



#### **Your Presenter**

#### Facilitator:

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#### **Session Reminders**



Leverage the chat feature in this meetir to share your questions



## Agenda

- Desktop Application Calls Overview
  - Speed Dial, Contacts, History, Voicemail
- Managing Calls in Teams
  - Initiate, Answer, and End a Call
  - Hold, Transfer, Call Merge
  - Call Park
- Call Settings and Special Use Cases
  - Delegation
- Voicemail Configuration
- Mobile Application Calls Overview (Optional)



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#### Desktop

The **Calls** landing page will display speed dial and suggested contacts. This will also include any speed dial groups you have created.

Use the menu in the upper-left corner to access contacts and the calls landing page.

Q Activity	Calls Phone Contacts							
(=) Chat	Type a name or number	Histo	ory	All Missed Incoming	Voicemail =	Contact groups		+
COO Teams	1 2	3	Bleecker, David (OIT sponsored)	7m 13s	Yesterday	Speed dial		
Calendar	ABC	DEF	Peter Watkins & Incoming	21m 22s	Friday	(F)		
S.	4 5 <sub>GHI</sub> JKL	6 мNO	Vallorie Petersen & Outgoing	17m 45s	Thursday	Vallorie P.	Hayley M.	
Calls	7 8	9	Gabrielle Manuel & Incoming	9m 8s	1/10/2023			
Files	PQRS TUV	WXYZ	Brad Olson & Incoming	8m 45s	1/9/2023			
	* 0	#	Gabrielle Manuel & Incoming	15m 31s	1/5/2023	Other Contacts		
	📞 Call		Gabrielle Manuel & Outgoing	11m 24s	1/4/2023	Q.	٩	
			●	28s	1/4/2023	Gabrielle M.	Christine E.	
Apps	Parked calls	6	Hayley Meese-Cherry	1h 1m	1/3/2023			
	Location not detected •		Peter Watkins © & Incoming	13m 1s	12/21/2022	(13)		
	S In 1 call group •		Brad Olson & Outgoing	8m 47s	12/21/2022	Vallorie P.	John M.	
0	G→ Don't forward ▼ Iabra Speak 710 ▼		Vallorie Petersen & Incoming	16m 10s	12/21/2022			
Ulata		-	D					



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#### Contacts

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**Contacts** are synced with contacts in Outlook or can also be added via Teams.

If enabled with external dialing, storing contacts makes it easy to initiate external calls with one click.

Calls Phone Contacts				
Find a contact Q			ି <del>ତ</del> /	Add contact
Name	Title	Phone		
Angi Johnson	SUCCESS CONSULTANT	(605)	0 0 c	ж С
Christine Esterling	DIRECTOR OF SOLUTIONS &	+160	6 9 C	ж С
Elan Watson	SUCCESS CONSULTANT	+142	0 0 C	)n C
GM Gabrielle Manuel	SUCCESS CONSULTANT	757-	0 0 C	y C
S Jen - cell		+1 888		<i>с</i>
Simone Lewis	SUCCESS CONSULTANT	954-	0 0 C	)n &
VP Vallorie Petersen	SR SOLUTIONS & SUCCESS	+160		p &



#### Creating Contact Groups

You can create a contact group by navigating to the top right corner in the Teams Calls landing page.

1. Click the plus icon to the right of **Contact groups**. Next enter the name of the group and start adding contacts.



2. You can also create a contact group in the **Chat** page. Next to Chat, click on the carat and select **Contacts**. From there, select **Create a new contact group** and follow the steps to create your custom contact group.





#### **Adding Contacts to Contact Groups**

You can add contacts from the Contacts area within Chat, or the Calls landing page.

1. Whether you are in Chat or on the Calls page, you will click on the three dot ellipses to bring up a menu that allows you to choose **Add a contact to this group**.

2. You can then start typing the name of the contact you wish to add, and once you see them, click on their name and then **Add** to add them to your contact group.

