



## Microsoft Teams - Phone Reference Guide

### Downloading Microsoft Teams on Windows Device:

1. Open your web browser and go to:

#### Microsoft Teams Download

2. Click on the button to download Microsoft Teams for Windows.
3. Once the download is complete, open the installer file and follow the on-screen instructions to install Microsoft Teams.
4. After installation, open the Teams app and sign in with your **FAU email**.

You can also download Microsoft Teams directly from the **Microsoft Store** on Windows. Here's how:

1. Open the **Microsoft Store** on your Windows computer.
2. In the search bar, type "**Microsoft Teams**" and press **Enter**.
3. Find the Microsoft Teams app in the search results and click on it.
4. Click the **Get** button to download and install the app.

### Downloading Microsoft Teams on Andriod:

1. On your Android device, open the **Google Play Store**.
2. Type "**Microsoft Teams**" in the search bar.
3. Tap on the **Microsoft Teams** app from the search results and then tap **Install** to download and install it.
4. Once installed, open the app and sign in with your **FAU email**.

### Signing in to Windows Desktop App:

On a **Windows device**, select the Start menu or use the search bar on your task bar to search for Microsoft Teams and open the app.

- Sign in with your **FAU email**.
- When prompted to SSO, sign in with your **FAU username and password**.
- When prompted to the **Duo authentication** request, you can authenticate by:
  - Approving the Duo Push notification on your Duo mobile app.
  - Entering the passcode generated by the Duo mobile app.

### Signing in on Andriod Mobile App:

On both **Android** and **iPhone** devices to sign into the mobile app:

1. Launch the **Teams app** on your device.
2. Click the **Sign in** button.
3. Enter your **FAU email address (work or school)**.
4. When prompted to SSO, sign in with your FAU username and password.
5. When prompted to the Duo authentication request, you can authenticate by:
  - Approving the Duo Push notification on your Duo mobile app.
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### Downloading Microsoft Teams on Mac Device:

1. On your web browser, navigate to the **Microsoft Teams Download** page and click **Download Teams**.
2. Open the downloaded **.pkg file** to start the installation.
3. Follow the on-screen instructions: Click **Continue** and then **Install**.
4. Enter your computer password when prompted, then click **Install Software**.
5. Once the installation is complete, click **Close** and then **Move to Trash** to remove the installer.
6. Open Microsoft Teams from your **Applications** folder and sign in with your **FAU credentials**.

Alternatively, you can download Microsoft Teams directly from the Mac App Store.

This app is available only on the App Store for iPhone, iPad, and Apple Vision Pro.



### Downloading Microsoft Teams on iPhone:

1. On your iPhone, open the **App Store**.
2. Type "**Microsoft Teams**" in the search bar.
3. Tap on the **Microsoft Teams app** from the search results and then tap **Get** to download and install it.
4. Once installed, open the app and sign in with your **FAU credentials**.

### Signing in to Mac Desktop App:

On **Mac**, open the **Applications** folder and select **Microsoft Teams** to open the app.

- Sign in with your **FAU credentials**.
- When prompted to SSO, sign in with your **FAU username and password**.
- When prompted to the **Duo authentication** request, you can authenticate by:
  - Approving the Duo Push notification on your Duo mobile app.
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### Signing in on iPhone Mobile App:

On both **Android** and **iPhone** devices to sign into the mobile app:





1. Launch the **Teams app** on your device.
2. Click the **Sign in** button.
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4. When prompted to SSO, sign in with your FAU username and password.
5. When prompted to the Duo authentication request, you can authenticate by:
  - Approving the Duo Push notification on your Duo mobile app.
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## How to place a call on Teams?

There are multiple ways to make a call on Teams!

