



User Manual - Calling with Microsoft Teams *Softphone*.

Stay connected with a modern calling solution.

Introduction and reason for change	2
Please note:.....	2
Make or answer a call from anywhere	3
Turn a chat into a call.....	3
Make a call with a phone number or name	4
View or add contacts in Teams	5
Make a call from your call history, speed dial, or contacts	7
Access your speed dial and contacts in one place	7
Use the command box.....	8
Place a call on hold.....	8
Transfer a call.....	9
Consult then transfer	9
Add someone to a call in Teams	9
Make multiple calls at the same time in Teams	11
Add a delegate	11
Share a line with a delegate.....	11
Review your call history	11
Optimize mobile data usage	13

Introduction and reason for change

In 2020 Maastricht University chose to adopt Microsoft Teams to enable employees to communicate and collaborate any-place and any-device. **Teams** is an **all-in-one app** that brings together calling, chat, meetings, and collaboration.


The current Maastricht University business telephone system is depreciated and due for replacement. Also, during the pandemic, for many of us working online has become the new normal faster than probably expected. Post-pandemic, hybrid working is expected to be the [Future of Working@UM](#). Herein a good collaboration and communication infrastructure is key.

Teams also offers a modern calling solution - **Teams Phone System** - which enables you to make and receive audio and video calls **from anywhere**. Not only place and receive one-on-one calls (to and from Maastricht University colleagues), but also connect to the public telephone network to make (inter)national calls.

With Phone System, users can use the Teams application as a *softphone* to place and receive calls, transfer calls, and mute or unmute calls.

To place and receive calls, Teams Phone System users can use a headset with a laptop or PC, their mobile devices, or deskphones that work with Teams. Teams can also be used via <https://teams.microsoft.com/>

Please note:

- **In Teams, you call your UM colleague by searching their name and choosing  Call.**
When typing their name, don't be misled by the number Teams automatically suggests, based on so called T9 notation.
- Based on the current UM Exchange (mail) version, your Outlook Contacts are not yet available in Teams. Once UM has migrated to the new Exchange Online environment, in the course of 2022, this will be possible. However, you can add your preferred contacts manually (check 'View or add contacts in Teams' in this manual).



Get to know the new calling experience in Teams

Calls are a quick way to connect in Teams. You can have one-on-one calls or calls with several people. You can set them up ahead of time like a meeting, or you can start them on the fly while in a chat (for example). While meetings are a great way to collaborate in Teams, calls can be a more direct way of connecting for completing specific tasks or for getting questions answered quickly.



There are many ways to make a call in Teams.

Wherever you are in Teams, you can start a call with someone (or a group of people). Here are some of the ways:

Make or answer a call from anywhere




Select either **Video call**  or **Audio call** . Any call can be a video call or an audio-only call. It's always up to you.





Answering a call is simple too. Just select **Video call**  or **Audio call**  when prompted. When someone calls you, you'll get a notification that lets you accept or decline the call.

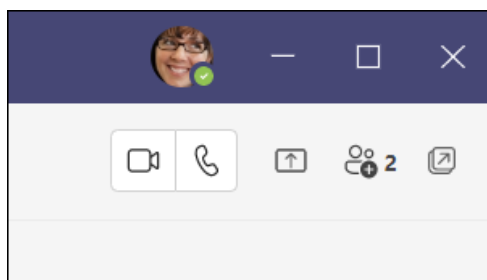
When someone calls you, you'll get a notification that lets you accept or decline the call.




- Select **Accept with audio**  to answer with audio only.
- Select **Accept with video**  to accept the call and enable video as well.
- Select **Decline call**  to decline the call and go on with your day.



Turn a chat into a call


With one click, you can make any chat into a call in Teams. When you're in a chat, select **Video call**  or **Audio call**  in the upper-right corner of Teams. The person you are chatting with (or the people, if it's a group chat) will receive a call from you.




