

Microsoft Teams External Calling FAQs

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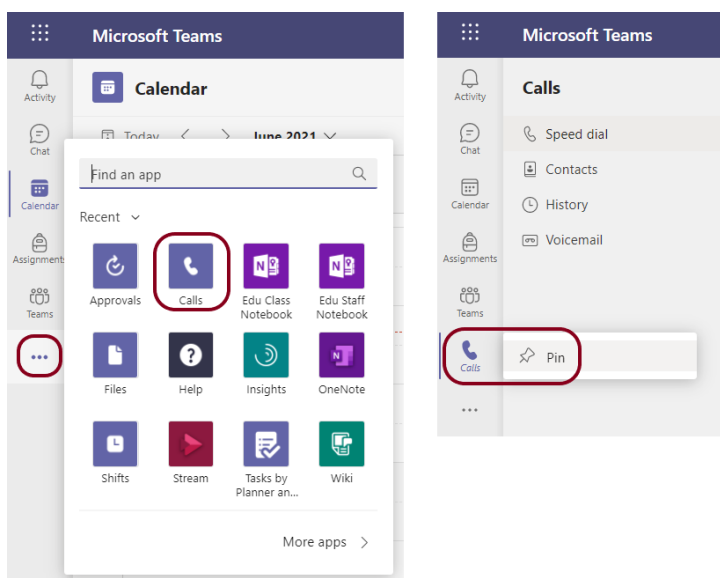
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1. What is changing in Microsoft Teams?

We're upgrading our current Teams platform to enable external calling for MECD colleagues.

2. How do I find the 'Calls icon' in Teams?

With Microsoft Teams open select the 'three dots' to show more applications. Then select (or search for) Call. The calls icon will then appear on the left hand navigation where you can 'right click' to pin it for easy access.



3. Is anything else changing in Microsoft Teams?

No, we are not upgrading any other part of Teams significantly. Of course, there will be incremental updates from Microsoft and iterations to the software as we have experienced to date.

4. Will Teams external calling work on a Linux or Mac platform?

Yes, Microsoft have provided Teams as a program to download and install on multiple platforms. The Linux and Mac versions of Teams are the same as the Windows 10 version.

5. Can I still call the Support Centres (e.g. ITS Helpdesk) via my old handset and via Teams?

Yes. You will be able to call the support centres once you have the 'dial pad' in teams (please refer to "How do I make external phone calls through Microsoft Teams?"). Alternatively, you will be able to use a common area phone or your old desk phone on main campus if for any reason you're unable to log into Teams.

