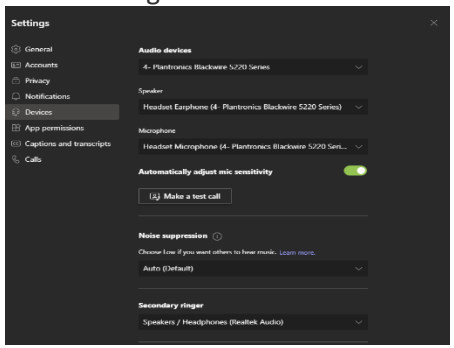
# Microsoft Teams Calling

## *Quick Reference Guide – Desktop Client*

### Ensuring your Computer is ready

Prior to using Teams to receive a call, make a call or attend a meeting, please ensure your headset is configured properly. If you do not have a headset, please complete the form to request one.

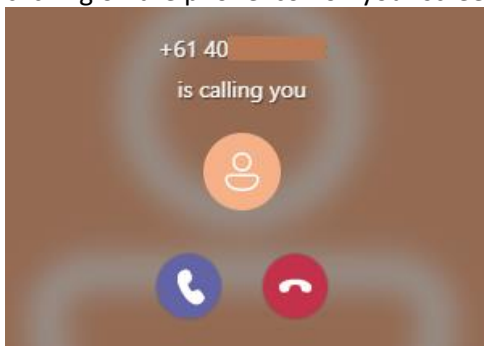
1. Ensure your headset is plugged into your computer
2. Click the three dots to the left of your profile picture/icon at the top right of the app, then select **Settings** > **Devices**
3. In the *Devices* section, your headset (e.g. Plantronics Blackwire 5220 Series) should appear in the **Audio devices** section, including the **Speaker** and **Microphone** items. If not, change these items to indicate your headset.
4. Under *Secondary Ringer*, choose **Speakers/Headphones (Realtek® Audio)**
5. Your final settings should be shown as follows:




6. Choose **Make a test call**
7. What will occur is that you should hear the test in your headset. When prompted, record a test message. Wait a few second and your test message will play back to you.
8. At the end a summary will display on the screen. Your test call results should show all green. If you do not have a camera, then all will show a red alert icon. This is ok. Choose **Close**.

### Answering a Call

1. When someone calls you, you'll get a notification in the corner of your screen that lets you accept or decline the call. You can answer by clicking on the phone icon on your screen or your YU issued headset.

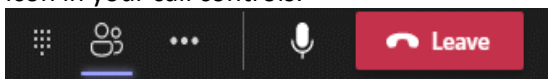



2. Click the **Phone** icon to answer with audio only.
3. Click the **Video** icon to accept the call and enable video as well.
4. Click the **Decline** icon to decline the call, send it to your voicemail service (if configured) and go on with your day.

### Adding someone to a Call

Multi-party calling is allowed. A maximum of 50 people can be added to a call.

1. To add someone new to a group call, select the **Show participants** icon in your call controls.




2. Then type their name or phone number in the search box and hit **Request To Join** (Teams Contact) or **Add Phone** (entered number). This will add them into the call.

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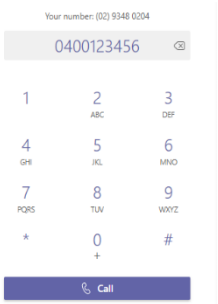
### Starting a Call using the Dial-Pad

The Dial-Pad can be used to Dial someone who is outside of the University.




1. Navigate to the Calls section
2. Using the DialPad, **type** the number that you wish to call.
3. To start call, click the Call button

### Starting a Call using a Contact

The contacts section is shared with Outlook. You can add a contact in Teams or within Outlook.

1. Navigate to the Calls section
2. Click Contacts
3. Choose Add contact in the Right side of screen
4. At the Add to Contacts box, begin typing the user's first name, a list will appear and select the appropriate person.
5. Click **Add**
6. Scroll down and locate the contact and click the phone icon to make a Teams call

### Starting a Call using History

History shows all calls that were made.

1. To call a person from History, navigate to the Calls section
2. Click on History
3. Click on the 3 dots alongside the person or number you wish to Call back call
4. Click

### Checking your Voicemail

The easiest way to check your voicemail, is from the Teams Client Calling Pane. However, you also will receive an email with the voicemail attached and transcribed to text (if possible).

You are not able to check your voicemail from a cell phone or phone without using the Teams client

1. Navigate to the Calls section
2. Click on **Voicemail**
3. Voicemails will be displayed in chronological order, click on the name or number.
4. Click the to play the message.

**Important Notes:**

- You can change the play speed by clicking on the down arrow next to 1x and selecting the speed.
- The transcription is on the right-hand side of the screen

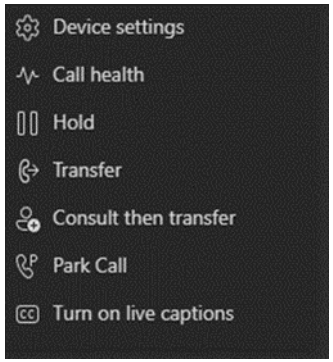
*Refer to Page 5 of this Quick Reference for Voicemail setup instructions*

### Transfer a Call

Microsoft Teams provides the ability to transfer the call to another user. There are two types of transfers: Transfer (aka. Blind Transfer), and Consultative Transfer.

