



# Teams Voice FAQs

## 1. What will happen to my work phone number that I use to receive direct calls?

Your phone number is moving with you! Once you are migrated to Microsoft Teams Voice, your current work phone number will become your Teams phone number.

## 2. When will Teams become my primary method for making and receiving calls at work?

We will be moving our phone system to Teams in the coming months. Make sure to keep an eye out for additional information on timeline and learning resources available to support you through this transition.

## 3. How do I make a call using Teams?

There are many ways to make a call using Teams (*Note: Making calls through the Teams web application is not available*):

### Make a call to an internal peer at Colorado State:

With one click, escalate any chat to a video or audio call. Select the video or audio call icon in the upper-right corner of an existing chat with a peer.

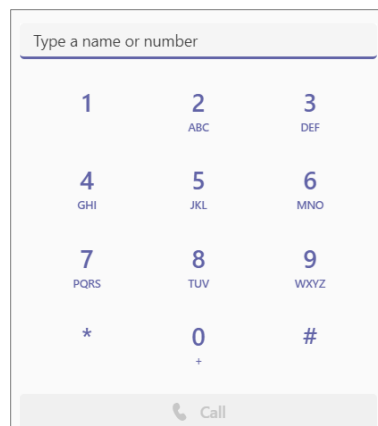


From the **Search** field, type **/call** and **Enter** to use the call command to initiate a call automatically. Enter the name of anyone internal to search the university directory and initiate a call.

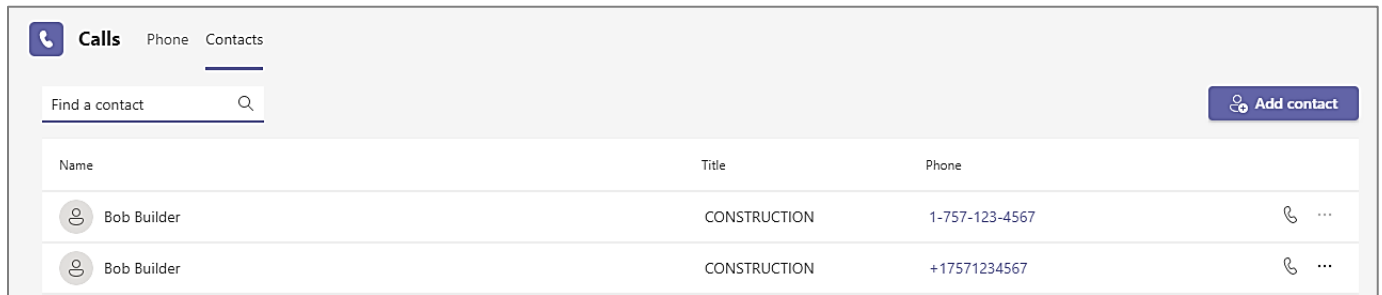


### Make a call to an external 10-digit phone number

Navigate to the **Calls** app from the left navigation pane and a dial-pad should appear. Enter the number of the person you want to call and click **Call**.

