



TEAMS PHONE SERVICE

USER MANUAL

V 1.0

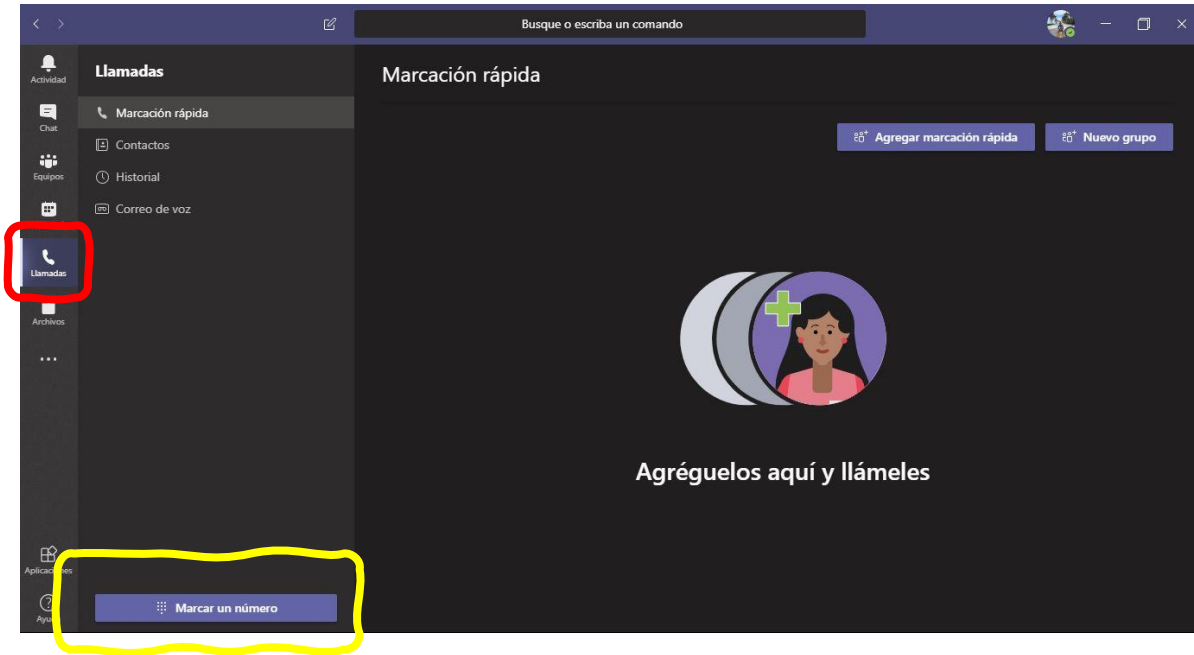
January, 2020

Contents

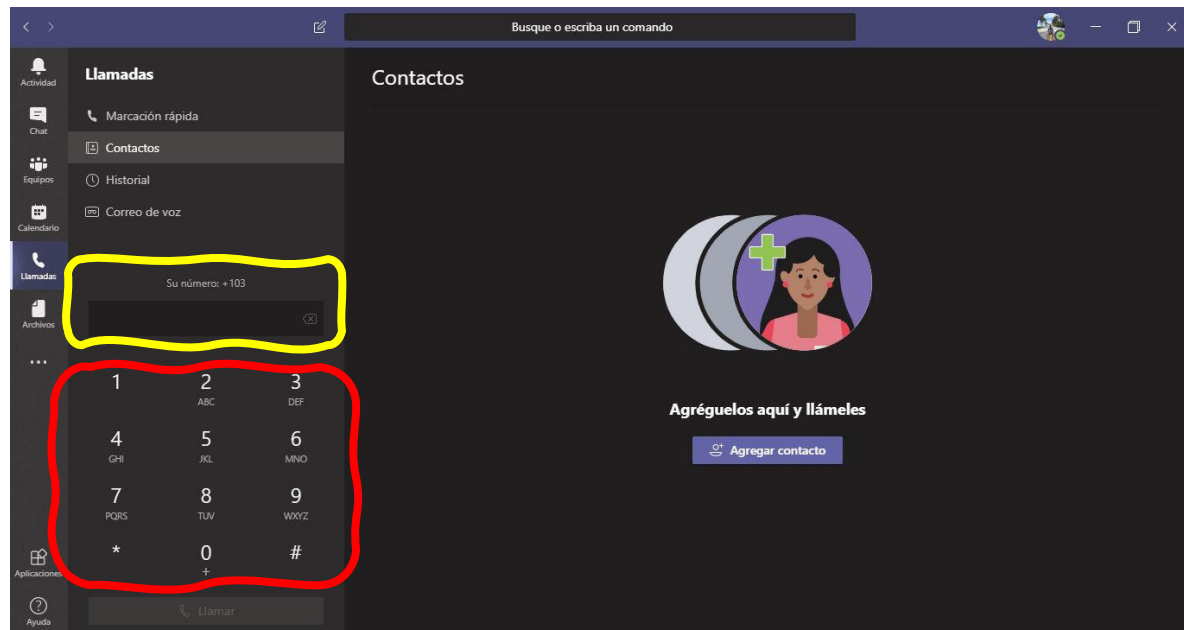
To Make a Phone Call	3
Answer or Reject a Call	4
Call Pick-Up	4
Mute a Call	5
Dial on an Active Call	6
Place a Call On-Hold	7
Blind Transfer	8
Consultative Transfer	11
Add Participants to an Ongoing Call or Meeting	15
Remove Participants from an Ongoing Call or Meeting	18
Start a Non- Scheduled Meeting	20
Schedule a Meeting	23
Cancel a Scheduled Meeting	26
Modify a Scheduled Meeting	27
Start a Scheduled Meeting	29
Ongoing Meeting Options	34

To Make a Phone Call

To make a call you must enter the option "Calls" in the left panel. If you do not see the keypad, you must press the "Dial a number" button.



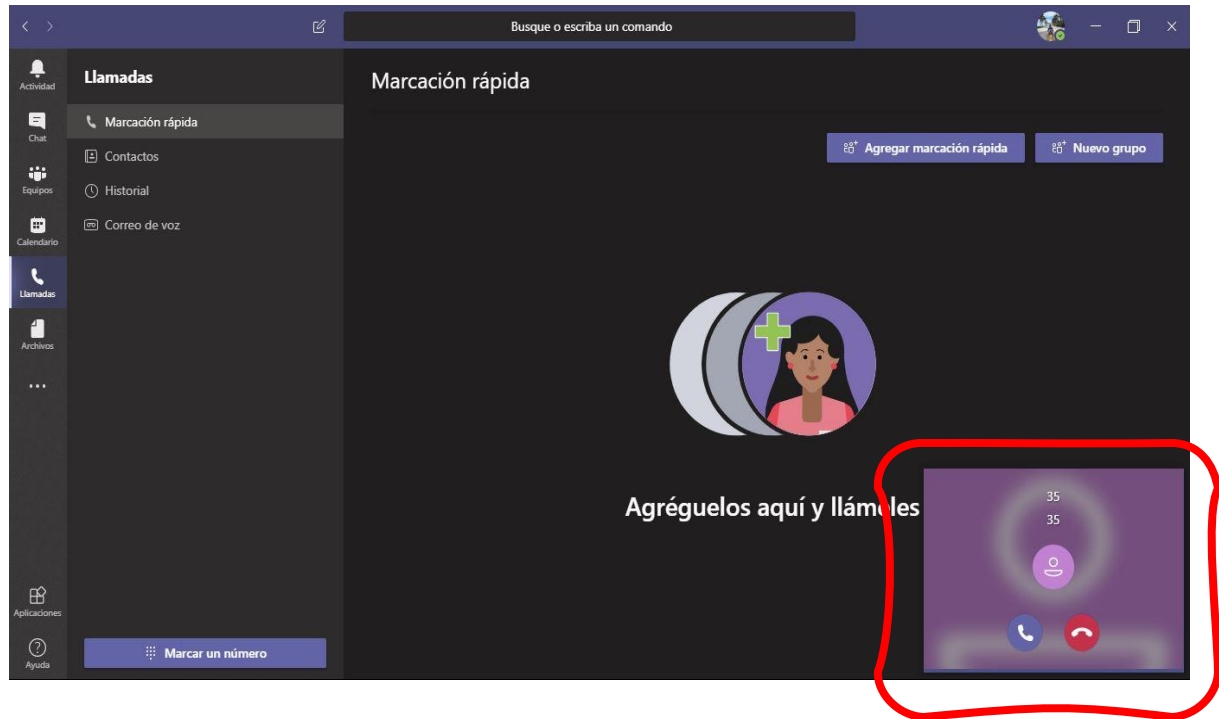
To define the telephone number to call you can position yourself in the field that is located on the keyboard, and type it with the computer keyboard, or you can use the keyboard that shows TEAMS on the screen.



Answer or Reject a Call

When a call enters, a pop-up window will appear in the lower right corner of the screen, as shown.

- The purple button, located on the left, allows you to answer the call.
- The red button, located on the right, allows you to reject the call.



** The pop-up window will be displayed, even though MS TEAMS is not in the foreground.

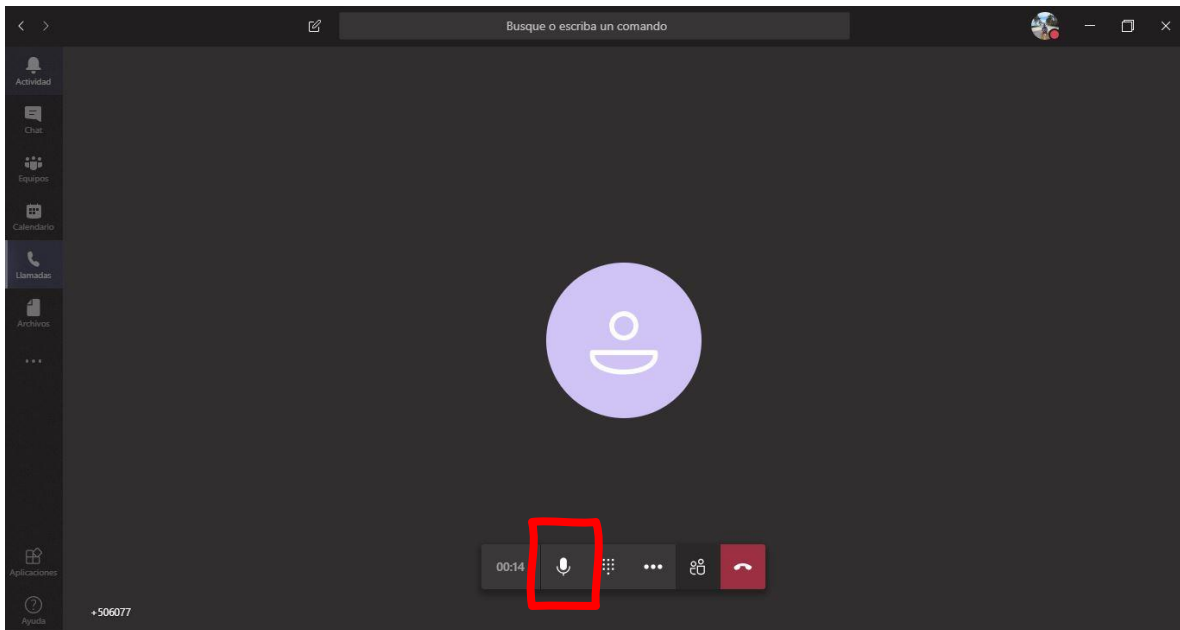
Call Pick-Up



To pick-up a call you must follow the same process as to make a call, and dial any of the following codes, as appropriate:

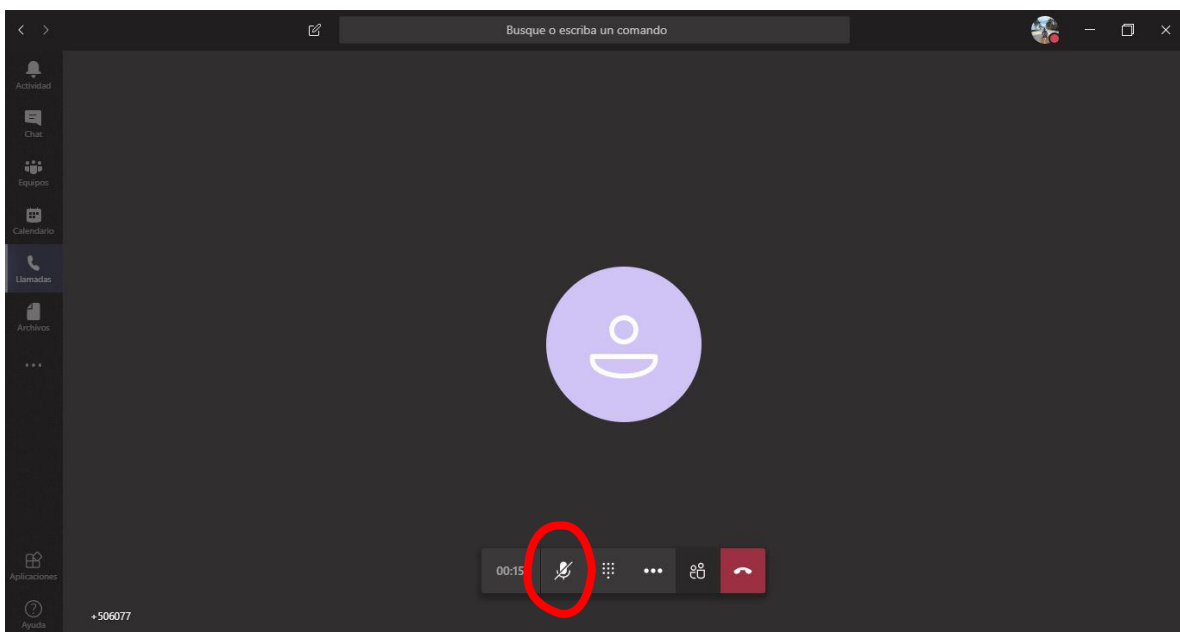
- **8**
Allows you to pick up a call in your ring group, without knowing the ringing extension number.
- **8 + “Ringing extensión number”**
Allows you to pick up the specific extension that is ringing.

Mute a Call


To MUTE a call click the Icon ().

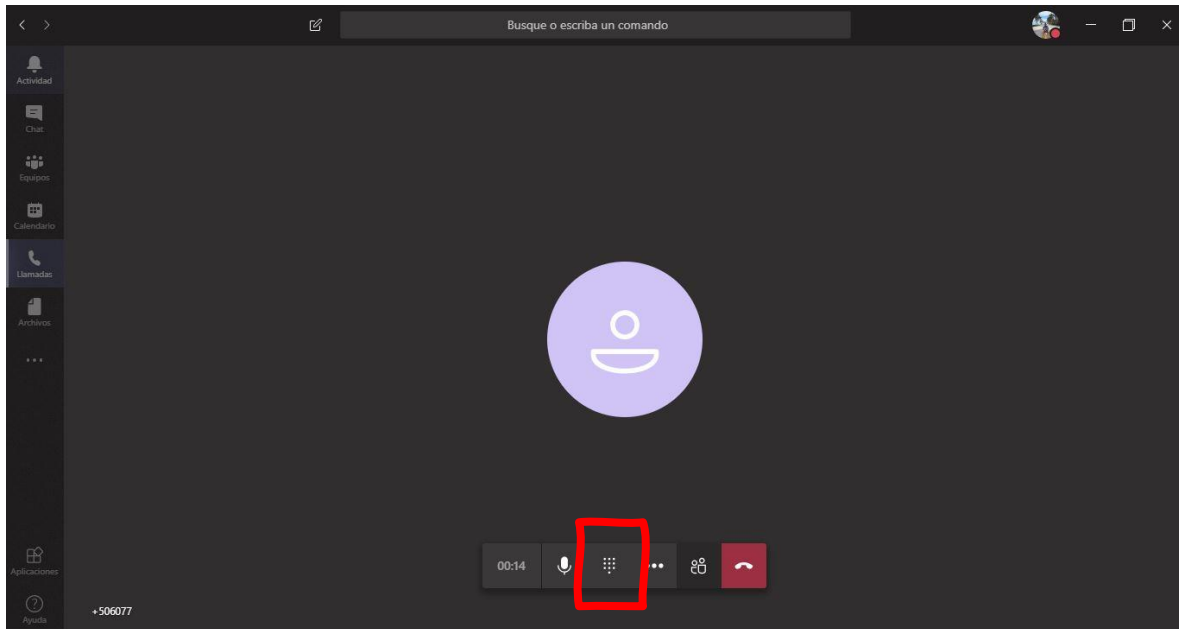


Once the button is pressed, the icon will change to a microphone with a crossbar (). If you wish to activate the audio, you must press the button again, then it which will change back to ().