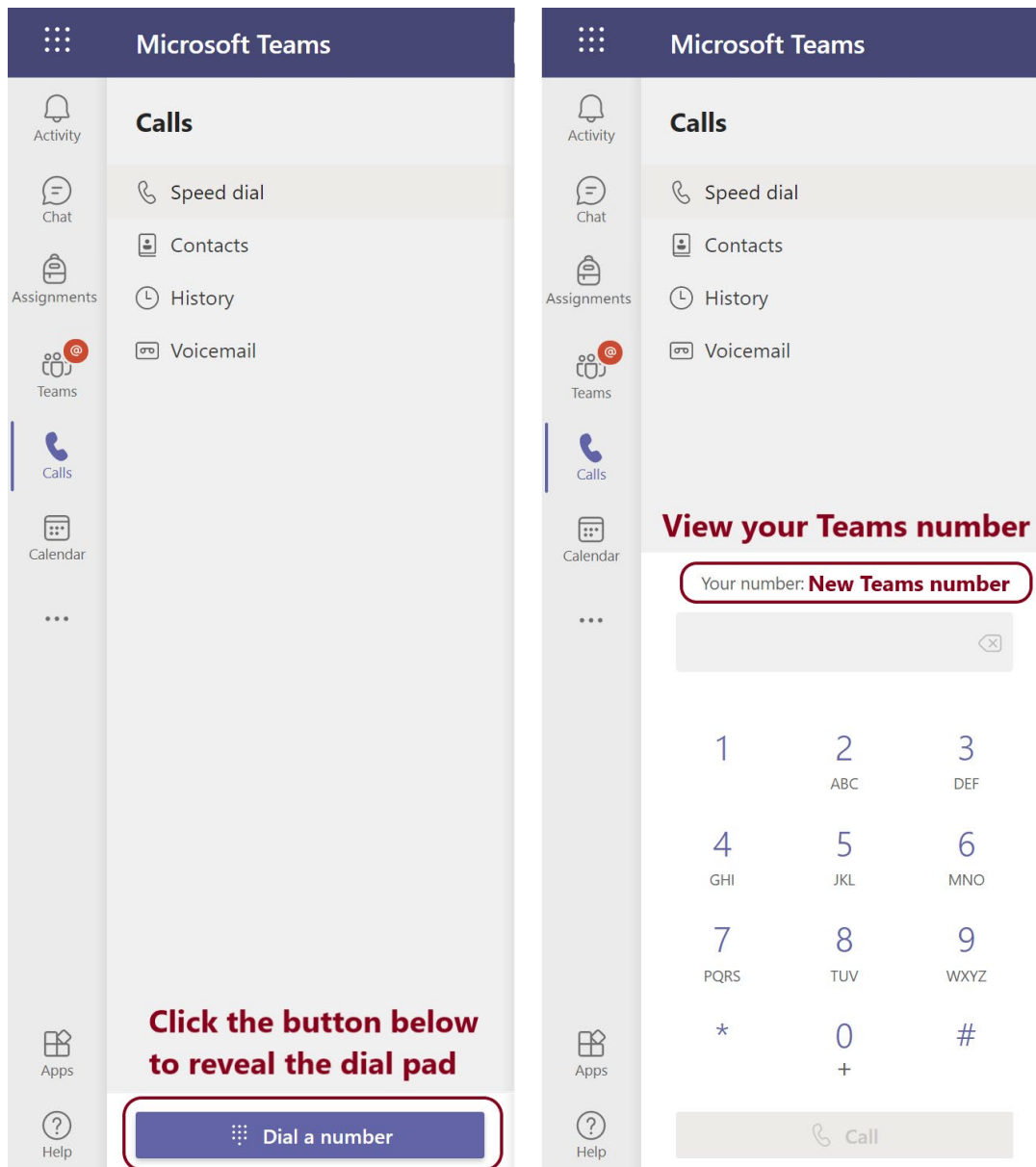
6. I wear a hearing accessory – how will this integrate with Teams?

There are many hearing accessories that are Bluetooth enabled. If the standard headset does not meet your needs due to a hearing impairment please contact dass@manchester.ac.uk to discuss what specialist equipment you may benefit from.

7. How do I make external phone calls through Microsoft Teams?

Open Teams and on the left-hand side select 'Calls'. Next select 'Dial a Number' and in the box above the dial pad you can enter an external a number then press call.

Note: The dial pad will only appear for MECD colleagues after the upgrade to external calling has occurred.



8. How do I receive external phone calls?

Once you have provided your number to external contacts they may call you from their phone (they don't have to be on Teams). You'll receive a pop up notification in the bottom right corner of your screen similar to an 'internal Teams call or meeting notification currently.

9. How do I make an 'internal call' on Teams?

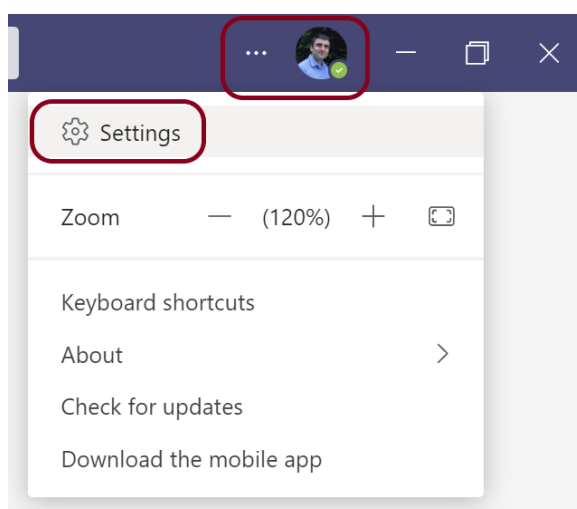
Open Teams and select the 'Calls' (telephone) icon. Then search your colleagues name and press call.

10. Will I have to manage two phones – my Teams phone and my desk phone?

We advise advertising your new Teams number to your external contacts as soon as you are able. This will help prevent duplication and confusion of using two numbers. Calls will come through on your old desk phone until all your external contacts are aware of your new number in Teams.

