

Making Calls with Microsoft Teams

Client Relations and Communications

Olinda Hubbs
Rodney Emery
Lisa Threlkeld
Jennifer St. Louis

crc@siu.edu
oit.siu.edu/crc

Reasons to Love Microsoft Teams



Team Empowerpoint

Make sure no perspective is lost. Get involvement from everyone on your team from various backgrounds, age groups, and cultures which sparks ideas and innovation that wouldn't have happened without getting all these people involved in one common thread of communication.



Enhanced Communication

Have chats with one person or multiple people. Jazz up your messages with emojis, stickers, and formatting tools. Show someone appreciation by sending them a customizable "praise" card. Start conversations with your team have a constant thread of communication that you can go back in history and see.



Real-time Collaboration

Easily share files with your team members and work on them together in real-time. Working on the same file? See the exact spot in the file that your team member is working on so that you don't overlap each other. Have a question about a specific document? Start a conversation and invite specific team members (or the whole team) to discuss it—all without having to exit the document.



Streamlined Meetings

Check team member availability and schedule meetings. Change your phone call into a video call with the click of a button. Realize during a meeting that you need another team member to be a part of it? Invite them to join! Need someone in a meeting that is outside of your team? Invite them, too!



Seamless Integration

Access websites, videos, surveys, and so much more from outside applications like YouTube, Survey Monkey, and Adobe PDF Reader, all without leaving Teams. Need to access something, but you're not on campus? You can access everything in Teams whether you're on campus or not.



Reliable Security

Feel confident about the security of your Team, Channels, files, and projects with end-to-end security powered by Microsoft Office 365.

Table of Contents



Calling

6.1 Dialing Instructions	1.1
Conducting Voice Calls	1.1-1.2
User Availability (Status)	1.2
Answer an Incoming Call	1.3
Put a Call on Hold	1.3
Transfer a Call	1.3
Parked Calls	1.4
Conference Calls	1.4-1.5
Manage Call Settings	1.5
<i>Device Settings</i>	1.5
<i>Test Call</i>	1.5
<i>Secondary Ringer</i>	1.6
<i>Forwarding Calls</i>	1.6
<i>Also Ring</i>	1.5
<i>Call Group</i>	1.6
<i>Voicemail Settings</i>	1.7
<i>Ringtones</i>	1.7
<i>Delegates</i>	1.8-1.9
Physical Phone	1.10
<i>Initial Setup</i>	1.10
<i>Lock/Unlock</i>	1.10-1.11
<i>Audio Devices</i>	1.11
<i>Make/Answer a Call</i>	1.11-1.13
<i>Call History</i>	1.14
<i>Voicemail</i>	1.15
<i>Transfer a Call</i>	1.16
<i>Call Waiting</i>	1.17
<i>Putting a Call on Hold</i>	1.17
<i>Conference Calls</i>	1.18

MS Teams Calling

Microsoft Teams Calling

Voice Calls in Microsoft Teams

Calling in Microsoft Teams (MS Teams) supports basic Phone System features such as making and answering calls, placing calls on hold, forwarding calls, and more. You are also able to make 1:1 calls or conference calls. All of your calls will be listed in your call history so you can see who you talked to, on what day, and for how long—just like the Recent Calls feature on your personal phone.

SIU Dialing Instructions

On-Campus: 3-1234 or 453-1234. If you don't know a person's number, you can look them up in MS Teams.

Off-Campus Local: 457-1234 or 687-1234. You do not need the area code, or to dial 9 before the number.

Off-Campus Long Distance: 123-456-7891. You no longer need to dial 8 or an authorization code.

International Calling: Not available at this time. Plans are coming soon.

Emergency Dialing: 911. You will need to provide your current location to the emergency service operator.



If your office location changes, you are responsible for contacting SIU-Telecommunications (453-2484) to have your location updated in Teams for 911 services to refer to if you are not able to provide your location in the event of an emergency.

Conduct MS Teams Voice Calls

1. Open **MS Teams**.
2. Click the **Calls** icon  in the application bar on the left-hand side of the screen.

Dialing Option #1: Using the Dial Pad

1. If no dial pad is present on the bottom left of the screen, click the **Dial a Number** button.

 Dial a number

2. When the dial pad is present, **enter a phone number** using the dialing instructions provided above.
3. Click the **Call button** located under the Dial Pad.

