

# Microsoft Teams Voice User Guide

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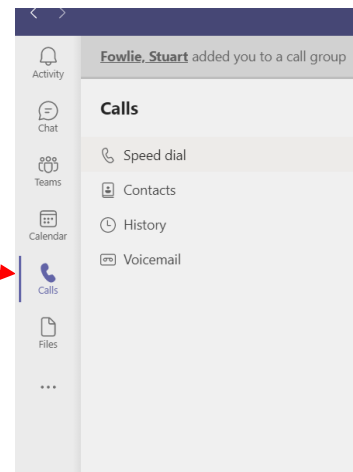
## Pre-Requisites

MS Teams Telephony is dependent on the following:

- An MOJ laptop, an MOJ mobile phone or an MOJ tablet, or all 3, with Teams installed.
- An E5 user licence (applied to your network account).
- An MOJ email address.
- A headset for your MOJ Laptop, for privacy (USB Headset, 3.5mm Jack Ear Phones or a Bluetooth Headset).
- A connection to the internet via a network cable, Wi-Fi or “tethering” to a Mobile phone.
- A DDI number.
- An Office 365 account (with MOJ network username and password).

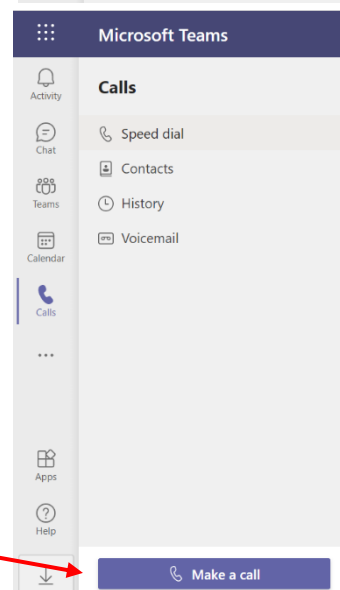
## Making a Call

**Click** on the Calls Icon on the left of the Teams screen

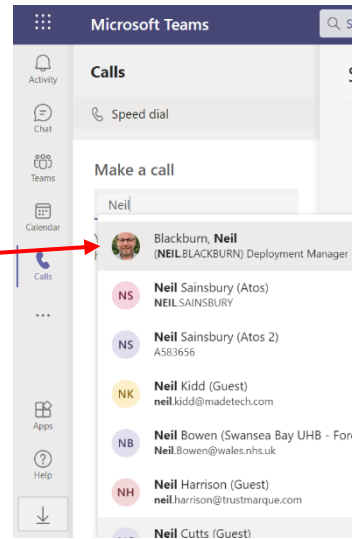


If you do not see “Dial a number” at the foot of the screen, you are still able to call anyone within your business who has Teams.

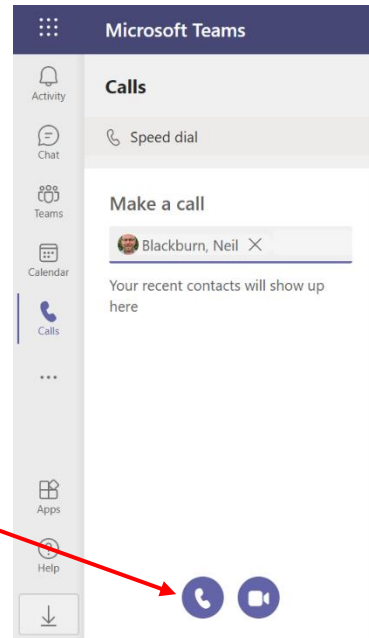
**Click** on ‘Make a call’ and search for the name of the person you want to call in the box that says ‘Type a name’



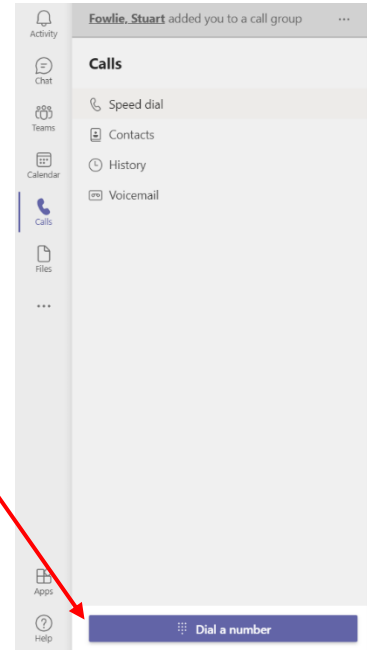
Click on the name.




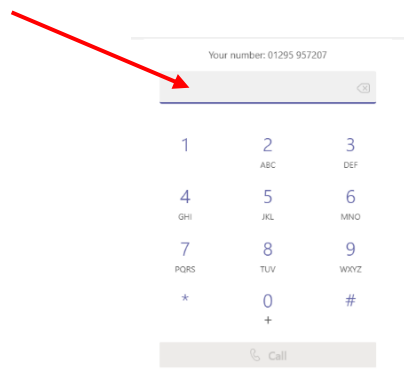
Then click on the phone icon  to call that person



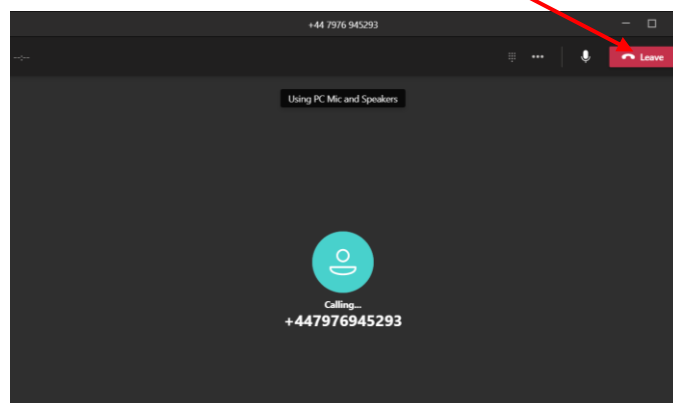
However, if you have a Dialpad to call externally from your business, **click** on 'Dial a number'



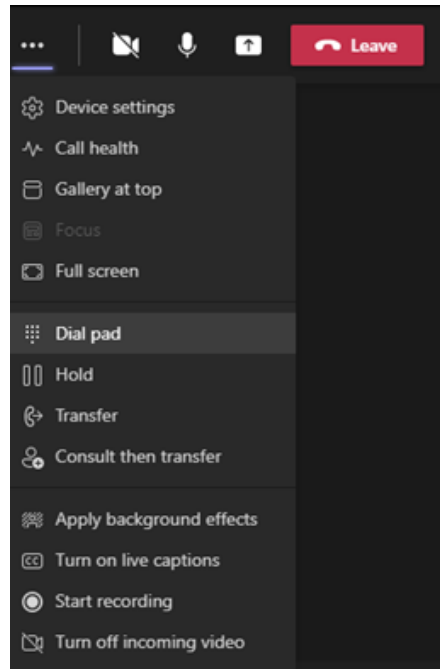
**Type** the number you want to call into the field below 'Your number' or use your mouse to select the digits and **click** Call 



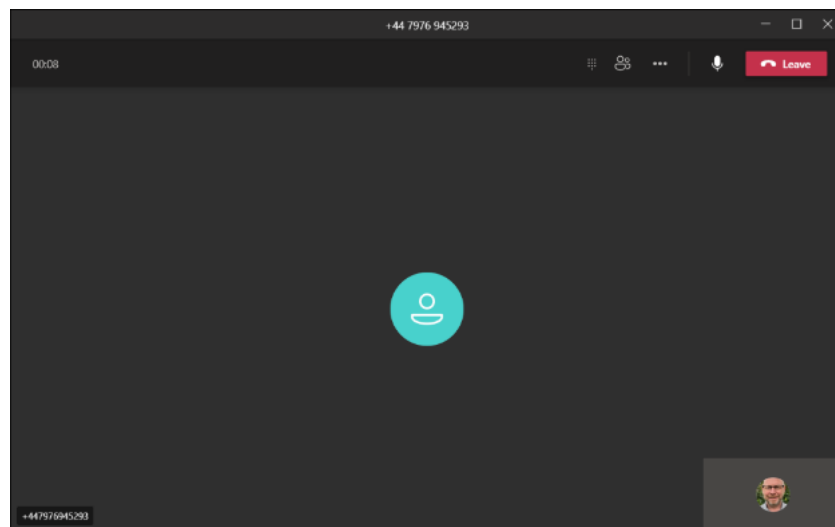
The call will display as below while connecting. If you need to hang up before the call is answered, **click** on **Leave**.



