Managing Calls in Teams

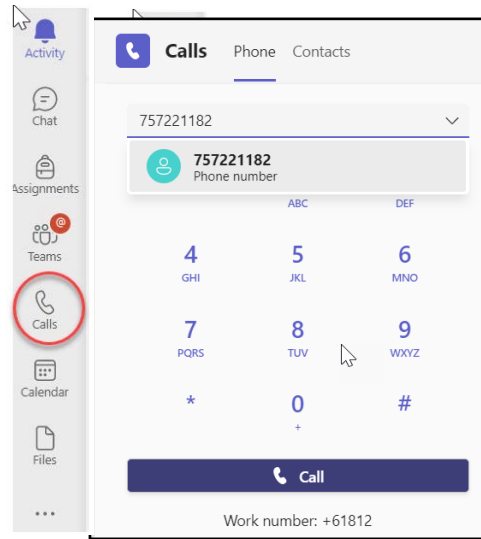**WILLIAM & MARY**
INFORMATION TECHNOLOGY

## HOW TO INITIATE, ANSWER, AND END A CALL

Initiating Calls

1. Locate the Calls landing page in Teams from the menu dashboard.
2. Select either Phone or Contacts.
3. Phone – allows you to manually type in a number to call or search via username for W&M faculty/staff.
4. Contacts-allows you to search contacts imported from your Outlook account and may include external users.
5. Click Call

Incoming Calls will ring on your computer or mobile device if configured (shows Teams Audio on incoming calls). When you have finished your conversation click on Leave to end the call.

For Internal Calls

Call no matter where you're working in Teams

Type in the /call command in the search field along with the users name or number.
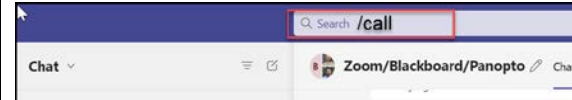
Video and audio icons allow you to initiate a call while in a chat or teams with internal W&M users.

In addition, you can share your 🔼 computer screen to collaborate with individuals or teams.
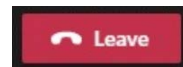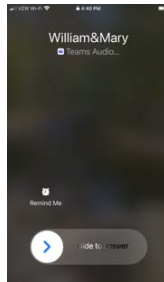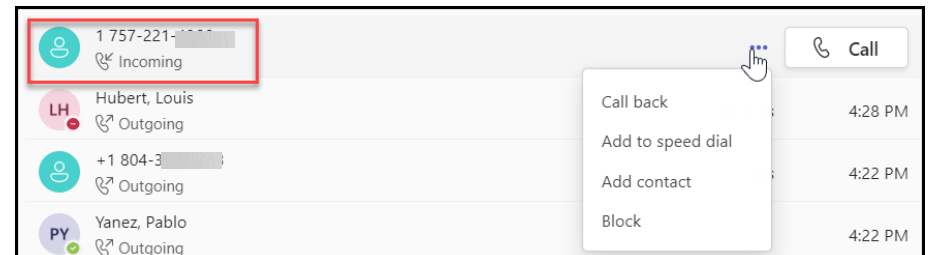
For External Calls

1. Type in the number on the dial pad or search for an existing contact
2. Click Call

Note: External Calls to users outside of Teams only allows for audio calls.

When dialing numbers on the key pad for long distance calls, you **will not** need to use a 1 in front of the area code.

TEAMS CALLS-HISTORY

Call history will show you all the calls received, initiated or missed in the last 30 days. You can make calls back and add users to speed dial. Only external users can be added to blocked calls.