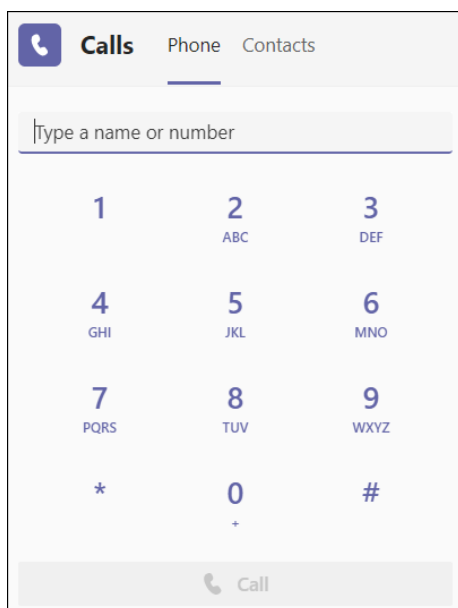
Make a call with a phone number or name

If Teams (Phone System) Calling has been assigned to your account, you'll find a dial-pad in Teams, under Calls  and you can make and receive calls outside Maastricht University.


To dial a number from Teams, go to **Calls** , and then enter the number of the person you want to reach by using the dial pad located on the left. Then click **Call** .

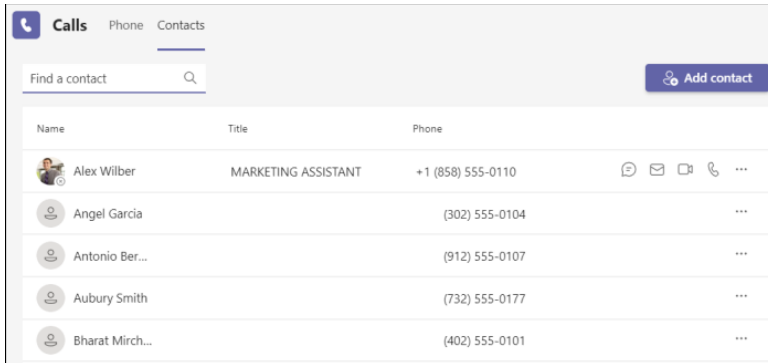
For internal UM colleagues, just type the name, select your colleagues 'name and click **Call** .

To make group calls, enter multiple names and/or numbers into the dial pad, and click **Call** .




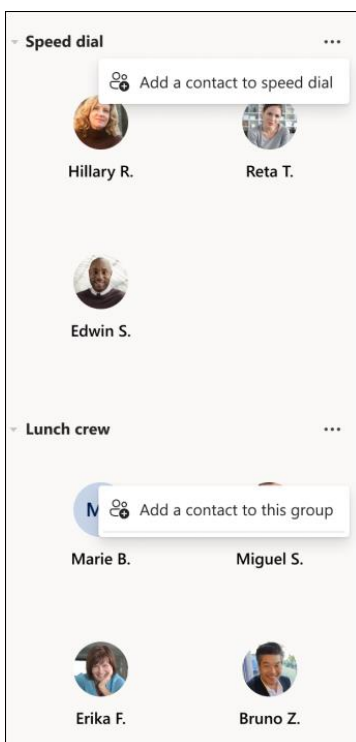
View or add contacts in Teams

To view your Teams contacts, select **Calls**  and choose **Contacts** on the left. Here you'll find an A-Z list of all your contacts and a search bar that you can use to find someone specific.





If you want to add a new contact to your list, click **Add contact** at the top of your list to get started.


You can also access your **Speed dial** contacts and any call groups you have created—all on the right side of Teams. Just select **Calls**  and access them there at any time.




