Microsoft Teams Audio Setup & Voice Calling Quick Guide

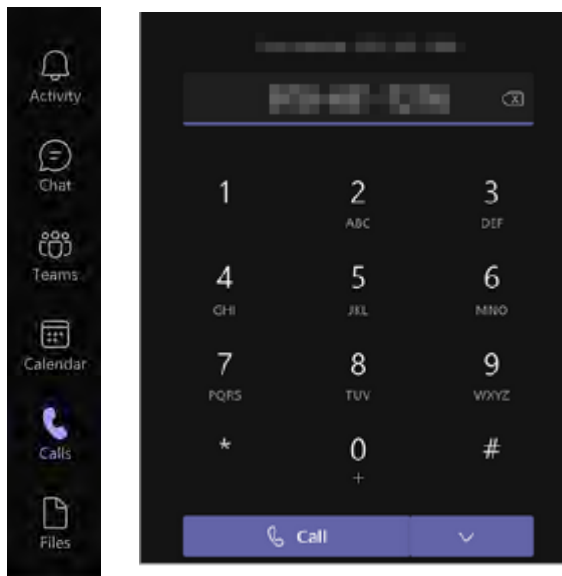University of CENTRAL Florida

Set up your audio device

First things first: set up your audio device and check the quality. You can use your computer's mic and speakers, plug in a headset.

1. Click on your photo or initials in the top right of the menu bar.

2. Navigate to **Settings.**

3. Under Settings, select **Devices.**

4. Once you have selected which speaker and Microsoft you want to use, click **"Make a test call"** button to test your setup.

Audio devices

Internal Mic and Headphones

Speaker
Built-in Output

Microphone
Built-in Microphone

🗣 Make a test call

Start a call

Activity
Chat
Teams
Calendar
Calls
Files

Dial pad:
1 | 2 ABC | 3 DEF
4 GHI | 5 JKL | 6 MNO
7 PQRS | 8 TUV | 9 WXYZ
* | 0 + | #
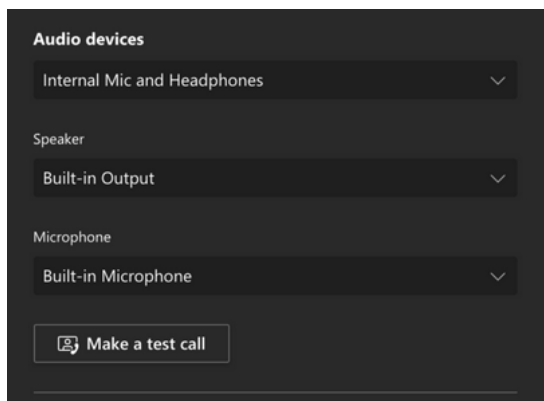
📞 Call   ⌄

1. From the left sidebar menu in Teams, select the **Calls** icon.

2. Copy and paste a number into the dial pad or type the number directly.

3. Click the Call button. The recipient will recieve a call from your Teams Voice number. (listed above the dial pad.)

   Note: there is no need to use an 8 or 9 to dial out.

Dialing Plan for UCF Numbers

Main Campus: 2-xxxx or 3-xxxx (2 or 3 and the last four digits)
Lake Nona Health Sciences Campus: 6-xxxx (6 and the last four digits)
Rosen College: 3-8xxx (3, 8 and the last three digits)
UCF Downtown Executive Development Center or FIEA: 5-xxxx (5 and the last four digits)

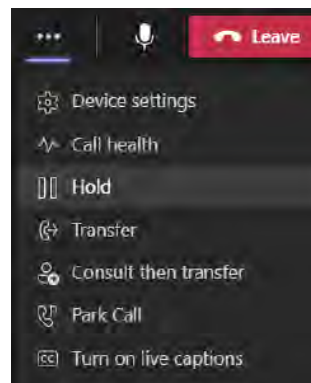Dialing plan for Non-UCF Numbers
Local: ten digit number; 407-xxx-xxxx or 321-xxx-xxxx
Long Distance (if added to plan): Area Code-xxx-xxxx
International (if added to plan): 011-Country Code-City Code-xxx-xxxx

Important: if you make a 911 call from Teams somewhere other than your office, be prepared to provide details about your physical location.

Use audio call controls

When there is an incoming call, a window will appear on the right side of your screen.

🎙 | 📞 Leave
⚙ Device settings
∿ Call health
▯▯ Hold
↳ Transfer
👥 Consult then transfer
📞 Park Call
cc Turn on live captions

To **Put the call on hold**, click **More actions ••• ** in your call window
1. Select **Hold**.

2. Everyone in the call will be notified that they've been put on hold and you can continue your call by clicking **Resume**.

To **Transfer a call** Choose **More action**s ••• in your call controls.
1. Start typing the name of the person you want to transfer the call to and select them when they appear.

