

# Microsoft Teams: Calling

Microsoft Teams is a collaboration platform that combines persistent chat, file collaboration, instant messaging and meetings in a single platform. Teams is part of ODU's Office 365 and is available to all faculty, staff and students.

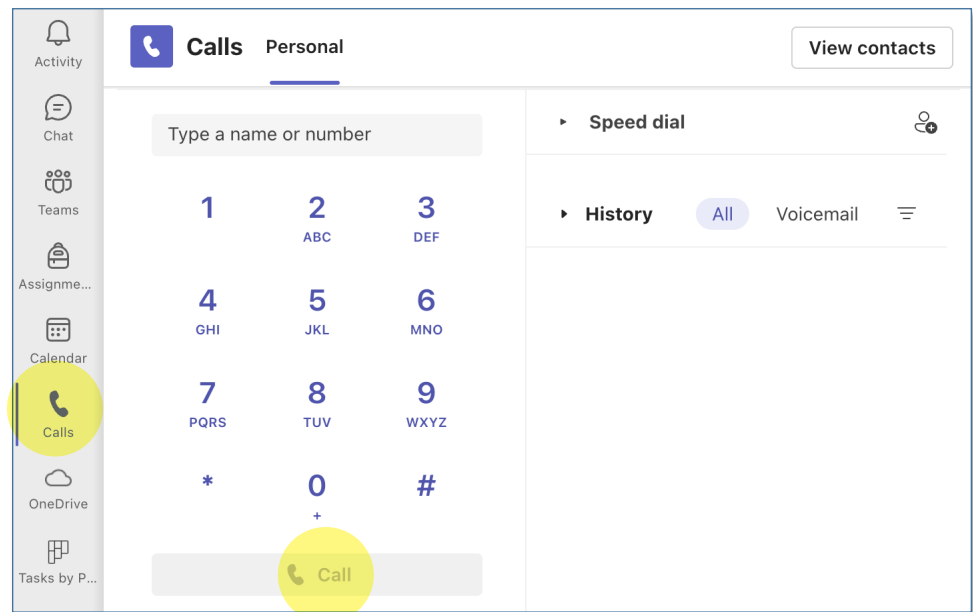
Teams allows video and audio calling between Teams users. But **Teams Calling** adds phone system capabilities, including making and receiving phone calls.

Teams is installed on all ODU-managed machines, and available on Windows, Mac, iOS and Android.

## How to Make a Call using Microsoft Teams Calling

1. Open Microsoft Teams and click the **Calls** icon. *(Note: On mobiles devices, you may need to click **More Apps** to see the Calls icon.)*

Enter a 10-digit number and click the **Call** button.



### Information Technology Services

[www.odu.edu/its](http://www.odu.edu/its)

 (757) 683-3192

 [itshelp@odu.edu](mailto:itshelp@odu.edu)

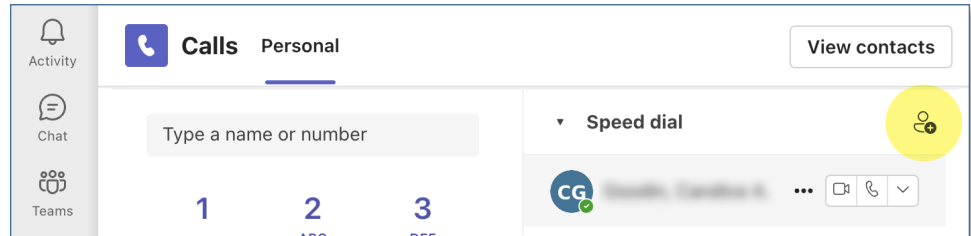
 1100 Monarch Hall

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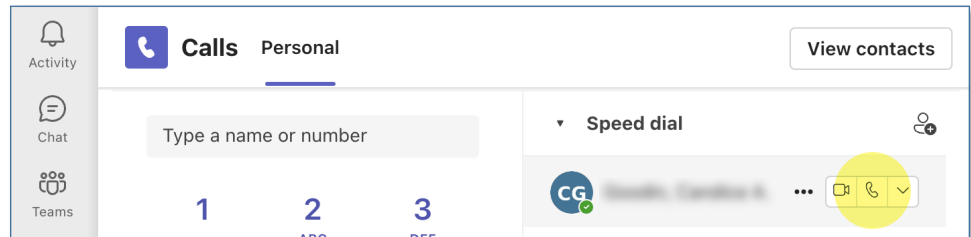
## Additional Features

### Speed Dial

1. Click the **Calls** icon on the left side of the screen, then find the **Speed dial** section on the right side of the window.
2. To add contacts to your speed dial list, use the **Add speed dial** button.