11. Do I have to wear a headset all day so I can hear an incoming Teams call?

No, Microsoft allow you to choose a 'secondary ringer' so you can hear the ringtone via your computer speakers. Select your Teams profile picture and then 'settings'. Next, select 'Devices' and find 'Secondary Ringer' in the options. Click the dropdown arrow then select 'Speakers' to let the call ring on both your headset and your computer speakers.



Settings

- General
- Accounts
- Privacy
- Notifications
- Devices**
- App permissions
- Captions and transcripts
- Calls

Secondary ringer

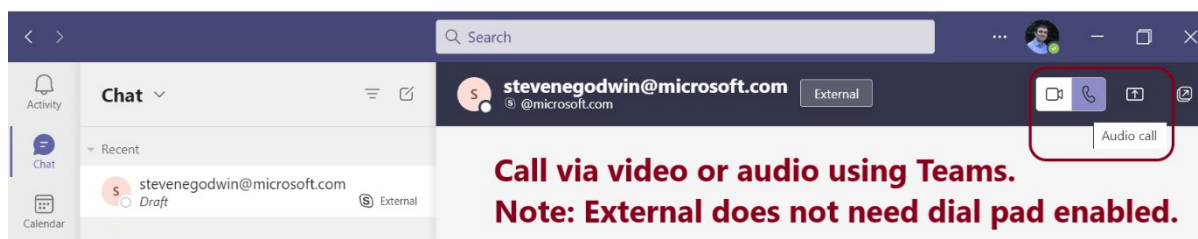
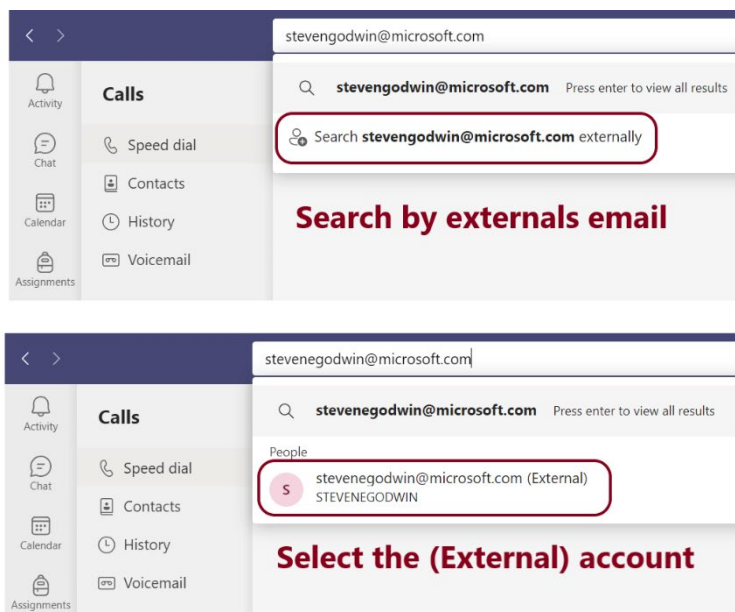
- None
- None
- Headset Earphone
- Speakers**
- LG IPS FULLHD

12. Can colleagues not using Teams contact me?

Teams is the preferred method of internal communication. All colleagues at UoM have access to Teams and can use the platform as a primary way of calling colleagues. Please refer to the question 'How do I make an internal call on Teams' above.

13. Can external organisations using Teams contact me?

Yes, however it depends on the external organisation's permission. UoM have an 'Open Federation' meaning UoM colleagues can be discovered by organisations also using Teams with an 'Open Federation'. Note: An email address must be obtained prior to connecting. Instructions for both 'federated' parties: To call an external contact also using Teams paste their email address into the search bar at the top of the Teams screen. Then select 'Search externally'. Next, select the '(External)' account displayed. A Chat window will automatically open, and you may then either chat or make a video / audio call.



Note, Teams does not require either party to have the dial pad to make external calls via a 'Teams federated' email address.

If the other party is not 'federated' the best way to connect with externals on Teams is via a pre-arranged Outlook appointment sent from your UoM account where you may still chat, video / audio call and share screens. Alternatively, the external contact can call your new Teams number 'ad hoc' however this last option is akin to a 'landline' call and you will not be able to screen share or use video.