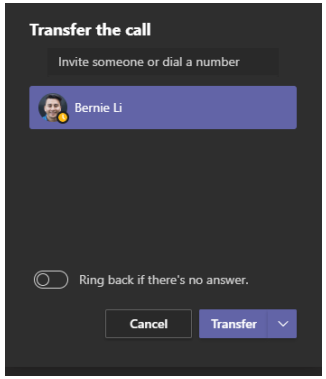
#### Transfer (Blind Transfer)

1. To transfer a call, select **More actions** (3 dots) > **Transfer** in your call controls.




2. Type the name or number of the person you want to transfer the call to and select them. To finish, select **Transfer**.

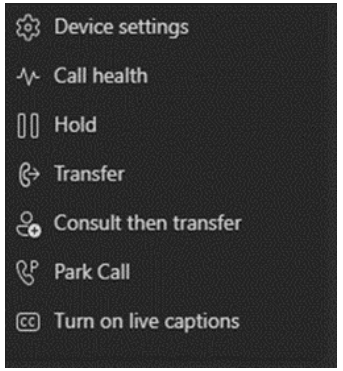
3. Click the drop-down arrow in the **Transfer** button to see more transfer options.



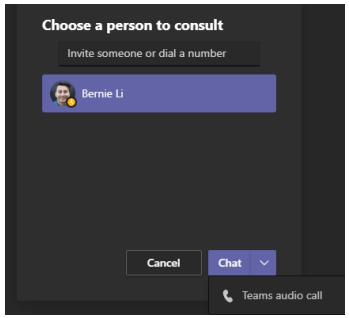

### Consultative Transfer

Consultative transfer allows the person to consult with the person prior to transferring the call. This may be done via the phone or using Chat.

1. To transfer a call, select **More actions** (3 dots) > **Consult then transfer** in your call controls.




2. Type the name of the person you want to transfer the call to and select them.




3. Two options for consultation:
   a. To **Chat** with the person to whom you wish to transfer the call and hit the send button . If they accept the call, hit **Transfer**
   b. Call them using the Teams audio call option. If they accept the call, hit **Transfer**

## Call Park

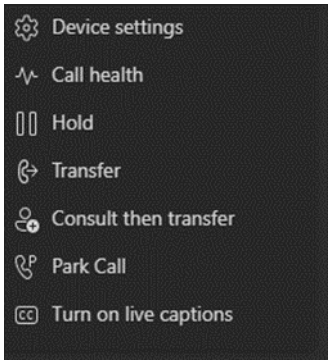
Microsoft Teams offers many different types of clients from mobile, desktop or web (using Chrome). Therefore, a call can be picked up from any device. You may want to transfer the call to another device. This is done by using Call Park.

By using Call Park, the call is temporarily put on hold so it can be picked up on another device by using a Pickup code.

### Parking a Call

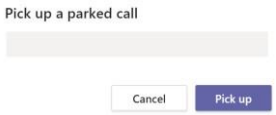
To move a call from one device to another.

1. Click **More actions** (3 dots) in the call window
2. Select **Park call**




### Picking up a Parked Call

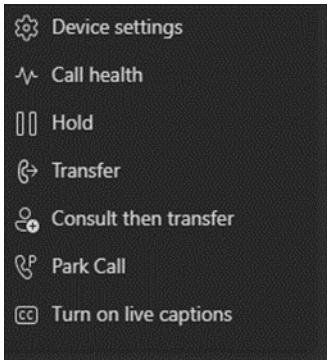
1. Navigate to the Calls section
2. Click Speed dial
3. Click Parked calls
4. At the Pick up a parked call window, enter the # and then click **Pick up**




## Putting a call on hold

1. To place a call on hold, click **More actions** ··· in your call window.

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




## Understanding whether a person is available for a Call

You should be aware of the person's status before calling, because calls may not be completed because the person's status is set to Do Not Distrub.

| Status Example | Description | Status Marking |
|---|---|---|
| | Person is actively working and is online | Green Check |
| | Person is busy, but the phone will ring (They may be on the call) | Red Dot |
| | Person is away | Yellow Clock |
| | Person is in **Do not disturb mode**. They may be in a presenting or focusing on someone else. They will not receive a call | Red with a minus in it. |

## CALL SETTINGS

To access call settings, press **3 dots** next to your profile picture/icon > **Settings** > **Calls**

### Call Forward

Under **Call Answering Rules** select the **Forward My Calls** radio button if you want calls to be forwarded immediately. Then select and configure (where necessary) the appropriate destination from the **Forward to** drop-down menu.

If you want calls to forward only if unanswered, select the **Calls ring me** radio button and select and configure (where necessary) the appropriate destination from the **If unanswered** drop-down menu. Adjust the call forward on no answer timer from the **Ring for this many seconds before redirecting** drop down menu

### Simultaneous Ring

If you wish to have calls to your Teams number ring on another service at the same time, select and configure (where necessary) from the **Also ring** drop-down menu

### Change Ringtones

Choose ringtones for different types of incoming calls using the appropriate drop-down menu under **Ringtones**

### Call Queues

If you are a member of a call queue or queues, you may have the option to choose whether or not to receive calls on an individual call queue basis

### Voicemail Settings

To configure your Voicemail service, click the Configure voicemail button.

To record a greeting in your own voice, click the Record a greeting button.

If you wish to have a greeting created via the Teams text-to-speech service, select the **Greeting language** via the drop-down menu and type your greeting in the **Your customised greeting** field

Use the **Call answer rules** drop-down menu to select how you would like calls that go to your voicemail to be treated

You can also set up an **Out of office greeting** on this page.

Do you still have questions regarding the features and use of your Teams Calling service?

Do you want to report a fault with your Teams Calling service?

Then contact the IT Service Desk. For urgent IT related matters, call 02 9385 1333