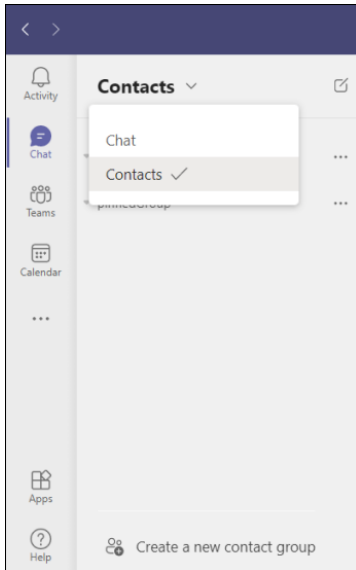
Things you can do from here:

- **Speed dial** allows you to quickly reference and call back any recent contacts or contacts that you have added to speed dial.
- Call groups organize your teammates to help you find or reach certain people based on a role or team.

- To add someone to speed dial or any call group, select **More actions**  next to the group name and choose **Add a contact to this group**.
- You can quickly call any contact back by selecting **Call**  below their name.

Note: If you don't see **Calls**  on the left side of Teams, talk to your IT admin.

To create a new contact group, first go to **Chat**  on the left side of Teams. Then select the **Chat** dropdown at the top and select **Contacts**.



Next, choose **Create a new contact group** at the bottom. Then follow the instructions to create a new group.

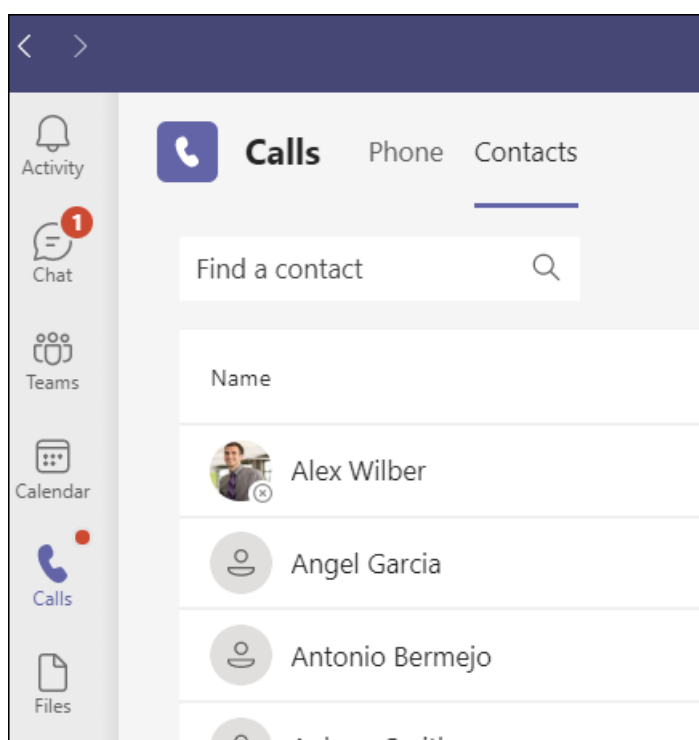
Create a new contact group

Organize your contacts into groups to find them more easily.

Contact group name

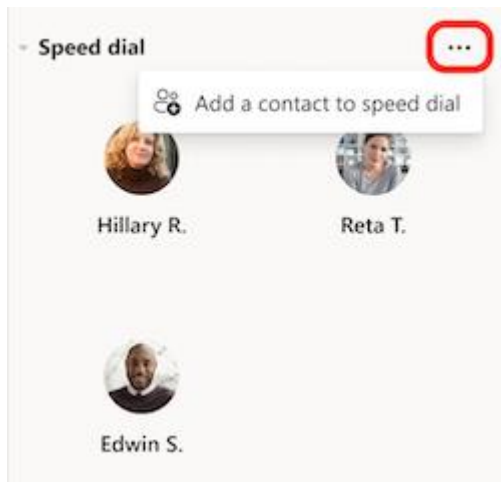
Make a call from your call history, speed dial, or contacts

- Access your call history and quickly call anyone back from the list. Go to **Calls** and review the History section in the center of the screen. Select any item from the list and then choose **Call** in the Details section on the right side of Teams.
- From your speed dial, you can quickly call people that you previously saved to this list. To access your speed dial, go to **Calls** and then find the **Speed dial** section on the right side of Teams.
- To view your contacts, click **Calls** > **Contacts** in the upper-left of Teams. From here, you can call anyone by selecting **Call** to the right of their name.



