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

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A. Confirm Call Feature is enabled in the Teams Application

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

Q. Activity	Calls	Phone Cor	tacts	
(=) Chat	Type a name	or number		
COD Teams	1	2	3	
Assignments	4	авс 5	6	
Calendar	GHI	JKL	MNO	
C alls	7 PQRS	8 тиv	9 wxyz	
Files	*	0	#	
		🕻 Ca	11	
	Wor	k number: +85	2.3917-0010	

*** 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.

RC Rex C X	1	only
1	2	3
	ABC	DEF
4	5	6
GHI	JKL	MNO
7	8	9
PQRS	τυν	WXYZ
*	0	#
	•	
	Call	~

If the callee is not yet migrated to use Teams voice, then the callee <u>cannot receive</u> the call by name tag only.



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

) t	Type a name or r	number		History	All Missed Incoming Voicemail
) 15	1	2	3	<mark>ම</mark> 677≏0000 ල № ∞ #	9:03 AM
nts		ABC	DEF	S1271 €.	3m 40s Friday, 5:27 PM
	4 _{GHI}	5 .jkl	6 мNO	S Hemilian	Sm 5s Friday, 2:15 PM
1	7	8	9	S Vincer, Lee S N Kord	Friday, 12:45 PM
1	PQRS	TUV	WXYZ	S Vincer Len	Friday, 12:45 PM
	^	0	#	S Vincer, Les S Hond	Friday, 12:44 PM
		🖁 Call		S treet	Friday, 12:44 PM
l	Work nu	ımber: +852 39	12.9986	8 4852 9 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	4m 50s Friday, 10:10 AM
				8 8 mm - 8	25s Thursday, 4:17 PM
				8 +852 3 •••	3m 25s Thursday, 4:05 PM
				8 +852 3 • • • • • • • • • • • • • • • • • •	43s Thursday, 4:04 PM
				+852 55	12s Thursday, 4:01 PM

Microsoft Teams \rightarrow "Calls" Tab on the left-hand side task bar

Features	Procedure					
Internal / External	Enter 5-digit extension	70123			~	
Call	number OR 8-	8	+852 391 Phone num	7 0123 Iber		
	number →			ABC	DEF	
		4		5	6	
		GHI		JKL	MNO	
		7		8	9	
		PQRS		TUV	WXYZ	
		*		0	#	
				+		
			Ę	Call		
Redial	Calls' History →		an - nist Consist			Saturday, 10:07 PM
	\rightarrow Move the	1988 (H	5 incoming			
	cursor on the					
	portrait \rightarrow A user					
	contact detail					
	\rightarrow Click the					
	phone button					
	besides the					
	phone number					

		Send a quick message	\triangleright
Manage calls'	Press	&	Call
nistory	button	Call back Remove from view	11:12 am
	is only available if the caller is an	Add to speed dial	10:38 am
	external number	Add contact	10:27 am
		Block	9:57 am

C. During the call



Features	Procedure	
End Call	"Leave" Button	C Leave
Mute	"Mute" Button	Ų
Call Hold	Hold: "More Actions" → "Hold"	••• → [] Hold
	Resume: "Resume"	Resume
Transfer	Transfer: "More Actions" → "Transfer" → Enter Number → "Transfer"	$\stackrel{\bullet\bullet\bullet}{\rightarrow} \stackrel{(c)}{\rightarrow} \stackrel{\text{Transfer}}{\rightarrow} \rightarrow$
		Transfer the call
		541(dd)-ddf
		S454141EP ii Phos: witheren
		C Ring back if there's no answer.
		Cancel Transfer V

Features	Procedure	
Conference	 "Show Participants" Enter Number → "Enter" Repeat 2 until all numbers are added 	
		Participants ×
		55 :: -
		* SSS+4248 Phone in the i
		Org V
		₽ +8 = ■

D. Call Settings



Voicemails will show in the calling app with audio playback and transcript. Configure voicemail