• Solutions and Success	Add to contacts		Add to contacts	
Add a contact to this group	Type a name		Gabrielle Manuel gm.	
Courtney J. Don B.		Cancel Add		Cancel Add

**Note:** You can only add internal contacts to contact groups, there is not an option to add external contacts at this time.





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Call history will show you all calls received, initiated or missed in the last **30 days**, at least.

Hover your mouse over the call entry line to make the **Call** button and the "..." **More Options** menu appear. More options include:

✓ Call back

History

- $\checkmark\,$  Remove from view
- ✓ Chat (only available for internal callers)
- ✓ Add to speed dial
- ✓ Add contact
- ✓ Block (only available for external callers)



# **Blocking & Managing Unwanted Calls**

#### **Blocking an Unwanted Calls**

1. In your **Call History** click the ellipsis next to the unwanted call/number and select **Block**.



2. The number will be added to your blocked list in Settings.

#### **Managing Unwanted Calls**

1. Click **Settings**, then **Privacy**.



#### 2. In privacy, click Edit Blocked Contacts.

Settings	
දියි General	Do not disturb
E Accounts	You can still receive notifications from people who have priority acces
Privacy	when your status is set to Do not disturb.
Q Notifications	Manage priority access
😡 Devices	Blocked contacts
( App permissions	Blocked contacts will be unable to call you or see your presence.
C Captions and transcripts	Block calls with no caller ID
🕒 Files	
& Calls	Edit blocked contacts

3. To unblock a call/number, simply click **Unblock**.





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*Note*: You can only block *External* callers.

#### Voicemail

**Voicemails** received will be stored in the Calls app in Teams. Select the voicemail menu in the History section.

History	All	Missed	Incoming	Voicemail	Ŧ

1. Click a message to display more information in the **Details** pane on the right.

Details		×
	Hayley Meese-Che Success Consultant Solutions & Success P	<b>erry</b> ractice
白	La (G	
Send a qu	uick message	$\triangleright$
Voicemail Hey, Cour calling to that repor talking ab little bit o	I tney, it's Haley. We're j see if you were able to t pulled together that out. Maybe we can set f time tomorrow to go	ust get we were up a over it.
Voicemai Hey, Cour calling to that repor talking ab little bit or So have a later. Bye.	I tney, it's Haley. We're j see if you were able to t pulled together that out. Maybe we can set f time tomorrow to go great day. We'll talk to	ust get we were up a over it. o you
Voicemail Hey, Cour calling to that report talking ab little bit or So have a later. Bye. Show less	I tney, it's Haley. We're j see if you were able to t pulled together that out. Maybe we can set f time tomorrow to go great day. We'll talk to	ust get up a over it. o you
Voicemail Hey, Cour calling to that repor talking ab little bit o' So have a later. Bye. Show less	I tney, it's Haley. We're j see if you were able to t pulled together that out. Maybe we can set f time tomorrow to go great day. We'll talk to s	ust gget we were over it. o you
Voicemail Hey, Cour calling to that repor talking ab little bit or So have a later. Bye. Show less Tuesday, Fo	I tney, it's Haley. We're j see if you were able to t pulled together that out. Maybe we can set f time tomorrow to go great day. We'll talk to ; 0:0 ebruary 28, 2023	ust gget we were over it. o you

2. From the **More Options** menu you can return the call, initiate a chat, manage the message, or add the caller to your contacts.

Hayley Meese-Cherry Forwarded to voicemail	Hey, Courtney, it's Haley. We're just calling to see if you were able to get tha		ß	Call
		Call back		
		Chat		
		Mark as unread		
		Delete		
		Add to speed dial		
		Add contact		



## Voicemail in Outlook

A copy of each voicemail will also be sent to Outlook. Open the Outlook message to read or listen to your voicemails.