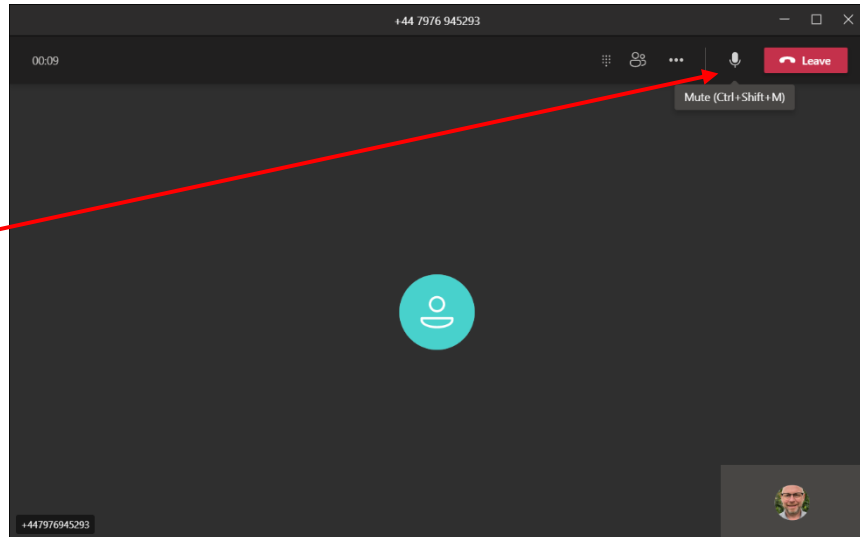
If during a call you require the dial pad again, just click the 3 dots and choose Dial Pad



Once the call is connected the screen will look like this

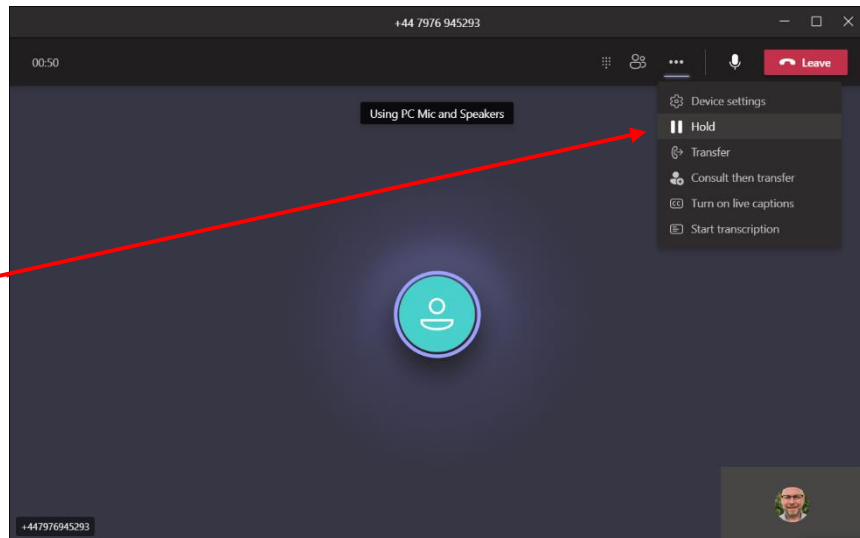


To mute a call, **click** on the Mute Icon at the top right.



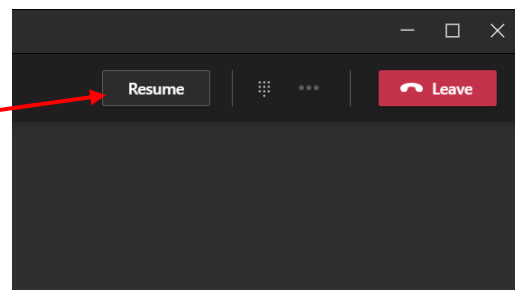
### Hold a Call

To put a call on Hold, **click** on the 3 dots, top right of the screen, then **Click** 'Hold'



### Resume a Call

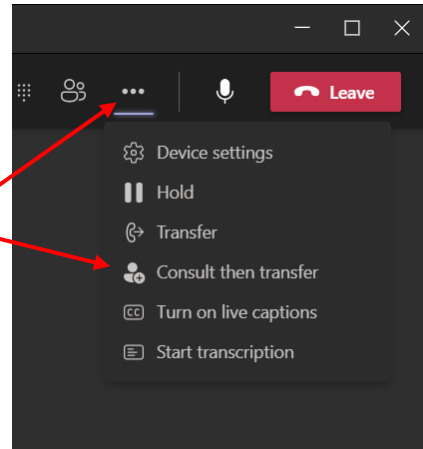
To resume the call, **click** the 'Resume' icon at the top right of the screen.



## Call Transfer

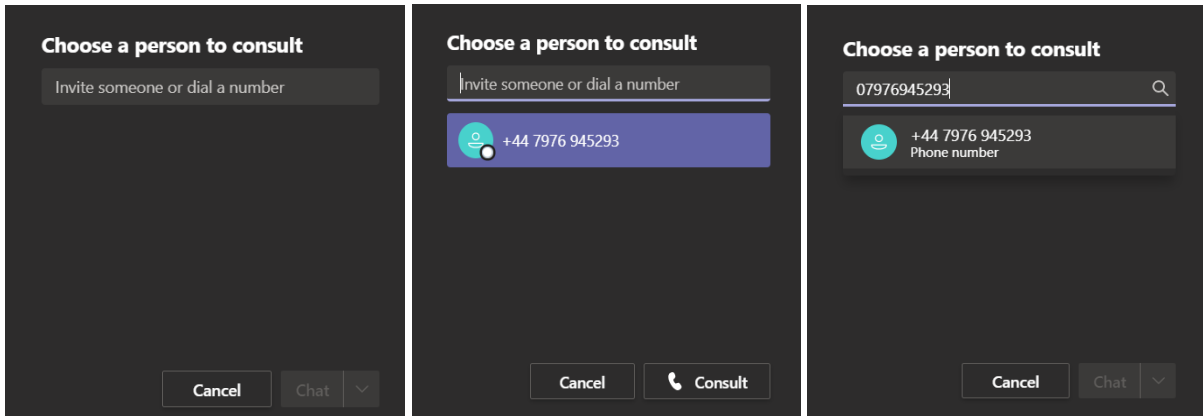
Announce

To transfer a call and announce the caller, **click** on the 3 dots at the top right of the screen and then **click** on 'Consult then transfer'

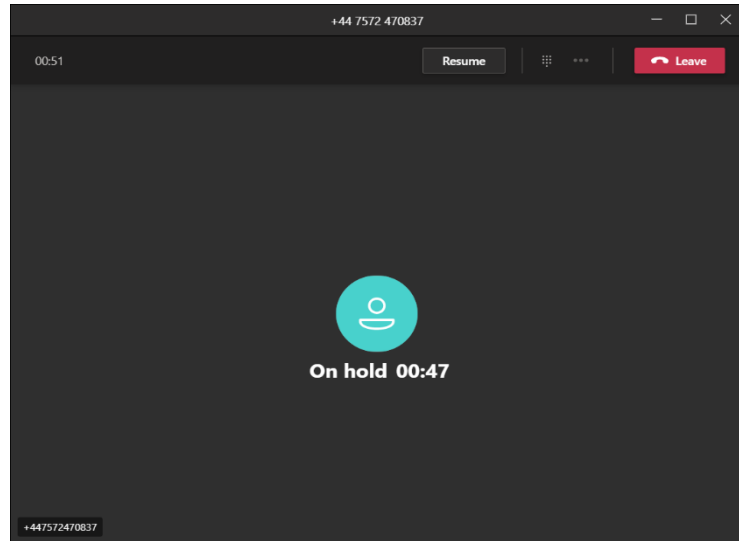


The below dialog boxes will be displayed:

