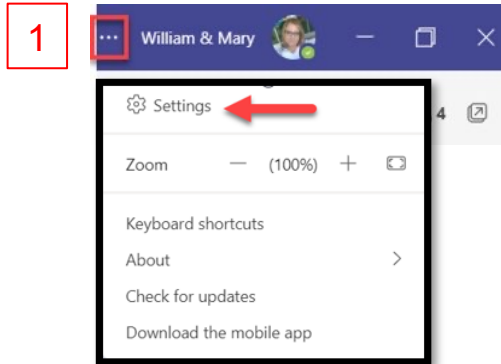
- Add a Caller



Then add caller

Show Participants

Teams Settings



Voicemail

- Setting Voicemail

- Checking Voicemail

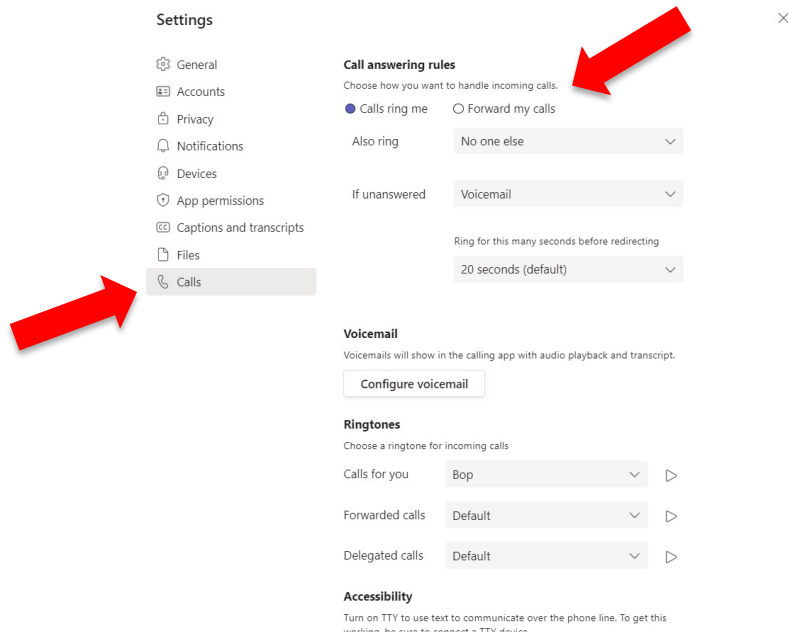
The screenshot shows the 'Settings' app interface. On the left, a 'Forwarding' menu is open, showing options: 'Don't forward' (checked), 'Forward to voicemail', 'More Settings', 'Don't forward', and 'Custom Setup'. A red arrow labeled '1' points to the 'More Settings' option. In the main 'Settings' view, the 'Calls' option is highlighted. A red arrow labeled '2' points to the 'Calls' option.

The screenshot shows the 'History' app interface. At the top, there are tabs for 'All', 'Missed', 'Incoming', and 'Voicemail'. Below the tabs, a voicemail message is displayed: 'Hi Megan, hope you had a good ...' with a duration of '12s' and a date of '3/24'. A red arrow points to the 'Voicemail' tab.

