User Guide for Teams Voice (MS Windows / Apple macOS)

Contents

A. Confirm Call Feature is enabled in the Teams Application

In Microsoft Teams → **"Calls"** Tab, if the call feature is enabled, a number pad can be seen with your office number as shown below.
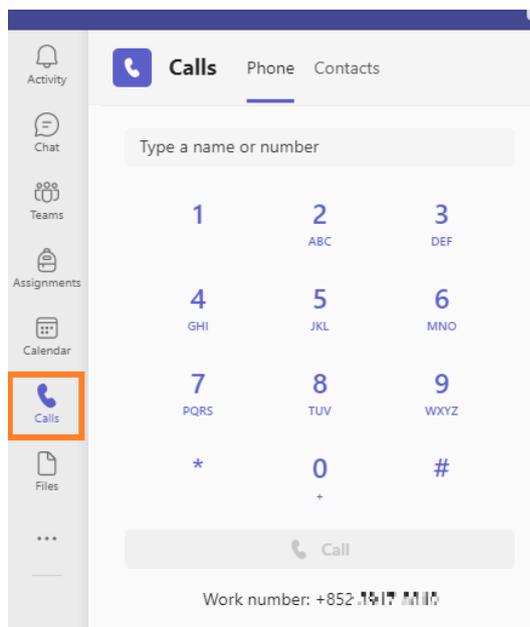
*** Important***

Because there are still many Cisco phone users with only 391-XXXX phone numbers who have not yet been migrated to MS Teams, during the Cisco – MS Teams Voice' transition period, when Teams desktop client user / Apps user makes calls to other 391-XXXXX phone number' callees, the caller should enter **5-digit extension number** OR **8- digit external number** of the callee then press "Call" button; rather than caller simply puts the callee's name into number field and then place call to callee, otherwise this outgoing call by caller cannot be received by callee who are not yet migrated to Teams Voice and then it will be missed.

Calls Phone Contacts

Put callee name only

RC Rex C ✕ |

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

📞 Call ⌄

Work number: +852 3917 0000
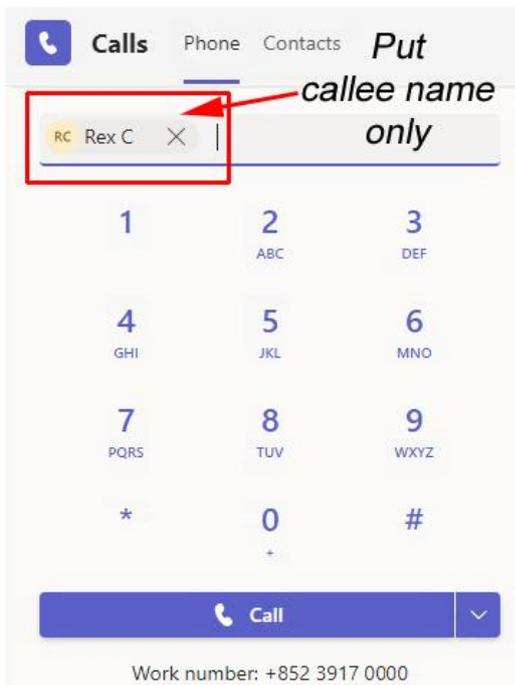
If the callee is not yet migrated to use Teams voice, then the callee <u>cannot receive</u> the call by name tag only.

Calls Phone Contacts

Put callee phone number only

39170001|

👤 **39170001** ←
   Phone number

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

📞 Call ⌄

Work number: +852 3917 0000

Before all users are migrated to Teams voice, it is recommended to put callee's phone number, then callee can receive the call by phone number.

