



# User Guide

# 1. Overview

This document is intended to provide basic instruction on how to use Microsoft Teams Phone.

Please note that since the MS Teams Phone solution is constantly evolving, this document will be updated as needed. Find the newest version [here](#).

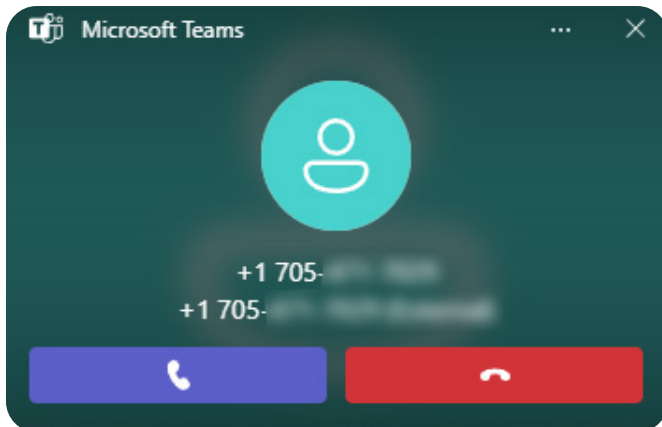
If, after reviewing the guide, you require further assistance:

- Submit a ticket: [helpdesk.nipissingu.ca](https://helpdesk.nipissingu.ca)
- Email: [telephones@nipissingu.ca](mailto:telephones@nipissingu.ca)
- Phone: (705) 474-3450 ext. 4373
- In Person: FASS (A107)

# 2. Call Functionalities on MS Teams

## Answer a call

When someone calls you, you will receive a notification in the corner of your screen allowing you to accept or decline the call. You can answer by clicking the phone icon on your screen. If you click on the red icon, the call will go unanswered. You can configure the settings for declined calls in the Calls Section of MS Teams.



## Add a person to a call

To add a new person to a call, select the "People" icon in your call bar.

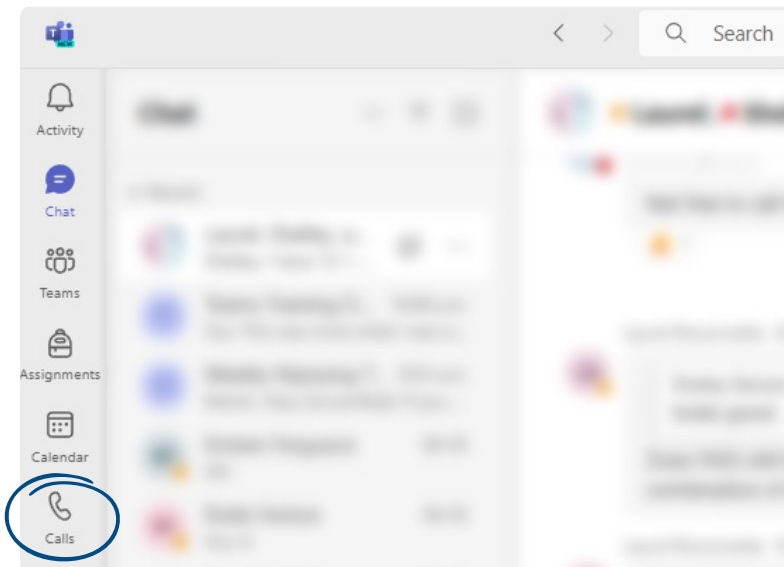


Then type their name or phone number in the search field and hit enter. This will add the person to the call.

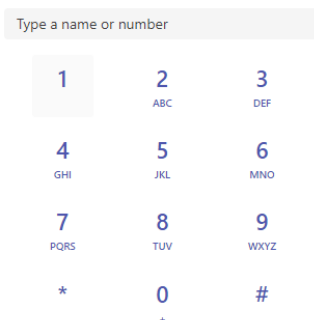
## Make a call using the dial pad

The dial pad can be used to make external calls. To do this:

- Go to the Calls section in your MS Teams client.



