



## TEAMS CALLING TRAINING

Our training is designed for users of Teams Calling.

We cover the calling functions that users will use on a day to day basis with additional helpful features and setups, this way ensuring full understanding of the calling aspect of Teams.

### MICROSOFT TEAMS CALLING LESSON PLAN - 45 MINS

- Finding your Number
- Initiating a call
  - Using the Dialpad
  - Calling from Speed Dial
  - Calling a Contact
  - Calling from History
- Answering a call
- Call Controls
  - Mute
  - Keypad
  - Hold a call
  - Transferring a call
  - Park & pick up a call
  - Show device settings
  - Hang up a call
- Manage your Call Settings
  - Add & remove Delegates
  - Change your Audio & Video settings
  - Make a Test Call
- Set your Call Answering Rules
  - Setup Call Forwarding to Call Group
  - Setup Also Ring to Call Group
- Voicemail Settings
  - Record Greeting
  - Call Answer Rules
  - Default Greeting Language
  - Text-to-speech voicemail greeting
- Ringtones
- Turn on Text Telephone (TTY)
- Manage Blocked Numbers
- Speed Dial
  - Add & remove a Speed Dial
  - Add & remove a Group
- Contacts
  - Add & remove a Contact
- Call History
- Voicemail
  - Listening to Messages
- Signing out

