

Teams Voice

Quick Reference Guide

Introduction

Microsoft Teams Voice is a comprehensive communication solution offered by Microsoft within its popular collaboration platform, Microsoft Teams. It seamlessly integrates voice communication capabilities, enabling users to make and receive calls directly from within the Teams interface. With features like call forwarding, voicemail, and call history, Teams Voice streamlines communication and enhances. Leveraging the power of Microsoft's cloud infrastructure, Teams Voice provides reliable and high-quality audio connections, whether users are connecting via desktop or mobile devices. Additionally, Teams Voice offers advanced features such as call recording, transcription, and integration with other Microsoft 365 applications, making it a versatile tool for modern workplaces seeking unified communication solutions.

Make a Call

Using the Dial Pad

The dial pad can be used to dial someone who is outside of the Humber community.

1. Navigate to the **Call** icon on the left-hand menu.
2. Use the dial pad to type the number you wish to call.
3. Click the rectangular **Call** button located below the dial pad.

Using Your Contacts

The contacts section is shared with Outlook. You can add a contact in Teams or within Outlook.

1. Navigate to the **Call** icon on the left-hand menu.
2. Click on the **View contacts** button, usually located in the top-right corner.
3. Choose the contact you wish to call. You can use the **Find a contact** to search for a contact. When your contact is displayed, use the top portion of the page to start an audio or video call, using the icons.

Using Call History

By default, when you click on the **Call** icon, your Call History will appear.

1. Navigate to the **Call** icon on the left-hand menu.
2. Click on the **History** menu to display your call history if it is not already showing.
3. Choose the contact from your call history you wish to call again. A call button displays when you hover over the contact. Simply click the **call** button. Alternatively, you can click on the ellipsis (...) to call, or to view other options.

Answer a Call

When someone calls you, you will get a notification in the corner of your screen that lets you accept or decline the call.

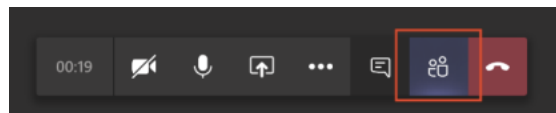


1. Select the Video icon to accept the call and enable video as well.
2. Select the Phone icon to accept the call as audio only.
3. Select the Hang up icon to decline the call.

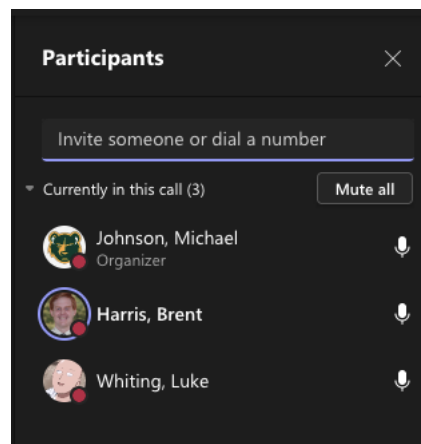
Add a Participant to the Call

If you are already on a call, you might want to add someone new to the call and create a group call. Multi-party calling is allowed and can have up to 50 participants.

1. To add someone new to a call, select the **Show participants** icon in the call controls.

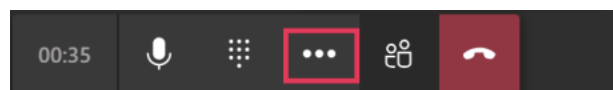


2. Type the name or phone number of the person you want to add in the search box and hit enter. This will add them into the call.

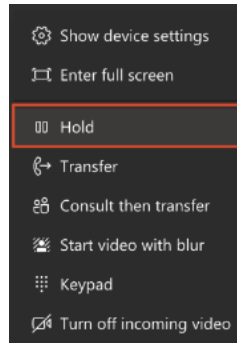


Put a Call on Hold

1. Click on the ellipsis (...) in your call window to view **Settings and more**.



2. Select **Hold**. Everyone in the call will be notified that they have been put on hold, and you can continue your call by clicking **Resume**.

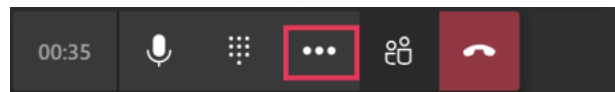


People on hold (including you) will not be able to see or hear anyone else on the call. Screen sharing is suspended too. Everything will return to normal once you resume the call.

