eves_**Quickstart Guide**
MS Teams Telephony

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eves_ Quick Start for MS Teams Telephony

This quick start guide is intended to help you to quickly understand how MS Teams telephony works and how to operate it safely and properly.

Your MS Teams client is the centre of each call. All calls, either from colleagues via a direct MS Teams call or from external parties via your landline number, end up in MS Teams. You can make calls from your landline number both from your PC and from your smartphone via the MS Teams App.
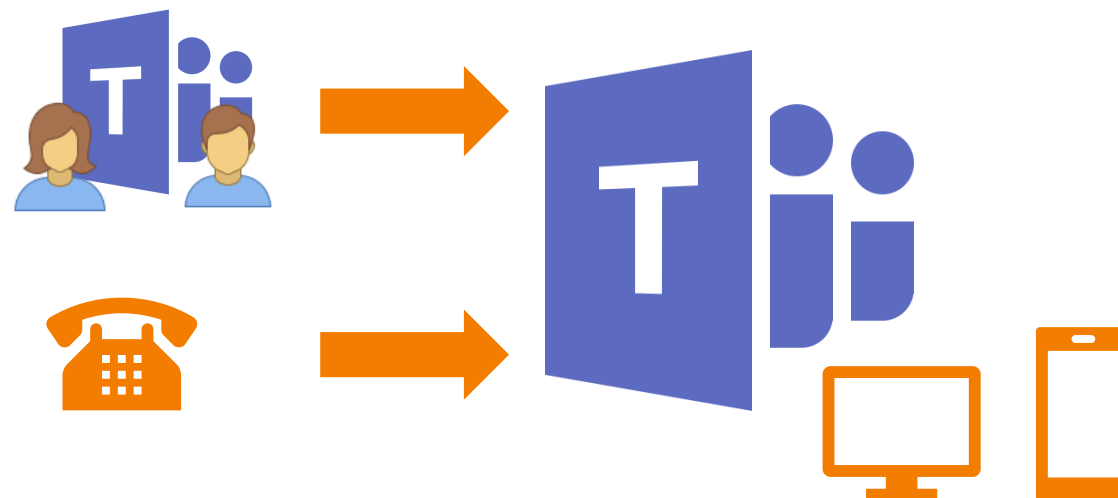
Accepting calls

Incoming calls are displayed via the MS Teams Client and, if applicable, the caller ID is shown. You can accept or reject this call directly.

A window with the incoming call is displayed:
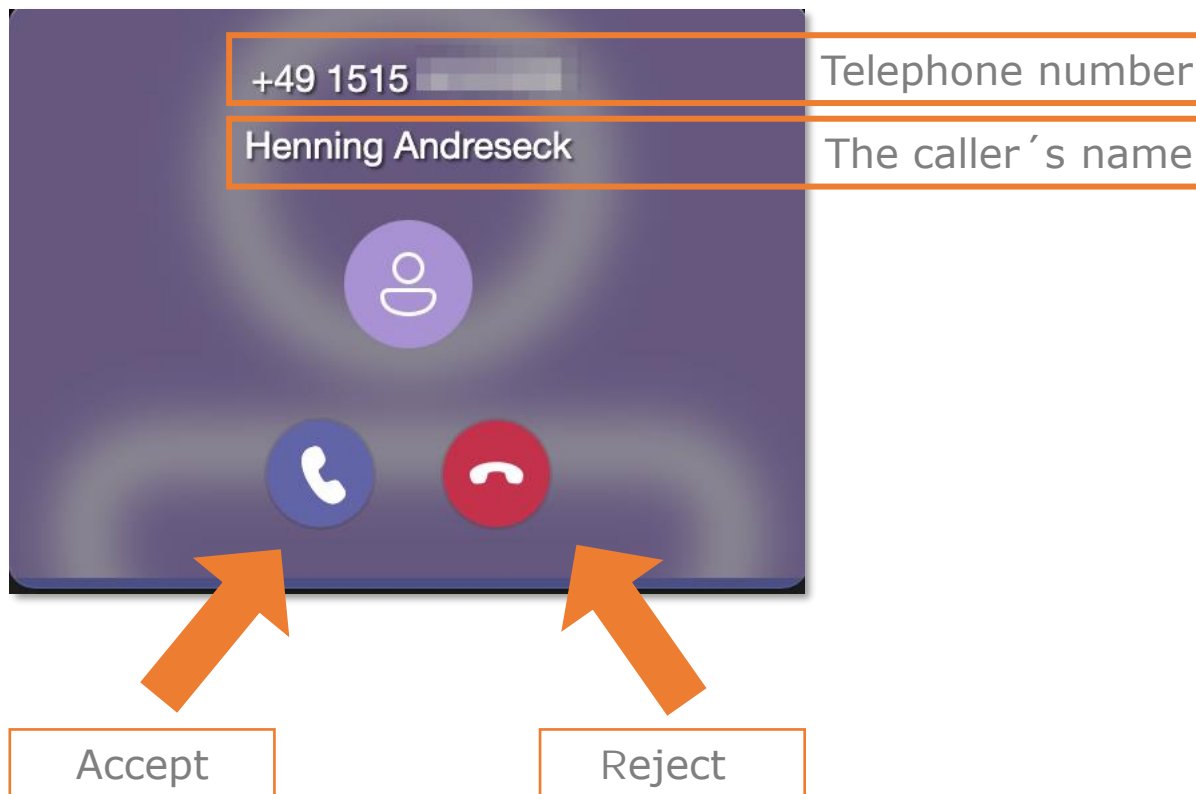
+49 1515

Henning Andreseck

Telephone number

The caller´s name

Accept

Reject

Making calls

You can either call contacts from your address book or dial a number via the Dial-pad.

