SUNWIRE

MS Teams Phone

Quickstart Guide

Thank You for Choosing Sunwire!
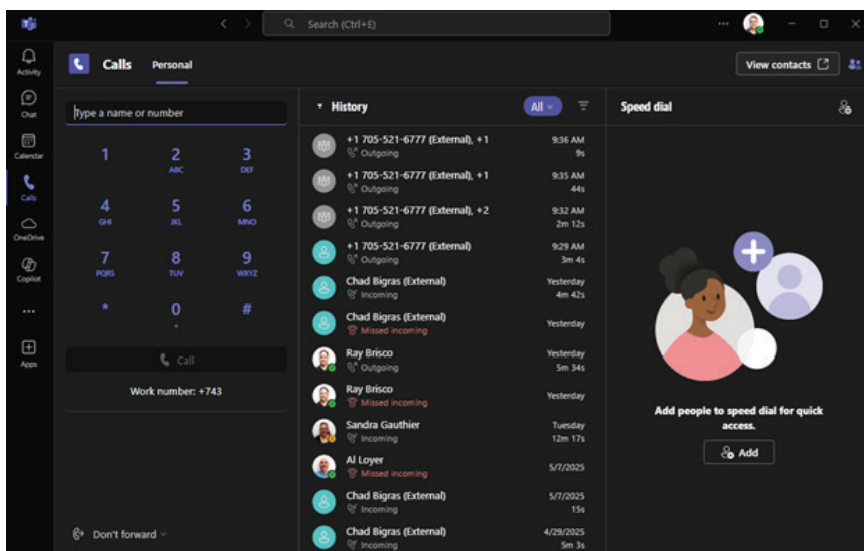
We pride ourselves on delivering the best service.

Contents

MS Teams Phone
Overview with Screen Descriptions

Screen Description (Desktop)

Below is the "Call" tab. The left panel is your dial pad. The middle panel is your call history. The right panel is where speed dial entries can be manually entered.

Note: Call history and speed dial entries are saved within your Teams account and will sync across all devices.

Below is the "Call" tab. The left panel is your dial pad. The middle panel is your call history. The right panel is where speed dial entries can be manually entered.

When making or receiving a call, the participants will be listed in the windows main area. The top menu will show call options such as accessing the dial pad (during a call), putting a caller on hold, transferring calls, muting your microphone and more.
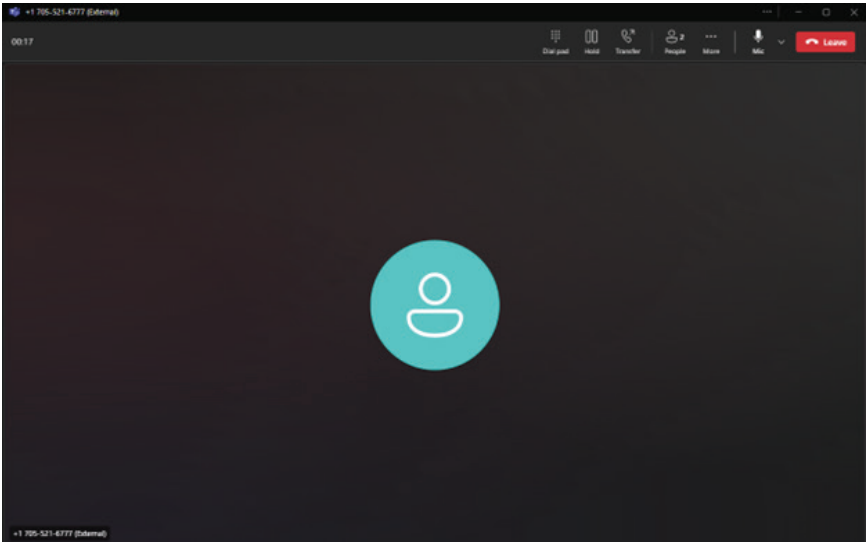
Screen Description (Mobile)

The Teams mobile app contains a "Calls" tab in the navigation menu at the bottom of the screen.
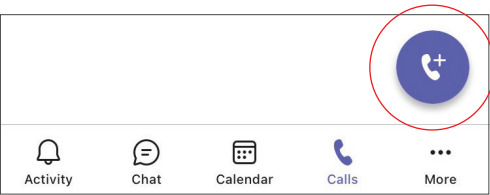

