Webex Teams
Using the Phone Integration Feature

Introduction

Webex Teams has a phone integration feature which allows TU employees to receive and make outbound calls using their campus phone number. This means that when TU employees are off campus and do not have access to their desk phone, they can still make and receive phone calls appearing as if the call is coming from their desk phone number. You can call anyone who has a phone number (inside or outside the organization). This self-help document will guide you through how to gain access to, set up and use the service.

Set Up Once You Have Access

Now that you have access to the phone integration feature, please follow the steps below.

1. Enable Webex Teams Phone Integration Feature.
   a. From your favorite browser type https://itwebapps.towson.edu/webexteamsphoneintegration
   b. Log in with your NetID and Password.
   c. From the Webex Teams Phone Integration screen, click Retrieve My WebEx Teams Settings.
   d. Your credentials will display. Click the Turn ON Webex Teams Phone Integration button. Please note that this can take up to 10 minutes to take effect.

2. Download Webex Teams on any/all devices you deem appropriate. Watch the video.
   a. PC
      i. You may go to the TU’s Software Center or
      ii. From your favorite browser, type webex.com/downloads (must have admin rights if using a TU machine)
   b. Mac
      i. Via the Self-Service app
   c. Mobile Devices (search for Cisco Webex Teams)
      i. iOS – App Store
      ii. Android – Google Play Store

3. Launch Webex Teams and check your audio settings (instructions below).

Using Webex Teams Phone Integration

Launching Webex Teams
Launch Webex Teams by double-clicking the icon on your desktop.

Checking Audio Settings
1. Click your profile picture or initial in the upper left-hand corner of your screen.

   ![Figure 1]

   1. Click Settings.
   2. Click Audio. Using the drop-down arrows, choose the relevant microphone and speaker for your computer.
   3. Click Save.

Using the Call Feature in Webex Teams
From Desktop App
1. On the left navigation, click the Calls.

   ![Figure 3]

   2. To make a call, click in the Search or dial box and type the phone number using the numeric keypad on your keyboard or use the on-screen keypad. Use the below as a guide:

      a. For internal TU calls, type 4 + the 4 digit phone extension (43768)
      b. For external calls, type a 6 + the phone number including the area code (64105551212)
Webex Teams: Phone Integration

3. Press **ENTER** on your keyboard or press the **Call** button on-screen.

### From a Mobile Device

1. From bottom navigation, press the **Calls** icon.

![Calls icon](image)

2. Press the **Dial** menu at the top of the screen (you may choose between two options: **Type to dial** or **Use the Keyboard**). The menu is a toggle switch.

![Dial menu](image)

3. In the **Type to dial box**, enter the phone number by using the keypad at the bottom of the screen. In the **Use the Keyboard** screen, press the numbers on the keypad on the screen.
   a. For internal TU calls, type 4 + the 4 digit phone extension (43768)
   b. For external calls, type a 6 + the phone number including the area code (64105551212)

![Type to dial](image)

4. Press green **Call** button at the bottom of the screen.
Additional Features

*Turning on Do Not Disturb*

You may wish to turn on do not disturb after hours, so the phone will not continue to ring through Teams. Do Not Disturb is limited to a 24 hour time period.

**From your Desktop**

1. Click your profile picture or initial in the upper left hand corner of your screen.

3. Choose a pre-defined time or click on **Set a time** to choose a time either **Today** or **Tomorrow**. You may not go beyond 24 hours.
From your Mobile Device

1. Press your profile picture or initial in the upper left hand corner.
2. Press Active and choose an option.

![Image of mobile device interface]

Figure 10

**Forwarding Calls**

You may forward calls to another extension or to voicemail. Refer to the documentation titled [Cisco IP Phone: Call Forwarding via the Self-Care Portal](#).

**Retrieving Voicemail**

You may retrieve your voicemail from Outlook or access via the phone. Refer to the documentation titled [Voicemail: Retrieving Voicemail While Away From your desk for complete instructions](#).
Frequently Asked Questions

1. When I call someone does my TU Office phone number physically show itself to them?
   Yes, your TU phone number will display to the recipient.

2. Can I make internal calls using TU internal extension code of 4?
   Yes, you can make an internal TU phone call just as if you are sitting at your desk at work.

3. Can I make long distance calls?
   If your department has specifically requested for your line to have long distance capabilities then yes.

4. Do I have to use a 1 if dialing outside my area code like landlines or is it like cell phones?
   Yes, you must dial a 1 before dialing a long distance number.

5. If someone calls me and I don't answer – does it give them my TU desk phone recorded message?
   Yes, the caller will receive your desk phone recorded message.

6. How do I retrieve voicemail messages?
   You may retrieve your voicemail from Outlook or access via the phone. Refer to the documentation titled 
   Voicemail: Retrieving Voicemail While Away From your desk for complete instructions.