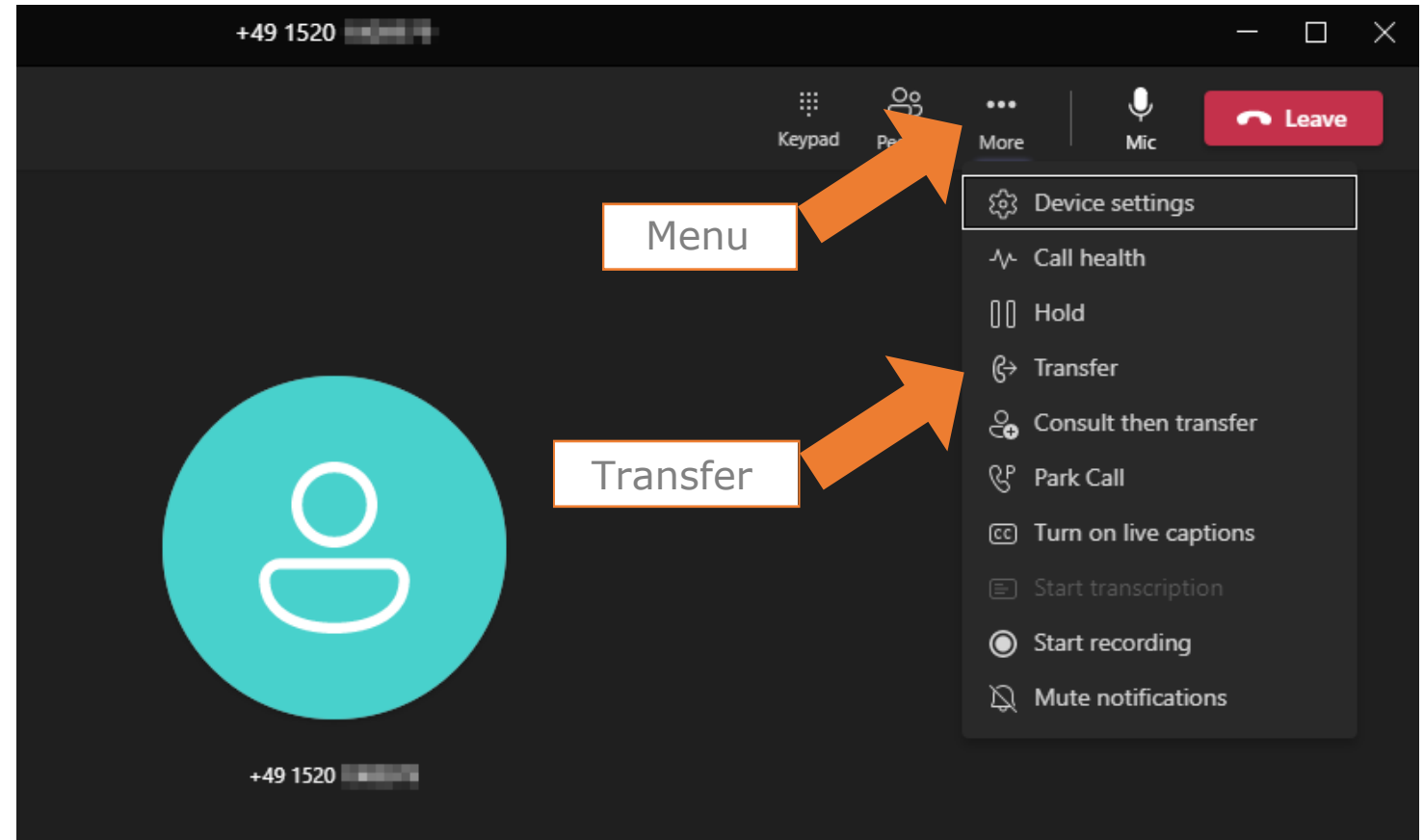History & Voicemail

Speed dial

Calls-tab

Dialpad

Quick Select menu for Forwarding and group pick-up

Forwarding calls (1)

An existing call can be forwarded either with or without consultation.

Select the menu and then "F**orward**" or "**Announce,** then for-ward".

Menu

Transfer

Forward calls (2)

An existing call can be forwarded either with or without consultation

Now select the colleague and either click on "**Chat**" or the arrow to select a phone number.