This menu will allow you to choose between three options across the top of the screen: speed dial and recent calls.
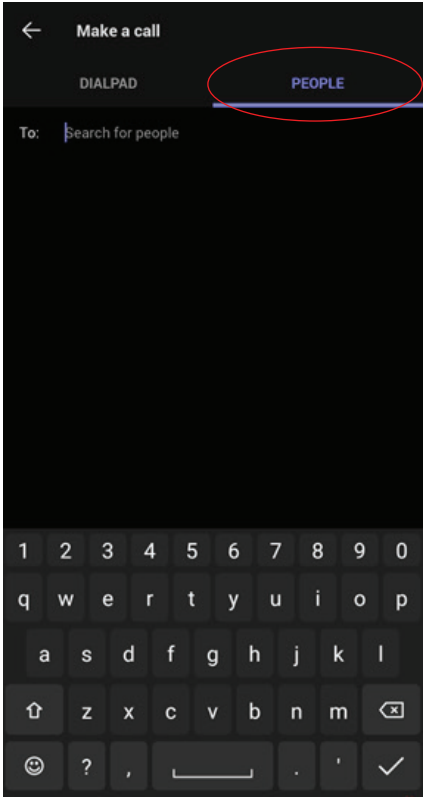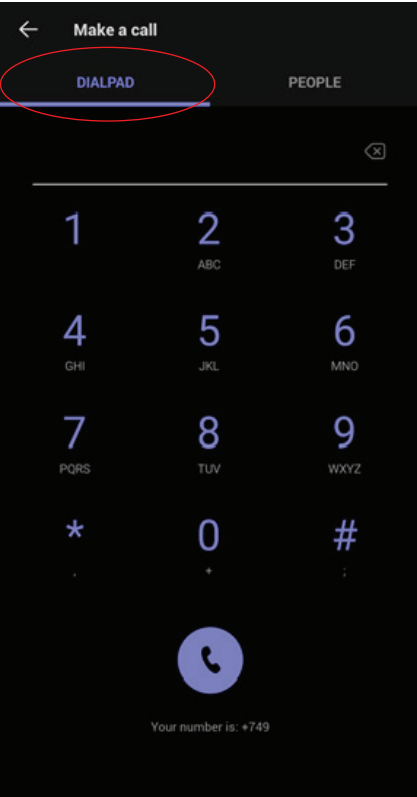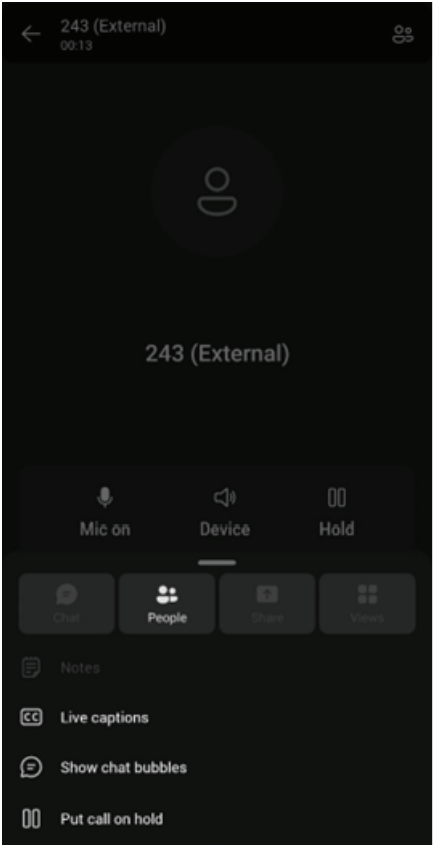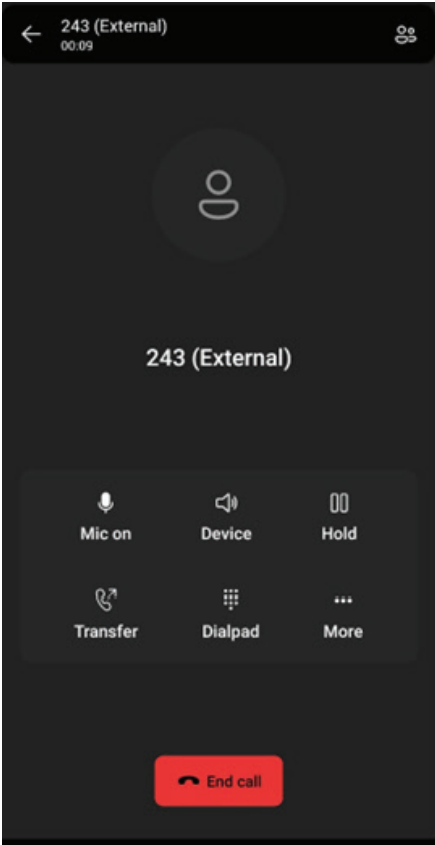
Pressing the "Call" button in the bottom right corner will bring up the "Make a call" screen.

