Microsoft Teams Calling

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Information Technology

Quick Start Guide

New to Microsoft Teams Calling?
Use this guide to learn the basics

Voicemail
Manage, listen, or even read your voicemails here

Search Bar
Search people at USF to call directly using Teams

Calls Tab
Here is where you can access your calling features within Teams

Your Number
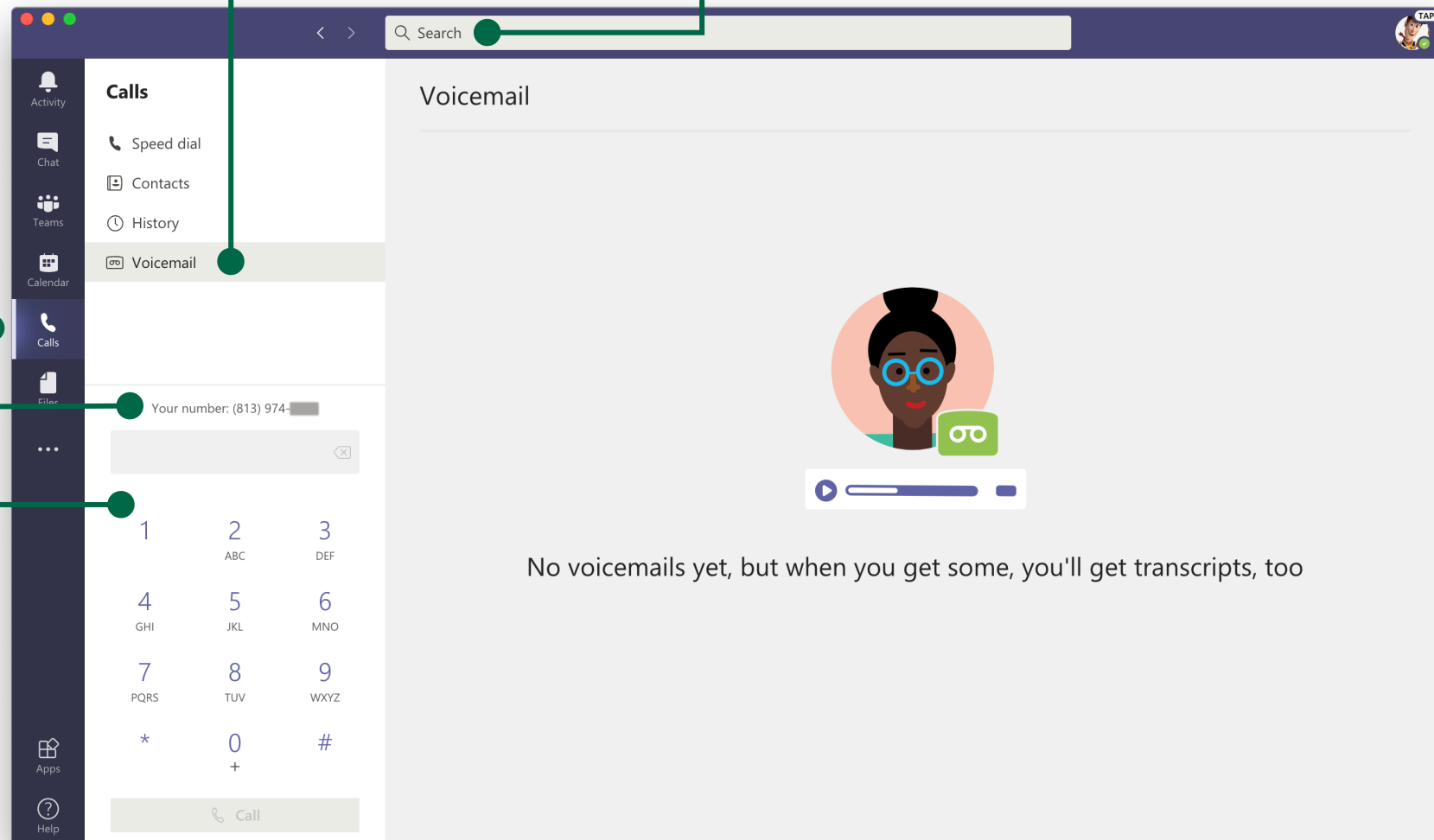Your office number will be displayed here

