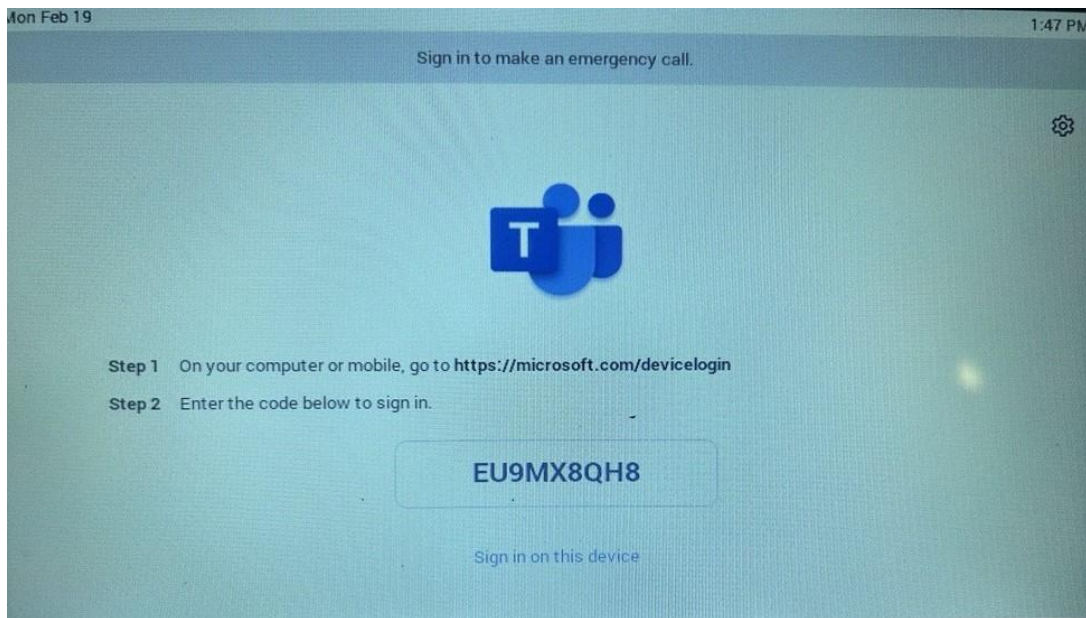


# Sign-In Guide and Basic Settings

## Authentication

The Teams app, physical phones, and mobile app, all require users to authenticate that you are an NSU employee. A physical phone follows a different path than a desktop or mobile app.

When you sign into a phone for the first time you will be presented with the below screen. If no code is displayed there will be a button that says, “refresh the code”. Click that and a code will appear.

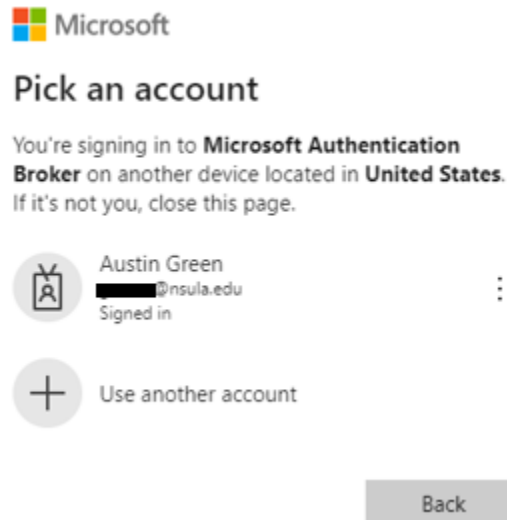


Using your computer, go to the address: <https://microsoft.com/devicelogin>.

Once you are there, enter the code on the screen of your phone into the box that looks like this.

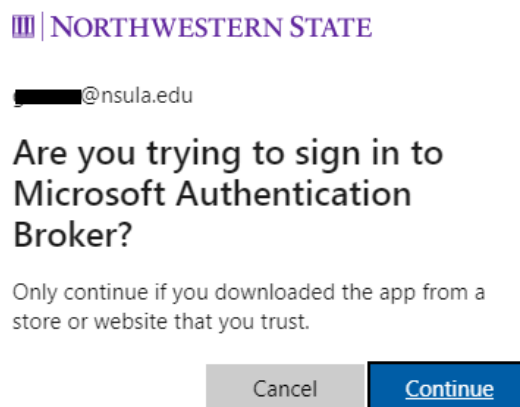
A screenshot of a Microsoft 'Enter code' screen. At the top left is the Microsoft logo. Below it, the text 'Enter code' is displayed in a large, bold font. Underneath, a smaller line of text reads 'Enter the code displayed on your app or device.' Below this is a text input field with the placeholder text 'Code'. At the bottom right, there is a blue button with the text 'Next' in white.

If the screen displays your work account, select it and complete the multi-factor authentication challenge.  
If it does not, then click “Use another account” and sign into your work account.