Choose a person to consult

Invite someone or dial a number

Mathias Seifert

📞 Teams audio call

📱 +49 1515 8055585

🏢 +49 531 12312957

Cancel   **Chat**   ⌄
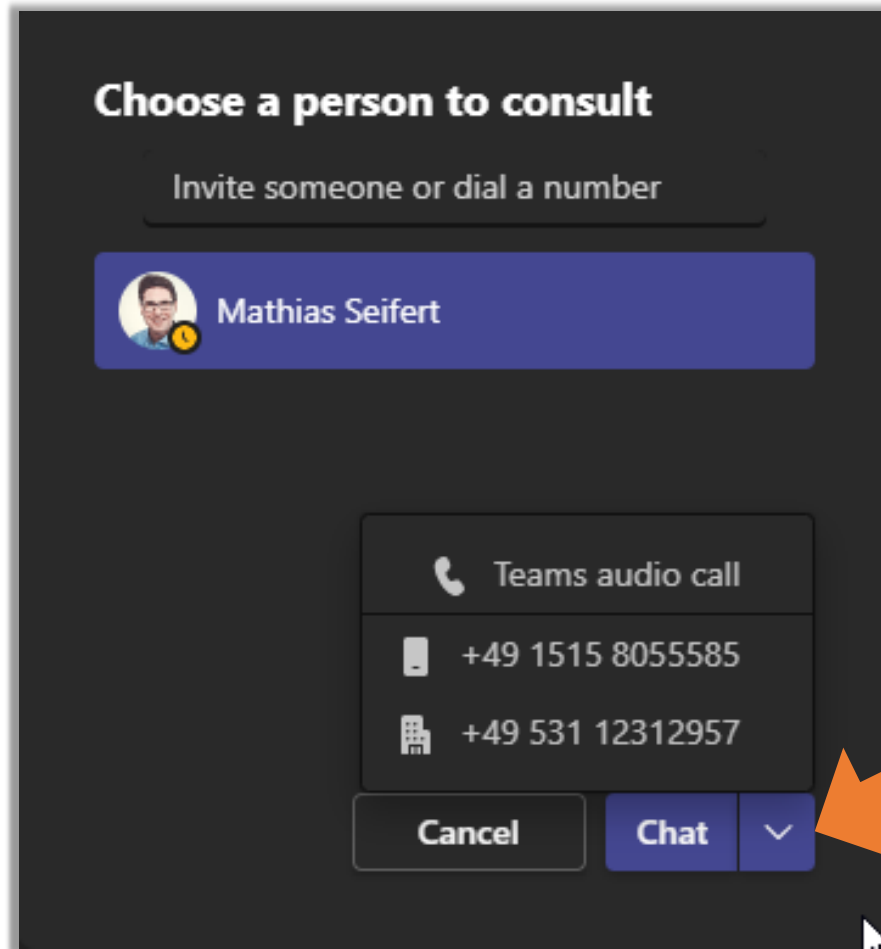
Select **Call** with ↓ to either make *team audio calls* or *phone number calls.*