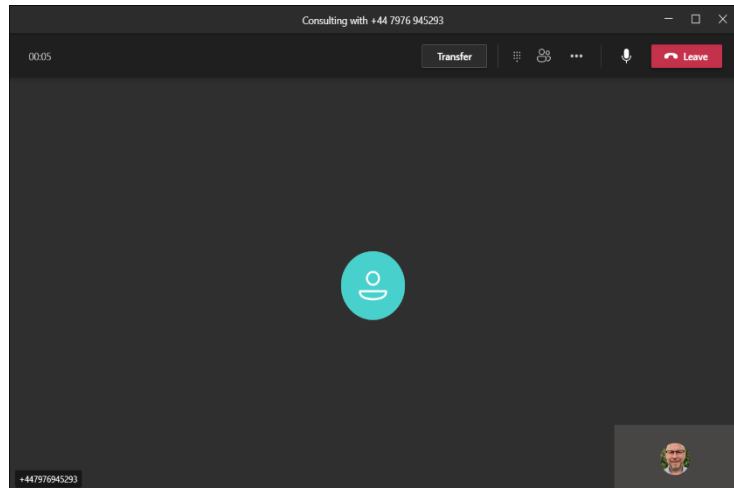
- 1) Enter the phone number or persons name into the search field.
- 2) When the number shows under the search field, **click** on the number and then **click** 'Consult'



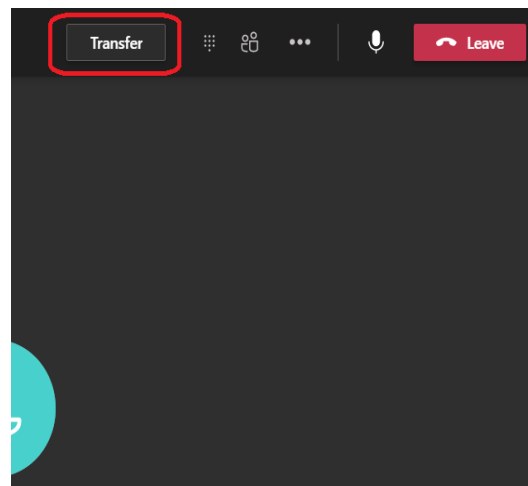
2 windows will now be on your screen, 1 showing the original call on hold.



The other showing the call connecting to the number you are transferring to.

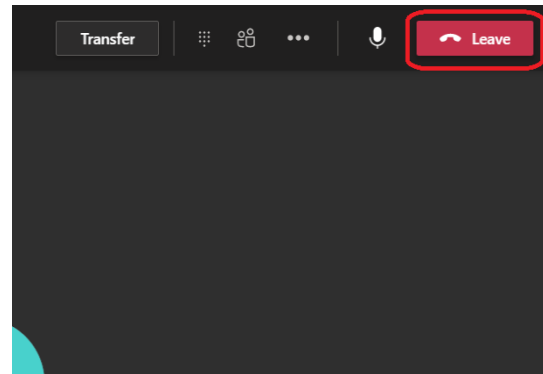


Once the called party answers, the 'transfer' button will be available to be selected. Announce the call to the called party and if they want to accept the call, **click** 'Transfer'

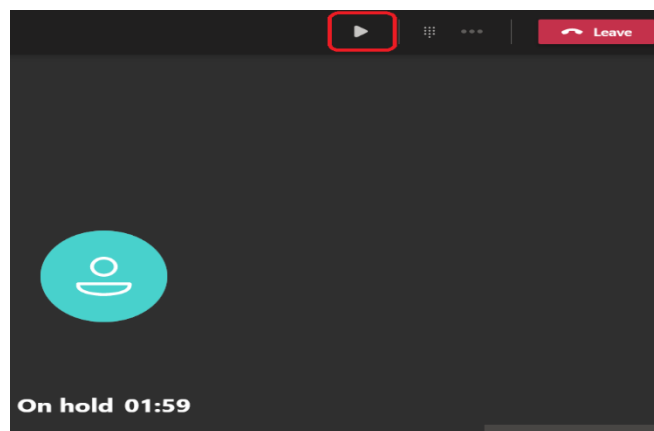




If the called party does not wish to take the call, **click** 'Leave'

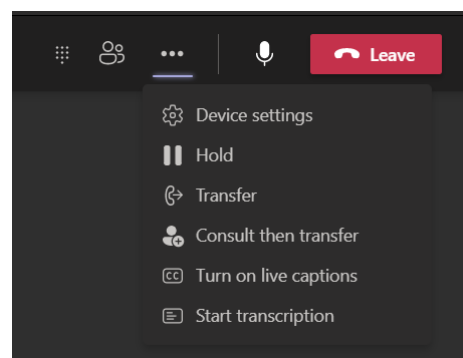


When you do this the original caller will still be on hold in the original call window. **Click** 'Resume' to speak to them to continue the call.



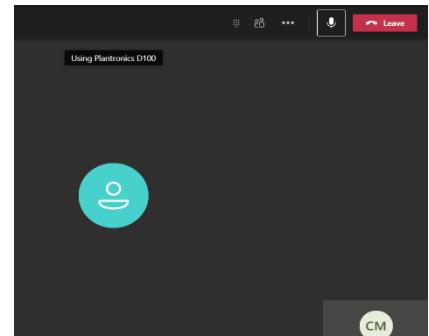
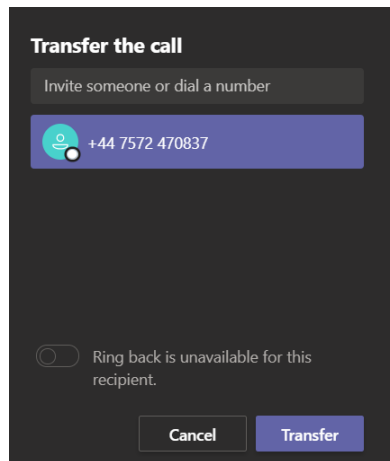
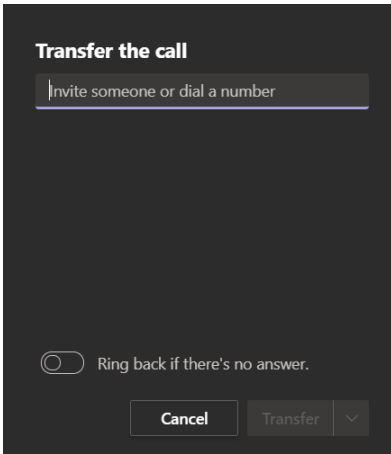
### Blind Transfer

To blind transfer a call (drop the call to another number without announcing the call), **click** on the 3 dots at the top right of the screen and then **click** on 'Transfer'



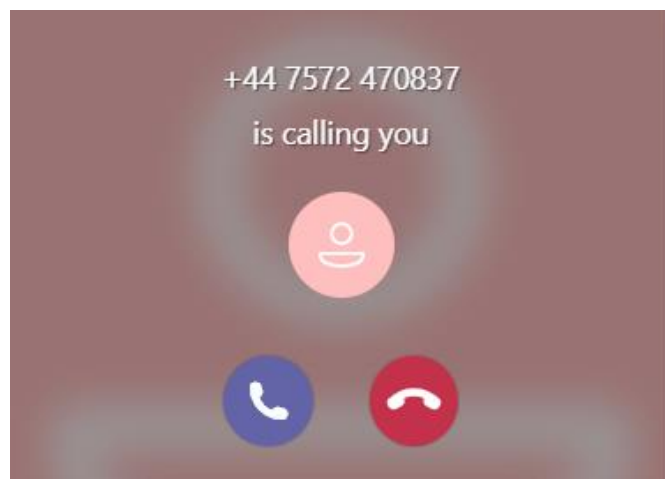
Just like with 'Consult then Transfer', **enter** the phone number or persons name that you want to Blind transfer the call to. **Click** on the

number under the search field and **click** transfer to drop the call to that user. This will drop the call through and disconnect you from the call.



## Receiving a Call

When a call connects, Teams will ring, and a Dialogue box will pop up in the bottom right of your screen. **Click** on the Blue phone icon to pick up the call. You can reject the call by clicking on the Red phone icon.

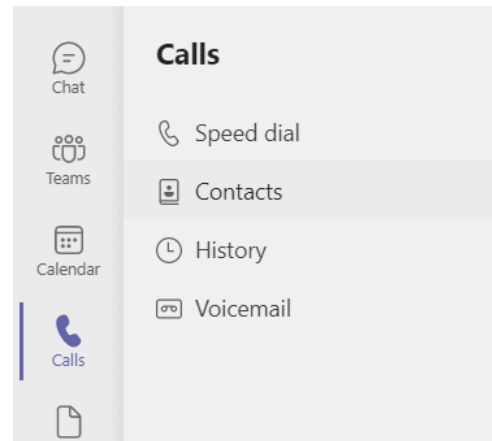


Once you answer the call, the call window pops up and you can control the call as normal.