B. Basic Features

Microsoft Teams → **"Calls"** Tab on the left-hand side task bar
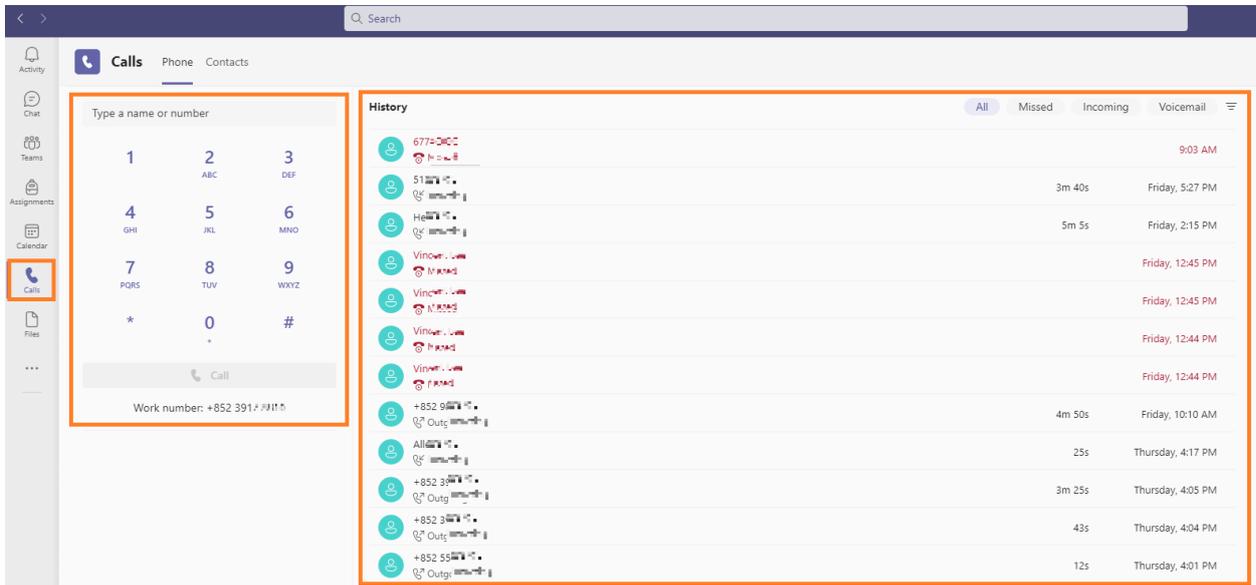
Features	Procedure	
Internal / External Call	Enter 5-digit extension number OR 8-digit external number → "**Call**".	
Redial	Calls' **History** → Choose Record → Move the cursor on the portrait → A user contact detail window is shown → Click the phone button besides the phone number	