14. What happens when someone dials my desk phone extension?

Your desk phone will still ring at its original location until a decision is made that the use of desk phones is no longer required. Therefore, we recommend publicising your new Teams number to external contacts as soon as you are able and we encourage all colleagues to make use of Teams to Teams calling internally.

15. How long will my old desk phone extension be operational for?

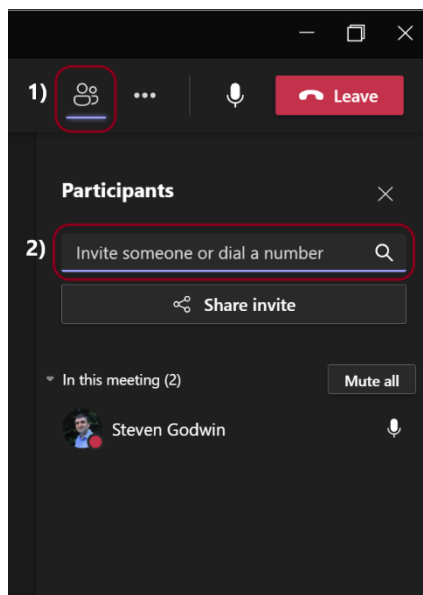
There will be a decision made to collect the desk phones of MECD colleagues as managing one number (not two) is easier.

16. What happens when I dial a UoM extension number from Teams?

Technically the call will connect from Teams to a desk phone extension number, however we recommend using Teams to Teams to make 'internal' calls.

17. How do I have a call with multiple people?

When you're live in a call select the 'Participants' icon (step 1 below). Then 'invite someone or dial a number' for example search an internal colleague or dial an external number to add them to the call (step 2 below).



18. Are desk phones still available at MECD?

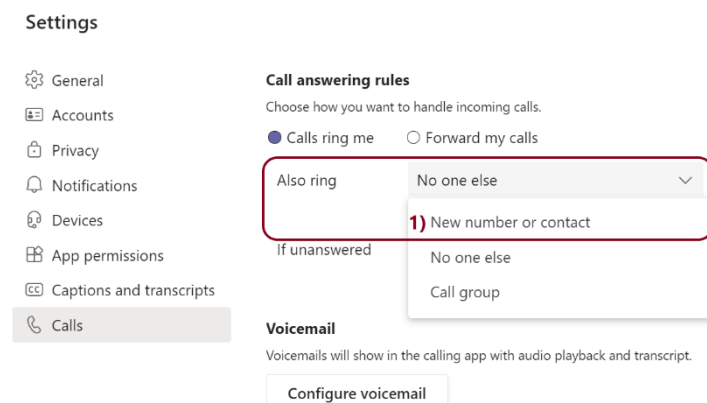
The MECD building will offer a flexible way of working. Moreover, new regulations promote fibre optic cables over copper wire. Teams will offer University calls from your computer (or mobile app) thereby maintaining the flexibility of our new way of working.

19. Do I have to use my personal mobile to make and receive Teams calls when travelling?

No, we respect your privacy to not use your own personal device. However, the same is true if you choose to download and install the Teams app on your personal phone. You'll be able to make and receive calls on your mobile without giving out (or displaying) your personal mobile number. The choice is entirely yours.

20. To use your Teams device do you have to be fully logged on?

Yes, Teams does require both an internet connection and for you to be logged in. However, Teams does offer the capability to 'simultaneously' ring another number. If you're comfortable this can be your personal number however it will be displayed to the caller as 'forwarding'. Please refer to option 1) in the settings below:



21. Can you still receive calls when your computer is locked?

Yes, you can press an 'answer button' on your headset if it has one.

22. Can I make or receive external work calls from my personal mobile device?

Yes, by installing the Teams app on your personal mobile (if you choose) you can make and receive external calls without having to use your personal number.

23. Will Microsoft Teams allow you to keep a record of call history?

Yes, this is a default setting. You may also 'block' external nuisance calls from the call history menu.

24. How do my colleagues answer my calls?

Teams allows you to create a group of people to answer your 'unanswered calls'.

