

## Q&A and Chat from Teams Calling Webinar from 3/27/2020

### Q&A

#### **What's the difference between headset only and a desk phone?**

- Just two different ways to take and receive calls via Teams
- When using Teams calling, you can answer calls anywhere you are logged on to Teams.

#### **Are there going to be job aids created that discuss the new phone procedures of Microsoft Teams? Like how to call off campus, other phones, etc?**

- These will be covered in this webinar today.

#### **is this a replacement for Zoom meetings?**

- Not a replacement - another option
- It is an additional option. This is a replacement for your desk phone.

#### **Does this reduce our phone charges?**

- not at this time

#### **What I mean is are there going to be resources posted on the SIUE ITS or somewhere that have job aids that review all this information following the webinar?**

- There are already articles in our SIUE knowledgebase at <https://kb.siue.edu>. We will add more as needed.

#### **Can our department solely have Microsoft Teams as their phone option instead of our desk phones?**

- yes

#### **So If the internet goes down you have no phone.**

- Teams relies on the Internet which is also the case for most modern business phone systems

#### **In the future, would the desk phone be able to be used in conjunction with the Teams call option? Or would the desk phone have to replace the Teams function?**

- once your phone number/line is moved to Teams, there are Teams-specific desk phones that are an option

**What are the advantages/disadvantages to using the many-to-many call in Teams for your daily meeting over using a Zoom meeting?**

- If you are already using Teams for other collaboration it just keeps everything together. Teams also integrates better with your Outlook and Office 365.
- Teams has additional collaboration tools - like meeting features that might be helpful. Zoom might be easier if you are including others outside of SIUE

**When you call Dan does it call his teams or his office phone? if co-workers are not using teams as their phone would you need to dial their office phone number?**

- This question has been answered live
- It will call both, since Dan is already using Teams calling. Yes you will still dial the 4 digit extension to reach Teams calling and non Teams calling users.
- A teams phone works just like a regular phone. It provides an additional method to answer calls. So when a person calls Dan's phone number, it rings his teams phone and teams apps. If co workers do not transition to teams, you will still be able to call the phone number.

**When we call out, what shows up on the other person's caller ID? Will they know it's a local number - does it change?**

- When you call another user that is using Teams your full name / username will display. When calling non-teams numbers the phone numbers will display
- The current phone behavior does not change. The caller ID that shows today will show when you move to Teams calling.

**I don't have a dial pad.**

- The dial pad does not show until your phone line/number has been moved to Teams

**how did you get that key pad?**

- The dial pad does not show until your phone line/number has been moved to Teams

**Hello, You sound great! However, I have noticed that when I speak with others on Teams, it cuts out like a cell phone call. Is there a way to eliminate this? Thank you**

- This will depend on the Internet connectivity between you and the other person. It does sound a little different than a traditional land-line call. Sometimes it can sound better.
- Please report this to ITS. We will investigate the problem and troubleshoot.

**Also, I work in the Bursar's Office and we have an ACD (automated call distributor) line. Will Teams be able to handle this? Thank you!**

- There are options - this webinar is not focused on these advanced issues
- Yes, We have options to move ACDs to Teams. We will need to discuss this more to give you a better answer.

**Does this work as well with Macs as with PCs?**

- It is available for Mac, PC, iOS (iphone/ipad) and Android.
- Yes. It works well on both platforms as well as iOS and Android devices.

**I transitioned my phone to teams while working remotely. When we return to the office, can I transition back to a desk phone?**

- We can provide a Teams-based desk phone for you when you return to campus

**Does the Teams phone allow for more than one line? (For example, on the phone with on person, put them on hold, to call another)?**

- Yes it has multiple call support just like your current desk phone.

**Will there be "2"lines like our current desk phones? So what happens if you are on the call are you notified of a 2nd incoming call?**

- Yes it has multiple call support just like your current desk phone.

**How does this work for transferring calls to another extension? We have a main number and then staff at various extensions.**

- You can still transfer calls with the 4 digit extension like today.

**I don't know my access code. Can I reset it in Teams?**

- No you will need to contact ITS help desk to request your PBN reset.

**How did Teresa get to the Settings screen for calls that she's on? I'm trying to follow along on my computer too**

- Once your phone line/number has been moved to Teams the calling features become available
- Click on your avatar (picture) in the upper right corner of the Teams app. Then choose setting from the menu that appears.