Manage calls' history	Press `...` next to the call button *"Block" option is only available if the caller is an external number	
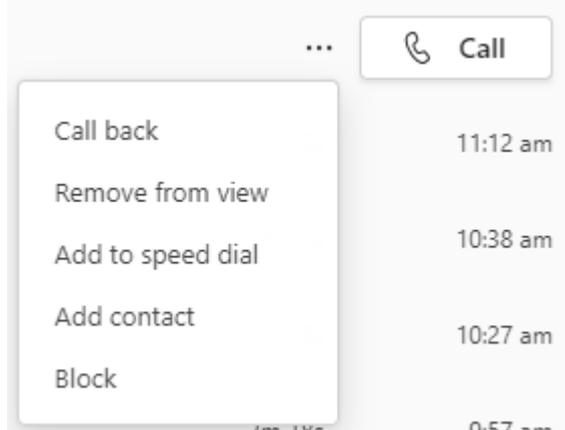
C. During the call
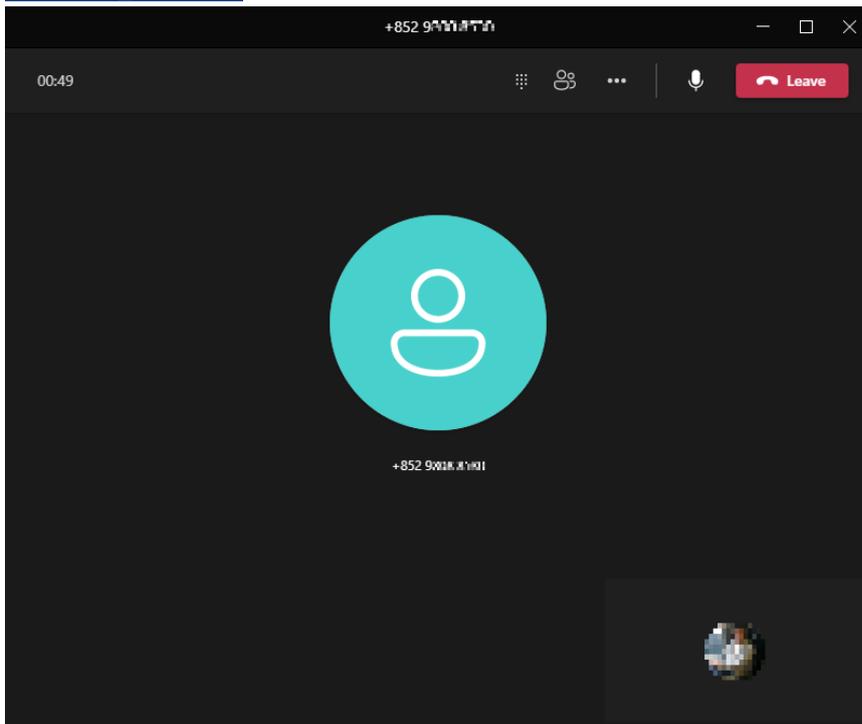
Features	Procedure	
End Call	"Leave" Button	
Mute	"Mute" Button	
Call Hold	**Hold:** "More Actions" → "Hold" **Resume**: "Resume"	
Transfer	**Transfer**: "More Actions" → "Transfer" → Enter Number → "Transfer"	
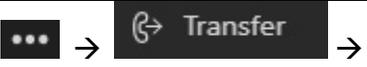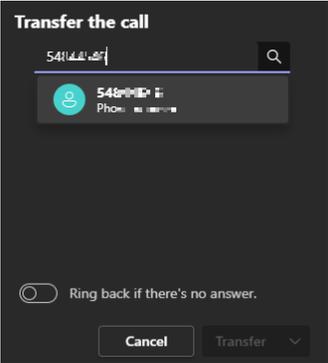
Features	Procedure	
Conference	1. "Show Participants" 2. Enter Number → "Enter" 3. Repeat 2 until all numbers are added	

D. Call Settings

Section	Function	Procedure / Description

Call answering rules	Simultaneous Ring	1. Select **"Calls ring me"**
		2. In "**Also Ring**", there has following options:
		   a. "New number or contact"
		   b. "Call Group" (refer to next section for details)
		3. If choose "New number or contact, enter the number under "Add number of contact" field, click the box with the new number
		4. Choose **"If unanswered"** to select what to do next if **"Also Ring"** not answered

	All Call Forward	1. Select **"Forward my calls"**
		2. Choose "Forward to :" to forward all the calls to:
		   a. Voicemail
		   b. "New number or contact"
		   c. "Call Group" (refer to next section for details)
		3. If choose "New number or contact, enter the number under "Add number of contact" field, click the box with the new number

Section	Function	Procedure / Description
Voicemail "Configure voicemail"	Record Voicemail Greeting	"Record a greeting" and follow instructions to record the message

	Call answer rules	Select how calls are handled when they reach your voicemail. The following can be chosen.
		   a. Let the caller record a message. (default)
		   b. Let the caller record a message or be transferred to someone else. **
		   c. End the call without playing your greeting.
		   d. Play your greeting and end the call.
		   e. Transfer the call to someone else. **
		
		** A "Where should they be transferred?" box will be appeared for entering where does the call be transferred to

	Greeting language	Select the default greeting language
	Text-to-speech voicemail greeting	Besides record the greeting, you can type your greeting under **"Your custom greeting"** and system will read this as your greeting.