Please follow the steps offered from the Microsoft help page: [Call forwarding, call groups, and simultaneous ring in Teams - Office Support \(microsoft.com\)](#)

25. How do I pick up my colleagues calls?

Your colleague must have placed you in their 'Call Group'. Please inform your colleague to follow the steps offered by Microsoft: [Call forwarding, call groups, and simultaneous ring in Teams - Office Support \(microsoft.com\)](#)

26. How do I make someone a delegate?

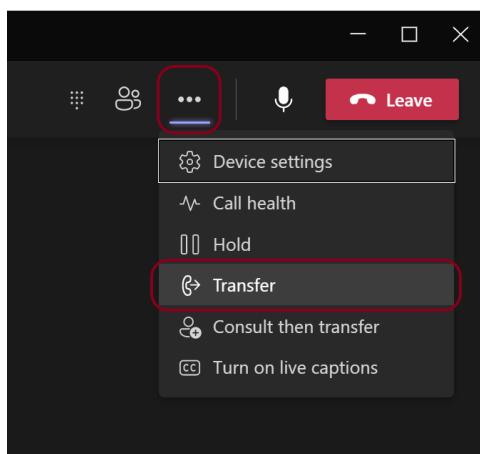
Delegate settings are usually used by a senior colleague who requires their PA to field some or all of their calls. If you require delegate settings please follow the steps offered by Microsoft: [Set up a delegate to take your calls - Office Support \(microsoft.com\)](#)

27. Can I transfer calls to other colleagues within UoM?

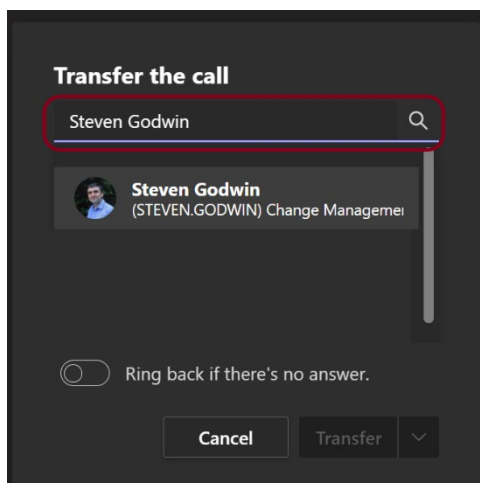
Yes. However, due to MECD colleagues being upgraded to external calling first only MECD colleagues will be able to transfer external calls via Teams. All colleagues can transfer internal 'Teams to Teams' calls. Therefore, there are two methods to transfer a call.

- 1) All staff: Search for a colleague by name when transferring a Teams to Teams call.
- 2) MECD staff only: Enter the full number (including area code) of the non MECD colleague. i.e. Enter the full desk phone number.

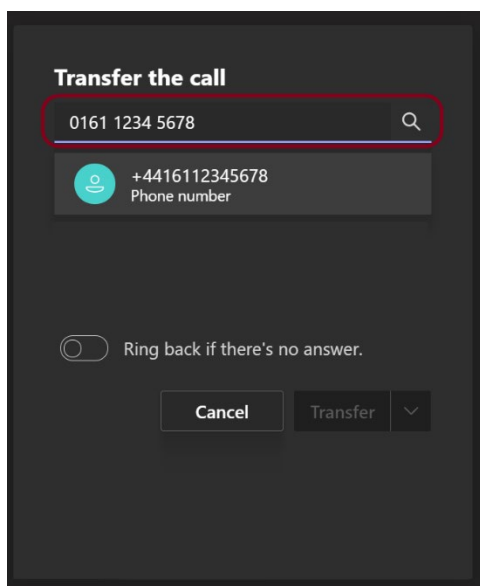
In both methods select the 'three dots' and then 'transfer'



Search the colleague by name (to transfer Teams to Teams calls)

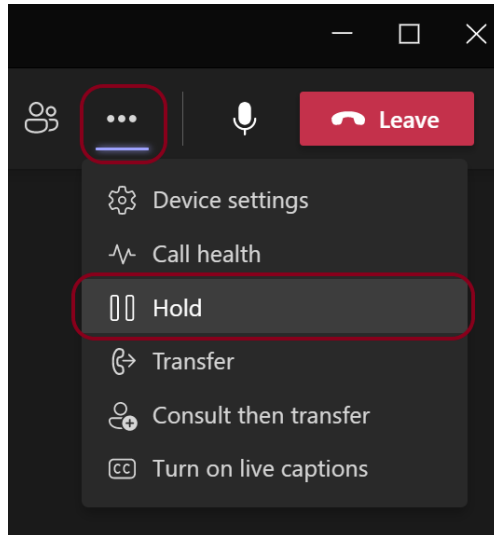


Enter the full desk phone number of the 'non MECD' colleague to transfer external calls.

