Calling with Microsoft Teams
Why Teams for Calling?
# Why Teams for Calling?

<table>
<thead>
<tr>
<th>Flexibility</th>
<th>Privacy</th>
<th>Cost Savings</th>
</tr>
</thead>
</table>
| • Fully connected, whether you’re at your desk or not.  
• Seamless remote working experience | • Never a need to give away your personal cell number. Always reachable on your work phone  
• Ability to set “Quiet Hours” to ensure work/life balance is best for you | • Consolidating around the Microsoft environment streamlines Akron’s technology spend  
• Upgraded voice experience for less than what we paid before |
What is Changing?
<table>
<thead>
<tr>
<th>What is Changing?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Old Number, New Platform</strong></td>
</tr>
<tr>
<td>Your current phone number will be ported into Microsoft Teams so you can make</td>
</tr>
<tr>
<td>and receive calls straight from the app. (Desktop, Mobile, or Web)</td>
</tr>
<tr>
<td><strong>Search People, not Extensions</strong></td>
</tr>
<tr>
<td>4-digit dialing will be replaced with typing a name (or group name) for internal calls.</td>
</tr>
<tr>
<td><strong>New Hardware</strong></td>
</tr>
<tr>
<td>You’ll be issued a Teams-certified Handset or Headset, depending on your role</td>
</tr>
<tr>
<td>and work style</td>
</tr>
</tbody>
</table>
Calling Demo
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Voicemail

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</thead>
<tbody>
<tr>
<td>Michelle Broussard</td>
<td>9s</td>
<td>8/19/20</td>
<td>2:51 PM</td>
</tr>
<tr>
<td>Speed dial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Anthony Cortez</td>
<td>Microsoft Project Manager Away</td>
<td></td>
<td></td>
</tr>
<tr>
<td>David Ellis</td>
<td>VP AV Sales Busy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dustin Merryman</td>
<td>AV/CMS Product Manager Busy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Justin Friesen</td>
<td>Executive Director Technology Solutions Away</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jesse Myers</td>
<td>Microsoft Solutions Available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Michelle Bross</td>
<td>Knowledge Manager In a call</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chris Trauter</td>
<td>Inbound Marketing Consultant Away</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TJ Hammon</td>
<td>Copywriter Available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>David Shelby</td>
<td>Copywriter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steven Bakker</td>
<td>Marketing Manager In a call</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Add speed dial

| Jordan Weber    | Microsoft Project Manager |
| Jordan Green    | Install Technician |
| Jordan Spencer  | SDR |
Create a new contact group

Organize your contacts into groups to find them more easily.

Contact group name

Type a contact group name

Cancel  Create
Create a new contact group
Organize your contacts into groups to find them more easily.

Contact group name
Training Team
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony Cortez</td>
<td>MICROSOFT PROJECT MANAGER</td>
<td>2532523111</td>
</tr>
<tr>
<td>Chris Trauter</td>
<td>INBOUND MARKETING CON...</td>
<td></td>
</tr>
<tr>
<td>David Ellis</td>
<td>VP AV SALES</td>
<td>5032182340</td>
</tr>
<tr>
<td>David Shelby</td>
<td>COPYWRITER</td>
<td>2532523170</td>
</tr>
<tr>
<td>Dustin Merrymen</td>
<td>AV/CMS PRODUCT MANAGER</td>
<td>2532523140</td>
</tr>
<tr>
<td>Jesse Myers</td>
<td>MICROSOFT SOLUTION AR...</td>
<td>2532523360</td>
</tr>
<tr>
<td>Jordan Weber</td>
<td>MICROSOFT PROJECT MAN...</td>
<td>2532523154</td>
</tr>
<tr>
<td>Julia Ellis</td>
<td>SALES SUPPORT ASSOCIATE</td>
<td></td>
</tr>
<tr>
<td>Justin Friesen</td>
<td>EXECUTIVE DIRECTOR TECH...</td>
<td>2534705276</td>
</tr>
<tr>
<td>Matthew Unzen</td>
<td>BUSINESS OPERATIONS AN...</td>
<td>2532523242</td>
</tr>
<tr>
<td>Michelle Broussard</td>
<td>KNOWLEDGE MANAGEMEN...</td>
<td>2532523157</td>
</tr>
<tr>
<td>Steven Bakker</td>
<td>MARKETING MANAGER</td>
<td>2532523405</td>
</tr>
<tr>
<td>TJ Hammon</td>
<td>COPYWRITER</td>
<td>2532523418</td>
</tr>
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</table>

