TEAMS TELEPHONE TIPS

Tip #1 What does the MP54 telephone blinking red light mean?
It just means your telephone is connected to the internet and working.

Tip #2 Activate the MP54 telephone
You will need to activate your MP54 telephone before it will start working.

Plug in a wired keyboard into the USB port in back of the telephone. The front office has a USB port keyboard if you don't. When you plug in the keyboard the telephone will display a log in screen. Key in your MyLSU log on ID and password. This will activate your telephone. You will only need to log into the telephone one time.

Tip #3 What's my telephone number
Each faculty member has a separate individual telephone number. No more shared telephone numbers in instructor offices. Your telephone number is displayed on the telephone home screen. You can also find your telephone number using the "Calls" icon in your Teams computer app.
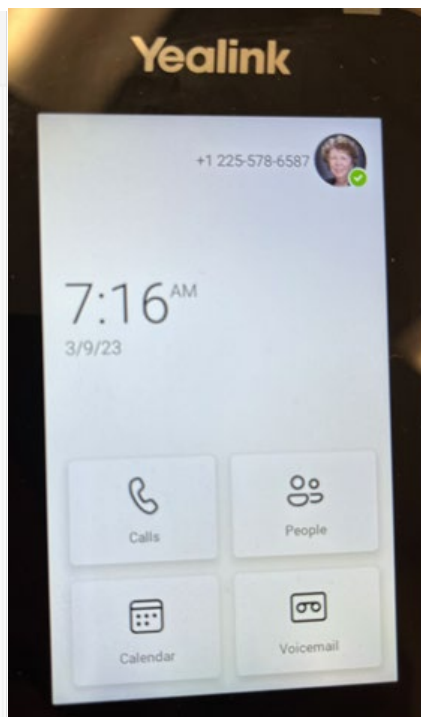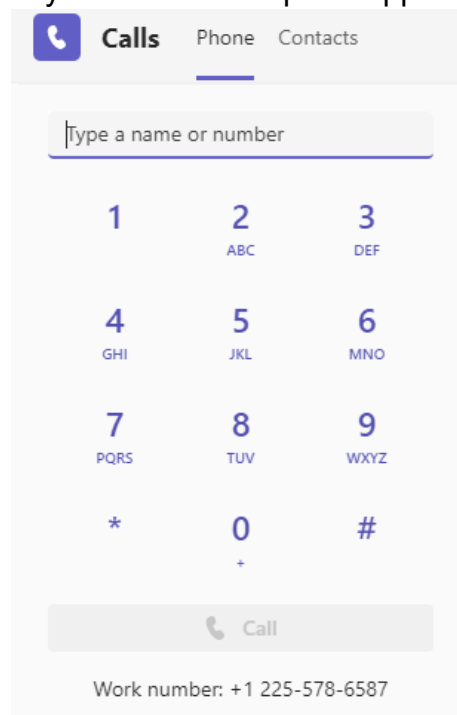
Tip #4 Speed Dial

Teams has a speed dial feature that will allow you to collect frequently called numbers in one place.

Using "Calls" History in the Teams computer app, hover over a telephone number from a call you made or when someone called you and you will see three dots. Click on the three dots and a menu will appear. Select "Add to speed dial" and the telephone number will be placed in your speed dial list. Your speed dial list will appear in your Teams computer app and on your telephone.
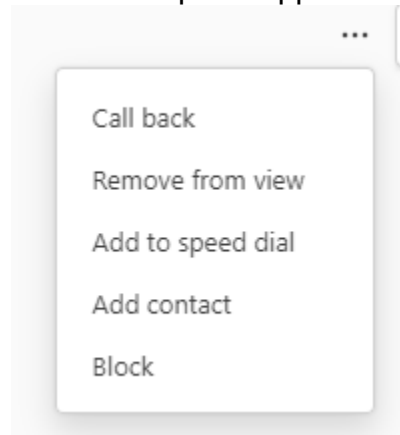
Tip #5 Call Forwarding

Teams has an optional call forwarding feature that will allow users to forward calls to other devices like a cellphone if desired. If you choose to do this, callers will only see your office telephone number. They will not see your personal cell phone number.

