

Microsoft Teams Softphone User Guide



Georgia Gwinnett
COLLEGE

Information Technology

Microsoft Teams Softphone User Guide

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Introduction to Microsoft Teams and Teams Softphone

Microsoft Teams is a unified communication and collaboration platform that combines workplace chat, video meetings, resource management, and file storage.

In addition to chat, web conferencing, and collaboration, Microsoft Teams can also receive standard phone calls and texts through its softphone feature.

A Teams softphone works almost like a standard cell phone. The biggest difference is that the phone or other device that is running the Teams application must be connected to the internet. People who place a call to a softphone have the same experience as if they were calling or texting a standard cell phone. From their perspective they are simply “calling” or “texting” you.

Getting Started with Teams Softphone

Installing Microsoft Teams

The Microsoft Teams app can be installed on a PC, Mac, and both Android and iOS tablets and cell phones. You can use Teams on multiple devices, so it is always available whether you are at your desk or out of the office (as long as your device is connected to the internet).

To install Microsoft Teams, click on the link that describes your device. Follow the instructions for your particular device to complete the installation.

- [PC or Mac](#)
- [Android Devices](#)
- [iOS Devices](#)

Logging in to Microsoft Teams

When you open Microsoft Teams for the first time, you will be asked to login using your GGC user account (GGC ID). Your GGC ID is the same username and password that you would use to login to your computer, your email, and most other services at Georgia Gwinnett College.

Multifactor Authentication (MFA)

Once you have entered your GGC ID, you will most likely be required to verify your identity using multifactor authentication. Multifactor authentication provides an extra level of security for your GGC user account. If you have not yet set up MFA for your user account, follow the instructions on the [GGC Multifactor Authentication](#) page.

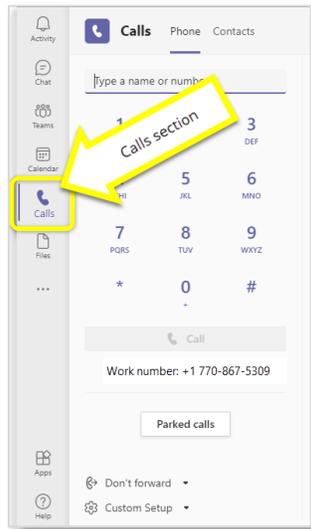
NOTE: It is NOT recommended to use your softphone number for Multifactor Authentication. Using your GGC softphone number as the number that is used in the authentication process can cause a permissions conflict that could prevent you from logging in to your GGC user account.

Determining Your Softphone Number

Most softphone users at GGC will receive a new phone number for their Teams accounts. To see your assigned phone number, follow the instructions below.

- Select the **Calls** button in the Teams menu bar.

The window will display a telephone dialpad along with selections for speed dial and a call history. Your phone number is located directly beneath the dialpad.



Making and Receiving Calls

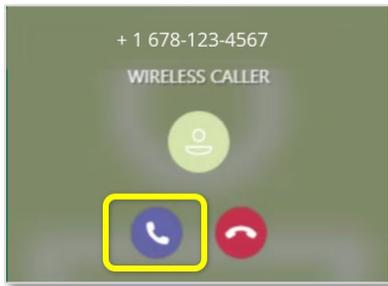
Calls can only be made or received when your device is connected to the internet. Connection options vary with different devices. Use the network, wireless, or data settings on your device to ensure that it is connected.

Receiving Softphone Calls

From a PC or Mac:

NOTE: The Microsoft Teams app must be running on the computer for calls to be received.

- When someone calls your Teams softphone number, a popup notification will appear showing the caller's phone number.
- Click the handset button to answer the call.



From a Tablet or Cell Phone:

NOTE: The Microsoft Teams app must be running on your device for calls to be received, but it does not need to be open.