Dialing Option #2: Looking a person up

1. Click in the **Command/Search bar** at the top of the MS Teams application.
2. Begin typing the **name of the person** you want to call. A list of people will start to appear.
3. Select the **correct person** from the drop-down list.
4. Click the **phone icon**  in the top right corner of your screen to initiate a call.

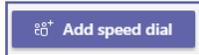
Microsoft Teams Calling

Conduct MS Teams Voice Calls

Dialing Option #3: Speed Dial

To use Speed Dial, you will first need to add a contact (or multiple contacts) to your speed dial list.

1. Click the **Add speed dial** button in the top right corner of the Calls screen.

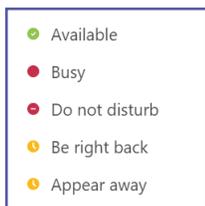


2. Type a **name or phone number** into the Add Speed Dial box.
3. Click **Add**.

The person(s) will now be added to your speed dial list. To call them using speed dial, click the **phone icon**  under their name.

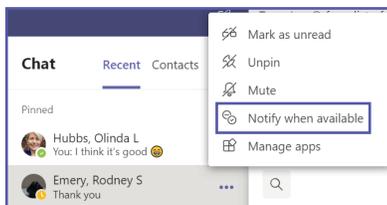
User Availability (Status)

Before calling someone, you can check their status to see if they are Available, Away, Busy, or on Do Not Disturb. In the **Calls Tab** (or anywhere in MS Teams), you will see a colored circle next to a person's profile picture. The color represents their current status:



If you call someone that is unable to answer your call because they are “busy,” you can choose to be notified when their status changes to Available. Keep in mind, available doesn't necessarily mean they can take your call. There could be other tasks that require their attention, but the notification can be used as a tentative guide on the best time to contact a person.

1. While in your **Calls** screen, click on the **icon/profile picture of the person** whose status you want to follow.
2. A popup will appear with additional contact information. Click the **Chat**  icon. A one-on-one chat will open.
3. On the left of your screen, you will see a list of chats you have had. Right-click (or click the ellipses button) on the name of the desired person.
4. Click **Notify when Available**. A pop-up will appear on your screen when they are available.



To unfollow their status...

5. Right-click (or click the ellipses button) on the name of the person in your Chat screen.
6. Click **Turn Off Notifications**.

Microsoft Teams Calling

Answer an Incoming Call

When a call comes in, a notification will pop-up in the bottom-right corner of your screen which will allow you to accept or decline the call. When you receive a call, you have three options:

1. Click **Accept with Audio** to answer with audio only.
2. Click **Accept with Video** to accept the call and enable video, as well.
3. If you are using the provided headset, you can also press the button with the phone icon on your headset cord to answer. Make sure you are wearing your headset before answering.
4. Click **Decline Call** to decline the call.

Put a Call on Hold

1. When on a call, click the **ellipses**  for **More Options**.
2. Click **Hold**. Default music will play for the person(s) on hold.

To resume the call

1. Click the **Resume button** in the call window. The call resumes.

Transfer a Call

When you need to transfer a call, you have two options.

Option 1: Basic Transfer

1. While on a call, click the **ellipses**  for More Options.
2. Click **Transfer**.
3. Type the **name of the person** you want to transfer the call to.
4. Click **Transfer**.

Option 2: Consult then Transfer

This feature opens a chat window within your call and allows you to message a person before transferring the call to them. You can get clarification from them on a specific topic and may find that you no longer need to transfer the call. If the person doesn't respond to your chat, or you would prefer to talk to them over the phone before transferring the call, you can do that too.

1. While on a call, click the **ellipses**  for **More Options**.
2. Click **Consult then Transfer**.
3. Enter the **name of the person** you want to consult with. A drop-down will appear as you type.
4. Select the **correct person**. A chat window will pop-up.
5. Type a message and click **send**.

OR

5. Click the **phone icon**  in the top right corner to call the person instead of chat with them.
6. Click **Transfer**. If you no longer need to transfer the call, click **Return to Call** to talk to the caller yourself.

Microsoft Teams Calling

Park a Call

If you answer a call on one device, but would like to pick it up on another device, the process for this is referred to as Call Park.

Park a Call:

1. When on a call, click the three ellipses for **More Options**.
2. Select **Call Park**.

Once the call is parked, MS Teams will supply a unique code that can be used for yourself or others to pick up the call on another device. If someone else is picking up the call, copy the code and share it with them.

