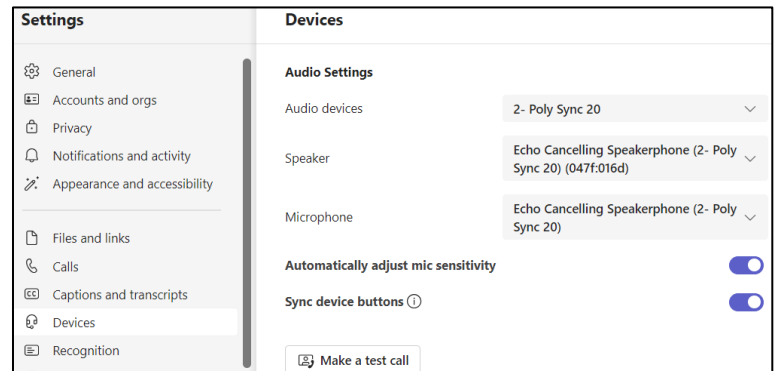
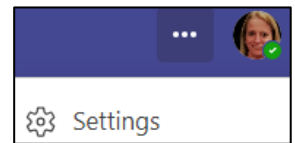


You can set up Microsoft Teams for Calling to work for you by navigating through all the options within **Settings**.

Devices

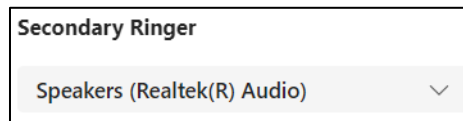
SETUP YOUR DEVICES

1. Click **Settings and more** *** next to your profile picture.
2. Click **Settings**.
3. Select **Devices** from the left side panel.
 - Change your Speaker and Microphone if needed.
4. Ensure **Automatically adjust mic sensitivity** is on.
5. **Make a test call** to ensure your devices are set up properly.



Tips:

- Toggle **Noise suppression** on if you're in a loud environment.
- If you are using a headset you may want to use **Secondary ringer** to set your computer speakers to ring for incoming calls. If you aren't wearing your headset, you'll still hear it.



Call Settings

CALL HANDLING AND FORWARDING

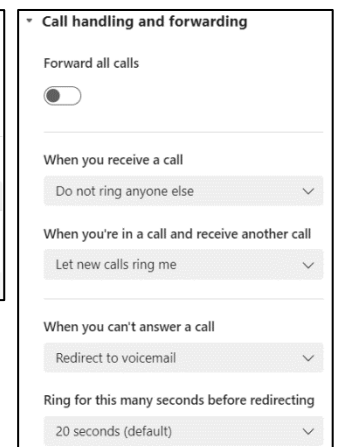
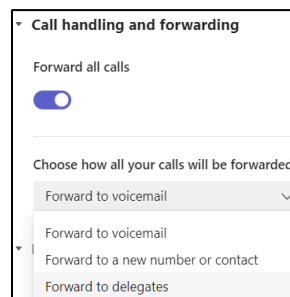
Open **Settings** (see above) and select **Calls** from the left side panel to manage the following:

FORWARDING

- Toggle on **Forward all calls**.
 - **Choose from the following:** Forward to voicemail, Forward to a new number or contact, Forward to delegates (if applicable).


CALL HANDLING

- Toggle off **Forward all calls**.
- **When you receive a call:** Choose from - Do not ring anyone else | Also ring a new number or contact | Also ring delegates (if applicable)
- **When you can't answer a call:** Choose from - Do not redirect calls | Redirect to voicemail | Redirect to a new number or contact | Redirect to delegates (if applicable)
- **Ring for this many seconds before redirecting:** Choose from 10 – 60 seconds



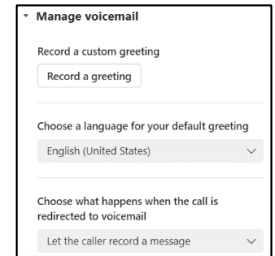
RINGTONES

Choose a ringtone for incoming calls:

Calls for you | Forwarded calls | Delegated calls. Click on the **Preview ringtone** icon  to play and then choose your ringtone for each.

SETUP VOICEMAIL

1. Click **Record a greeting**.
 - A call window will appear, follow the prompts to record your standard greeting and your out-of-office greeting.
2. Choose a language for your default greeting.
3. Choose what happens when the call is redirected to voicemail.
 - **Choose from** - Let the caller record a message | Let the caller record a message or be transferred to someone else | Play greeting and end the call | Play greeting then transfer the call to someone else
4. Under **Setup Text-to-speech customized greeting option**, if desired – instead of recording your message (see above) enter your custom greeting in the field provided. *Tip: Call your voicemail to ensure pronunciation is correct.*
5. Under **Manage out-of-office voicemail**, click on the drop-down, then choose when you want your custom out-of-office greeting to play.

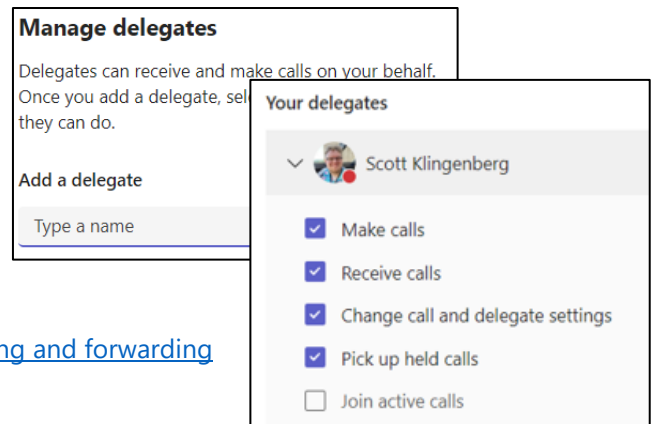


Boss/Admin - Delegation

As a boss, you can pick someone in Teams to be your **delegate**, enabling them to make and receive calls and more on your behalf.

SETUP DELEGATES

1. Go to **Settings | Calls**, scroll down to **Manage delegates**, and select **Add a delegate**.
2. Type the person's name in the **Add a delegate** field. *Your delegate will automatically receive a notification about their new status.*
3. Select the permissions you want to give them.

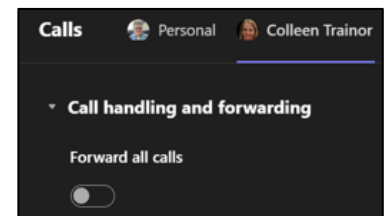


Tip: The Delegate will now appear as an option for your [Call handling and forwarding](#) settings.

CHANGE YOUR BOSS'S CALL AND DELEGATE SETTING

As a delegate, if given permission, you can view or change call and delegate settings on behalf of your boss

- Go to **Settings | Calls**, click on the **Boss's name** next to Personal at the top to Manage Call Handling and Forwarding, Call Groups, and Delegates.



MAKE OR RECEIVE A CALL AS A DELEGATE

1. Click **Calls** from the left side panel.
2. Under the dial pad, click on the **drop-down arrow** next to Call.
3. Choose who you want to call on behalf of.

Tip: You can also click on their name next to the Personal tab at the top to see who they are speaking to, pick up held calls, view call history, and more.