New calls can be made using the Dialpad or you can search your company directory to find specific people.

When on an active call, the screen will display a menu with options to mute, change the device's audio (handset, speaker, BT), put on hold, access the dial pad, transfer and more.

Setting Up Your Voicemail

Choose a passcode and record your greetings.

Accessing your Voicemail

By default, your voicemail is set to answer after 5 rings. To access your voicemail, dial ***98**. To access another extensions voicemail, dial ***98+Ext**. To access your voicemail remotely, call your extension and press the * key when your voicemail answers.

Setting your Passcode

When accessing your voicemail, you are prompted for a passocde. The default passcode is 1234. Once logged in, you can change your passcode by pressing **0** for Mailbox Options and then **1**.

Recording your Greetings

Sunwire offers the option for up to three different types of greetings.

Unavailable Greeting

To record your main Unavailable Greeting, from the voicemail's main menu **press 3** for Greetings then **press 1** to Record a Greeting. **Press 3** to record your Unavailable Greeting and follow the voice prompts.

Busy Greeting

If you would like a different greeting to be played when you are on the phone and your line is busy, you can record a Busy Greeting. From the main menu, **press 3**, **1**, **2** to record your Busy Greeting.
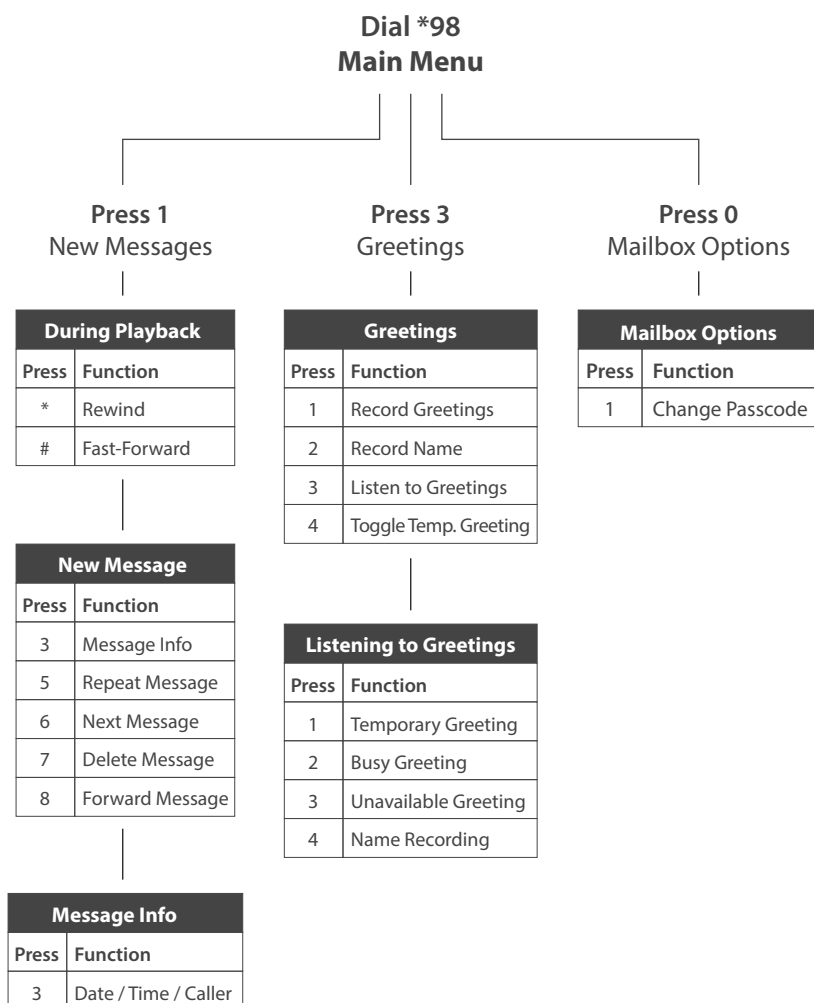
Temporary Greeting

Alternately, you can also setup a Temporary Greeting if you are going away but do not want to record over your existing greetings. The Temporary Greeting can be enabled or disabled and will always play.