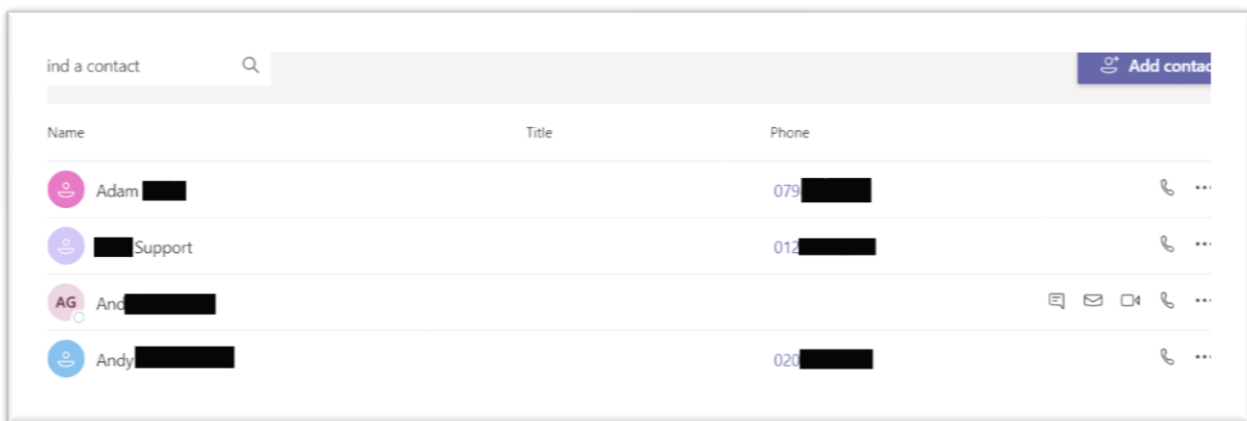
If the call is ringing your device through a Group, you will see the Group name (in this instance "Other Enquiries") allowing you to answer the call appropriately.

## Contacts

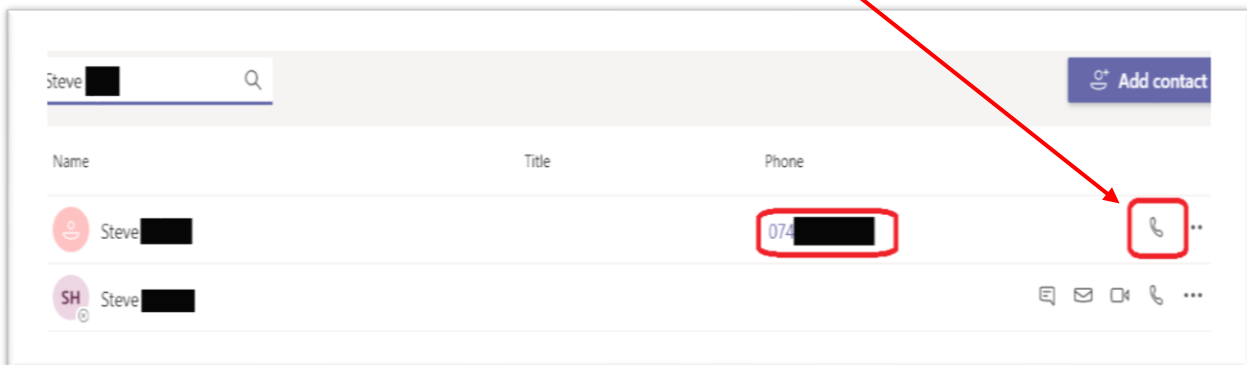
**Click** the Calls icon and **click** on 'Contacts' to see your contacts directory.



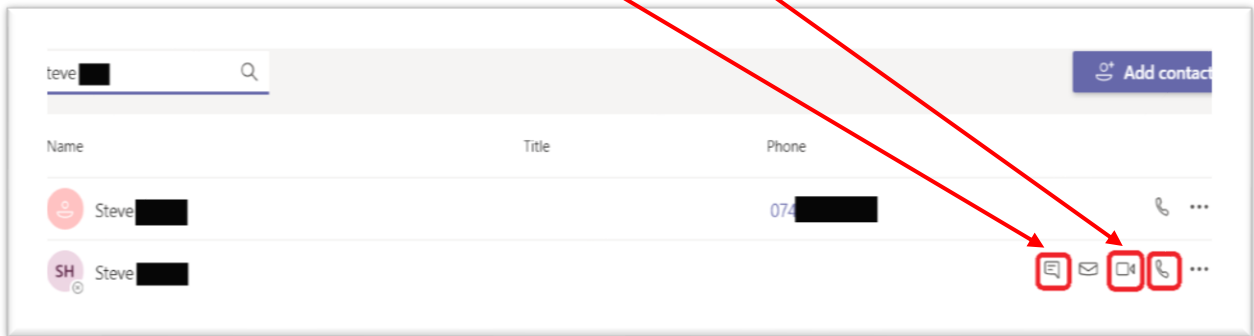
All internal and external contacts that you have saved to your Microsoft account and contacts within your phone system will be listed here.



You can search for a contact in the search field. Any External numbers will be displayed, and you can call them by **clicking** the Phone Icon.

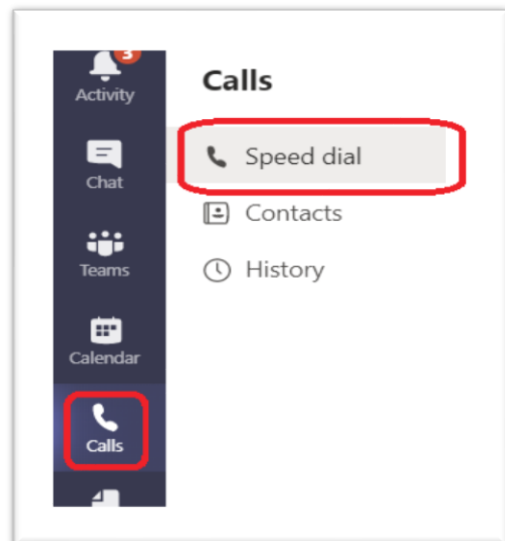


You can call any internal contacts through Teams by **clicking** on the Phone icon. You can also Chat and Video call using the Camera and Chat Icons.



## Speed Dial

You can add a contact to a Speed dial page so you can quickly find numbers you contact regularly. In Calls, **click** and select 'Speed dial'



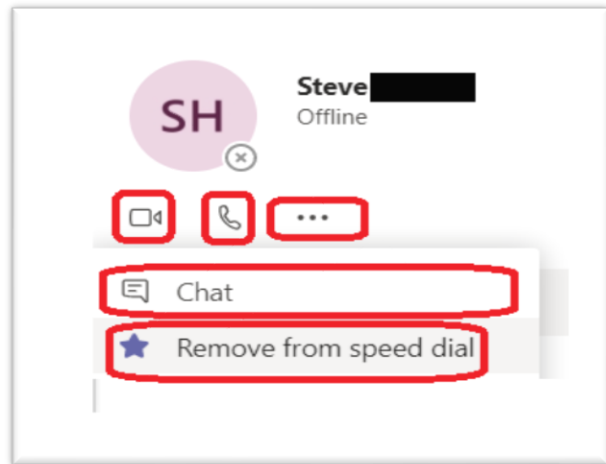
**Select** 'Add speed dial'



Search for the contact you want to add a speed dial for, and **click** on the contact as they show up and then and **click** 'Add'

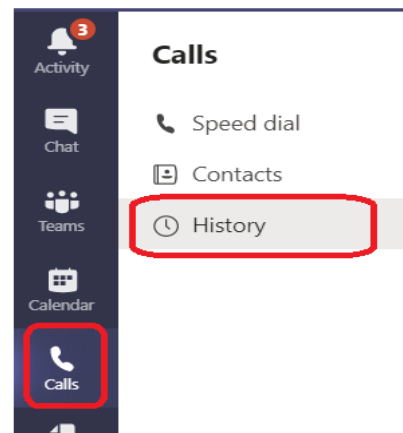


The contact will now show as a speed dial. You can then **click** on the call or video call icons and if you select the 3 dots you can click to chat, or remove from Speed dial.



## Call History

You can view your History by **clicking** on the Calls Icon and then **click** to select 'History'



You will see any incoming, outgoing and missed calls to/from your Teams phone number. The entries will show the name or number of the caller, whether the call was incoming, outgoing or missed (highlighted in red). It will also display the time of the call and the duration.

History			
Name	Type	Duration	Date
Steve [redacted]	Outgoing		14:42 ...
Other Enquiries	Missed call		14:28 ...
Other Enquiries	Missed call		14:27 ...
My Mobile	Incoming	17 sec	14:19 ...