- Using the keypad, type in the number you wish to call.

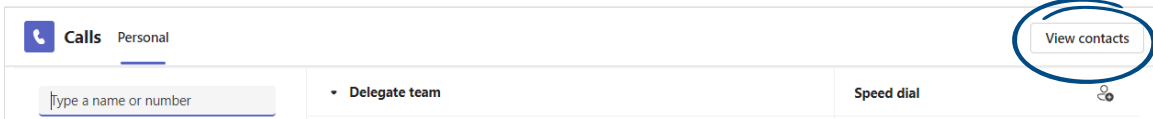



- To make the call, click on  Call

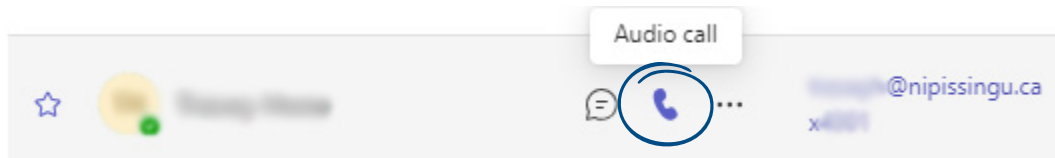
# Add a user to your contacts

To add a number or user to your contacts:

- Access the Calls section of MS Teams as shown above.
- Select View Contacts.



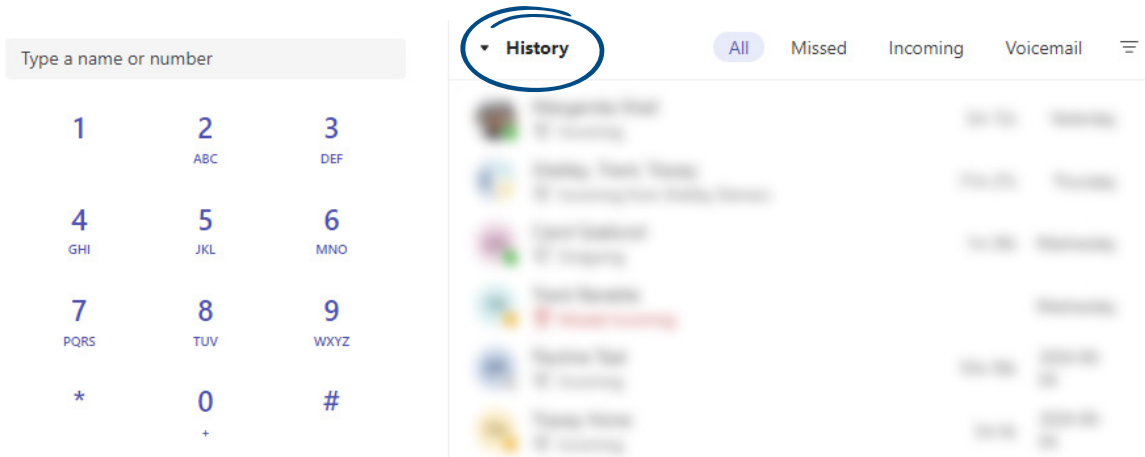
- Select Add contact  on the left part of the screen.
- Start typing the user's name, a list will appear, then select the appropriate person.
- Select Add.
- Locate the contact and click on the phone icon to make a call.



# Make a call using the history

The history shows all calls (missed, incoming, voicemail). To call a person from the history:

- Access the Calls section of MS Teams.
- Select History.



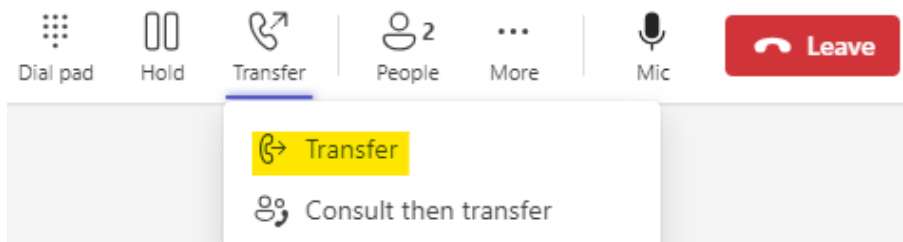
- Click on the person you want to call.
- Select Call or click on the ☰ and select Call back.