Contacts

Add contact
Add to contacts

Jane Doe

Cancel  Add
### Add to contacts

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Full name</td>
<td>Jane Doe</td>
</tr>
<tr>
<td>Company</td>
<td>Contusa</td>
</tr>
<tr>
<td>Title</td>
<td>CEO</td>
</tr>
<tr>
<td>Phone</td>
<td>124-827-4927</td>
</tr>
<tr>
<td>Name</td>
<td>Title</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------------</td>
</tr>
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<td><strong>Jane Doe</strong></td>
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</tr>
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Your number: (253) 470-2638
<table>
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Hey Katie, it's Michelle. A just give me a callback whenever you get this test voicemail, bye.
Hey Katie, it's Michelle. I just wanted to give you a call after you get this text voicemail. Bye.
Settings

General
Privacy
Notifications
Devices
Permissions
Calls

Theme
Default
Dark
High contrast

Application
To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.
- Auto-start application
- Open application in background
- On close, keep the application running
- Disable GPU hardware acceleration (requires restarting Teams)
- Register Teams as the chat app for Office (requires restarting Office applications)
- Turn on new meeting experience (New meetings and calls will open in separate windows. Requires restarting Teams)
- Enable logging for meeting diagnostics (requires restarting Teams)

Language
Restart to apply language settings.

App language
English (United States)

Keyboard language overrides keyboard shortcuts.

English (United States)
Delegate settings

People you support  Your delegates

People who add you as their delegate will be listed here.
Delegate settings

People you support: Your delegates

Delegates can make and receive calls on your behalf.

Add a delegate
Delegate settings

People you support: Your delegates

Delegates can make and receive calls on your behalf.

michelle br

Michelle Broussard
(MICHELLE BROUSSARD) Knowledge Management Le...
Delegate settings

People you support  Your delegates

Delegates can make and receive calls on your behalf.

Add a delegate

Michelle Broussard
Knowledge Management Lead
Katie Fisher added you as a delegate.

Now you can:
- Make calls on their behalf
- Receive calls on their behalf
- Change their call and delegate settings
Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. Change settings.

[Image of a settings window with audio devices and Make a test call button highlighted]

Audio devices:
- PLT V6200 Series Hands-Free AG Audio
- Speaker
- Headset (PLT V6200 Series Hands-Free AG Audio)
- Microphone
- Headset (PLT V6200 Series Hands-Free AG Audio)

Make a test call

Secondary ringer:
- None

Camera:
- Microsoft Camera Front

Your number: (253) 470-2658
Your test call results
Here's what we detected from your devices:

- Microphone - Headset (PLT V6200 Series Hands-Free AG Audio) - Connected
- Speaker - Headset (PLT V6200 Series Hands-Free AG Audio) - Connected
- Camera - Microsoft Camera Front - Connected
- Network - Connected

Close Go to device settings
Settings

Call answering rules
Choose how you want to handle incoming calls.
- Calls ring me
- Forward my calls
- Also ring

If unanswered
- No one else
- New number or contact
- My delegates
- No one else
- Call group

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
- Forwarded calls
- Delegated calls

Accessibility
Turn on TTY to use text to communicate over the phone line. To get this
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:
- 30 seconds
- 10 seconds
- 20 seconds (default)
- 30 seconds
- 40 seconds
- 50 seconds
- 60 seconds