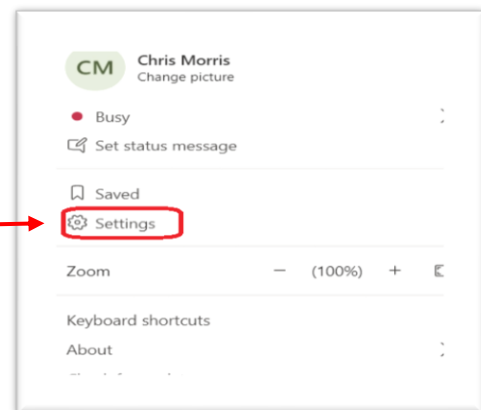
You can call the number back again by **clicking** on the 3 dots to the right and **Clicking** on Call back. There are other options as well such as 'Add to speed dial', 'Add to contacts' and 'Chat'

### Ensuring you can hear calls through your headset

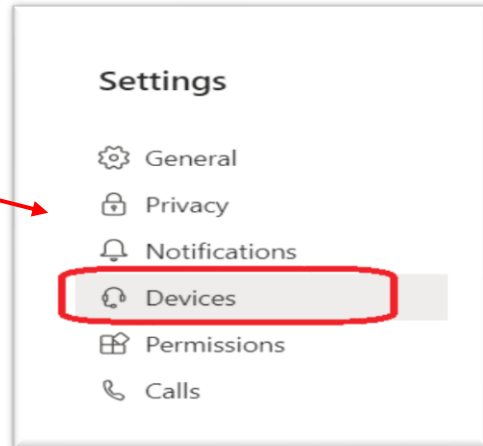
To check or set your device settings, **click** on your profile initials or picture at the top right of Teams.



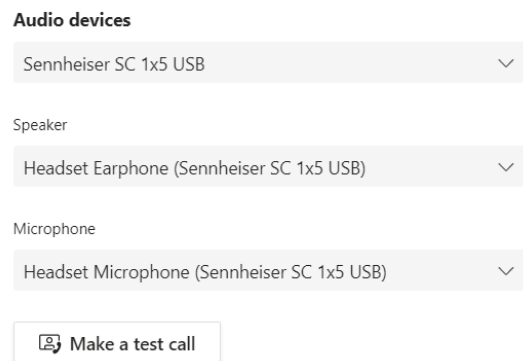
**Click on 'Settings'**



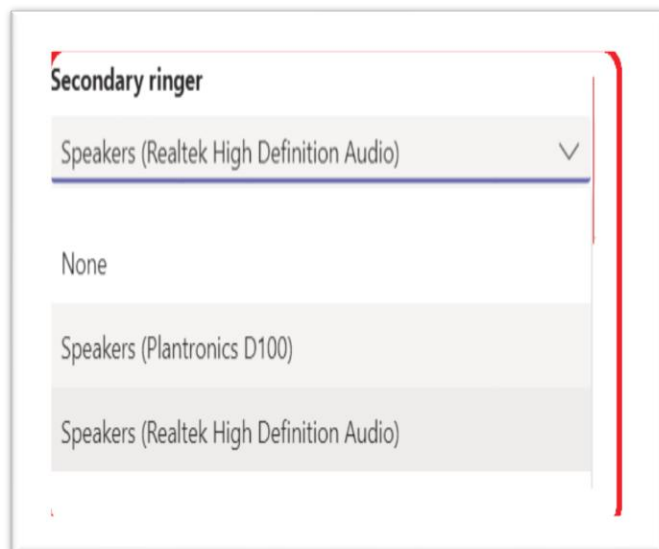
Click on 'Devices'



Ensure your Headset is selected in 'Audio devices' dropdown as well as in the Speaker and Microphone drop downs. You can also make a Test call to ensure the headset is working.

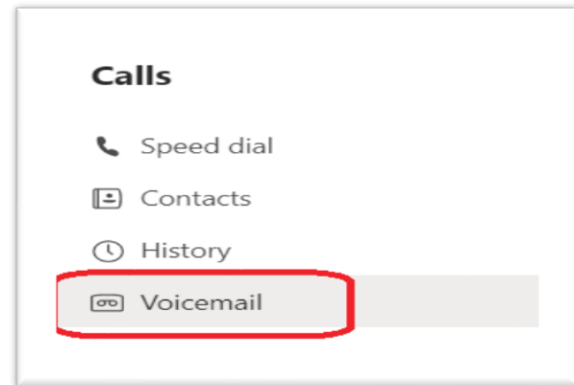


By default, when you receive a call the ringing tone will play through your headset. If you need your Laptop or PC to also play a ring tone so you can hear a call if you are not wearing your headset you will need to set the Secondary ringer as your Laptop or PC speakers. **Select** your speakers in the Secondary ringer drop down.



## Vocemails

If you receive a voicemail you can view and listen to it within the Voicemail Tab in Calls.



You will see any voicemails listed on the right of your screen

Calls		Voicemail			
	Name	Duration	Date	Time	
Speed dial	Anonymous	21s	4/12/21	8:42 PM	...
Contacts	Anonymous	21s	4/12/21	8:39 PM	...
History					
Voicemail					

**Click** on the Voicemail you want to view/listen to and expand it. You can then Play the voicemail and you will also see a transcript of the voicemail that has been left. You should also receive the voicemail by email which has the audio attached and the transcript.

Voicemail				
Name	Duration	Date	Time	
Anonymous	21s	4/12/21	8:42 PM	...
<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;"> </div> <div style="flex-grow: 1;"> <div style="border-bottom: 1px solid gray; width: 100%;"></div> <span>00:00</span> </div> <div style="margin-left: 10px;"> <span>1x</span> </div> <div style="margin-left: 20px;"> <p>Hello, this is John here from the Manchester office and I received an email from you earlier on and I just like to discuss a few issues with it and can you give me a call back please on 01611234567? Thank you.</p> </div> </div>				
Anonymous	21s	4/12/21	8:39 PM	...

You can call back the caller, delete the voicemail (among other options) by **clicking** the 3 dots icon at the top right of the displayed voicemail message.



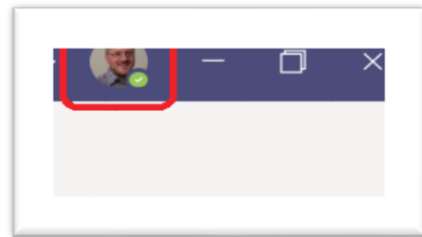
**Voicemail**

Name	Duration	Date	Time
Anonymous	21s	4/12/21	8:42 PM
00:00  1x <p>Hello, this is John here from the Manchester... received an email from you earlier on and I just discuss a few issues with it and can you give me please on 01611234567? Thank you.</p>			
Anonymous	21s	4/12/21	8:39 PM ...

- Mark as unread
- Delete
- Call back

## Voicemail Settings

To record your Voicemail greeting or manage voicemail settings, **click** on the Status Icon or Photo (if you have loaded one) at the top right.



**Click** in 'Settings'

**Blackburn, Neil**  
Change picture

- Available
- Set status message

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- Saved
- Settings

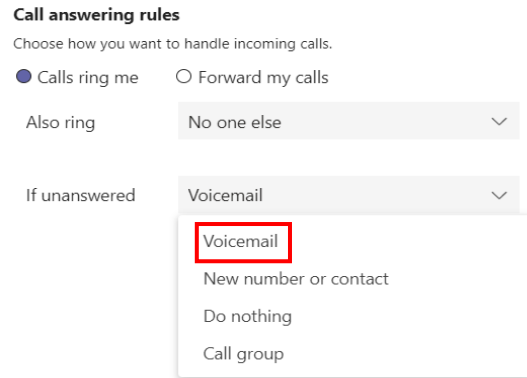
Zoom (100%)

**Click** in 'Calls'

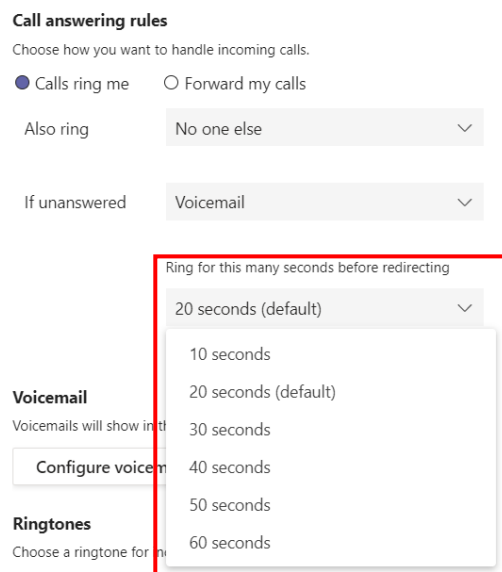
### Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Captions and transcripts
- Calls

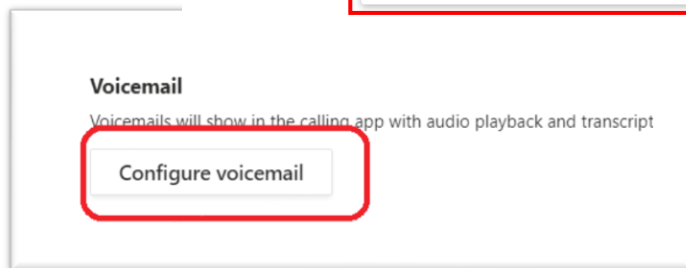
In this section you can set how, and when, calls route to your voicemail. **Set** 'If unanswered' to Voicemail in the drop down.