Open the settings menu

All settings in MS Teams, including for phone calls, are available via the "Settings" menu.
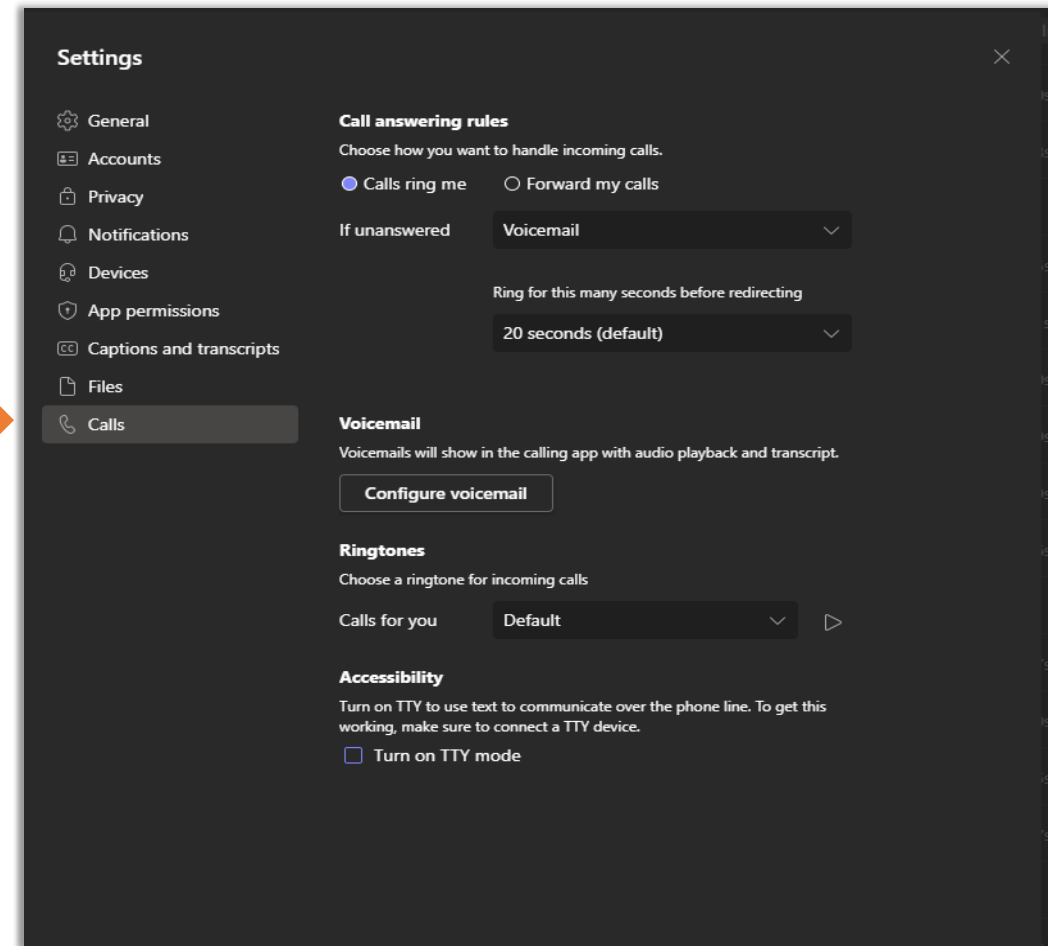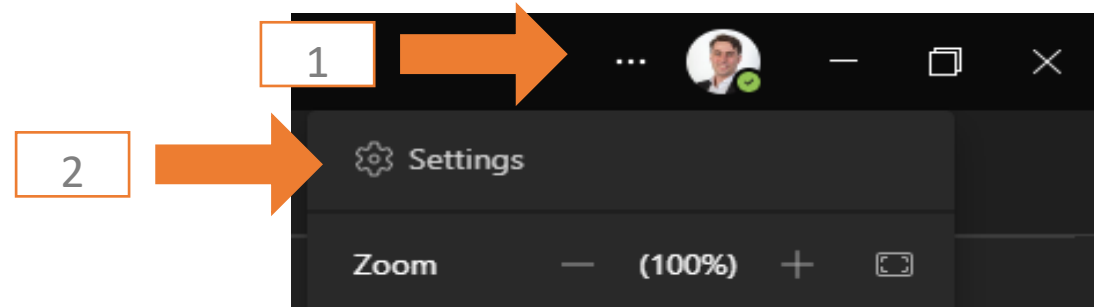
Select the 3 points (1) at the top right in MS Teams and then "**Settings**" (2). Then click on the tab "**Calls**" (3).
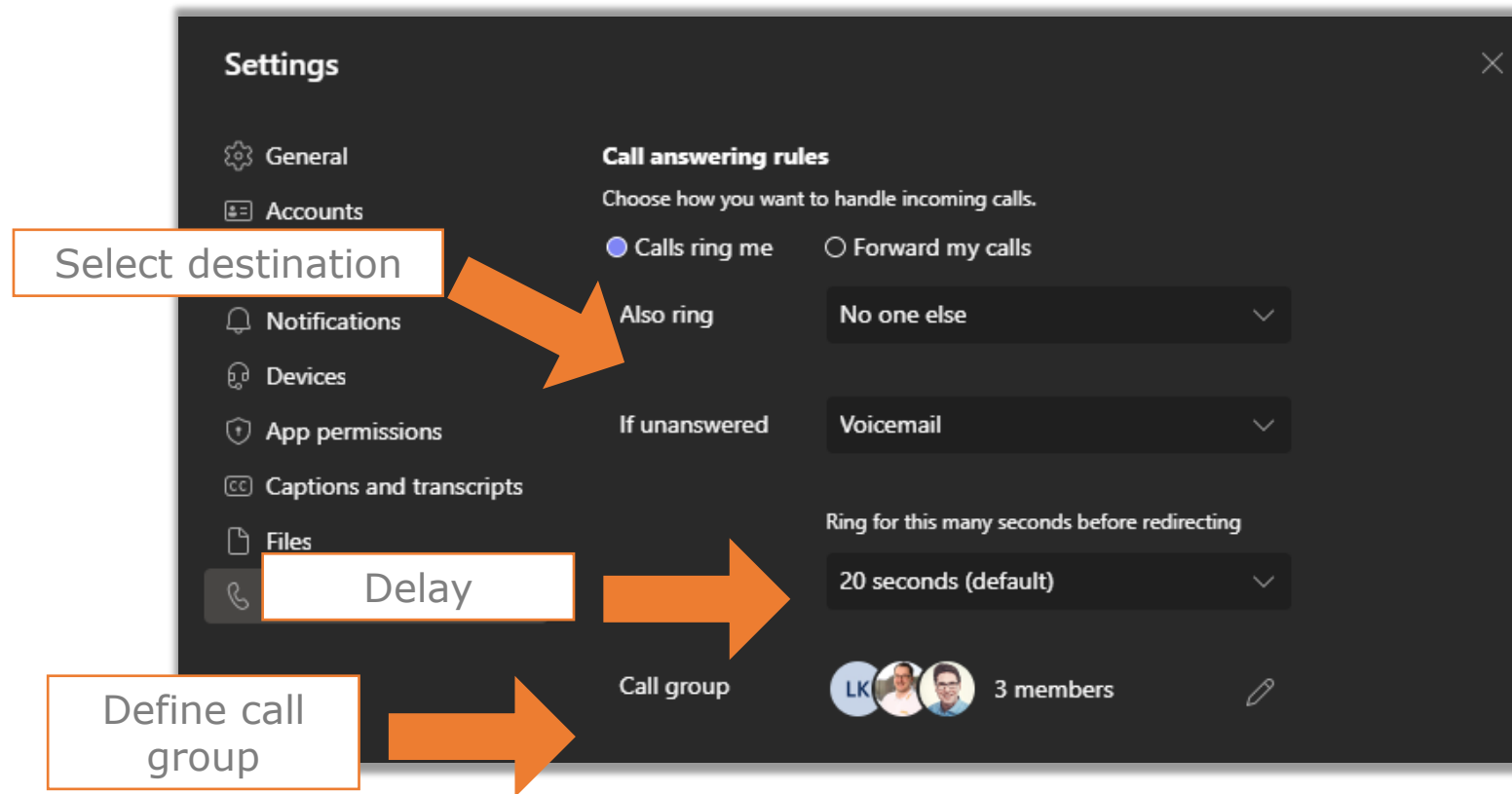
1