Voicemail
Voicemails will show in the following order:
- 30 seconds

Configure voicemail:
- 40 seconds
- 50 seconds

Ringtones
Choose a ringtone for incoming calls:
- Calls for you
- Forwarded calls
- Delegated calls

Accessibility
Turn on TTY to use text to communicate over the phone line. To get this:

Call for you:
- Default

Forwarded calls:
- Default

Delegated calls:
- Default
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
- 30 seconds

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
- Default

Forwarded calls
- Default

Delegated calls
- Default

Accessibility
Turn on TTY to use text to communicate over the phone line. To get this...
Voicemail

You’ll find your voicemail messages and transcripts in Calls.

Record a greeting

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

Let the caller record a message

Greeting language
Which language should your default greeting be in?

English (United States)

Text-to-speech customized greeting option
Do you want to replace the default voicemail greeting with your own text-to-speech greetings? 🎤

Your custom greeting:

Your custom out of office greeting:

Out of office greeting
When should your custom out of office greeting play?

☐ All the time

Cancel OK
Voicemail

You'll find your voicemail messages and transcripts in Calls.

-record a greeting-

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
- 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

Your custom greeting:

Your custom out of office greeting:

Out of office greeting
When should your custom out of office greeting play?

☐ All the time

-cancel- ok-
Voicemail

You'll find your voicemail messages and transcripts in Calls.

Record a greeting

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

Let the caller record a message or be transferred to someone else
Where should they be transferred?

Michelle Broussard

Greeting language
Which language should your default greeting be in?

English (United States)

Text-to-speech customized greeting option
Do you want to replace the default voicemail greeting with your own text-to-speech greetings?

Your custom greeting:

Your custom out of office greeting:

Out of office greeting
### Voicemail

Let the caller record a message or be transferred to someone else

**Where should they be transferred?**

- Michelle Broussard

### Greeting Language

Which language should your default greeting be in?

- English (United States)
- English (United States)
- Arabic (Egypt)
- Catalan (Catalan)
- Chinese (Simplified, PRC)
- Chinese (Traditional, Hong Kong S.A.R.)
- Chinese (Traditional, Taiwan)
- Croatian (Croatia)
- Czech (Czech Republic)
- Danish (Denmark)

- [ ] When I have an Outlook auto reply
- [x] When I have an Out of office calendar event

**Cancel**  **OK**
Voicemail

Let the caller record a message or be transferred to someone else

Where should they be transferred?

Michelle Broussard

Greeting language

Which language should your default greeting be in?

English (United States)

Text-to-speech customized greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings?

Your custom greeting:

Your custom out of office greeting:

Out of office greeting

When should your custom out of office greeting play?

- All the time
- When I have an Outlook auto reply
- When I have an Out of office calendar event

Cancel  OK
Settings

General
Privacy
Notifications
Devices
Permissions
Calls

Voicemail
Voicemails will show in the calling app with audio playback and transcript.

Configure voicemail

Ring tones
Choose a ringtone for incoming calls

Calls for you
Default

Forwarded calls
Default

Delegated calls
Bop

Accessibility
Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.

Turn on TTY mode
Transfer the call

Invite someone or dial a number

Michelle Broussard

Ring back if there's no answer.

Cancel  Transfer
Choose a person to consult

Invite someone or dial a number

Suggested

- Dustin Merryman
- David Ellis
- Julia Ellis
- Michelle Broussard

Cancel Chat
Hey can you take a call for me?

On hold 00:51
Hey can you take a call for me?

yes
Transferring to Michelle Broussard
Final Notes

- Download the Mobile App
- Call 10 Digits if unavailable on Teams
- Submit Feedback
- Emergency Calling
- Matt will Update about Device Pickup
- Shared Lines may not be perfect right away
- No need to dial 9 or 1 to call external
- Thanks!
Q&A