Retrieve a Parked Call:

1. Click the **Calls**  button on the application bar to the left of your screen.
2. Click the **Parked Calls** button.
3. Enter the unique code.
4. Click the **Pick Up** button. You will now be in the call.

If the parked call isn't picked up within 5 minutes, your phone will ring again.

Conference Calls

When you are in an active call, you can invite another person to join.

1. When on a call, click the **Show Participants**  button at the bottom of the screen. A window will pop-up to the right listing the participants in the call.
2. Click the **search bar** in the **Participants** window.
3. Start typing the **name (or phone number) of the person** would like to invite.
4. When you are done typing, press **Enter**. MS Teams will automatically call the person you have selected.
5. If the person accepts your invitation, everyone on the call will hear the announcement that "A new person is joining the call."



If you are inviting an external person to join your call, the process is still the same. However, when MS Teams calls the person to invite them to join, your number will not show up. Instead, the person will see a number with a 708 area code, such as: 708/566-6423. They must answer the call from that number to join your conference call.

Microsoft Teams Calling

Record Conference Calls

Before recording a call, make sure to let everyone on the call know that you will be recording it.

1. When on a call, click the **ellipses**  for additional options.
2. Click **Start Recording**.



Multiple recordings of the same meeting at the same time cannot be done. If one person starts recording a meeting, that recording will be stored on the cloud and available to all participants once the meeting has ended.

Stop a Call Recording

1. Click the **ellipses**  for additional options.
2. Click **Stop Recording**.

Access a Call Recording

All recorded calls are stored under the Chats area in MS Teams. Once you have finished recording a call, a Group Chat is created by default with everyone that participated in the call (as long as they are MS Teams users). If a call participant was from outside of MS Teams, you will have to manually share the recording with them.

1. Click the Chats  icon on the application bar on the left-hand side of your screen.
2. You will see a list of all of your chats. Click the **group chat** that lists everyone that was in your conference call.
3. Click on the **meeting recording** to play it back. If your call has just ended, you may not see a recording yet. If the call was very long, it could take several hours for the recording to save.

Manage Call Settings

Change Device Settings

1. Click your **profile icon**  in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **Devices**.
4. Select the mic, speaker, and camera options that you would like MS Teams to use.

Make a Test Call

When you make adjustments to your Device Settings, it is good practice to make a Test Call and verify that everything works as expected. MS Teams allows you to make a Test Call without calling an actual person.

1. Click your **profile icon**  in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **Devices**.
4. Click the **Make a Test Call** button.
5. Follow the instructions on screen. This will test your mic, speaker, and camera. You will receive a summary of the test results after the test call is completed.

Microsoft Teams Calling

Manage Call Settings

Set a Secondary Ringer

By default, an incoming call will only ring on your headset (or phone if you received one). If you would like an incoming call to ring on another device as well (such as your soundbar) you can choose that as your secondary ringer. Incoming calls can be answered on any device whether it is set to ring or not.

Set Call Answering Rules

1. Click on your **profile icon**  in the top right corner of MS Teams.
2. Click on **Settings**.
3. Click on **Calls**.
4. Select **Call Answering Rules**. There are two primary options.

Option 1, Forward my Calls

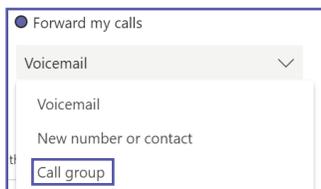
- Forward to Voicemail.
- Forward to a specific phone number or contact.
- Forward to a call group (ring multiple people at the same time, or one-by-one in an order you set).

Option 2, Also Ring

- Also ring a specific phone number or contact (Ex: enter your cell phone number to have calls ring on your mobile device. You also answer the call on your device).
- Also ring a call group (ring multiple people at the same time, or one-by-one in an order you set).
- Also ring no one else. Incoming calls will only ring on your primary device (default setting).

Setting up a Call Group

1. In your Voicemail Settings, under Forward my Calls (see above), click on **Call Group**.



2. Click on the **Add People** search bar.



3. Start typing a **name**.
4. Select the **correct person** from the drop-down. Repeat the process for as many people as you would like.

Choose Ring Order of your Call Group

1. Scroll down to see the **Ring Order option** below your list of people.
2. Click the **Ring Order drop down** and choose one of two options:
 - All at the Same Time, which calls everyone in the group simulataneously.
 - In the Order Above, which calls each person one-by-one until someone answers the call.