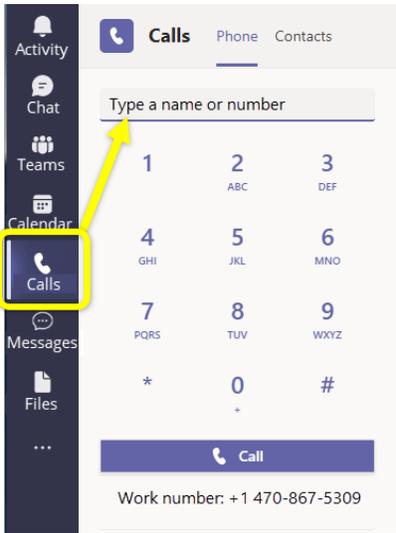
- An incoming softphone call appears as a notification on your device's home screen.
- Tap the notice to answer the call.



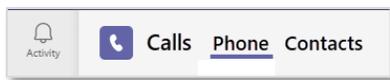
Making a Softphone Call

From a PC or Mac:

- Select the **Calls** button on the Teams menu bar.

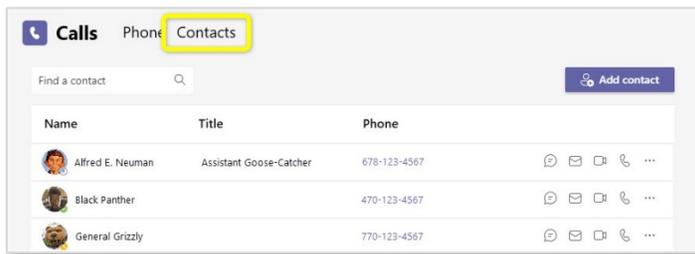


- You can make a call using the dialpad under the **Phone** tab or access a number that is stored on your phone in the **Contacts** tab.



The Phone tab will display a dialpad that can be used to enter a phone number directly. The Phone tab will also display a call History that can be used to contact previous callers. If a previous caller left you a voicemail, it will be indicated next to the caller's name in the History list.

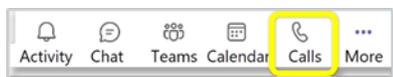
The Contacts tab will display a list of saved contacts



Click the phone icon on the appropriate contact to begin a call.

From a Tablet or Cell Phone:

- Open the mobile app and tap the Calls button on the Teams menu bar.



- To call from the **Dialpad** section, tap a phone number into the dialpad.



- In the **People** section, begin typing a name. The Teams mobile app checks your list of saved contacts to find the correct number.



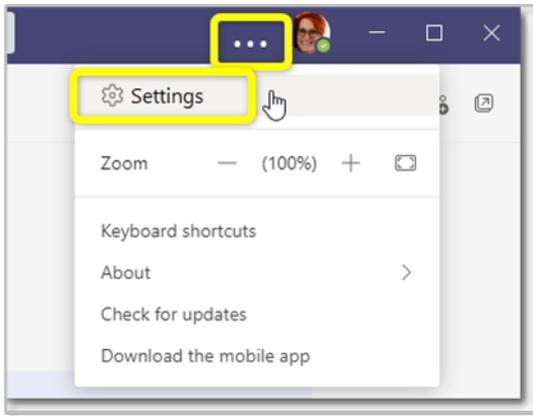
Voicemail

Voicemail that is received via a softphone call goes to the same location as those that are created when someone leaves a message using the Teams chat function. All voicemail settings apply to both Teams chat and Teams softphone.

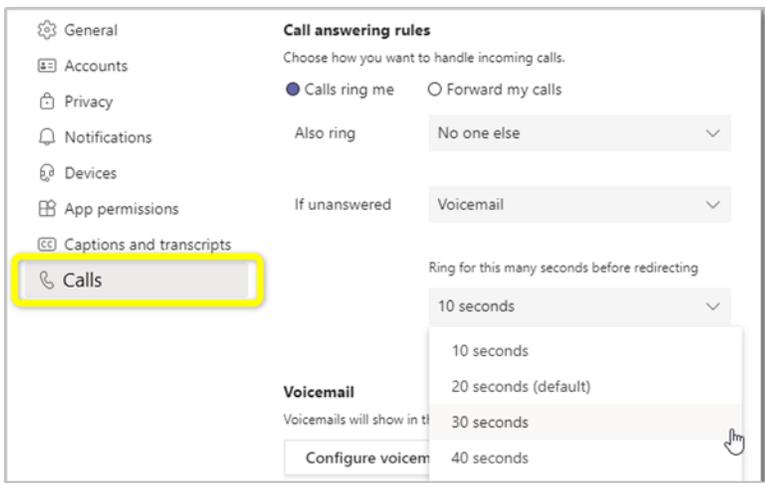
Setting up Teams voicemail

It is recommended to set up voicemail from a PC or Mac. The settings will apply to both computers and mobile devices.