Vallorie Petersen Voice Mail (13 seconds) Hey Angie, its Val when you	Voice Mail (13 seconds) VP Vallorie Petersen To • Angi Johnson audio.mp3 41 KB ~
	Hey Angie, its Val when you get a chance. Can you give me a call back. I just wanna talk about our meeting OK thanks? Talk to you soon bye?         You received a voice mail from Vallorie Petersen at <u>vpeters</u> Job Title:       Change Management Delivery Specialist         Work:       +1 443:         Mobile:       +1 605:
	Email: vpeters Thank you for using Transcription! If you don't see a transcript above, it's because the audio quality was not clear enough to transcribe. Set Up Voice Mail



#### **Location Services in Teams**

Adding or confirming your location in Teams is designed to get the fastest emergency response when you dial 911 while working remotely. **Reminder**: When calling 911 from Teams while on campus, you will be routed to a local first responder. If calling while at home or other external network, you will be routed to a national center and asked to verify location, then transferred to local responder.

- 1. Access the Calls icon in the left navigation bar.
- 2. On the bottom left of the Calls menu, there will be a new option referring to location <u>below your dial pad</u>. This option will appear above your call forward, device, or call group settings. In this section, you may see one of three things:

Calendar	You may see an address:	◎ 123 Alaska Ave, Fairbanks, AK • अ In 1 call group •	( )	)Location not detected ▼ 汾In 1 call group ▼	"location not detected":
<b>C</b> alls		ເ∳ Don't forward   • ଢ଼ Jabra Speak 710   •	୍ ତ	<ul> <li>→ Don't forward •</li> <li>Jabra SPEAK 510 USB •</li> </ul>	
Files		Or no item	Sin 1 call group 🔹	If you don'	't see anything
		referring to location at all.	G→ Don't forward   • ଢ଼ି Jabra Speak 710   •	section, su	o location in this bmit a ticket at icf.edu/



### **Location Services in Teams**

3. Click the **dropdown** next to the location option (showing an address or "location not detected") and select **edit or add** to manually confirm address (*do this even if address is correct*).

#### Experience if an address is listed.



Experience if "location not detected" is shown.

Cu	rrent emergency location	
+	Add	
0		-

4. Enter or update your address as shown below. Review each section to ensure address is correct. Once complete, click **Add**.



Add floor/unit identifiers for apartments, condos, etc. at the end of the street name field (as shown at top right).

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**Note**: Review and confirm your location each time you navigate to the Calls icon in the Teams application to place a call. You'll want to keep this updated to reflect each time you work from a new (**remote**) location.



#### Use the **/call** command from the search field to make a call no 4. matter where you're working in Teams.



65-3	Megan Bowen	
E	(MEGANB) Chief Operations Officer	





Video and audio icons allow you to initiate a call **from Contacts or Contact Groups** with one click.



The **dial pad** feature will accept a phone number that is copied and 3. pasted to initiate a call. You may also click the numbers in the dial pad or type a number using the keyboard.





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### **Call Controls**

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Call controls will appear slightly different if you are making an external call versus an internal call.



#### Call Recording & Transcription

Call recording and transcription is now available for both internal and external one-to-one calls.

1. Select **Start recording** *(will automatically include transcription)* or **Start transcription.** An automated message will play notifying all parties that the call is being recorded.



- 2. Once the call has ended, the recording and transcript will be available from **History** in the **Calls** app in Teams.
- 3. Select a recorded call from **History** and the details pane will display the call recording and transcript, if available.





#### Hold

1. Place a call on **Hold** from the three dot more options menu.



2. After placing a call on hold, you will either see a **Resume** in the control bar or on the main call screen.





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## Multiple Calls Navigation

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While only one call can be active at a time in Teams, you can toggle between multiple calls. If you accept an incoming call while on an active call, your original call will be automatically placed on hold, and the new call (if answered) will display in a separate call window. The call window(s) remain active until you select the Leave, or the caller hangs up.

After placing a call on hold, you will see **Resume** in the control bar or on the main call screen. Click this to retrieve calls that have been hold.