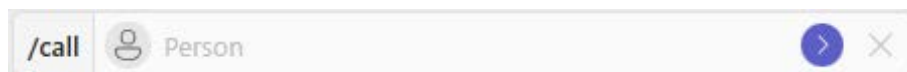
### By Contacts or Call History:

- In the **Calls** menu, find the person or phone number you want to call. Hover over the name/number and click the  **Call** button next to their name.
- In the **People** menu, you will find all the people you save as contacts. Here you can hover over the users name to see the **Audio call** , **Video call** , and **Chat**  options.



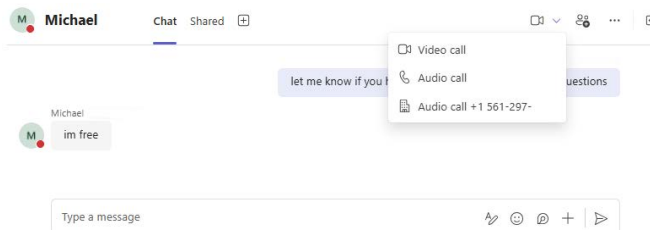
### Using Commands:

- Type **/call** in the search bar at the top of Teams and click **Enter**.
- Enter the name or number of the person you want to call and press **Enter**.



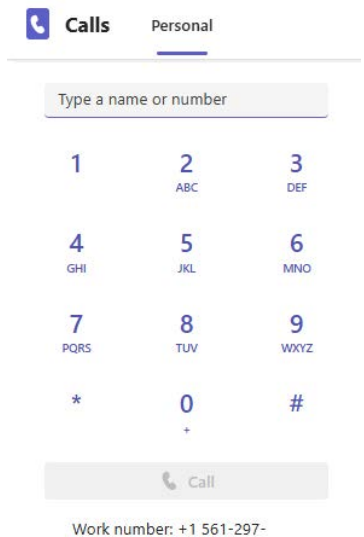
### From the Chat:

- Open a chat with the person you want to call.
- Click on the **Video call** or **Audio call** button in the upper-right corner of the chat window.



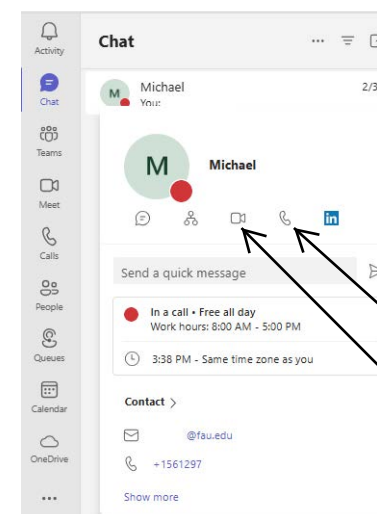
### With the Dial Pad:

- In the **Calls** menu, the dial pad can be used like a typical phone.
- Make a call by typing the name or the phone number of the individual you wish to call.



### From Profile Picture:

- In Teams, hover over someone's profile picture and click the **Audio** or **Video** call icon that appears.



Audio call icon

Video call icon



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### How to Use Call Controls?



#### Hold a Call:



1. During a call, on the call menu bar at the top of the screen, click on **Hold** to place a call on hold.
  - Everyone on the call will be notified that they've been put on hold, the standard FAU hold audio will begin to play.
  - They won't be able to see or hear anyone else on the call while on hold. Screen sharing will also be paused.
2. To resume the call, click **Resume**.

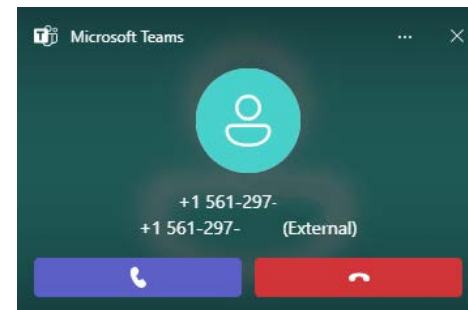
#### Transfer a Call:

1. Click on the **Transfer** button in the call menu bar on the top of the screen.
2. Click **Transfer** again to directly transfer the call or click **Consult then Transfer** to consult the recipient before transferring.
3. Type the name of the person you want to transfer the call to and select them from the list.
4. Toggle on the 'Ring back if there's no answer' option if you would like the call returned to you if there is no answer.
5. Click **Transfer** to complete the process.