2

⚙ Settings

Zoom   —   (100%)   +   ⬚

3

Settings   ✕

⚙ General
▤ Accounts
🔒 Privacy
🔔 Notifications
🎧 Devices
🛡 App permissions
🅲🅲 Captions and transcripts
📄 Files
📞 **Calls**

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

🔘 Calls ring me   ⚪ Forward my calls

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 ▼   ▷

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

☐ Turn on TTY mode

Set up call forwarding

You can transfer your calls to your colleagues when you're not able to answer or decline the call.

Open your "**Calls**" menu and then select a forwarding destination under "**when unanswered**".

This includes:

- a call group
- a person
- a telephone number
- your voicemail.

Settings

⚙ General
📇 Accounts
🔔 Notifications
🎧 Devices
🛡 App permissions
cc Captions and transcripts
📄 Files
📞

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)

Call group   LK 3 members
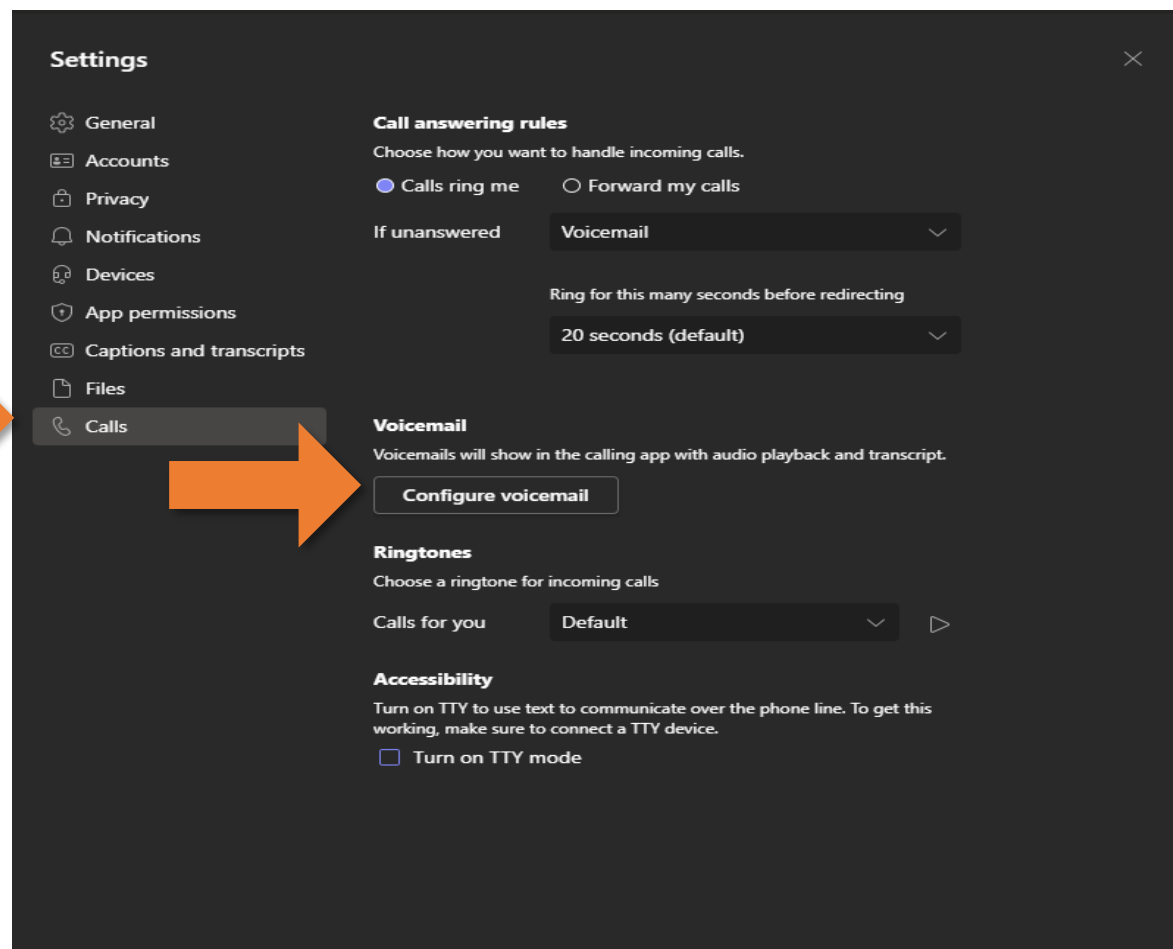
Select destination

Delay

Define call group

Configure Voicemail (1/3)

You can configure and record your voicemail or mailbox yourself via the MS Teams menu or add a text to it.