Microsoft Teams Calling

Manage Call Settings

Adjust Voicemail Settings

1. Click your **profile icon**  in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **Calls**.
4. In the Voicemail section, click the **Configure Voicemail** button.

Record a Voicemail Greeting

1. Under the Configure Voicemail section, click the **Record a Greeting** button.
2. MS Teams will call your voicemail setup. **Press 2** to play your greeting and/or record a new one.
3. Follow additional prompts to record and **save your voicemail greeting**.

Set Voicemail Greeting using Text-To-Speech

1. Under the Configure Voicemail section, scroll down to the **Text-to-Speech** option.
2. Type your **custom greeting**.
3. When you have finished, scroll down and click the **OK** button to save.

Set Out of Office Voicemail Greeting using Text-To-Speech

1. Under the Configure Voicemail section, scroll down to the **Text-to-Speech** option.
2. Type your **custom out-of-office greeting**.
3. Choose **when** you would like the out of office greeting to play.
4. When you have finished, scroll down and click the **OK** button to save.

Set Voicemail Call Answering Rules

1. Under the Configure Voicemail section, select your **Call Answering Rules**. You have several options:
 - Let the caller record a message.
 - Let the caller record a message or be transferred to someone else (gives them the choice).
 - End the call without playing voicemail greeting.
 - Play greeting and end the call.
 - Transfer the call to someone else. Select the number/person the call should be transferred to.
2. Once you have chosen an option, scroll down and click the **OK** button to save.

Choose Ringtones

You can choose a unique ringtone for calls that are for you, calls that are forwarded to your number, and calls that are delegated to you, so you can easily differentiate between them.

1. Click your **profile icon**  in the top right corner of MS Teams.
2. Click on **Settings**.
4. Click **Calls**.
5. Scroll down to the **Ringtones** section and select your ringtones.

Microsoft Teams Calling

Manage Call Settings

Delegates

Manage who can make and receive calls on your behalf.

1. Click your **profile icon**  in the top right corner of MS Teams.
2. Click **Settings**.
3. Click **General**.
4. Click **Manage Delegates**.

Two tabs options will appear:

1. People You Support (people that have chosen you as their delegate).
2. Your Delegates (people you have chosen to be your delegates).

Add a New Delegate

1. Click the **Your Delegates** tab.
2. Click in the **search bar**.



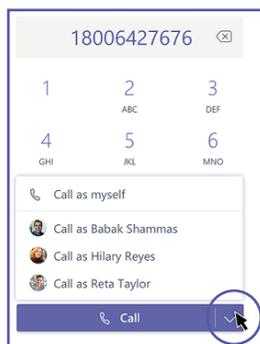
A search bar with the placeholder text "Add a delegate" and a magnifying glass icon on the right side.

3. Start typing the **name of the person** you want.
4. Select the **correct person** from the drop-down that appears.
5. Repeat the process to add additional delegates to your list.

Make and Receive Calls as a Delegate

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

1. Go to or **start a one-on-one chat** with the person you want to call, or **dial a number** on your dial pad.
2. Select whether you want to **call as yourself**, or as the **person you are a delegate for**.
3. Select  **Call**.



Delegators can see the calls you make and receive on their behalf, by viewing their call history in MS Teams.

Microsoft Teams Calling

Manage Call Settings

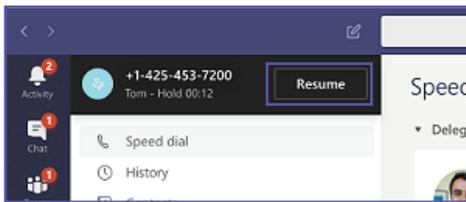
Put Calls on Hold as a Delegate

Delegates can also put calls on hold. Everyone in the call will be notified that they've been put on hold, and **you or the person you are a delegate for** can continue the call.

1. While on the call, click the **ellipses**  for **More Options**.
2. Click **Hold**.

To resume the call...

3. Click the **phone**  icon on the application bar to the left of your screen to return to your main call window. In the top right corner, you (or the person you are a delegate for) will see the call listed in the top left corner of the screen.



