



# Microsoft Teams telephony guide

version 1.0

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Microsoft Teams

# 1. Microsoft Teams telephony – quick start

**Phone**  
Default page – where you can make calls, see recent calls and add speed dial

**Contacts**  
Click Contacts to see a list of your contacts, this will sync with your Outlook Contacts

**History**  
Call history pane shows details dependant on call type filter

**Voicemail**  
Click to listen to and manage your voicemail messages

**Speed dial**  
Click to add a contact or phone number to your speed dial list

**Number dialling**  
Enter a number and then click the Call button to place a call

**Dialpad**  
Click on the numbers and then click the Call button to place a call

**Calls App**  
Click the Calls button to switch to the telephony functionality of MS Teams

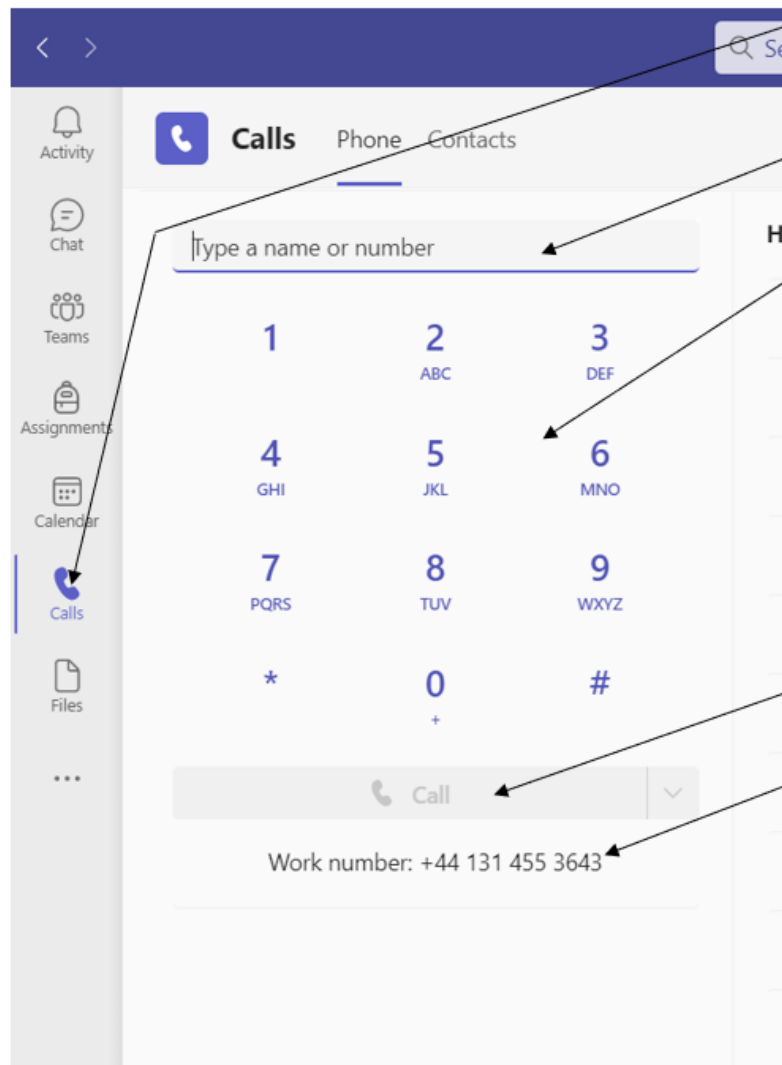
**Call button**  
Once you have entered a number to dial, click the Call button

**Work number**  
Your phone number is displayed

**Outside number**  
You may be used to dialling 9 to get an outside line – you no longer need to do this

Call ID	Type	Duration	Date
srvCAP-001	Outgoing		Friday
srvCap-002	Missed		Thursday
srvCap-002	Outgoing		Thursday
srvCap-002	Outgoing for Test ServiceDesk	1s	Thursday
+44 131 455 6119	Outgoing	26s	Thursday
Bramwell, Dominique	Incoming	6m 26s	19/08/2022
Bramwell, Dominique	Missed		19/08/2022
Taylor, Claire (IS)	Incoming	7m 15s	19/08/2022
Hood, John	Incoming	2m 47s	17/08/2022
Yomi Adeoya	Incoming	3m 56s	10/08/2022
srvCap-002	Incoming	2s	10/08/2022
srvCap-002	Outgoing		10/08/2022
srvCAP-001	Outgoing		10/08/2022