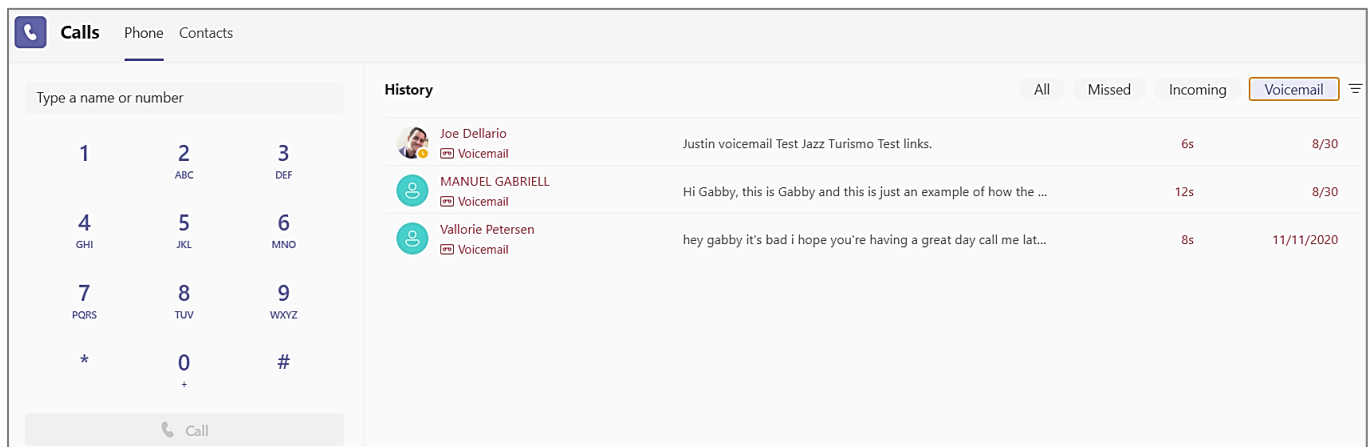


If you have stored external contacts either through Outlook or Microsoft Teams, you can use the phone icons next to each contact to initiate a call to an external recipient.



#### 4. How do I listen to and manage my voicemails in Teams?

Voicemails will be available via Teams and Outlook. Navigate to the **Calls** app from the left navigation pane and select the **Voicemail** filter across the top of call history. Listen, read, and manage voicemail messages. Initiate a call back directly from your voicemail messages, making it easy to follow up on missed calls.

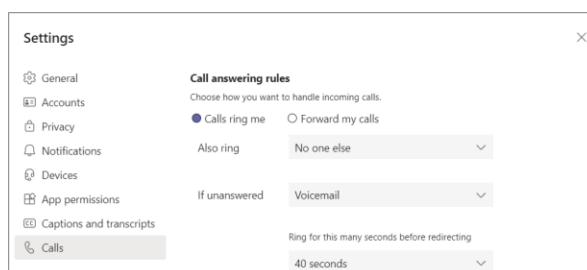


#### 5. How do I manage my call settings in Teams (e.g., voicemail greeting, call answering rules, assigning delegates, etc.)?

Access **Settings** from the three-dot menu next to the profile icon in the upper right corner.



Click on **Calls** from the menu on the left



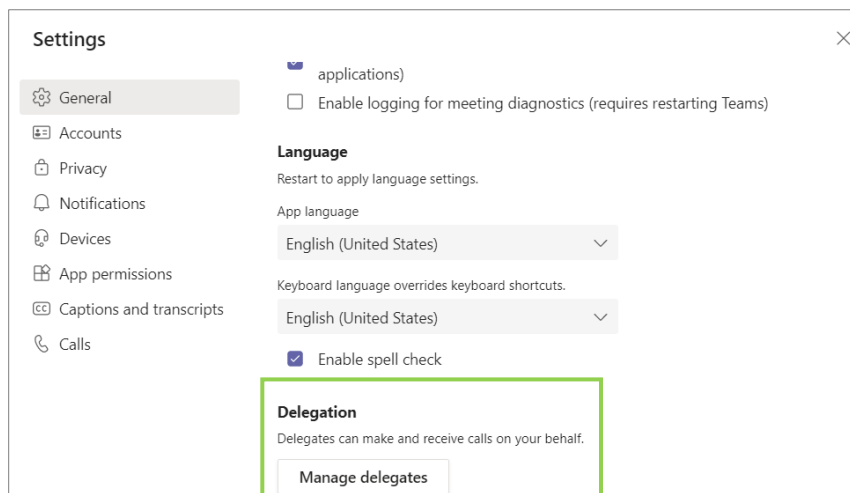
Available call settings include:

1. How incoming calls are handled (call answering rules)

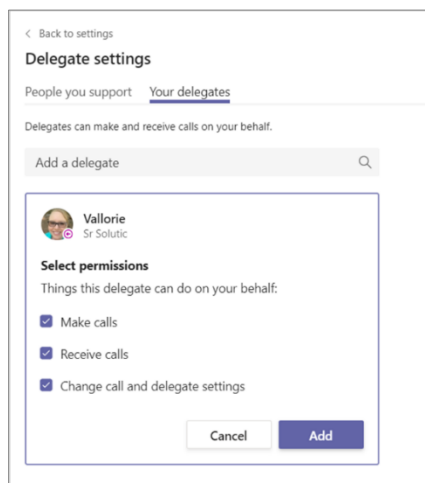
2. Ringtones for different call types (direct/forwarded/delegated)
3. Voicemail settings:
  - Record a greeting
  - Choose a language for system greeting
  - Text-to-speech customized greeting
  - Out of office voicemail
  - How calls are handled once they reach your voicemail
4. Accessibility option to turn on TTY mode

## 6. I have an admin/assistant that supports my calls, will that feature be available in Teams?

Yes. It is easy to assign call delegates to enable someone else to make and receive calls on your behalf. From either three-dot menu next to your profile icon, access **Settings**. From **General** settings, select **Manage delegates**.

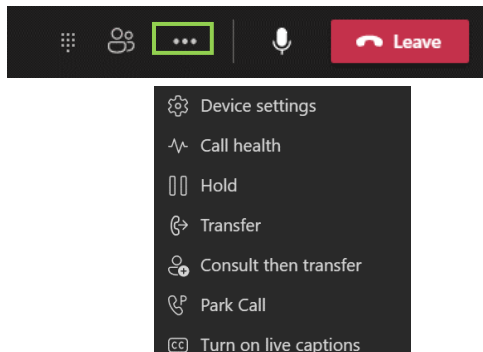


Click on the second tab **Your delegates**. From here you can manage the individuals that support your calls by adding/removing delegates, as necessary.



## 7. How do I transfer a call in Teams?

Select **More actions** by clicking on the three dots located in the control bar across the top of your call window.



To transfer the caller directly to someone else, select **Transfer**. Search your organization's directory or enter an external phone number to which you would like to transfer the call.

If you prefer to first consult with someone before you transfer the call, select **Consult then transfer**. This will allow you to either chat or call with someone before initiating a transfer to them.

## 8. Can I make an emergency 911 call from Microsoft Teams?

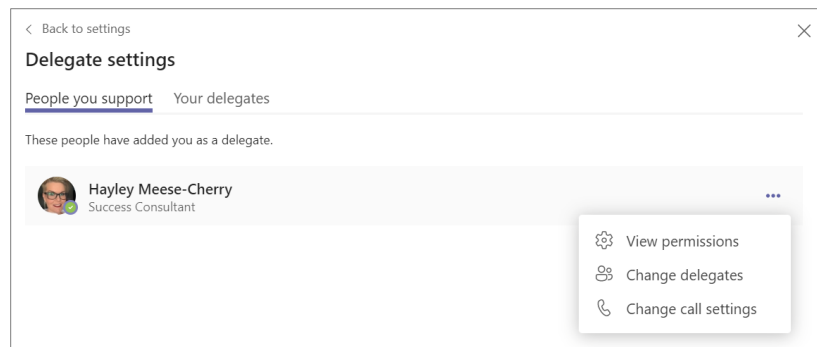
While you may use Microsoft Teams to make an emergency 911 calls, it is highly recommended to use a non-Teams phone whenever possible to place emergency calls. If placing an emergency call through Teams, best practice is to confirm your precise location information at the onset of the call with the emergency dispatcher.

## 9. I manage someone else's calls; how will I be able to do that in Teams?

It is easy to assign call delegates to enable you to make and receive calls on someone else's behalf. Delegate access must be established from the Teams account of the person who requires a delegate. To confirm who has added you as a delegate, access the **Settings** from the three-dot menu next to the profile icon in the upper right corner.