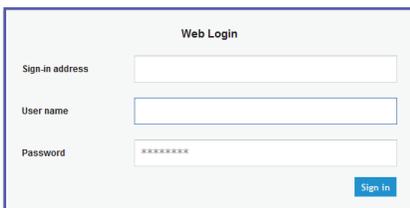
4. You, or the person you are a delegate for, can resume the call by clicking the **Resume** button.

Microsoft Teams Phone

Setting your phone up for the first time

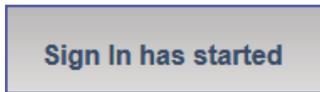
After your phone has been delivered and plugged into the jack, you will have to go through an initial setup process to activate your phone and create a login PIN.

1. Press the **Sign In** key.
2. Use the **Down** arrow to navigate to the **Web Login** option.
3. Press the **Select** key.
4. Go to your **PC browser** and type in the **URL** that is displayed on your phone screen. Press **Enter**. The following window will be displayed:



The screenshot shows a web browser window titled "Web Login". It contains three input fields: "Sign-in address", "User name", and "Password". The "Password" field is masked with asterisks. A blue "Sign In" button is located at the bottom right of the form.

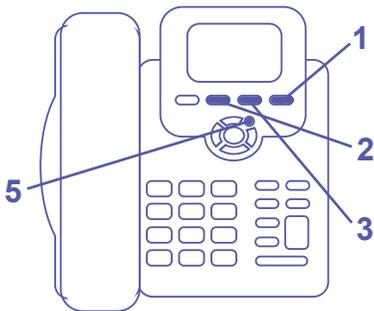
5. Type your **SIU Email Address** in Sign In Address and User Name fields. Enter your **SIU Password** in the Password field.
6. Click the **Sign In** button. The browser will display a message that says "Sign in has started."



7. On your phone, it will ask for a **New Device Unlock Code**. Enter a **6-digit code** twice. This will become your new sign in PIN. Make sure it is something that you can remember!
8. Press the **Save** key. You have setup your phone and are now signed in.

Locking Your Phone

After 5-10 minutes of inactivity, your phone will automatically lock itself. If you know you will not be at your desk for awhile, you can also choose to lock your phone while you are away.



To lock your phone..

1. Press the **Status** key.
2. Press the **Lock** key.

To unlock your phone...

3. Press the **Unlock** key.
4. Type in your **6-digit PIN**.
5. Press the **OK** key.

Microsoft Teams Phone

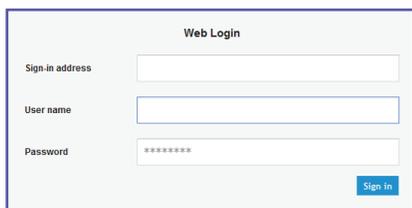
Signing in on the phone

1. Press the **Sign In** button.

2. Press the **Down** button below the OK button to navigate to the **Web Login** sign-in option.

1. Open your **browser** (Mozilla Firefox works best).

2. In the search bar, **type in the URL** provided on your phone screen exactly as displayed. You will be brought to a login screen:

The image shows a 'Web Login' form with three input fields: 'Sign-in address', 'User name', and 'Password'. The password field contains several asterisks. A blue 'Sign In' button is located at the bottom right of the form.

3. Type your SIU email address into the **Sign In Address** field.

4. Type your SIU email address into **Username** field, as well.

5. Type your SIU password into the **Password** field.

6. Click **Sign In**.

7. The screen will change to say "Sign in has started." The process may take 2-3 minutes. Once it is complete, your phone screen will display your name and phone number.

8. Once you have signed in, your phone will prompt you to create a new PIN. If you would like to reuse your previous PIN, you can do that—simply enter the numbers you used before.

Using Audio Devices

You can use one of the following audio devices on the phone for speaking and listening:

Handset: To make a call or answer a call, lift the handset off the cradle.

Speaker (hands-free mode): To activate it, press the speaker key during a call or when making a call. To deactivate it, press the speaker key again.

Headset (hands-free mode): When talking on the phone, you can relay audio to a connected headset. To enable it, press the headset key. To disable it, press the headset key again.

You can easily change audio devices during a call.

To change from speaker/headset to handset: Activate speaker/headset and pick up the handset; the speaker/headset is automatically disabled.

To change from handset to speaker/headset: lift the handset off the cradle and press the speaker/headset key to activate the speaker/headset. Return the handset to the cradle; the speaker/headset remains activated.

Microsoft Teams Phone

SIU Dialing Instructions

On-Campus: 3-1234 or 453-1234. If you don't know a person's number, you can look them up in MS Teams.