## 2. Microsoft Teams telephony – making a call



### **Calls App**

Click the Calls button to switch to the telephone functionality of MS Teams

### **Number dialling**

Type a number

### **or use the Dialpad**

Click on the numbers

You do not need to dial 9 to get an outside line

For Edinburgh numbers you can dial them with or without the area code

For internal numbers you can use the 4-digit extension number or the full 7-digit number with or without the area code

There are different dialling policies – most people will have UK-National. If you have a business need to make overseas or premium rate calls this can be changed with line managers approval

### **Call button**

Once you have entered a number to dial, click the Call button

### **Work number**

Your phone number is displayed

MS Teams telephony is a cloud-based softphone telephony solution which enables you to use your computer or mobile device and internet connection to make and receive telephone calls

By using the Calls functionality in MS Teams, you can call anyone (dependant on your dial policy permissions) – they do not need to have MS Teams

Internal and external calls to your number will be answered via MS Teams

The calling toolbar allows you to control your phone call

### Keypad

If you call a number that requires you to enter numbers (e.g., press 1 for..., press 2 for..., you need to enter a pin) click Keypad and click on the numbers

### People

Click People if you wish to add more participants to your call

### More

Click More to see additional options. Some commonly used functions are:

#### Hold

Click to put a call on hold

#### Transfer

Click to transfer a call

#### Consult then transfer

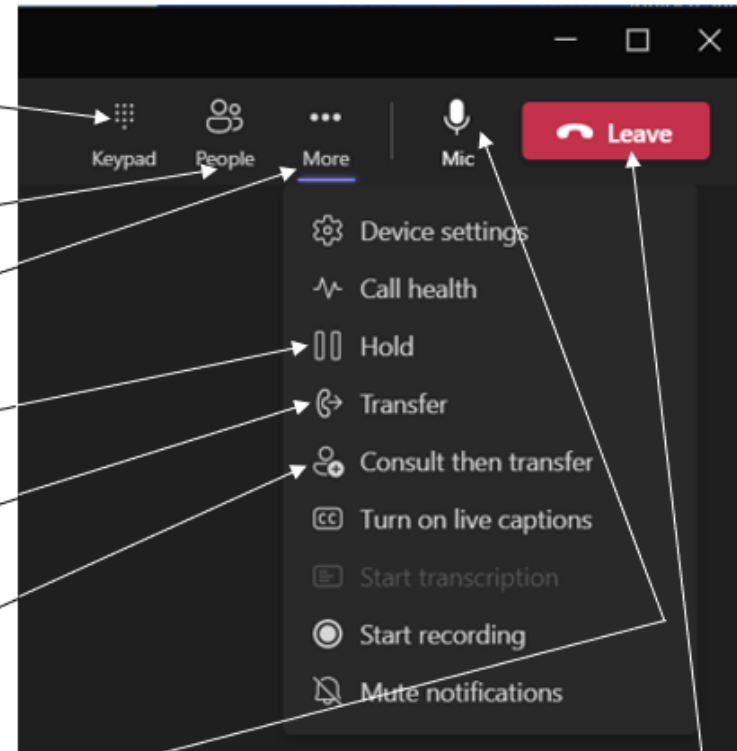
Click to speak to the person you are transferring the call to first to check they are happy to take the call

### Mic

Click Mic to mute and unmute your microphone

### Leave

Click Leave to end the call



### 3. Microsoft Teams telephony – call forwarding

The image shows a screenshot of the Microsoft Teams interface with call forwarding settings. A text box on the right provides instructions: 'Under the Keypad you have call forwarding options. The text will default to 'Don't forward' but this will change depending on what forwarding rules you have set', 'Click on the Forwarding text and you will be presented with options you have previously used to allow quick selection', 'If you need to set up a new forwarding option, click More Settings', 'This will open the MS Teams Settings pane on the Calls section', 'Select the Forward my calls radio button', and 'From the Forward to drop-down either select an existing option or click New number or contact and enter the required number'. The screenshot shows the 'Calls' section with a keypad, a 'Forwarding' dropdown menu, and the 'Settings' pane with 'Calls' selected. The 'Call answering rules' section shows 'Forward my calls' selected, and the 'Forward to' dropdown menu is open, showing options like 'Voicemail', 'New number or contact', 'Call group', and two phone numbers.

