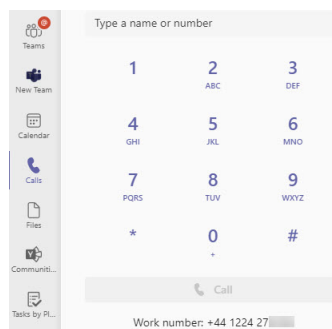


# MS Teams: Telephony

If your University telephony service has been moved to MS Teams you can receive and make telephone calls to and from your extension number using the Teams app on your device. Line rental and call costs for Teams Telephony are exactly the same as a physical desk phone and are billed to your School or Department monthly in arrears.

- Click **Calls** in the Teams sidebar.
- The dial pad appears, with your own number listed underneath.



You can use your device's built-in speakers and microphone for calls. If you need a headset please contact the Service Desk ([servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk)) to request a **Plantronics headset for Teams telephony**.

## Making calls

You can dial any four digit University extension or any local, National, Mobile or International number. You don't need to prefix with a 9 **except to call the Emergency Services** where you need to dial **9999, 9911 or 9112**.

As before, any outgoing calls you make will display your four-digit extension number and name on University Mitel phones, and externally, your full 01224 number.

To make a call:

- **Use the dial pad.** Type (or copy and paste) the number into the text box above the dial pad. Then press the Enter key or the **Call** button to make the call.
  - Any spaces in pasted numbers are ignored.
- **Use Contacts.** This allows you to dial quickly without having to type in a number – see the section on **Contacts**, below, for further guidance.

## Receiving calls

### Call notification




- Calls to your University number (+44 1224xxxxxx or xxxx) will ring your device's Teams app.
- You will also see a pop up notification in the bottom right of the Teams window.

### Caller display

- Incoming calls from *external* callers will show the full E.164 formatted number (i.e. + and the International country code first, instead of 0), unless the caller is withholding their number, in which case you will see anonymous. You will also see a name if there is a match in your Contacts list.

- Incoming calls from *internal* extension callers will also show the full E.164 formatted number and the name from the University's Mitel directory.

### Respond to call

- To **answer** a call, click the **Blue** answer button. 
- To **reject** a call and send it to voicemail, click the **Red** button.  For more about Voicemail, see below.
- If a second call comes in while you are already on a call, you can either reject it, or put the first call on hold and answer the new call. You can then toggle back and forth between calls, or hang up.
- To leave a call, click the **Leave** button. 

### Voicemail and other settings

If you previously recorded a greeting in your Microsoft Unified messaging mailbox, it will still be there, and Teams voicemail will use this.

To change your Telephony settings, click the ellipsis (three dots) in the title bar of the Teams window and select **Settings**, then **Calls**.

- Under **Call answering rules**, you can change forwarding and set your calls to redirect if **unanswered**, e.g. to your mobile number.
- Under **Voicemail > Configure voicemail**, you can re-record your greeting.
- Under **Ringtones**, you can change the ringtones Teams uses for incoming calls.
- Under **Call queues**, you can opt in and out of your queue.  
**Note:** This option is only available if you are a member of a Hunt Group.

### Using Calls Contacts

Teams **Contacts** are *partly* synchronised with your Outlook Contacts. So, when you first look at your Teams Contacts, you may see a list of any Contacts you have created in Outlook.

#### View your contacts

- Click **Contacts** at the top of the **Calls** window to view your Contacts.

#### Make a telephone call to a contact

- To make a telephone call to one of your existing contacts using Teams, **click on the telephone number**, e.g. 01224 123456.

**Do not click on the call icon** as this will start a Teams to Teams audio call.



#### Create a new contact

You can either create new contact in Outlook, or in Teams.



New contacts created in Outlook will appear in Teams. And contacts deleted from Outlook will disappear from Teams. However, new contacts created in Teams will not appear in Outlook.

To create a new contact in Teams:

- In the **Calls** Contacts window, click **Add contact**

- For University contacts, type in the **last name, first name**, select the individual from the pop-up results, then click **Add**.
- For external contacts, type in their name – you may briefly see a prompt saying **We couldn't find any matches**. Press Enter to hide the message and click **Add**.

In the **Add to contacts** dialog, complete the other text fields as required, then click **Add**.

### Delete a Contact

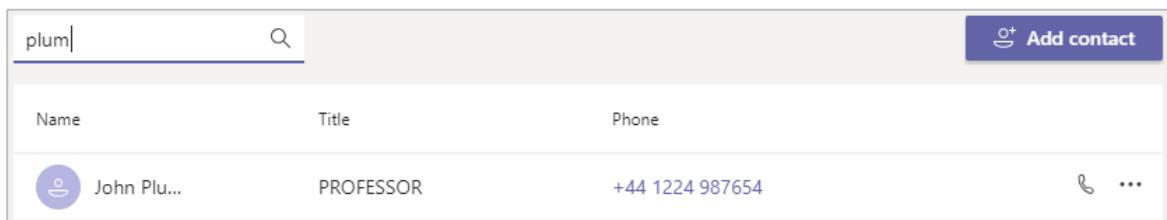
- Click **More options (...)** at the far right of their entry and select **Remove Contact** from the pop-up.



If the option to Remove contact is not visible, try removing them from your Outlook Contacts.

### Search Contacts

- To quickly find one of your existing Teams Contacts, type their last name into the Contacts search box.



### Further help

If you have any issues using Teams telephony, please contact the IT Service Desk: <https://myit.abdn.ac.uk> in the first instance.

For more about using Teams in general, see Guides and Links in our [MS Teams resource](#) on Toolkit.