Off-Campus Local: 457-1234 or 687-1234. You do not need the area code, or to dial 9 before the number.

Off-Campus Long Distance: 123-456-7891. You no longer need to dial 8 or an authorization code.

International Calling: Not available at this time. Plans are coming soon.

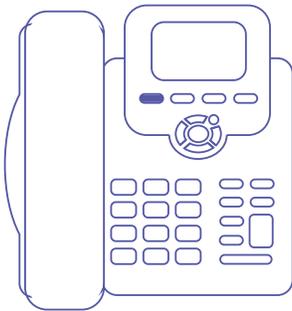
Emergency Dialing: 911. You will need to provide your current location to the emergency service operator.



If your office location changes, you are responsible for contacting SIU-Telecommunications (453-2484) to have your location updated in Teams for 911 services to refer to if you are not able to provide your location in the event of an emergency.

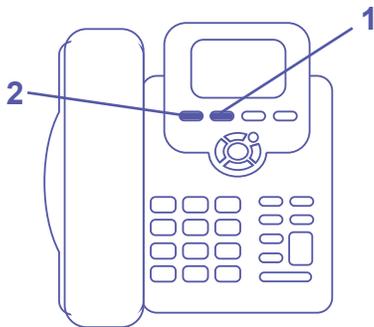
Making a Call

There are two main options for making a call.



Option 1: Dialing the Number

1. Lift the **handset** off the cradle and dial the person's number using the dialing instructions above.
2. Press the **Dial key** (if you don't, dialing is automatically performed after a few seconds).



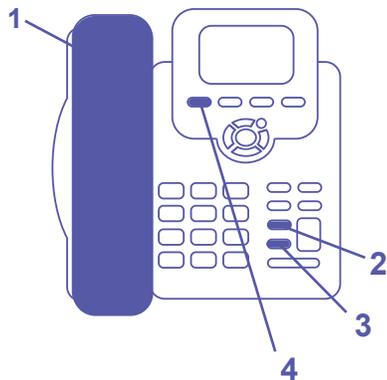
Option 2: Using Your Contact Directory

1. Lift the **handset** off the cradle and press the directory button to scroll through your contacts. To add new contacts or contact groups, refer to the Microsoft Teams instructions (*section 6, page 2*).
2. When you have found the contact you want to call, press the **Dial** button.

Microsoft Teams Phone

Answering a Call

When you receive a call, the screen on your phone will display the caller's phone number (or their contact name if they are in your contact list in Microsoft Teams). The phone will ring and the LED light on the phone will flash. There are four ways that you can answer an incoming call:



1. Lift the **handset** off the cradle.
2. Press the **headset key** to use a connected headset.
3. Press the **speaker key** to put the call on speakerphone.
4. Press the **accept key** and lift the handset off the cradle.

Reject Incoming Calls

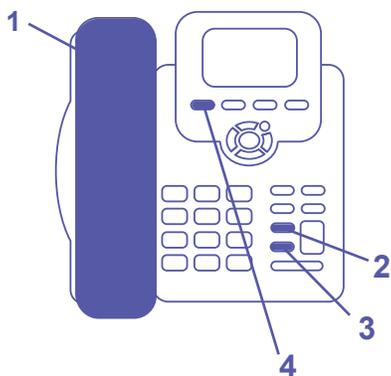
You can reject an incoming call; the caller hears a busy tone from your phone if you do. To reject a call, press the **Reject key** (the fourth rectangular button in the row directly under the phone screen).

Silence Incoming Calls

You can silence an incoming call's ringing. If you do, the caller hears normal ringing but no answer. To silence a call, press the **Silent key** (the third rectangular button in the row directly below the phone screen).

Ending a Call

There are several ways to end a call, based on how you answered it. To end the call, you can:

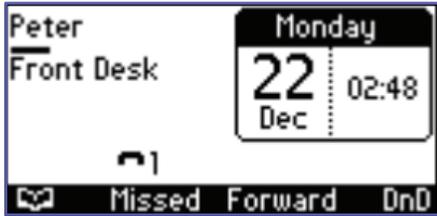


1. Return the **handset** to the cradle if it was used to take the call -OR-
2. Press the **Headset key** -OR-
3. Press the **Speaker key** -OR-
4. Press the **End key**.

