

Unified Communications

@WAYNE STATE

Microsoft Teams



Teams is a collaboration application included in Wayne State's campus-wide Microsoft 365 license. It includes the Calls feature, which can be used to make and receive both voice and video calls, and can be integrated with a phone number for external calls.

Features

- Work seamlessly across all computers and mobile devices when logged in to your Teams account
- Make and receive voice and video calls with other Wayne State users
- Make and receive external phone calls with a Wayne State telephone number
- Voicemail transcripts
- Custom quiet hours and/or days
- Status options to automatically route calls to voicemail and avoid interruptions when presenting or busy
- Spam identification

Calls



Make a call

- In Teams, select **Calls**.
- Type a name or number on the dial pad, and select **Call** when you're ready.

Review and filter your calls

- Use **History** to review all your calls.
- Select **Filter > More options** to sort calls.
- You can also search and filter calls by name or number in your **History**.

Speed dial



Manage your speed dial group

Speed dial groups show numbers you can quickly call.

- To add a contact to Speed dial, select **Add to speed dial**.
- Type a name, choose the correct contact, and select **Add**.
- Hover over a contact's speed dial card to start an audio or video call.

Voicemail



Play a voicemail

- Choose a voicemail to listen to and select **Play**.
- Read a voicemail transcript in the **Details** pane if one's available.

Notifications



Manage call notifications

- If you belong to a call group, select the **Call group menu** to manage your call notifications.
- To change your call forwarding, select the **Forwarding menu**, choose an option, or select **More Settings**.
- To manage your audio devices, select the **Audio Devices menu**, choose an option, or select **Device settings**.



Video

Scan code or go to go.wayne.edu/calls to learn more