To manage blocked calls you will need to look at your Custom Settings/ Device Settings/ Privacy and Edit blocked contacts

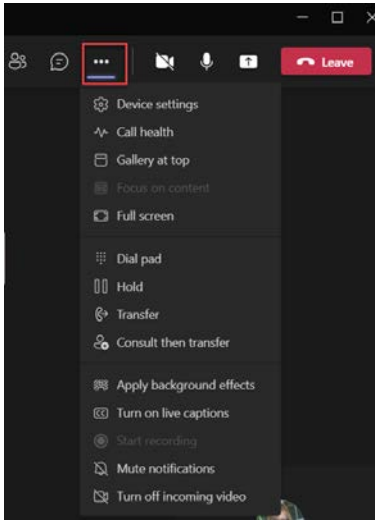|	
1 757-221- Incoming	Call
Hubert, Louis Outgoing	Call back
+1 804-3 Outgoing	Add to speed dial
Yanez, Pablo Outgoing	Add contact / Block

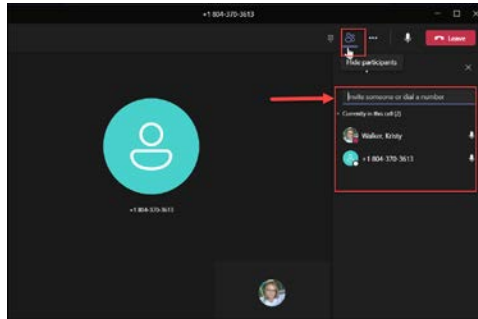4:28 PM
4:22 PM
4:22 PM

CALL CONTROLS

Call controls will appear slightly different if you are making an external call versus an internal call. When in a call, you will see the settings on the top menu bar. Click on the ellipsis to open up the menu and have the ability to transfer calls, turn on live captions, mute notifications or put a call on hold.

Clicking on the [icon] in the menu bar will allow you to add other participants to the call. If adding outside users the phone number that appears is not from the person that initiated the call. The conference call number shows to the participant being added as 571-616-0619
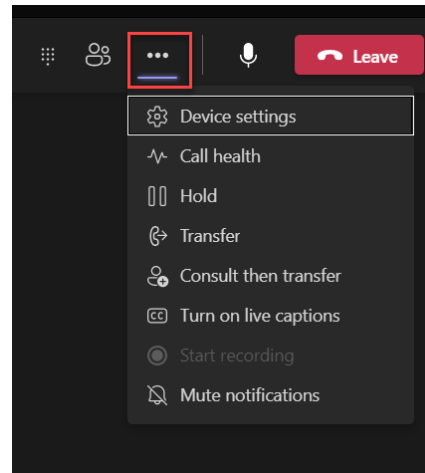
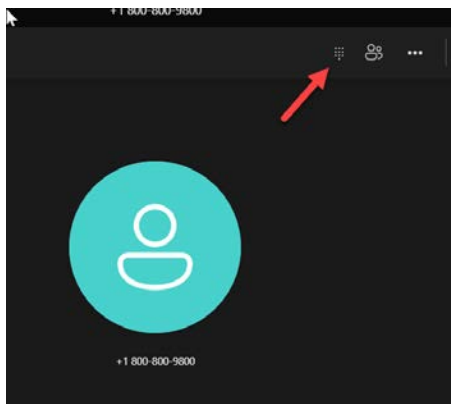| **Internal Caller Dashboard**		**External Caller Dashboard**	
	When in a call you can add participants by dialing or typing in the names. You can bring in internal and external participants.		Clicking on the ellipsis while in the call will allow you to view the settings and to transfer a call if needed.
Using the Dial Pad within a call to select options While in the call, select the dial pad to choose your selection. You will not be able to use the numbers on your computer.		**Bringing up the dial pad will allow you to make your menu options in the call.**	
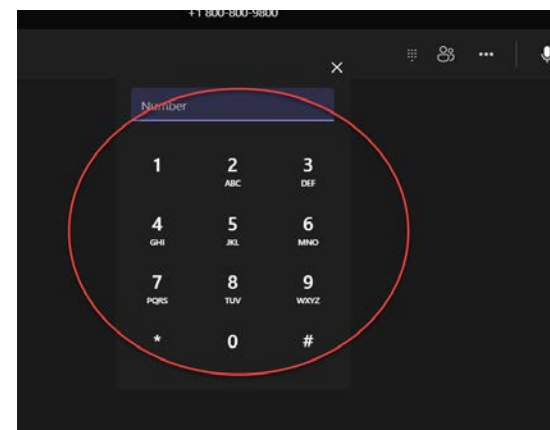
SETTING UP YOUR VOICEMAIL GREETING AND CALL SETTINGS

