

Calling with Microsoft Teams

Why Teams for Calling?



Why Teams for Calling?

Flexibility

- Fully connected, whether you're at your desk or not.
- Seamless remote working experience

Privacy

- Never a need to give away your personal cell number. Always reachable on your work phone
- Ability to set "Quiet Hours" to ensure work/life balance is best for you

Cost Savings

- Consolidating around the Microsoft environment streamlines Akron's technology spend
- Upgraded voice experience for less than what we paid before

What is Changing?



What is Changing?

Old Number, New Platform

Your current phone number will be ported into Microsoft Teams so you can make and receive calls straight from the app. (Desktop, Mobile, or Web)

Search People, not Extensions

4-digit dialing will be replaced with typing a name (or group name) for internal calls.

New Hardware

You'll be issued a Teams-certified Handset or Headset, depending on your role and work style

Calling Demo



- Activity
- Chat
- Teams
- Calls**
- Calendar
- Files
- ...
- Apps
- Help

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658


1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call

Speed dial


Add speed dial New group

Speed dial




Anthony Cortez
Microsoft Project Manager
Away

📺 📞 ...




David Ellis
VP AV Sales
Busy

📺 📞 ...




Dustin Merryman
AV/CMS Product Manager
Busy

📺 📞 ...




Jesse Myers
Microsoft Solution Architect
Available

📺 📞 ...




Julia Ellis
Sales Support Associate
Away

📺 📞 ...



Justin Friesen
Executive Director Technology Soluti...
Away


📺 📞 ...



Michelle Broussard
Knowledge Management Lead
In a call


📺 📞 ...

Marketing




Chris Trauter
Inbound Marketing Consultant
Away

📺 📞 ...




David Shelby
Copywriter
Away

📺 📞 ...



Steven Bakker
Marketing Manager
In a call

📺 📞 ...



TJ Hammon
Copywriter
In a call

📺 📞 ...

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





























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*	0 +	#

Call

Contacts

Add contact

Name	Title	Phone	
 Anthony Cortez	MICROSOFT PROJECT MAN...	2532523111	    
 Chris Trauter	INBOUND MARKETING CON...		    
 David Ellis	VP AV SALES	5032182340	    
 David Shelby	COPYWRITER	2532523170	    
 Dustin Merryman	AV/CMS PRODUCT MANAGER	2532523140	    
 Jesse Myers	MICROSOFT SOLUTION ARC...	2532523360	    
 Julia Ellis	SALES SUPPORT ASSOCIATE		    
 Justin Friesen	EXECUTIVE DIRECTOR TECH...	2534702576	    
 Matthew Unzen	BUSINESS OPERATIONS AN...	2532523242	    
 Michelle Broussard	KNOWLEDGE MANAGEMEN...	2532523157	    
 Steven Bakker	MARKETING MANAGER	2532523405	    
 TJ Hammon	COPYWRITER	2532523418	    

- Activity
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Call

History

Name	Type	Duration	Date
Jordan Weber	Outgoing	7m 50s	11:17 AM ...
Jordan Weber	Missed call		11:13 AM ...
Michelle Broussard	Outgoing	59s	10:44 AM ...
Michelle Broussard	Incoming	32s	10:43 AM ...
Jordan Weber	Outgoing	2s	10:37 AM ...
Michelle Broussard	Outgoing	49s	10:29 AM ...
Michelle Broussard	Missed call		10:29 AM ...
+1 435-714-9909	Missed call		9:56 AM ...
+1 435-714-9909	Missed call		9:55 AM ...
+1 435-714-9909	Incoming	47s	8:26 AM ...
+1 435-714-9909	Incoming	1m 7s	8:24 AM ...
Michelle Broussard	Incoming		Yesterday 2:50 PM ...
Voicemail	Outgoing	1m 7s	Yesterday 2:42 PM ...
Voicemail	Outgoing	1m 24s	Yesterday 2:40 PM ...
Jordan Weber	Incoming	4m 30s	Yesterday 8:57 AM ...
Jordan Weber	Incoming	8m 48s	Yesterday 7:54 AM ...



Activity



Chat



Teams



Calls



Calendar



Files



...




Apps




Help

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 Call

Voicemail

Name	Duration	Date	Time
 Michelle Broussard	9s	8/19/20	2:51 PM ...

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Add speed dial **New group**

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Microsoft Project Manager
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VP AV Sales
Busy

📺 📞 ...




Dustin Merryman
AV/CMS Product Manager
Busy

📺 📞 ...




Jesse Myers
Microsoft Solution Architect
Available

📺 📞 ...




Julia Ellis
Sales Support Associate
Away

📺 📞 ...



Justin Friesen
Executive Director Technology Soluti...
Away


📺 📞 ...



Michelle Broussard
Knowledge Management Lead
In a call


📺 📞 ...

Marketing




Chris Trauter
Inbound Marketing Consultant
Away

📺 📞 ...




David Shelby
Copywriter
Away

📺 📞 ...



Steven Bakker
Marketing Manager
In a call

📺 📞 ...



TJ Hammon
Copywriter
In a call

📺 📞 ...



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Justin Friesen
Executive Director Technology Soluti...
Away

Michelle Brou
Knowledge Mana...
In a call

Marketing

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 Microsoft Solution...
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- Justin Friesen**
 Executive Director Technology Soluti...
 Away
- Michelle Brou**
 Knowledge Mana...
 In a call
- Chris Trauter**
 Inbound Marketing Consultant
 Away
- David Shelby**
 Copywriter
 Available
- Steven Bakker**
 Marketing Manager
 In a call
- TJ Hammon**
 Copywriter
 In a call

Add speed dial

jordan

- Jordan Weber**
 (JORDAN.WEBER) Microsoft Project Manager
- Jordan Green**
 (JORDAN.GREEN) Install Technician
- Jordan Spencer**
 (JORDAN.SPENCER) SDR



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jordan.weber@continuant.com

Justin Friesen
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Away

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Knowledge Man...
In a call

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 Microsoft Project Manager
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 Busy

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Michelle Broussard
 Knowledge Management Lead
 In a call

Marketing

Chris Trauter
 Inbound Marketing Consultant
 Away

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 Copywriter
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Speed dial



Anthony Cortez
Microsoft Project Manager
Away

- ☐
- 📞
- ⋮



David Ellis
VP AV Sales
Busy

- ☐
- 📞
- ⋮



Dustin Merryman
AV/CMS Product Manager
Busy

- ☐
- 📞
- ⋮



Julia Ellis
Sales Support Associate
Busy

- ☐
- 📞
- ⋮

Marketing



Chris Trauter
Inbound Marketing Consultant
Away

- ☐
- 📞
- ⋮



David Shelby
Copywriter
Available

- ☐
- 📞
- ⋮



Steven Bakker
Marketing Manager
In a call

- ☐
- 📞
- ⋮



TJ Hammon
Copywriter
In a call

- ☐
- 📞
- ⋮

Create a new contact group

Organize your contacts into groups to find them more easily.