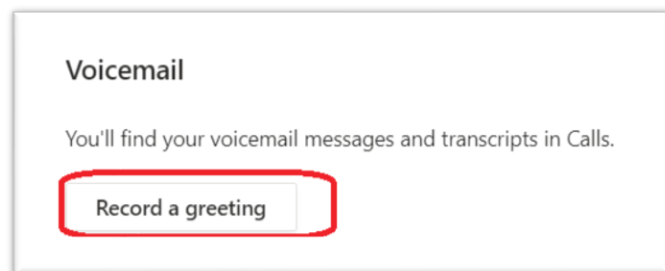
You can then set how long calls ring before they trigger your voicemail greeting.



To record your Greeting for your voicemail, **click** on 'Configure Voicemail'



**Click** the "Record a Greeting" button at the top. This connects you to your voicemail box and you will be given an option to record your Voicemail greeting.



You can also set what happens when a caller connects to your voicemail.

### Call answer rules

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

Let the caller record a message ▼

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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

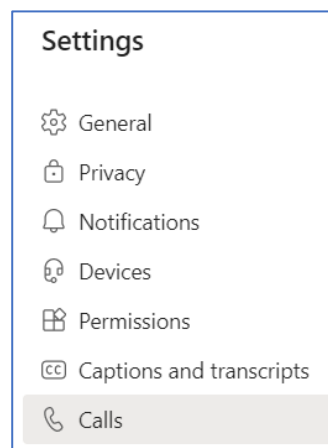
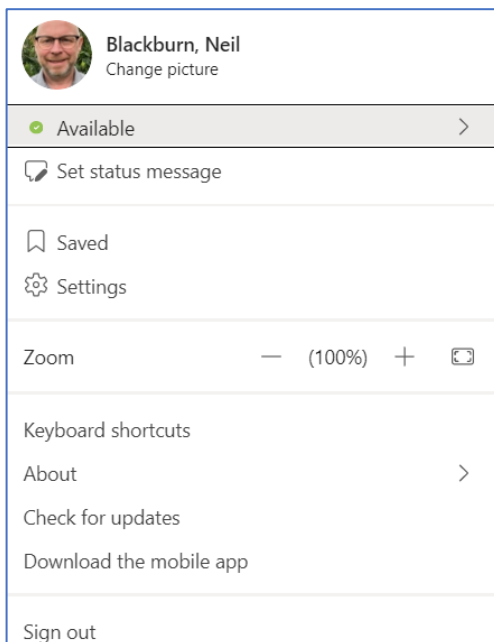
Play your greeting and end the call

Transfer the call to someone else

## Call Group

You can create a group of colleagues as a Call Group to allow calls that come to you, to also ring their phone numbers, as well as your own phone number. This Call Group can also be used to set call forwarding if you are not available to answer calls.

To set up a Call Group, go to Settings, and **click** on 'calls'



To create a group of people whose phone numbers will also ring when someone calls your phone number, select “Calls Ring me” and in the drop down for “Also ring”, select ‘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: No one else

Call group

This will open the following screen. Search for the people you want to add to your group in the search field. **Select** the phone numbers to add to the group by **clicking** on the name.

< Back to Options

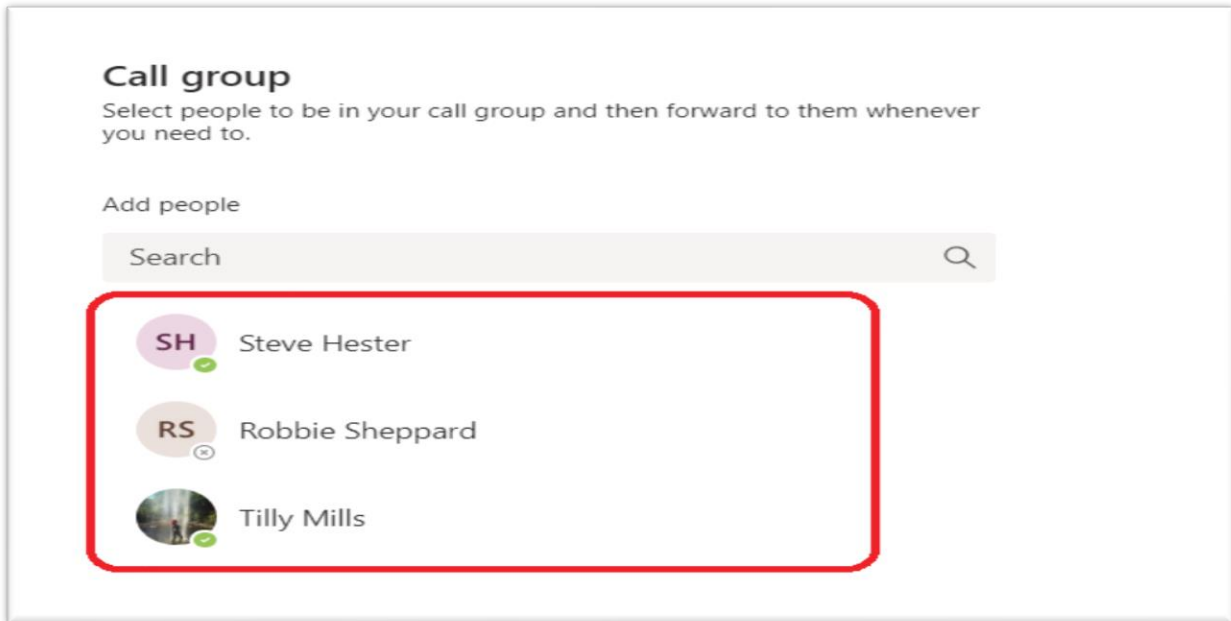
**Call group**  
Select people to be in your call group and then forward to them whenever you need to.

Add people

Steve

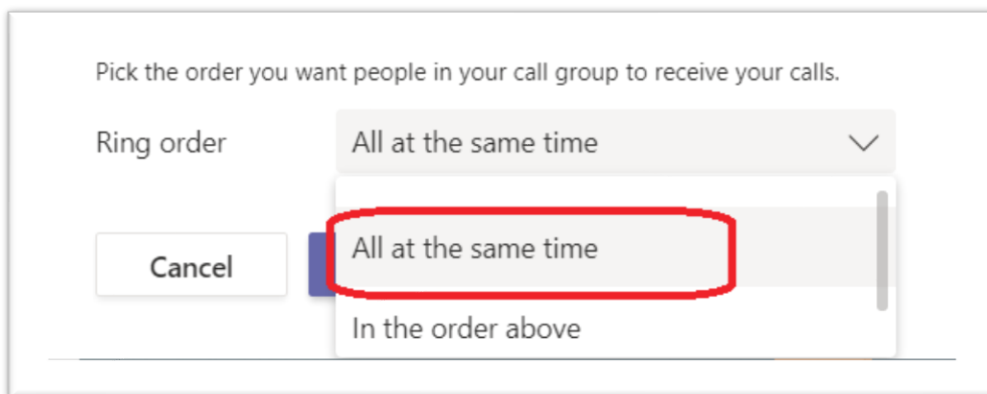
SH Steve Hester  
STEVE.HESTER

Repeat the process until you have added all the people you require in the group.