Select **General**, and then click **Manage Delegates**.

The **People you support** tab will show you anyone that has assigned you as a call delegate.




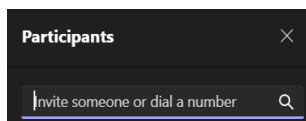
## 10. Sometimes I experience connectivity issues and my call quality is diminished. What can I do to improve my call quality?

Making calls using Teams requires an internet connection. If you are receiving a notification about poor connection, consider some of the following actions:

- Turn off video (outgoing/incoming) to reduce the bandwidth required for the call
- When possible, connect your device through an ethernet connection, instead of a Wi-Fi connection
- Attempt a different internet connection, if available

## 11. How do I add someone to an active call?

To add someone to an active call, click the Participant icon  from the call control bar at the top of your call window. When the Participant panel appears, type the name or phone number in the field at the top to add someone to the call.



## 12. How do I make a call if the internet is down?

You may leverage the free Teams mobile application from a cell phone device using cellular data connection to make/receive calls using your work phone number.

## 13. Can I manage another person's voicemails through Teams?

This is **not** currently a functionality available in Teams. However, voicemails received in Outlook are able to be forwarded and reviewed by others.

## 14. With Teams Voice, will I still receive spam calls?

It is possible that you will receive robo and spam calls. Microsoft policies have been implemented to prevent these as much as possible. You can use the three-dot more options menu next to a number in your call history to block a robo/spam call.

## 15. Is there functionality in Teams Voice to support the hearing impaired?

Yes, Teams Voice features include closed captioning for calls and meetings. As well, TTY functionality can be enabled from the **Calls** settings below Ringtone settings.

## 16. Do we need a password to check voicemail?

No, an additional password is not required to check voicemails via Teams.

## 17. Is there a way to mute incoming calls for a specific caller individually and send them directly to voicemail?

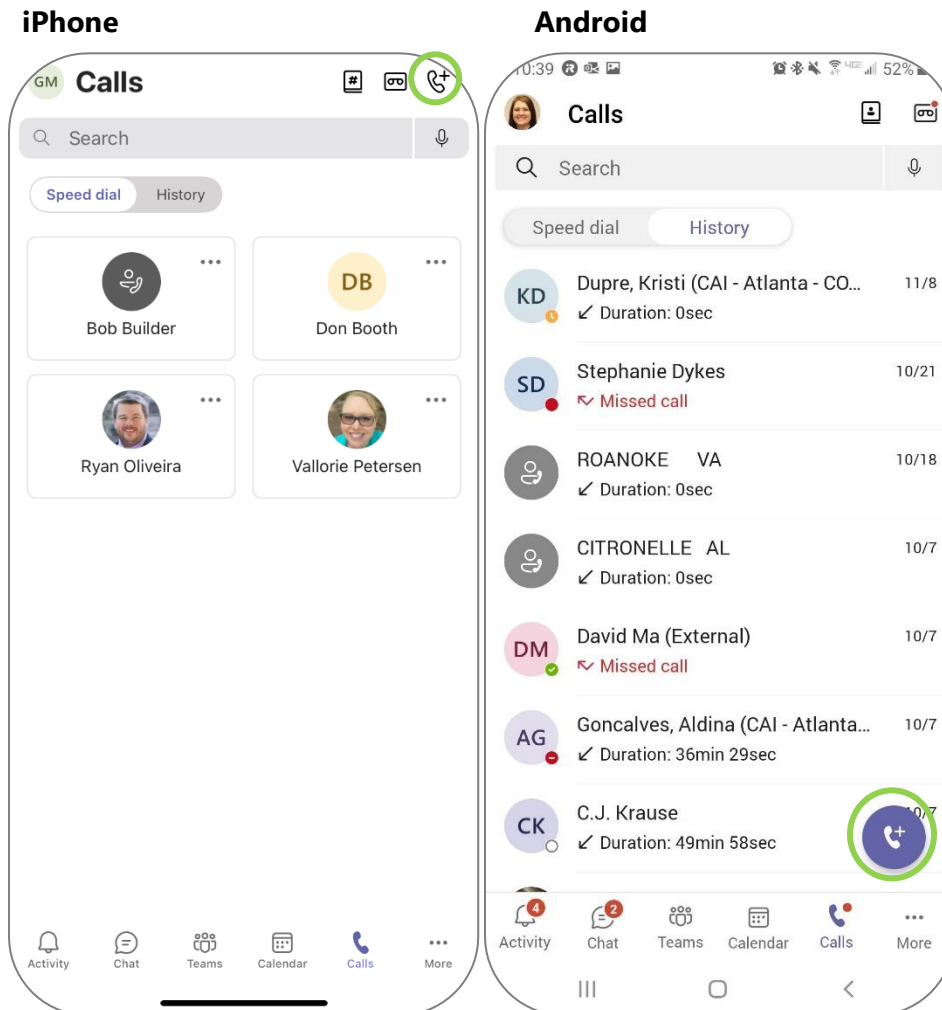
No, this is not a functionality available currently. While you can forward all calls to your voicemail, you cannot isolate this to one caller specifically.