To record a temporary greeting, **press 3**, **1**, **1** from the main menu.

To toggle your temporary greeting, **press 3** then **4**.

Navigating Your Voicemail

See the big picture behind your voicemail system.

Dial *98
Main Menu

Press 1
New Messages

Press 3
Greetings

Press 0
Mailbox Options

During Playback	
Press	**Function**
*	Rewind
#	Fast-Forward

New Message	
Press	**Function**
3	Message Info
5	Repeat Message
6	Next Message
7	Delete Message
8	Forward Message

Message Info	
Press	**Function**
3	Date / Time / Caller

Greetings	
Press	**Function**
1	Record Greetings
2	Record Name
3	Listen to Greetings
4	Toggle Temp. Greeting

Listening to Greetings	
Press	**Function**
1	Temporary Greeting
2	Busy Greeting
3	Unavailable Greeting
4	Name Recording

Mailbox Options	
Press	**Function**
1	Change Passcode

Most Common Phone Features

Learn how our most common features work.
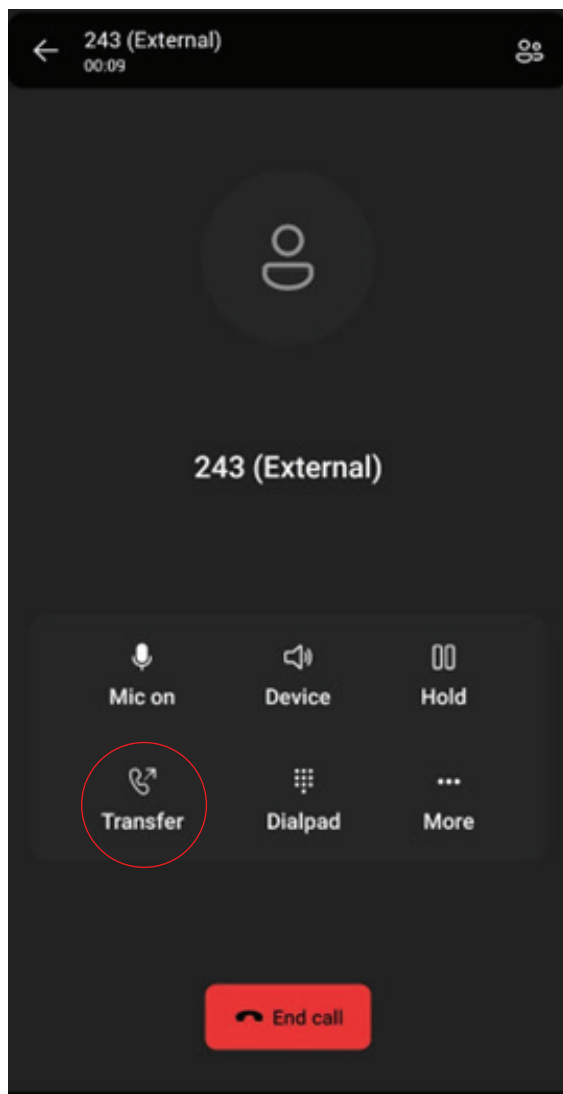
Transferring Calls

(Desktop)

