

Microsoft Teams with Call2Teams User Guide

This guide assumes that you already have all relevant Microsoft and Uboss licenses and devices assigned and are ready to use the Microsoft Teams application for calls.

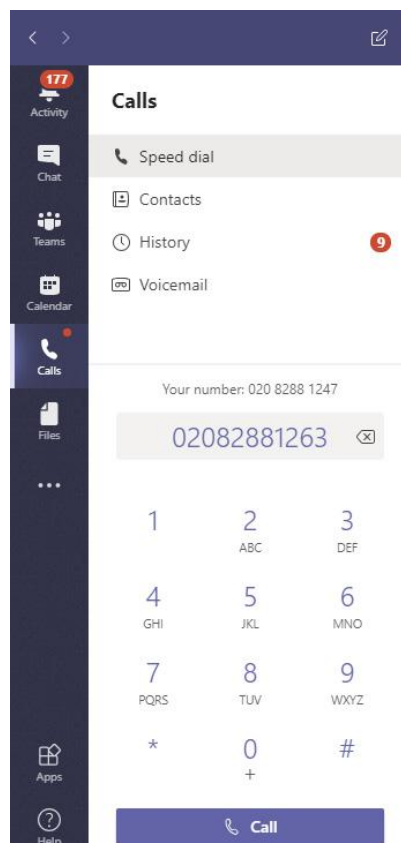
CALLS WITHIN MICROSOFT TEAMS

This couldn't be simpler and is easy to get calls up and running.

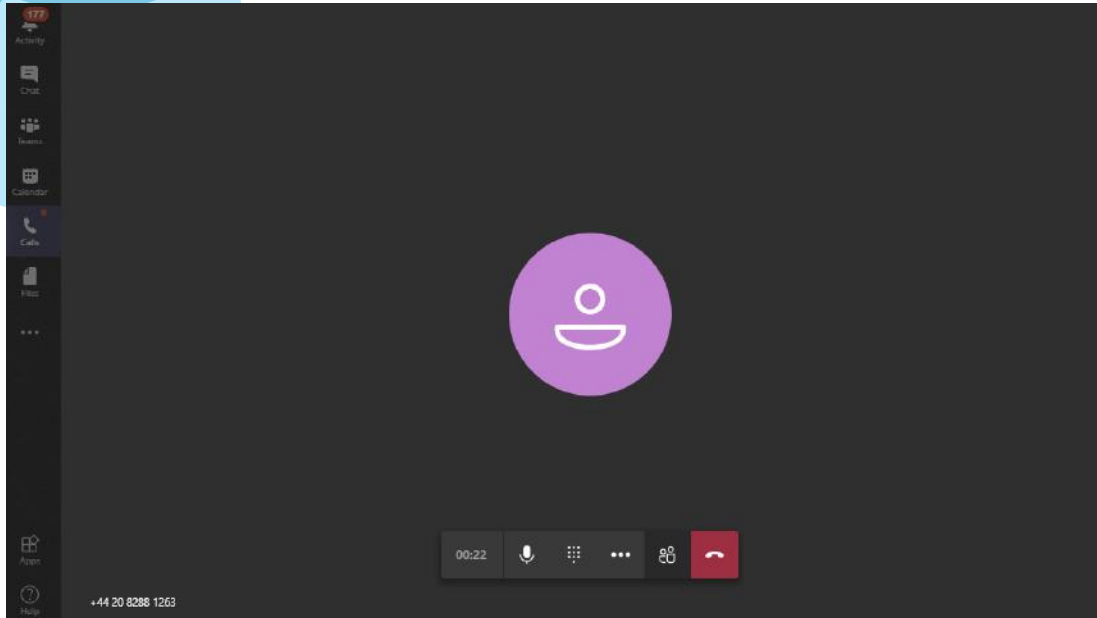
OUTBOUND CALLS

Select the Calls icon from the left-hand side menu, and from the dial pad, you can dial internal extensions and external numbers from here.

