

MS Teams Phone System



Why does UM phone system change?

- The current Mitel phone system is **end-of-life**.
- The way most UM employees work has changed to **hybrid working**.

Need for a modern, flexible communication system;

- MS Teams since September 2020 available as UM collaboration platform.
- MS Teams also offers a modern calling solution: Teams Phone System.



What will change for you?

Calling with **Microsoft Teams Phone**:

- ✓ Full-Featured Phone System
- ✓ User friendly
- ✓ Flexibility
- ✓ Mobility
- ✓ Availability



What will change for you?

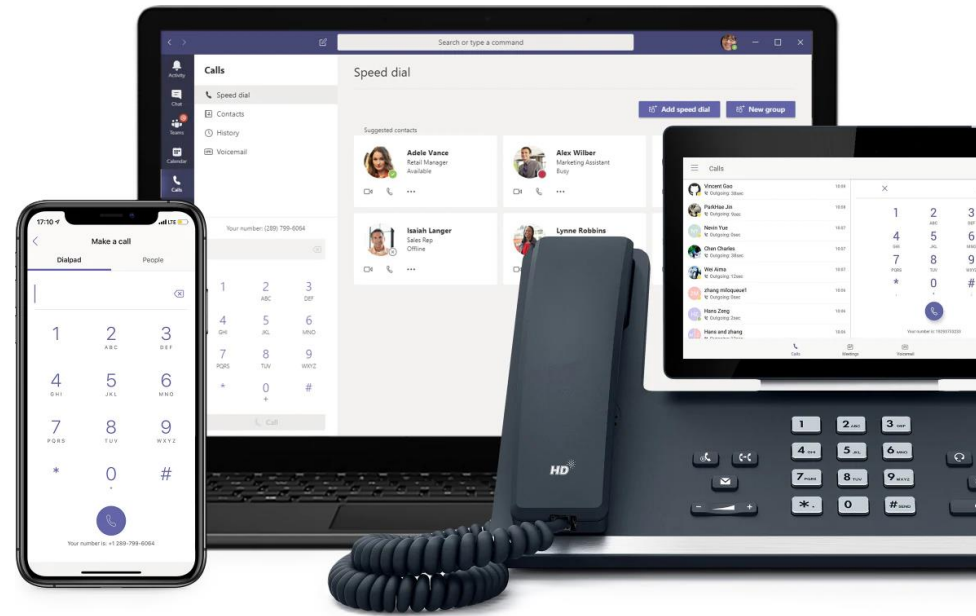
Calling with **Microsoft Teams**:

- Call both internal UM contacts and external contacts (inter)nationally.
- Based on your UM phone number (8xxxx).
- Default with Teams app/client (*'softphone'*).
- Teams desk phones (optionally) available.
 - For secretariat, reception desk or meeting room.
- Mitel phones can no longer be used once your number has been migrated from Mitel to Teams.



Calling with MS Teams

Available via Teams app/client on laptop, desktop, cell phone, BYOD
or <https://teams.microsoft.com/>
Deskphones are optionally available.



Calling with MS Teams app/client

The screenshot shows the MS Teams application interface with several call-related features highlighted by callout boxes:

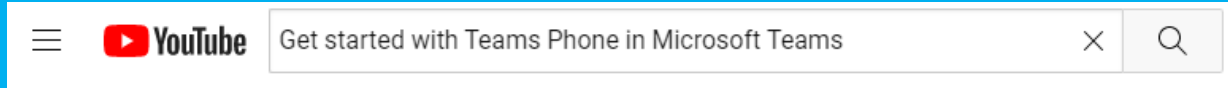
- Access your contacts**: Points to the 'Calls', 'Phone', and 'Contacts' tabs at the top of the interface.
- /call (direct call)**: Points to the search bar at the top of the interface.
- Manage your own availability**: Points to the user's profile picture in the top right corner.
- Speed dial**: Points to the 'Speed dial' section on the right side of the interface, which displays a grid of contact avatars.
- Call history**: Points to the 'History' tab in the 'Shared lines' section, which displays a list of recent calls.
- Call by name or number.**: Points to the search bar in the 'Calls' section.
- Access Teams Calls**: Points to the 'Calls' icon in the left-hand navigation pane.
- Your UM number**: Points to the 'Work number: +1 858-555-4540' field in the 'Calls' section.
- Incoming call (accept or decline)**: Points to the 'Incoming call' notification in the bottom right corner, which shows the caller's name and a call icon.

The 'Shared lines' section displays a list of calls with the following details:

Contact	Direction	Duration	Time
Alex Wilber (Supports you)	Incoming	10s	Yesterday 2:36 PM
Adele Vance	Incoming		Yesterday 2:35 PM
+1 206-555-9871	Incoming		Yesterday 2:34 PM
Lynne Robbins	Voicemail	9s	Yesterday 2:34 PM
Lynne Robbins	Incoming		Yesterday 2:33 PM
Pradeep Gupta	Incoming		Yesterday 2:32 PM
Miriam Graham	Outgoing	23s	Yesterday 2:27 PM
+1 425-555-1239	Outgoing		Yesterday 2:27 PM
Grady Archie	Incoming	20s	Yesterday 2:26 PM
Alex Wilber	Incoming	14s	Yesterday 2:25 PM
Megan Bowen	Outgoing	4s	Yesterday 1:12 PM

More info or questions?

- For an impression of Teams Phone System:



- Check Teams Phone System **manuals**.
- Contact **ICTS Servicedesk**.