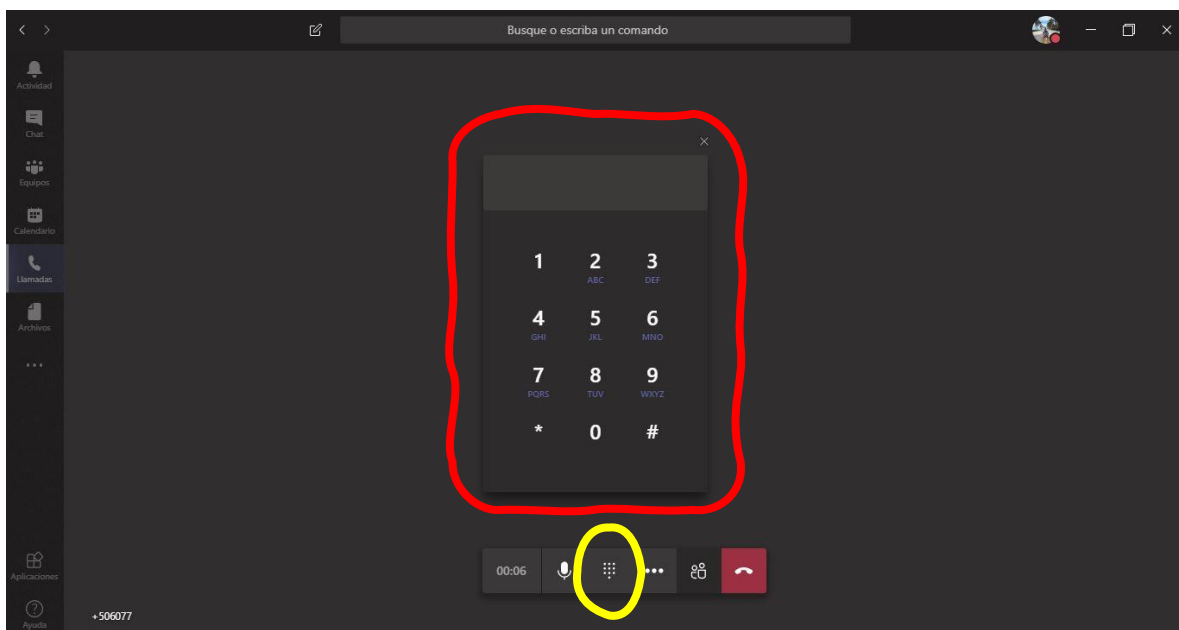


Dial on an Active Call

On some occasions, in the middle of an active call you will need to dial one or more digits, such as when calling a telephone exchange and dialing an extension number, for this you must press the button with the keyboard icon (), being The second icon from left to right.

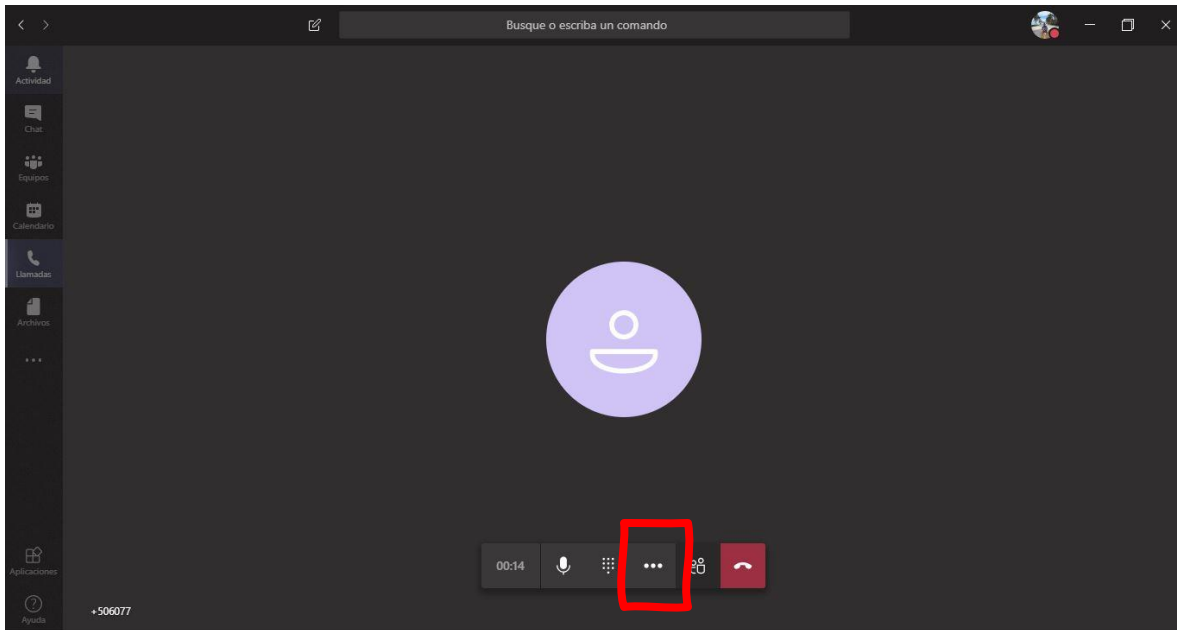


Once the keyboard is displayed, you can type the required number or numbers, using the computer keyboard, or you can use the keyboard that shows TEAMS on the screen. If you wish that the keyboard is not shown, you must press the button again.

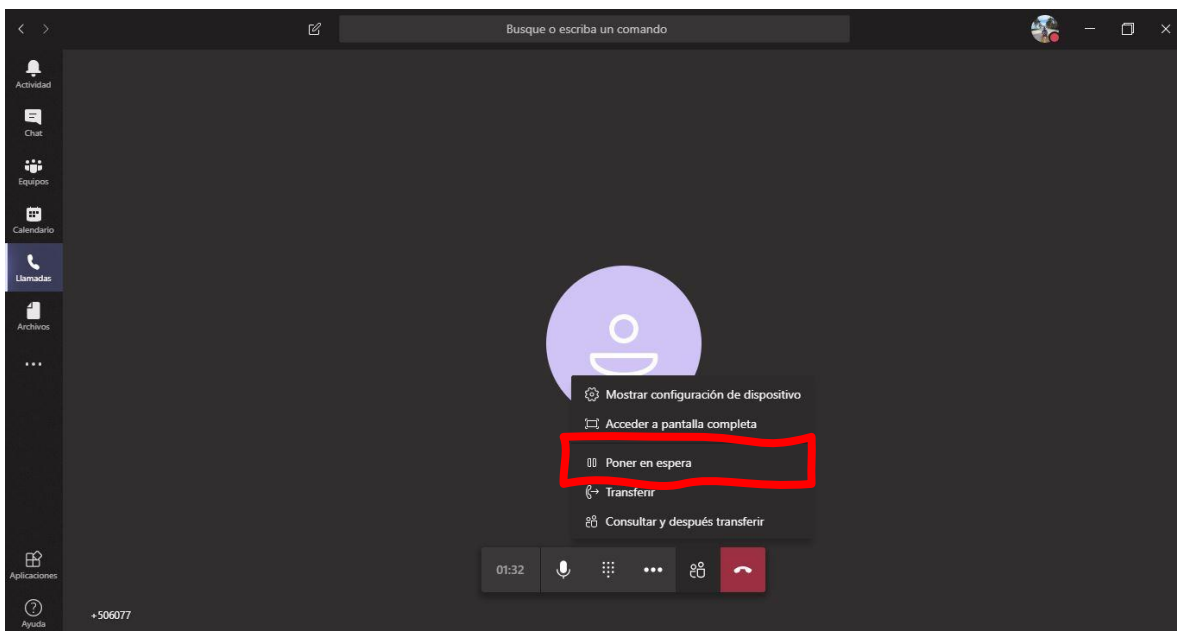


Place a Call On-Hold

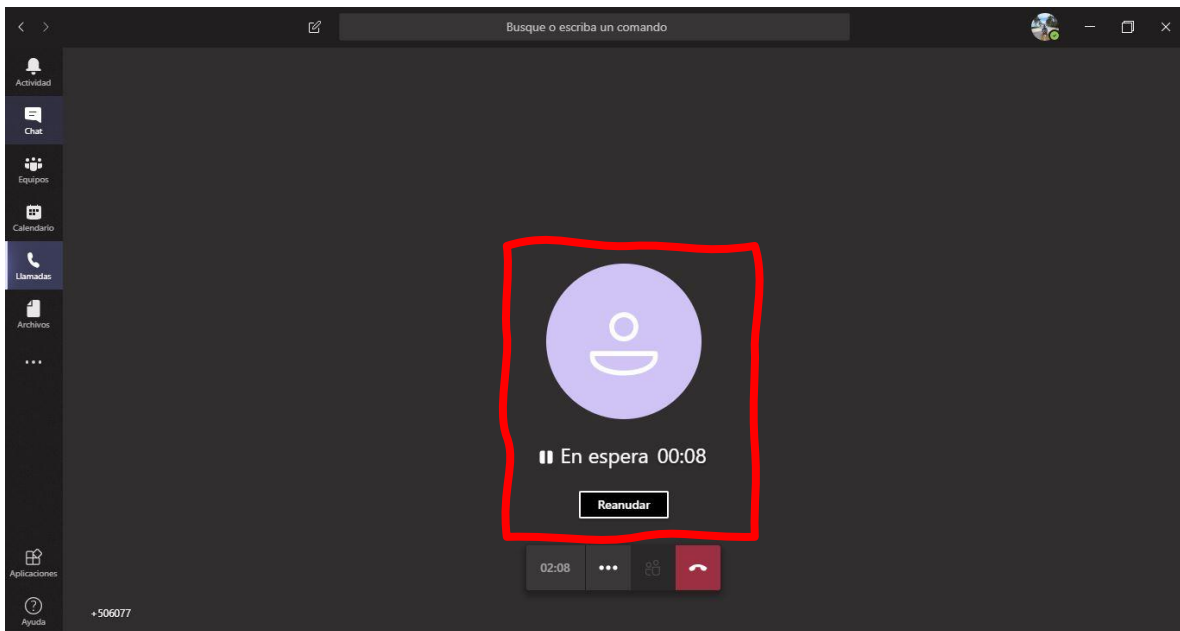
To place a call on hold, press the button with the 3-dot icon (•••), the third icon being from left to right.



Pressing the button will display the menu shown in the following image; you must click on the "Hold" option.

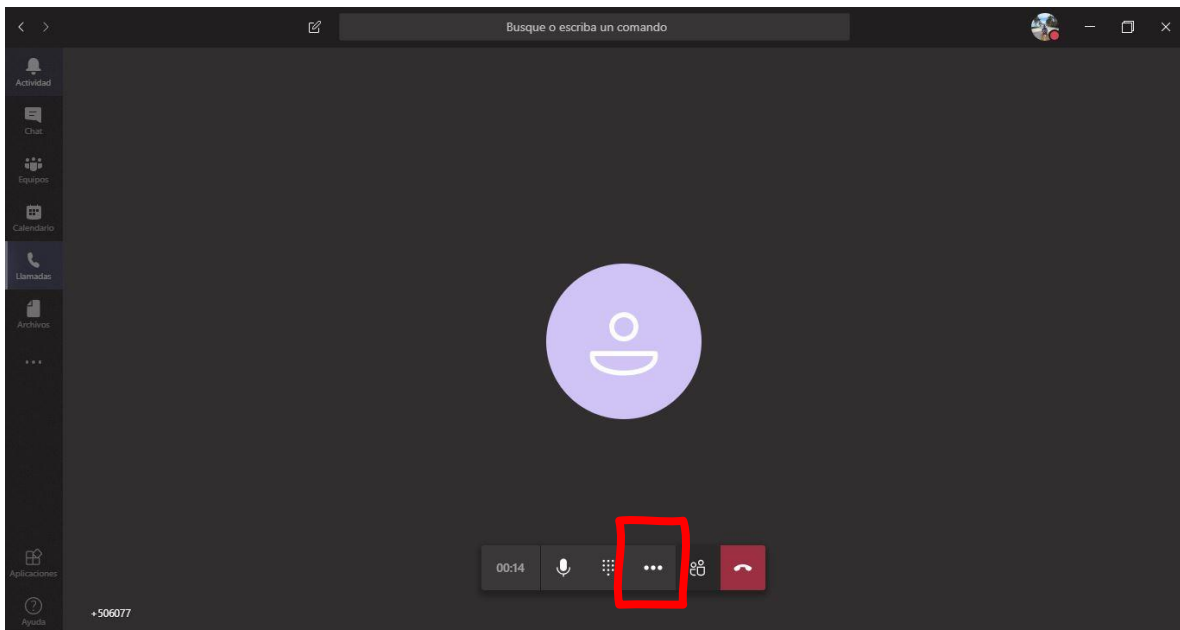


The display will indicate that the call is on hold once at HOLD. If you wish to resume the call you must press the "Resume" button.

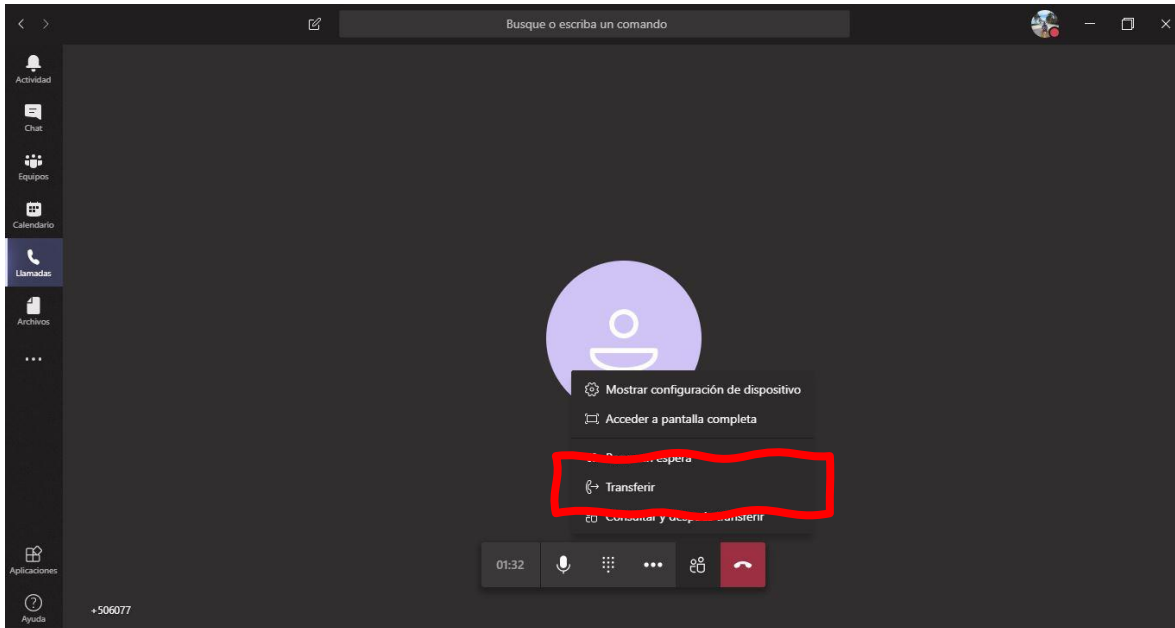


Blind Transfer

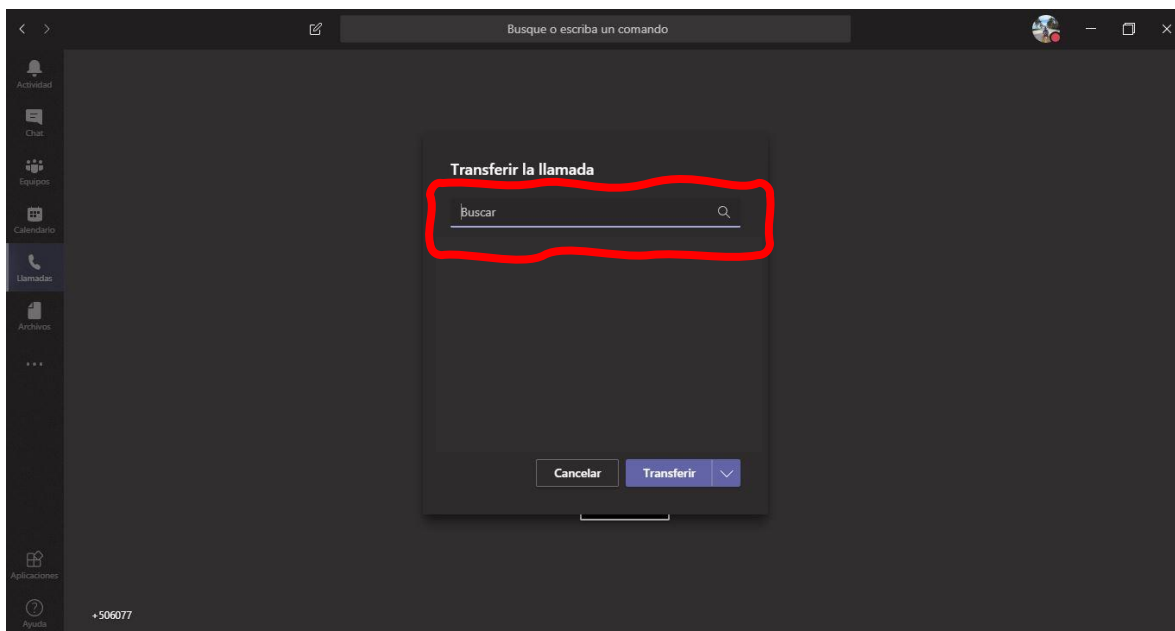
For a Blind Transfer, you must press the button with the 3-dot icon (•••), being the third icon from left to right.



