

## Teams Voice FAQ

**1. What is Microsoft Teams Voice?** Microsoft Teams Voice is a feature within Microsoft Teams that allows users to make and receive phone calls using the Teams app. It integrates traditional telephony features with Teams collaboration tools, enabling users to stay connected through voice calls from anywhere.

**2. Why are we moving to Teams Voice?** By adopting Microsoft Teams Voice for staff, Humber can leverage a modern, integrated communication solution that enhances collaboration, reduces costs, improves flexibility, and provides advanced features to support staff members in their daily tasks.

### **3. How do I make a call via Teams Voice?**

- Open Microsoft Teams
- Navigate to the Calls Tab
- Initiate a New Call
- Choose/Select the Contact
- Place the Call
- Manage the Call
- End the Call

**4. Where can I find my Teams Voice number?** Not everyone will be assigned a 10-digit number. If you have been assigned one, make sure you're logged into Teams. Next, navigate to the Calls section on the left-side menu. The telephone keypad is displayed. Your Teams Voice Number will be visible right below the Call button.

### **5. Can I configure my own custom voicemail? If so, how?**

- Open Microsoft Teams
- Click on your profile picture or initials at the top right corner
- Select "Settings" from the dropdown menu in the Settings menu
- Choose "Calls" from the sidebar under "Voicemail"
- Click on "Change greeting"
- Select "Record a greeting" and follow the prompts to record your custom voicemail message
- After recording, click "Save" to set your custom voicemail greeting

**6. Can I make calls to individuals who may not have a Teams number?** Yes! You can make a call to anyone, even 1-800 numbers. For more on international calling, see #15.

**7. How do I use the number pad to interact with a telephone menu?** To input numerical answers on a telephone call (i.e. press 1 for English), you will need to use the number pad in the telephone window, NOT the number pad in the Teams window, where you originally entered the telephone number.

**8. Where can I find additional information on Teams Voice?** For more detailed information about Microsoft Teams Voice, including setup guides, feature

documentation, and troubleshooting tips, users can refer to the official Microsoft documentation or reach out to the IT Support Centre for assistance.

**9. Are my calls being monitored?** No!

**10. Are there advanced functions to Teams Voice?** Yes. For the most up-to-date support, visit the [Microsoft Support website](#).

**11. If I leave Humber, do I get to keep my 10-digit number?** No, Microsoft Teams Voice is for active Humber employees.

**12. What is the difference between Teams Voice and VOIP?** Microsoft Teams Voice is a specific implementation of VOIP technology within the Microsoft Teams collaboration platform, providing integrated voice calling capabilities alongside other collaboration features. VOIP, on the other hand, refers to a broader category of technology that encompasses various methods for transmitting voice over the internet.

**13. Do we still have a desk alert key?** There is no dedicated alert key, but if you do not have a desk phone, to get in touch with public safety you can still enter 4000 or 8500 from Teams. You can enter 911 from Teams.

**14. What will happen to my 4-digit or 5-digit Humber extension?** Existing 4-digit or 5-digit Humber extensions will be phased out starting early Fall 2024.

**15. Is Teams Voice available internationally?** Yes, Teams Voice is available internationally but will only be issued to staff with a business need. Local (416, 647, 437, 942, 289, 365, 742, 905), national, and international calls are supported.

**16. How secure is Teams Voice?** Teams Voice is built on the same secure infrastructure as Microsoft Teams, which adheres to industry-leading security and compliance standards. Calls are encrypted to protect sensitive information and ensure privacy.

**17. Can I use Teams Voice on mobile devices?** Yes, Teams Voice is fully functional on mobile devices through the Teams mobile app. Users can make and receive calls, access voicemail, and manage their Voice settings directly from their smartphones or tablets.