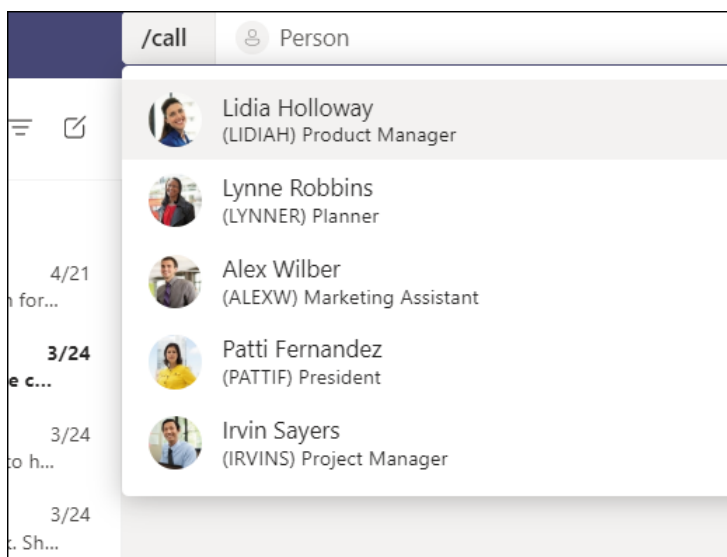
Access your speed dial and contacts in one place

Your speed dial contacts now appear to the right of Teams, along with any contact and call groups you manage. Contact groups organize your teammates to help you find or reach certain people based on a role or team. To add someone to a call group, select **More actions** next to a contact group name and choose **Add a contact**.



Use the command box

At the top of Teams, type `/call` in the box and then enter a name or number. When you make your selection, the call will begin automatically.



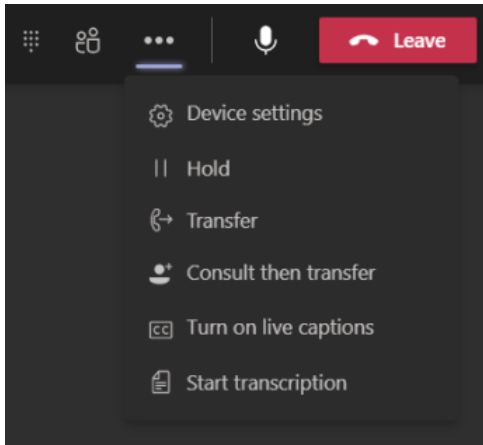
Note: If you're in a Teams call on your mobile device, the device's screen won't turn off if you don't navigate away from the call window (or if you navigate away but come back before it turns off). If you turn off your screen during a call, you'll stay connected but the device will lock.

You can do a lot while on a call in Teams.

During a call, you can take many actions. These are a few common actions you might take:

Place a call on hold

Select **More actions** ******* in your call window and choose **Hold**. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.



Transfer a call

Select **More actions** ******* > **Transfer** in your call controls. Then, type the name of the person you want to transfer the call to and select them. To finish, select **Transfer**.