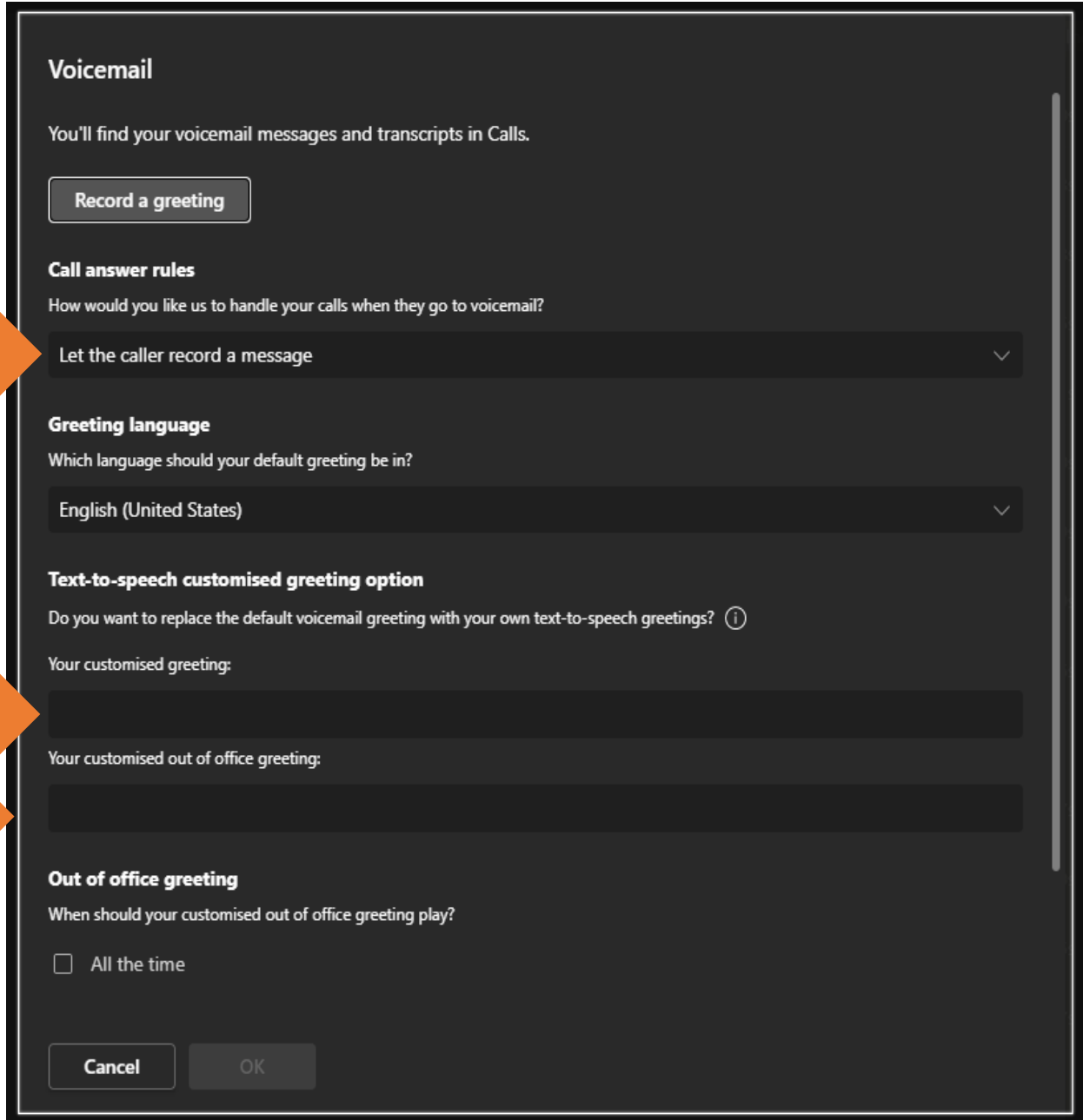Open your "**Calls**" menu and click on "**Configure voicemail**".

Configure Voicemail (2/3)

Now configure the setting of your voicemail according to your wishes or company specifications.

What is the caller allowed to do?

Your personal greeting

Your out-of-office message

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 customised greeting option
Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your customised greeting:

Your customised out of office greeting:

Out of office greeting
When should your customised out of office greeting play?

☐ All the time

[Cancel] [OK]

Configure Voicemail (3/3)

Call answer rules allow you to control how your voicemail behaves.

Call answer rules

How would you like us to handle your calls when they go to voicemail?