Original call window, on hold if second call answered

Second incoming call window, **active** when answered.

Third incoming call

**Note:** When a call is declined, the call will follow the call answering rules that have been established in settings. Additionally, the caller will <u>not</u> know their call has been declined. The caller will hear the standard number of rings before being redirected.



#### Transfer

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You can choose between a blind and consultative transfer from the more options menu.



# Call Merge

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Whether you have received a new call while actively on a call, or if you have made a second outgoing call, the **Call merge** feature will allow you to merge these two calls into one.

1. From the active call, access the three dot more options menu and select **Call merge**.



2. A new window will appear allowing you to choose which call to merge. Select the other caller and click **Merge**.







#### Teams Calls – Desktop



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#### **Create a Secondary Ringer**

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The Secondary Ringer feature will be helpful if you take your headset off and still need to hear an incoming call. This will enable your headset **and** your computer to ring when a call comes in.

 Navigate to Settings by clicking the ellipsis in the top, right of your screen and select Settings.

···· Enabling Technologies	<b>?</b>
🖏 Settings	C v
🔊 Cast	
Zoom — (100%) + 🖸	
Keyboard shortcuts	
About >	
Check for updates	
Download the mobile app	

2. Next tap **Devices** and then select the drop-down under **Secondary Ringer** 

Settings		
영 General	Audio devices	
E Accounts	Jabra SPEAK 510 USB	
🕆 Privacy		
Q Notifications	Speaker	
မြ Devices	Speakers (Jabra SPEAK 510 USB)	
(†) App permissions	Microphone	
© Captions and transcripts	Microphone (Jabra SPEAK 510 USB) 🗸 🗸	
🕒 Files	_	
& Calls	Automatically adjust mic sensitivity	
	(B) Make a test call	
	Noise suppression ()	
	Choose Low if you want others to hear music. Learn more.	
	Auto (Default) 🗸 🗸	
	High fidelity music mode	$\supset$
	Show the option in meetings to deliver high fidelity sound. Learn more.	
	Secondary ringer	
	None	

3. Under Secondary Ringer, click the **drop-down arrow** to choose where you would also like your ringtone to sound when receiving a call.

None	~
None	
Speakers (Jabra SPEAK 510 USB)	
Speakers (Realtek High Definition Audio(S	ST))
DELL U2417H (Intel(R) Display Audio)	
DELL U2417H -2 (Intel(R) Display Audio)	
Headphones (Realtek USB2.0 Audio)	
Line (Realtek USB2 () Audio)	



### Add a Call Delegate

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Assign delegate permissions to a peer to make and receive calls on your behalf.

 Navigate to Settings by clicking the **ellipsis** in the top, right of your screen and select **Settings**.

		··· Enabl		
ô3 Settings	1			
🔊 Cast				
Zoom		(100%)	+	

2. Select **General** and then scroll down to **Manage Delegates.** 

Settings	
	Open application in background
绞 General	On close, keep the application running
E Accounts	Disable GPU hardware acceleration (requires restarting Teams)
Privacy	<ul> <li>Register Teams as the chat app for Office (requires restarting Office applications)</li> </ul>
Q Notifications	Enable logging for meeting diagnostics (requires restarting Teams)
Devices	
App permissions	Language
Contions and transcripts	Restart to apply language settings.
	App language
& Calls	English (United States) $\checkmark$
	Keyboard language overrides keyboard shortcuts.
	English (United States) $\checkmark$
	Enable spell check
	Delegation
	Delegates can make and receive calls on your behalf.
	Manage delegates

**Note**: Delegation from Cisco is NOT following to your Teams Calls experience. These will need to be re-created.

3. Select **Your delegates**, then search for the person who will be managing your calls.

4. Choose the appropriate permissions and click **Add**.





5. Once added, the recipient will be notified via chat that they have been added as a delegate:

#### Courtney Johnson added you as a delegate. Now you can:

- Make calls on their behalf
- Receive calls on their behalf
- Change their call and delegate settings
- Pick up held calls



#### Make & Receive Calls as a Delegate

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When initiating a new call from your dial-pad, you will have the option to call as yourself, or call on behalf of someone you support. Use the drop-down next to the **Call** icon to select someone you support.