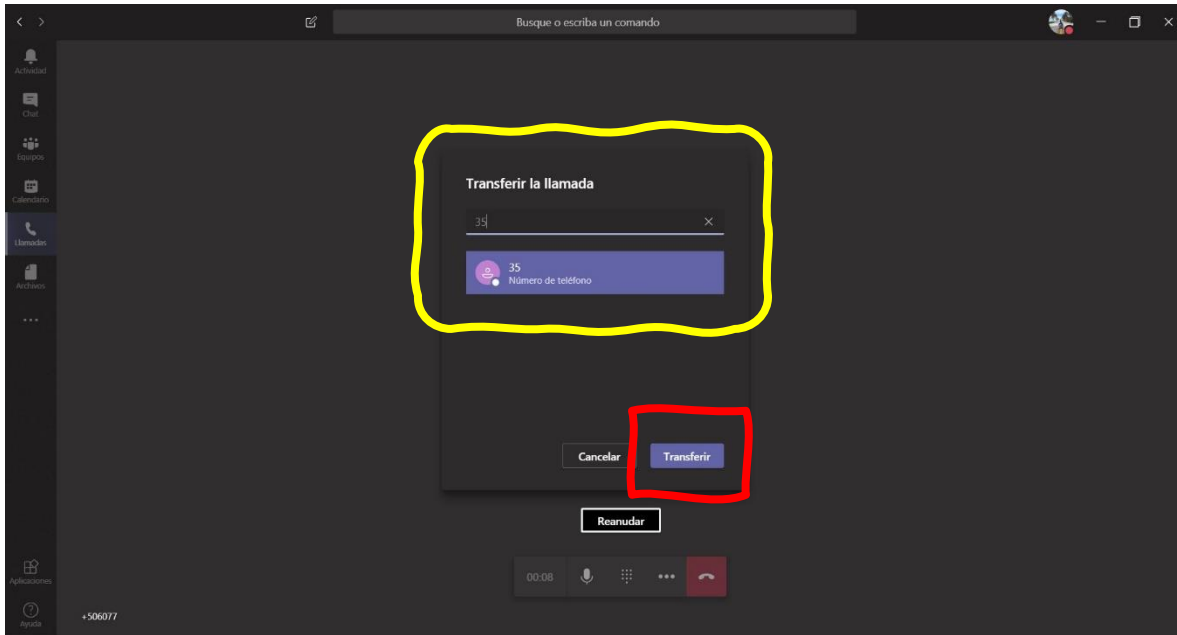
Pressing the button will display the menu shown in the following image; you must click on the “Transfer” option.



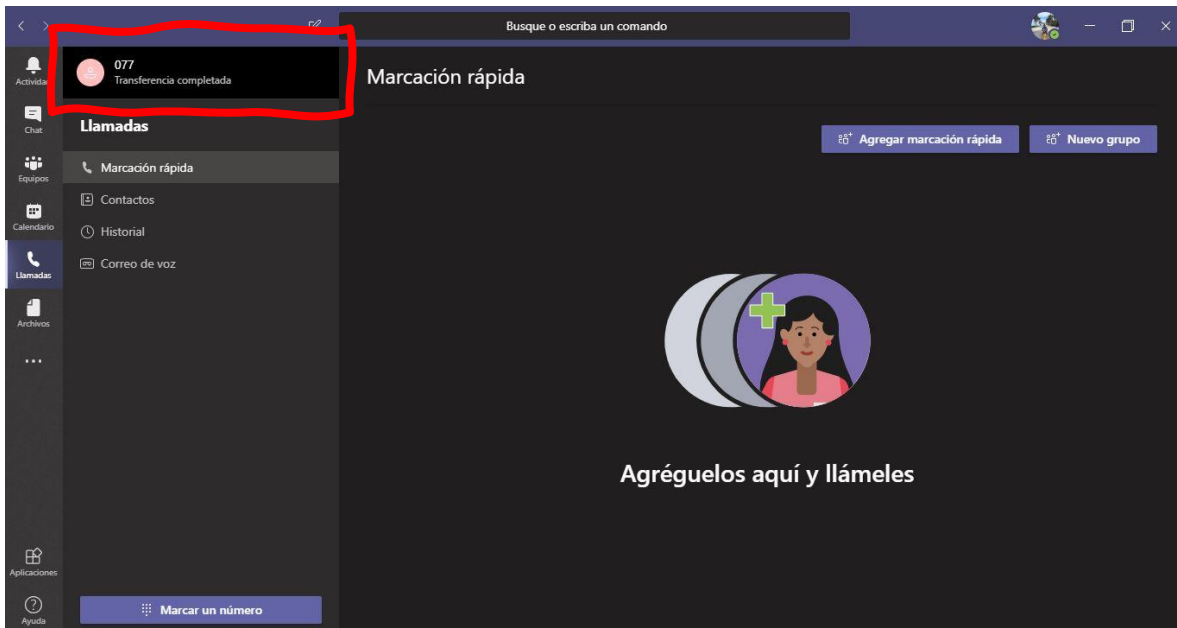
In the "Search" field you can type the name of a TEAMS user, an extension number or a telephone number. In case of transferring to a TEAMS user, the call will not be processed through Call My Way, so there will be no record of it.



Once the telephone number or name of the TEAMS user has been typed, you must press the “Transfer” button.

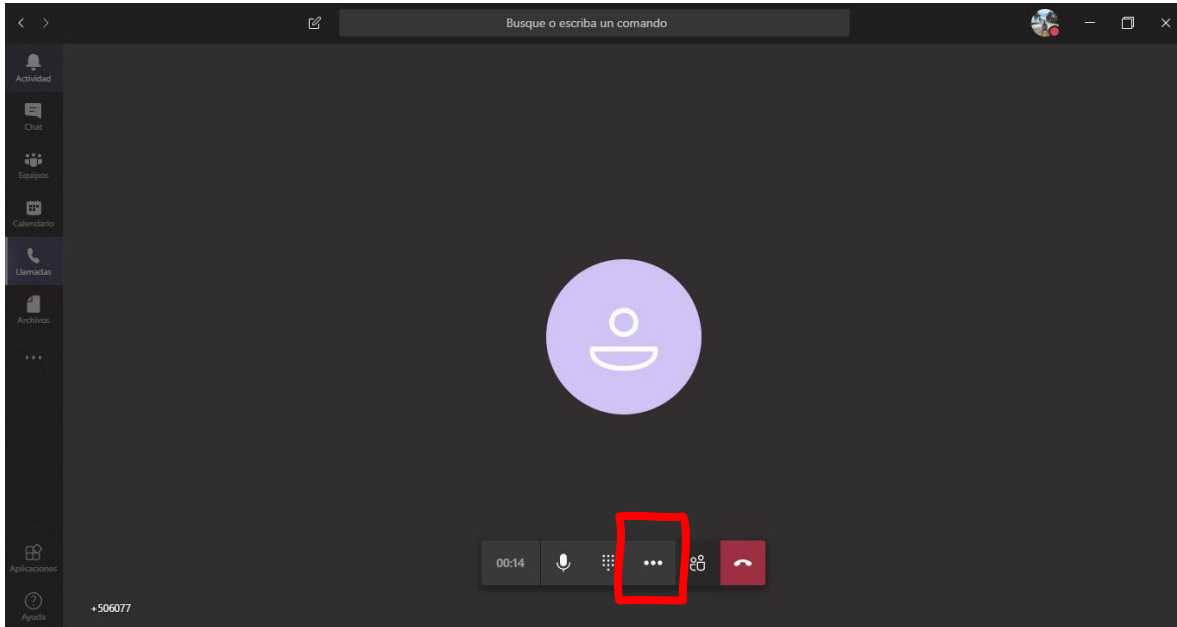


In the upper left corner a message will be displayed indicating that the transfer was completed successfully.

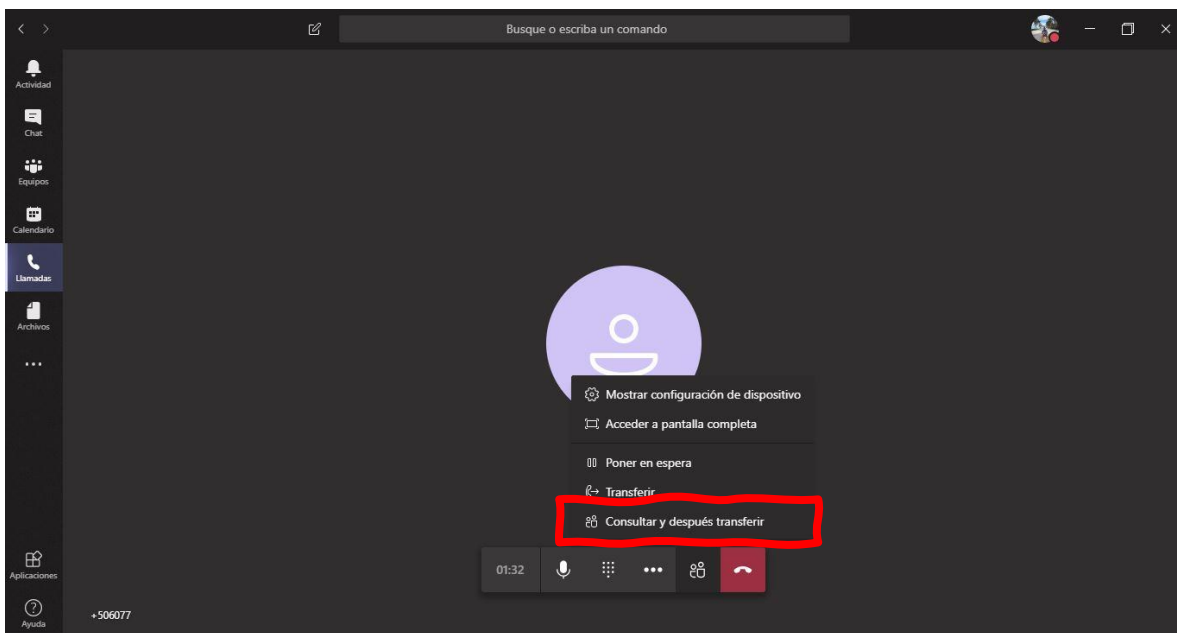


Consultative Transfer

To transfer a call using the “consultative” method, you must press the button with the 3-dot icon (⋮), being the third icon from left to right.

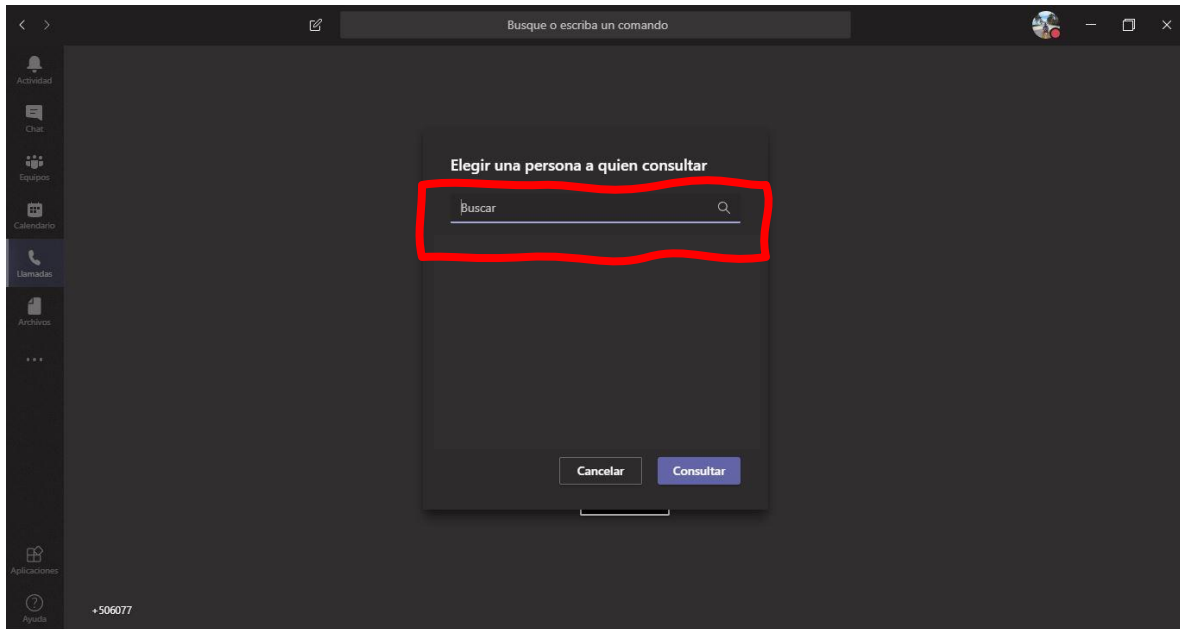


Pressing the button will display the menu shown in the following image; you must click on the option “Consult and then transfer”.

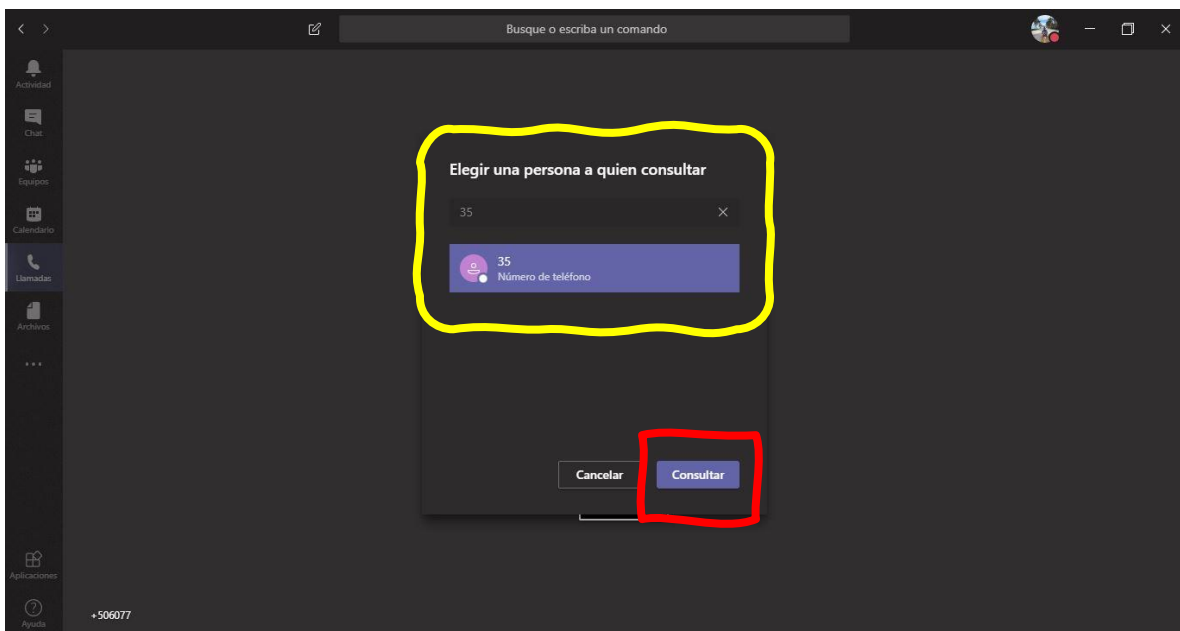


In the "Search" field you can type the name of a TEAMS user, an extension number or a telephone number.

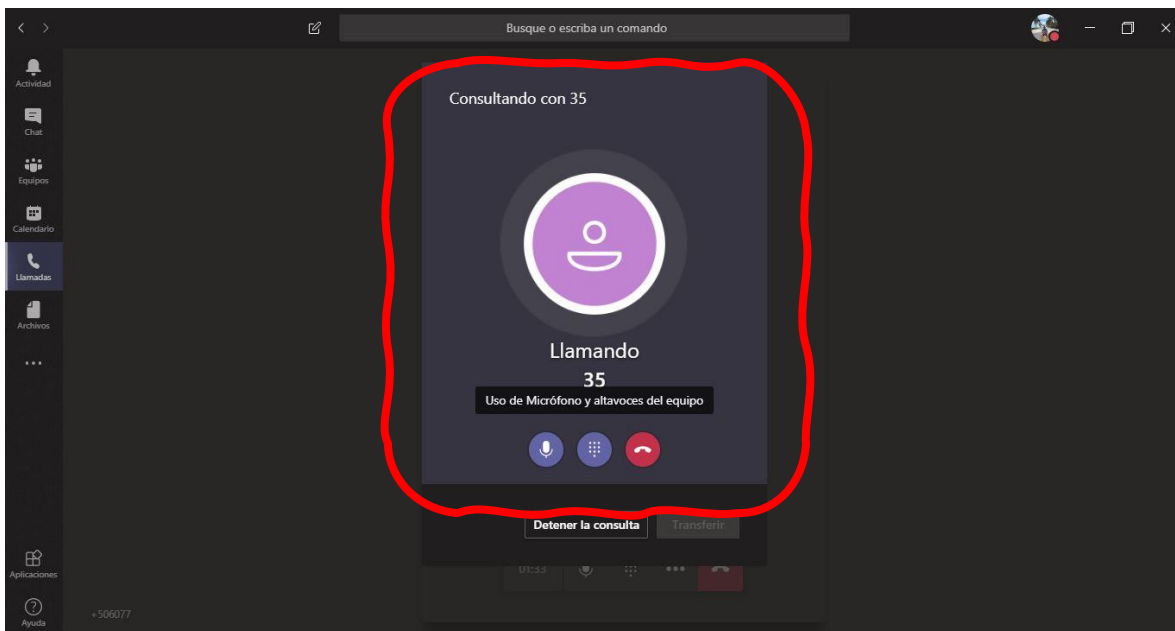
- In case of transferring to a TEAMS user, the call will not be processed through CallMyWay, so there will be no record of it.
- In the case of transferring to an extension number or phone number, that extension or number must have call waiting functionality active.



