CALL SETTINGS IN MICROSOFT TEAMS

Microsoft Teams have call settings to manage how incoming calls are handled. To access the settings, select **Settings** and then **Calls**. If you choose **Calls ring me**, you can also choose to call your mobile phone simultaneous. Select **New number or new contact** and then add the number. Remember to always enter numbers with + and the country code so that a London number 02033181150 is set to +442033181150.

You can also choose to forward calls you make by clicking the **Forward my calls.** You can then choose to forward directly to voicemail or to any other number.

Keep in mind that if you have Microsoft Teams in your mobile phone it will automatically ring even without you forwarding the call to your mobile number. Our recommendation is that you do not put in your mobile number and instead use Microsoft Teams in the mobile for incoming voice calls to Mobile.

If you are a member of a call Queue in Office 365 and the call is coming from the call queue the settings for **Also ring**, **If unanswered** or **Forward my Calls** Settings will not be followed.

If you are a member of a Cellip 365 answer group, **Also ring, If unanswered** or **Forward my Calls** settings will be followed. Cellip therefore recommend that if you are a member of such a group and use the Team client, you should always have the "Confirm the call" activated so that the call from a response group not will be picked up by voicemail or a mobile phone.

In **Also ring, If unanswered** or **Forward my Calls,** you can also choose to call a group that can consist of contacts that you can set up. You can choose to call the group according to a certain call order or all at the same time.

With delegated calls, you can allow someone else to receive and make calls for your own account, however, this feature has a rather limited scope of use.

You can also choose different ringtones for different types of calls and block calls that don't have caller ID or specific caller ID.
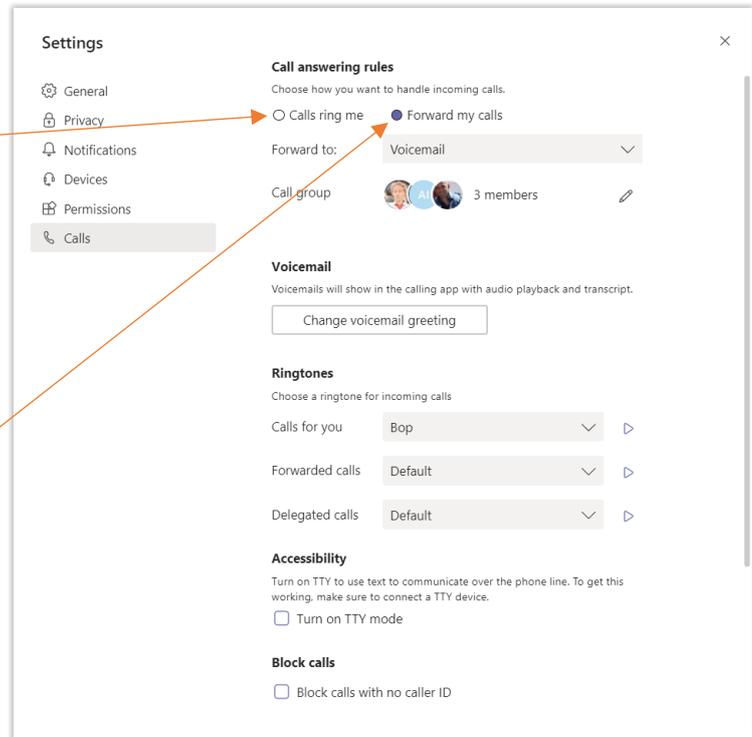
DISPLAY ANOTHER TELEPHONE NUMBER WHEN CALLING OUT?

To be able to present a PBX number (or your mobile phone number) when calling from Microsoft Teams, it cannot be set up in Office 365 (you can use the Power Shell set to show service numbers but this is a complicated process and usually you want to be able to show numbers other than service numbers). In Cellips System you can set the display number to other numbers such as A PBX number or mobile number. This is done in the Cellibot or by your administrator in the Cellip admin portal.

If You choose to display another number when making outgoing calls, this will also affect forwarded calls. They will always be presented with the number you choose to be presented on outgoing calls. For forwarded calls you cannot see who called in (The forwarded calls within Microsoft Teams is not affected).

BLOCK INCOMING CALLS

Do you have a person or other numbers that you do not want to be able to call you? You can choose to block incoming numbers by to go to **History** and then choose **Block**.

To manage blocked numbers, you go to **Settings, Calls** and at the bottom you will find the choice **Manage blocked numbers**. You can only remove numbers that no longer should be blocked, you cannot add new numbers to be blocked. Adding new ones must be done through call history menu see picture above. Behavior for caller is that it sounds like the call goes through before the call is disconnected. The caller won't reach the Office 365 voicemail or follow any unanswered call settings.

VOICEMAIL

To get Access Microsoft Teams Voice Mailbox Go to **Calls** Icon and Select **Voicemail** (If you do not have this option ask your administrator to enable voicemail on your user).