Call for Hayley Meese-Cherry +1 757-Gabrielle Manuel € • If calling someone internal via Teams, they will see a banner added to the call notification that indicates you are calling on behalf of another person.

When you receive a call for someone you support, a banner is added to the call notification that indicates you are receiving a call for someone else.



### Manage Settings for People you support Group | ENABLING

From the People you support tab, you can hover over anyone's name listed there to view your permissions, change their delegates or change their call settings.

< Back to settings Delegate settings	×				
People you support Your delegates These people have added you as a delegate.		< Back to Delegate se	ettings	all sottings	
Hayley Meese-Cherry Success Consultant	•••		cherry s c	an settings	
		Choose how you want	to handle incor	ming calls.	
	G Change call settings	If unanswered	⊖ Forward	Voicemail	$\checkmark$
< Back to Delegate settings Vallorie Petersen's delegation settings	×		Ring for this	many seconds before redirecting	
Add a delegate Q	I			20 seconds (default)	$\checkmark$
GM Gabrielle Manuel Success Consultant					

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## **Call Answering Rules**

Call answering rules can be setup to forward calls or establish a simultaneous ring to a peer or alternate phone number.





A forwarded call will have a banner at the top of the call notification indicating who is forwarding the call.



Quick access to call answering rules are now available by selecting the **Forwarding** drop-down menu in the bottom left corner of your Calls menu.



#### **Voicemail Configuration**

Click **Configure voicemail** to change your voicemail greeting and rules for handling calls when they go to voicemail.

Settings				×	Voicemail	
영 General 토 Accounts	Call answering ru Choose how you wan Calls ring me	les t to handle incoming calls. O Forward my calls			You'll find your voicemail messages and transcripts in Record a greeting	Calls.
Privacy     Notifications	Also ring	No one else	$\checkmark$		Call answer rules How would you like us to handle your calls when they go to voi	cemail?
Devices     App permissions     Continues and transcripts	If unanswered	Voicemail	$\checkmark$		Let the caller record a message Greeting language	~
Calls		Ring for this many seconds bef	ore redirecting $\checkmark$		Which language should your default greeting be in? English (United States)	$\vee$
	Voicemail Voicemails will show i Configure voic	in the calling app with audio playb	ack and transcript.		Text-to-speech customized greeting option Do you want to replace the default voicemail greeting with you Your custom greeting: You have reached Gabrielle with Enabling Technolog Your custom out of office greeting:	r own text-to-speech greetings? i
					You have reached Gabrielle with Enabling Technolog Out of office greeting When should your custom out of office greeting play?	ies. I am currently out of the office at the moment. If your rec

When should your custom out of office greeting play?

All the time

OK

Cancel

- When I have an Outlook auto reply
- When I have an Out of office calendar event



#### **Download the Mobile App**



- 1. From the Teams Desktop App, select the three dot more options menu and click Download the mobile app.
- 2. Enter an email address accessible from your mobile device and Teams will send a link to download the mobile app.
- 3. Click the emailed link from your mobile device to launch the mobile app store .
- 4. Use your personal app store account to download the Teams app.
- 5. Once downloaded, use your work credentials to sign in.



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### Mobile App – Quiet Time – Android

1.