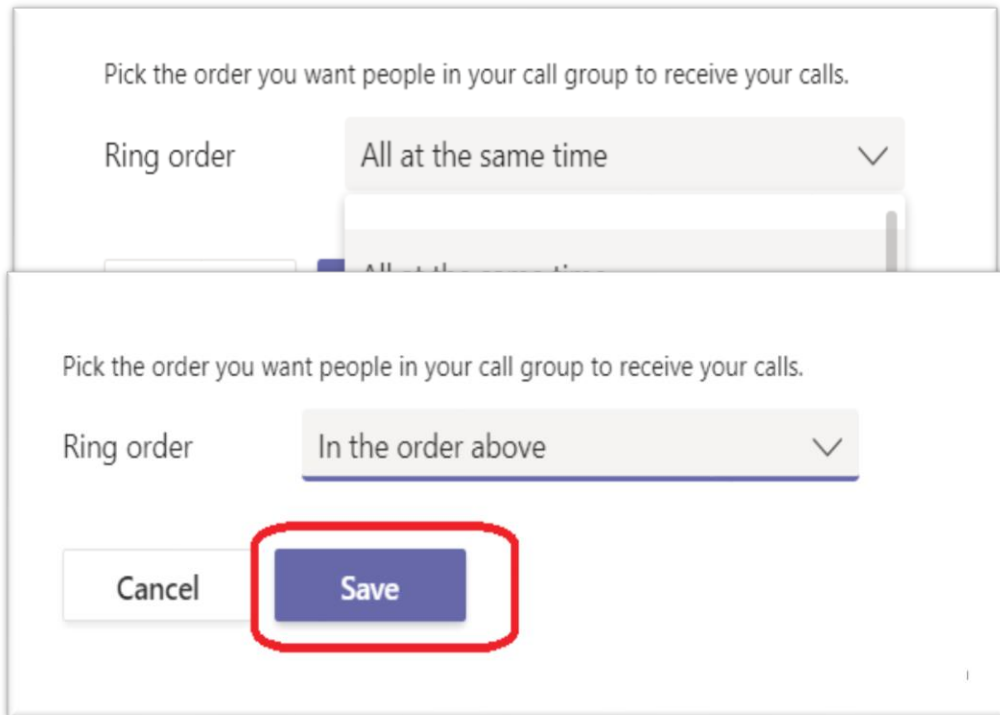


Choose the order in which to ring the group of people.

To call them Simultaneously, **select** "All at the same time" from the Ring order drop down list.



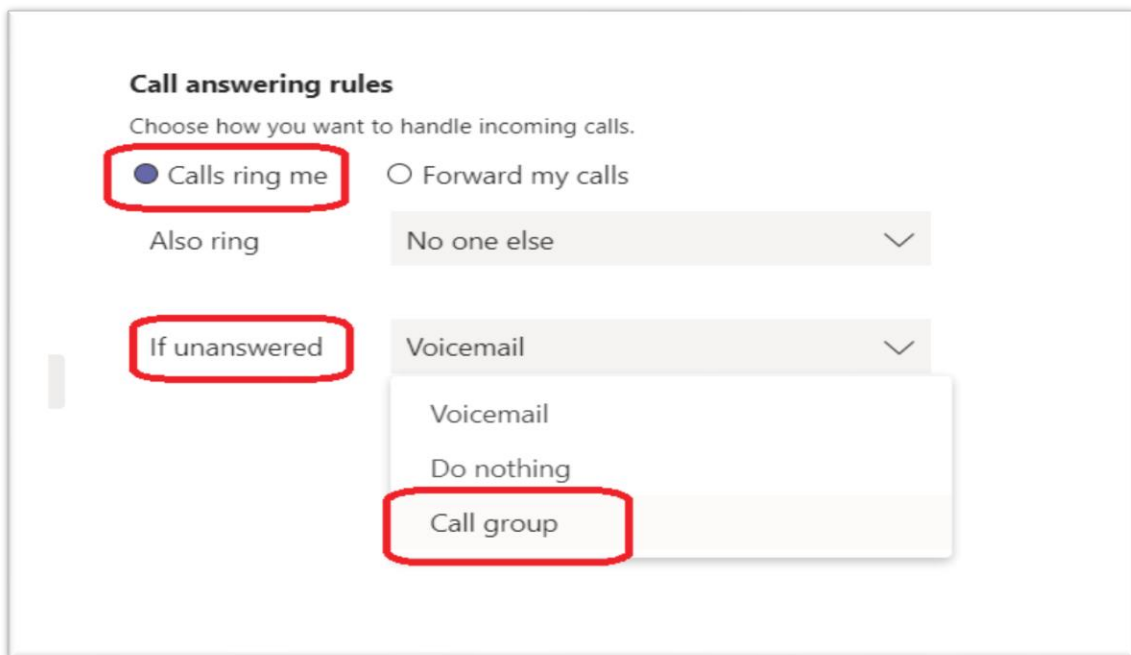
To call the phone numbers in order of selection, **select** "In the order above" from the Ring order drop down list.



**Click** 'Save' to apply the setting.

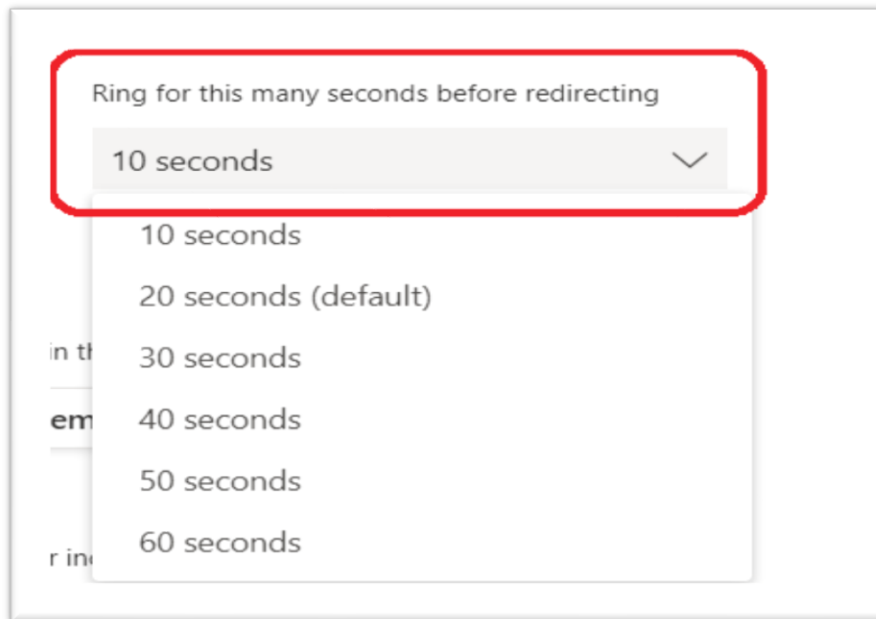
To create a group of people whose phone numbers will be forwarded to if you do not answer your call, **click** in 'Settings and Calls' as per above.

Once in the Calls section, **select** 'Calls Ring me' and **click** on the drop-down list for "If unanswered". **Select** Call group.

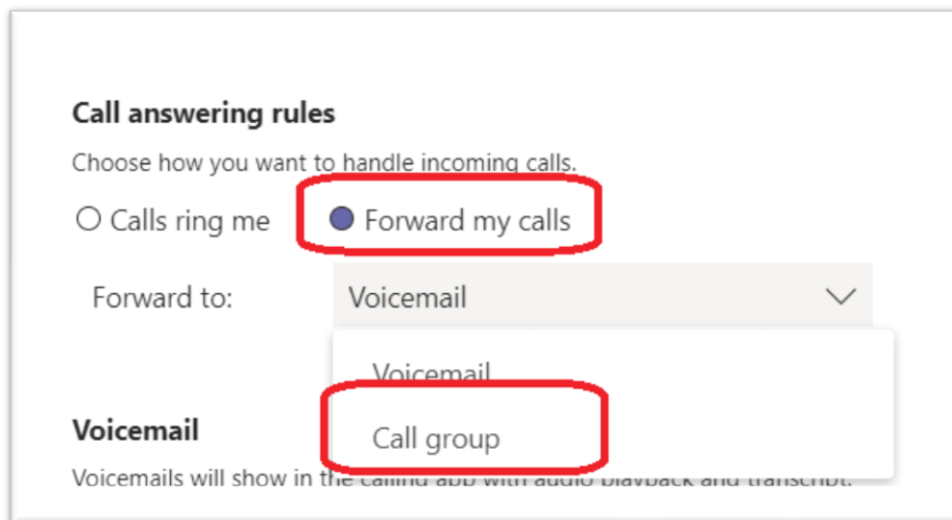


Create the Call group and the ring order in the same way as explained in the previous section.

You will also need to set how long calls ring your phone number before the call forwards on to the group as below.