Within Call History +
As Email Attachment

Answering Rules / Status

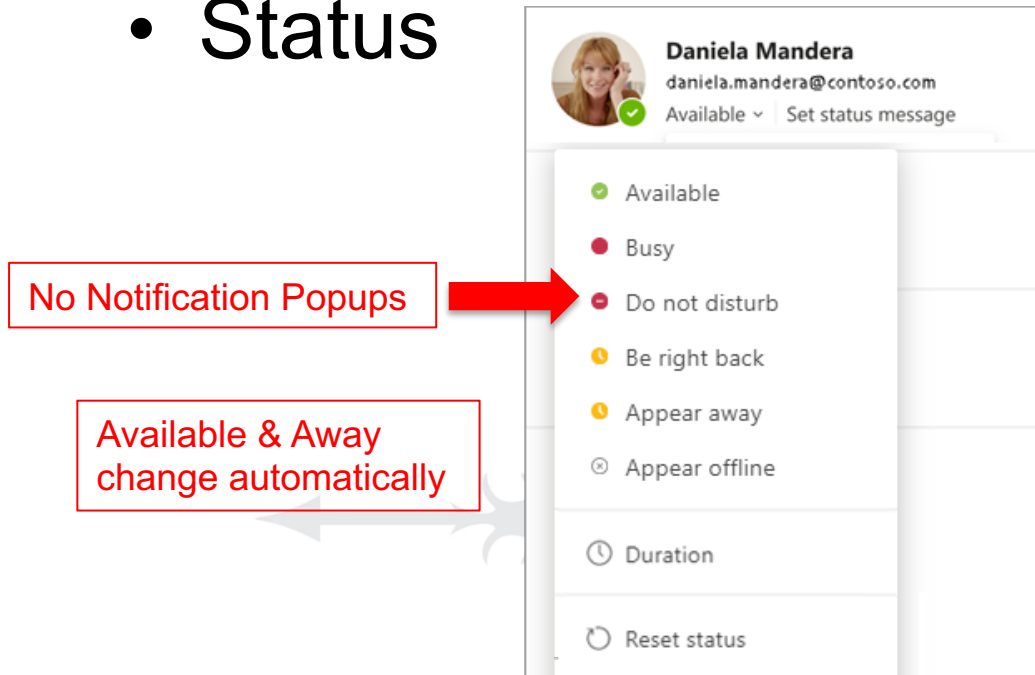
- Answering Rules



The screenshot shows the 'Settings' application with the 'Calls' option selected in the left-hand menu. The main content area is titled 'Call answering rules' and includes the following settings:

- Call answering rules:** Choose how you want to handle incoming calls. Calls ring me Forward my calls
- Also ring:** No one else
- If unanswered:** Voicemail
- Ring for this many seconds before redirecting:** 20 seconds (default)
- Voicemail:** Voicemails will show in the calling app with audio playback and transcript. [Configure voicemail](#)
- Ringtones:** Choose a ringtone for incoming calls.
 - Calls for you: Bop
 - Forwarded calls: Default
 - Delegated calls: Default
- Accessibility:** Turn on TTY to use text to communicate over the phone line. To get this working, you need a compatible TTY device.

- Status



The screenshot shows the 'Status' menu for Daniela Mander (daniela.mandera@contoso.com), who is currently 'Available'. The menu options are:

- Available
- Busy
- Do not disturb
- Be right back
- Appear away
- Appear offline
- Duration
- Reset status

No Notification Popups

Available & Away change automatically

Equipment

Standard Headphones



Poly Voyager 4310



Poly Voyager 4320

Upgraded Headphones



Poly Voyager 4245



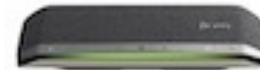
Poly Voyager Focus 2

Desk Phone



Audiocodes C455

Speaker



Poly Sync 40 (or 20)

Download Latest Version: <https://www.poly.com/lens>

Make A Test Call

Settings [Close]

- General
- Accounts
- Privacy
- Notifications
- Devices**
- App permissions
- Captions and transcripts
- Files
- Calls

Forwarding

- Don't forward ✓
- Forward to voicemail
- More Settings**
- Don't forward ▾
- Custom Setup ▾

Audio devices

Custom Setup ▾

Speaker

1 - DELL U3415W (AMD High Definition Audio Device) ▾

Microphone

Microphone (HD Pro Webcam C920) ▾

Automatically adjust mic sensitivity

Make a test call

Noise suppression ⓘ

Choose Low if you want others to hear music. [Learn more.](#)

