

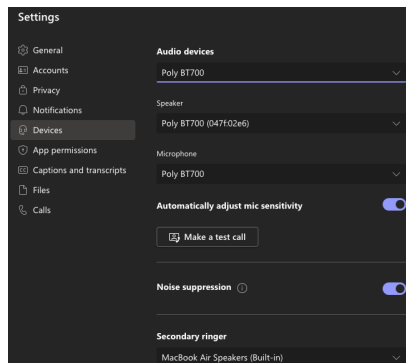


Microsoft Teams - Calling Quick Reference Guide

Configuring 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.

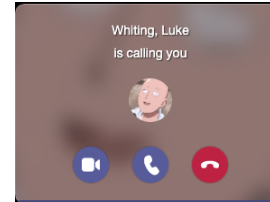
1. Ensure your headset is plugged into your computer
2. Click your profile picture at the top of the app, then select **Settings > Devices**
3. In the *Devices* section, your headset should appear in the
4. Under *Audio Settings* → choose **Your Audio Device**
5. Under *Speakers*, choose **Your Audio Device**
6. Under *Microphone*, choose **Your Audio Device**
7. Under *Secondary Ringer*, choose **Speakers/Headphones (Device other than your primary Audio device)** Your final settings should be shown as follows:



9. Choose **Make a test call**
10. 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.
11. 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 Baylor issued headset.

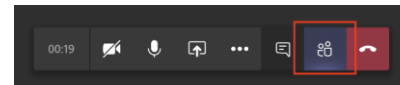


2. Click the **Phone** 📞 icon to answer with audio only.
3. Click the **Video** 📺 icon to accept the call and enable video as well.

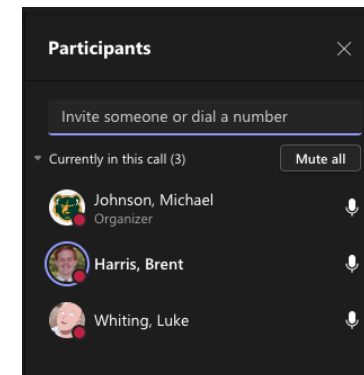
Adding someone to a call

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 **enter**. This will add them into the call.



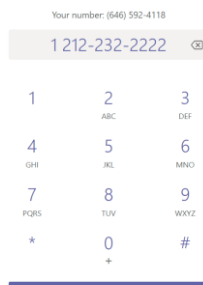


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Starting a Call using the Dial-Pad

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

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



Starting a Call using the Contact

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

1. Navigate to the  section
2. Click  Contacts
3. Choose  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

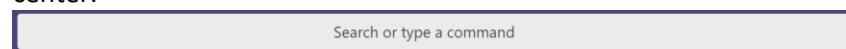
History shows all calls that were made. To call a person from History,

7. Navigate to the  section
8. Click  History
9. On the person you want to call, click the ...
10. Choose  Call back

Starting a Call with someone in Teams

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

1. From any place in Teams, click in the command window at the top center.



2. Type **/Call [Enter]**, **Begin typing the person's name. Select and Hit Enter or hit the right arrow to start the call.**



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  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  and selecting the speed.
- The Transcription is the right-hand side of the screen.



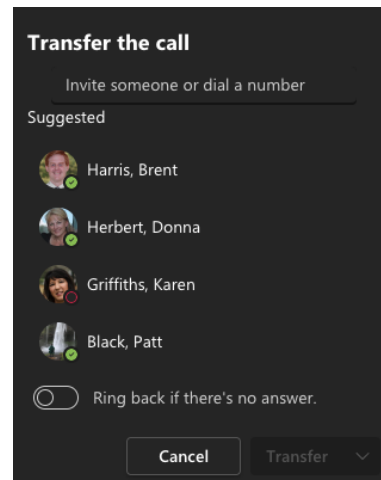
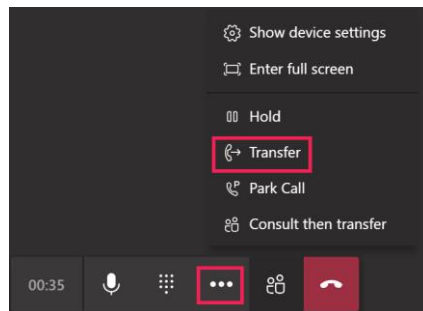
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Transfer a Call

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)

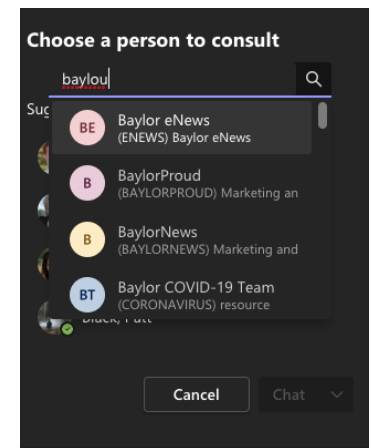
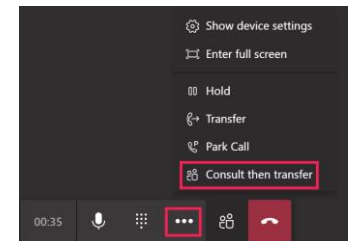
1. To transfer a call, select **More options** ... > **Transfer** in your call controls.
2. Type the name of the person you want to transfer the call to and select them. To finish, select **Transfer**.
3. Click the drop-down arrow in the **Transfer** button to see more transfer options.
4. Choose **Work** to transfer the call to their Teams number, or **Work voicemail**



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. (Physical phones do not allow chat).

1. To transfer a call, select **More options** ... > **Transfer** in your call controls.
2. Type the name of the person you want to transfer the call to and select them. To finish, select **Consult**.
3. Two options for consultation:
 - a. To type a **message** to the person who you wish to transfer the call to and hit the send button ➤.
4. Click the Telephone Button . Once you consult with the person, click the **Transfer**.
5. If the person does not want to talk choose **Stop Consulting**.
5. If they wish to send to their voice mail. Transfer the call using the Transfer instructions and in Step #4, choose **Work VoiceMail**.





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Call Park

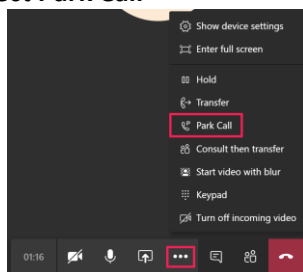
Microsoft Teams offers many different types of clients from mobile, desktop or web. Therefore, a call can be picked up from any device. You may want to transfer the call to another device. This is done by using Call Park.

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. To place a call on hold, click **More actions** ... in your 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, enter the # and then click **Pick up**

Pick up a parked call

Cancel

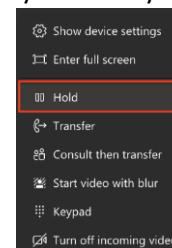
Pick up

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 Disturb.

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 no receive a call	Red with a minus in it.