### How to Answer a Call Using Teams?

When someone calls you, you will receive a notification that lets you **Accept** or **Decline** the call.

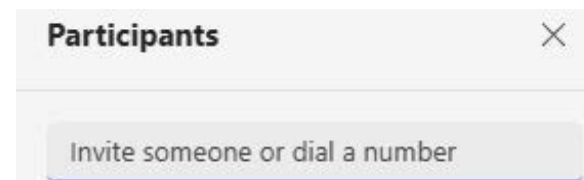
1. Click **Accept**  to answer with audio only.
2. Click **Decline**  and the call will be sent to your voicemail.



### Add Someone to a Call:



1. In the top menu bar, click on **People**.
2. Type the name or number of the person you want to call.
3. Once their name or number is selected, the user will be called.



If you're calling someone external to FAU, they will receive a call from a toll-free conference number to join the call.

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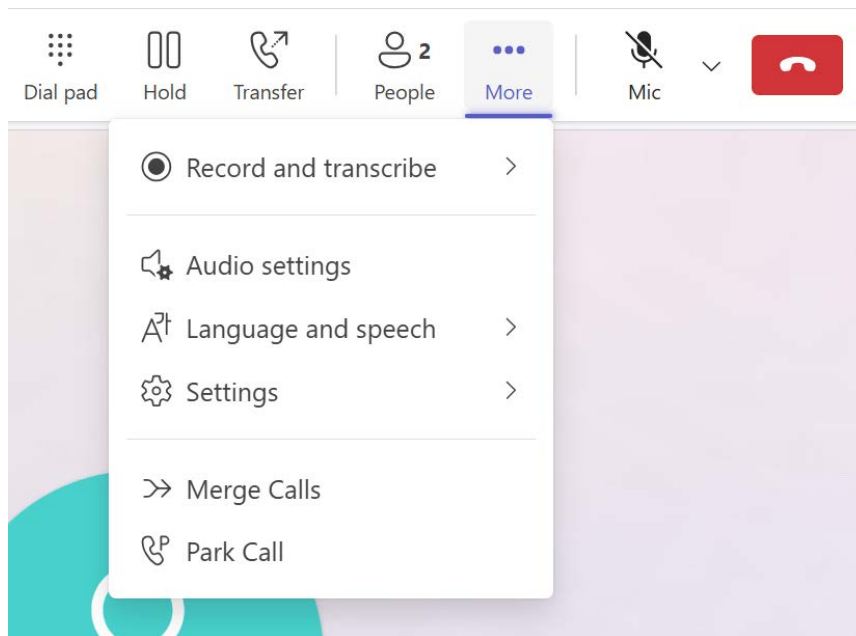
### How to Use Call Controls?

#### Merge a Call:

1. While you're on a call, select **Hold** to put the current call on hold.



2. After putting the first call on hold, make a new call by opening up the regular Teams menu and clicking the **Calls** tab on the left menu. Use the dial pad or search for a person by name to call.
3. Once the second call connects, go to the call controls and click on **More**.
4. Select **Merge Calls** to combine the two calls into one. This will merge both calls, allowing you to have a group conversation.



### Choose a call to merge




Cancel

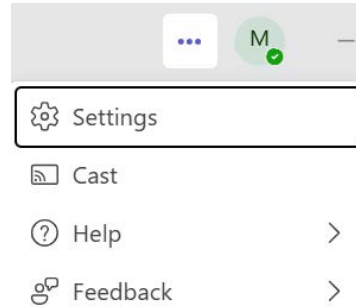
Merge



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### Call Handling and Forwarding:

1. Next to your profile photo, in the top right corner of Teams click the **three dots** and then select **Settings**.
2. Click the **Calls** menu on the right side.
3. Under **Call handling and forwarding**
4. Toggle on **Forward all calls** 
5. You can choose to forward your calls to voicemail, a contact, or a new phone number.