Ringtones

Choose a ringtone for	incoming calls		
Calls for you	Default	\sim	\triangleright
Forwarded calls	Default	\sim	\triangleright
Delegated calls	Default	\sim	\triangleright

Section	Function	Procedure / Description
Call answering rules	Simultaneous Ring	 Select "Calls ring me" In "Also Ring", there has following options: a. "New number or contact" b. "Call Group" (refer to next section for details) If choose "New number or contact, enter the number under "Add number of contact" field, click the box with the new number Choose "If unanswered" to select what to do next if "Also Ring" not answered
	All Call Forward	 Select "Forward my calls" 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) 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	 Type your greeting under "Your custom out of office greeting" and system will read this as your out of office greeting. Select when the out of office greeting play from "Out of office greeting" section All the time OR When I have an Outlook auto reply OR/AND 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

Settings

餃3 General	Audio devices
and Accounts	Poly BT700 🗸
🙃 Privacy	
\bigcirc Notifications	Speaker
ଢ଼ି Devices	Headset Earphone (Poly BT700) (047f:02e6)
(App permissions	Microphone
☆ Accessibility	Headset Microphone (Poly BT700)
cc) Captions and transcripts	
🗅 Files	Automatically adjust mic sensitivity
& Calls	말 Make a test call
	Noise suppression (i)
	Choose Low if you want others to hear music. Learn more.
	Choose Low if you want others to hear music. Learn more. Auto (Default)
	Choose Low if you want others to hear music. Learn more. Auto (Default) High fidelity music mode O
	Choose Low if you want others to hear music. Learn more. Auto (Default) High fidelity music mode Show the option in meetings to deliver high fidelity sound. Learn more.
	Choose Low if you want others to hear music. Learn more. Auto (Default) ✓ High fidelity music mode O Show the option in meetings to deliver high fidelity sound. Learn more. Secondary ringer

Section	Function	Procedure / Description
Audio devices	Select available devicesSpeakerMicrophone	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

F. Out of office Settings

Greeting setup – Out of Office

Settings	Out of Office
Jottings	Schedule out of office and set automatic replies
영 General	Schedule

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

Out of Office

Set up a message to let others know you're on vacation or not available to reply. Your out of office status will also sync with your Outlook calendar.

Turn on automatic replies	\bigcirc
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Out of office message (i)

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

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

Calls Voi	Voicemail Voicemails will show in the calling app with audio playback and transcript. Configure voicemail		
1	2		
Out of office greeting	Out of office greeting		
When should your custom out of office greeting	play? When should your custom out of office greeting play?		
All the time	All the time		
When I have an Outlook auto reply			
When I have an Out of office calenda	Cancel OK		
Cancel			
Select greeting option to activate the O 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)

Calls Ph	one Contacts				
Type a name or r	number				
1	2 ABC	3 DEF			
4 бні	5 JKL	6 мNO			
7 PQRS	8 тиу	9 wxyz			
*	0 +	#			
Call Vork number: +852 3917					
Forwarding					
Don't forward	\sim				
Forward to voice	Forward to voicemail				
Forward to 187					
Forward to 391					
ô More Setting	IS				
(↔ Don't forward (ॐ) Custom Setup	•				



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		II. Then Settings > Calls	
Teams ° ° °		Sett	ings
	4	(j) (j)	Seneral
		∎≡ A	Accounts
<mark>٤</mark>	🕄 Settings	⊖ P	rivacy
Ξ	Cast	ΩN	lotifications
		6 C	Devices
Z	/oom — (100'	(†) A	App permissions
		X A	Accessibility
ĸ	eyboard shortcuts	CC (aptions and transcripts
A	lbout	🕒 F	iles and links
г	ownload the mobile an	<u>R</u> c	Calls
Download the mobile ap		E Recognition	
"If unanswere Call answering rule	d" > Forward to: "Call group"	"Call group"	
Choose how you want t	to handle incoming calls.	Choose how you want to	handle incoming calls.
Calls ring me	O Forward my calls	○ Calls ring me	Forward my calls
Also ring	No one else 🗸 🗸	Forward to:	Voicemail \checkmark
	New number or contact		Voicemail
If unanswered	No one else	Voicemail	New number or contact
	Call group		Call group
If unanswered	Voicemail 😾	* Instant all call	forwarded w/o ring
	Voicemail		_
	New number or contact	~ 1.	an Catastan 2
	Do nothing	In	en, Go to step 2
When you're in a	Call group		

2. Enter peoples' name in the Search box

Call group

Select people to be in your call group and then forward to them whenever you need to.