	Out of office voicemail greeting	1. Type your greeting under **"Your custom out of office greeting"** and system will read this as your out of office greeting.
		2. Select when the out of office greeting play from **"Out of office greeting"** section
		   a. All the time OR
		   b. When I have an Outlook auto reply OR/AND
		   c. When I have an Out of office calendar event

Ringtones	Ringtones	Choose following ringtone for incoming calls
		   a. Calls for you
		   b. Forwarded calls
		   c. Delegated calls

E. Device Settings

Section	Function	Procedure / Description
Audio devices	Select available devices • Speaker • Microphone	Select device for phone call
Secondary ringer	Select additional ringer	Select computer audio device to provide phone ring when incoming call Allow PC speaker to ring when headset is plug-in

Greeting setup – Out of Office

Step 1: In Microsoft Teams → Settings → General, check "Out of Office" and press "Schedule"

Turn on automatic replies and type in your out of office message.

Step 2: In Microsoft Teams → Settings → Calls, check "Voicemail" → press "Configure voicemail"

1	2
Select greeting option to activate the Out-of-office greeting for voicemail	Uncheck the selected option and press "OK" to deactivate the Out-of-office greeting for voicemail

*** Configure the voicemail greeting for "Out-of-Office" period, please refer to feature "Out of office voicemail greeting" under "Voicemail "Configure voicemail"" in Call Settings.

Greeting setup – Out of Office

Step 3: Call forward to **voicemail** if you're out of office in long period (Therefore the phone call will not be ringed)
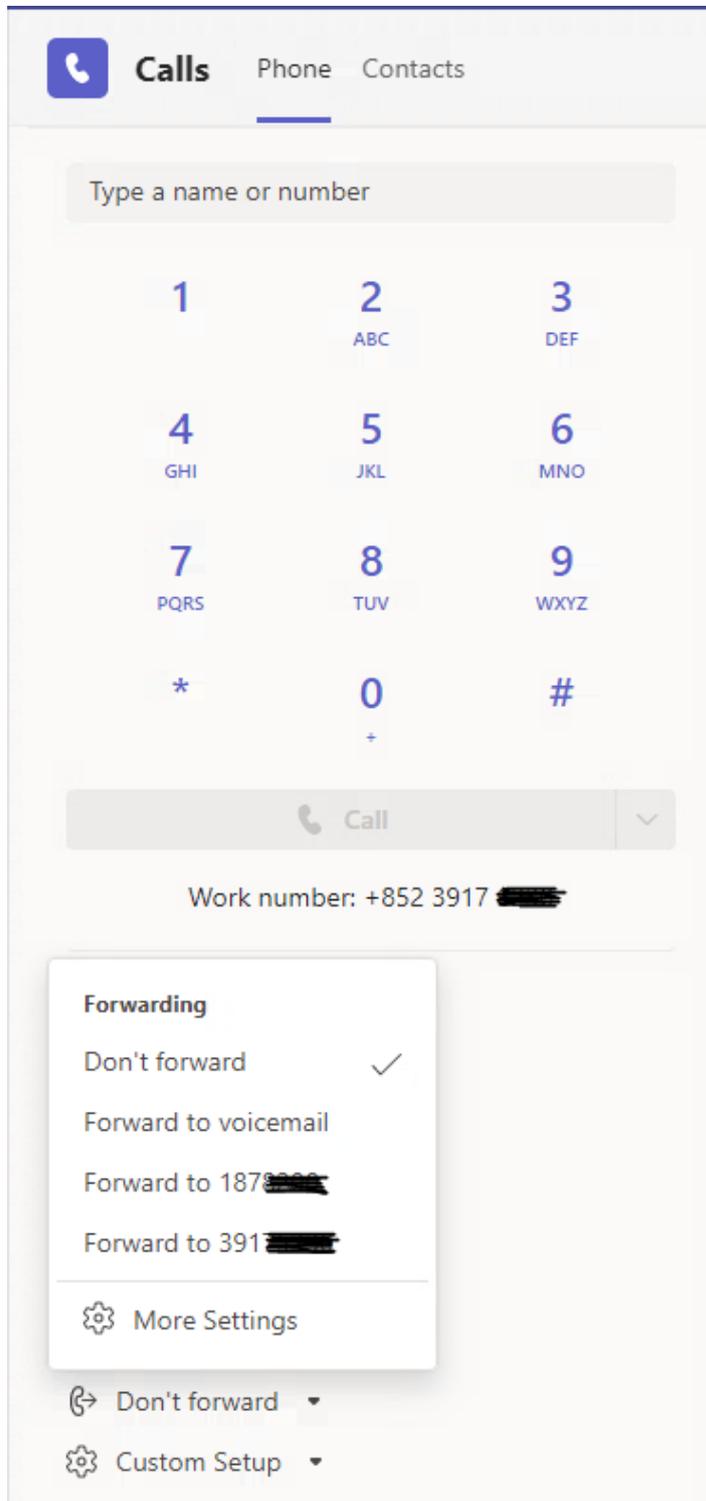
Done.