**Note- Sign in using your assigned account. Any other account will cause all your calls to fail.**

After completing the multi-factor authentication challenge, you will be shown the below page. Click “continue”.



You will then see this page. You may close the window. You should see your phone logging into your account. It may take a minute or two.

Note: Occasionally, like any other authenticated account, you may be required to sign-in again. This could be in response to a password change, software update, or a multitude of things. You will only need to create a ticket if you are not able to authenticate.

## Understanding Presence

Presence is an indicator of your current availability. Your presence indicator is located at the edge of your account medallion. This medallion is found in the upper right corner of your desktop app. On a phone it is usually located in the upper right or left depending on the phone. Your status will change based on your activity, scheduled meetings, etc.

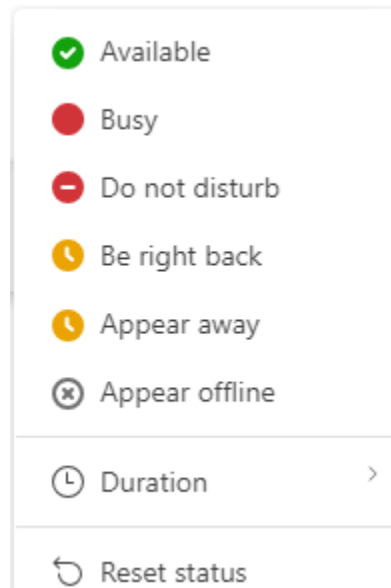
In the desktop app, click you medallion and you can manually change your status. **Note- the only status setting that will block incoming calls during meetings and classes is the Do not disturb option.**

## Basic App Settings

This section will cover the basic configuration options. On your desktop application, click the 3 dots located to the left of your account medallion in the upper right corner.

This will bring down the options panel. From here will will click on Settings.

We will touch on each available section with a concentration on those options that affect voice.



### General:

Out of Office this setting applied here will carry over into your outlook calendar.

### Account and Orgs:

Nothing relevant.

### Privacy:

**Do Not Disturb-** This allows you to grant individuals the ability to call you even when you have do not disturb enabled.

**Blocked Contacts-** Allows you to block individuals from contacting you via Teams. Block Callers with no Caller ID should not be enabled.

### Notifications and Activity:

All default settings are accepted.

### Appearance and Accessibility:

Sign Language view and TTY compliance options can be found here as needed.

### Files and Links:

Default settings are fine.

### App Permissions:

Default Settings are fine.

## Calls:

Forward all Calls- Just as written, allows to send all calls to either voicemail or a person of your choosing.

### When you receive a call:

When you receive a call

Do not ring anyone else

Do not ring anyone else

Also ring a new number or contact

**When you Receive a Call-** Ring only yourself, or select an additional person to receive the call at the same time. The other user will be notified.

When you receive a call

Do not ring anyone else

Do not ring anyone else

Also ring a new number or contact

**When you can't answer a call-** This option allows you to send calls to your voicemail, or send them to another person. The person will be notified when you assign them to the call. Standard setting should be "Redirect to Voicemail".

When you can't answer a call

Redirect to voicemail

Do not redirect calls

Redirect to voicemail

Redirect to a new number or contact

**When you're in a call and receive another call-** One of the most significant settings.

Selecting "Let new calls ring me" will allow new calls to ring though allowing you to have call waiting.

"Redirect as if call is unanswered" will treat the call according to the next section "When you can't answer a call".

When you're in a call and receive another call

Let new calls ring me

Play a busy signal

Let new calls ring me

Redirect as if call is unanswered

**When you can't answer a call-** options include nothing, send to voicemail, or as before in several other options, send to another person.

When you can't answer a call

Redirect to voicemail

Do not redirect calls

Redirect to voicemail

Redirect to a new number or contact

**Ring for this many seconds before redirecting-** default is 20 seconds. You can add or remove time.

**Choose a Ringtone-** You are able to set ringtones for multiple options.

**Manage Voicemail-** You can record a voice message. Clicking this button will dial your voicemail so you can record one. Further down you will have the option for text-to-speech rather than recording.

**Choose a language for your default greeting-** Change language as needed.

**Choose what happens when the call is redirected to voicemail-** Here you choose what callers can do when they reach your voicemail. Significant options here are for callers to have the option to leave a message or be transferred instead, or to have them listen to a message and not have the ability to leave a message.

Choose what happens when the call is redirected 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

Play your greeting and end the call

Play greeting then transfer the call to someone else

**Set up text-to-speech customized greeting option-** Here you can type in a greeting for text-to-speech rather than record your voice in the earlier options.

**Manage out-of-office voicemail-** this option allows you to treat your voicemail differently when your out of office is on, including a custom greeting. Suggested options are “When Outlook automatic replies are on.”