Let the caller record a message ∨

Let the caller record a message ✓

Let the caller record a message or be transferred to someone else

End the call without playing your greeting

Play your greeting and end the call

Transfer the call to someone else

Your away message can be played when you have certain events.
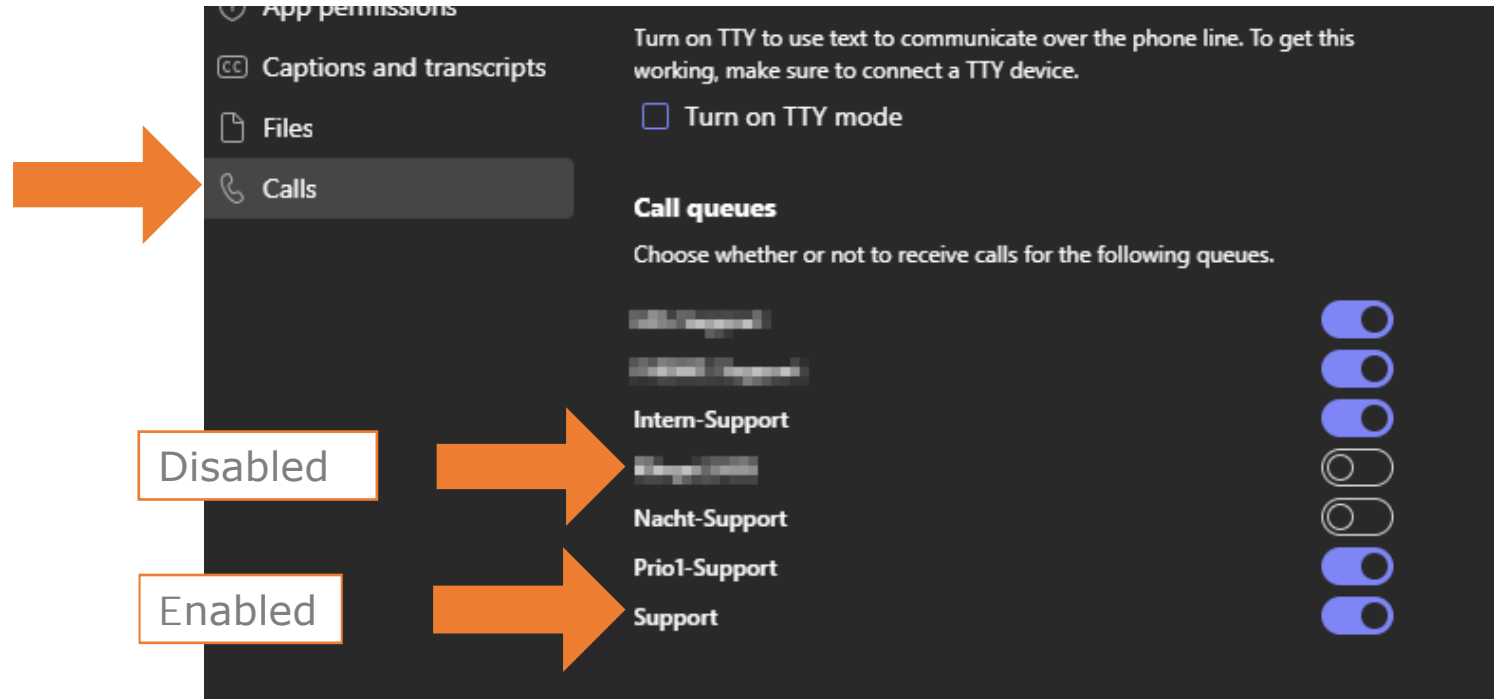
Out of office greeting

When should your customised out of office greeting play?

☐ All the time

☐ When I have an Outlook auto reply

☐ When I have an Out of office calendar event

(De)activate Queues

If you are a member of one or more queues, you can (de)activate your membership in the call menu.

Open your "**Calls**" menu and scroll to the very bottom. Here you can manage the queues.

App permissions

Captions and transcripts

Files

Calls

Turn on TTY to use text to communicate over the phone line. To get this working, make sure to connect a TTY device.

☐ Turn on TTY mode

Call queues

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

Intern-Support

Disabled

Nacht-Support

Prio1-Support

Enabled

Support

Note: Your administrator can disable this feature so that you are a permanent member!

Behaviour when busy

In MS Teams, "Call waiting" is activated by default, i.e. calls are signaled to you even if you are on the phone or in a meeting. This behavior can be changed by your administrator so that the caller either gets a busy signal or the call is forwarded to your "unanswered" - destination.

If "Call waiting" is deactivated for you, your MS Teams will no longer ring from now on if you are in a meeting or in another call.

You can also set your status to "Do not disturb" to not receive calls.

Note: You cannot change or view this setting yourself. Please ask your administrator!

Effects of your chosen status

The status in MS Teams can be set either automatically based on your calendar or behaviour or manually.

You can see how this status affects your calls in this table. The "Call Waiting" function can only be activated or deactivated by your administrator.

| Status (manuell)	Status (automatic)	Effect on phone calls With call waiting	Effect on phone calls Without call waiting
Available	Available	Calls come through	Calls come through
Busy	Employed	Calls come through	Calls are rejected
	On the phone	Calls come through	Calls are rejected
	In a meeting	Calls come through	Calls are rejected
Do not disturb	Do not disturb	Calls are rejected	Calls are rejected
	Holds presentation	Calls are rejected	Calls are rejected
	Focus time	Calls are rejected	Calls are rejected
Appear away	Appear away	Calls come through	Calls come through
Be right back		Calls come through	Calls come through
	Out of office	See Voicemail settings	

Note: All-day appointments may block incoming calls!