G. Configure Group Call Pickup

Group call pickup allows user can share incoming calls with colleagues so that they can answer calls when the user is unavailable. An user can create a call group and adds the users they want to share their calls with by Simultaneous Ring or Call Forward. Maximum 25 users can be configured in each group.

1. In "Call answering rules" , if you choose "Call Group" under "Also Ring" (also known as Simultaneous Ring) or "If unanswered", a Call Group page will be shown as below:

I. Click your profile picture at the top of Teams ° ° °	II. Then Settings > Calls
III a) Select "Calls ring me" > "Also Ring" OR "If unanswered" > Forward to: "Call group"	III b) Select "Forward my calls" * > Forward to: "Call group"
	Instant all call forwarded w/o ring Then, Go to step 2
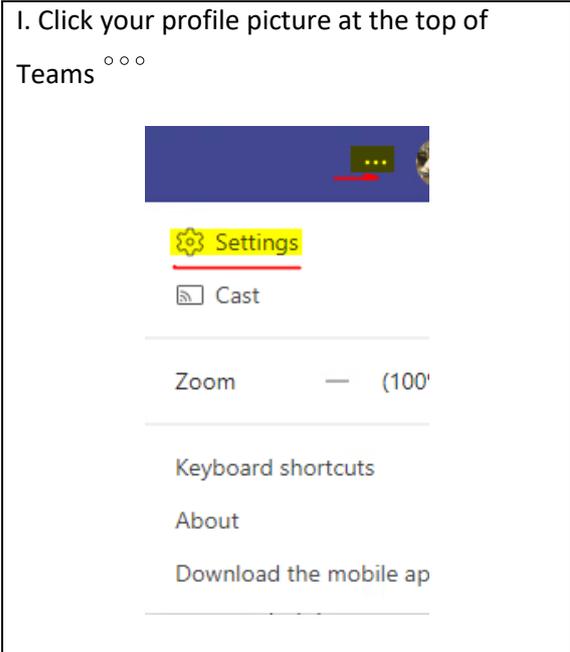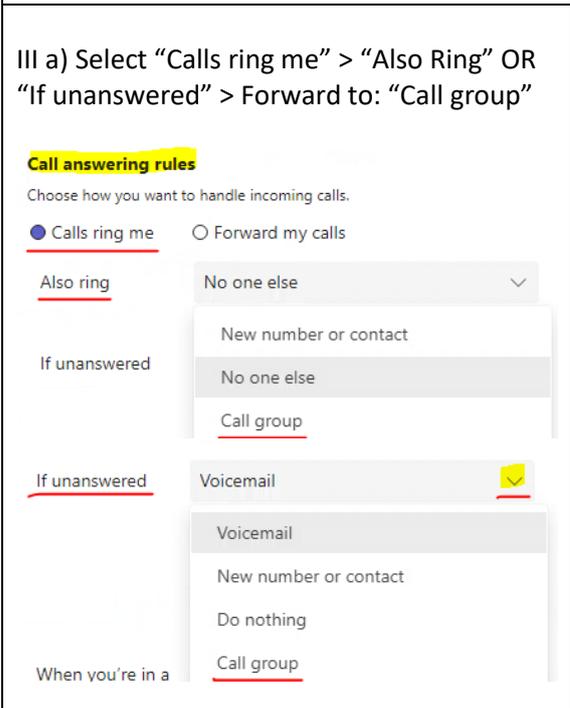
2. Enter peoples' name in the Search box
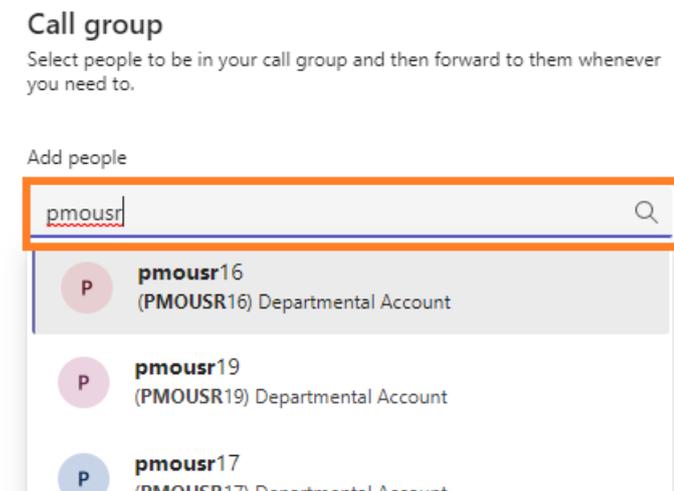
3. Click the name and the person is added to the call group
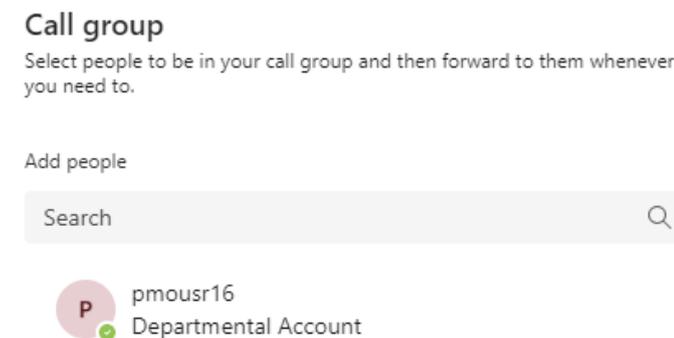
4. Repeat steps 2 and 3 until all the people are added to the list. (Hints: As the order in list affects the order for ringing and the list order cannot be changed after member is added, please add people to the list according to the order for ringing and maximum 25 members per group is supported)