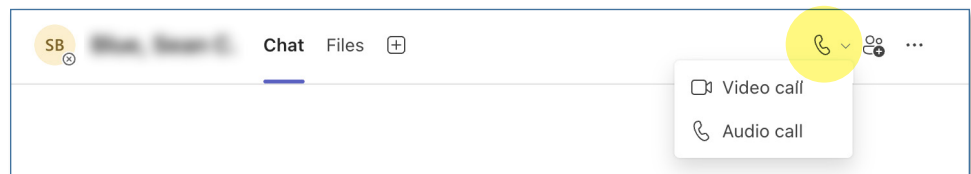
3. To make a call, click the **phone icon** next to your speed dial contact.



### Launch a Teams Call from a Chat

You can launch calls from one-on-one chats or group chats.

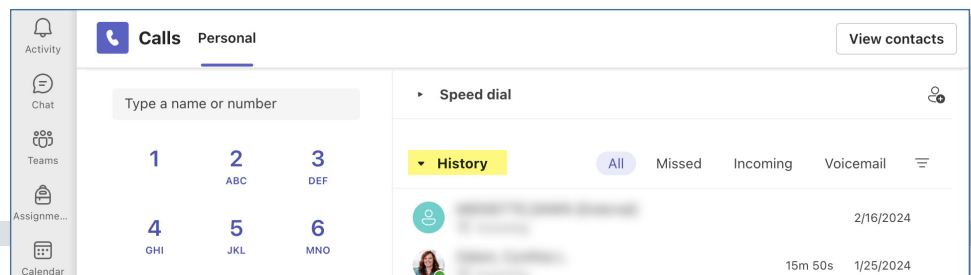
1. Open a chat window with the person (or group) you want to call.
2. Click the phone icon in the upper right-hand corner of the screen, and choose between a video or audio call. This will ring everyone in the chat.



### View Teams Call History

You can review your Teams Calls activity.

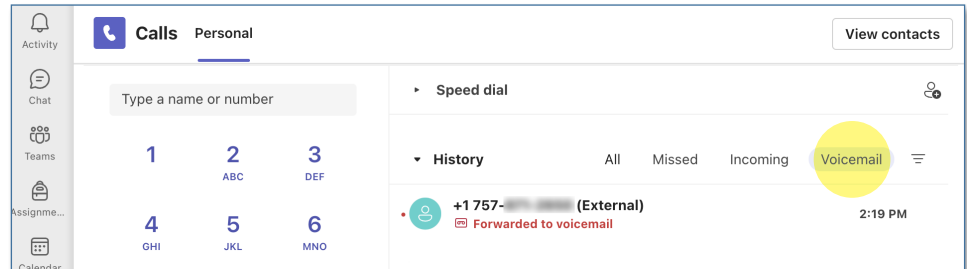
1. Click the **Calls** icon on the left side of the screen, then find your **History** on the right side of the window.
2. View the activity on the right-hand side of the screen.



## Voicemail

You can review and listen to voicemails.