Contact group name

Cancel
Create

- Activity
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Calls

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Speed dial

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Speed dial

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Marketing

Chris Trauter
Inbound Marketing Consultant
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David Shelby
Copywriter
Available

Steven Bakker
Marketing Manager
In a call

TJ Hammon
Copywriter
In a call

Create a new contact group

Organize your contacts into groups to find them more easily.

Contact group name

Training Team

Your number: (253) 470-2658

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Call

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Call

Speed dial

Jesse Myers
Microsoft Solution Architect
Available

📺 📞 ...

Jordan Weber
Microsoft Project Manager
Away

📺 📞 ...

Julia Ellis
Sales Support Associate
Busy

📺 📞 ...

Justin Friesen
Executive Director Technology Soluti...
Away

📺 📞 ...

Michelle Broussard
Knowledge Management Lead
In a call

📺 📞 ...

Marketing

Chris Trauter
Inbound Marketing Consultant
Away

📺 📞 ...

David Shelby
Copywriter
Away

📺 📞 ...

Steven Bakker
Marketing Manager
In a call

📺 📞 ...

TJ Hammon
Copywriter
In a call

📺 📞 ...

Training Team

Jordan Weber
Microsoft Project Manager
Away

📺 📞 ...

Michelle Broussard
Knowledge Management Lead
In a call

📺 📞 ...

- + Add a contact to this group
- 🗑️ Rename this group
- 🗑️ Delete this group

- Activity
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Calls

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- Voicemail

Speed dial



Jesse Myers
Microsoft Solution Architect
Available



Jordan Weber
Microsoft Project Manager
Away



Julia Ellis
Sales Support Associate
Busy



Justin Friesen
Executive Director Technology Soluti...
Away



Michelle Broussard
Knowledge Management Lead
In a call



Steven Bakker
Marketing Manager
In a call



TJ Hammon
Copywriter
In a call



Jordan Weber
Microsoft Project Manager
Away



Michelle Broussard
Knowledge Management Lead
In a call




Your number: (253) 470-2658

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*	0 +	#

Add to contacts

matthew u|

 **Matthew Unzen**
(MATTHEW.UNZEN) Business Operations Analyst



Call

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Calls

Speed dial

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Voicemail

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Call

Speed dial

Jesse Myers
Microsoft Solution Architect
Available

⏏ 📞 ...

Jordan Weber
Microsoft Project Manager
Away

⏏ 📞 ...

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Sales Support Associate
Busy

⏏ 📞 ...

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Executive Director Technology Soluti...
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⏏ 📞 ...

Michelle Broussard
Knowledge Management Lead
In a call

⏏ 📞 ...

Marketing

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Inbound Marketing Consultant
Away

⏏ 📞 ...

David Shelby
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⏏ 📞 ...

Steven Bakker
Marketing Manager
In a call

⏏ 📞 ...

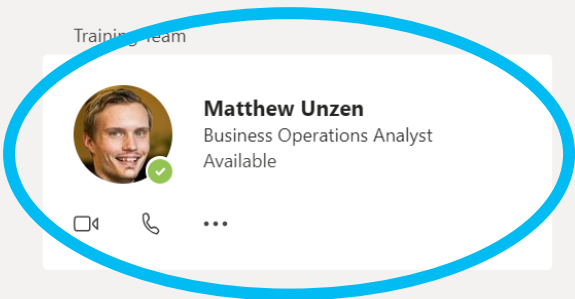
TJ Hammon
Copywriter
In a call

⏏ 📞 ...

Training team

Matthew Unzen
Business Operations Analyst
Available

⏏ 📞 ...



Other Contacts



Activity



Chat



Teams



Calls



Calendar



Files



...



Apps



Help

Calls

Speed dial

Contacts

History

Voicemail

Your number: (253) 470-2658

1

2

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Call

Contacts

Find a contact



Add contact

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Anthony Cortez	MICROSOFT PROJECT MAN...	2532523111	
Chris Trauter	INBOUND MARKETING CON...		
David Ellis	VP AV SALES	5032182340	
David Shelby	COPYWRITER	2532523170	
Dustin Merryman	AV/CMS PRODUCT MANAGER	2532523140	
Jesse Myers	MICROSOFT SOLUTION ARC...	2532523360	
Jordan Weber	MICROSOFT PROJECT MAN...	2532523154	
Julia Ellis	SALES SUPPORT ASSOCIATE		
Justin Friesen	EXECUTIVE DIRECTOR TECH...	2534702576	
Matthew Unzen	BUSINESS OPERATIONS AN...	2532523242	
Michelle Broussard	KNOWLEDGE MANAGEMEN...	2532523157	
Steven Bakker	MARKETING MANAGER	2532523405	
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Steven Bakker	MARKETING MANAGER	2532523405	
TJ Hammon	COPYWRITER	2532523418	

Add to contacts

Jane Doe

Cancel
Add



Activity



Chat



Teams



Calls



Calendar



Files



Calls

Speed dial

Contacts

History

Voicemail

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1

2

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ABC

DEF

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GHI

JKL

MNO

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Apps

















































































Contacts

Find a contact



+ Add contact

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	2534702576	    
	2532523242	    
	2532523157	    
	2532523405	    
	2532523418	    
 TJ Hammon	COPYWRITER	2532523418	    

Add to contacts

Full name*

Jane Doe

Company

Contusa

Title

CEO

Phone*

124-827-4927

Cancel

Add

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Calls

Speed dial

Contacts

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Voicemail

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Steven Bakker	MARKETING MANAGER	2532523405	
TJ Hammon	COPYWRITER	2532523418	
Jane Doe	CEO	+1248274927	

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Calls

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Your number: (253) 470-2658

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call

History

Name	Type	Duration	Date
Jordan Weber	Outgoing	7m 50s	11:17 AM ...
Jordan Weber	Missed call		11:13 AM ...
Michelle Broussard	Outgoing	59s	10:44 AM ...
Michelle Broussard	Incoming	32s	10:43 AM ...
Jordan Weber	Outgoing	2s	10:37 AM ...
Michelle Broussard	Outgoing	49s	10:29 AM ...
Michelle Broussard	Missed call		10:29 AM ...
+1 435-714-9909	Missed call		9:56 AM ...
+1 435-714-9909	Missed call		9:55 AM ...
+1 435-714-9909	Incoming	47s	8:26 AM ...
+1 435-714-9909	Incoming	1m 7s	8:24 AM ...
Michelle Broussard	Incoming		Yesterday 2:50 PM ...
Voicemail	Outgoing	1m 7s	Yesterday 2:42 PM ...
Voicemail	Outgoing	1m 24s	Yesterday 2:40 PM ...
Jordan Weber	Incoming	4m 30s	Yesterday 8:57 AM ...
Jordan Weber	Incoming	8m 48s	Yesterday 7:54 AM ...