Auto (Default) ▾

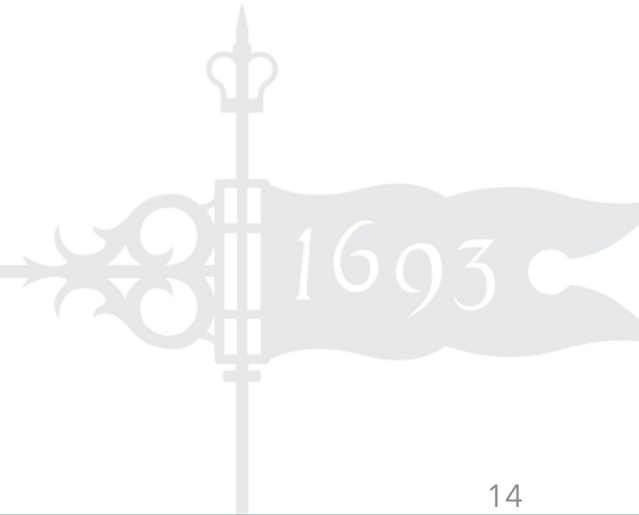
High fidelity music mode

Show the option in meetings to deliver high fidelity sound. [Learn more.](#)

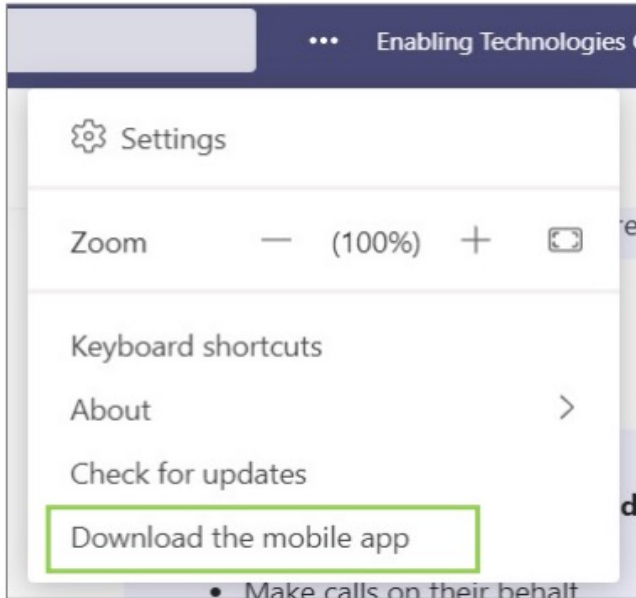
Secondary ringer

None ▾

TEAMS MOBILE APP



Download Mobile App



1. From the Teams Desktop App, select the three dot more options menu and click **Download the mobile app**
2. Enter an email address accessible from your mobile device and Teams will send a link to download the mobile app
3. Click the emailed link from your mobile device to launch the mobile app store
4. Use your personal app store account to download the Teams app
5. Once downloaded, use your work credentials to sign in