Add peo	ople	
pmou	usr	Q
Р	pmousr16 (PMOUSR16) Departmental Account	
Р	pmousr19 (PMOUSR19) Departmental Account	
Р	pmousr17 (PMOUSR17) Departmental Account	

3. Click the name and the person is added to the call group

Call group

Select people to be in your call group and then forward to them whenever you need to.

A	dd people	2	
	Search		Q
	P	pmousr16 Departmental Account	

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	
Pick the order you	want people in your call group to receive your calls.	
Ring order	All at the same time \sim	
Cancel	All at the same time	Save
	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.

Call answering rules				
Choose how you want to handle incoming calls.				
Calls ring me O Forward my calls				
Also ring	Call group	\sim		
If unanswered	Voicemail			
	Ring for this many seconds before redirecting 20 seconds (default)	•		
Call group	P P 2 members	0		

H. Opt-in and Opt-out of a Call Queue (Hotline)

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

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

Settings	~
ô3 General	Calls for you
a= Accounts	
Privacy	Forwarded calls
\bigcirc Notifications	Delegated calls
ြ Devices	A second billion
(†) App permissions	Turn on TTY to use 1
% Accessibility	working, be sure to
© Captions and transcripts	Turn on TTY
🕒 Files and links	
& Calls	Call queues
■ Recognition	Call receiving
Go to Call Queues	
& Calls	Call queues
- E Recognition-	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.
	000 2 CQ ITS LES Classroom Centennial Campus 02b
	💮 2 CQ ITS LES Classroom Main Campus & Equip Loan 01b
	000 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"



Voicemail

Voicemails will show in the calling app with audio playback and transcript.

3. Scroll down to the bottom and click on "Manage delegates"

Settings					
	Open new chat in				
ô3 General	Main window	O New window			
E Accounts	Language				
D Privacy	Restart to apply language	ge settings.			
Q Notifications	App language				
₽ Devices	English (United Stat	tes)	\sim		
 App permissions 	Keyboard language ove	rrides keyboard shortcuts.			
C Captions and transcripts	English (United Stat	tes)	\sim		
Files Files Finable spell check (requires restarting Teams)			Teams)		
& Calls	-		,,		
	Delegation				
	Delegates can make and	d receive calls on your behi	alf.		
	Manage delegate	es			
	dh	Lu L			
	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.



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

Delegate setting	Js	
People you support	Your delegates	
Delegates can make and	receive calls on your behalf.	
Add a delegate		Q
-		
Select permission	15	
Things this delega	te n do on your behalf:	
🗹 Make calls	~	
🛛 Receive calls		
Change call an	d delegate settings	
	Cancol	Add

6. Back to the Settings, click "Calls"

Settings

🐼 General	Call answering ru	iles	
E Accounts	Choose how you want to handle incoming calls.		
Privacy	Calls ring me	O Forward my calls	
	Also ring	No one else	\sim
€ Devices			
⑦ App permissions	If unanswered	Allen Chu	\sim
© Captions and transcripts			
🕒 Files		Ring for this many seconds before red	irecting
& Calls		10 seconds	~
$\zeta_{\rm m}$			

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	O Forward my calls	
Also ring	No one else	Jh
If unanswered	New number or contact My delegates	U
	No one else	
	Call group	

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

If unanswered		lhr
	Voicemail	d)
	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	O Forward my calls	
Also ring	My delegates	\sim
If unanswered	Voicemail	\sim
	Ring for this many seconds before redirecting	
	10 seconds	\sim

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-e083-46b9b739-68038c8f73a0

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

End.