Activity



Chat



Teams



Calls



Calendar



Files

...



Apps



Calls

Speed dial

Contacts

History

Voicemail

Your number: (253) 470-2658

1

2

3

ABC

DEF

4

5

6

GHI

JKL

MNO

7

8

9

PQRS

TUV

WXYZ

*

0

#










+

Call





History

Name	Type	Duration	Date
Jordan Weber	Outgoing	7m 50s	11:17 AM ...
Jordan Weber	Missed call		
Michelle Broussard	Outgoing	59s	
Michelle Broussard	Incoming	32s	10:43 AM ...
Jordan Weber	Outgoing	2s	10:37 AM ...
Michelle Broussard	Outgoing	49s	10:29 AM ...
Michelle Broussard	Missed call		10:29 AM ...
+1 435-714-9909	Missed call		9:56 AM ...
+1 435-714-9909	Missed call		9:55 AM ...
+1 435-714-9909	Incoming	47s	8:26 AM ...
+1 435-714-9909	Incoming	1m 7s	8:24 AM ...
Michelle Broussard	Incoming		Yesterday 2:50 PM ...
Voicemail	Outgoing	1m 7s	Yesterday 2:42 PM ...
Voicemail	Outgoing	1m 24s	Yesterday 2:40 PM ...
Jordan Weber	Incoming	4m 30s	Yesterday 8:57 AM ...
Jordan Weber	Incoming	8m 48s	Yesterday 7:54 AM ...


- Call back
- Chat

-  Activity
-  Chat
-  Teams
-  Calls
-  Calendar
-  Files
- 
-  Apps
-  Help

Calls

-  Speed dial
-  Contacts
-  History
-  Voicemail

Voicemail

Name	Duration	Date	Time
 Michelle Broussard	9s	8/19/20	2:51 PM ...

Your number: (253) 470-2658

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

 Call

- Activity
- Chat
- Teams

Calls

- Speed dial
- Contacts
- History
- Voicemail**


- Calls
- Calendar
- Files
- ...


Your number: (253) 470-2658

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#


Call

Voicemail

Name	Duration	Date	Time
 Michelle Broussard	9s	8/19/20	2:51 PM ...



00:00

1x 

Hey Katie, it's Michelle a just give me a callback whenever you get this test voicemail, bye.

- Apps
- Help



Activity



Chat



Teams



Calls



Calendar



Files



Apps



Calls

Speed dial

Contacts

History

Voicemail

Your number: (253) 470-2658

1

2

3

ABC

DEF

4

5

6

GHI

JKL

MNO

7

8

9

PQRS

TUV

WXYZ

*

0

#



+




Call

Search




Continuant

Voicemail

Name	Duration	Date	Time
 Michelle Broussard	9s	8/19/20	2:51 PM 



00:00
1x 

Hey Katie, it's Michelle a just give me a callb you get this test voicemail, bye.


-  Mark as unread
-  Delete
-  Call back


- Activity
- Chat
- Teams
- Calls**
- Calendar
- Files
- ...

Calls

- Speed dial
- Contacts
- History
- Voicemail**


Voicemail


Name	Duration
 Michelle Broussard	9s

 00:00 1x ▼ Hey Katie, it's M
you get this tes





Your number: (253) 470-2658


1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

 Call



Katie Fisher
Change picture

-  Do not disturb >
-  Set status message
-  Saved
-  Settings

Zoom - (100%) + 

- Keyboard shortcuts
- About >
- Check for updates
- Download the mobile app

Sign out



Calls

Speed dial

Contacts

History

Voicemail

Your number: (253) 470-2658

1 2
ABC

4 5
GHI JKL

7 8
PQRS TUV

* 0
+

Call

Settings



General

Privacy

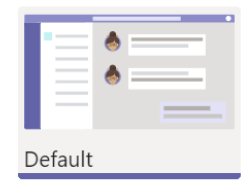
Notifications

Devices

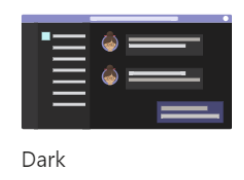
Permissions

Calls

Theme



Default



Dark



High contrast

Application

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

- Auto-start application
- Open application in background
- On close, keep the application running
- Disable GPU hardware acceleration (requires restarting Teams)
- Register Teams as the chat app for Office (requires restarting Office applications)
- Turn on new meeting experience (New meetings and calls will open in separate windows. Requires restarting Teams.)
- Enable logging for meeting diagnostics (requires restarting Teams)

Language

Restart to apply language settings.

App language

English (United States) ▾

Keyboard language overrides keyboard shortcuts.

English (United States) ▾

Date	Time
8/19/20	2:51 PM

helle a just give me a callback whenever voicemail, bye.

Settings

General

Privacy

Notifications

Devices

Permissions

Calls

- Disable GPU hardware acceleration (requires restarting Teams)
- Register Teams as the chat app for Office (requires restarting Office applications)
- Turn on new meeting experience (New meetings and calls will open in separate windows. Requires restarting Teams.)
- Enable logging for meeting diagnostics (requires restarting Teams)

Language

Restart to apply language settings.

App language

English (United States) ▾

Keyboard language overrides keyboard shortcuts.

English (United States) ▾

- Enable spell check

Delegation

Delegates can make and receive calls on your behalf.

[Manage delegates](#)

Display

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

- Turn off animations (requires restarting Teams)



Calls

Speed dial

Contacts

History

Voicemail

Your number (253) 470-2658

1

2

ABC

4

5

GHI

JKL

7

8

PQRS

TUV

*

0

+

< Back to settings



Delegate settings

People you support Your delegates

People who add you as their delegate will be listed here.

Date

Time

04/22/21

2:53 PM



helle a just give me a callback whenever
voicemail, bye.

- Activity
- Speed dial
- Contacts
- History
- Voicemail
- Calendar
- Files
- More

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658

1	2 ABC
4 GHI	5 JKL
7 PQRS	8 TUV
*	0 +

< Back to settings



Delegate settings

People you support [Your delegates](#)

Delegates can make and receive calls on your behalf.

Add a delegate

helle a just give me a callback whenever
voicemail, bye.