Dial Pad
Dial any 10-digit phone number
(5-digit USF extensions will no longer work)

Search

Activity

Chat

Teams

Calendar

Calls

Files

Apps

Help

Calls

📞 Speed dial

🖇 Contacts

🕘 History

📼 Voicemail

Your number: (813) 974-▭▭▭

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

📞 Call

Voicemail

No voicemails yet, but when you get some, you'll get transcripts, too

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In call actions

End Call

More Actions

Device settings

Focus

Start recording

View Participants
View current participants in the call and add additional people/numbers

Keypad
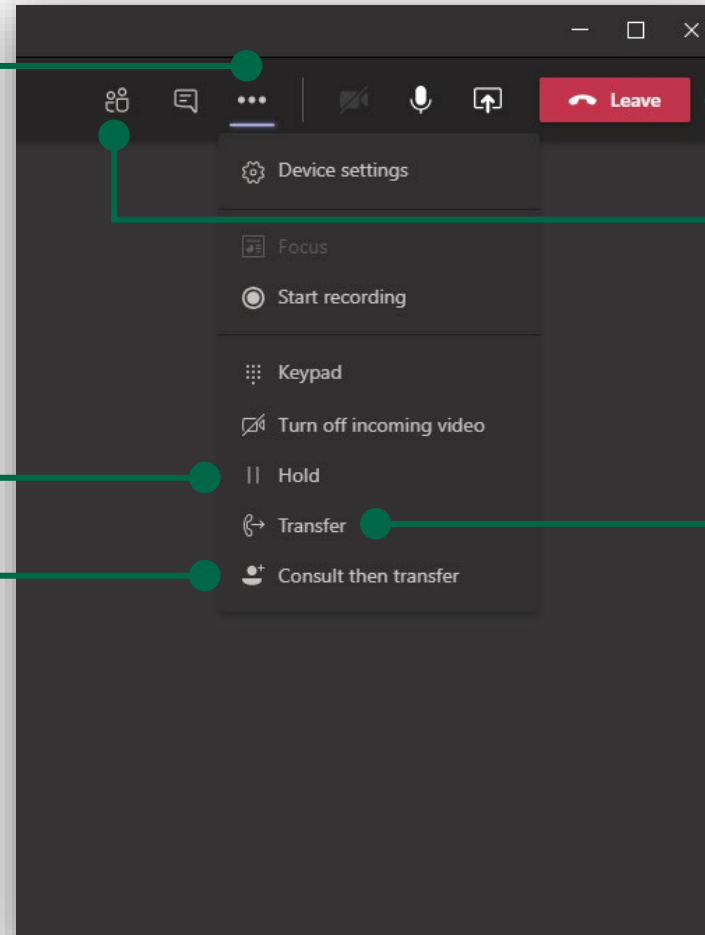
Turn off incoming video

Hold
Place the caller on hold

Hold

Transfer

Transfer
Put the caller on hold, then search for the person you want to transfer to or dial a 10-digit phone number