Simply type in a number and press the **"Call"** button



While on the call it will display as:



The icons at the bottom are:

- Call Time – the length of the current call
- Mute – Mutes your microphone
- Dialpad – Use to enter additional digits for auto attendants etc
- Menu – this will bring up the following additional options:
- Show device options – brings up your audio device options

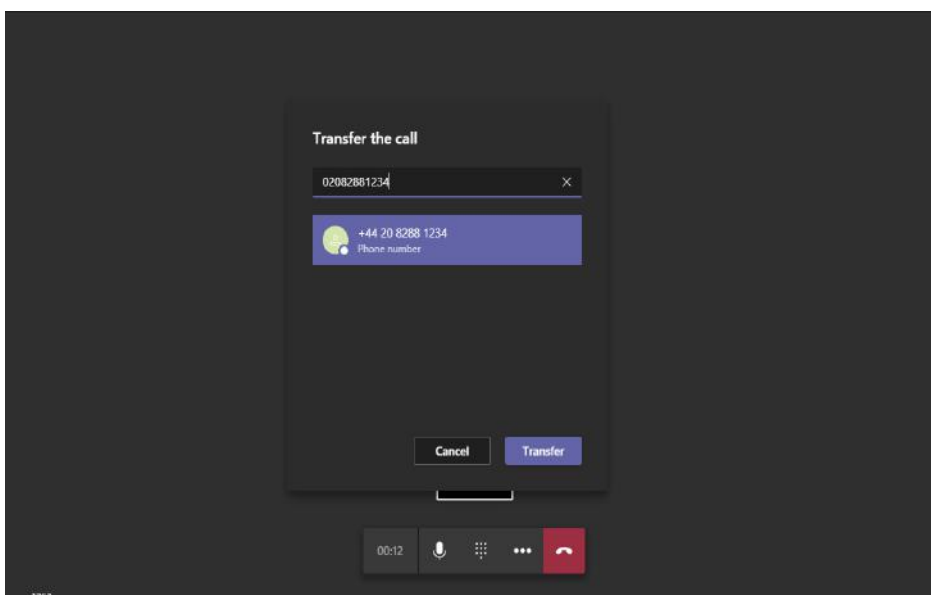
Enter Full Screen – makes the current call window fill the screen

- Hold – places the call on hold
- Transfer – allows you to transfer the call
- Consult then transfer – allows you to ring another party before performing a transfer
- Show Participants – shows who is on the call
- Hang Up – ends the current call

Please Note – when placing a call on hold there is a delay of 3 seconds before the call is actually on hold, the same goes for resume. Please do not press the hold button multiple times as the requests will queue and cause you confusion.

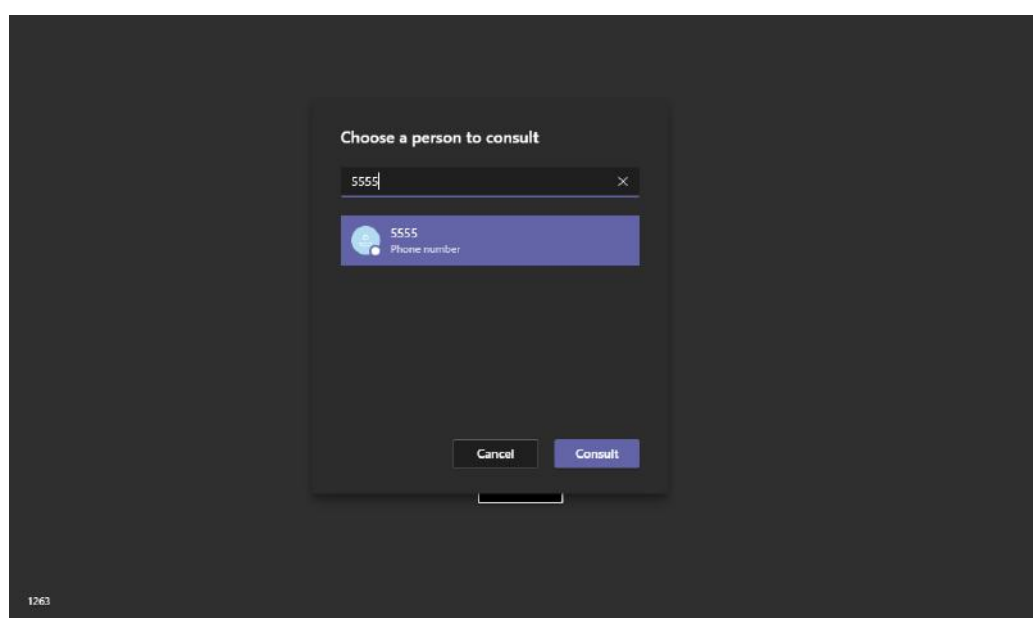
BLIND TRANSFERRING A CALL

While on an active call, press the menu button and then select '**Transfer**' - this will bring up a new window and you can type in a number to transfer to:



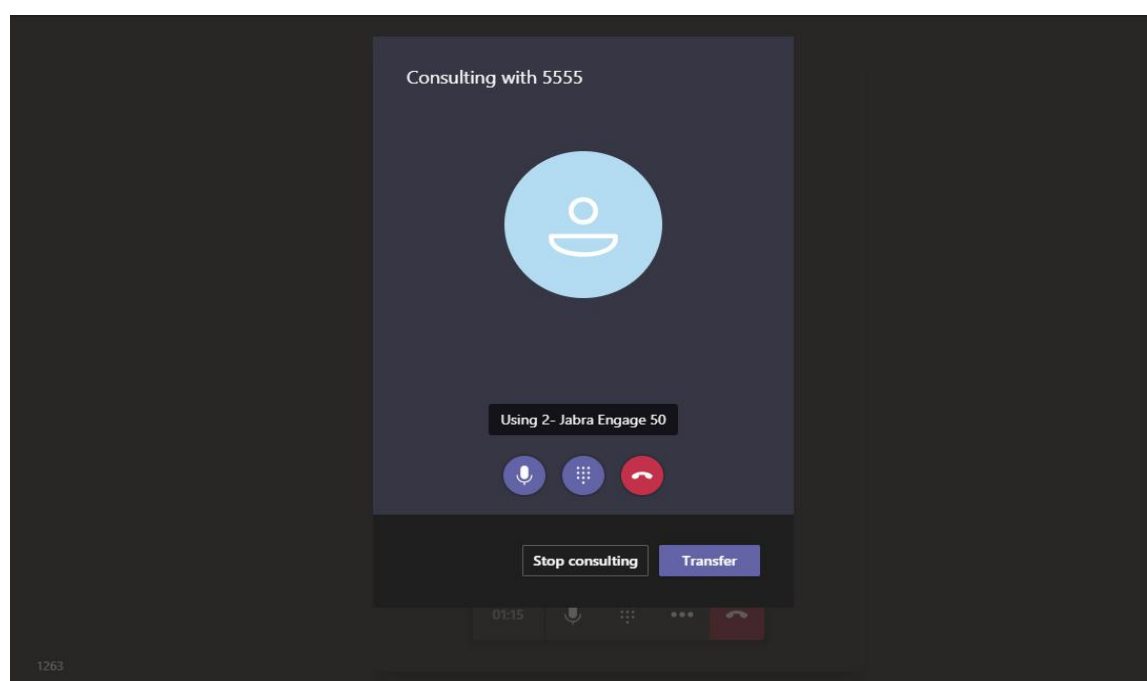
CONSULTATIVE TRANSFER

While on an active call press the menu button and then select **Consult then Transfer**, this will bring up a new window and you can type in a number to call first:



Press **Consult**, and the original call will be placed on hold.

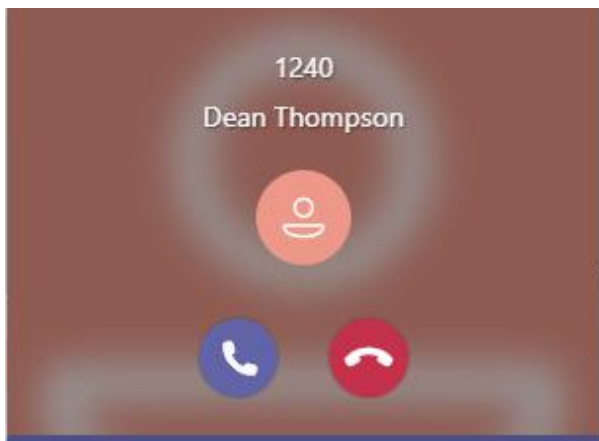
Now you have 2 options, if the 3rd party accepts your call you can then press **Transfer** to complete the transfer. Or you can press **Stop Consulting** to end this call and return to your original call.



ANSWERING A CALL

When someone calls you from either an external number or internal extension, there will be a pop up in the bottom right of your main screen like the below.

Simply press the **answer** button or the hang up to end the call.

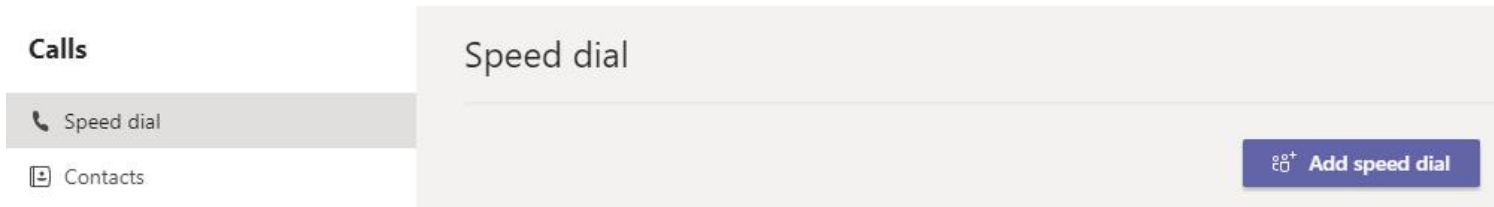


Once answered the controls will be the same as you have in the normal call window.

