Telephone Service using Microsoft Teams

Jump to...

Create Sub-Page

Overview

Telephone service for faculty and staff at the School of Information is being moved to Microsoft Teams. This will allow you to answer your office phone using Microsoft Teams on your laptop or phone using the Teams app.

<table>
<thead>
<tr>
<th>Status</th>
<th>ACTIVE</th>
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</thead>
<tbody>
<tr>
<td>Intended Users</td>
<td>Faculty, Staff</td>
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How To

Answering a phone call in Microsoft Teams

1. When someone calls your office phone number, it will appear as a Microsoft Teams call. Click the phone icon to answer the call.
2. You will need to have an active microphone and speaker to use Teams. Laptops have built-in microphones and speakers that will work, a headset or earbuds often work better. An external web conferencing camera will work as well.

Making a phone call in Microsoft Teams

1. There are so many ways to make a phone call in Microsoft Teams, let’s let them explain them all!
2. Our current favorite feature, when people leave a message for you, Teams will transcribe it for you to read!

Check your Voicemail

1. Go to Calls > History and then select Voicemail
2. More detailed information from Microsoft is available here.

Customize Voicemail Settings

1. Select Settings and more > Calls next to your profile picture at the top of Teams and then choose Settings > Voicemail
2. In the Voicemail section, click Configure voicemail
3. More detailed instructions from Microsoft are available here.