Consult then transfer

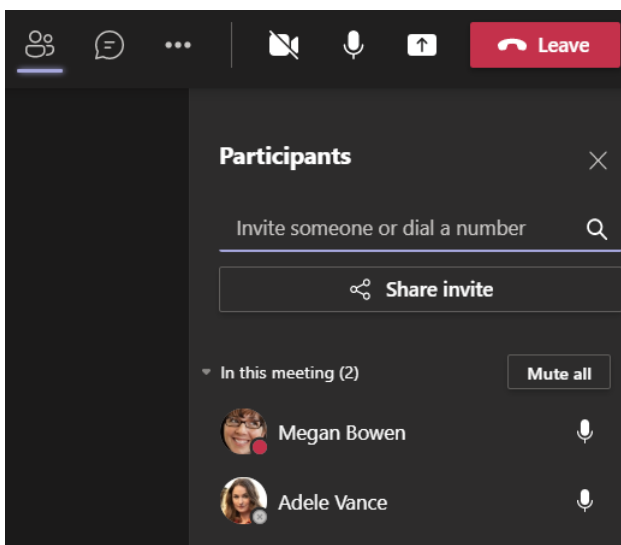
If you want to check in with someone before you transfer a call to them, select **More actions** ******* > **Consult then transfer**.

Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them, or consult with them over chat. When you're ready, select **Transfer**.

Add someone to a call in Teams

When you're already on a call, you might want to add someone new and create a group call.

To add someone new to a group call, select **Show participants**  in your call controls, then type their name or phone number in the search box.




Make multiple calls at the same time in Teams

If you're already on a call, you can answer or start a new call anytime. We'll place your current call on hold and take you straight to your new conversation.


While a call's on hold, all participants will be notified, and they won't be able to see or hear you. You'll see your on-hold calls displayed on the left side of your call window, so you can get back to them.

Add a delegate

You can pick someone in Teams to be your delegate—to 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.




To designate a delegate, select **Settings and more**  next to your profile picture at the top of Teams and choose **Settings > General**. Under **Delegation**, select **Manage delegates**. There you can see who you're a delegate for, and add and remove your own delegates.

Share a line with a delegate

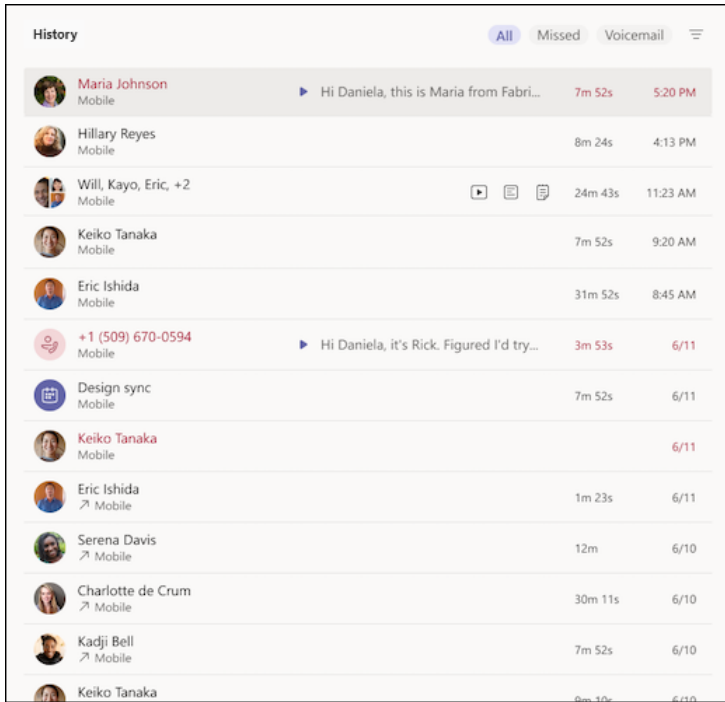
Select **Settings and more**  next to your profile picture at the top of Teams and choose **Settings > General**. Under **Delegation**, select **Manage delegates**. Click **Your delegates** and type the person's name in the **Add a delegate** box.

Review your call history

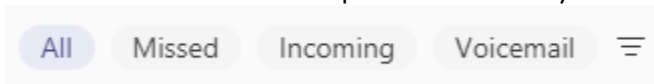
Your call history is located in the center of the calls experience and shows a list of past calls (including missed calls).

Go to **Calls**  > **History**. From any call in the list, select **More actions**  > **Call back**  to begin a call automatically.

You can also chat with that contact, add them to speed dial, and add them to your contacts—all from the **More actions** menu.