- Home
- Messages
- Calendar
- Contacts
- History
- Voicemail
- Settings
- More

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2650

1	2 ABC
4 GHI	5 JKL
7 PQRS	8 TUV
*	0 +

< Back to settings

×

Delegate settings

People you support [Your delegates](#)

Delegates can make and receive calls on your behalf.

michelle br



Michelle Broussard
(MICHELLE.BROUSSARD) Knowledge Management Le...



Calls

Speed dial

Contacts

History

Voice mail

Your number: (253) 470-2658

1

2

ABC

4

5

GHI

JKL

7

8

PQRS

TUV

*

0

+

< Back to settings



Delegate settings

People you support [Your delegates](#)

Delegates can make and receive calls on your behalf.

Add a delegate



Michelle Broussard
Knowledge Management Lead

Select permissions

Things this delegate can do on your behalf:

- Make calls
- Receive calls
- Change call and delegate settings

Cancel

Add

Date

Time

1/18/20

2:31 PM

Michelle a just give me a callback whenever
voicemail, bye.



Calls

Speed dial

Contacts

History

Voicemail

Your number: (253) 470-2658

1

2

ABC

4

5

GHI

JKL

7

8

PGQRS

TUV

*

0

+

< Back to settings



Delegate settings

People you support [Your delegates](#)

Delegates can make and receive calls on your behalf.

Add a delegate



Michelle Broussard

Knowledge Management Lead

Date

Time

01/22/20

2:51 PM



Michelle a just give me a callback whenever
voicemail, bye.

Last read



Katie Fisher 12:24 PM

Katie Fisher added you as a delegate.

Now you can:

- Make calls on their behalf
- Receive calls on their behalf
- Change their call and delegate settings

Type a new message





Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658


1	2
4	5
7	8
*	0
	+

< Back to settings ×

Delegate settings

People you support [Your delegates](#)

Delegates can make and receive calls on your behalf.




Michelle Broussard
Knowledge Management Lead

⋮


⚙️ Edit permissions

🗑️ Remove delegate


More options



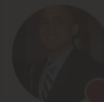
Chris Trauter
Inbound Marketing Consultant
Busy



David Shelby
Copywriter
In a call

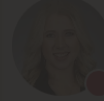


Steven Bakker
Marketing Manager
Available



Dustin Merryman
AV/CMS Product Manager
Busy

🗨️📞⋮



Julia Ellis
Sales Support Associate
Busy

🗨️📞⋮

Settings



General

Privacy

Notifications

Devices

Permissions

Calls

Audio devices

PC Mic and Speakers

Speaker

Speakers (Realtek High Definition Audio(SST))

Microphone

Microphone Array (Realtek High Definition Audio(SST))

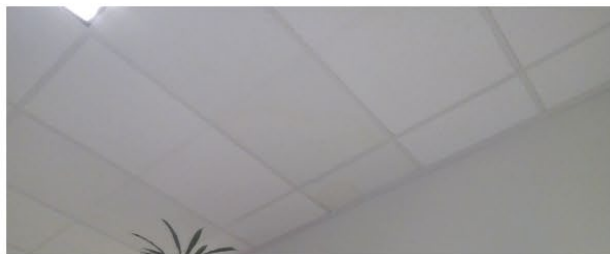
Make a test call

Secondary ringer

None

Camera

Microsoft Camera Front



Calls

Speed dial

Contacts

History

Voicemail

Your number: (253) 470-2658

1

2

ABC

4

5

JKL

7

8

PQRS

TUV

*

0

+

Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings.](#)

Add speed dial

New group



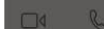
Dustin Merryman

AV/CMS Product Manager
Busy



Julia Ellis

Sales Support Associate
Busy



Chris Trauter



David Shelby



Steven Bakker

Settings

General

Privacy

Notifications

Devices

Permissions

Calls

Audio devices


PLT V6200 Series Hands-Free AG Audio

Speaker

Headset (PLT V6200 Series Hands-Free AG Audio)

Microphone

Headset (PLT V6200 Series Hands-Free AG Audio)

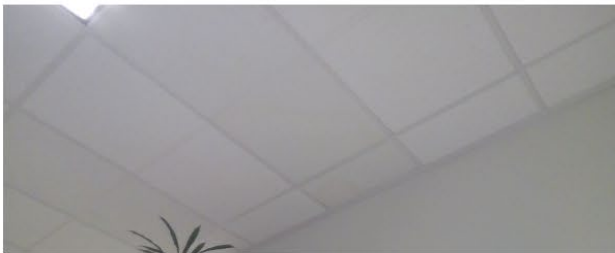
 Make a test call

Secondary ringer

None

Camera

Microsoft Camera Front



Calls

Speed dial

Contacts

History

Voicemail

Your number: (253) 470-2658

1

2

ABC

4

5

GHI

JKL

7

8

PQRS

TUV

*

0

+

Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings.](#)

 Add speed dial

 New group



Dustin Merryman

AV/CMS Product Manager
Busy



Julia Ellis

Sales Support Associate
Busy



Chris Trauter

Inbound Marketing Consultant



David Shelby

Copywriter



Steven Bakker

Marketing Manager







Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings.](#)






00:15




Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings.](#) 

-  Activity
-  Chat
-  Teams



 Calls



-  Calendar
-  Files
- 



-  Apps
-  Help



Your test call results

Here's what we detected from your devices:

-  **Microphone - Headset (PLT V6200 Series Hands-Free AG Audio)** 
Connected

-  **Speaker - Headset (PLT V6200 Series Hands-Free AG Audio)** 
Connected

-  **Camera - Microsoft Camera Front** 
Connected

-  **Network** 
Connected

[Close](#) [Go to device settings](#)

Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings.](#)

- Activity
- Chat
- Teams
- Calls
- Calendar
- Files
- ...
- Apps
- Help

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658

1	2 ABC
4 GHI	5 JKL
7 PQRS	8 TUV
* 0 +	#

Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls**

Call answering rules

Choose how you want to handle incoming calls.

Calls ring me Forward my calls

Also ring

If unanswered

Ring for this many seconds before redirecting

Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

Ringtones

Choose a ringtone for incoming calls

Calls for you

Forwarded calls

Delegated calls

Accessibility

Turn on TTY to use text to communicate over the phone line. To get this

[Add speed dial](#) [New group](#)

- Dustin Merryman**
AV/CMS Product Manager
Busy
- Julia Ellis**
Sales Support Associate
Busy
- Chris Trauter**
Inbound Marketing Consultant
Available
- David Shelby**
Copywriter
Available
- Steven Bakker**
Marketing Manager
Available

Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings](#)

- Activity
- Chat
- Teams
- Calls
- Calendar
- Files
- ...
- Apps
- Help

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658

1	2	3
	ABC	DEF
4	5	6
GHI	JKL	MNO
7	8	9
PQRS	TUV	WXYZ
*	0	#
	+	

Call

Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls**

Call answering rules

Choose how you want to handle incoming calls.