Call forwarding can be turned on or off by choosing how you want to manage calls. If you want to forward office calls to your cell phone, you will need to install the Teams app on your cell phone. Once you have done this, go to the Teams app on your computer and click on the "Calls" icon. You will see all the menu choices. To forward calls just select ""forward my calls." Teams will ask to what location do you want to forward your calls – Voicemail, new number, etc. Choose "new number" and add your cell phone number. If you want to stop call forwarding, just go back to call answering rules and choose Calls ring me. You can also choose to forward calls to voicemail after you configure your voicemail. You can also use this site to select ringtones.
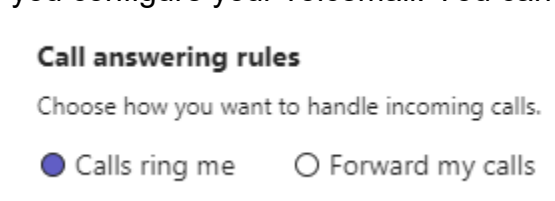
Settings

- General
- Accounts
- Privacy
- Notifications
- Devices
- App permissions
- Accessibility
- Captions and transcripts
- Files
- **Calls**

Call answering rules

Choose how you want to handle incoming calls.

○ Calls ring me   ● Forward my calls

Forward to: Voicemail   ∨

| Voicemail |
| New number or contact |
| Call group |

Voicemail

Voicemails will show in th...

Configure voicem...

Ringtones

Choose a ringtone for incoming calls

Calls for you   Wobble   ∨   ▷

Forwarded calls   Default   ∨   ▷

Delegated calls   Default   ∨   ▷

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

Emergency location

Teams keeps your location up to date in case of an emergency. We think

Tip #6 Setting up the Time Zone
The MP54 telephone display default time is set to Eastern Standard Time instead of Central Standard Time. Go to your telephone and tap your picture (or name)in the upper right corner. You will be taken to a set of menu choices. Choose "Settings." Scroll down until you see "Device Settings." Tap Device Settings and you will see "Time & Date." Click on Time and Date and you will be taken to a screen that will allow you to tap "Time Zone" to select Central Standard Time.

Tip #7 Locking the MP54 Telephone
This may be a good idea for instructors in shared offices. The Teams MP54 telephones can be locked preventing other people from seeing what's in your telephone like call histories, contact names and phone numbers and calendar entries. Here's how to lock/unlock your telephone:

Go to the telephone menu by tapping your profile picture or name in the upper right corner, then tap Settings, then scroll down and tap Device Settings. Tap phone lock. Slide the button to lock enable and enter your desired six digit PIN and confirm it. Set the idle time. Once your phone reaches this idle time, your phone will lock. You will have to enter the PIN to get back in so keep your PIN number in a place where you can find it if you forget the number. You also must enter the PIN in order to turn off phone lock.

NOTE: Typing your PIN incorrectly multiple times will lead to the phone requiring your MyLSU password to log in. Once provided, you may then log in normally.

Tip #8 Changing the MP54 Telephone Background
The Teams MP54 telephone has a built-in feature that allows a user to select provided background photos. Unfortunately, we can't upload our own photos. Here's how to select one of the built-in photos.

Tap your photo in the upper right corner and go to Settings. Scroll down and tap Device Settings.

Tap Display

Tap Screen Saver Waiting Time. This is where you will select the amount of time it will take for the photo to return after using your telephone. Select the wait time then tap OK. Explanation: When you use your telephone, Teams sees that you are actively using your phone and the white background will return. When you stop using your phone, the background photo will return after the amount of time selected in Screen Saver Wait Time. The shortest wait time in the list is 30 seconds.

After selecting the desired wait time, tap Screen Saver Background. You will see the available photos. They're a little hard to see. Tap the selected photo and tap OK.

Return to the home screen by taping the left facing arrow in the upper left corner until you return the home screen. The selected photo will appear after the selected wait time. When you grow tired of looking at the selected photo go back to step one to select another photo.

Tip #9 Clearing call history
If you don't need to keep a history of all your incoming and outgoing calls, you can remove calls from Call History to keep call histories from accumulating in your history file. Here's how:

Using the Teams app on your computer, select the Calls icon   and you will see your call log. There's no "select all" feature so each call has to be individually removed. Hover

over the call and three dots will appear next to the call button. Left click the three dots and a menu will appear. Select "Remove from view" and the call will be removed from your call history on your telephone and in the app. You can also use this same menu to do other things like call back, add to speed dial and add to contacts.