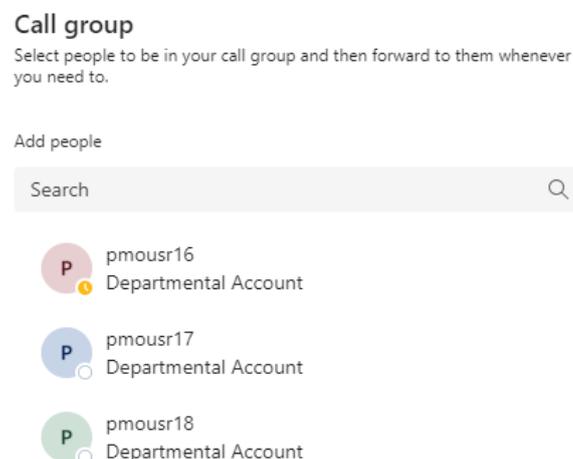
5. Choose the ring order below the list, there are two options for choose the ring order, click Save when ready
    -   All at the same time
    -   In the order above

6. Return to the Calls Page, the group is shown in the Call answering rules session, if you want to change the Call Group later, click the pen icon next to the Call group and you will be back to the Call Group page for modifications.

How to opt-in and opt-out of a call queue:

1. In Microsoft Teams → Settings → Calls, scroll down to "Call queues"

Settings

⚙️ General	Calls for you
▪️ Accounts	
🔒 Privacy	Forwarded calls
🔔 Notifications	Delegated calls
🎧 Devices	
🛡️ App permissions	**Accessibility**
🤸 Accessibility	Turn on TTY to use t
	working, be sure to
CC Captions and transcripts	☐ Turn on TTY
📄 Files and links	
📞 Calls	**Call queues**
▤ Recognition	Call receiving

2. Go to Call Queues

Files and links

📞 Calls

~~▤ Recognition~~

Call queues

Call receiving
Allow calls to come from this queue and signal to other agents when you're off duty. Note: It may take a couple of minutes for other agents to see the update.