## Transfer a call

Microsoft Teams offers the ability to transfer a call to another user. There are two types of transfers: Transfer (or Blind Transfer) and Consultative Transfer. Blind Transfer is when a call is transferred directly to another user. Consultative Transfer is when the person on the other end of the transfer is spoken to before connecting with the caller.

### Blind Transfer

- While on a call, select Transfer & then Transfer again.



- Type the name of the person you want to transfer the call to and select them.
- To finish, select Transfer.

### Transfer the call

Invite someone or dial a number

Ring back if there's no answer.

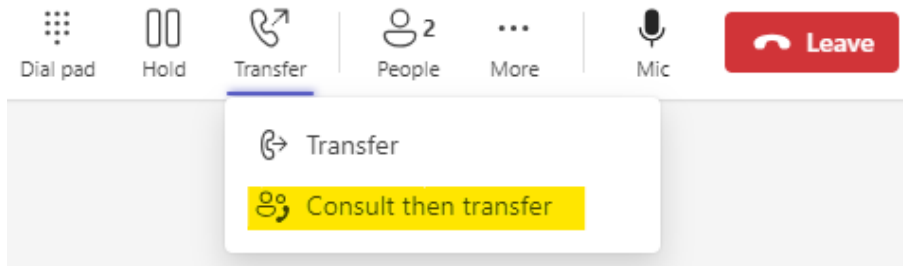
Cancel

Transfer

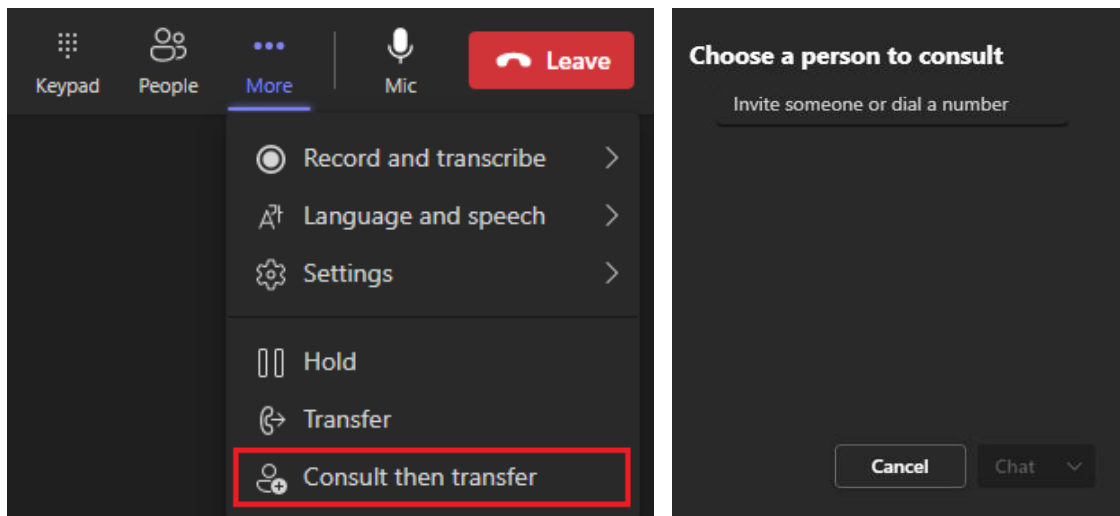


## Consultative Transfer

- While on a call, select Transfer and then Consult, then transfer.