#### Choose how all your calls will be forwarded

Forward to a new number or contact

Forward to voicemail

✓ Forward to a new number or contact

You can also redirect missed calls to a voicemail or another number or contact.

#### When you can't answer a call

Redirect to a new number or contact

Type a name or number

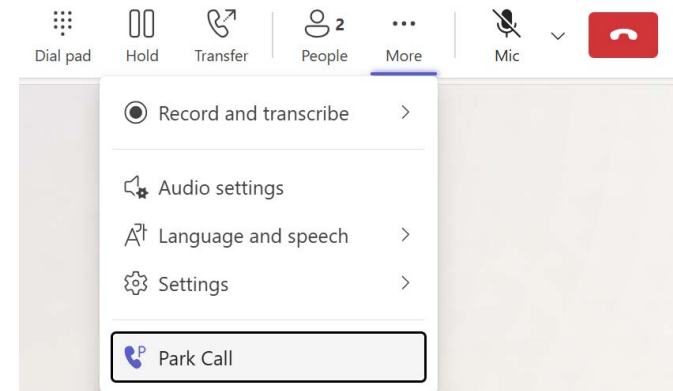
#### Ring for this many seconds before redirecting

20 seconds (default)

### BSd 5S^

#### To Put a Call on Park:

1. While you're on a call, click **More** in the top call menu.
2. Choose the **Call park** option from the menu.
3. **Receive a Code:** Teams will generate a unique code for the parked call. Make a note of this code.



#### To Retrieve a Parked Call:

1. To retrieve the parked call, go to the **Calls** tab in Teams.
2. Select **Parked calls**, enter the code and click **Pick up**.
3. If no one picks up the parked call within 5 minutes, it will ring again.

#### Pick up a parked call

Enter park code

Cancel

Pick up

If you don't see the call park option, you might need to contact your IT admin to enable it for your account.




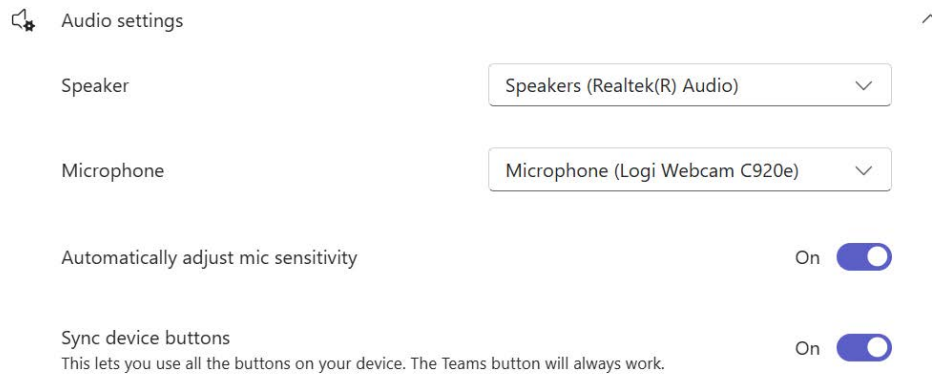


## Microsoft Teams - Phone Reference Guide

### Set Up Your Audio Device:

#### Manage Audio Settings:

- Sign in to **Teams**.
- Tap on your profile picture and select **Settings**.
- In the **Settings** menu, choose  **Devices**.



**Speaker:** Select your preferred speaker from the drop down menu.

**Microphone:** Select your preferred microphone from the drop down menu.

**Test Call:** To ensure your audio devices are working correctly, select the button:



**Make a test call**

### Connecting Bluetooth Audio Devices on Windows and Mac Native Settings:

#### For Windows:

1. Turn on your Bluetooth audio device and put them in pairing mode. This usually involves holding down the power button until you see a flashing light.
2. Open the **Start menu** and go to **Settings**.
3. Select **Bluetooth & devices**.
4. Turn on **Bluetooth** if it's not already on.
5. Click **Add device** then select the kind of device you want to add.
6. Choose your audio device from the list of available devices.
7. Follow any additional on-screen instructions to complete the pairing process.

