RingCentral | University

RINGCENTRAL CLOUD PBX FOR MICROSOFT TEAMS: USER TIPS

Using Active Call Controls

Dial these commands through the Microsoft Teams keypad during an active call to produce the corresponding actions:

Action	Key Code
Start / Stop Call Recording	*9
Transfer Call Internally	# # (Ext. Number) #
Transfer Call Externally	# # *1 + Phone Number
Park a Call	# # *3
Retrieve a Parked Call	* + (Park Location Ext.)

Checking Audio Settings

Follow these steps to check your audio devices in the Microsoft Teams app:

1. Click your profile icon.
2. Click **Settings**.
3. Select **Devices**.
4. Ensure that the correct devices are selected under the **Speaker** and **Microphone** sections.
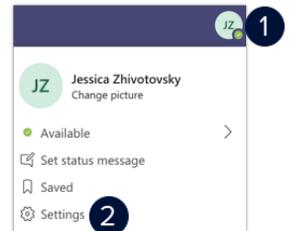
Checking Voicemail

Check your voicemail messages through the **Voicemail** tab in your Microsoft Teams app.
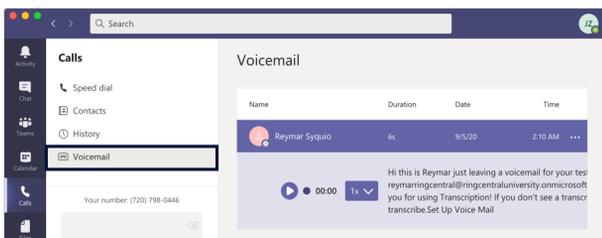
Recording Custom Voicemail Greetings

Follow these steps to record a custom voicemail greeting in your Microsoft Teams app:

1. Click your profile icon.
2. Click **Settings**.
3. Click **Calls**.
4. Click **Configure voicemail**.
5. Click **Record a greeting** to start a system call then follow the audio prompts to record and save your custom voicemail greeting.

OR

5. Use the **Text-to-speech customized greeting option** by typing your preferred voicemail greeting in the **Your custom greeting** and **Your custom out of office greeting** fields.
6. Click **OK** to save your settings.

Note:
*   **Your custom greeting** is the voicemail greeting that plays when you are online.
*   **Your custom out of office greeting** is the voicemail greeting that plays when you are offline.