👥 2 CQ ITS LES Classroom Centennial Campus 02b   🔵⬤

👥 2 CQ ITS LES Classroom Main Campus & Equip Loan 01b   ⬤◯

👥 2 CQ ITS LES Digital Literacy Lab 03b   ⬤◯

3. Use the toggle to turn ON or OFF the call queue, then exit (press "X" on top right corner at pop-up manual).

I. Teams Voice Boss and Secretary Setting (Delegation)

1. Click the bottom left "Don't Forward / Forward to XXXXX" (Depends on your current line status) and click "More Settings"
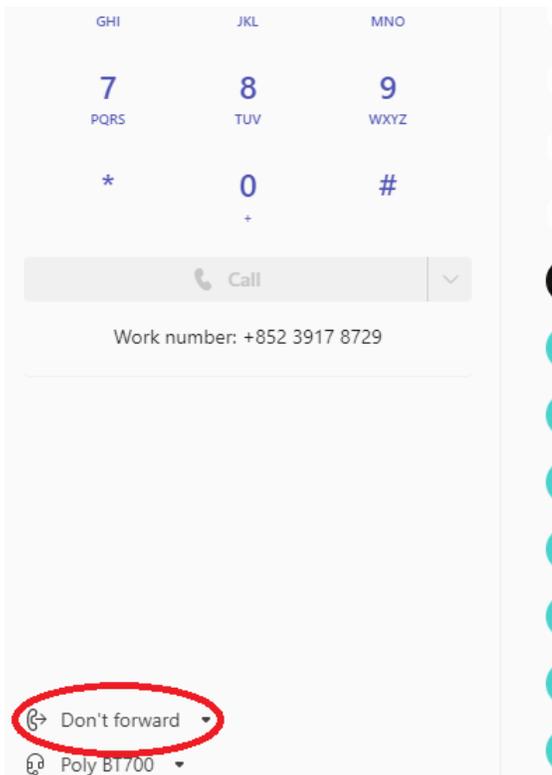
2. Click on "General"
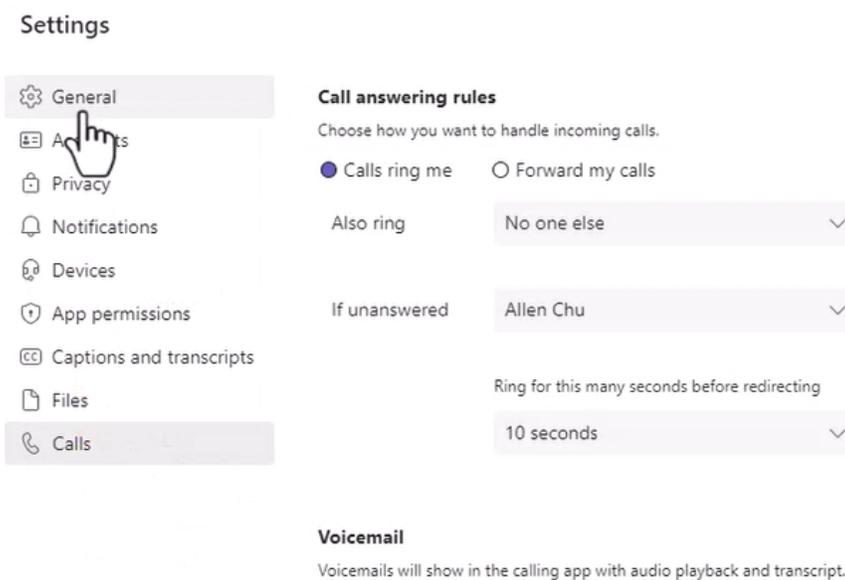
3. Scroll down to the bottom and click on "Manage delegates"

Settings

⚙ General	**Open new chat in**
▣ Accounts	● Main window ○ New window
🔒 Privacy	**Language**
🔔 Notifications	Restart to apply language settings.
🎧 Devices	App language
ⓣ App permissions	English (United States) ⌄
CC Captions and transcripts	Keyboard language overrides keyboard shortcuts.
🗋 Files	English (United States) ⌄
📞 Calls	☑ Enable spell check (requires restarting Teams)

Delegation

Delegates can make and receive calls on your behalf.