Calls ring me Forward my calls

Also ring (circled in blue)

If unanswered

- No one else
- New number or contact
- My delegates
- No one else
- Call group

Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

Ringtones

Choose a ringtone for incoming calls

Calls for you: Default

Forwarded calls: Default

Delegated calls: Default

Accessibility

Turn on TTY to use text to communicate over the phone line. To get this

[Add speed dial](#) [New group](#)

Dustin Merryman
AV/CMS Product Manager
Busy

Julia Ellis
Sales Support Associate
Busy

Chris Trauter
Inbound Marketing Consultant
Available

David Shelby
Copywriter
Available

Steven Bakker
Marketing Manager
Available

Calls

- Activity
- Chat
- Teams
- Calls
- Calendar
- Files
- ...
- Apps
- Help

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658

1 2
ABC

4 5
GHI JKL

7 8
PQRS TUV

* 0
+

Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls**

Call answering rules

Choose how you want to handle incoming calls.

- Calls ring me
- Forward my calls

Also ring No one else

If unanswered Voicemail

- Voicemail
- New number or contact
- My delegates
- Do nothing
- Call group

Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

Ringtones

Choose a ringtone for incoming calls

Calls for you Default

Forwarded calls Default

Delegated calls Default

Accessibility

Turn on TTY to use text to communicate over the phone line. To get this

[Add speed dial](#) [New group](#)

Dustin Merryman
AV/CMS Product Manager
Busy

Julia Ellis
Sales Support Associate
Busy

Chris Trauter
Inbound Marketing Consultant
Available

David Shelby
Copywriter
Available

Steven Bakker
Marketing Manager
Available

Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings.](#)

- Activity
- Chat
- Teams
- Calls
- Calendar
- Files
- ...

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658

1	2
	ABC
4	5
GHI	JKL
7	8
PQRS	TUV
*	0
	+

Add speed dial New group

- Dustin Merryman**
AV/CMS Product Manager
Busy
- Julia Ellis**
Sales Support Associate
Busy

Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls

Call answering rules

Choose how you want to handle incoming calls.

Calls ring me Forward my calls

Also ring No one else

If unanswered Voicemail

Ring for this many seconds before redirecting

30 seconds

- 10 seconds
- 20 seconds (default)
- 30 seconds
- 40 seconds
- 50 seconds
- 60 seconds

Voicemail

Voicemails will show in the

Configure voicemail

Ringtones

Choose a ringtone for incoming calls

Calls for you Default ▶

Forwarded calls Default ▶

Delegated calls Default ▶

Accessibility

Turn on TTY to use text to communicate over the phone line. To get this

Call

- Chris Trauter**
Inbound Marketing Consultant
Available
- David Shelby**
Copywriter
Available
- Steven Bakker**
Marketing Manager
Available

Your status is set to do not disturb. You'll only get notifications for urgent messages and from your priority contacts. [Change settings.](#)

- Activity
- Chat
- Teams
- Calls
- Calendar
- Files
- ...
- Apps
- Help

Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: (253) 470-2658

1 2
ABC

4 5
GHI JKL

7 8
PQRS TUV

* 0
+

Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls**

Call answering rules

Choose how you want to handle incoming calls.

Calls ring me Forward my calls

Also ring No one else

If unanswered Voicemail

Ring for this many seconds before redirecting
30 seconds

Voicemail

Voicemails will show in the calling app with audio playback and transcript.

Configure voicemail

Ringtones

Choose a ringtone for incoming calls

Calls for you Default

Forwarded calls Default

Delegated calls Default

Accessibility

Turn on TTY to use text to communicate over the phone line. To get this

- Add speed dial
- New group

Dustin Merryman
AV/CMS Product Manager
Busy

Julia Ellis
Sales Support Associate
Busy

Chris Trauter
Inbound Marketing Consultant
Available

David Shelby
Copywriter
Available

Steven Bakker
Marketing Manager
Available

Calls

Speed dial

Contacts

History

Voicemail

Voicemail

You'll find your voicemail messages and transcripts in Calls.

Record a greeting

Call answer rules

How would you like us to handle your calls when they go to voicemail?

Let the caller record a message

Greeting language

Which language should your default greeting be in?

English (United States)

Text-to-speech customized greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your custom greeting:

Your custom out of office greeting:

Out of office greeting

When should your custom out of office greeting play?

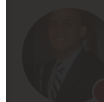
All the time

Cancel

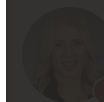
OK

15 Add speed dial

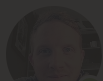
15 New group



Dustin Merryman
AV/CMS Product Manager
Busy



Julia Ellis
Sales Support Associate
Busy



Chris Trauter
Inbound Marketing Consultant
Available



David Shelby
Copywriter
Available



Steven Bakker
Marketing Manager
Available

Voicemail

You'll find your voicemail messages and transcripts in Calls.

[Record a greeting](#)

Call answer rules

How would you like us to handle your calls when they go to voicemail?

- Let the caller record a message ✓
- Let the caller record a message ✓
- Let the caller record a message or be transferred to someone else
- End the call without playing your greeting
- Play your greeting and end the call
- Transfer the call to someone else

Your custom greeting:

Your custom out of office greeting:

Out of office greeting

When should your custom out of office greeting play?

All the time

[Cancel](#)

[OK](#)

Calls

Speed dial

Contacts

History

Voicemail

Voicemail

You'll find your voicemail messages and transcripts in Calls.


Record a greeting

Call answer rules

How would you like us to handle your calls when they go to voicemail?

Let the caller record a message or be transferred to someone else

Where should they be transferred?

 Michelle Broussard X

Greeting language

Which language should your default greeting be in?

English (United States)

Text-to-speech customized greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your custom greeting:

Your custom out of office greeting:

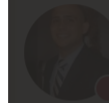
Out of office greeting

Cancel

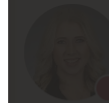
OK

Add speed dial

New group



Dustin Merryman
AV/CMS Product Manager
Busy



Julia Ellis
Sales Support Associate
Busy



Your number: (253) 470-2658

1

2

ABC

4

5

GHI

JKL

7

8

QRS

TUV

*

0

+



Chris Trauter
Inbound Marketing Consultant



David Shelby
Copywriter



Steven Bakker
Marketing Manager

Calls

Speed dial

Contacts

History

VoiceMail


Your number: (253) 470-2658

1 2
ABC
4 5
GHI JKL
7 8
PQRS TUV
+ 0
+

VoiceMail

Let the caller record a message or be transferred to someone else

Where should they be transferred?

