RINGCENTRAL CLOUD PBX FOR MICROSOFT TEAMS: USER TIPS

Using Active Call Controls

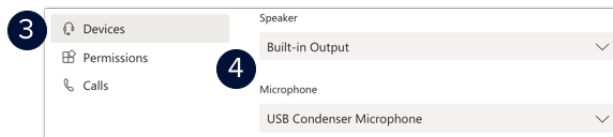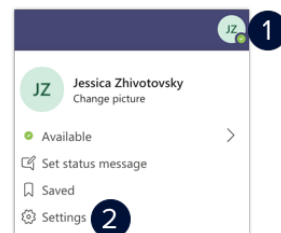Dial these commands through the Microsoft Teams keypad during an active call to produce the corresponding actions:

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 using any of the following methods:

1. Access your RingCentral **My Extension portal** (https://service.ringcentral.com). Select **Messages** and click **Inbox**.
2. Dial ***86** using the Microsoft Teams app keypad.
3. Open your RingCentral voicemail email notification and download the attached voicemail message. (This method requires the "email notifications for voicemail with attachment" setting.)

Note: Check with your account administrator for additional details about your extension's voicemail settings and permissions.

Recording Custom Voicemail Greetings

Follow these steps to record a custom voicemail greeting for your extension:

1. Access your RingCentral **My Extension portal** (https://service.ringcentral.com).
2. Click **Settings**.
3. Click **Messages**.
4. Select **User Hours** or **After Hours**, depending on where you prefer to record the custom voicemail greeting.
5. Click **Edit** under the Voicemail Greeting section.
6. Select **Custom** from the **Set Greeting** drop-down menu.
7. Choose one of the following options to record your custom voicemail greeting:
   - **Phone** – RingCentral will call you to record your custom greeting.
   - **Computer Microphone** – Press record and speak into your computer microphone.
   - **Importing** – Upload a .WAV or .MP3 file.