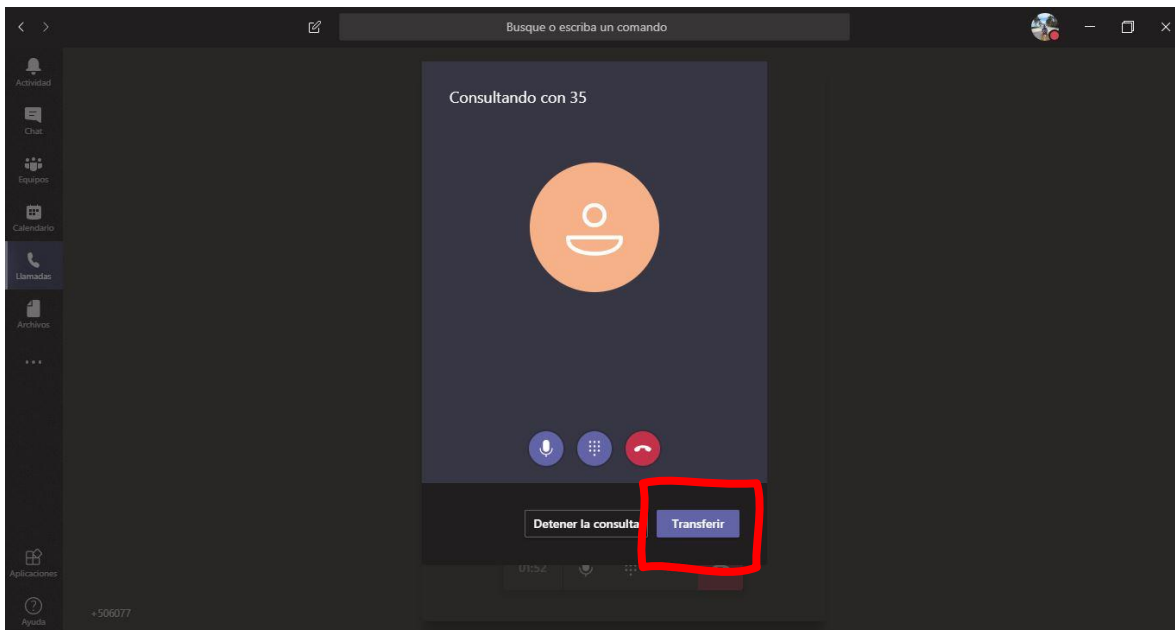
Once the telephone number or name of the TEAMS user has been typed, you must press the "Consult" button.



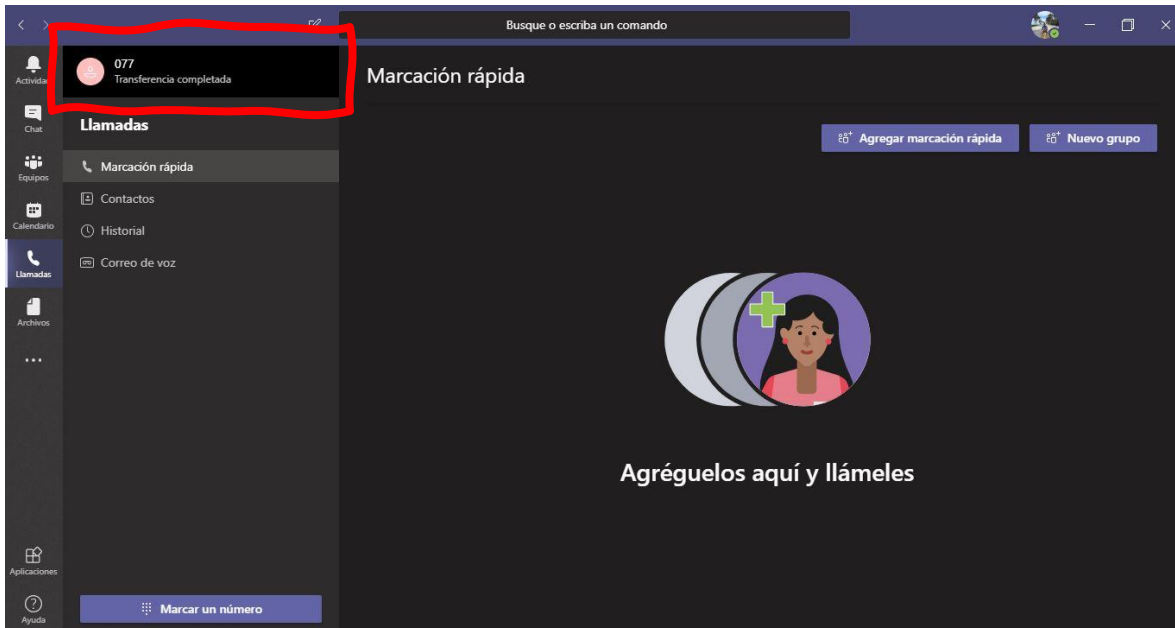
Pressing the "Consult" button will make a call to the respective user or number; call through which you can consult the receiver if you can transfer the call.



Once the receiver agrees to transfer the call, you must press the "Transfer" button.

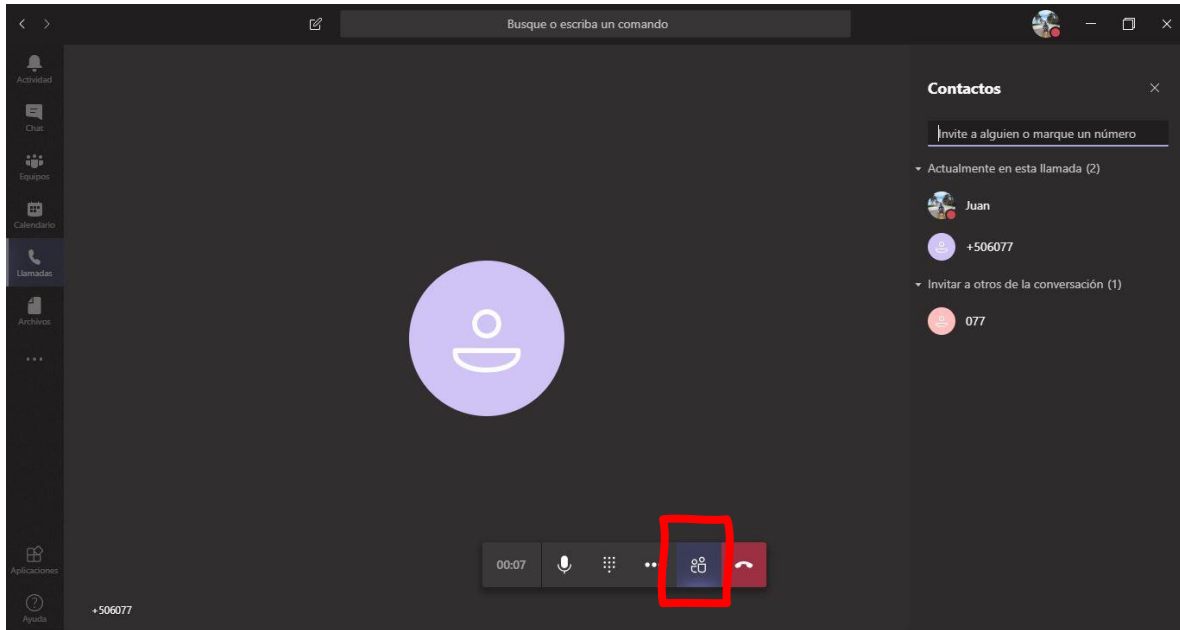


In the upper left corner, a message will be displayed indicating that the transfer was completed successfully.

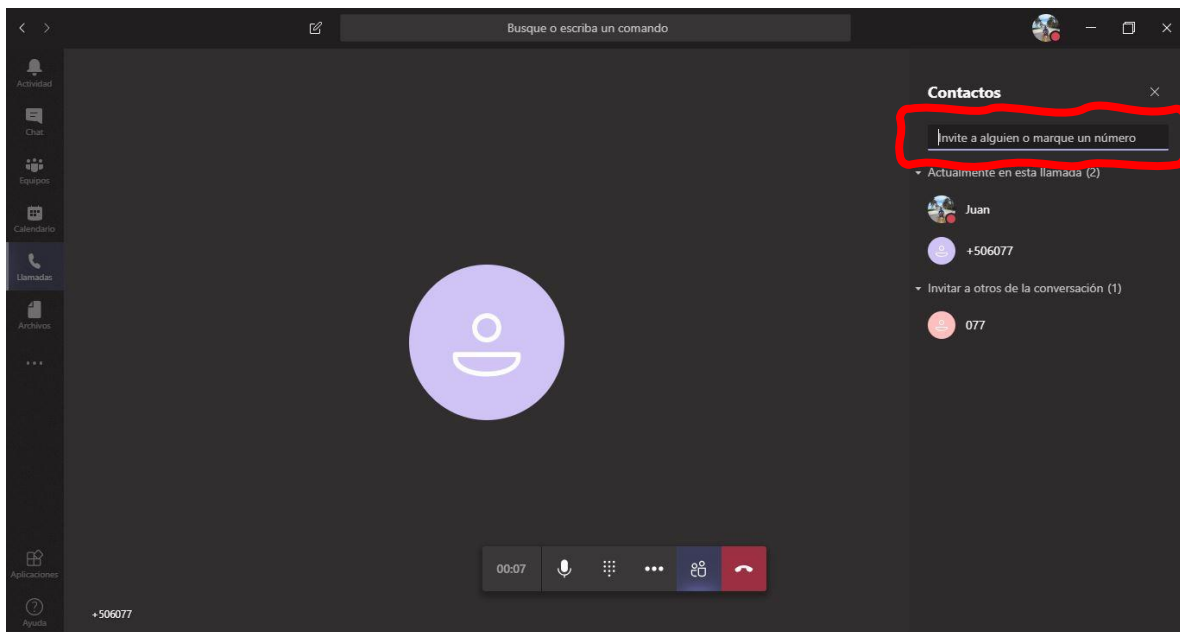


Add Participants to an Ongoing Call or Meeting

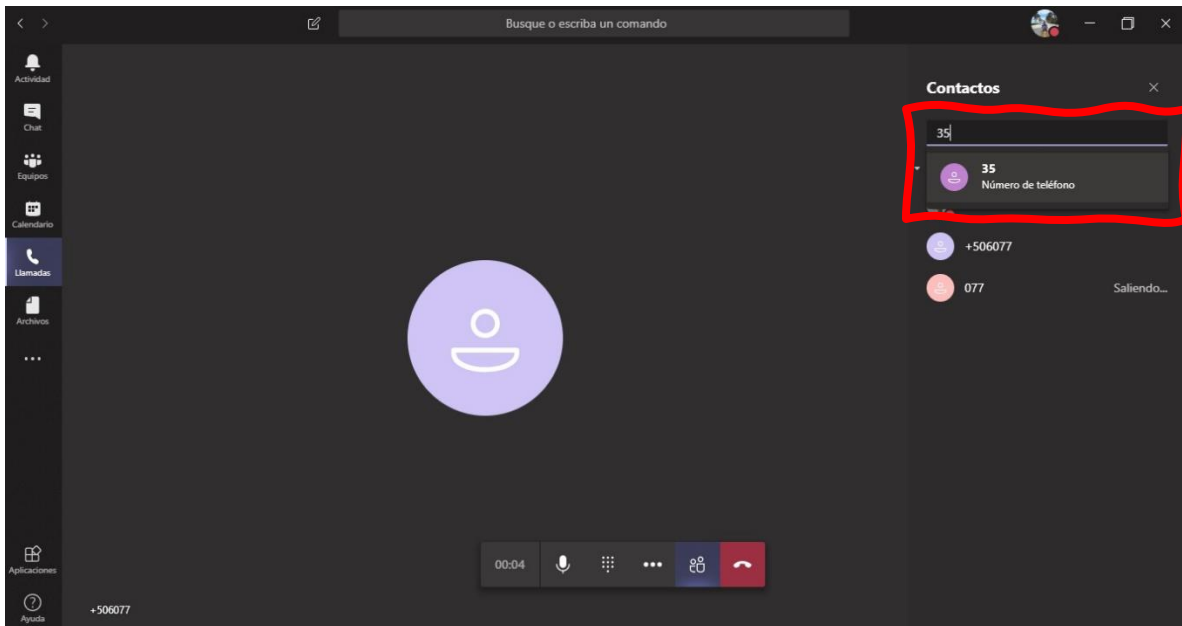
To add more people to a call in progress you must press the button with the icon of 2 people (👤👤), being the fourth icon from left to right.



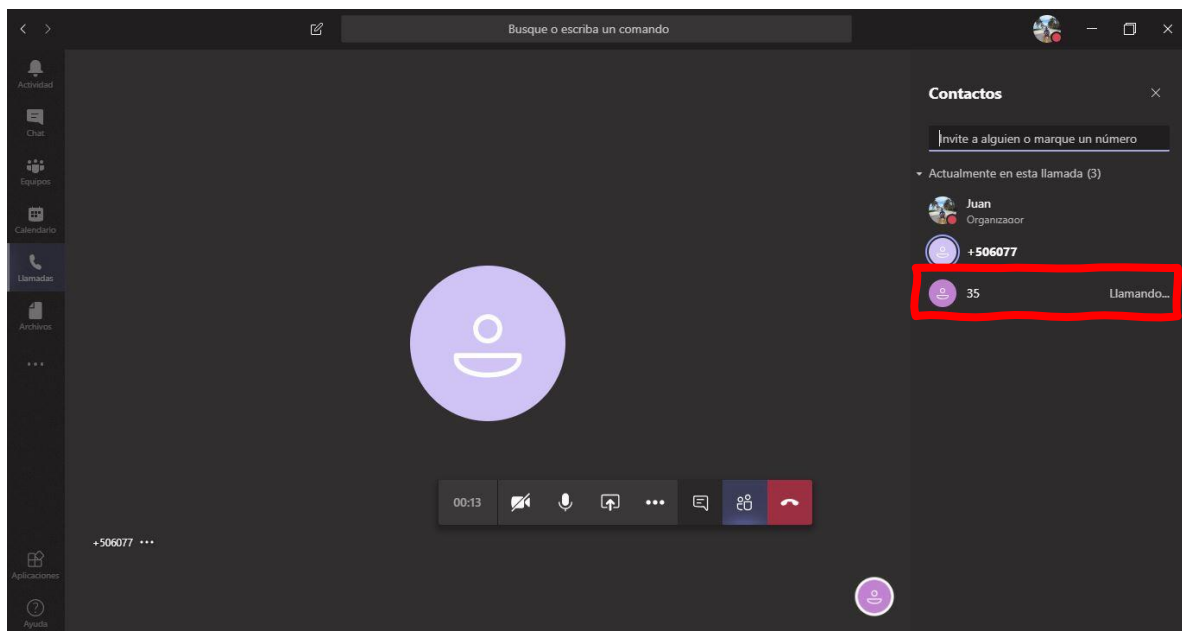
In the field "Invite someone or dial a number" you can type the name of a TEAMS user, an extension number or a telephone number.



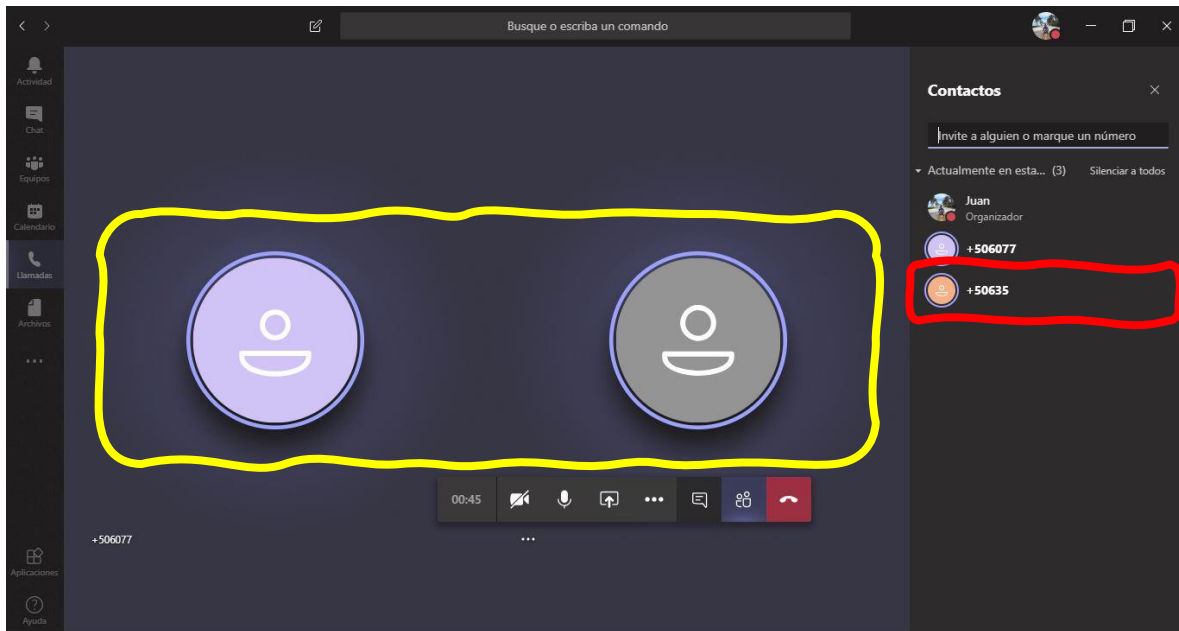
Once the telephone number or name of the TEAMS user has been typed, you must press the “enter” key or click on the box below the space where you entered it.



Pressing this box will start calling the user or number entered; while the person being contacted answers the call, the “Calling” status will be displayed on the right panel.