 Michelle Broussard X

Greeting language

Which language should your default greeting be in?

English (United States)

English (United States)

Arabic (Egypt)

Catalan (Catalan)

Chinese (Simplified, PRC)

Chinese (Traditional, Hong Kong S.A.R.)

Chinese (Traditional, Taiwan)

Croatian (Croatia)

Czech (Czech Republic)

Danish (Denmark)

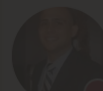
- When I have an Outlook auto reply
- When I have an Out of office calendar event

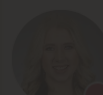
Cancel

OK

Add speed dial


New group

 **Dustin Merryman**
AV/CMS Product Manager
Busy

 **Julia Ellis**
Sales Support Associate
Busy

 **Chris Trauter**
Inbound Marketing Consultant

 **David Shelby**
Copywriter

 **Steven Bakker**
Marketing Manager

Calls

Speed dial

Contacts

History

Vocicemail

Vocicemail

Let the caller record a message or be transferred to someone else

Where should they be transferred?



Michelle Broussard

Greeting language

Which language should your default greeting be in?

English (United States)

Text-to-speech customized greeting option

Do you want to replace the default voicemail greeting with your own text-to-speech greetings? ⓘ

Your custom greeting:

Your custom out of office greeting:

Out of office greeting

When should your custom out of office greeting play?

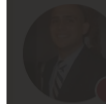
- All the time
- When I have an Outlook auto reply
- When I have an Out of office calendar event

Cancel

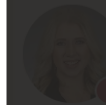
OK

Add speed dial

New group



Dustin Merryman
AV/CMS Product Manager
Busy



Julia Ellis
Sales Support Associate
Busy



Your number (253) 470-2658

1

2

ABC

4

5

GHI

JKL

7

8

POQRS

TUV

*

0

+



Chris Trauter
Inbound Marketing Consultant



David Shelby
Copywriter



Steven Bakker
Marketing Manager

Settings

General

Privacy

Notifications

Devices

Permissions

Calls

Ring for this many seconds before redirecting

30 seconds

Voicemail

Voicemails will show in the calling app with audio playback and transcript.

Configure voicemail

Ringtones

Choose a ringtone for incoming calls

Calls for you

Default

Forwarded calls

Default

Delegated calls

Bop

Bounce





Accessibility

Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.

Turn on TTY mode

-  Activity
-  Chat 1
-  Teams
-  Calls
-  Calendar
-  Files
-  ...
-  Apps
-  Help

Calls



-  Speed dial
-  Contacts
-  History
-  Voicemail

Your number: (253) 470-2658


1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

 Call



Speed dial

-  Add speed dial
-  New group


Delegates





Michelle Broussard
Knowledge Management Lead
Busy


  ...

Speed dial






Anthony Cortez
Microsoft Project Manager
Away

  ...






David Ellis
VP AV Sales
Busy

  ...






Dustin Merryman
AV/CMS Product Manager
In a call

  ...






Jesse Myers
Microsoft Solution Architect
In a call

  ...






Jordan Weber
Microsoft Project Manager
Available

  ...






Julia Ellis
Sales Support Associate
Busy

  ...





Justin Friesen
Executive Director Technology Soluti...
Away


  ...




Michelle Broussard
Knowledge Management Lead
Busy

  ...

Marketing





Chris Trauter
Inbound Marketing Consultant
Available



David Shelby
Copywriter
Away

+1 435-714-9909
is calling you

00:29

⋮ 👤 ⋮ | 🎤 **Leave**

- ⚙️ Device settings
- || Hold
- ↪️ Transfer
- 👤 Consult then transfer
- 🗣️ Turn on live captions



00:14

▶ | ⋮ | ⋮ | **Leave**

Transfer the call

Invite someone or dial a number

 Michelle Broussard

Ring back if there's no answer.

Cancel **Transfer** ▼

00:29

⋮ 👤 ⋮ | 🎤 **Leave**

- ⚙️ Device settings
- || Hold
- ↪️ Transfer
- 👤 Consult then transfer
- 🗣️ Turn on live captions



00:57

▶ | ⋮ | ⋮ | **Leave**

Choose a person to consult

Invite someone or dial a number

Suggested

 Dustin Merryman

 David Ellis

 Julia Ellis

 Michelle Broussard

Cancel

Chat



01:27

▶ | ⋮ | ⋮ | **Leave**

Choose a person to consult

Invite someone or dial a number

Suggested

 Dustin Merryman

 David Ellis

 Julia Ellis

 Michelle Broussard

Cancel

Chat



Michelle Broussard

Michelle Broussard

Transfer

Hey can you take a call for me?

✍️ 📎 😊 📺 📅 ⋮

▶️ | 📱 | ⋮ | 📞 Leave



On hold 00:51

Michelle Broussard

Michelle Broussard

Transfer ▼

2:15 PM
Hey can you take a call for me?

Michelle Broussard 2:15 PM
yes

Type a new message

📎 📎 😊 📺 📅 ...

▶ | ⋮ | ⋮ | 📞 Leave



On hold 01:27



Transferring to Michelle Broussard



Transferred by
Katie Fisher



+1 435-714-9909
is calling you




- Activity 2
- Chat 1
- Teams
- Calls
- Calendar
- Files
- Shifts
- ...
- Apps
- Help

- ### Calls
- Speed dial
 - Contacts
 - History 2
 - Voicemail

Speed dial

Add speed dial | New group


People you support



Katie Fisher
Business Operations Analyst
1 active call


☐ 📞 ⋮

Speed dial




Cassidy Peace
NAM I
Away

☐ 📞 ⌵ ⋮



John Campbell
Tier II
Available


☐ 📞 ⌵ ⋮



Katie Fisher
Business Operations Analyst
In a call


☐ 📞 ⋮

Favorites




Amanda Davenport
Customer Experience Manager
In a meeting

☐ 📞 ⌵ ⋮




ashley.falcon@continuant.com
Offline

☐ 📞 ⌵ ⋮




Debbie Lainfiesta
Director Service Delivery
Available

☐ 📞 ⌵ ⋮




Jonathan Vantrease
ServiceNow Administrator
In a meeting

☐ 📞 ⌵ ⋮




jordan.green@continuant.com
Away

☐ 📞 ⌵ ⋮




kristen.ferguson@continuant.com
Offline

☐ 📞 ⌵ ⋮



Morgan Taylor
Tier II
Be right back

☐ 📞 ⌵ ⋮



Salvador Francisco
SDL
Available


☐ 📞 ⌵ ⋮

Cisco




benjamin.salmond@continuant.com
Offline

☐ 📞 ⌵ ⋮




Brandon Hall
Engineering Manager
Busy

☐ 📞 ⌵ ⋮



Brian Hall
Design Engineer
Away

☐ 📞 ⌵ ⋮



Brian Shelby
Tier III
Offline

☐ 📞 ⌵ ⋮

Your number: (253) 470-2660

(435) 714-9909

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8	9
*	Call as myself	
	Call as Katie Fisher	

Call

Activity 2

Chat

Teams

Calls

Calendar

Files

Shifts

...