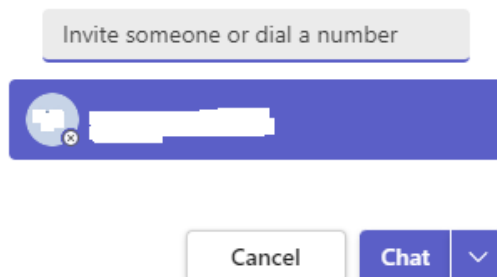


- Type the name of the person you want to transfer the call to and select them.



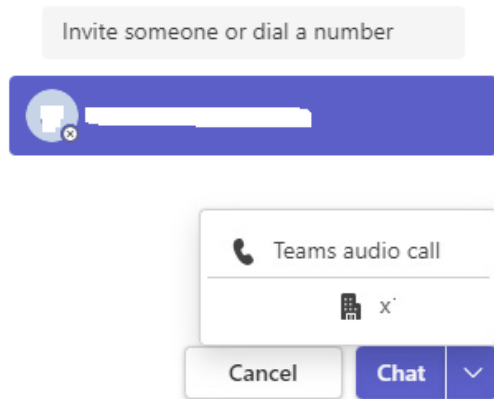
- You have two options:
  - You can Chat with the person you want to transfer the call to and press the Transfer button

### Choose a person to consult



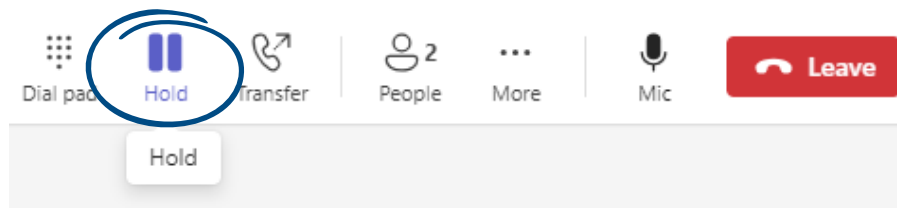
- o You can Teams audio call the person you want to transfer the call to and then press the Transfer button.

### Choose a person to consult



## Put a call on hold

To put a call on hold, click on the Hold button in your call window.



Then select Hold. All call participants will be notified that they have been put on hold.

You can return to your call by clicking Resume.



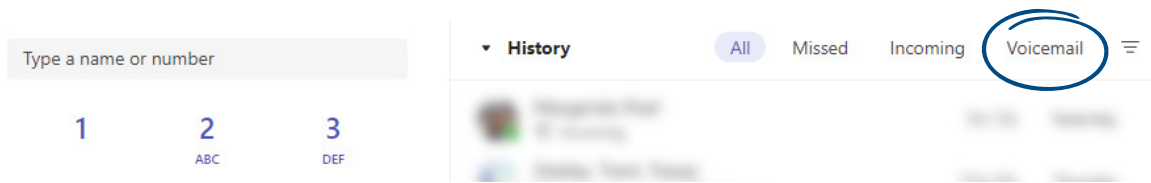
People on hold (including you) will not be able to see or hear anyone else on the call. Screen sharing is suspended, too. Everything will return to normal once you resume your call.



## Voicemail

You can easily check your voicemail from the Call section in MS Teams.

- Navigate to the Calls section.