1. **Go to your Calls area in Teams and under the Dial Pad near the bottom click on the Device Settings**
2. **Select Device Settings**
3. **Click on Calls**
4. **Under Voicemail click on Configure Voicemail**
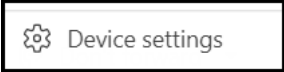
Under the Calls menu, you will be able to set-up forwarding calls, default ring to go to voicemail and ringtones.
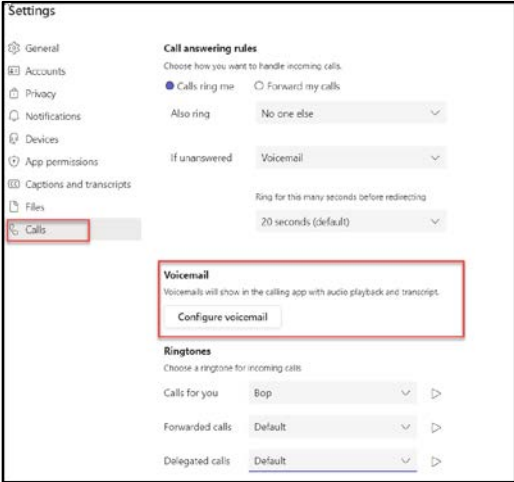

VOICEMAIL

A copy of each voicemail will be sent to your W&M Email account. You will be able to listen to your messages in email. Voicemail messages are transcribed in the app and your email.
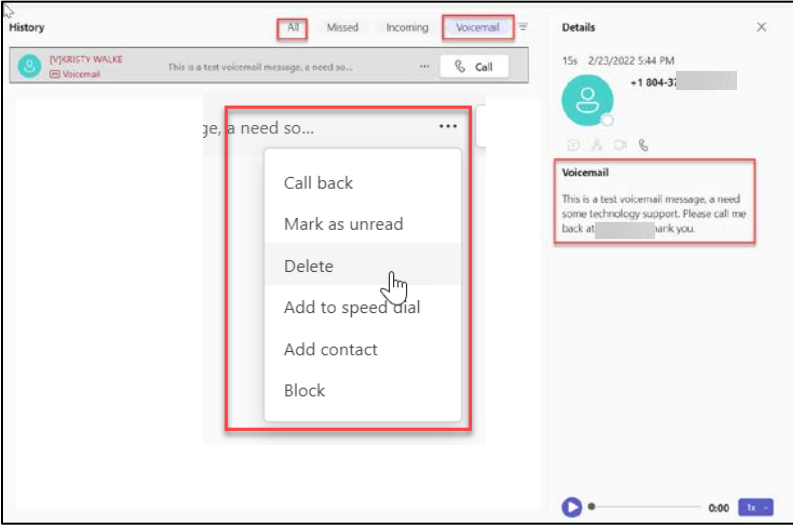
Users have the option to install the Microsoft Teams app on their personal smartphones for remote access to voicemail messages. When you open Teams Mobile app you will see a red dot on the calls menu. Click on the tape recorder icon to get your voicemails.
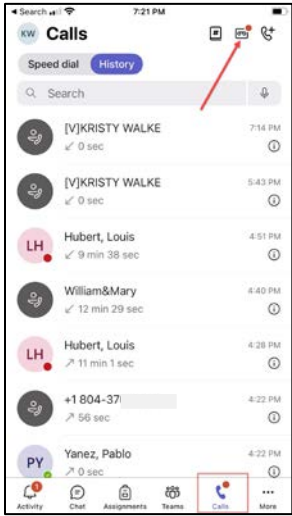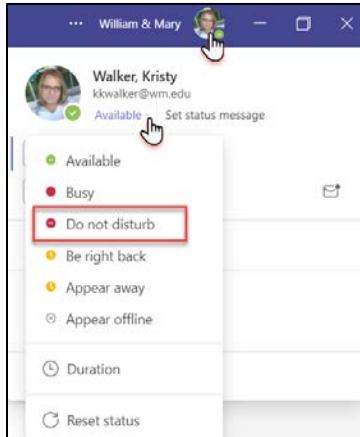