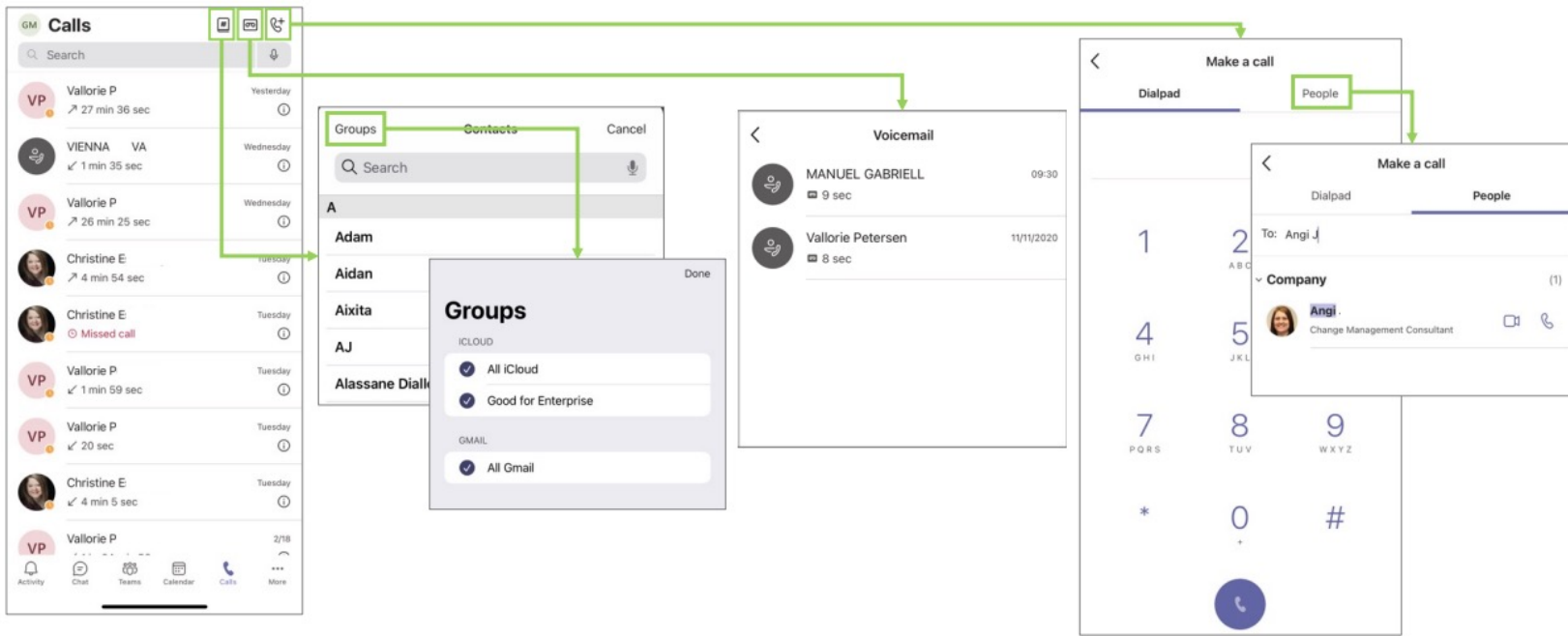
Or go to the Apple / Android App Store and search “Microsoft Teams”

Mobile App

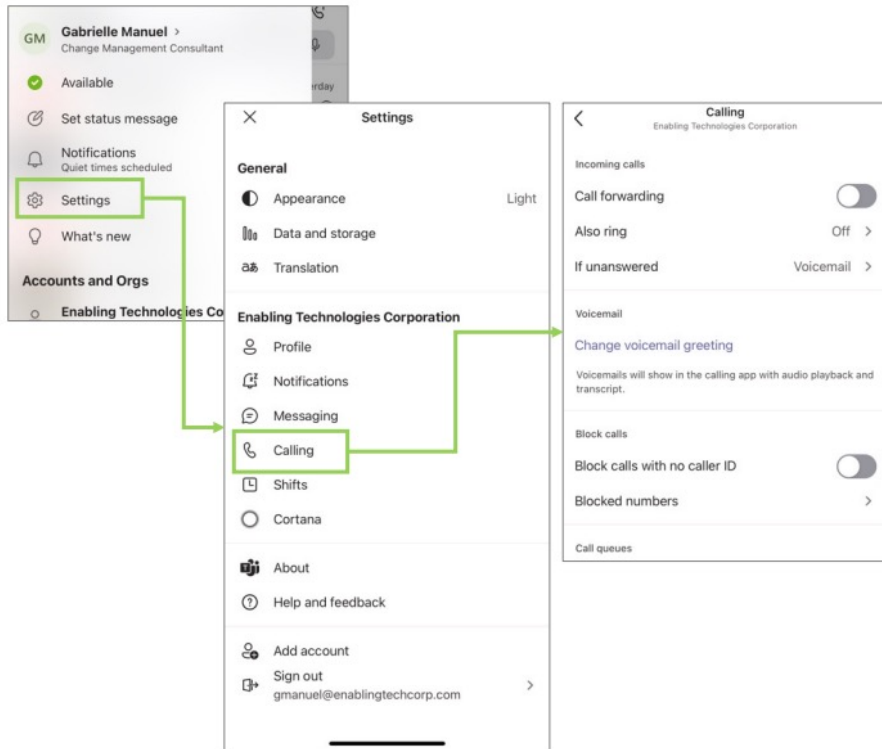


Mobile App Calling

Calls in the mobile app is a consistent experience from the desktop application. Review call history, voicemail, contacts (including device contacts). Initiate calls with a dial pad (if enabled) or dial-by-name.