On Voice Mailbox Page You can see your Received Messages. You need to click one to play and listen to the message. If the caller should leave a message in English then you can see a speech to text translation of the message. It gives you a quick Overview of what the message is about.
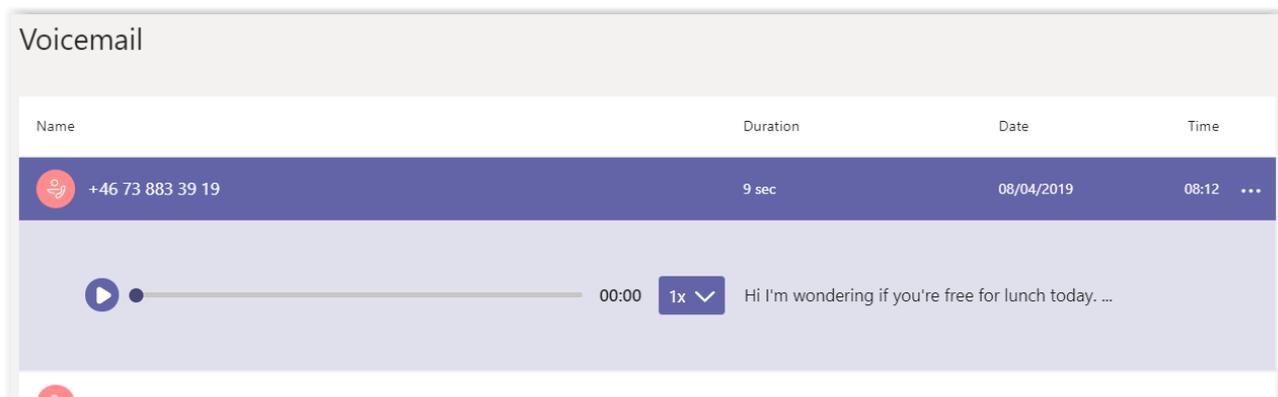
For each message will also a Email message to your mejladdress with the message as an attached MP3 file.

If you don't want emails to Outlook, you need to create a rule in Outlook that automatically deletes these emails. There is currently no option to set up Microsoft Teams not to receive emails.

To get the calls to your voicemail, you need to go to **Settings** –> **Calls**, **If unanswered** select **Voicemail**.
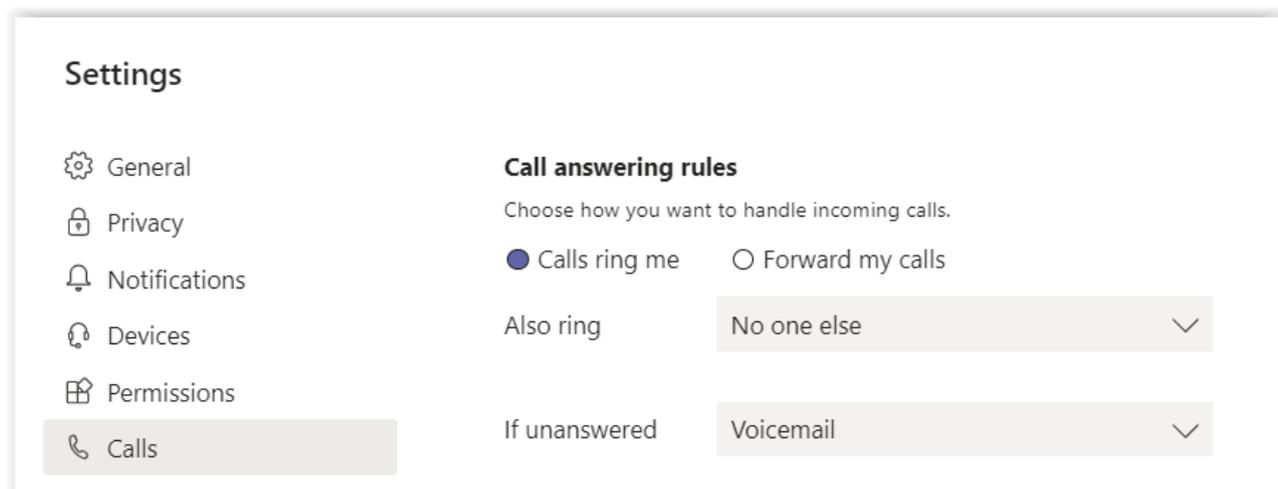
To set the up the voicemail you go to https://mysettings.lync.com/voicemail. You will also receive a link in each voicemail sent to your e-mail. You need to sign in with your Office 365 account to get there. You can on this page turn your voicemail on or off. You can choose your voicemail language and you can choose to

Voicemail
Change your voicemail settings.

💾 Save   ✖ Discard

Call Answer Rules
Choose how you want your calls to be handled when they reach the voicemail service

Play greeting, then allow the caller to record ▾

Greeting will play, and callers will be prompted to record a message

Prompt Language
Changing this setting will change the greeting prompt language

English (United Kingdom) ▾

English (United Kingdom)

Configure Out of Office greeting
Customize an Out of Office greeting message, and choose to play it to callers all the time, based on your Outlook auto-reply status, or calendar OOF status

☑ Play Out of Office greeting all the time

Play Out of Office greeting when:
☐ I have an Outlook auto reply
☐ I have an Out of Office calendar appointment

configure the out of office greeting. This is a separate message that you can choose that will be played if you in your Outlook calendar if you are using the options for Out of office or if you have an auto reply from Outlook.

When someone calls you and comes to your voice mailbox, they will hear: "<your name> is currently out of the office. Please, leave a message after the tone. When you have finished please hang up or press the hashkey for more options "

To change the voicemail message, you have to go to **Settings** –> **Calls** and choose **Change voicemail greeting**. When you click on that button, the voice mailbox is dialed, and you can select 1 to change your voice message.

Press 1 To play and record your personal greeting, then follow the instructions to record a new greeting.

Press 2 to play and record a greeting when you're away.

If you Choose a personal greeting, it will replace "<your name> is not available."

If you have enabled out of Office greeting and you are away, the caller will hear.

"<your name> is not in the office right now, please leave a message after the tone…"