



# NRC Teams Training Guide

## An introduction to Microsoft Teams

Microsoft Teams is a workspace application for real-time collaboration, communication, meetings, file sharing and telephone calls.

The following guide is a brief introduction on the main features of Teams including the introduction of telephone calls from your device.

Some of the main features are listed below:

- Chat with text, audio, video, and file sharing.
- Have a private chat to develop an idea, then share it with the entire organisation.
- Store all your files, docs, and more in one place.
- Make telephone calls to landlines and mobiles.

## Contents

[Making internal calls](#)

[Making external calls](#)

[Answering an internal call](#)

[How to find your contacts](#)

[How to find your own number](#)

[How to hold a call](#) [How to transfer a call](#)

[How to set up answering rules for calls](#)

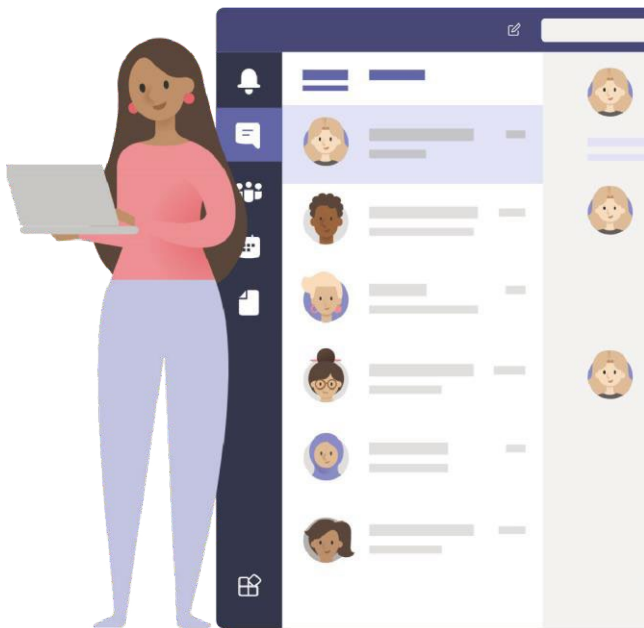
[How to conference call](#)

[Presence](#)

[Setting up your voicemail](#) [Checking your](#)

[Voicemail](#)

[Teams on mobile devices](#)




# NRC Teams Training Guide



## Making Calls

### Make an internal call.

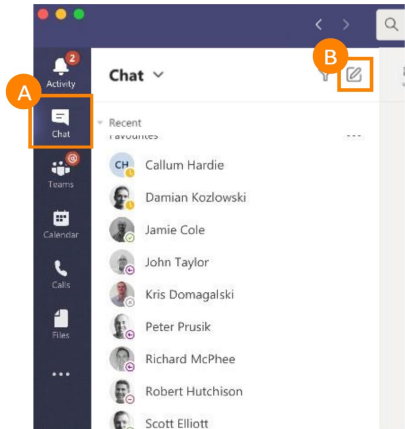
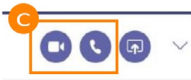
Select Chat **(A)**

Select  to start a new chat **(B)**. You can add one or multiple contacts to the chat.



Select the down arrow to add a name to your chat group.

Once you've started a chat, select Video call or Audio call to call someone directly from a chat **(C)**.



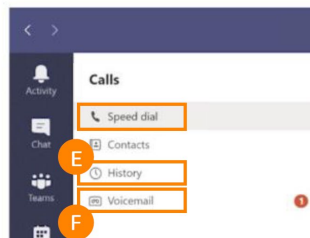
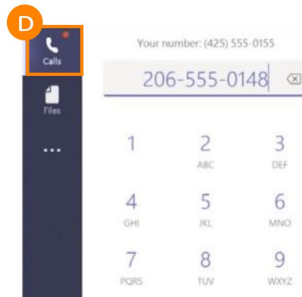
### Make an external call.

Select calls > Dial a number **(D)** and enter a phone number. When you're ready, select Call to start the call.

You do not need to dial '9' before making external calls.

Select calls / History **(E)** to see your call history.

Select Calls / Voicemail **(F)** to check your voicemail.