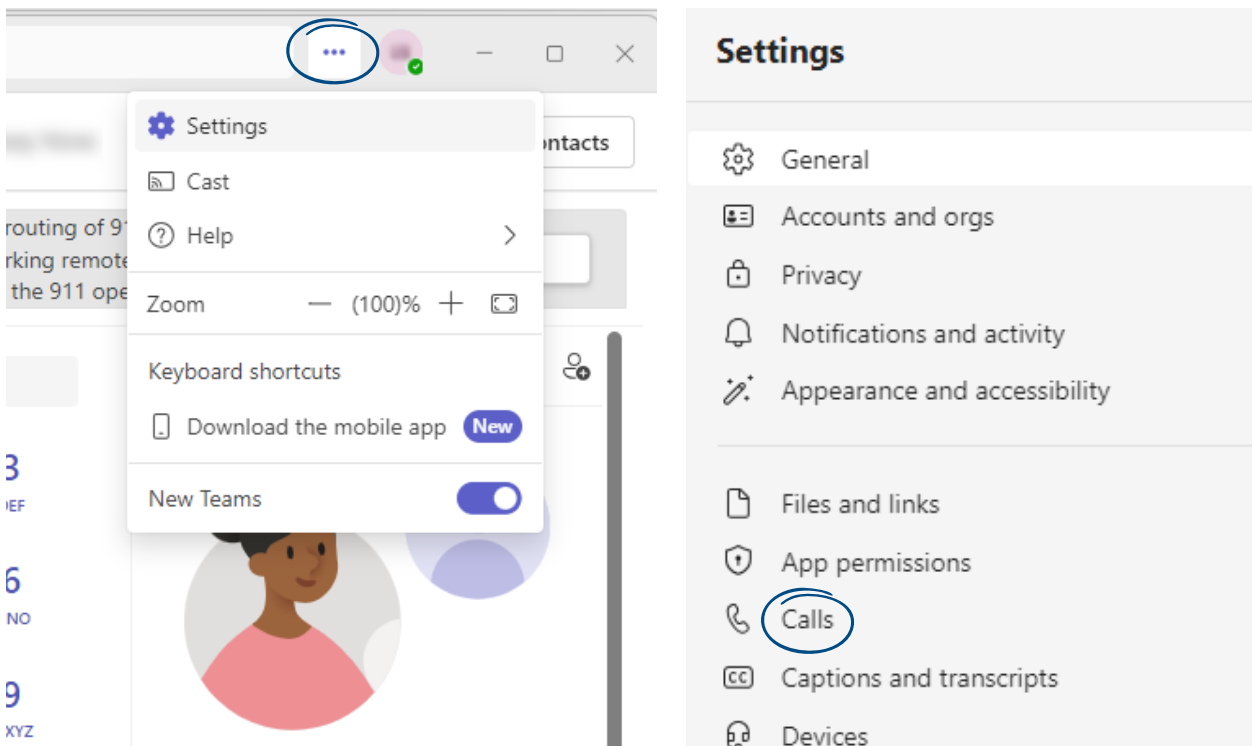
- Click on Voicemail in the History section.



- Click on the name or number.
- Press  to listen to the message.
- You can change the playback speed by clicking on  and choosing the speed.

### 3. Settings

In your MS Teams client, click the **⋮** next to your photo at the top of the app. Select Settings and then select Calls from the menu on the left.