#### For Mac:


1. Turn on your Bluetooth audio device and put them in pairing mode.
2. Open **System Preferences** from the **Finder** menu.
3. Click on **Bluetooth**.
4. Turn on Bluetooth if it's not already on.
5. Your audio device should appear in the list of available devices. Click **Connect** next to the device.
6. Follow any additional on-screen instructions to complete the pairing process.

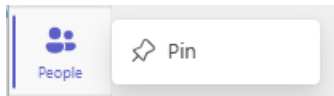


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### How to add contacts?

#### Open the People App:

1. If you don't see the **People** app pinned on the left side of Teams, you can find it through the **Calls** app.
2. In the **Calls** app, select **View contacts**  at the top right. This will open the **People** app.
3. If the **People** app isn't pinned, right-click the app name and select **Pin**.



#### Add a New Contact:

1. In the **People** app, select **Add**  contact at the top.
2. Type the person's name and select them from the drop down list.

#### Add to contacts

Type a name or number

Cancel

Add

3. The **Add** contact box will appear, allowing you to edit their information. When done, select **Save**.

#### Add to contacts

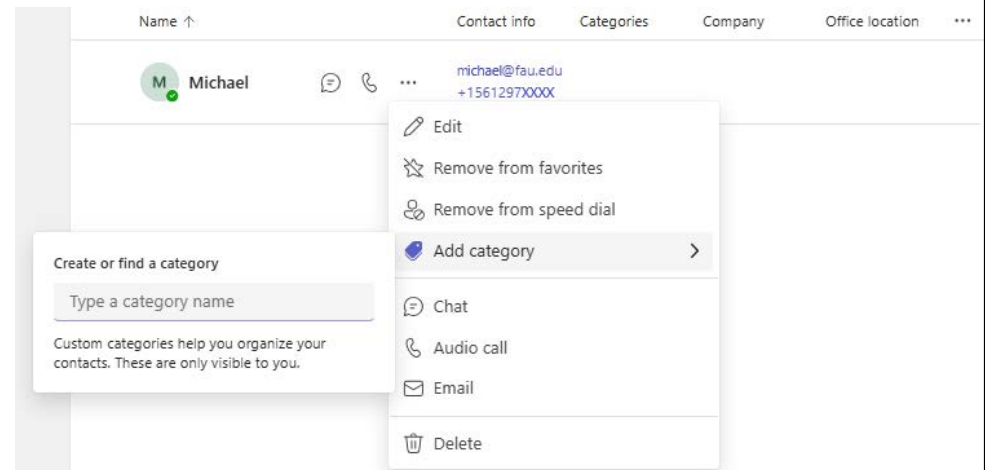
 Michael  
michael@fau.edu

Cancel

Add

### Edit or Categorize Contacts:

1. Highlight the contact's name under **All contacts**.
2. Select **More** (three dots) next to their name.
3. You can add a category to the contact by selecting **Add category**. This allows you to create a category tag or apply an existing one.



### View Contacts:

1. To view your contacts, go to the **People** app.
2. You'll find an A-Z list of all your contacts and a search bar to find someone specific.

#### All contacts

First name Find a contact



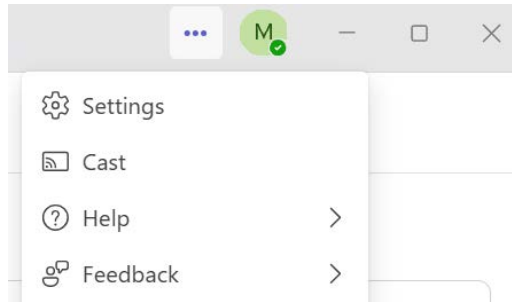


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### How to Create Your Voicemail Greeting?