Setting priority access

You can allow certain staff members to call you even if you are on "Do not disturb". This is done via priority access.

Open your "**Settings**" menu and select the "**Privacy**" tab. Then click on Priority Access and add the appropriate collea-gues.
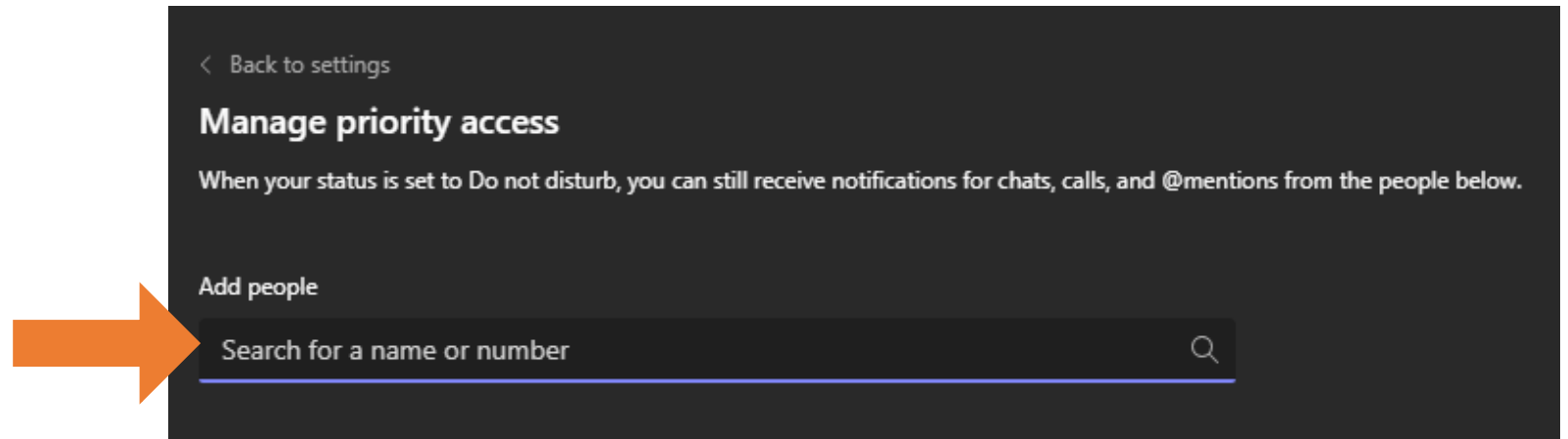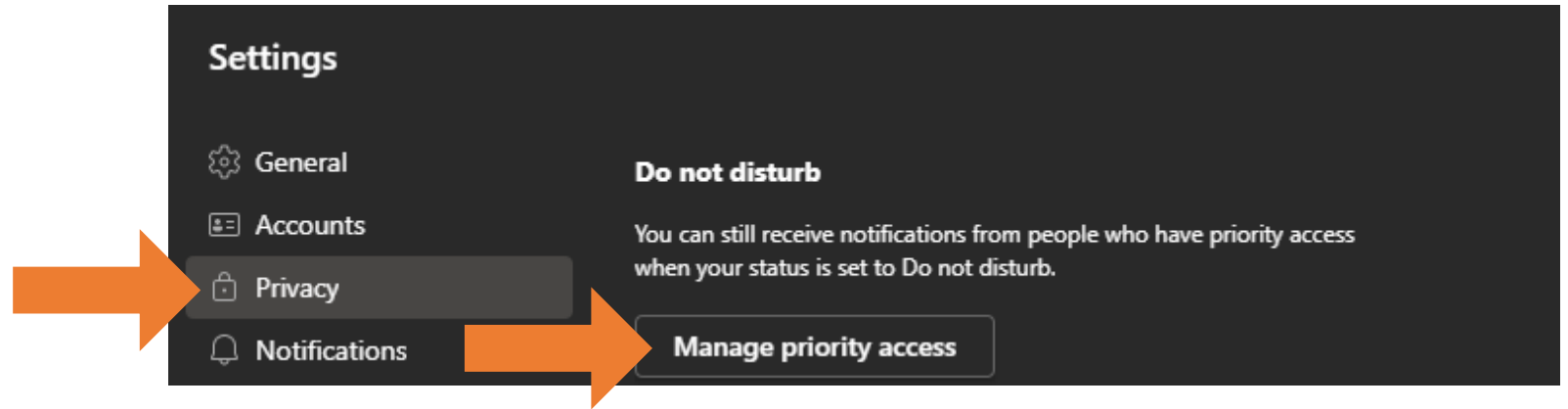
Where can I get help?

In our **Knowledge Base** you will find further hints and helpful instructions on how to work with MS Teams.

Link: https://ticket.eves.de/help

Contact your IT department to ask specific questions or get support.

We are different.

we are eves_

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