1. Click the **Calls** icon on the left side of the screen, then click the **Voicemail** tab in the History section.

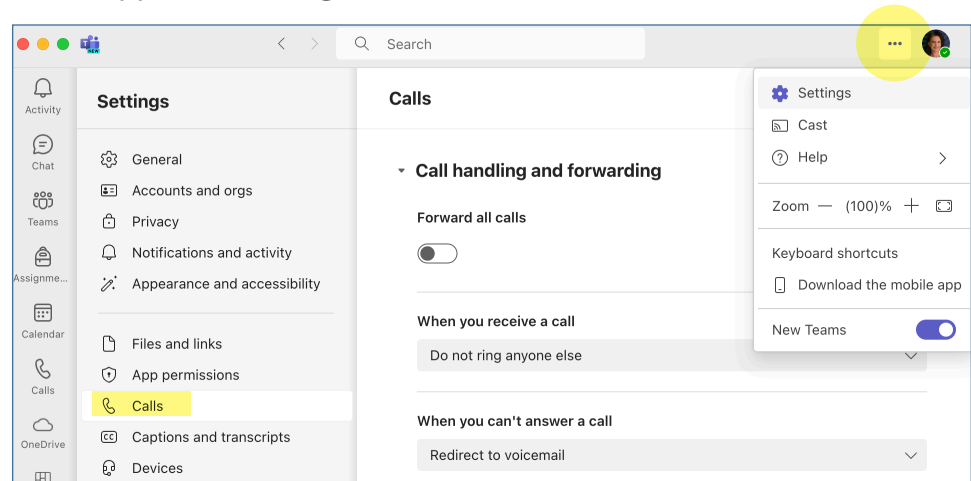


2. Click on the message to view details, including a transcript of the voicemail message.

## Settings

Configure settings including **Forwarding**, **Un-Forwarding** and **Voicemail**.

1. Click on the **three dots** next to your Avatar in the top right corner of the Teams app, click **Settings**, then click **Calls**.



2. Here you can toggle call forwarding on or off and set other answering rules. Scroll down to configure voicemail.



## Frequently Asked Questions

### **Is voicemail available for Teams Calling?**

Yes, voicemail is turned on by default in Teams.

### **How do I record a voicemail greeting?**

To configure voicemail, click on the three dots next to your avatar, click *Settings*, *Calls*, then scroll down to *Manage voicemail* and click *Record a greeting* (see instructions above).

### **How do I check voicemail?**

Check voicemail by clicking on the *Calls* icon, then *Voicemail*. You can listen to and manage voicemails.

### **Are my phone conversations in Teams recorded?**

No.

### **What phone number will appear when I call someone from my Teams phone number?**

Caller ID will display the number shown beneath your dial pad (when you click on *Calls*).

### **Can I mask my Caller ID with another phone number?**

At this time, no. We are looking at options like porting ODU numbers to Teams so you can use Teams as your primary calling platform, but that is not available yet.

### **Can I block my Teams phone number from appearing when I call someone?**

You are unable to block your Caller ID when making calls in Teams. However, if you use Teams Calling on your mobile device, the Teams number will appear to the person you call, not your mobile number.

### **Can my office number appear on the screen instead of my Teams phone number so that the person I am calling recognizes the phone number?**

Not yet, but we're looking into this option.

### **Can I transfer a call that I receive on my Teams number to another Teams number, office phone number, cell phone or land line?**

Yes, you can transfer a call you receive on Teams by clicking the *Transfer* button that appears in the top of the call window. You can transfer a call to any phone number you are able to call.



### **Can I place a Teams call on hold then resume?**

Yes. Click the *Hold* button that appears at the top of the call window. Click *Resume* to return to the call.

### **Must I dial the 10-digit number to make an outbound call?**

Yes. All calls, including local those with local area codes, must be made using the full 10-digit number.

### **In the office, I have multiple lines that I answer. How are multiple lines handled in Teams Calls?**

In Teams, we can set up a queue for calls that come in to a shared line. These appear as normal phone calls, but they have an additional label for the Queue. Contact the [ITS Help Desk](#) for more information.

### **Can I forward my Teams phone number to another number?**

Yes. You can forward your Teams number to any other Teams number, office phone, cell phone or land line. Click on the three dots next to your avatar, click *Settings, Calls*, and select *Forward all calls* (see instructions above).

### **What is the process for forwarding and un-forwarding my office phone number to my Teams number?**

You can forward your office phone to Teams one of two ways: If you have access to your physical office phone, click the forward button and enter your Teams number. Otherwise, contact the [ITS Help Desk](#) for assistance.

### **How many people can be on a Teams audio call?**

We don't recommend more than 3 or 4 simultaneous callers on a single Teams call. If you need to do a call with more people at once, we recommend doing a Zoom meeting or a Teams meeting.

### **How are 911 calls handled on Teams Calling?**

On a mobile device, 911 calls go through your mobile carrier. From a computer, 911 calls go to the ODU Police Department.