Microsoft Teams Phone

Viewing Missed, Received and Dialed Calls

Your phone logs missed, received and dialed calls. In idle state, the LCD displays the number of missed calls (if any) above the Missed key:



To view missed calls:

1. Press the **Missed** key which is the second rectangular button in the row directly below the screen. The Missed Calls screen is displayed.

To view call history:

1. Access the Call Log screen by pressing the **Menu** button (the circle to the top right of the OK button).
2. Press the **Select** button which is the first rectangular button in the row directly below the screen.
3. The following options will appear:
 - All Calls
 - Missed Calls
 - Received Calls
 - Dialed Calls
4. Using the **up and down arrows** surrounding the OK button, navigate to the option you would like to view.
5. Press the **Select** button, which is the first rectangular button in the row of buttons below the screen.



Call history lists are stored from the newest to oldest entries. The maximum number of entries for each call history type is 200. If this maximum is attained, the oldest entry is deleted and replaced with the new entry.

Microsoft Teams Phone

Setting up your Voicemail

Although you can setup Voicemail directly on your phone, it is easier and highly recommended to do this in the MS Teams application on your computer. If you would like instructions for this, please refer to our Microsoft Teams Training Guide (*section 6, page 7*).

Retrieving Voicemail Messages

You can listen to voice mail messages on your phone. You can tell you have voice mail when (1) an envelope icon is displayed in the phone's idle screen (see the screen below), (2) the Ring LED on the phone is permanently lit green, and (3) a stutter dial tone is heard when you pick up the handset.



Listening to Voicemail Messages

1. Press the **Voicemail** key on the phone.
2. Press the **Call Voicemail** key. Your voicemail box is dialed.
3. Follow the instructions on the line to listen to your voicemail messages.

Your voicemail messages will also be stored in Microsoft Teams where you can listen to them on your computer or mobile device. Transcripts of the voicemail messages will also be available.



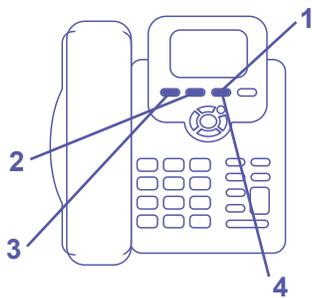
If you need to setup your voicemail settings or record a greeting, you can do so in Microsoft Teams. For step-by-step instructions, please refer to our Microsoft Teams training book (*section 6, page 7*).

Microsoft Teams Phone

Transferring a Call

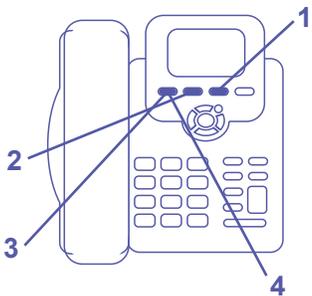
There are three ways methods for transferring a call, which are defined in the table below.

Transfer Method	When to use it...
Attended	Connect a party to another after the other answers and agrees to take the call.
Semi-Attended	Connect a party to another before the other answers.
Blind	Connect a party to another without waiting to hear the other's phone ring.



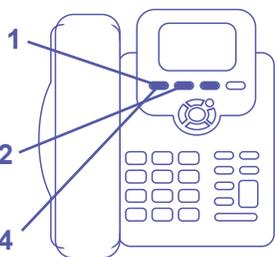
Performing an Attended Transfer

1. In a call with John, he asks you to connect him to Sue. Press the **New Call** key.
2. Enter **Sue's number**, or press the **Directory** key to find her in your contacts.
3. Press the **Dial** key; you'll here Sue's phone ringing.
4. Wait for Sue to answer. When she does, consult with her and press the **Transfer** key. John is transferred to Sue.
5. Hang up your phone.



Performing a Semi-Attended Transfer

1. In a call with John, he asks you to connect him to Sue. Press the **New Call** key.
2. Enter **Sue's number**, or press the **Directory** key to find her in your contacts.
3. Press the **Transfer** key before Sue answers.
4. Hang up your phone.



Performing a Blind Transfer

1. In a call with John, he asks you to connect him to Sue.
2. Press the **BXfer** key.
3. In the **Transfer To** field enter Sue's number.
4. Press the **Transfer** key.
5. Hang up your phone.