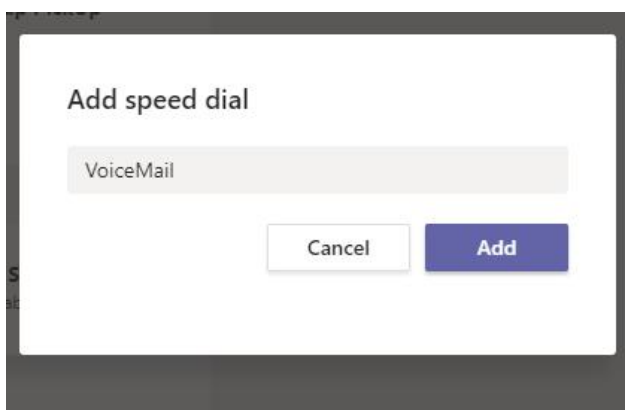
DIALING VOICEMAIL

The easiest way to dial your hosted voicemail is to setup a speed dial to *86.

Click on the Speed Dial Menu, then click on **Add Speed Dial**



In the new window type a name for the speed dial and press the **"Add"** button



Type *86 in the "Phone*" box and press **"Add"**

Add speed dial

Full name*

VoiceMail

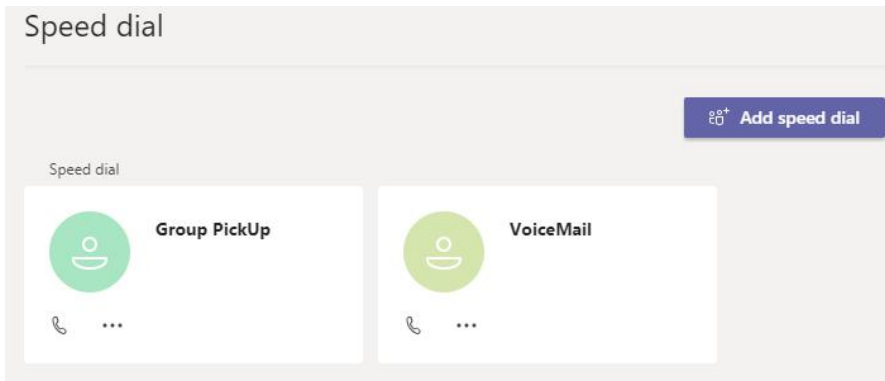
Company Title

Phone*

*86

Cancel Add

To dial the speed dial, click on the small phone icon in the bottom left of the Speed Dial button and the call will be initiated.



DIALING AN ADHOC 3 WAY/N WAY CALL

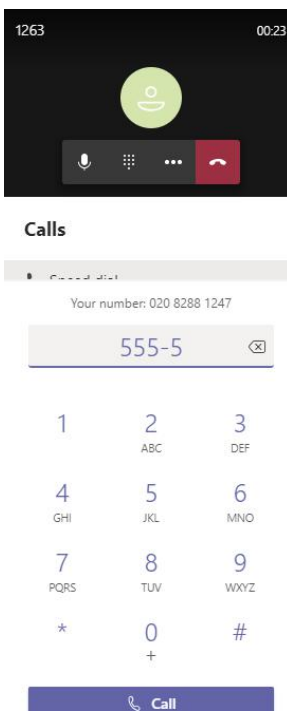
There is no way within Teams to initiate a conference call directly without adding a conference option from Microsoft.

You can, however, use Unity desktop to help here.
Please confirm with your Account Manager if you have a Unity license.

Method:

Start your first call in Teams.

Press the calls tab on the left to get back to your Dialpad, and then dial the second caller and press call. This will place the initial call on hold



Now bring up Unity you will see both calls are in the active call window, press the **Conference Button** and you can now have a conference

Unity Supervisor: Ed Thrusell - Sign-In (duration: 26:09:17)

File Tools Help

Unavailable Available Wrap-up Release Dial Transfer Hold Conference Voicemail Recording Reports Settings

Name	My Statistics					Overall Queue Statistics						
	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Summary	0	0	0	00:00:00	00:00	44	39	5	0	00:00	00:13	02:15
From	To		Duration		Status							
Ed Thrusell	Conference Bridge		00:49		Active (conference)							
Ed Thrusell	Voicemail Voicemail		00:40		Active (conference)							

You can also use the different variants of Unity to control the calls, access your directory, call history and also use the Call Centre availability options to make yourself available/unavailable to call centres and answer the calls in Microsoft Teams.