Mobile App Call Settings



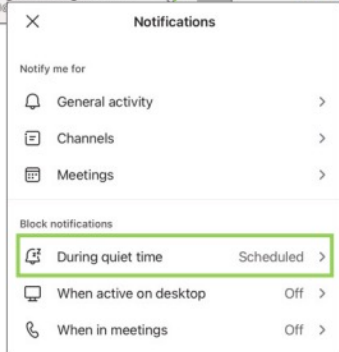
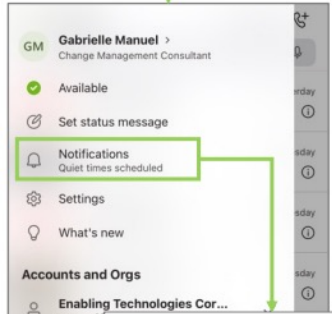
Call settings can also be managed from the Teams mobile application.

Click **Settings** and **Calling** to find settings that include:

- ✓ Call forwarding
- ✓ Voicemail configuration
- ✓ Blocked numbers
- ✓ Call queues

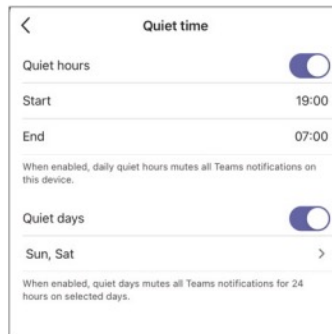


Mobile App Quiet Time



1. Click on your **initials or profile picture icon** in the upper left corner
2. Select **Notifications**
3. Click **During quiet time**
4. Click on the **switch** next to Daily quiet hours
5. Set your **Start** and **End** time,
 - a) *Notifications from the Teams mobile app will be disabled during these hours every day (calls will still come through)*
6. Select the **Quiet days** for which to block notifications for the whole day

Note: *If you have multiple mobile devices with Microsoft Teams app installed there is no synchronization of quiet hours settings between those clients.*