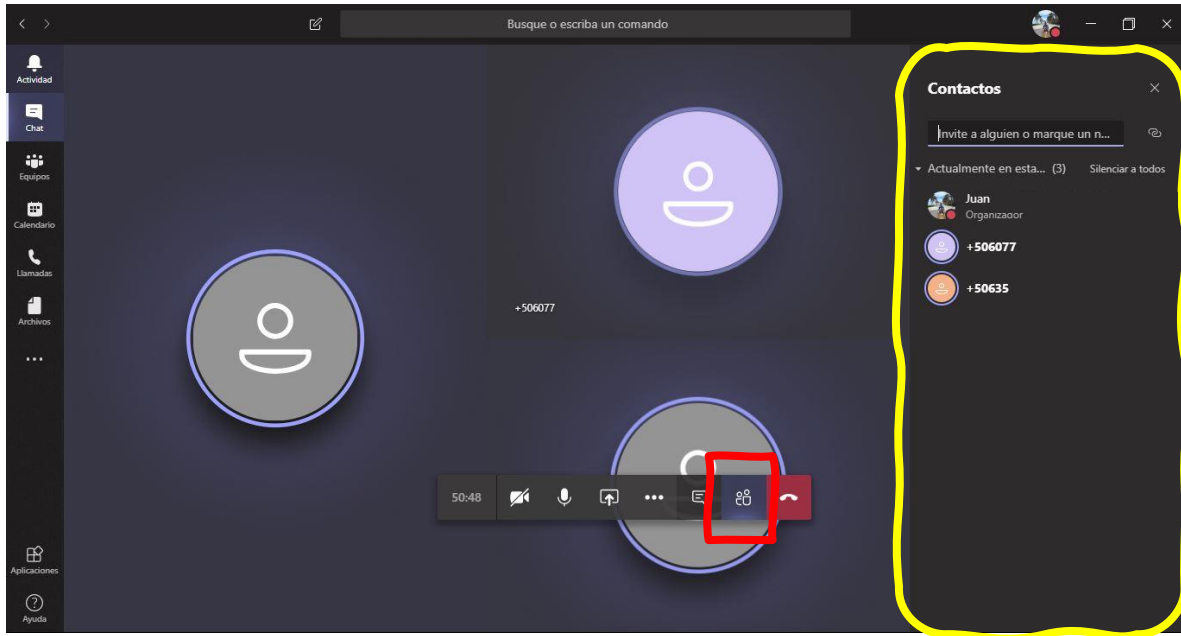


At the time when the person being contacted answers the call, it is added to the call. When added, it will no longer show the “Calling” status and in the central section of the application a second circle will be displayed with the icon of a person.

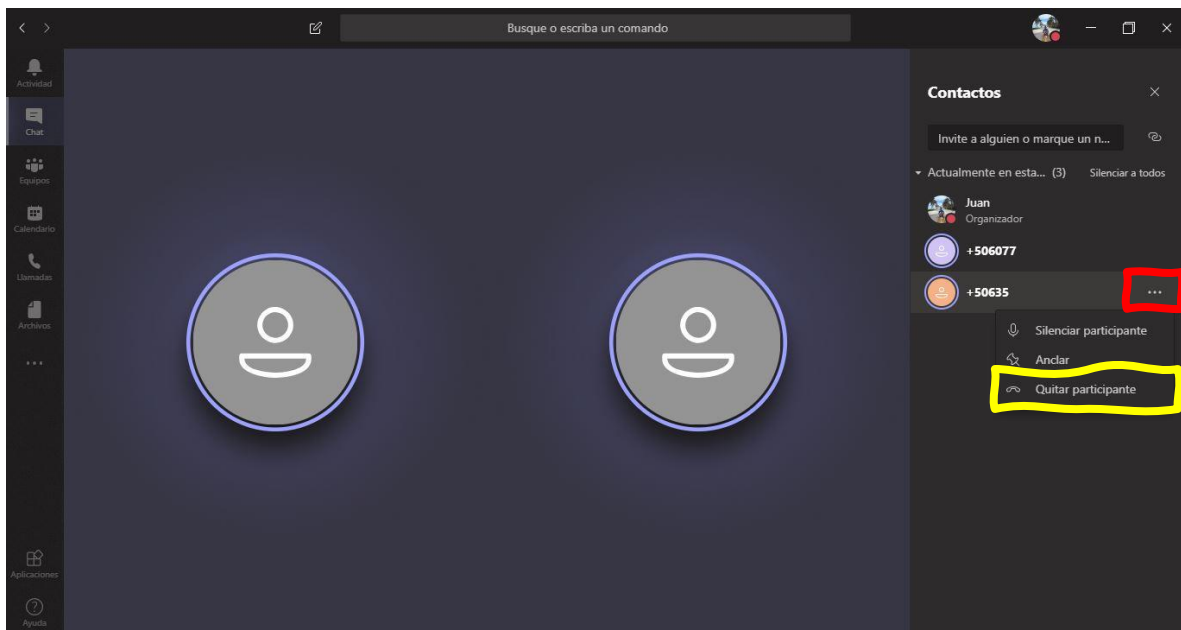


Remove Participants from an Ongoing Call or Meeting

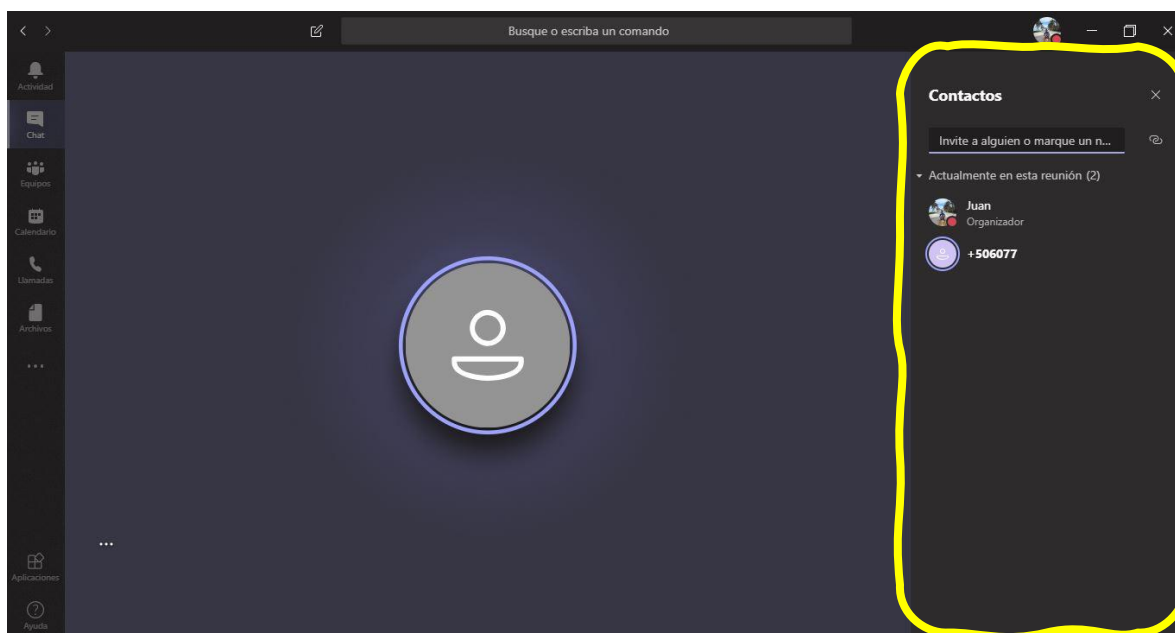
To remove people from an ongoing call you must press the button with the 2 people icon (👤), being the fourth icon from left to right. A panel will open on the right side showing the participants of the call.



You must right-click on the participant you wish to remove from the call, press the button with the 3-dot icon (⋮) that each contact has. This will display a menu, and you must click on the "Remove participant" option.

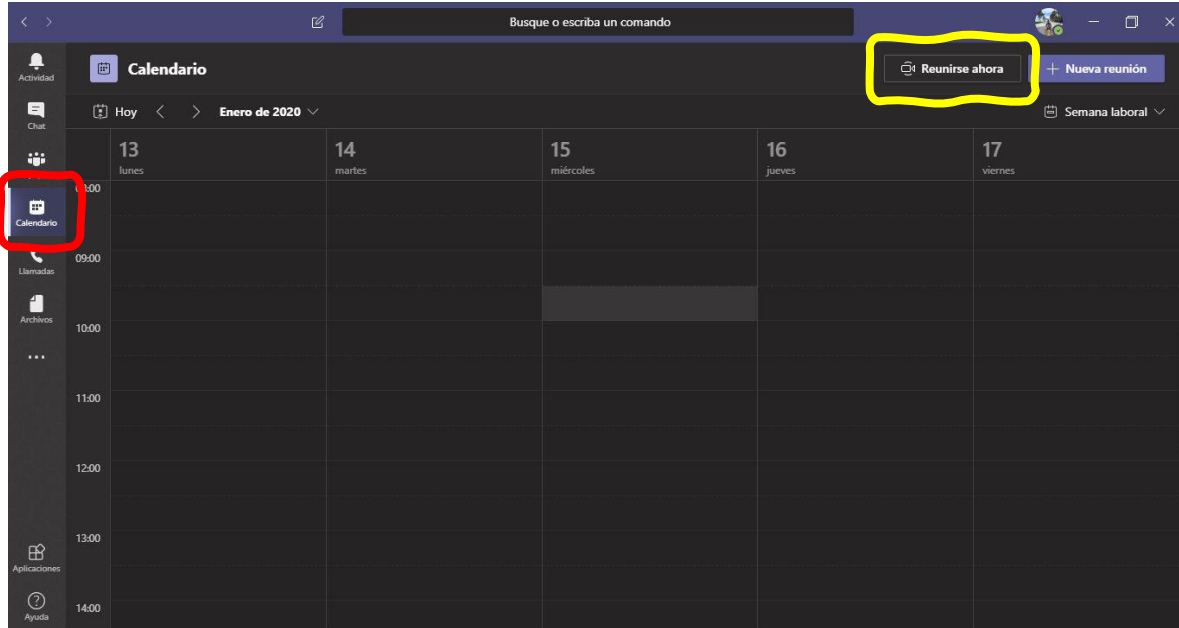


The system will end the call of the respective participant and remove it from the right panel.



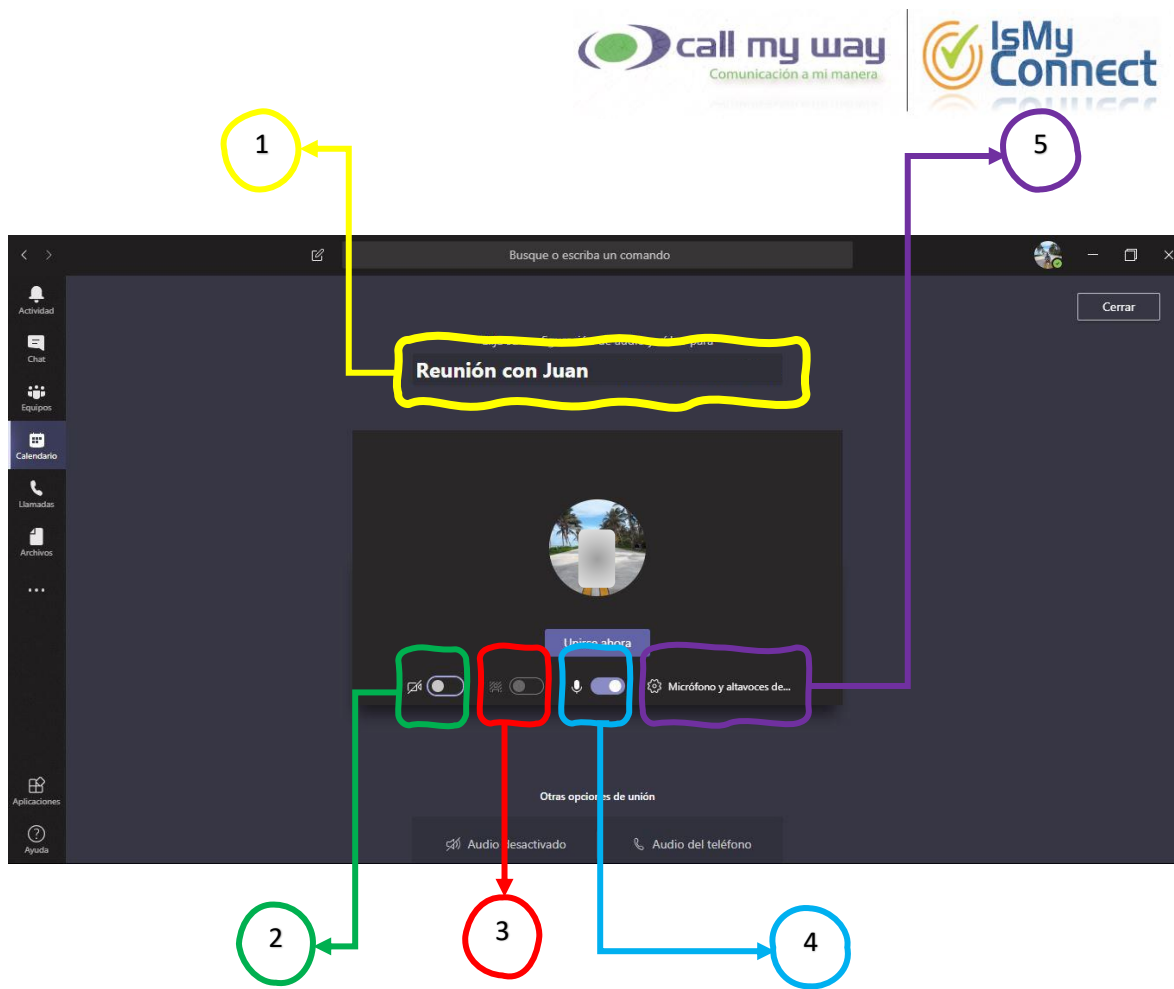
Start a Non- Scheduled Meeting

To make a meeting without prior programming you must enter the "Calendar" option on the left panel and press the "Meet now" button.



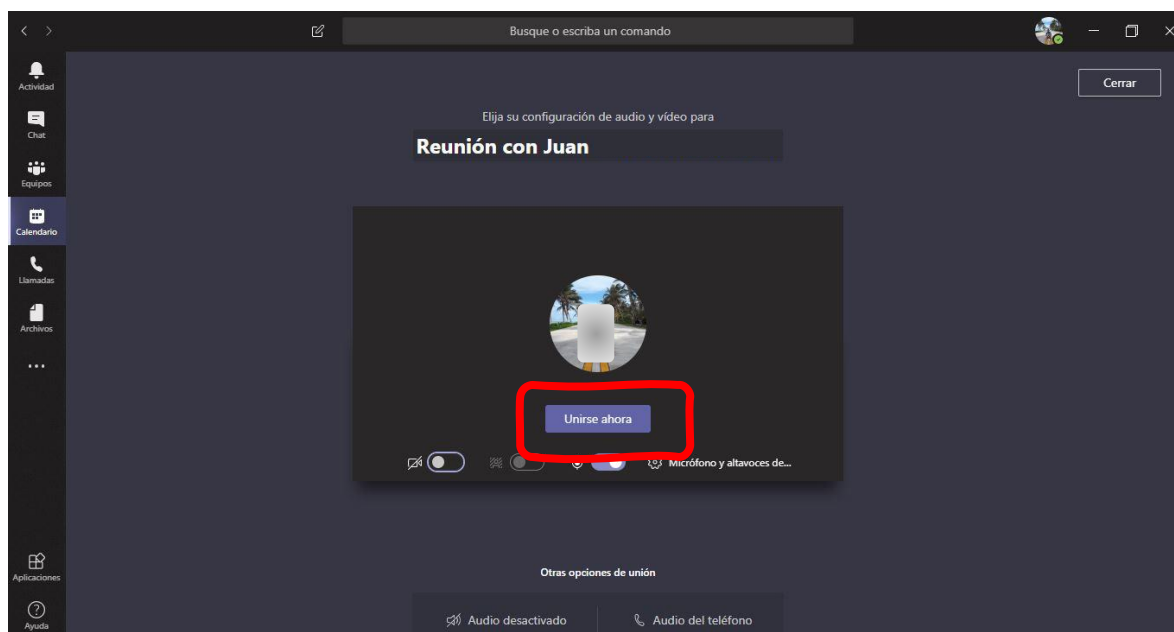
The screen will show some parameters that you can customize or define before entering the meeting. In the image on the next page, from top to bottom and from left to right, the parameters are as follows:

1. Meeting name.
By default the title will be "Meeting with" + User name, for example: "Meeting with John"
2. Turn on or off the camera.
By default camera will be set to on.
3. Focus.
By default the bottom will be focused.
4. MUTE.
By default the MIC will be un-muted.
5. Define speaker, MIC and Camera to use.