Consult then transfer

Consult then Transfer
Same as a transfer but allows you to talk with the person you're transferring to before connecting the caller
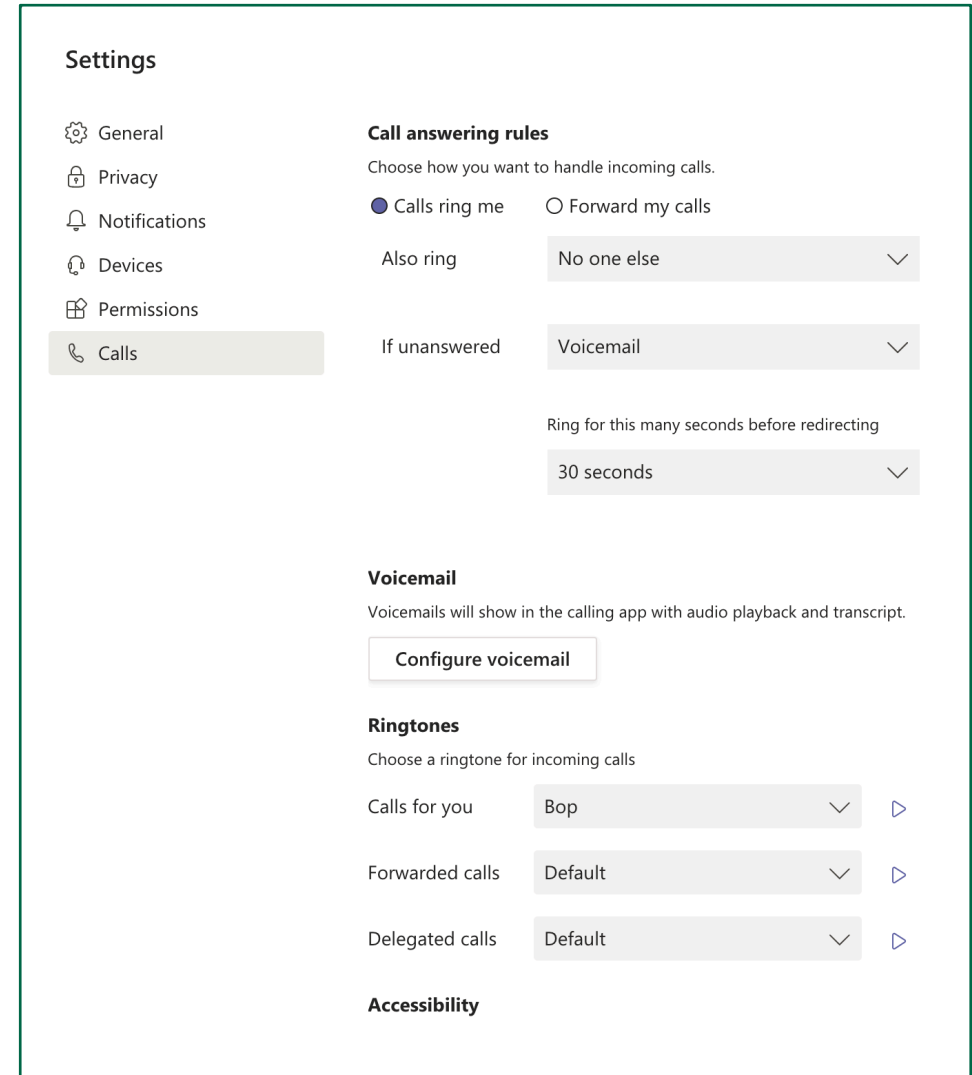
Leave

Call answering rules

Calls ring me – Calls will ring to your logged in Teams clients

Also ring – users can choose to also simultaneously ring other numbers

- **No one else**
- **New number or contact** – ring another person at USF or any 10-digit phone number
- **Call Group** – a user defined list of contact and/or numbers that can be run simultaneously or in a defined order

If unanswered – after ringing for the defined time, this is how unanswered calls will be handled

- **Voicemail** – (default) callers can record a voicemail
- **Do Nothing** – callers will not be able to record a voicemail
- **New number or contact** – ring another person at USF or any 10-digit phone number
- **Call Group** – a user defined list of contact and/or numbers that can be run simultaneously or in a defined order

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Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls