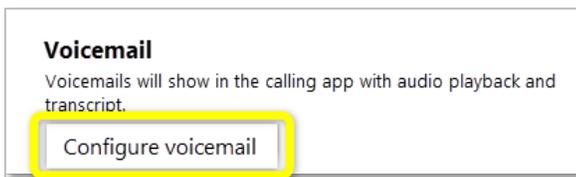
- At the top right of your Teams desktop app, click the ellipsis next to your profile picture, then click **Settings**.



- In the Settings menu, click the **Calls** button to see all the options.



- Click the button to **Configure voicemail**.



- To record your own greeting, click the **Record a Greeting** button. Follow the prompts to record a regular greeting and an out-of-office greeting.
- Once a greeting is recorded, return to the **Calls** screen to further adjust voicemail settings (if needed).

Using Teams voicemail

Teams calls go to voicemail in any of these situations:

- you don't answer the call in Teams (desktop or mobile)
- you are already on a Teams call
- your Teams status is set to Do Not Disturb
- your Teams account is not open or is currently not connected to the internet

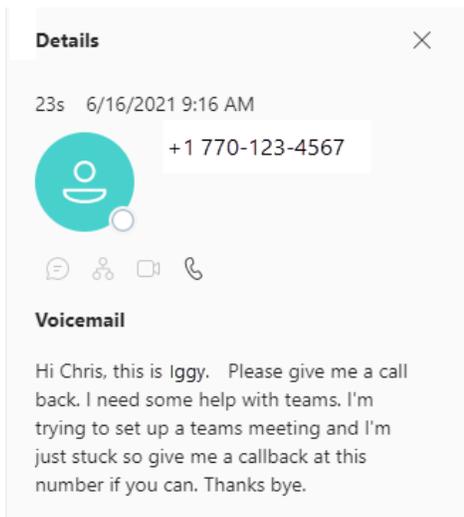
When someone leaves a message, a red notification mark will appear on the **Calls** button.



- Tap the **Calls** button.
- Then tap the cassette tape icon.



A list of voicemails is displayed. You can listen to a voicemail recording or read a transcript of the message.



Voicemail messages and transcriptions are also sent to your GGC email address.

SMS “Text” Messaging

NOTE: SMS or “text” messaging is a new feature in Microsoft Teams softphone. It is still in development, so changes in the functionality and layout of this feature may occur. OIT will make frequent updates to this document to ensure that these instructions are accurate.

Microsoft Teams’ SMS messaging feature delivers similar functionality to the SMS feature on a standard mobile device, but it also allows for texts to be sent and received from the Teams application on a computer.

Setting up Teams SMS Messaging

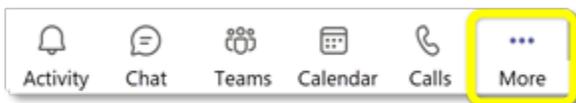
From a PC or Mac:

- In Teams, select the **Messages** button in the menu bar on the left side of the Teams window.



From a tablet or a cell phone:

The Messages button is located in the menu at the bottom of the app, but it may not be immediately visible. It may be necessary to reorder the menu buttons to place the Messages button in the menu bar. To rearrange the icons on the menu bar, select the **More** button then select the **Reorder** button.



Each time the Messages button is selected, a brief loading screen will appear.



When selecting messages for the first time (on either a computer and a cell phone), you will receive a notification that all incoming and outgoing messages are stored for “compliance, legal, and historical purposes.” You will also view a brief tour of the messaging interface. After the first time, only the loading screen (shown above) will appear.