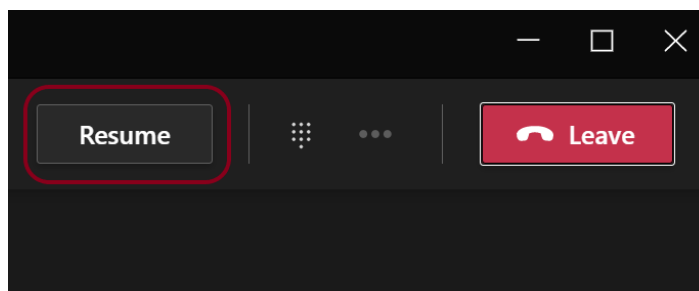


28. How do I put calls on hold?

During a call select the 'three dots' in the top right corner of the screen and in the drop-down menu select hold.



The Teams menu will change automatically – select the 'Resume' button to go back to your caller.



29. Can I make more than one phone call at a time?

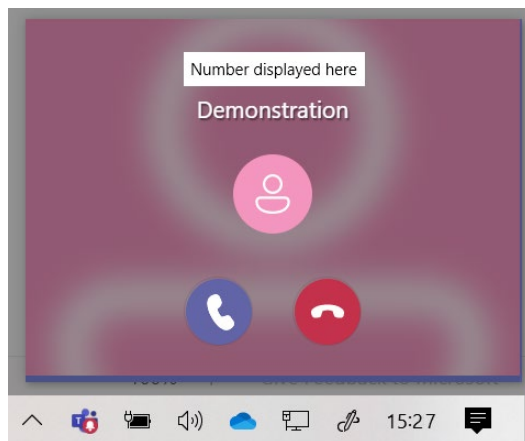
To make a second call in the background repeat the process of making the first.

Note, the second call you make will automatically place the first call on hold.

Please refer to "How do I put calls on hold?"

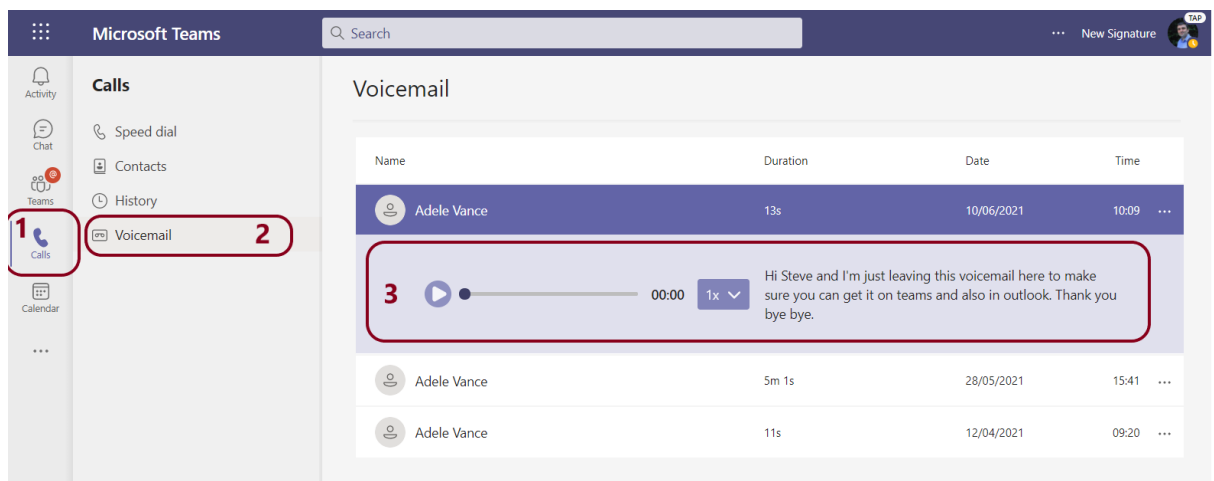
30. How do I know who a call was intended for?

A pop-up notification appears in the bottom right corner of your screen and displays the number of the caller (if it's not withheld). If you save the number, the contact name you have saved will also be shown.