2. To finish, hit **Transfer** again.

▯▯ Hold
↳ Transfer
👥 Consult then transfer
⠿ Keypad
📹 Turn off incoming video
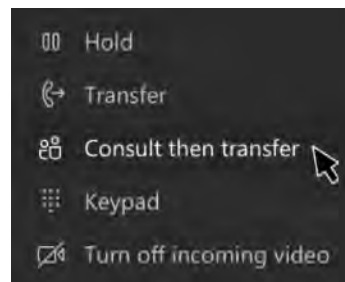
To **Consult then transfer a call** Choose **More actions ••• **
1. Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them, or consult with them over chat.

2. When you're ready, hit **Transfer**.

Forward your phone calls

Want your calls to go to your Voice Mail or to your cell phone

1. Navigate to **Settings**
2. Under **Settings**, select **Calls**.
3. From the **Calls** menu, you can choose additional phones to ring or to forward all your calls to another UCF number.
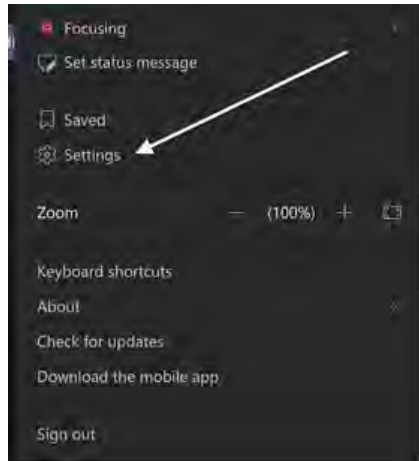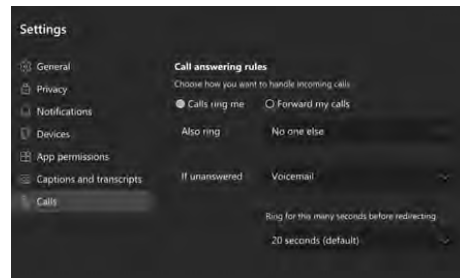
You will need to add the new number the first time you use this feature. Similar options are available between **Calls ring me** and **Forward my calls**.
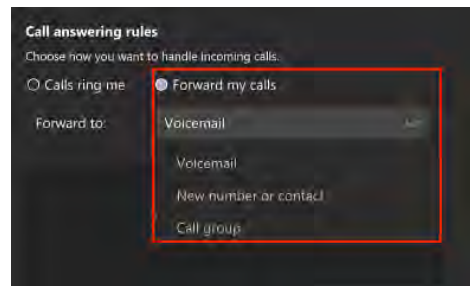
Turn off call forwarding

1. If you were ringing multiple phones at the same time and no longer want to use this feature, ensure **Calls ring me** is selected, then choose **No one else** from the dropdown menu to the right of **Also ring.**

How do I find phone numbers in Teams Voice?

1. Search for people in Teams either by reviewing your contacts, chats, or by typing their name into the search field.
2. Select the person you wish to contact.
3. Hover your cursor over their name to see their virtual business card, which includes their telephone number.
   Important: if you click the phone icon, you will make a Teams call (not to their phone number listed). If they do not have Teams open, or configured to alert them of a Teams calls, they will not answer your call.
   Note: To update the displayed number have your department submit an update to the UCF Phonebook www.ucf.edu/phonebook/

How to Dial

If you are voice enabled, click the dial-pad icon.

The dial pad can be used like a typical phone to make a call to a phone number.

To dial from teams, go to **Calls** and then enter the number of the person you want to reach by using the dial pad located on the left. Then click **Call**.

To access your dial pad during a call, go to your call controls and select Dial pad.

Answer a call

When someone calls you, an alert pops up in the lower-right of your screen.

- To answer the call, click anywhere on the photo area.
- Select Access with audio to answer with audio only.
- Select Accept with video to accept the call and enable video as well.
- Select Decline Call to decline the call and go on with your day.
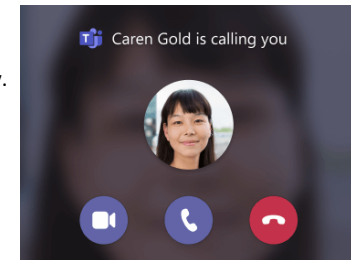
Invite more people to a call

When you're already on a call, you might want to add someone new and create a group call.

To add someone new a group call, select **Show participants** in your call controls, then type in their name or phone number in the search box.
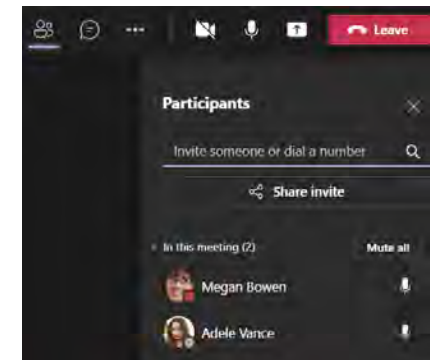
Find more how-to information at it.ucf.edu/teams