Under the Keypad you have call forwarding options. The text will default to 'Don't forward' but this will change depending on what forwarding rules you have set

Click on the Forwarding text and you will be presented with options you have previously used to allow quick selection

If you need to set up a new forwarding option, click More Settings

This will open the MS Teams Settings pane on the Calls section

Select the Forward my calls radio button

From the Forward to drop-down either select an existing option or click New number or contact and enter the required number

**Forwarding**

- Don't forward ✓
- Forward to voicemail
- Forward to +44 7890 [REDACTED]
- Forward to +44 7714 [REDACTED]
- More Settings

**Settings**

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

**Call answering rules**

Choose how you want to handle incoming calls.

Calls ring me  Forward my calls

Forward to: Voicemail

**Voicemail**

Voicemails will show in the

Configure voicemail

- Voicemail
- New number or contact
- Call group
- +44 7890 900185
- +44 7714 761910

**Ringtones**

Choose a ringtone for incoming calls:

Calls for you: Default

Forwarded calls: Default

#### 4. Microsoft Teams telephony – voicemail set up

The image shows a screenshot of the Microsoft Teams interface. On the left, the 'Calls' section is active, displaying a keypad and a 'Forwarding' menu. The 'Forwarding' menu is open, showing options: 'Don't forward' (checked), 'Forward to voicemail', 'Forward to +44 7890 900185', 'Forward to +44 7714 761910', and 'More Settings'. A 'Call' button is visible below the keypad. Below the keypad, the work number '+44 131 455 3643' is displayed. On the right, the 'Settings' pane is open, with the 'Calls' section selected. The 'Call answering rules' section shows 'Forward my calls' selected, with 'Forward to' set to 'Voicemail'. The 'Configure voicemail' button is highlighted. The 'Ringtones' section shows 'Calls for you', 'Forwarded calls', and 'Delegated calls' all set to 'Default'.

VoiceMail is available to all users

Under the Keypad you have call forwarding options. The text will default to 'Don't forward' but this will change depending on what forwarding rules you have set

Click on the Forwarding text and click More Settings

This will open the MS Teams Settings pane on the Calls section

Click Configure voicemail

## 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 Kingdom)

### 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

This will open the Voicemail pane

There are two types of voicemail greetings:

- a general one for when you have set your calls to forward to voicemail or you have not answered a call within your defined time scale
- a second one that will play when you are out of the office e.g., on annual leave

You can leave all the default settings and use voicemail straight away – the greetings will be standard Microsoft generated ones

You can choose to record your own message for both greetings by clicking Record a greeting

You can decide what callers can do when they get your voicemail by clicking on the Call answer rules drop-down

You can change the standard Microsoft generated greeting by typing the text into the Your custom greeting and Your custom out of office greeting fields

## 5. Microsoft Teams telephony – managing voicemail messages

The screenshot displays the Microsoft Teams interface with the 'Calls' tab selected. On the left, a navigation pane shows icons for Activity, Chat, Teams, Assignments, Calendar, Calls, and Files. The 'Calls' icon has a red notification dot. The main area is divided into three sections: a numeric keypad, a 'History' list, and a 'Speed dial' section. The 'History' list shows several entries, with the first one, '07890900185 Voicemail', highlighted in bold. A call log entry for this number shows a transcription: 'Please call me back when you can. Thank you...'. A 'Details' pane is open on the right, showing the voicemail's duration (9s), date and time (20/09/2022 08:39), and the same transcription. A play button and a progress bar are visible at the bottom of the details pane.