## **18. Does Teams transcribe voicemails?**

Yes, voicemail transcription is automatically provided for each voicemail you receive. Transcription accuracy is highly dependent on caller's enunciation and audio quality.

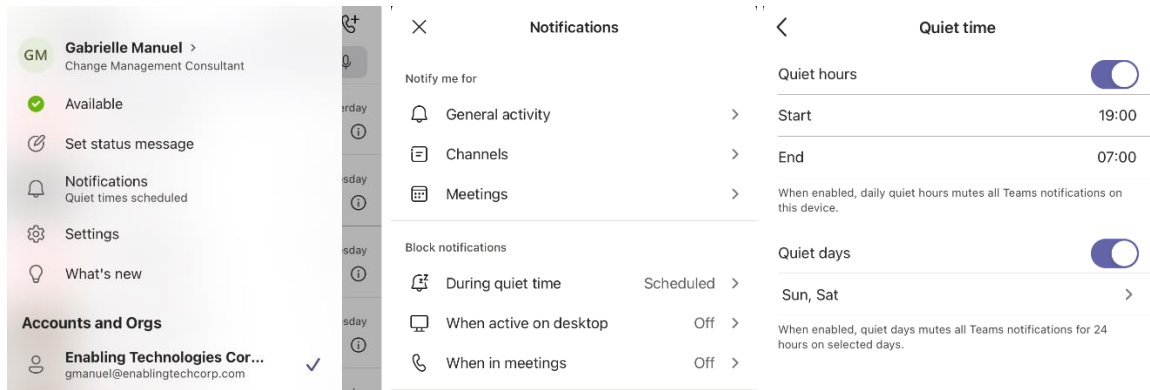
## 19. The Teams mobile application is asking to have access to my contacts, how do I sync instead to my work directory?

Access to your work directory is automatically available by clicking the phone+ icon in the upper right corner (iPhone) or bottom right corner (Android) of the Teams mobile application from the calls tab. This will display your dial-pad, as well as a “people” tab. Click this to search your work directory by name to make a call.



## 20. How do I set up quiet hours for my Teams mobile application?

From the profile icon menu (located with either your profile picture or initials), select **Notifications** and then tap **During quiet time**. This is where you will schedule the daily hours and the days for which you should not receive Teams notifications (with the exception of incoming calls, which is the only activity you are notified for during quiet time).



## 21. How can I manage call notifications for the Teams mobile application?

From the profile icon menu (located with either your profile picture or initials), select **Notifications** and then tap **General Activity**. You will see a list of different types of activity in Microsoft Teams. If you would like to disable incoming call notifications to the Teams mobile application, turn the toggle off next to **Calls**.