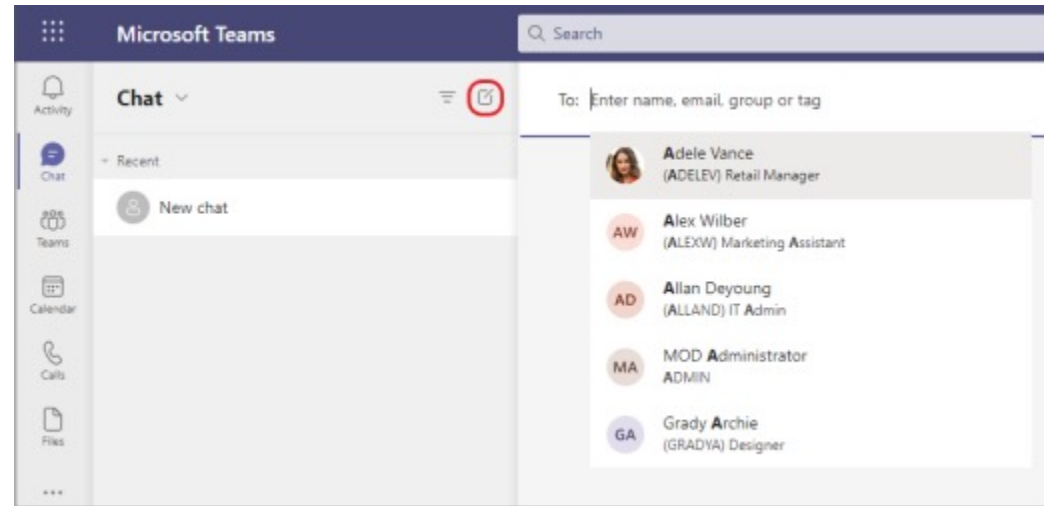


OTHER TEAMS FEATURES



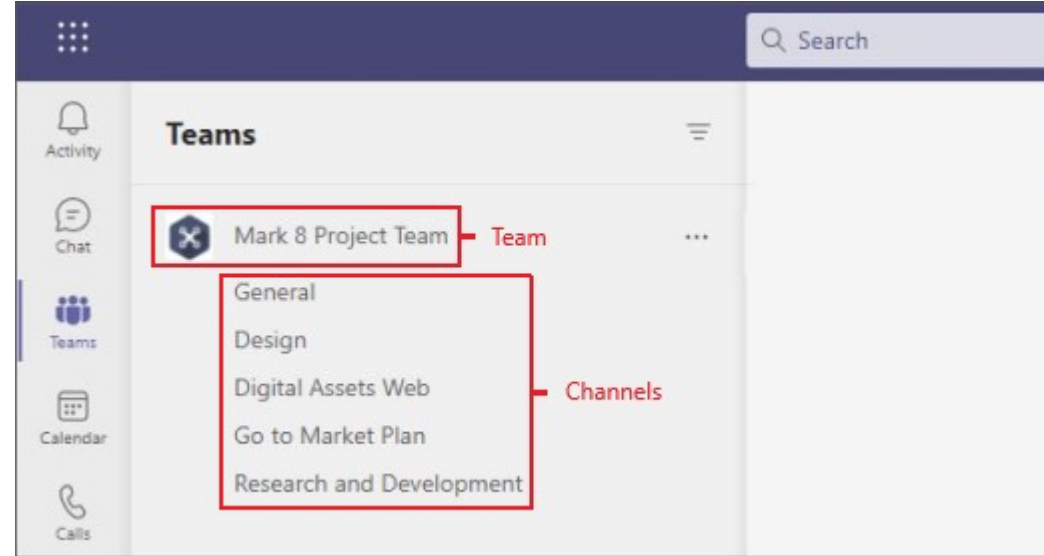
Chat

- Reach anyone at W&M via chat within Teams
- Enter their name or username
- Chats can be 1:1 or in a group



Teams for Collaboration

- Permanent location group chats and share files
- Broken further into 'Channels'



Request a Team

To make a Team:

1. First, login to Request IT by navigating to support.wm.edu.
2. Click Need Access
3. Click O365/MS Teams
4. Click O365 Group/Teams Creation
5. Fill out the form, hit Next then Submit

The screenshot shows the 'Request IT' interface for 'O365 Group / Teams Creation'. The header includes the W&M Information Technology logo and navigation links: Home, My Tickets, My Approvals, Service Catalog, Product Catalog, and IT Homepage. A toolbar contains icons for Save, Abandon, Lookup, and a notification bell. The main content area is titled 'O365 Group / Teams Creation' and includes a 'Details' button and a note: '* - Indicates field is required'. Below this are navigation buttons: '<<Back', 'Next>>', and 'Submit'. A red prompt asks: 'Are you placing this request on someone else's behalf?' with a sub-prompt: 'Please enter their W&M Username below:' and an input field. To the right, there are two required fields: 'Department:' with a dropdown menu showing 'Information Technology', and 'Team Name:' with an empty input field. Below these is a note: 'Your full team name will be shown below:'. A 'Comments:' section has a large empty text area. At the bottom left, a progress indicator shows five steps: 1. New (selected), 2. Assigned, 3. In Progress, 4. Resolved, and 5. Closed. To the right of the progress indicator, it says 'TECHNICIAN' and shows a profile icon for 'Unassigned TSC Level 1'. At the bottom right, there are navigation buttons: '<<Back', 'Next>>', and 'Submit'.

Privacy

- Privacy Policy & Records Retention
 - Just like email, all electronic communications (including messages on MS Teams) are subject to FOIA requests and are retained.
- Call recording (disabled)



QUESTIONS & ANSWERS

