

# TEAMS CALLING @KSU

## Quick Reference Guide



### SETTING UP E-911 GEOLOCATION

1. Click the **Calls** tab.
2. In the bottom-left corner, you will see an approximate address. Click the **address**.
3. From the menu that appears, click **Verify**.
4. In the popup box, **verify** that the address in the Address field is correct.

### ACCESSING VOICEMAILS

1. Select **Voicemail** from the Call History screen.
2. From your History, click the **missed call** with the voicemail you wish to play.
3. The Details panel appears; click the **Play** icon in the Voicemail section to listen.

## How to Find Teams Calling

*It's as easy as 1, 2, 3!*

1. Open **Microsoft Teams**.
2. Click the **Calls** tab on the left side navigation.
3. Use the **dial pad** to make a call.

### SETTING UP VOICEMAIL

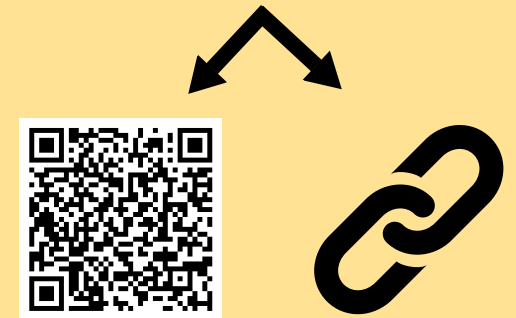
1. Click the **More Actions (...)** icon to access your settings.
2. A dropdown menu will open. Select **Settings**.
3. Select **Calls** from the lefthand menu to display call settings.
4. Scroll until you see the "Manage voicemail" heading.

### SETTING YOUR STATUS

1. Click your **profile icon**.
2. Click your **current status**.
3. A list of additional statuses will appear. Click the **status** you wish to set.
4. Your status is set.

**Note:** If you are set to Do Not Disturb, your calls are automatically declined.

## Review all of UIT's Teams Calling instructions!



### RECORDING YOUR VOICEMAIL

1. Click **More Actions (...)** next to your profile picture.
2. Click **Settings**.
3. Click **Calls**.
4. Click **Record a greeting**.
5. Follow the instructions from the call and use the dial pad to save your greeting(s).



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## CREATING CONTACTS

1. Select **View contacts** in the upper right-hand corner of the screen.
2. Click the **Add People** icon to add a new contact.
3. Type in the **user's phone number** that you would like to add.
4. Click the **user** you want to add as they appear below the text entry field, or click **Enter** on your keyboard.
5. Click **Add**.

## ADDING TO SPEED DIAL

1. Go to the **Speed Dial panel** on the right side of the window.
2. Click the **Add to Speed Dial icon**.
3. Type in the user's **name** or **phone number** that you would like to add.
4. Click the **user** you want to add as they appear below the text entry field.
5. Click **Add**.

## BLOCKING NUMBERS

1. Locate the **number** in your call history that you want to block.
2. Hover over the phone number and click the **More Options (...)** icon that appears.
3. Click **Block**.
4. A grey "Blocked" text box appears next to the successfully blocked phone number.

## PUTTING A CALL ON HOLD

1. While a call is in progress, navigate to the overhead menu.
2. Select the **More Actions (...)** icon.
3. From the corresponding dropdown menu, select **Hold**.
4. Select **Resume** to return to the call.

## ADDING A USER TO A CALL

1. To add someone new to a call, select the **Show participants icon** in your call controls.
2. Type their **name** or **phone number** into the search box.
3. Once you select their name, Microsoft Teams will automatically call them.

## CONSULTING & TRANSFERRING

1. During a call, click the **Transfer** button.
2. From the dropdown menu, select **Consult then transfer**.
3. The Choose a person to consult window will open; type the **name** of the person you want to consult.
4. Click **Chat** to send the selected person a message.

## TRANSFERRING A CALL

1. During a call, click the **Transfer button**.
2. From the dropdown menu, select **Transfer**.
3. The "Transfer the call" window will open.
4. In the **Invite someone or dial a number** field, begin typing the name of the person you're transferring the call to, and select their **name** from the dropdown menu.
5. Click **Transfer** to transfer the call.



## NEED HELP?

Find all KSU technology documentation, request 1:1 or group training, or get further assistance at [service.kennesaw.edu/technology](https://service.kennesaw.edu/technology).



[kennesaw.edu/uits](https://kennesaw.edu/uits)



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