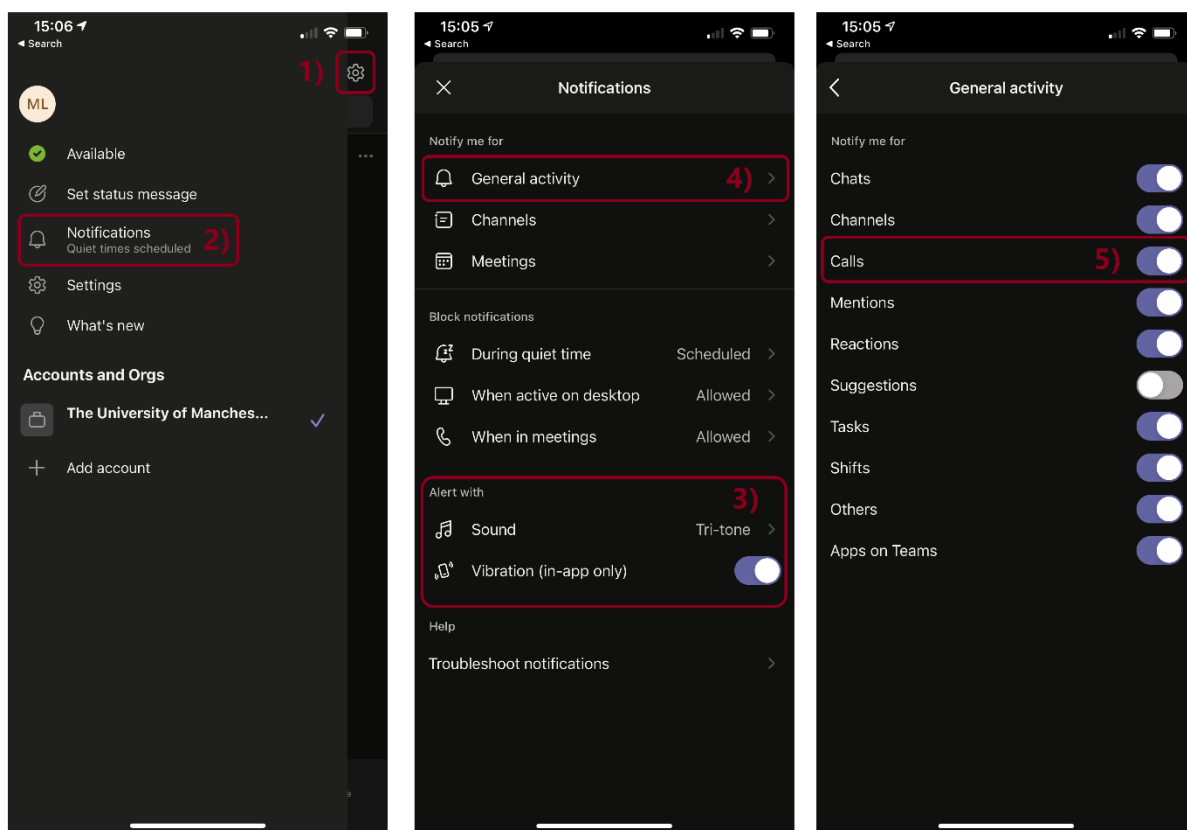
31. How will I access my voicemail?

Following the steps below: 1) Select 'Calls' on the left-hand menu of Teams, then 2) select 'Voicemail' to filter the messages you have received and 3) Playback or read the message.



32. I can't hear the Teams app ring on my iOS (Apple) handset.

Please ensure your notifications are switched. Follow the sequence below to 1) open settings and 2) notifications then 3) check for the sound alerts then 4) select general activity and 5) ensure calls are switched on.



33. Should I update StaffNet with my new Teams number?

Due to being able to search Teams by name to call an internal colleague there is not the same dependency on dialling a number as with a desk phone system. Please do update StaffNet with your new Teams number however please also be mindful of searching by name in Teams.

Use cases for searching StaffNet for a Teams number would include: 1) Providing the number to an external contact where appropriate 2) Dialling the number from a common area phone 3) Dialling the number from a mobile phone without the Teams mobile app installed.

34. Will my new Teams number be withheld?

Your new Teams number will be displayed when calling external contacts. When you're calling internal colleagues your name will appear on the pop up notification at the bottom right of their screen.