**Also, when calling out, does the recipient need to have a MS account?**

- No if you dial a phone number.
- When your phone line/number is moved into Teams, the calling feature will let you place calls to phone numbers. Without the calling feature enabled Teams can only place 'calls' to other MS accounts

**Will my office phone number remain the same?**

- Yes

**Does Teams Calls Work with built in speaker and microphone on a laptop, or do we have to use the headset?**

- I have used it both ways. Headset is better quality for the audio, though, and when you're around others, is recommended.

**If you are a delegate for someone and receive a phone call, how is that indicated on that incoming phone (like previously, when someone forwarded their phone to me, the number would pop up letting me know that it was a phone call for that other person)?**

- This question has been answered live
- Yes you will see a notification that the call is on behalf of the delegate

**Ok, when will that happen?**

- You will request a change to Teams calling by completing an online form.
- You can request to have your phone number moved to Teams Calling by visiting the SIUE Knowledgebase <https://kb.siue.edu/99644>

**Also, how do I get into settings?**

- This question has been answered live

**Will my phone number have to change if I move office space and I have Teams calling?**

- This question has been answered live
- No

**What do we do with our old desk phone if we don't want it to take up space on our desk? Should they stay within our office or go back to ITS?**

- If your phone number is moved to Teams, ITS will collect your old desk phone

**Can you check someone else's voice mail if they are not in the office?**

- No, the voicemail appears in a single user's email and Teams app.

**When will you start making this transition?**

- This question has been answered live

**OK, got it, so I have to complete the form to transfer my number over. thanks!**

- This question has been answered live

**How long does it take to make the change?**

- This question has been answered live
- It will take about 24 hours for your phone number to be moved to your Teams account.

**What would the department need to do to disconnect the phone lines if we wish to move forward, in the future, with only Microsoft Teams as our call lines?**

- This question has been answered live
- Complete the form, and your phone line will be disconnected as it is moved to Teams. ITS will collect your old desk phones later
- You can request to have your phone number moved to Teams Calling by visiting the SIUE Knowledgebase <https://kb.siue.edu/99644>

**Will this eliminate my desk phone charge for my department?**

- Fiscal Officers have information about our current chargeback model which is in place to help with this transition

**So, can we have both our desk phone and Teams phone calling?**

- When you move to Teams calling we will replace your desk phone, if requested.

**If I have the Teams app on my phone, will I be receiving work calls after hours on my cell phone?**

- You can set do not disturb in teams.
- You will configure your Teams settings to avoid that

**Do I have to use a VPN to answer calls while I am working from home?**

- This question has been answered live
- No you do not and should not use a VPN for using Teams.

**Where will the link to the form be?**

- You can request to have your phone number moved to Teams Calling by visiting the SIUE Knowledgebase <https://kb.siue.edu/99644>

**What is the most common difficulty people have with teams phone so far?**

- This question has been answered live

**So, we have a receptionist that takes and forwards calls how would that work?**

- We have some options not fully presented here for departments that have a “main line”. We can consult with you about this when your department is ready.

**Will we have the capability to pull analytics, such as how many calls were answered by the office?**

- Not currently.

**Compatible on MAC computers?**

- Yes

**The Teams APP often crashes. Any suggestions?**

- Please reach out to ITS at 5500 or [help@siue.edu](mailto:help@siue.edu) and someone will help you.

**It seems when I log into Teams that I am already able to hit "make a call" option and call out to people I have added. Why is this, I haven't done the form or survey yet?**

- With Teams you can always place calls between Teams users (without using telephone numbers). Other calling features become available when your phone number is moved to Teams

**Thank you! It was the one thing I didn't click on :)**

- This question has been answered live

**Can recorded calls be uploaded to Starfish for documentation? How is this done?**

- This question has been answered live

**Where can we go or who should we contact to have a consultation meeting with ITS about main line vs. other department lines?**

- Please fill out the form and we will get in touch with you
- You can request to have your phone number moved to Teams Calling by visiting the SIUE Knowledgebase <https://kb.siue.edu/99644>

**Can you leave a link for the form that you are referring to please?**

- You can request to have your phone number moved to Teams Calling by visiting the SIUE Knowledgebase <https://kb.siue.edu/99644>

**Can outside numbers leave voicemail on Teams?**

- This question has been answered live
- Yes - after your phone number is moved into Teams

**Where will you post the questions and answers?**

- We plan to post a recording and Q/A soon

**If someone leaves our office, do we have them set the phone to forward to someone else until that number is reassigned?**

- This question has been answered live

**What if you don't see a phone icon?**

- This question has been answered live

**Is teams dependent on the internet working?**

- Teams relies on the Internet which is also the case for most modern business phone systems
- But your voicemail will work if you do not have internet.