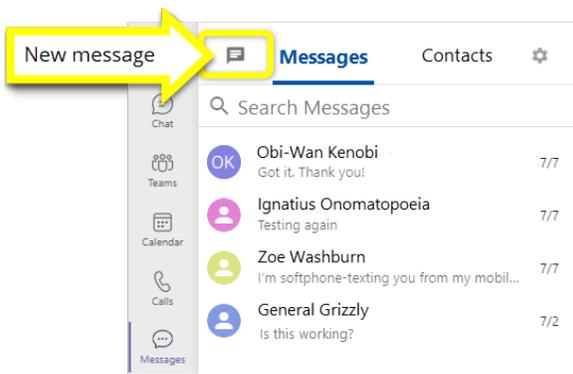
Sending and Receiving SMS Messages (all devices)

To send a message:

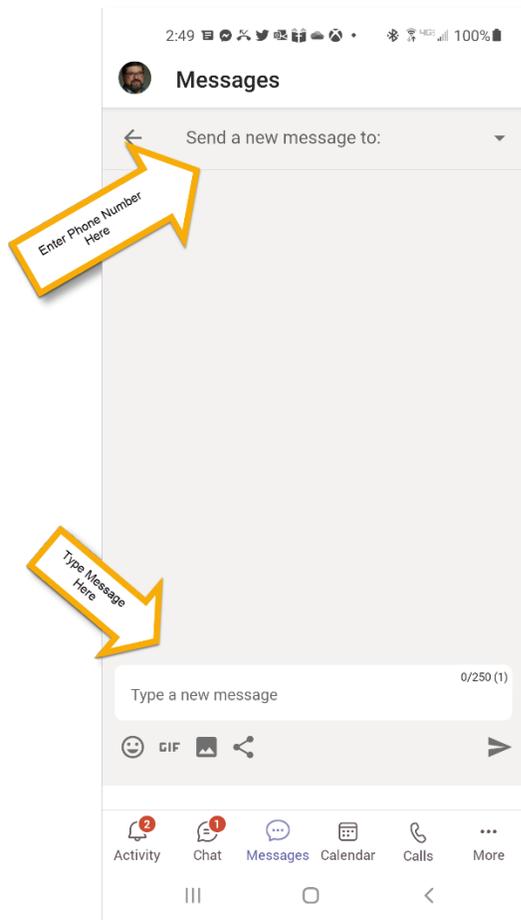
- Tap the Messages button in the Teams menu bar.



- Select the **New Message** icon.



- A new message screen is displayed. Type the recipient’s phone number into the “Send a new message to” field at the top of the screen. You can also choose a recipient from your list of contacts.
- Type the message in the “Type a new message” field at the bottom of the screen.



NOTE: A single text message is limited to 250 characters; images are limited to 592 KB. If the message consists of more than 250 characters, the additional text will appear in a second message.

Frequently Asked Questions

Can I use my softphone for Multifactor Authentication (MFA)?

It is not recommended to use a softphone number as your default MFA method. Your softphone number is connected to Teams, which requires Multifactor Authentication to access. If you are not already logged in to Teams, your softphone number may not function, and you would not be allowed access.

Am I expected to keep Teams running all the time?

We encourage you to set a reasonable schedule of availability when you can generally plan to keep Teams open and to stay connected to the Internet.

On a computer, the Microsoft Teams app must be running on the computer for calls to be received.

On a mobile device, the Microsoft Teams app must be running for calls to be received, but it does not need to be open.

What should I say in my syllabus about contacting me, since the language has always been about my cell phone?

Here is a suggested statement, which you may adapt as you wish.

- In the personal info section, identify your number as a Teams softphone number.
- In the Communication section, briefly describe how a softphone works.

At any time, you can contact me by email, or by using the Teams softphone number above. A Teams softphone works almost like a standard cell phone, but it only works when it is connected to the internet. If I am unable to take your call due to lack of connectivity, I will respond as soon as possible. Please leave a voicemail or text message.

Some of my students don't like Teams! How can I encourage them to call me using Teams?

When students call or text your Teams softphone number, the experience to them is indistinguishable from a standard cell phone call. The only difference is that you may not be able to answer the call immediately.

The Office of Information Technology can assist you with any Teams softphone related issues. You can contact the Helpdesk using the information below.

- Phone: 678-407-5611
- Email: helpdesk@ggc.edu
- Web: helpdesk@ggc.edu
- On Campus: A-1040