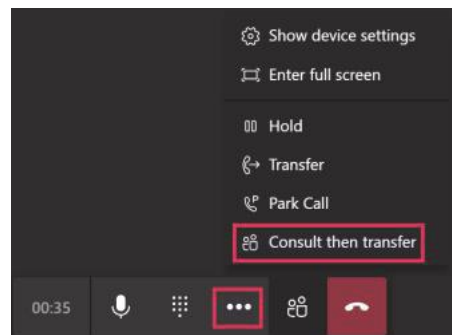
Transfer a Call

Warm Transfer

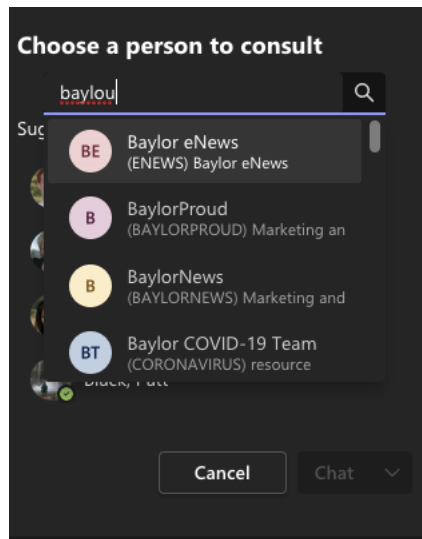
Warm transfer allows the person to consult with the person prior to transferring the call. Click on the ellipsis (...) in your call window to view **Settings and more**.



1. Select **Consult then transfer** in the drop down menu.



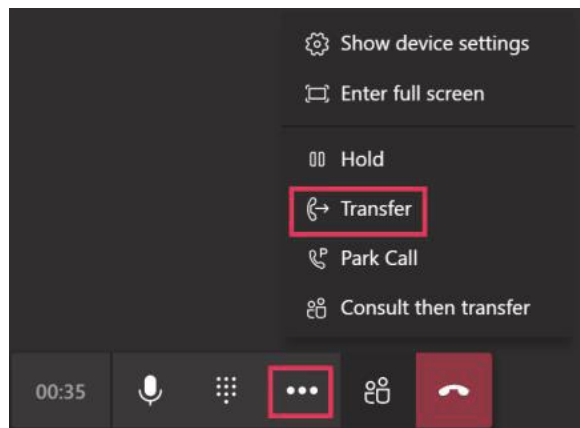
2. Type the name of the person you wish to transfer the call to and select them. To finish, select **Consult**.



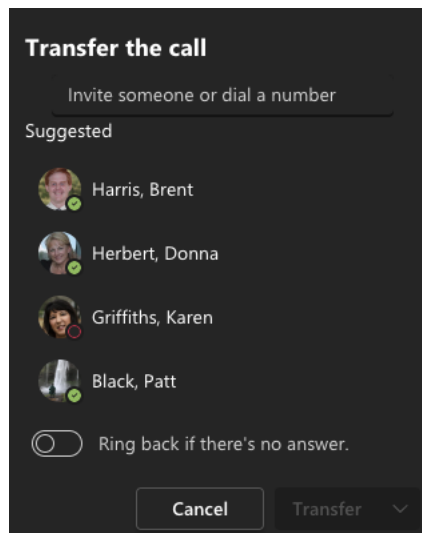
Direct Transfer

Direct transfer allows the person to simply transfer the call without prior consultation to the person the call is being transferred to. Begin by clicking on the ellipsis (...) in your call window to view **Settings and more**.