- To record a personal or out-of-office greeting click on: **Your Profile picture in the top right corner > Settings > Calls > Manage Voicemail > Record a Greeting**

In **Settings > Calls** menu is where you will access most of your call settings including call handling and forwarding, voicemail, call groups, delegates and emergency calling information.



#### ▼ Manage voicemail

Record a custom greeting

Record a greeting

Choose a language for your default greeting

English (United States)

Choose what happens when the call is redirected to voicemail

Choose what happens when the call is redirected to voicemail

Set up text-to-speech customized greeting option ⓘ

Your custom greeting

Type your greeting message here

### Out-of-Office Voicemail Greeting:

- In the **Calls** setting menu, you can select when your out-of-office voicemail greeting should play.
- In the **Your custom greeting** box you can type your out-of-office voicemail greeting message

#### ▼ Manage out-of-office voicemail

When should your greeting play


- ☐ All the time
- ☐ When Outlook automatic replies are on

Your custom greeting

Type your greeting message here

Your out-of-office voicemail greeting will only play if you have automatic replies on.

### To Schedule Out-of-Office and Set Automatic Replies:

- Navigate to **Settings**
- Click  **General**
- Scroll down until you see **Out of office** and click **Schedule**
- Here you can toggle on automatic replies and create your out of office message.



Out of office

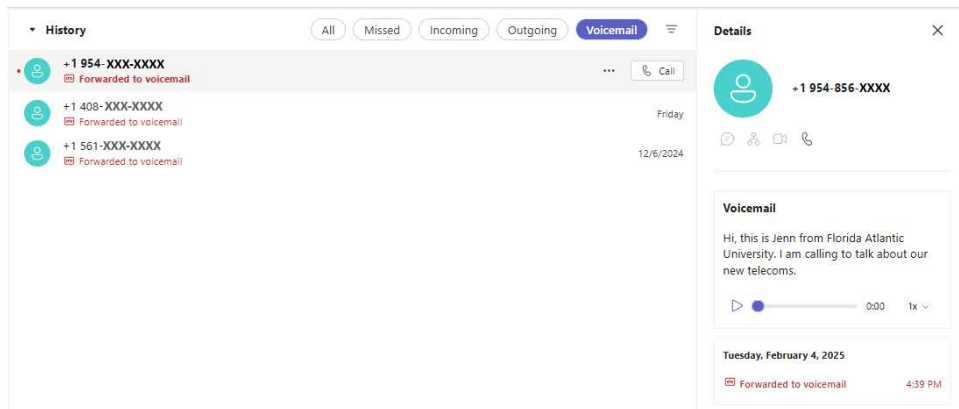
Schedule out of office and set automatic replies

Schedule

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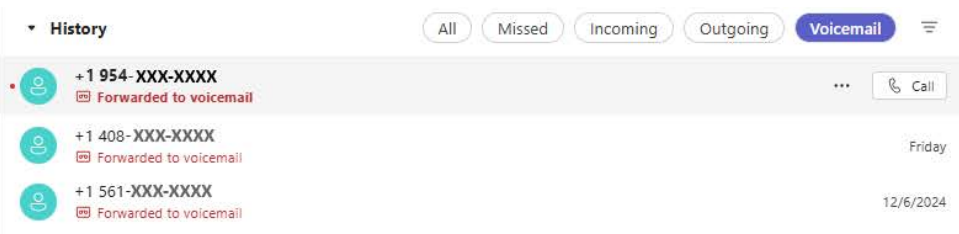
### How to Access Your Voicemail Inbox?

1. To review messages and transcripts, click **Calls**, then select the **Voicemail** tab at the top of the menu.
2. Then you can select the voicemail you wish to view.
3. Once selected the transcript and recording will be available to listen to.