When you miss a call or receive a voicemail you will receive a notification in MS Teams and a red dot will appear against the Calls icon

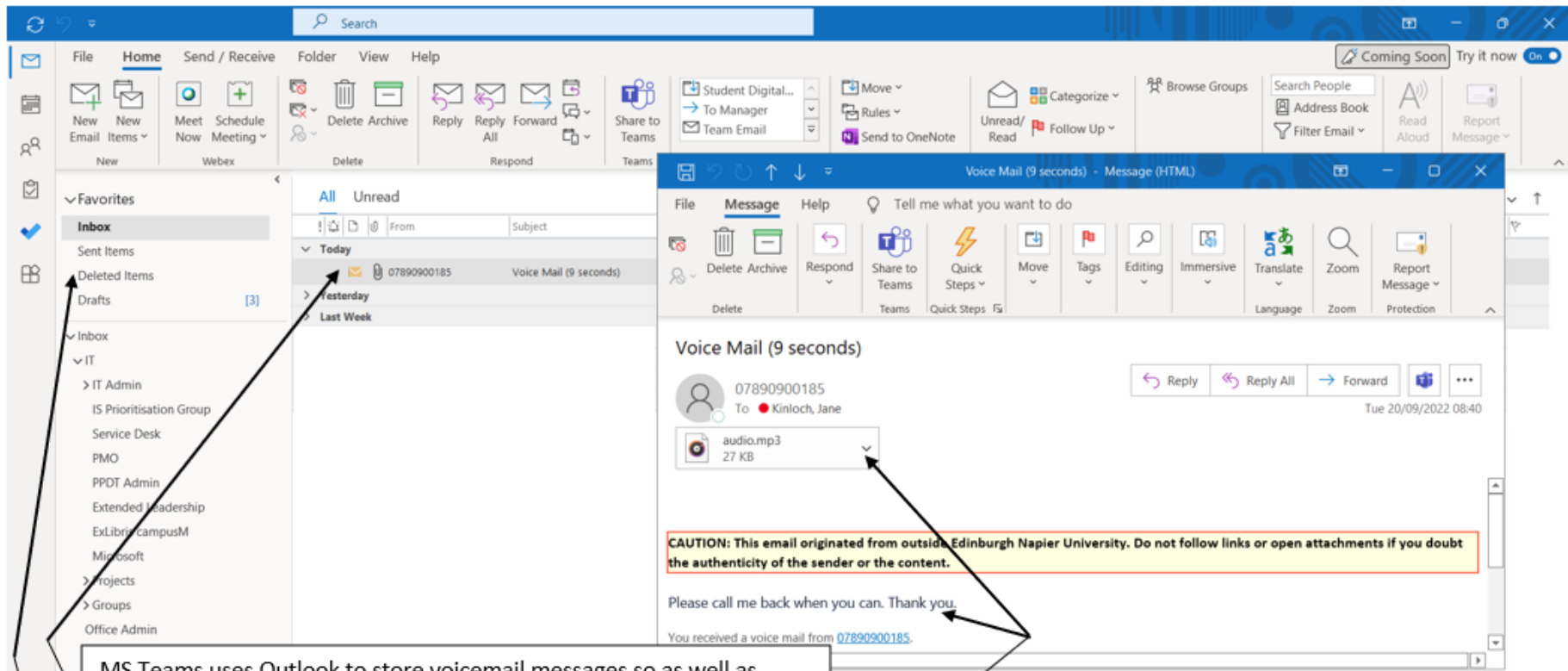
When you have a new voicemail, it will appear in the History pane in bold

Click once on the voicemail line in the History list for details of the voicemail to appear

A transcription will display, depending on how clear the voicemail is, this may not always be accurate

Press the play icon to listen to the message





MS Teams uses Outlook to store voicemail messages so as well as receiving notifications and access to the voicemail in MS Teams you will also receive an email

From the email you can play the message and see the transcription

Deleting either the email from Outlook or the voicemail message from MS Teams will delete it in the other location. If you delete it accidentally you can retrieve it from your Deleted Items folder in Outlook, this will restore it to MS Teams as well

If you do not want your voicemail emails coming to your Inbox you can set up an email rule to move them to a specific folder

## 6. Microsoft Teams telephony – Microsoft resources

This guide is designed as a starting point for your use of MS Teams telephony. You can refer to the [Microsoft support website](#) for resources on the use of all their products.

There are MS Teams telephony videos to help you become familiar with using the functionality:

[Overview](#)

[Make calls](#)

[Tips](#)

There are also various [written resources](#) available.