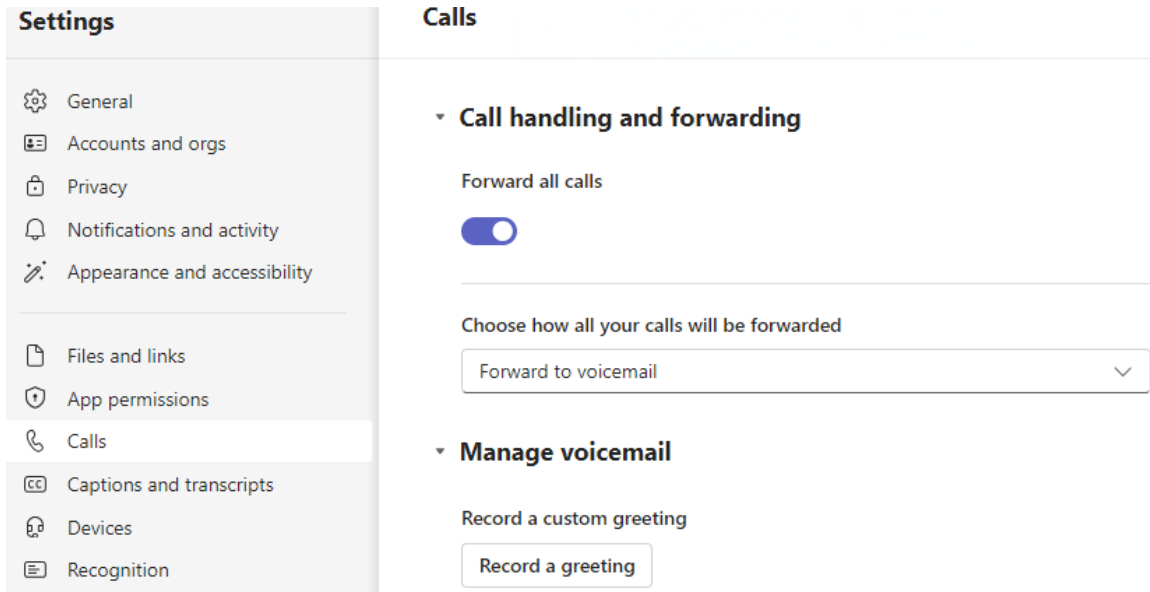




# Call forwarding/Voicemail

To configure call forwarding and voicemail settings:

- Select your preferred call forwarding options. Note that with call forwarding, video calls will be forwarded as well.



- Click on Manage voicemail to manage greetings and settings.
  - Press the Record a Greeting option and follow the voice menu to record your personal greeting.

# Call Delegation


You can pick someone in Teams to be your delegate—a person who can receive and make calls on your behalf. When you add a delegate, you're essentially sharing your phone line with them, so they can see and share all of your calls.

- Scroll down to select Manage delegates, then select Add a delegate.
- Type the name of the desired delegate in the search box and select their name from the dropdown menu.
- When you add a delegate, you'll be able to grant them different permissions. Check the boxes next to the permissions you would like them to have.

- Your delegate will receive a notification letting them know about their new status.

## Make and receive calls as a delegate

Once you have been added as a delegate, you can make and receive calls on someone else's behalf.

- When making a call to another person or a number using your dial pad, select the drop down menu on the Calls  button.

- Note that any delegator (the person who assigned you as a delegate) can always see the calls you make and receive on their behalf.

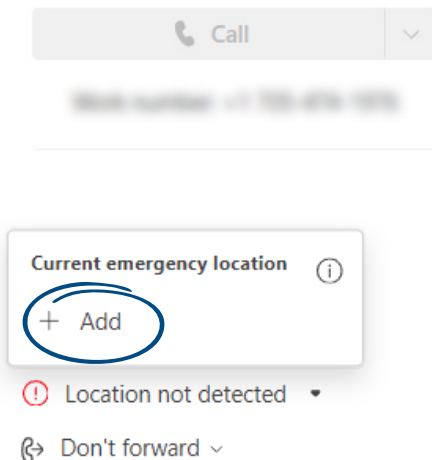
- If a call is put on hold by a delegate, everyone will be notified of the call status, including the delegator. The call can be resumed by either the delegate or the delegator.
- A delegate can join active calls made by the delegator as long as they have the permission enabled or vice versa.

## 4. Emergency Calling

Whether working on-campus in your office or remotely, when you dial 911 the 911 operator will ask you to provide your address.

When in your on-campus office, the MS Teams client can also detect your location if you are unable to talk. You can see this under the dial pad in the MS Teams Calls section. Additionally, On-Campus Security will be notified that you made an emergency call and will be able to see both your phone number and location.

When working remotely, the MS Teams Phone solution cannot detect your location if you are unable to talk. You need to enter it manually for the 911 operator to know your location. Until you do this, your location under the dial pad will show "Location not detected". To add a manual address, choose the arrow beside "Location not detected" at the bottom of the Calls panel and select "Add".



As a reminder of this, there is a top banner that shows in the MS Teams Calls section that states "To ensure proper routing of 911 calls, please update your MS Teams location when working remotely, and be prepared to provide the exact address to the 911 operator if requested."