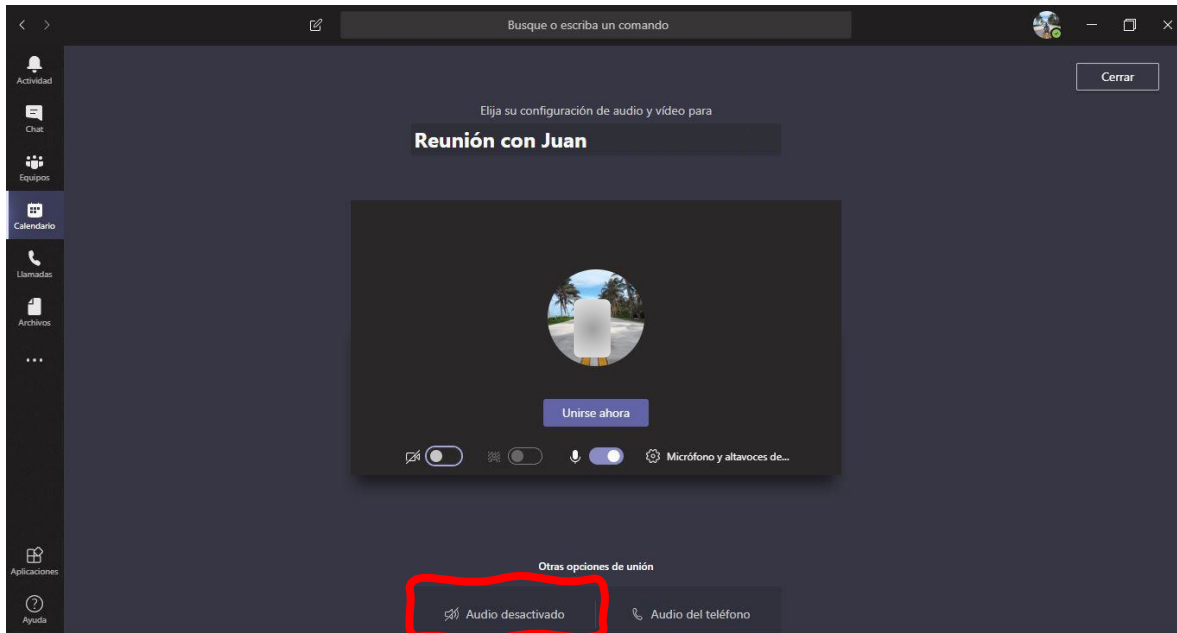


To enter the meeting, you can use any of the following options, as required:

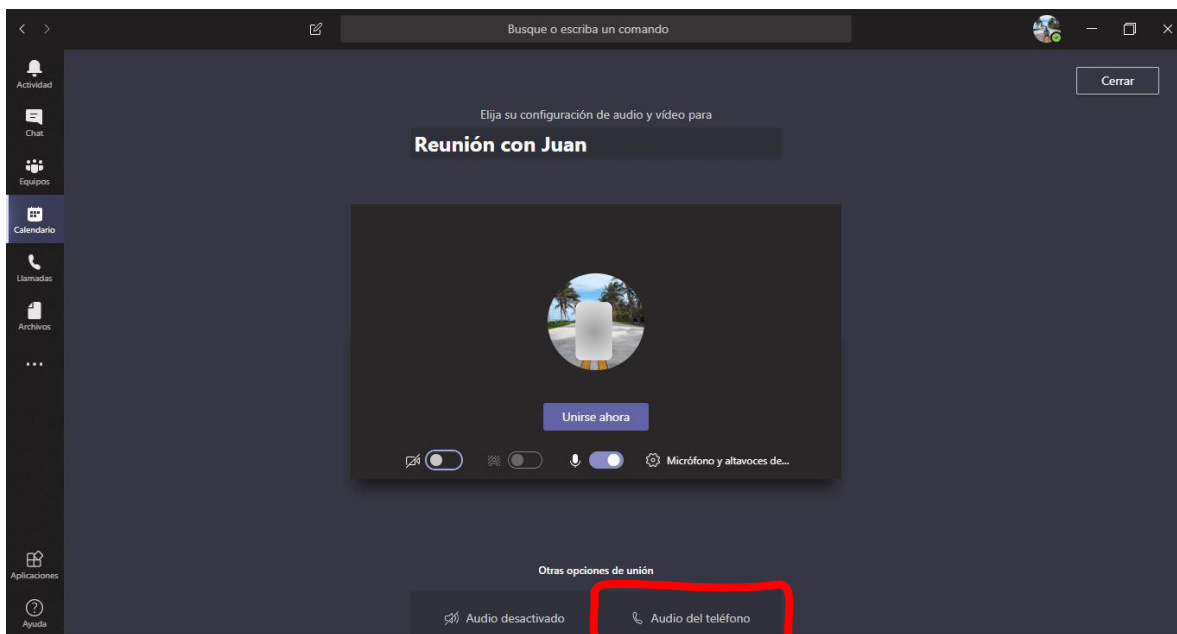
1. Press “Join Now”.



2. Click on the “Audio off” option. With this option you will enter the meeting with the speaker and microphone turned off.

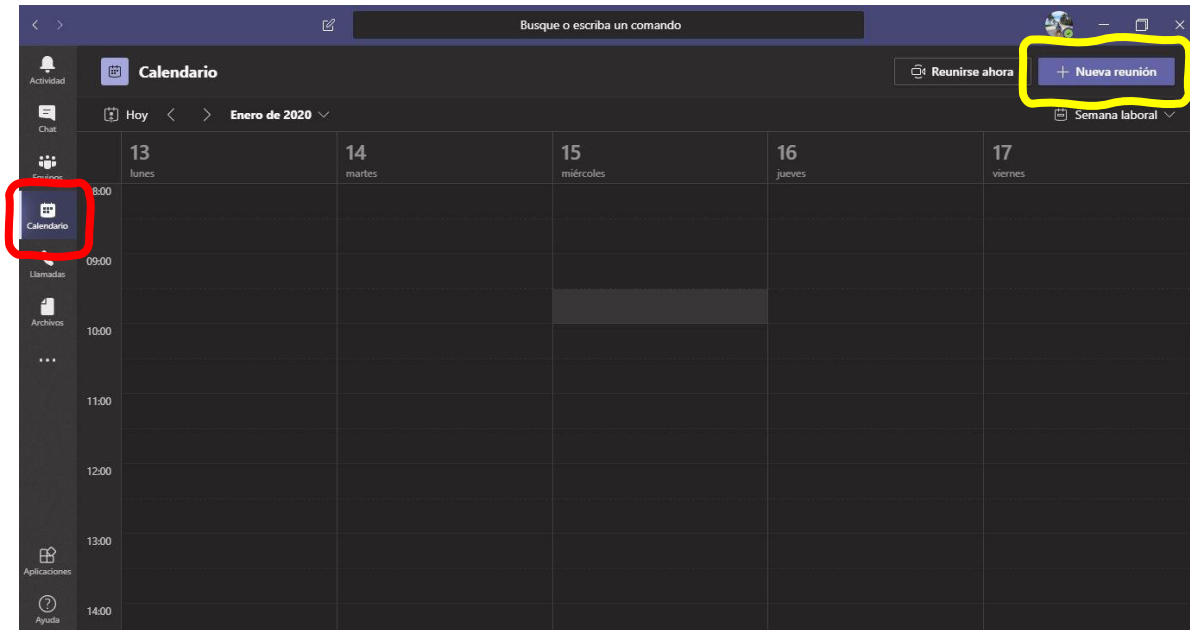


3. Click on the “Phone audio” option. With this option you will enter the meeting and you must type a telephone number to which TEAMS will call you, and through this call you will listen to the meeting and / or speak.



Schedule a Meeting

To schedule a meeting you must enter the "Calendar" option on the left panel, and press the "+ New meeting" button.



The form to schedule the meeting will be displayed on the screen; of which you must complete at least the following parameters:

1. **Title**
Corresponds to the name or issue to be discussed at the meeting; in the same way any other data can be placed, so that it is at the user's discretion or based on the company's policies.
2. **Start and Finish**
You must indicate the date and time at which the meeting will begin and end.
3. **Participants**
In this field, you must type TEAMS users and / or any email, to which the invitation will be sent; Once you enter the name of the TEAMS user or an electronic address, you must press the "enter" key or click on the box below the space where I enter it.

1

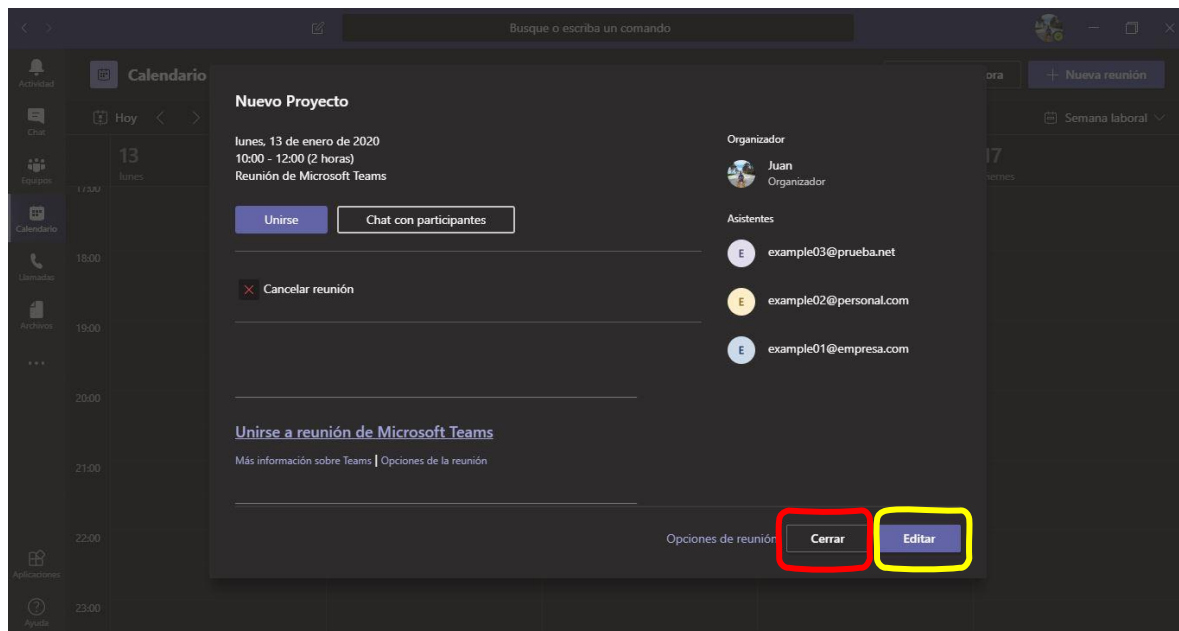
2

3

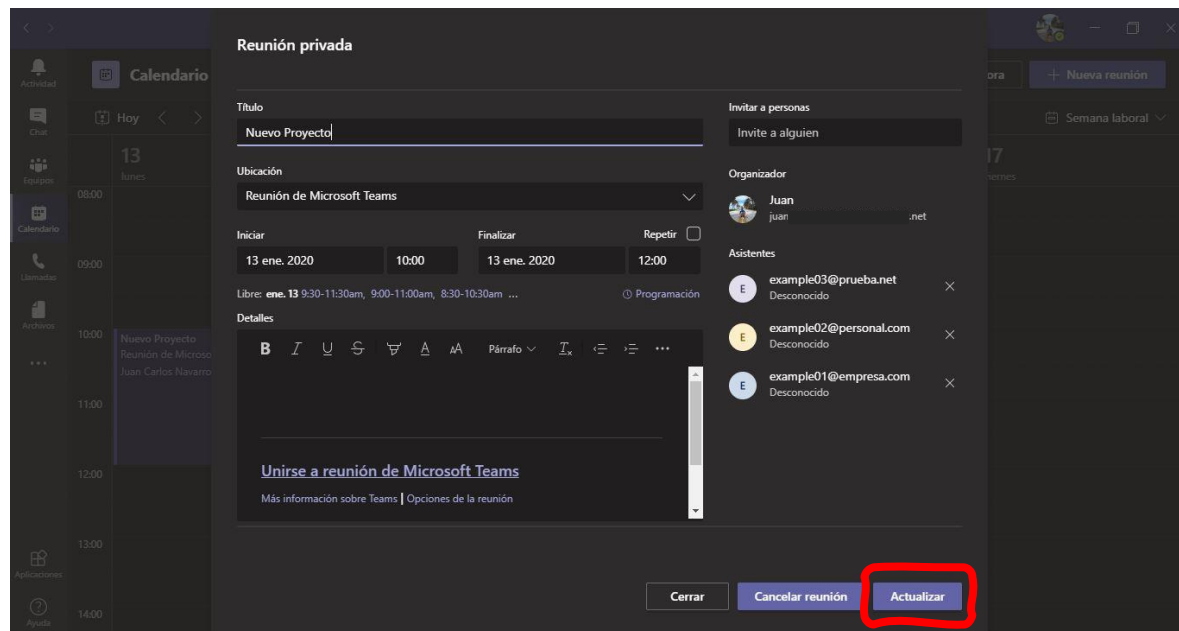
Once you have completed the form, you must press the program button.

Programar

The meeting data will be displayed on the screen. To finish the process you must press the "Close" button. If you need to make a modification, you must press the "Edit" button.



If you press the "Edit" button in the previous step, you must make the required modification and press the "Update" button to complete the process.

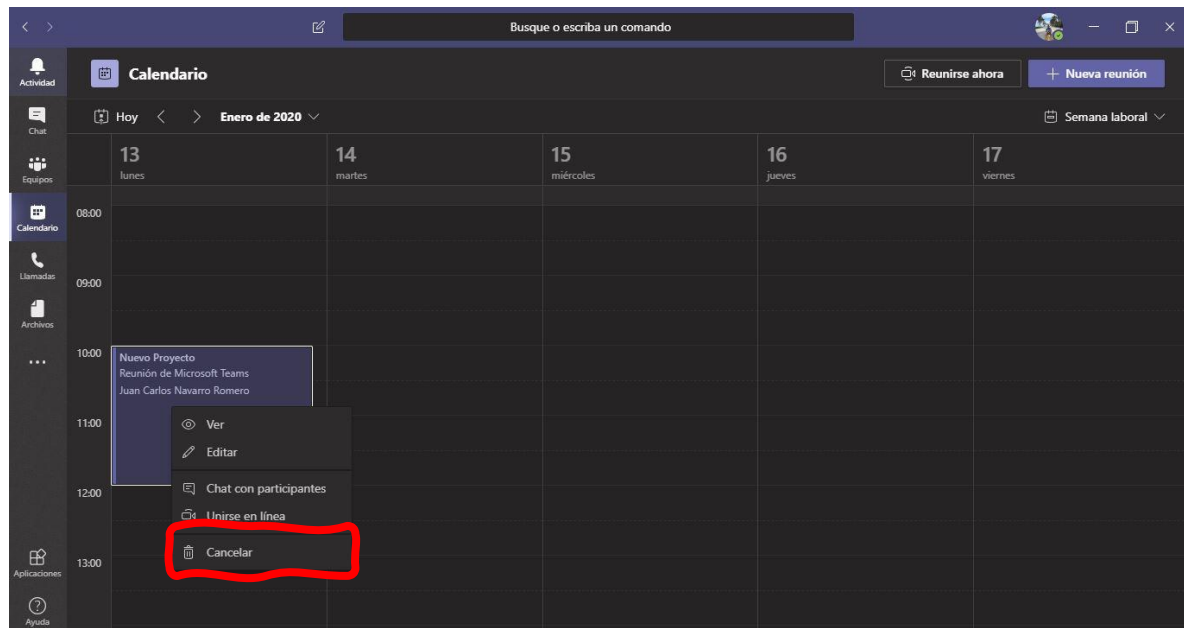


Cancel a Scheduled Meeting

To cancel a meeting, you must enter the “Calendar” option, on the left panel, and look for the day and time that the meeting was scheduled. To locate the meeting more easily, you can use the options shown at the top.



Once you have located the meeting, you must right click on it so that the menu is displayed, and click on the “Cancel” option.

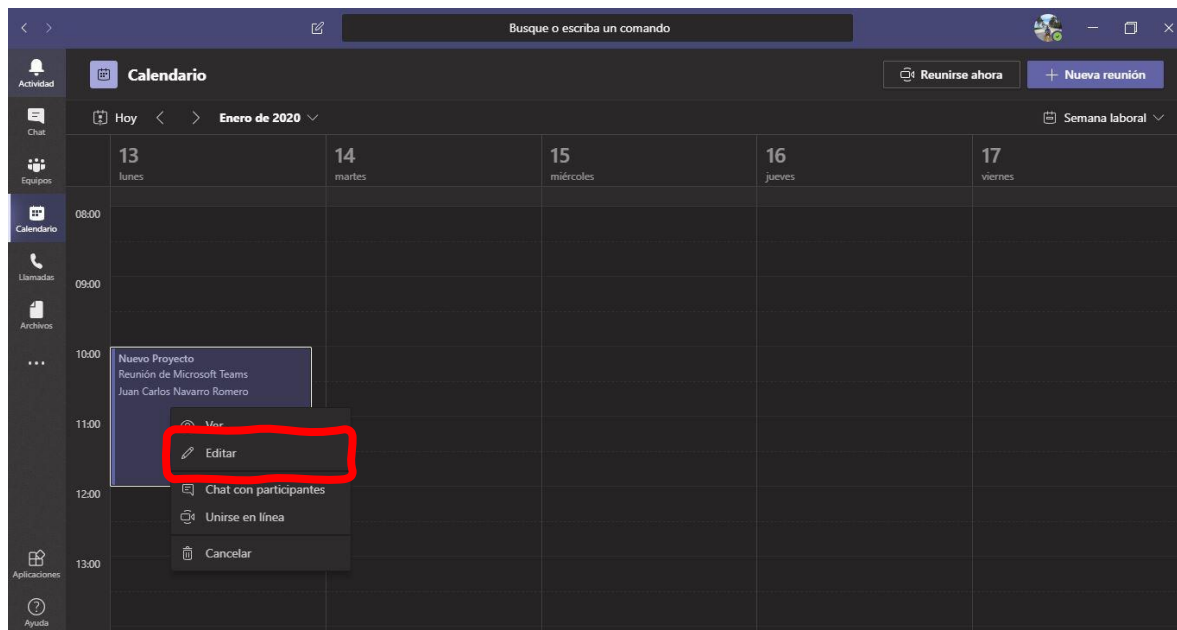


Modify a Scheduled Meeting

To modify a meeting, you must enter the “Calendar” option on the left panel, and look for the day and time at which the meeting was scheduled. To locate the meeting more easily, you can use the options shown at the top.



Once you have located the meeting, you must right click on it so that the menu is displayed, and click on the “Edit” option.



You must make the required modification (s) and press the "Update" button.