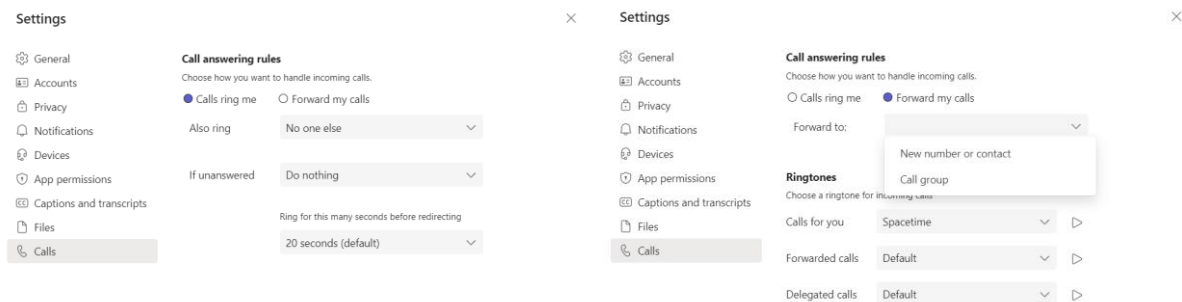
To review a list of calls you've missed, lists of calls that came in, and your voicemail, select between the available filters at the top of the call history list.



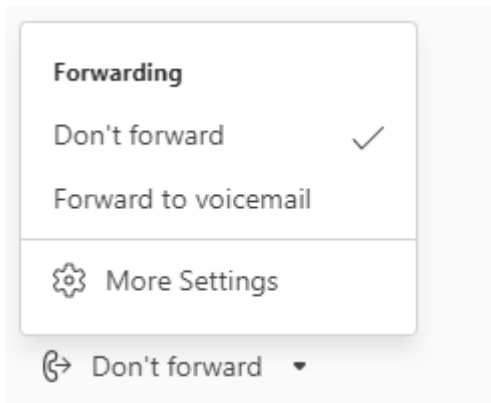
Set your call answering rules

Select **Settings**  next to your profile picture at the top of Teams and choose **Settings** >

 **Calls** > Call answering rules. Select Calls ring me or Forward my calls and the preferred handling.




You can also find these settings (whenever you're in the Calls area) by selecting **Don't forward** (or **Forward to voicemail**, etc.) in the lower-left of Teams.

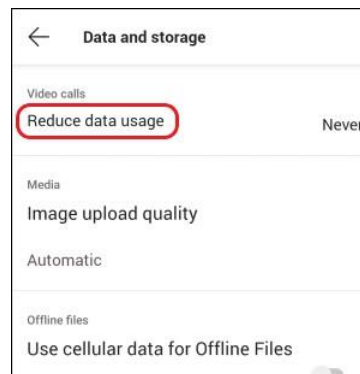
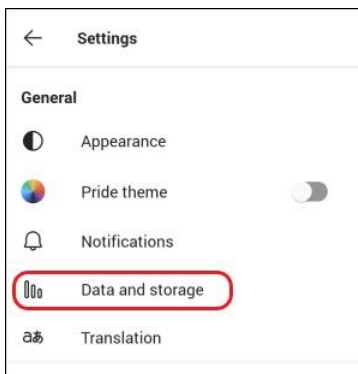


Optimize mobile data usage

To reduce the amount of data used in video calls and meetings on your mobile device, you can change a setting in the Teams mobile app to limit the amount of data used on your device. Teams will still provide a quality viewing experience while balancing the number of participants, bandwidth conditions, and other factors.

To change this setting:

1. Tap your profile picture and then select **Settings** .
2. Select **Data and storage** and then **Reduce data usage**.



3. Select one of the following options: **Never**, **On cellular networks**, or **Always**.
To reduce data usage in video calls and meetings, choose **On cellular networks** (for when you're using cellular data) or **Always** (for both cellular and Wi-Fi connections).