1. Select **Transfer** in the drop down menu.



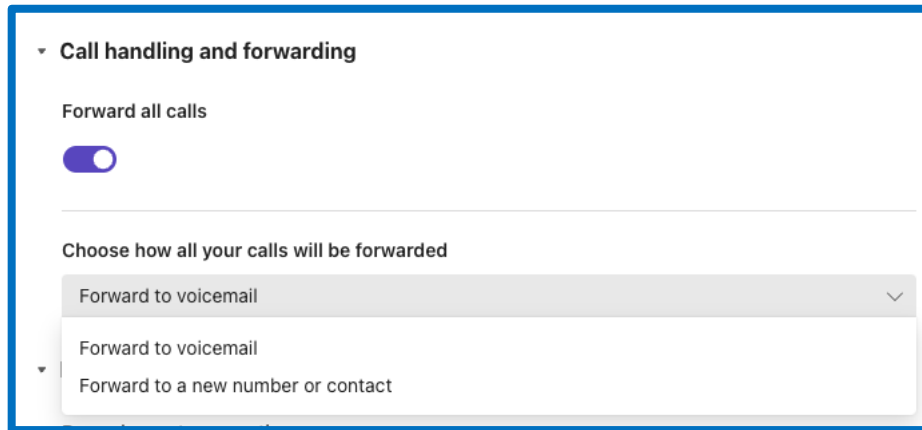
1. Type or select the name of the person you wish to transfer the call to and select them. To finish, select **Transfer**.



Call Handling and Forwarding

There are many ways to arrange how your calls are handled. To configure your call settings, including managing your voicemail recording:

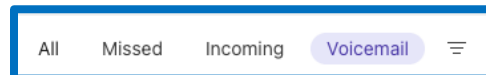
1. Click on the ellipsis (...) in your call window to view **Settings and more**.
2. Choose **Calls** from the left side menu.
3. Configure how you want your calls to be handled and forwarded.



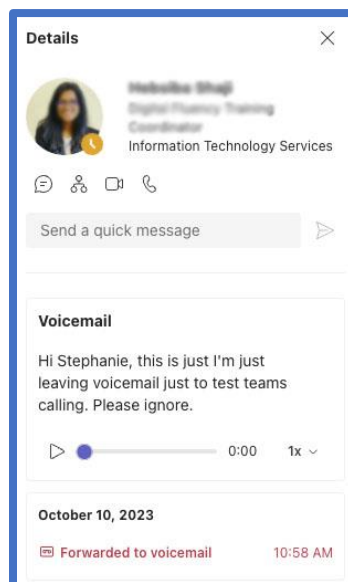
Check your Voicemail

To listen to your voicemail, click on the **Calls** icon on the far left menu. By default, all your call history will be displayed under the **All** category.

1. Click on the **Voicemail** category to show your messages.

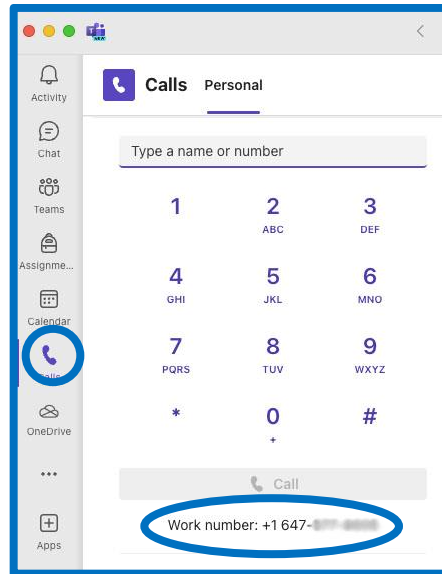


2. Choose the message and in the right panel you can see both the transcript of the message, or a **Play** button, to listen to the recording.



Find your Teams Voice Number

Most staff and faculty will not need to have a dedicated 10-digit telephone number assigned to them, but if you have requested and been provisioned with one because of a business need, you can locate your number this way. Make sure you're logged into Teams. Next, navigate to the Calls section on the left-side menu. Once there, you'll see a telephone keypad. Your Teams Voice Number will be visible right below the Call button.



Help & Support

If you have any questions or concerns you can fill out the [Teams Voice eForm](https://humbercollege.formstack.com/forms/teams_voice) (https://humbercollege.formstack.com/forms/teams_voice) to report issues/concerns you may encounter during the transition to Teams Voice. The form can also be used to request a 10-digit telephone number, if you have a business need.

You can also contact the I.T. Support Centre if you experience any issues.

Phone: 1 (416) 675-6622 ext. 8888

Web Chat: <https://humber.ca/techtalk>

Campus Location: I.T Support Centre – R140 (Lakeshore) or Tech Zone – H109 (North) – 5th floor (IGS)