# UNIVERSITY OF BALTIMORE
## 1925
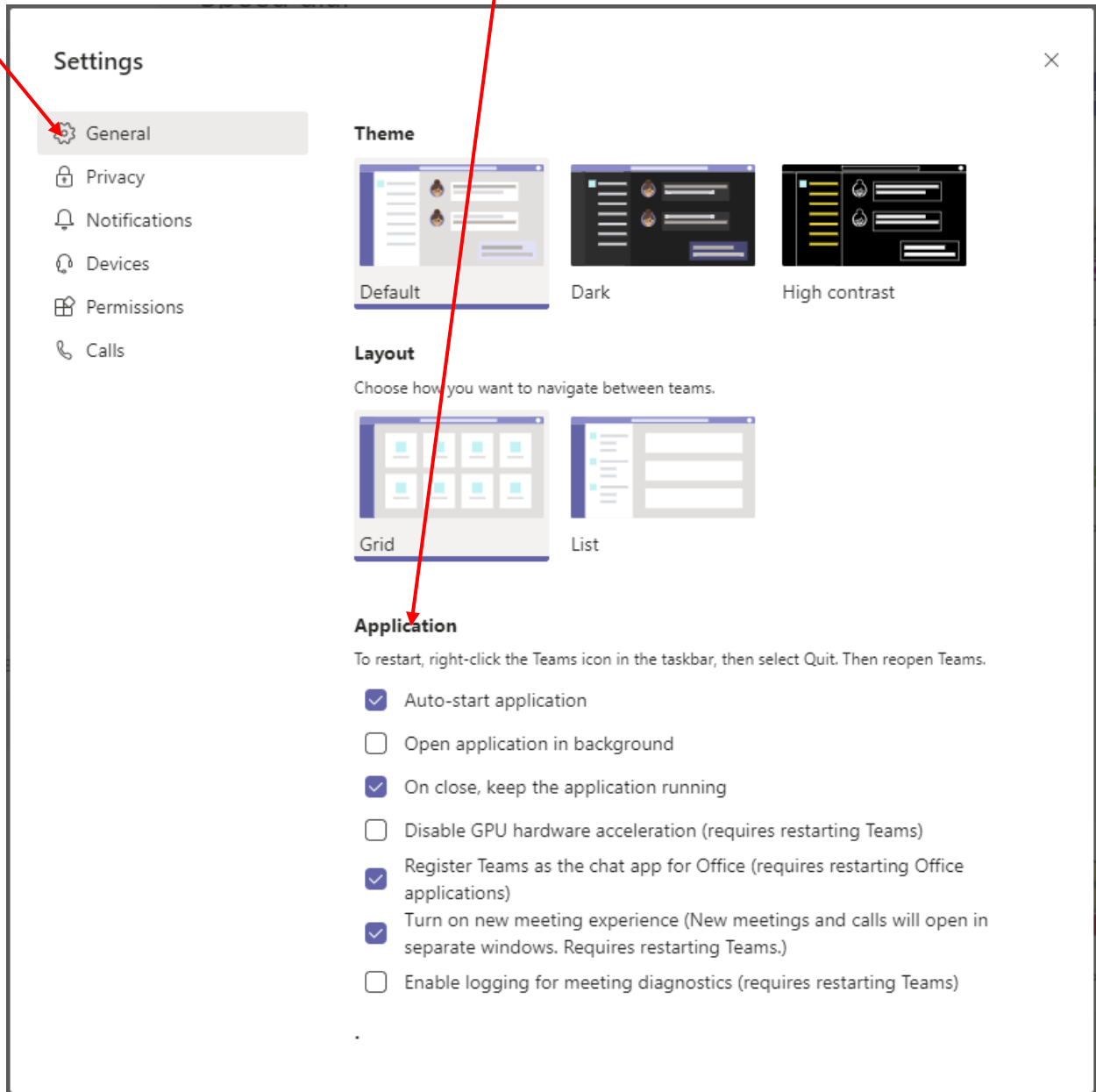
## CALL SETTINGS IN MICROSOFT TEAMS

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 10digit 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).
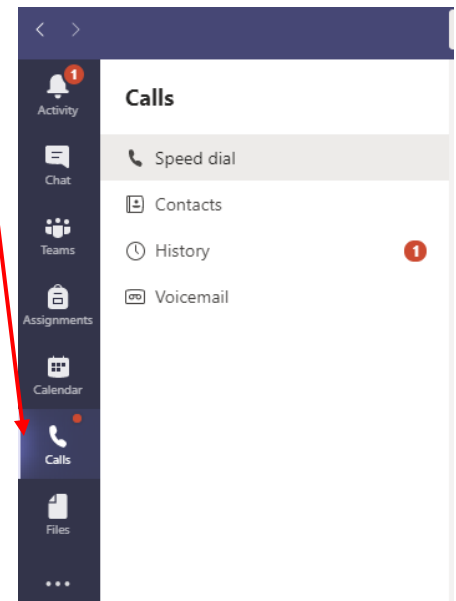
Microsoft Teams has call settings to manage how incoming calls are handled. To access the settings, click on your icon picture in the upper right corner of your Teams client. Then click on the Settings gear icon.
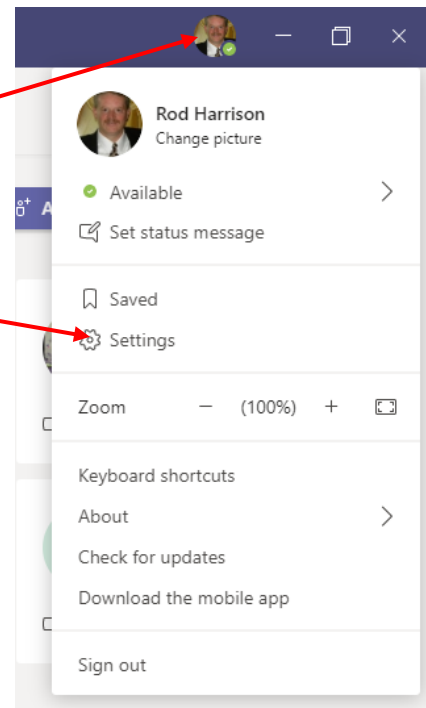
In "General" settings, make sure the 4 options shown below are checked under the Application section:

## Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls

**Theme**

Default    Dark    High contrast

**Layout**

Choose how you want to navigate between teams.

Grid    List

**Application**

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

- ☑ Auto-start application
- ☐ Open application in background
- ☑ On close, keep the application running
- ☐ Disable GPU hardware acceleration (requires restarting Teams)
- ☑ Register Teams as the chat app for Office (requires restarting Office applications)
- ☑ Turn on new meeting experience (New meetings and calls will open in separate windows. Requires restarting Teams.)
- ☐ Enable logging for meeting diagnostics (requires restarting Teams)

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.

## Settings

⚙ General
🔒 Privacy
🔔 Notifications
🎧 Devices
🎗 Permissions
📞 Calls

**Call answering rules**
Choose how you want to handle incoming calls.

🔵 Calls ring me       ⭘ Forward my calls

Also ring          No one else                        ⌄

If unanswered      Voicemail                         ⌄

                   Ring for this many seconds before redirecting

                   20 seconds (default)              ⌄

**Voicemail**
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                    ⌄      ▷

Forwarded calls    Default                    ⌄      ▷

Delegated calls    Default                    ⌄      ▷

**Accessibility**
Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.
☐ Turn on TTY mode

**Call queues**
Choose whether or not to receive calls for the following queues.

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.

## Voicemail

You'll find your voicemail messages and transcripts in Calls.

Record a greeting

**Call answer rules**
How would you like us to handle your calls when they go to voicemail?

Let the caller record a message

**Greeting language**
Which language should your default greeting be in?

English (United States)

**Text-to-speech customized greeting option**
Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ
Your custom greeting:

Your custom out of office greeting:

**Out of office greeting**
When should your custom out of office greeting play?

☐ All the time
☐ When I have an Outlook auto reply
☐ When I have an Out of office calendar event

Cancel     OK