[Manage delegates]

Display

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

☐ Turn off animations (requires restarting Teams)

Out of Office

Schedule out of office and set automatic replies

[Schedule]

4. Click on "Your delegates" and enter your colleague's name or HKU ID in "Add a delegate" to search.

‹ Back to settings

Delegate settings

People you support   **Your delegates**

Delegates can make and receive calls on your behalf.
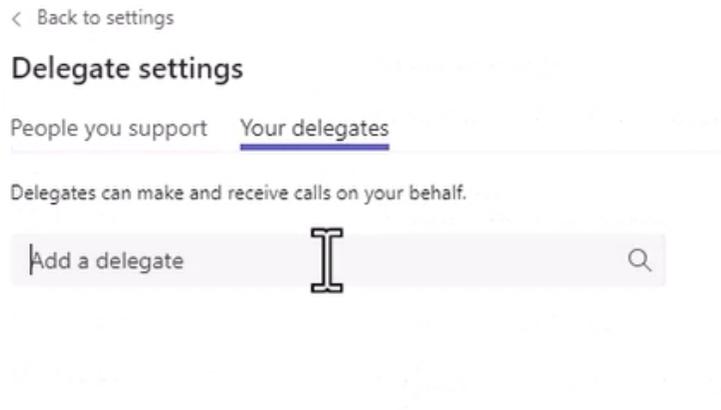
Add a delegate	🔍

5. Select permissions for your delegate, and click "Add", you can add multiple delegates by redoing Step 4.

6. Back to the Settings, click "Calls"

7. You can select either
    a. Calls ring me, Also ring "My delegates"
    b. Forward my calls to "My delegates"

Call answering rules

Choose how you want to handle incoming calls.

● Calls ring me   ○ Forward my calls

Also ring | No one else |

                 | New number or contact |

If unanswered | My delegates |

                 | No one else |

                 | Call group |
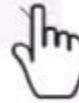
8. If unanswered, you can select from the options listed

If unanswered | ▬▬▬▬▬▬ |

                 | Voicemail |

                 | New number or contact |

                 | Do nothing |

                 | Call group |

9. You can set the ring time before send the call to "If unanswered" option.

Call answering rules

Choose how you want to handle incoming calls.

🔵 Calls ring me   ⚪ Forward my calls

Also ring | My delegates   ⌄ |

If unanswered | Voicemail   ⌄ |
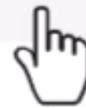
Ring for this many seconds before redirecting

| 10 seconds   ⌄ |

10. To cancel, click on the bottom left forwarding icon, and select other options, such as "Don't forward", "forward to voicemail", etc.

Video Link

Boss and Sec phone configuration on MS Teams app -> https://youtu.be/ftbA6LXFkxs

Appendix: Official reference from Microsoft

1. Make Calls
   https://support.microsoft.com/en-us/office/use-the-dial-pad-to-make-a-call-20d24ace-2851-4c29-8441-30dd2a5cf078#ID0EBBD=Desktop

2. Call Conference
   https://support.microsoft.com/en-us/office/add-someone-to-a-call-in-teams-267fb0c9-275a-4047-8412-7b2654dc29c3

3. Call Hold
   https://support.microsoft.com/en-us/office/put-a-call-on-hold-in-teams-c824515c-77d9-46d1-bd0e-5d760c69f517

4. Call Transfer
   https://support.microsoft.com/en-us/office/transfer-a-call-in-teams-b7f40f14-e083-46b9-b739-68038c8f73a0

5. Call Forwarding and Simultaneous ring
   https://support.microsoft.com/en-us/office/call-forwarding-call-groups-and-simultaneous-ring-in-teams-a88da9e8-1343-4d3c-9bda-4b9615e4183e

End.