**So, do you hear your phone ring out loud as a regular phone? In case I'm in the office next to me, I can hear the ring?**

- This question has been answered live
- Teams will ring all logged in devices at the same time. You can choose to answer the call on any device.

**Can one's original greeting on the desk phone transfer to the Teams Phone?**

- This question has been answered live
- No we are using two different systems.

**Is the headset wireless? How far away from your computer can you receive a call?**

- This question has been answered live
- The headsets ITS provides is a wired USB and has about a 5 foot cord. You can purchase a wireless headset if needed.

**Is there a way to have the text-to-voice voicemail message be switched to a male voice? I tried it and it gave no options for this and it was odd to have a female voice for my voicemail message if I used the text-to-speech option.**

- This question has been answered live
- Not at this time.

**Sorry if you already answered this, but if my Teams Calls is transferred to another and the caller leaves a voicemail, where will the voicemail be saved?**

- Voicemail for a Teams calling user will be delivered to their email, and also show in the Teams app

**If I've been using the Teams app already for when I'm not in the office, do I still need to fill out a form, or am I good to go? (I've been using it in conjunction with my office phone - office phone when I'm there and Teams app on my iPhone when I'm not. I just don't remember filling out a form... but it's quite possible I've forgotten!)**

- If you want your SIUE phone number to work in Teams you will need to fill out the form
- If your SIUE phone number has already been moved to Teams, you do not need to do anything more

**If your status is set to Do Not Disturb or your calendar has you set as Out of Office, does it go straight to voicemail?**

- This question has been answered live

## Chat

10:01:46 Good morning!

10:02:02 Good morning. Thank you in advance for doing this.

10:02:14 Thank you all for attending.

10:02:29 Just to check, are you hearing us or are we muted?

10:02:41 All attendees are muted.

10:02:50 We all should be muted

10:02:53 Ok, thanks.

10:02:55 Great! Thanks.

10:03:20 Hi everyone!

10:06:22 I just lost audio

10:11:57 So when outside callers call in they won't ever get a LIVE person? Always a recording?

10:12:49 No the phone will still work the same way it does now. You will just answer the phone call a different way, using the Teams app on your computer or mobile devices.

10:13:14 Thank you Daniel and Kade for answering our questions. We appreciate you

10:19:02 how do you get the key pad?

10:20:06 I typically hear nothing and then I have to type in the code.

10:20:56 even though it's a local call you still have to type a 1 in front of 618?

10:21:31 Julie, I think they are mostly answering questions in the Q&A area, instead of the chat area.

10:23:06 Yes you must dial the full 10 digit phone number just like a cell phone.

10:29:51 Thanks for providing this webinar!

10:30:58 All of our calls now won't be answered by a person anymore?

10:31:37 Will everyone in my office need to make the transition?

10:31:42 Thanks for showing us this new tool.

10:31:46 Go over the setting again.

10:32:00 How to get to settings in Teams app.

10:32:35 Julie, you still answer your phone call.

10:32:48 so, can we move BACK to the desk phone once this is all over?

10:32:49 hank you for all the answers and information! Very helpful!

10:32:50 It's just through the computer instead of a physical phone on the desk.

10:32:58 Thanks for the webinar!

10:33:49 While at work I don't work out of 365, I have a Outlook Icon on my screen that I like so much better than Office 365, I can continue using my Outlook in Dell?

10:34:01 is this compatible on MAC computers?

10:35:09 I am guessing this will not work well with people in rural areas using satellite internet.

10:35:25 The Teams APP often crashes. Any suggestions?

10:35:25 Debbie, I use a Mac almost exclusively. Yes, it's compatible.

10:35:47 Julie can you post your questions in the Q & A section so everyone will get the answers.

10:36:40 I have been using Teams for advising this week and it has worked really well. very smooth transition

10:37:17 Darryl please reach out to ITS at 5500 or [help@siue.edu](mailto:help@siue.edu) and someone will help you.

10:38:22 Martha Teams does use internet to do all functions. If you do not have reliable internet you might have problems using Teams feature.

10:38:58 I'm good now, but in the past I had issues with the satellite internet.  
Thanks.

10:39:56 Recording and Illinois laws??

10:39:59 Thanks for the information!

10:40:19 thanks!

10:42:03 Thanks, Theresa, Dan and Kade!

10:47:58 Thank you for the info

10:48:06 Thank you!