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 | Bop ▼ | ▷

Forwarded calls | Default ▼ | ▷

Delegated calls | Default ▼ | ▷

Accessibility

Microsoft Teams Calling

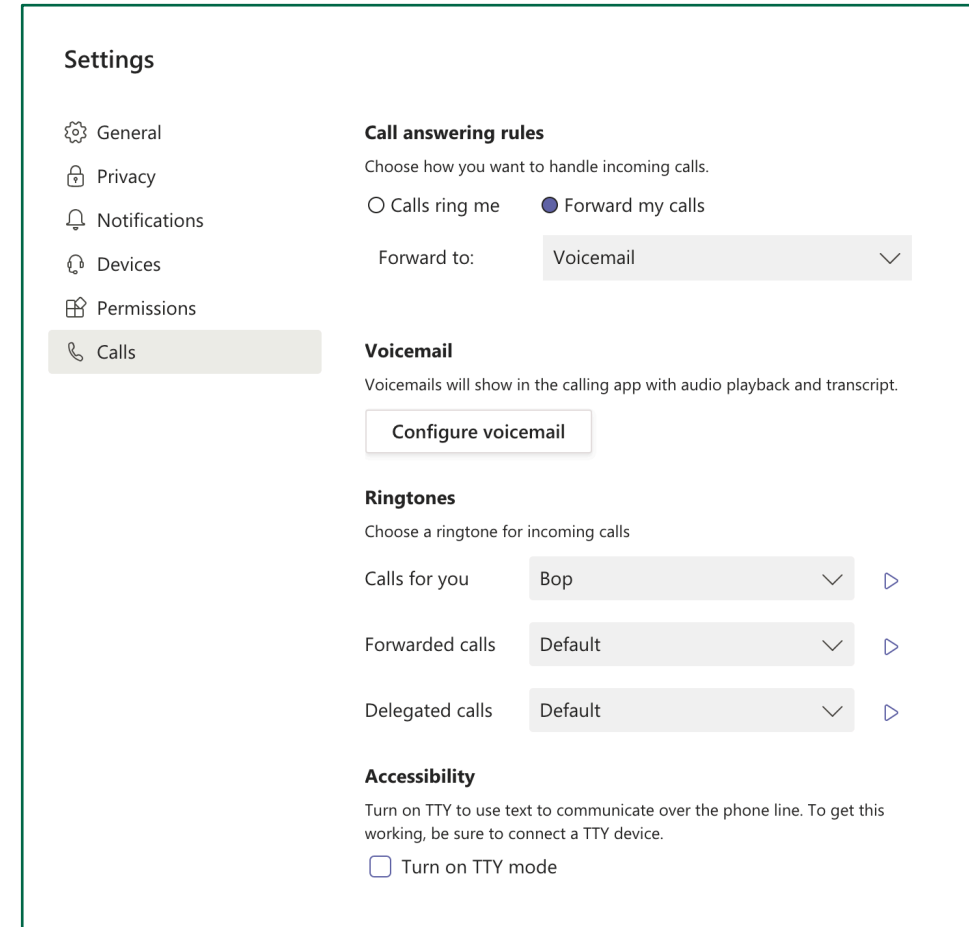## Call forwarding

Forward my calls – Calls will not ring you and instead be handled as defined

- **Voicemail** – (default) Callers can record a voicemail

- **New number or contact** – ring another person at USF or any 10-digit phone number

- **Call Group** – a user defined list of contact and/or numbers that can be run simultaneously or in a defined order

Please note: *Due to Florida's broad open records law, voicemails and voicemail transcripts to university employees may be considered a public record, available to the public and the media upon request.*

Settings

- ⚙ General
- 🔒 Privacy
- 🔔 Notifications
- 🎧 Devices
- 🎁 Permissions
- 📞 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 calling app with audio playback and transcript.

[Configure voicemail]

Ringtones

Choose a ringtone for incoming calls

Calls for you   [Bop   ▼]   ▷

Forwarded calls   [Default   ▼]   ▷

Delegated calls   [Default   ▼]   ▷

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