The screenshot shows the 'Reunión privada' (Private Meeting) setup interface in Microsoft Teams. The interface is in Spanish and includes the following elements:

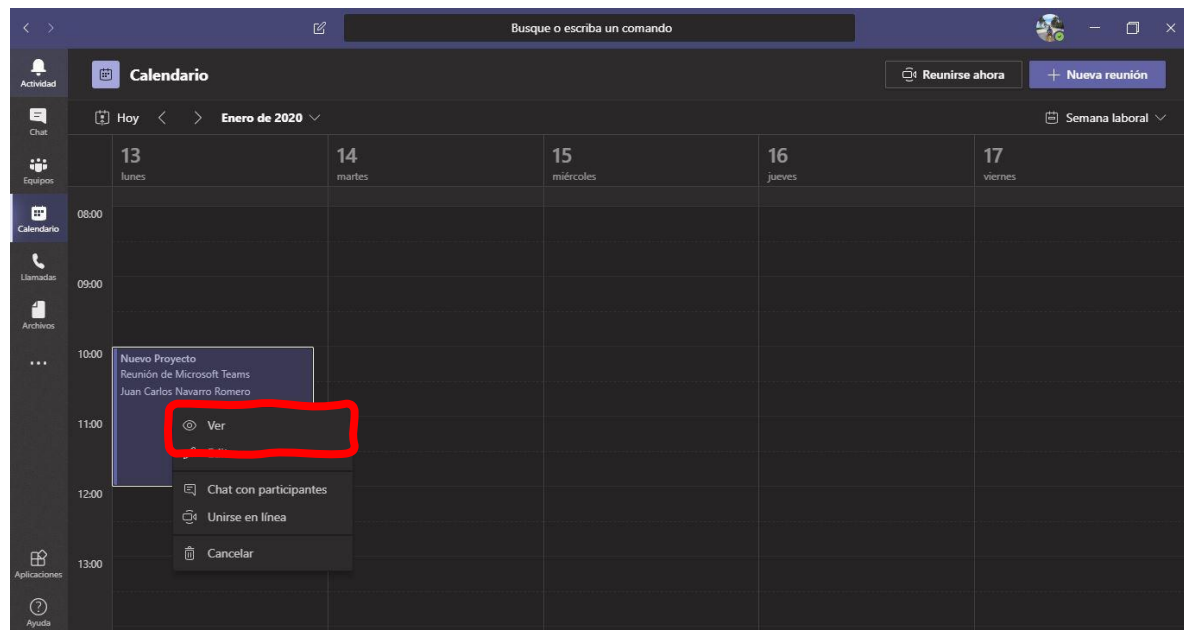
- Left Sidebar:** Contains navigation icons for 'Actividad', 'Chat', 'Equipos', 'Calendario', 'Llamadas', 'Archivos', 'Reuniones', and 'Ayuda'.
- Calendar View:** Shows a calendar for January 13th (Saturday) with a time slot from 10:00 to 11:00 labeled 'Nuevo Proyecto: Reunión de Microso Juan Carlos Navarro'.
- Main Content Area:**
 - Título:** 'Nuevo Proyecto'
 - Ubicación:** 'Reunión de Microsoft Teams' (with a dropdown arrow)
 - Iniciar:** '13 ene. 2020' at '10:00'
 - Finalizar:** '13 ene. 2020' at '12:00'
 - Repetir:** A checkbox that is currently unchecked.
 - Libre:** 'ene. 13 9:30-11:30am, 9:00-11:00am, 8:30-10:30am ...' with a 'Programación' link.
 - Detalles:** A rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, text color, background color, paragraph, bulleted list, numbered list, and more options. Below the editor is a link 'Unirse a reunión de Microsoft Teams' and the text 'Más información sobre Teams | Opciones de la reunión'.
 - Invitar a personas:** A section with an 'Invite a alguien' button.
 - Organizador:** 'Juan' (juan@empresa.com)
 - Asistentes:** A list of three assistants: 'example03@prueba.net', 'example02@personal.com', and 'example01@empresa.com', each with a 'Desconocido' status and a close button.
- Bottom Right:** Three buttons: 'Cerrar', 'Cancelar reunión', and 'Actualizar' (highlighted with a red rectangle).

Start a Scheduled Meeting

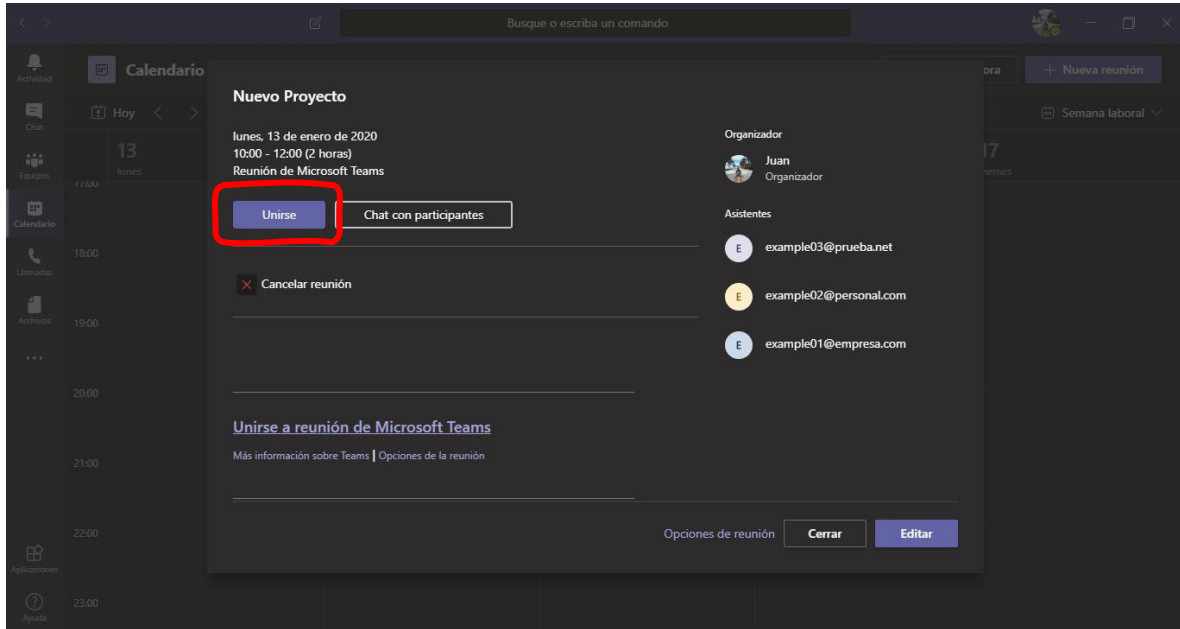
To start a meeting, you must enter the "Calendar" option on the left panel and look for the day and time when the meeting was scheduled. To locate the meeting more easily, you can use the options shown at the top.



Once you have located the meeting, you must click on it, or right-click to display the menu, and click on the "View" option.

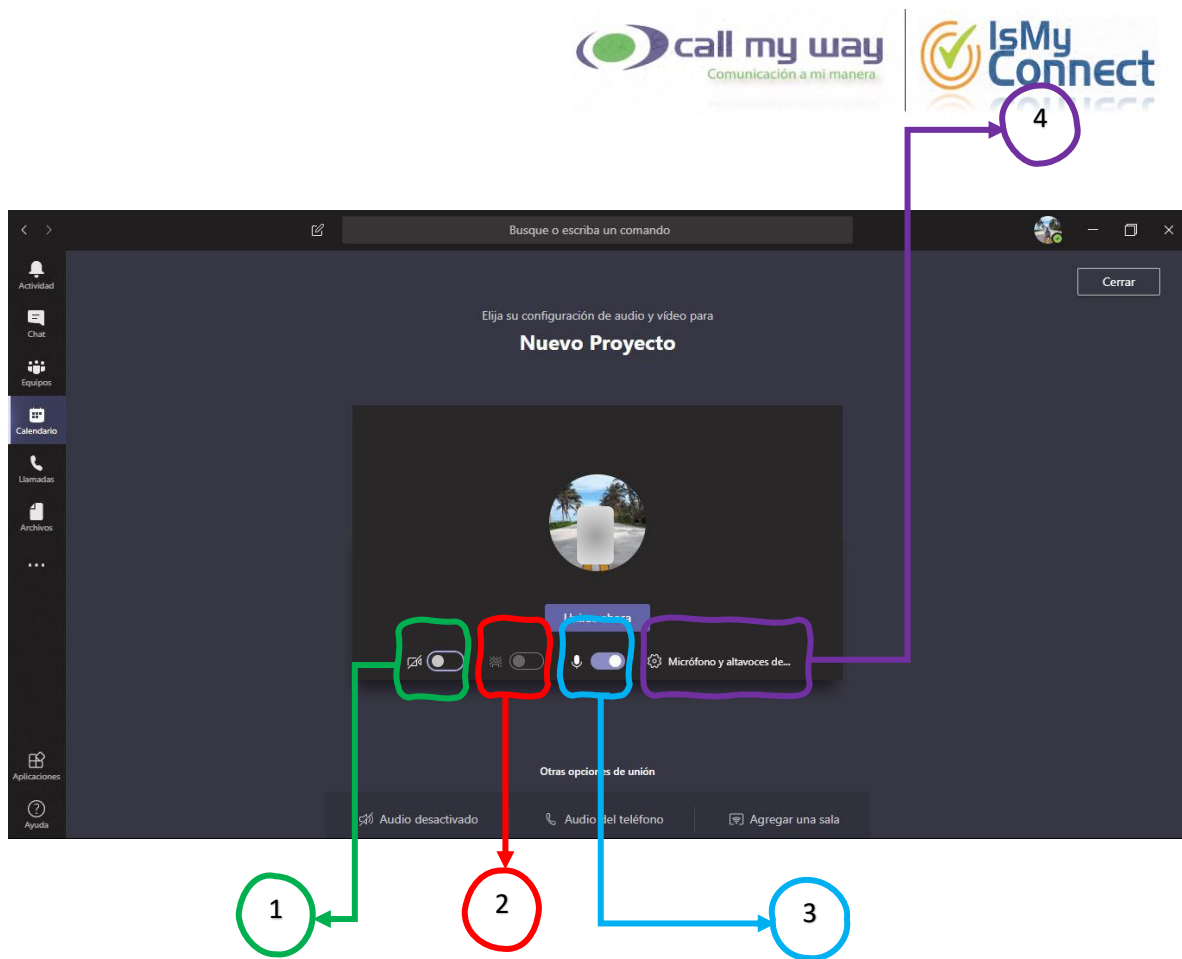


The meeting data will be displayed and you must press the "Join" button.



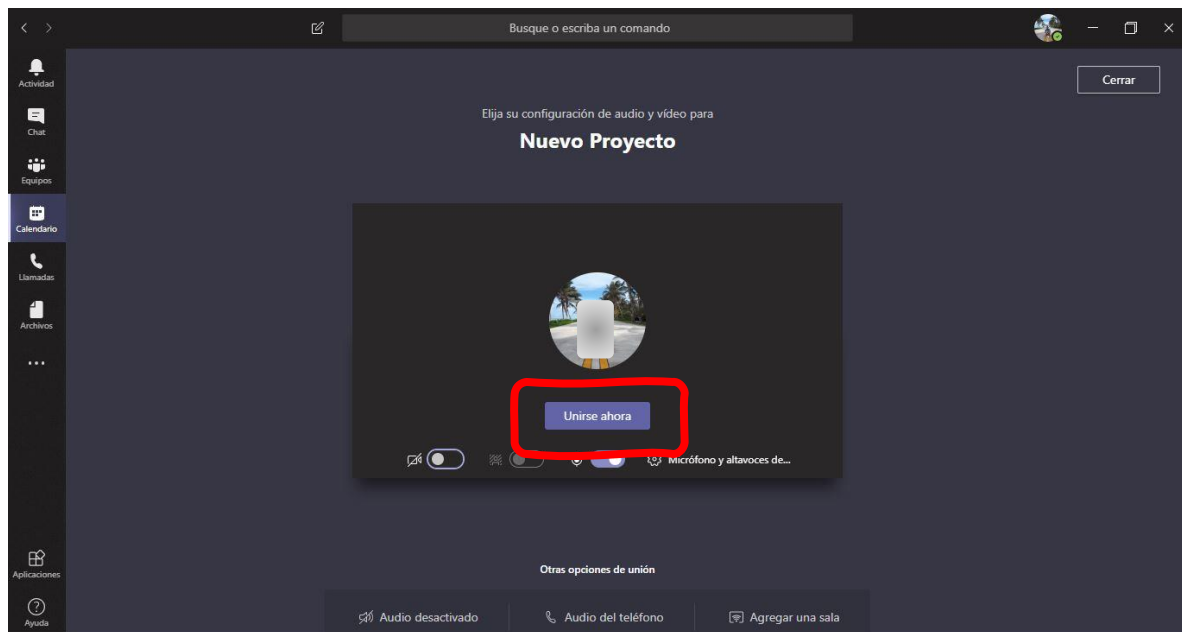
The screen will show some parameters that you can customize or define before entering the meeting. In the image, from top to bottom and from left to right, the parameters are as follows:

1. Turn camera ON/OFF.
By default camera will be ON.
2. Focus background.
By default background will be focused.
3. MUTE.
By default the microphone will not be muted.
4. Define the speaker, microphone and camera to use.

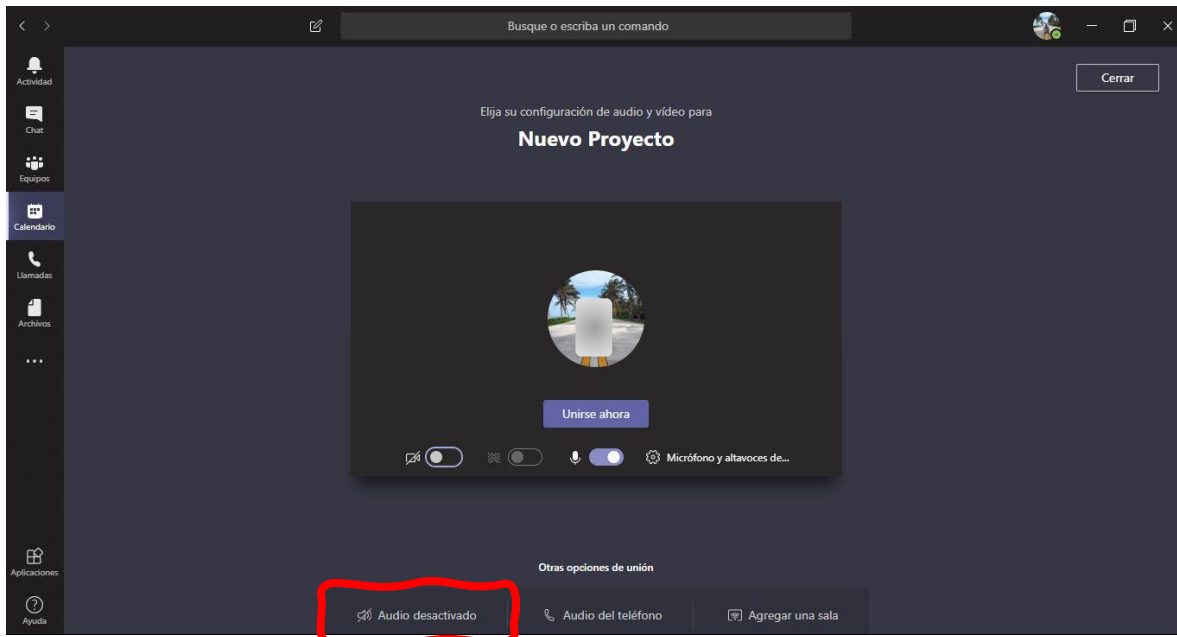


To enter the meeting you can use any of the following options, as required:

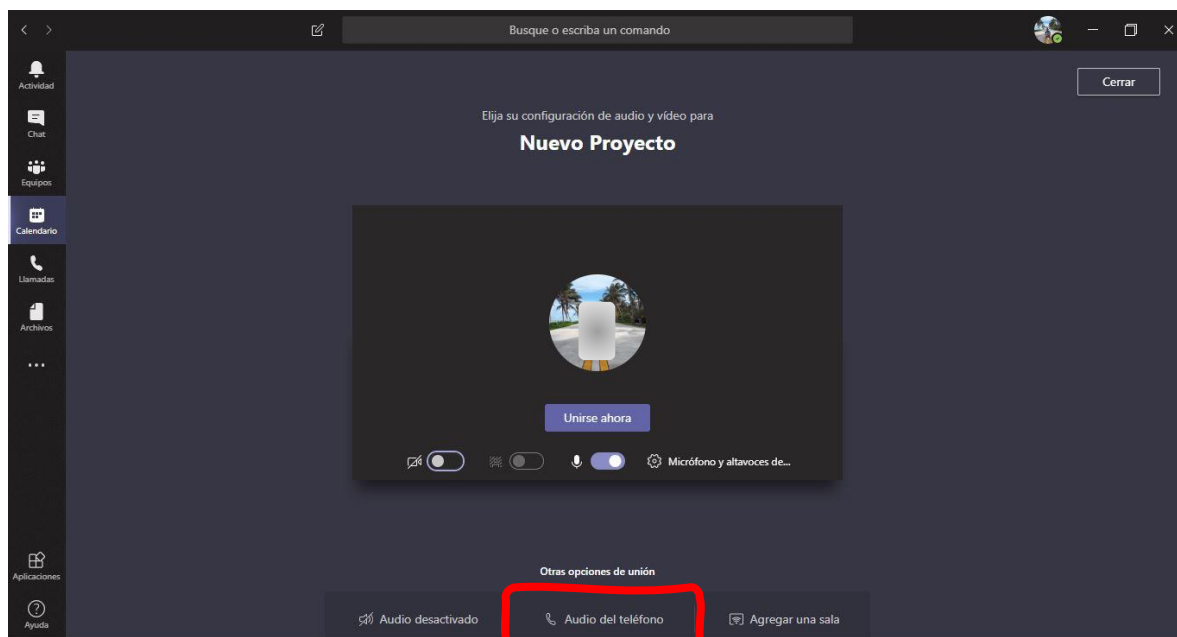
1. Press the "Join now" button.