The screenshot shows the Microsoft Teams interface. At the top, there are tabs for 'History', 'All', 'Missed', 'Incoming', 'Outgoing', and 'Voicemail'. The 'Voicemail' tab is selected. Below the tabs, a list of voicemails is shown under the 'History' section. The first voicemail is from '+1 954-XXX-XXXX' and is marked 'Forwarded to voicemail'. To the right, the 'Details' panel for this voicemail is open. It shows a contact card for '+1 954-856-XXXX' and a transcript that reads: 'Hi, this is Jenn from Florida Atlantic University. I am calling to talk about our new telecoms.' Below the transcript is a play button and a progress bar. At the bottom of the details panel, it says 'Tuesday, February 4, 2025' and 'Forwarded to voicemail 4:39 PM'.

Call anyone who has left you a message by hovering over the person or number that called and then click **Call**.



This screenshot shows the 'History' section of the Microsoft Teams Voicemail inbox. It lists three voicemails: one from '+1 954-XXX-XXXX' (Forwarded to voicemail), one from '+1 408-XXX-XXXX' (Forwarded to voicemail), and one from '+1 561-XXX-XXXX' (Forwarded to voicemail). The dates 'Friday' and '12/6/2024' are visible next to the messages.

You will also receive an email copy of the voicemail transcript in you Outlook inbox with an audio MP3 voicemail file attachment.



The screenshot shows an email interface. At the top, it says 'To: Michael' and 'Tue 2/4/25 4:39 PM'. Below this is an attachment named 'audio.mp3' with a size of '34 KB'.

Hi, this is Jenn from Florida Atlantic University. I am calling to talk about our new telecoms.

You received a voice mail from [+1954856XXXX](#)

Thank you for using Transcription! If you don't see a transcript above, it's because the audio quality was not clear enough to transcribe.

[Set Up Voice Mail](#)



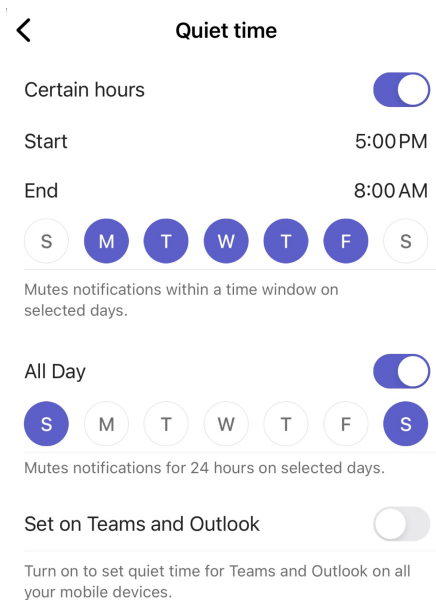
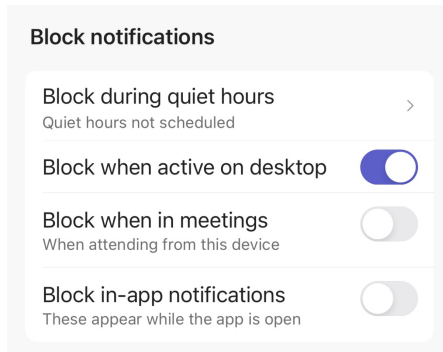
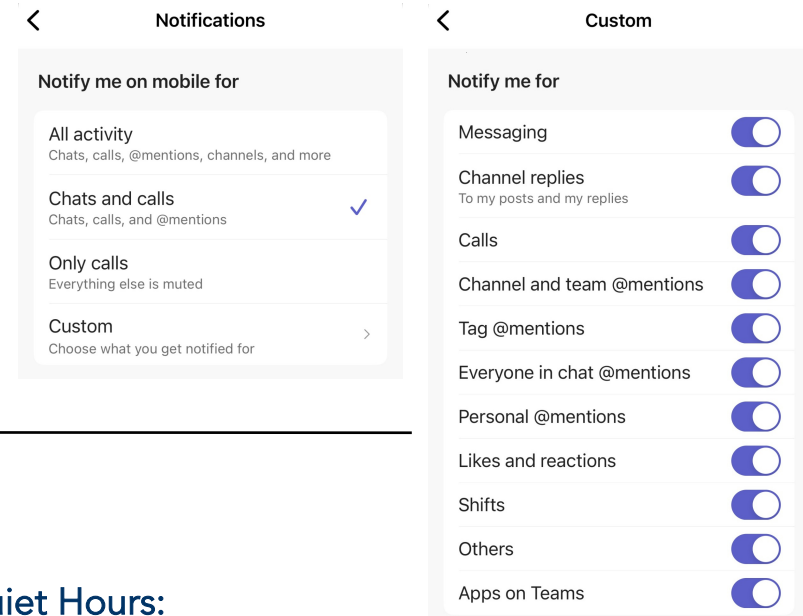
Two buttons are shown: 'Reply' and 'Forward'.