Search

Speed dial

Contacts

History

Voicemail

Your number: (253) 4

1 2
ABC

4 5
GHI JKL

7 8
PQRS TUV WXYZ

* 0 #
+

Call

+1 435-714-9909

Using Conexant ISST Audio

Leave

Calling...
+14357149909

Jonathan Vantrease
ServiceNow Administrator
In a meeting

Salvador Francisco
SDL
In a call

Cisco

benjamin.salmond@continua...
Offline

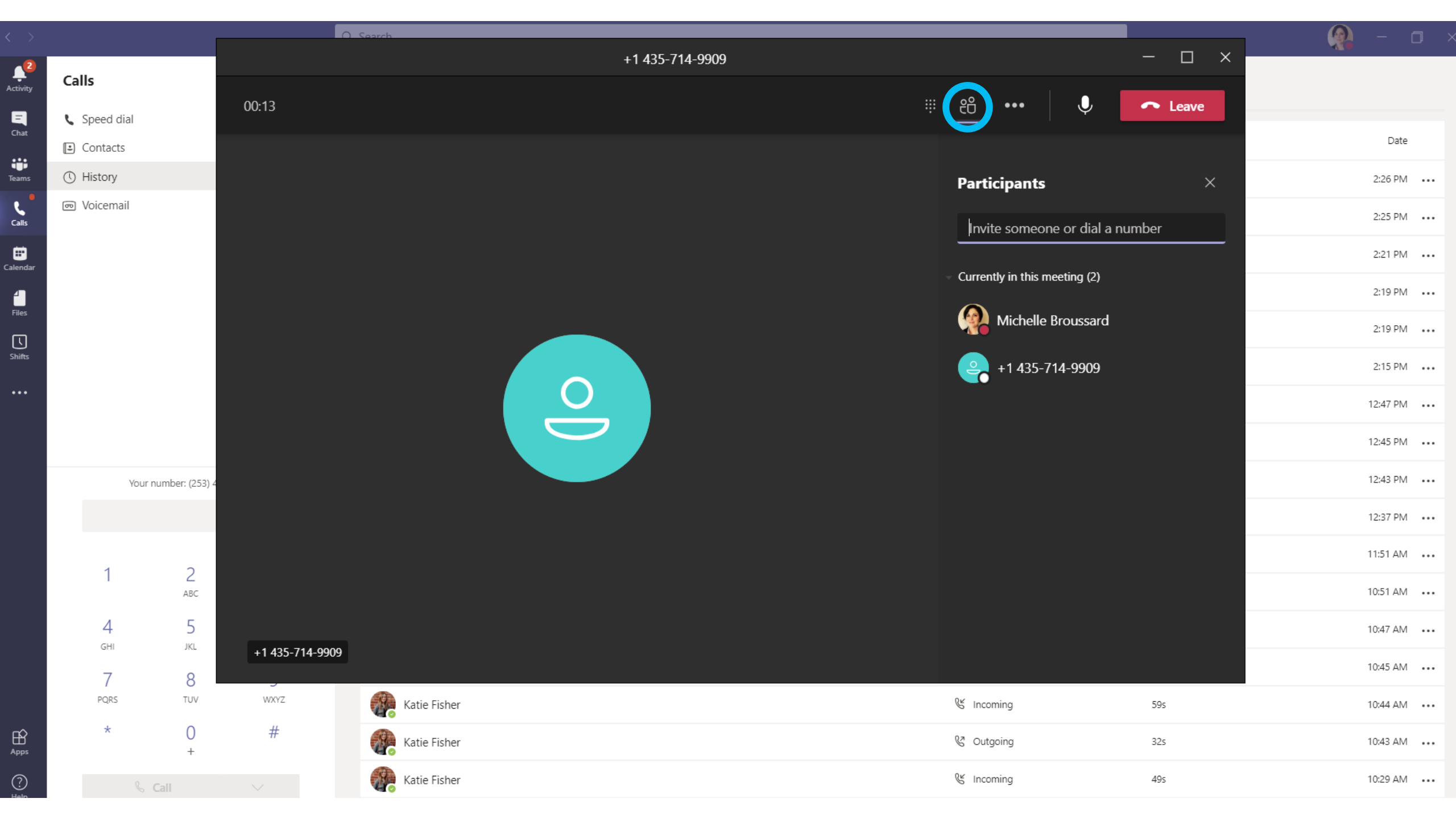
Brandon Hall
Engineering Manager
Busy

Brian Hall
Design Engineer
Away

Brian Shelby
Tier III
Offline

id speed dial

New group



+1 435-714-9909

00:13

Grid icon, Participants icon (circled in blue), More options icon, Microphone icon, and a red 'Leave' button.




Participants

Invite someone or dial a number

Currently in this meeting (2)




 Michelle Broussard

 +1 435-714-9909

Your number: (253) 4

Numeric keypad with letters: 1, 2 (ABC), 4 (GHI), 5 (JKL), 7 (PQRS), 8 (TUV), *, 0 (+), #.

+1 435-714-9909

-  Katie Fisher
-  Katie Fisher
-  Katie Fisher

Direction	Duration	Time
Incoming	59s	10:44 AM ...
Outgoing	32s	10:43 AM ...
Incoming	49s	10:29 AM ...

Date

2:26 PM ...

2:25 PM ...

2:21 PM ...

2:19 PM ...

2:19 PM ...

2:15 PM ...

12:47 PM ...

12:45 PM ...

12:43 PM ...

12:37 PM ...

11:51 AM ...

10:51 AM ...

