

MS Teams phone system



Why does UM phone system change?

- The current Mitel phone system is **end-of-life**.
- For 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 me?

Calling with **Microsoft Teams**:

- Calling via your UM landline number (8xxxx) no longer bound to UM location and Mitel desk phone.
- Call both internal UM contacts and external contacts (inter)nationally.
- Based on your UM landline number (8xxxx).
- Default by use of Teams app/client (*'softphone'*)
- Teams desk phones are (optionally) available.
 - E.g. for secretariat, info desk, meeting rooms.
- Mitel phones can no longer be used once your number is migrated to Teams phone system.



Calling with Teams Phone System

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



Calling with MS Teams app/client

The screenshot shows the MS Teams calling interface. The top navigation bar includes 'Calls', 'Phone', and 'Contacts'. The main area is divided into three sections: a dial pad on the left, a call history list in the center, and a speed dial grid on the right. A call history window is open, showing a list of recent calls with details like contact name, status, and time. A speed dial window is also open, showing a grid of contact avatars. A call in progress window is visible in the bottom right corner.

Access your contacts.

/call (direct call)

Manage your own availability.

Speed dial.

Call by name or number.

Call history.

Teams Calling.

Your UM number.

Incoming call (accept or decline).

Contact	Status	Time
Adele Vance	Voicemail	Yesterday 2:36 PM
Adele Vance	Incoming	Yesterday 2:35 PM
+1 206-555-9871	Incoming	Yesterday 2:34 PM
Lynne Robbins	Voicemail	Yesterday 2:34 PM
Lynne Robbins	Incoming	Yesterday 2:33 PM
Pradeep Gupta	Incoming	Yesterday 2:32 PM
Miriam Graham	Outgoing	Yesterday 2:27 PM
+1 425-555-1239	Outgoing	Yesterday 2:27 PM
Grady Archie	Incoming	Yesterday 2:26 PM
Alex Wilber	Incoming	Yesterday 2:25 PM
Megan Bowen	Outgoing	Yesterday 1:12 PM

Teams phone system: connectivity options.

Number assigned to employee:

- Personally assigned UM number (8xxxx) + Teams Phone System add-on.
- Default for all employees with permanent position (HR-A).
- On demand (by department) for employees from other HR-categories.
- Default by '*softphone*' (Teams application), optionally with headset.

Number assigned to group / service (call queue):

- Number assigned to call queue with several employees.
- Routing method determines the order in which agents receive calls from the queue.
- Make calls on behalf of your personal number or call queue number.
- Greeting message available.

Number assigned to phone:

- Log in phone:
 - Employee logs in to phone and is (default) available under personally assigned number.
 - Mobility.
- Phone with number assigned:
 - No login option.
 - Number bound to phone location.

More info, manuals and FAQ?

ICTS Servicedesk mail:

'Your migration to Teams Phone System'.

Website:

<https://www.maastrichtuniversity.nl/TeamsPhoneSystem>



Demo and questions.