▼ **Manage out-of-office voicemail**

When should your greeting play

- ☐ All the time
- ☐ When Outlook automatic replies are on
- ☐ When I have an out-of-office event on my calendar

Your custom greeting

Type your greeting message here

**Manage Call Group-** Unless you are a part of a call group then you will not have any options here.  
**Manage Delegates-** In this option you can select a person to receive and/or make calls in your name. A delegate will receive calls from your line when you receive them. They can also make calls under your Caller ID. Think of this as an Admin Asst. / Manager relationship.  
To assign, click the “Add a delegate” button. Search and assign the user. Then you will need to select their permissions.

Your delegates

▼ AG Austin Green

☒ Make calls

☐ Receive calls

☐ Change call and delegate settings

☐ Pick up held calls

☐ Join active calls

**Emergency Calling-** When on campus, Teams will automatically detect and assign your emergency address location.

▼ **Emergency calling**

Teams keeps your location up to date in case of an emergency. The address below will be used for emergency services. [Learn More](#)

📍 200 Central Ave, Roy Hall, 2nd Floor, Room 205D, Natchitoches, LA 71497, US

If you are working off Campus, Teams will ask you to type in your address so it can summon emergency services to the correct location if called.

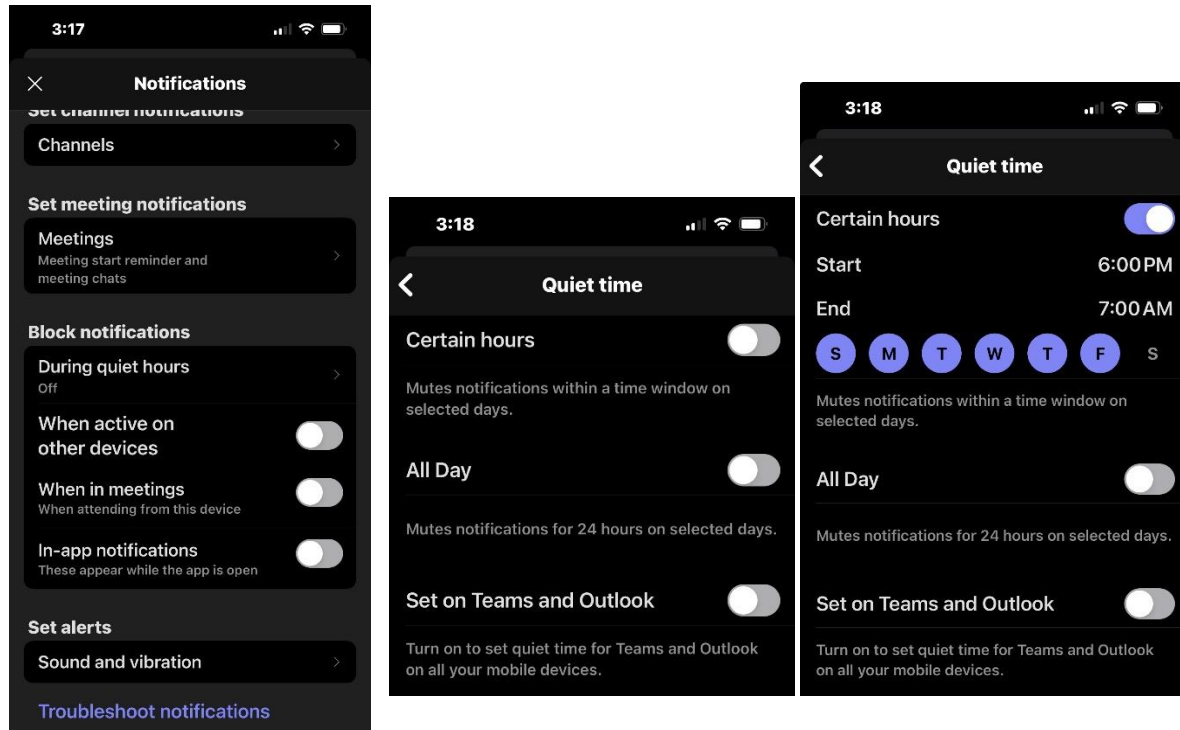
**Captions and Transcripts-** default settings are fine.

**Devices-** Configure your audio and video inputs. Here you can select microphone, headset, and webcams. Teams will accept any device that is compatible with Windows. Should you have any questions regarding your device please call the NSU Fac/Staff Helpdesk @ 4090.

**Recognition-** Not currently enabled.

## Additional options for Mobile Phone App users

Mobile App users can establish “Quiet Time”. With these settings you can control what level of access has to your device on a day or hourly basis. Additionally in this section you can mute mobile notifications for meetings or when you are logged into other devices.



## Changes from the old Nortel system to Teams

- You no longer require an 8 or 9 access code for dialing.
- All campus numbers will be dialable by using its last 4 digits.