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### How to Personalize Notification Settings on Mobile:

1. Tap on your profile picture in the top left corner.
2. Select **Notifications** from the menu.
3. Under **Notify me** on mobile for, choose how you would like to be notified.
4. Under **Custom**, you can select specific notifications for messages, tags, calls, or likes and reactions.



### Quiet Hours:

1. Tap on your **profile picture or initials** in the top left corner.
2. Select **Settings** from the menu.
3. Click on **Notifications**.
4. Under **Block notifications**, select **Block during quiet hours**.
5. Turn on the **Certain hours** toggle to set specific times of the day when you want notifications muted.
6. Set the start and end times for your quiet hours.
7. To mute notifications for entire days, turn on the **All Day** toggle and select the days of the week you want notifications muted.



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### Managing Delegates:

1. Within the Teams app, navigate to **Settings** from the **three dot menu** next to your profile picture.
2. In the **Settings** menu, go to the **Calls** tab and scroll down until you see **Manage delegates**.
3. Click **Add a delegate** to add a delegate to receive and make calls on your behalf
4. Type the name of the person you want to add as a delegate and select their name from the list.

#### Manage delegates

Delegates can receive and make calls on your behalf. Once you add a delegate, select them to choose what they can do.

##### Add a delegate

5. Choose the permissions you want to give them (e.g., make calls, receive calls) and click Add.
6. Your delegate will receive a notification about their new status.

##### Add a delegate

##### Your delegates

▼ M Michael



- ☒ Make calls
- ☒ Receive calls
- ☒ Change call and delegate settings
- ☒ Pick up held calls
- ☐ Join active calls

### To Forwarding All Calls to Your Delegates:

1. Go to **Settings > Calls**.
2. Under **Call answering rules**, select **Forward all calls**.
3. In the **Choose how all your calls will be forwarded** drop down menu choose **Forward to delegates** from the options.

#### ▼ Call handling and forwarding

##### Forward all calls



##### Choose how all your calls will be forwarded

Forward to delegates ▼

Forward to voicemail

Forward to a new number or contact

✓ Forward to delegates



## **Microsoft Teams** - *Phone Reference Guide*

### Emergency Location Information:

Microsoft Teams uses location information to enhance emergency calling by providing precise dispatchable locations to emergency services. This ensures that if a Teams user makes an emergency call from their Teams app, their accurate location is sent to the appropriate Public Safety Answering Point (PSAP), whether they are working onsite or remotely.

#### To check your emergency location in Teams:

1. Navigate to the **Calls** tab on the left menu panel.
2. Under your dial pad, in the bottom left corner hover over the listed address.

### ▼ **Emergency calling**

Teams keeps your location up to date in case of an emergency. The address below will be used for emergency services. [Learn More](#)

 777 Glades Road, Building 22 1st Floor, Boca Raton, FL 33431, US

We strive to ensure all location data is accurate. If you notice any incorrect locations, please inform us so we can make the necessary corrections. You can inform us by calling the **help desk at (561) 297-3999** or submit a ticket request [here](#).