You can also set all calls to forward to a Group of people by **selecting** 'Forward my calls' and then **selecting** 'Call group' from the drop-down list and create the group as before. Once you save this setting all calls to your phone number will forward straight to the Group you set up.



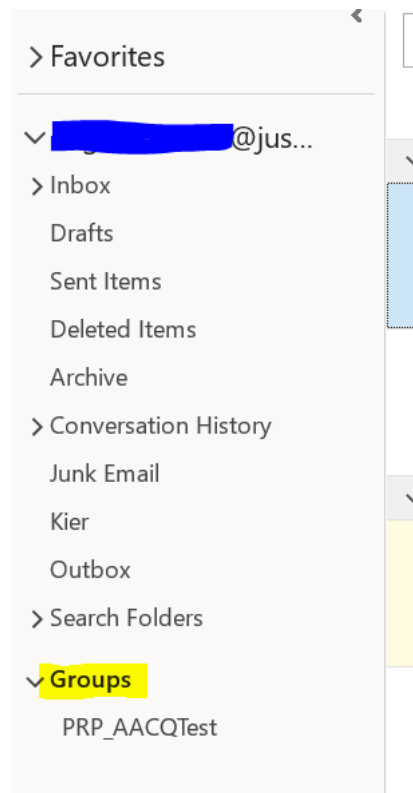
## Call Queue

As an Owner

**PLEASE NOTE:** If you are adding a person to a Call Queue for the first time you must ensure the following:-

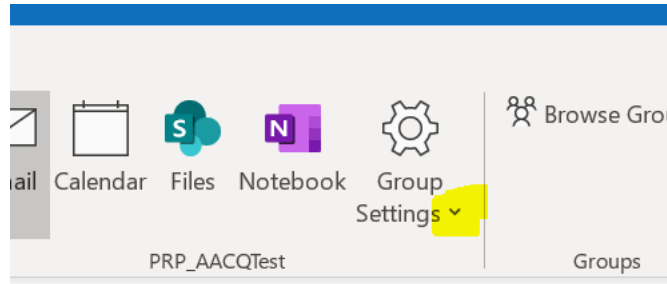
- A) They must have a Teams DDI **BEFORE** you add them so they can receive calls. Raise a Catalogue Request to apply for a DDI ([https://mojprod.service-now.com/moj\\_sp?id=sc\\_cat\\_item&sys\\_id=c911ce151b7c3cd0f58d206fe54bcb1f](https://mojprod.service-now.com/moj_sp?id=sc_cat_item&sys_id=c911ce151b7c3cd0f58d206fe54bcb1f))
- B) If after 24hrs of adding them and they still cannot receive calls, contact the Service desk on 0800 917 5148 | 0203 788 4636 and raise a ticket asking for the email address and DDI of the person to be checked, ask for the ticket to be passed to the PRP\_Teams\_Telephony SNOW queue and NOT the Vodafone IPT queue.

- 1) In Outlook find the Call Queue’s name listed under GROUPS on the left-hand screen and left click on it. Below shows the “PRP\_AACQTest” Call Queue (Hunt Group)

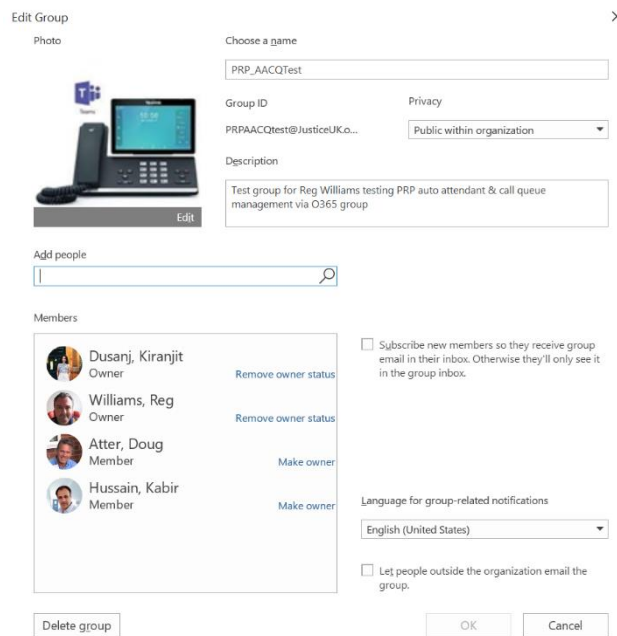


- 2) Look at the top ribbon and click on Group Settings drop down arrow, click Edit Group



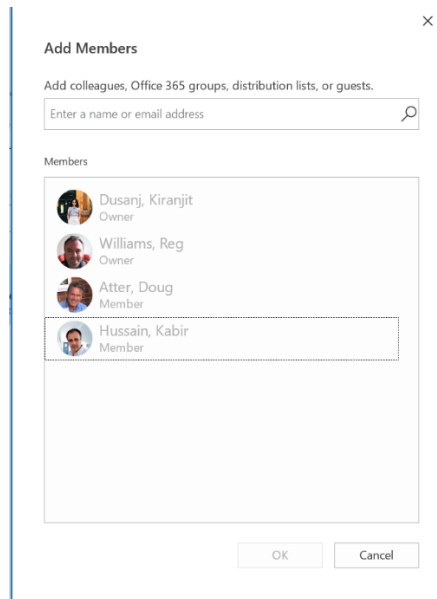


- ONLY add/remove/promote or demote as required, **do not** touch any other settings. To remove a member hover over their name and click on the red X. To promote or demote a member to or from being an owner, click on the blue writing to the left of their name. To add a new member, use the “Add people” box, type their name, and click on them. ALWAYS CLICK SAVE AT THE BOTTOM OF THE BOX.



### As a Member

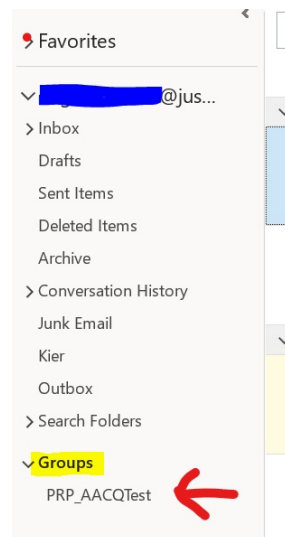
- Follow the same process as above to point 2 but you will only have 2 options, click Add Members



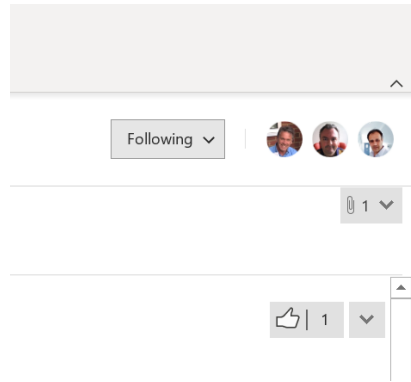
- 2) Members can only add new members. Click in the Add Colleagues box at the top and type the person’s name, click from the list of names. Click OK.

### No Voicemail Emails

- 1) If you want to stop your Call Queue from sending to your personal email account the recorded voicemail email, Click on the Call Group in Outlook



- 2) Look at the top right-hand corner of Outlook you will see a drop down called “Following”. If you don’t have this drop down then look in the Call Queue – As an Owner – Section 2, above it will appear in the drop down menu from the Cog.



- 3) Click on the drop down and choose the top option "Stop Following in Inbox"
- 4) You will no longer receive emails from the Call Queue in your personal inbox but they will still appear in your Call Queue under Groups.
- 5) IF an OWNER deletes these emails from their Groups area then everyone's email will be deleted from their Groups area.

### Opting Out – not receive calls

- 1) If you do not want to receive calls from a Call queue, under "Calls", scroll down and click the green slider until it is grey. Remember to click it back again to receive calls.
- 2)

#### Call queues

Choose whether or not to receive calls for the following queues.



#### Call queues

Choose whether or not to receive calls for the following queues.



As you can see above in the example, I will not receive calls from the PRP\_CQ Test call queue until I slide it back to green.

Be warned, if you forget to re-enable the Call Queue your incoming calls to the Call Queue may not get answered as other members may be turned off too.

### Hide/Unhide My Number (CLI)

All users and handsets have their very own unique number, this is called a Direct Dial-In (DDI). Every time you make an outgoing call the receiving party sees your DDI number. By default, this will happen unless you change the settings to "withhold" your CLI.

Under settings click on "Calls" and tick or untick (as required) the Caller ID tick box.

### Caller ID

- Hide my phone number and profile information for all calls

The above example shows “not to show” your DDI when making outgoing calls. Untick the box to “Show” your DDI number.