When active on desktop

When in meetings

 $\square$ 

Blocked

Blocked

Schedule Certain hours Start 6:00 PM 7:00 AM End S Mute notifications during specific times on selected days. All days s (T) (W) (T) (F)S M Mute notifications for 24 hours on selected days. Set on Teams and Outlook When enabled, daily quiet hours mutes all Teams notifications on this device. Exceptions Incoming calls Important messages Mentions Badge counts Urgent messages Selected notifications will be allowed during guiet time. Urgent messages are always allowed, even during quiet time

Ouiet time

- Click on your **initials or profile picture** icon in the upper left corner
- 2. Select Notifications
- 3. Click **During quiet time**
- 4. Click on the **switch** next to Certain hours
- 5. Set your **Start** and **End** time,
  - Notifications from the Teams mobile app will be disabled during these hours every day (calls will still come through)
- 6. Select the **Quiet days** for which to block notifications for the whole day
- 7. Under **Exceptions**, choose which notifications you would like to allow through during your set quiet time.

**Note**: If you have multiple mobile devices with Microsoft Teams app installed there is no synchronization of quiet hours settings between those clients.



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## Mobile App – Quiet Time – iPhone



- . Click on your initials or profile picture icon in the upper left corner
- 2. Select Notifications
- 3. Click **During quiet time**
- 4. Click on the **switch** next to Daily quiet hours
- 5. Set your **Start** and **End** time,
  - Notifications from the Teams mobile app will be disabled during these hours every day (calls will still come through)
- 6. Select the **Quiet days** for which to block notifications for the whole day.



**Note**: If you have multiple mobile devices with Microsoft Teams app installed there is no synchronization of quiet hours settings between those clients.



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#### Prevent Calls on Mobile App - iPhone

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To prevent calls from coming through the Teams mobile app on iPhone, follow the instructions below for turning off call notifications.

1. Within the app, tap your Teams icon in the top left corner, then select **Notifications**.

12:	20		al S	? 🚺
0	Feed	~		Ŧ
Ч	Search			Ŷ
19	Shane	+ 2 replied	1:	2:00 PM
	12:2	20		
		Hayley Meese-Cherry > Success Consultant		
	٠	In a meeting		
	C	Set status message		
	Q	Notifications On		
	ණ	Settings		
	Q	What's new		
	Αссοι	ints and Orgs		

2. Tap **General Activity** to receive a list of activity types and toggle switches for each.

×	× Notifications				
Notify	ne for				
Ĵ	General activity		<u>&gt;</u>		
=	Channels		>		
	Meetings		>		
Block n	otifications				
۲٦	During quiet time	Allowed	>		
<b>-</b>	When active on desktop	Allowed	>		
B	When in meetings	Allowed	>		

3. Locate the switch for **Calls** and toggle it to the off position. This will prevent all call notifications from coming through, regardless of Quiet Time settings.

<	General activity	
Notify me for		
Chats		
Channels		
Calls		
Mentions		
Reactions		
Suggestions		
Tasks		



# Mobile App – Call Settings



Call settings can also be managed from the Teams mobile application.

#### Click **Settings** and **Calling** to find settings that include:

Gabrielle Manuel >

Set status message

Notifications Quiet times scheduled

What's new

Accounts and Orgs

ô Settings

Available

Change Management Consultant

- Call forwarding
- Voicemail configuration •
- **Blocked numbers**

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Call queues





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#### Teams Calls - Mobile

**Calls** in the mobile app is a consistent experience from the desktop application. Review call history, voicemail, contacts (including device contacts). Initiate calls with a dial pad (if enabled) or dial-by-name.





#### **Device Transfer**

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**Meetings** can also be transferred to your mobile application when you need to be on the go during a meeting.

 Access the **Calendar** from the Teams mobile application and click **Join** for the active meeting you are in.



2. You will be prompted with options to join the meeting, select to **Transfer to this device.** 





#### Teams Calls - Mobile







#### Resources

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Where can you get assistance?

- 1. Project website: <u>https://it.ucf.edu/teamscalling/project/</u>
- 2. UCF submit a ticket for help website: <u>https://it.ucf.edu/</u> and click on "Submit a ticket".
- 3. UCF Knowledge Base on website: <u>https://it.ucf.edu/</u>
- 4. Questions about desk phones: <u>https://it.ucf.edu/teamscalling/project/help/</u>