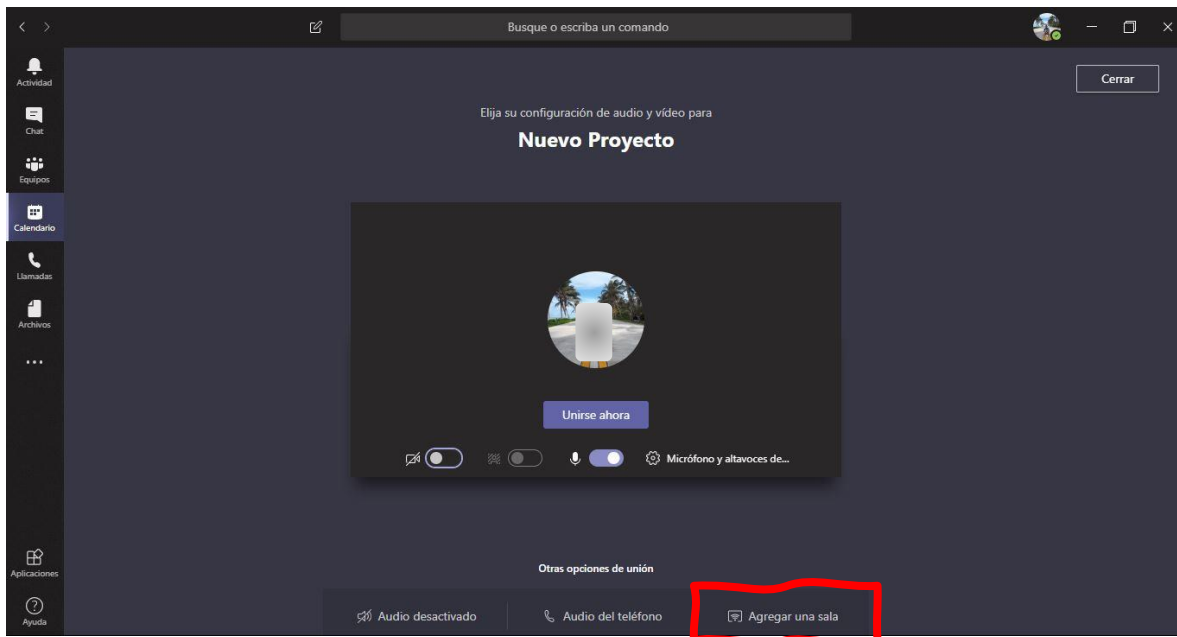
2. Click on the "Audio off" option. Through this option you will enter the meeting with the speaker and microphone turned off.



3. Click on the "Phone audio" option. With this option you will enter the meeting and you must type a telephone number to which TEAMS will call you, and through this call you will listen to the meeting and / or speak.

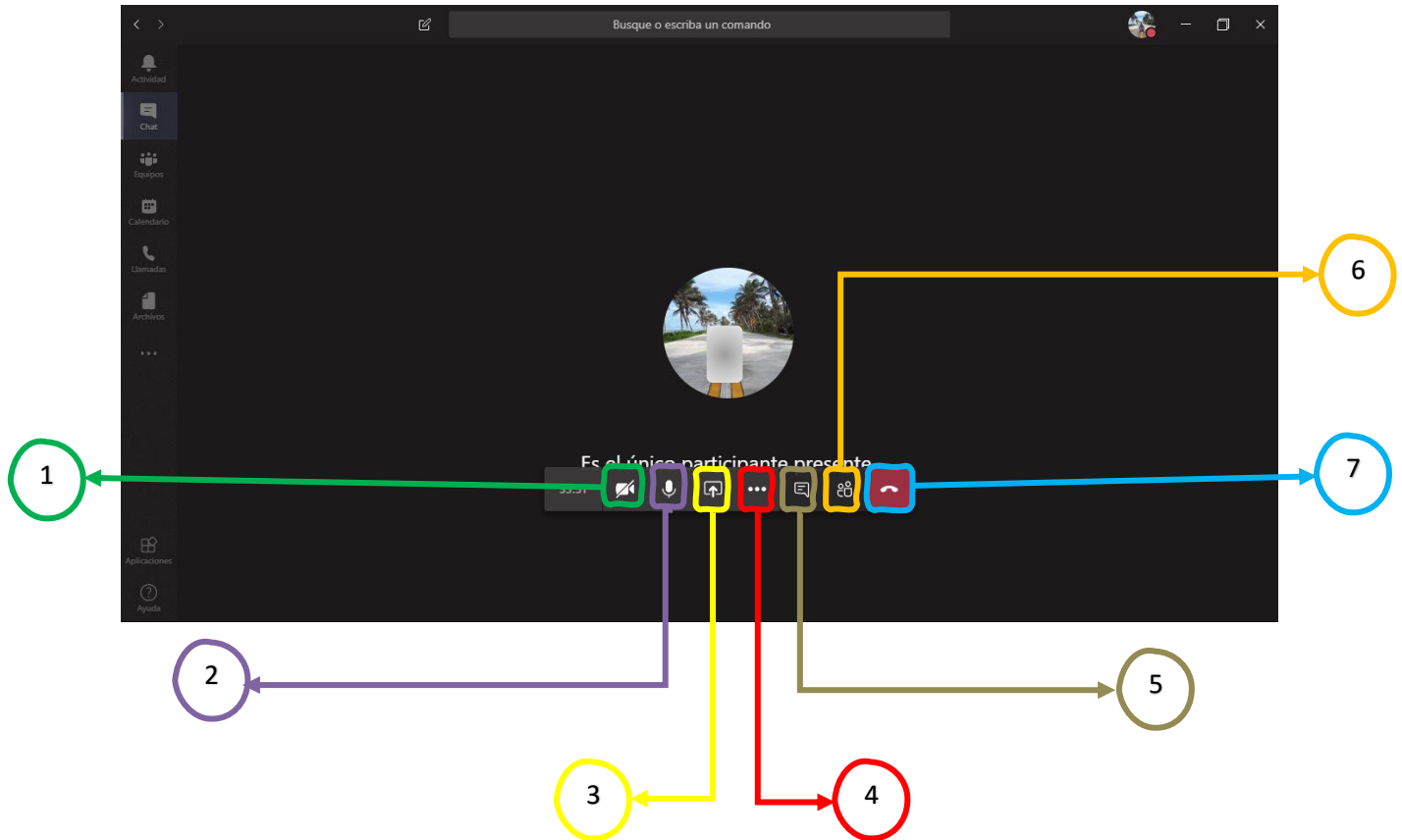


4. Click on the "Add a room" option. With this option you must type the name of the room you wish to use, and then you will enter the meeting using the audio and video system of that room.

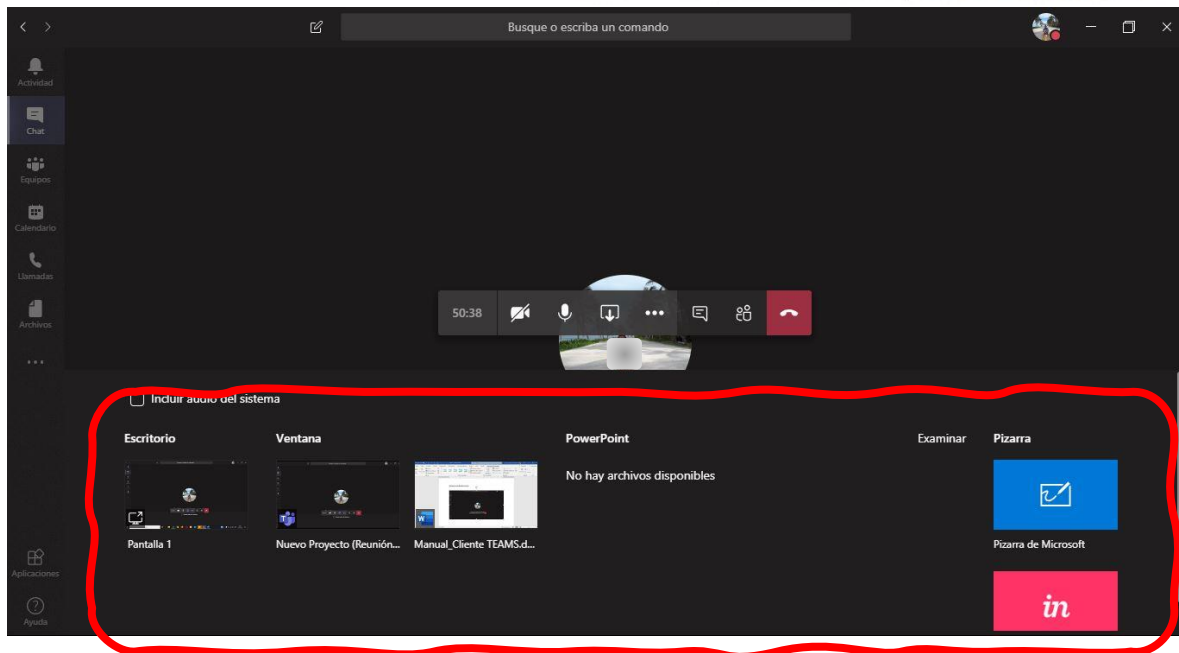


Ongoing Meeting Options

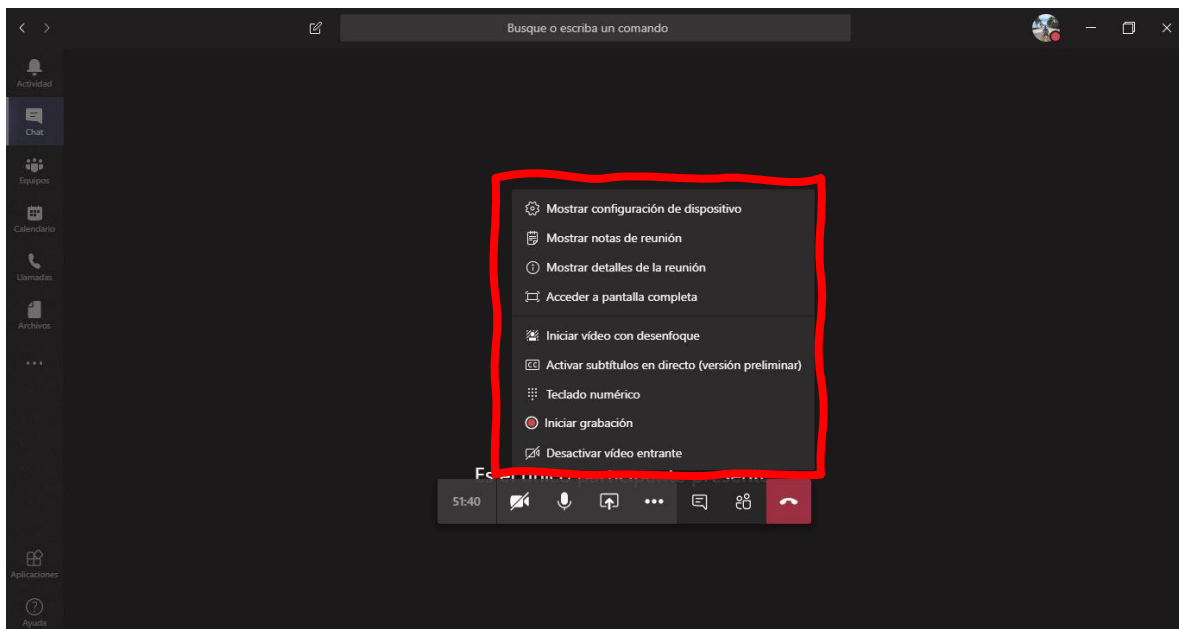
Once the meeting is in progress, 7 buttons will be displayed on the screen. In the image, from left to right, the parameters are as follows:



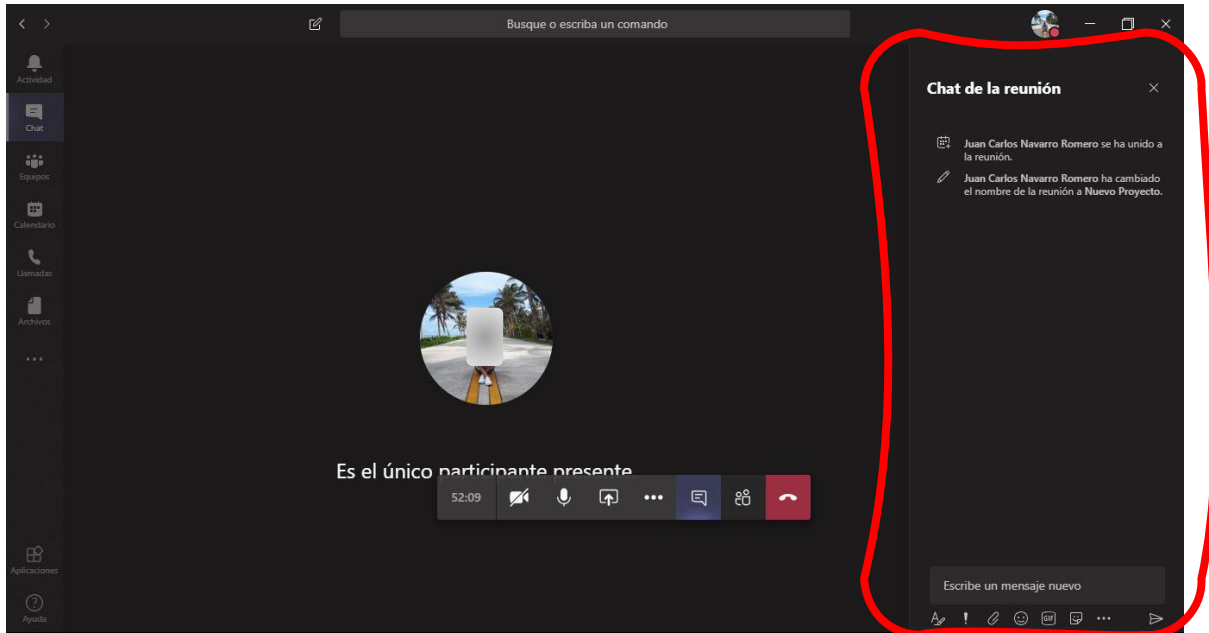
1. Activate or deactivate the camera.
2. MUTE.
3. Share the desktop, a window, a PowerPoint presentation or a whiteboard; You can even define if you share the audio, as shown in the following image:



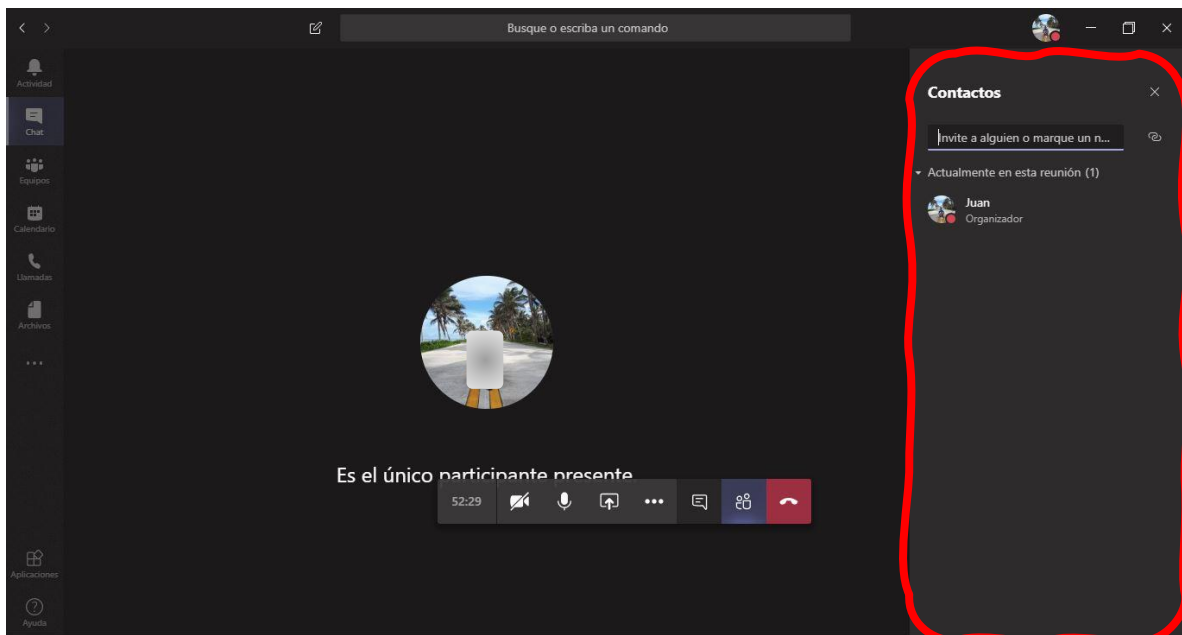
4. More actions. For example: blur or not the background of the video (video call), start or stop recording the meeting, show the numeric keypad, disable the incoming video (video call), show or hide the meeting notes, show or hide the details of the meeting, go to full screen, among others.



5. Show or hide the conversation (chat) of the meeting, which is shown as a panel on the left side.



6. Show or hide the list of meeting participants, which is shown as a panel on the right side. If you want to add more people to the meeting, please go to page 16, and if you want to remove people from the meeting, please go to page 19.



7. Leave the meeting.