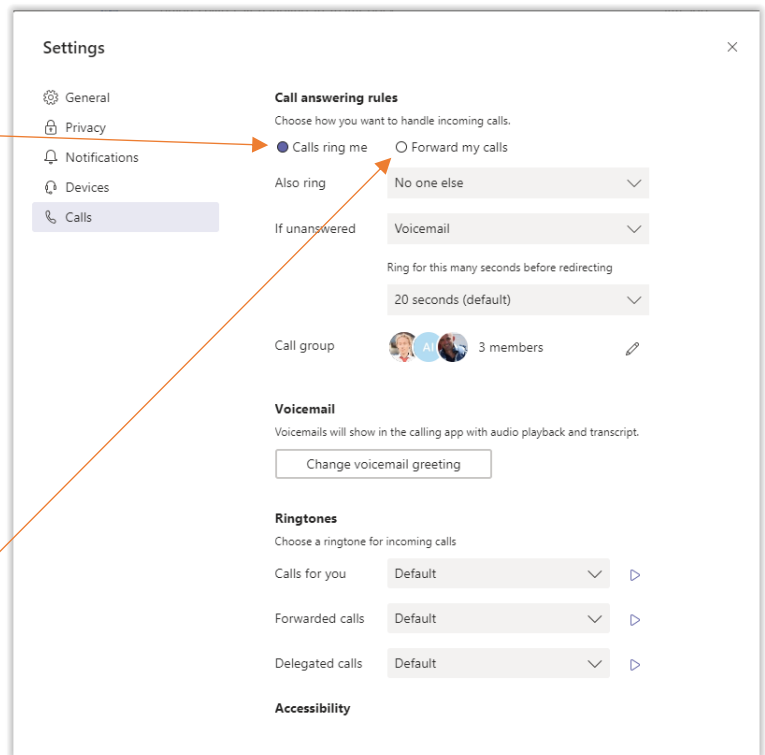


### CALL SETTINGS IN MICROSOFT TEAMS

Microsoft Teams has call settings to handle how incoming calls should be handled. To get to the settings choose **Settings** and then **Calls**. If you choose **Calls ring me** you can choose to have it call your mobile at the same time. You will also be able to choose how you want to handle the call if you do not answer the call. You will also be able to decide how many seconds the call should ring in your Teams client before going to the unanswered rule.

You can choose to forward all calls to your voicemail or to another number. This is done by selecting the option **Forward my calls**

Keep in mind that if you have Microsoft Teams in your mobile phone, it will automatically ring even without you entering your mobile number in the options above. Our recommendation is that you do not enter your mobile number and instead use Microsoft Teams on the mobile even for voice calls from Teams.



If you are a member of a call queue in Office 365 and the call is from that queue, calls will only ring in the Teams client and not follow the rules in **If unanswered** or **Forward my calls**.

If you are a member of a Cellip 365 response group, calls will follow the rules in **If unanswered** and **Forward my calls**. Cellip therefore recommends that if you are a member of such a group and are using the Teams Client, you should always have Confirm Calls enabled on the agent in Cellip 365 to prevent a call from a response group to be answered by the voicemail.

In **If unanswered** or **Forward my calls** you can also choose to have a group of users to receive calls you don't answer, you decide which users should be part of your call group. You can choose to call all the users in the group at the same time or in the order you want.

You can choose to have different ring tones for different types of incoming calls.

### SHOW SOME OTHER NUMBER AS DISPLAY NUMBER WHEN CALLING?

If you want to show a different display number, other than the one you call from in Microsoft Teams, you can change your display number in Cellips system. Office 365 does allow this but only for service numbers and the process is very cumbersome via Powershell commands. With Cellip this can easily be changed by the administrator on Cellips "My Pages", it also will be available via the **Cellibot** that Cellip has developed which is an add-on app to Microsoft Teams.

### NOTE

If you choose to display another number when making outgoing calls, this will also affect calls that are forwarded to the PSTN net from your Microsoft Teams client. The calls will always have the display number you choose. In this case, you can't see who called you (Microsoft Team forwards the calls to PSTN).

### CELLIBOT?

Soon, Cellip releases its Microsoft Teams bot, which simplifies settings. You can then easily set which number you want to display directly in Microsoft Teams.