Microsoft Teams Phone

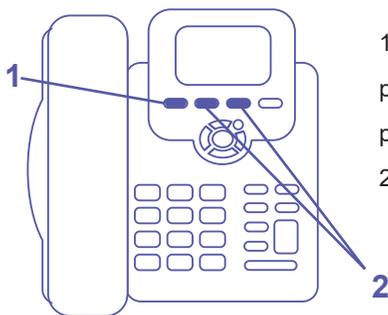
Call Waiting

While you are on a call, you are able to switch lines and answer another incoming call.

Enabling the Call Waiting Feature

1. Press the **Menu** key, located to the right of the OK button at the top of your phone.
2. Use the **Down** arrow key (below the OK button) to scroll down to the Settings option.
3. Once **Settings** is highlighted, press the **OK** button to select it.
4. Use the **Down** arrow key (below the OK button) to scroll down to the Call Waiting option.
 - If the option says **Call Waiting <Enabled>**, press the menu button to close.
 - If the option says **Call Waiting <Disabled>**, press the Select key and scroll down to Enabled. Press the select key again to save your choice. Call Waiting is now enabled!

Using Call Waiting



1. If you receive a call while on the line with another individual, the new caller's phone number (or name) will be displayed on the phone screen. To accept the call, press the **Accept** button.
2. To switch between calls, use the navigation controls.

Placing/Retrieving Calls on Hold

To **place a call on hold**, press the **Hold** button near the bottom right corner of your phone.

To **retrieve the call** that was placed on hold, press the **Hold** button again.

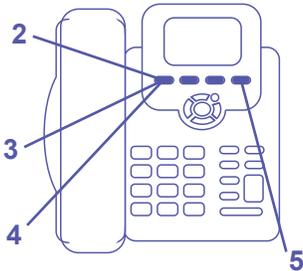
Muting Calls

You can mute the microphone of the handset, headset, or speakerphone during a call so that the other party cannot hear you. While the call is muted you can still hear the other party. Muting calls can also be used during conference calls.

1. During a Call, press the **Mute** key.
2. To unmute, press the **Mute** key again and resume the conversation.

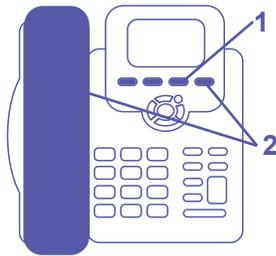
Microsoft Teams Phone

Conference Calls



Making a 3-way Conference Call

1. **Call** the first participant; the call is established.
2. Press the **Conference** key; the Conference With screen is displayed.
3. **Enter the number** of the second participant and press the **Dial** key.
4. Press the **Conference** key again; a 3-way call is established and the numbers (or names) of all participants are displayed on the screen.
5. To end the conference call, **hang up** the phone or press the **End** key.



Leaving a 3-way Call without Disconnecting the Others

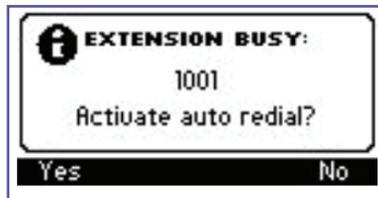
A caller who sets up a three-way conference call with two other parties can leave it without disconnecting the two other parties. The two others continue uninterrupted.

To leave a conference call you setup without disconnecting the other parties:

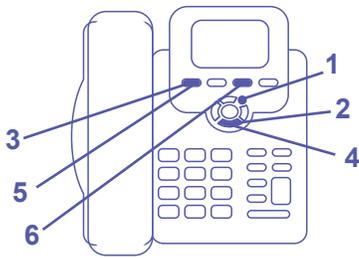
1. Press the **Transfer** key. You are disconnected from the call and the two remaining parties are unaffected.
2. **Hang up** your phone or press the **End** key.

Auto-Redialing

If a called party is unavailable because, for example, they're busy, your phone screen will display the following message: **Extension Busy. Activate auto redial on busy?**



If you press the **Yes** key to this prompt, the busy extension is automatically redialed every n seconds (the amount of seconds is defined by you). You can choose to stop redialing at any time.



To change the redial interval:

1. Press the **Menu** key.
2. Use the Down arrow to navigate to the **Settings** option.
3. Press the **Select** key.
4. Use the arrow below the OK button to navigate to the **Automatic Redial** option.
5. Press the **Select** key.
6. Enter the amount of seconds you would like and press the **Apply** key.

Pressing the **Dial** key redials the extension. Pressing the **Cancel** key deactivates autore dial.

