CALL SETTINGS IN MICROSOFT TEAMS

In your Teams client you click on the “Calls” icon on the left pane to initiate a phone call using your UB office phone extension. Then simply dial the 10-digit external number you wish to call (using your keypad or the displayed number pad you will see on the screen) and the recipient you are calling will see your return phone # as your UB office number (410-837-xxxx).

Microsoft Teams has call settings to manage how incoming calls are handled. To access the settings, click on your icon picture in the upper right corner of your Teams client. Then click on the Settings gear icon.
In “General” settings, make sure the 4 options shown below are checked under the Application section:
Now click on the “Calls” setting and you will see this screen with all the options shown. Each option on the right has various drop-down menus.

Example, when selecting “Calls ring me” you have the option to configure to “Also ring”, where you can chose another individual from the address book, configure your cell phone number or even a call group that you can set up.

You need to configure what action the system takes if you do not answer the incoming phone call. There are similar options in the drop-down menu as mentioned above. The default standard setting is “Voicemail”.

Then you should also configure the length of time your phone will ring before sending the call to “your configured action”. The default is 20 seconds.
Configure your voicemail:

Click “Record a greeting” and follow instructions to record your standard and alternate voicemail greeting. The standard greeting message is what callers will hear as your standard voicemail message. The alternate greeting is used when you are on vacation or out of the office. These are determined if you keep your Outlook calendar updated and your Automatic Reply (Out Of Office) message is set.

Call answer rules, the default selection is “Let the caller record a message”. This option should not be changed.

You also have the option of typing a message that the system will read as your greeting for both your regular voicemail greeting as well as your Out Of Office greeting.

Set how your alternate/OOO greeting is activated.

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**Please note:**

Microsoft Teams is fully supported on your mobile device and we suggest you install it there. This will allow you to answer calls through Teams on your device (without using cellular minutes). You can download and install it from the Google Play Store or the Apple App Store.