While on an active call, press the "Transfer" button at the top of the screen. Select if you would like to transfer the call direction or if you would like to speak to the person receiving the transfer prior to completing the transfer.
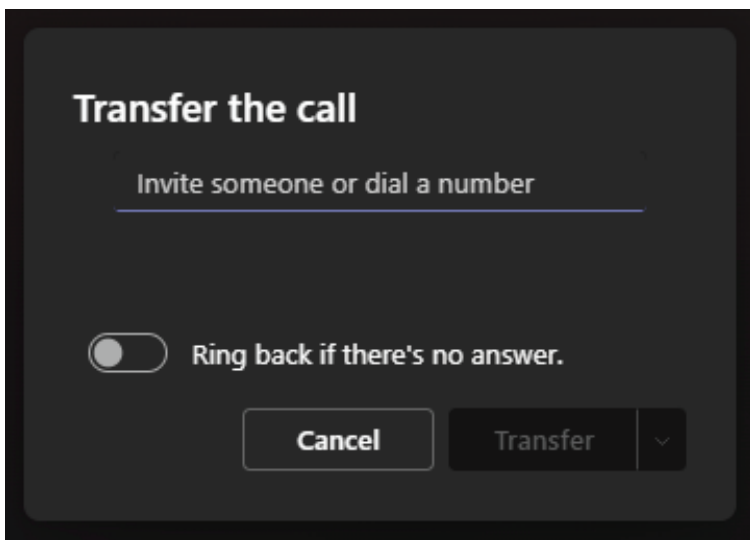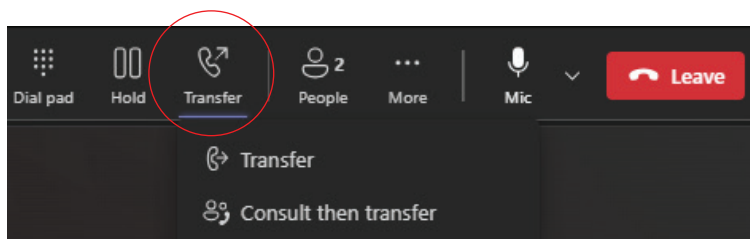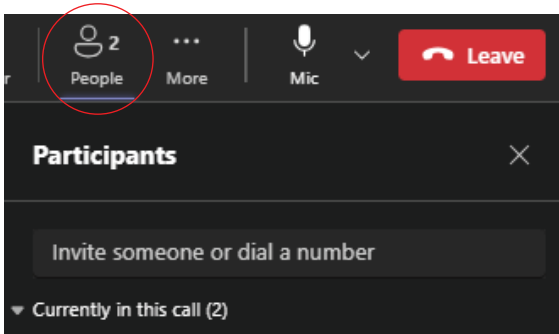
(Mobile)

While on an active call, press the "Transfer" button.
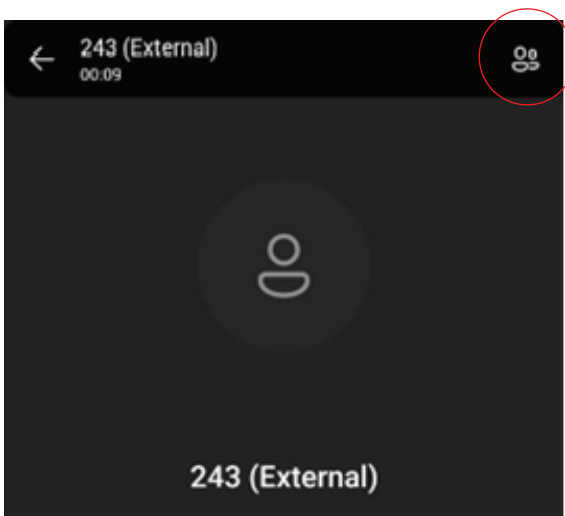
Conference Calling

(Desktop)

To create a conference call, press the "People" button at the top of the call screen. Simply type the name or number of the person you'd like added to your conference call.
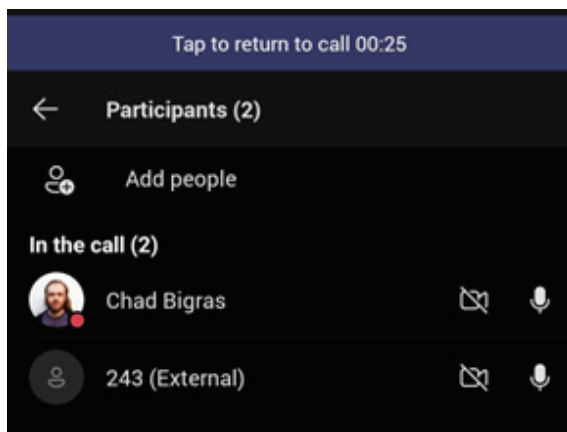

(Mobile)

To create a conference call, while on an active call, select the 'Participants' icon.

From the 'Participants' screen, you are able to add people to the call.

Parking a Call

Inbound calls can be parked (put on a public hold) by dialling: ##. Parking a call allows you or another user to pick up the call from any other device on the phone system.

While on a call, press ##. This will place the call in the next available parking lot. The system will read back the parking lot number.

The call will then leave your phone and you can hang up the receiver.

You could now advise the person who must answer the parked call that they have a call parked on "XX" (where XX represents the parking lot number where the call was parked).

Users can then simply dial the parking lot number in order to pickup that parked call.

Sunwire Inc.
www.sunwire.ca

If you require any further assistance,
please contact our support team:

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1-833-727-6777

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