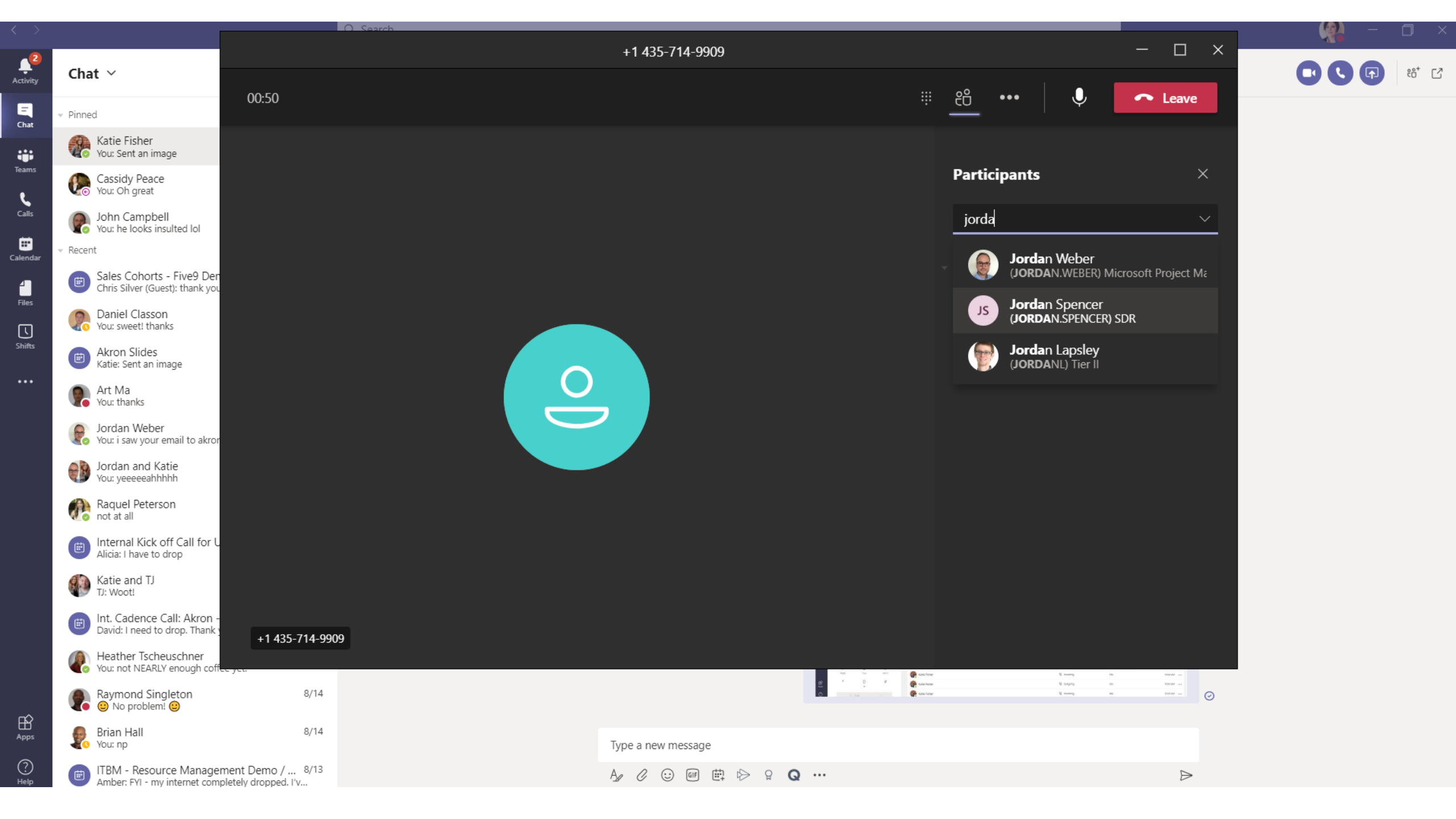
10:47 AM ...

10:45 AM ...

10:44 AM ...

10:43 AM ...

10:29 AM ...



+1 435-714-9909




00:50

Leave



Participants

jorda

-  **Jordan Weber**
(JORDAN.WEBER) Microsoft Project M...
-  **Jordan Spencer**
(JORDAN.SPENCER) SDR
-  **Jordan Lapsley**
(JORDANL) Tier II

+1 435-714-9909




Type a new message

















- Activity
- Chat
- Teams
- Calls
- Calendar
- Files
- Shifts
- Apps
- Help

Chat

Pinned

-  **Katie Fisher**
You: Sent an image
-  **Cassidy Peace**
You: Oh great
-  **John Campbell**
You: he looks insulted lol

Recent

-  **Sales Cohorts - Five9 Dem**
Chris Silver (Guest): thank you
-  **Daniel Classon**
You: sweet! thanks
-  **Akron Slides**
Katie: Sent an image
-  **Art Ma**
You: thanks
-  **Jordan Weber**
You: i saw your email to akron
-  **Jordan and Katie**
You: yeeeeeahhhhh
-  **Raquel Peterson**
not at all
-  **Internal Kick off Call for U**
Alicia: I have to drop
-  **Katie and TJ**
TJ: Woot!
-  **Int. Cadence Call: Akron -**
David: I need to drop. Thank s
-  **Heather Tscheuschner**
You: not NEARLY enough coffee yet
-  **Raymond Singleton** 8/14
😊 No problem! 😊
-  **Brian Hall** 8/14
You: np
-  **ITBM - Resource Management Demo / ...** 8/13
Amber: FYI - my internet completely dropped. I'v...

Activity 2

Chat

Teams

Calls

Calendar

Files

Shifts

Help

Search

+1 435-714-9909, Jordan Weber

01:23

Participants

Invite someone or dial a number

Currently in this call (3) **Mute all**

- Michelle Broussard Organizer
- Jordan Weber Calling...
- +1 435-714-9909

+1 435-714-9909

Type a new message

🗨️ 📎 😊 🧠 🗺️ 🗣️ 🔍 ⋮ ➤

Chat

Pinned

- Katie Fisher
You: Sent an image
- Cassidy Peace
You: Oh great
- John Campbell
You: he looks insulted lol

Recent

- +1 435-714-9909 and Jordan Weber
User added
- Sales Cohorts - Five9 Denver
Chris Silver (Guest): thank you
- Daniel Classon
You: sweet! thanks
- Akron Slides
Katie: Sent an image
- Art Ma
You: thanks
- Jordan Weber
You: i saw your email to akron
- Jordan and Katie
You: yeeeeeahhhhh
- Raquel Peterson
not at all
- Internal Kick off Call for U...
Alicia: I have to drop
- Katie and TJ
TJ: Woot!
- Int. Cadence Call: Akron - ...
David: I need to drop. Thank you, Jordan

Heather Tscheuschner 8/18
You: not NEARLY enough coffee yet.

Raymond Singleton 8/14
😊 No problem! 😊

Brian Hall 8/14
You: np

Final Notes

**Download the
Mobile App**

**Emergency
Calling**

**No need to dial
9 or 1 to call
external**

**Call 10 Digits if
unavailable on
Teams**

**Matt will
Update about
Device Pickup**

Thanks!

**Submit
Feedback**

**Shared Lines may
not be perfect right
away**

Q&A