Mobile View on iPhone
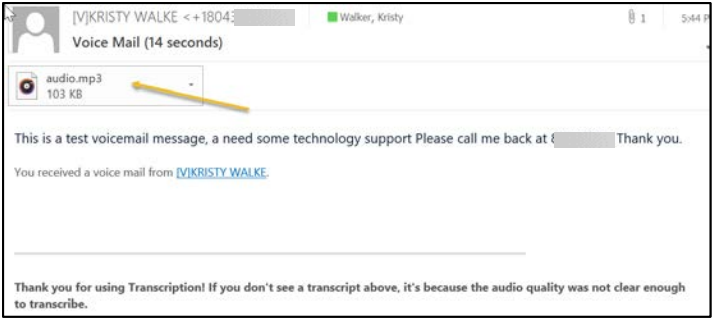
Email View

Desktop View

HOW TO SET-UP DO NOT DISTURB IN TEAMS

When setting your status to Do Not Disturb your phone will not ring.
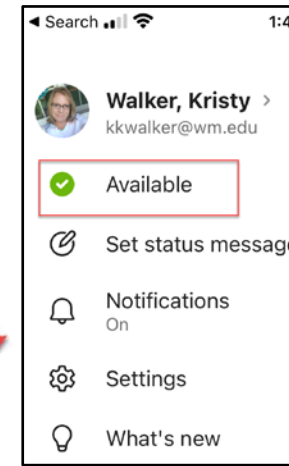
Your phone will still ring if you set your status to the following:
Be Right back
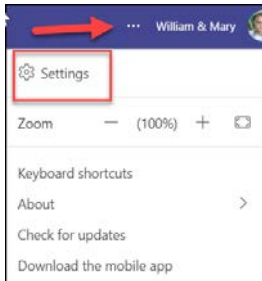Appear Away
Busy

Mobile Settings
Click on your profile picture in the top menu bar
Select your status
Change your setting to Do Not Disturb

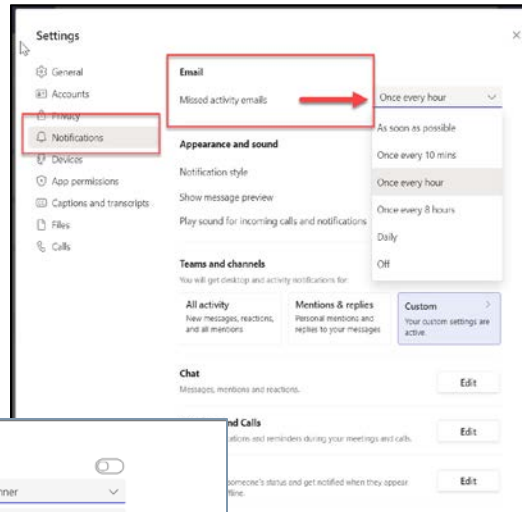**You also have access to notifications for your mobile application.**
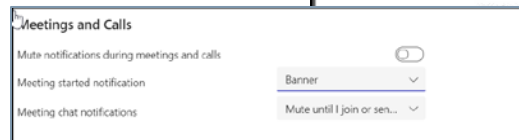
HOW TO SET-UP EMAIL NOTIFICATIONS

Customize how you are notified via email in Teams

1. Go to Teams Settings
2. Select Settings
3. Click on Notifications
4. Under Email, choose the dropdown to customize missed activity emails.

Notifications can also be set for
Meetings and Calls
Teams and Channels
Appearance and sound

Customize your Devices

1. Go to Teams settings
2. Select Settings
3. Click on Devices
4. You can choose to manage your devices and audio to make a test call.