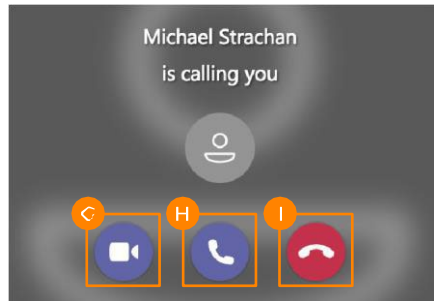
## Answering calls

### Answering an internal call

When someone calls you, you'll get a notification that lets you accept or decline the call.

Click **Accept with video** **(G)** Video call button to accept the call and enable video as well.

Click **Accept with audio** **(H)** Calls button to answer with audio only. Click **Decline call** **(I)** to decline the call.

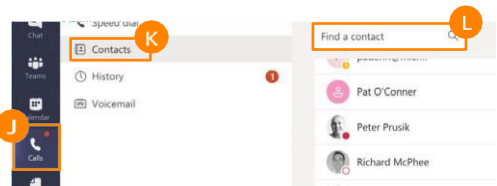


## Where to find phone numbers

### How to find your contacts

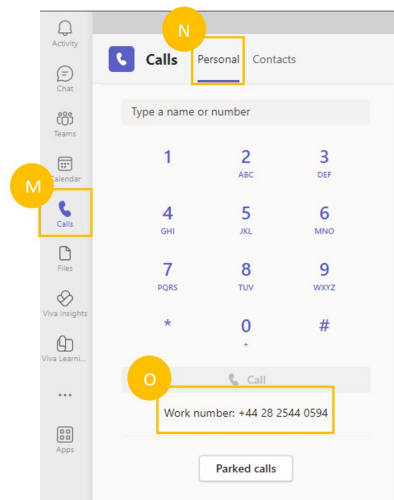
To view your contacts, click **Calls** **(J)** > **Contacts** **(K)**.

Click **My contacts** and you'll find a **search bar** **(L)** that you can use to find someone specific.



### How to find your own number

Select **Calls** **(M)** in the sidebar, **Personal** **(N)** and **your number** **(O)** will appear below your keypad.





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## How to hold and transfer calls

### How to hold a call

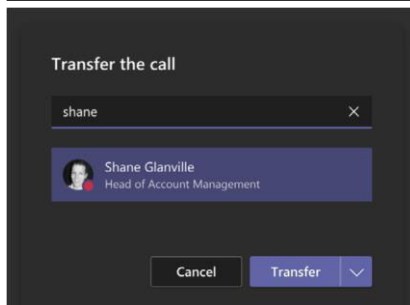
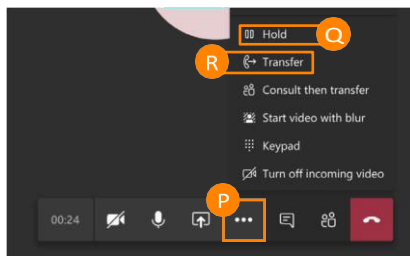
To place a call on hold, click **More options** (P) / **Hold** (Q). Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.

People on hold won't be able to see or hear anyone else on the call. Screen sharing is suspended. Everything will return to normal once you resume your call.

### How to transfer a call

To transfer a call, select **More options** / **Transfer** (R) in your call controls.

Then, type the name of the person you want to transfer the call to and select them. To finish, select **Transfer**.



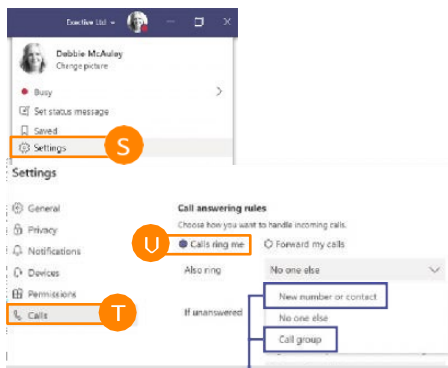
## Answering rules

### How to set up answering rules for calls

To set your call answering rules, click your profile picture at the top of the app, then **Settings** (S) / **Calls** (T).

Choose how you want Teams to handle your incoming calls in the section for call answering rules.

Select **Forward my calls** if that's what you want to do. If you want simultaneous ring, click **Calls ring me** (U) and select others under also ring.



### How to allow others to pick up your calls

Under the **Also ring** dropdown, either select 'New number or contact' or 'Call group'.

This will allow you to receive your calls simultaneously with the individuals or group you select.

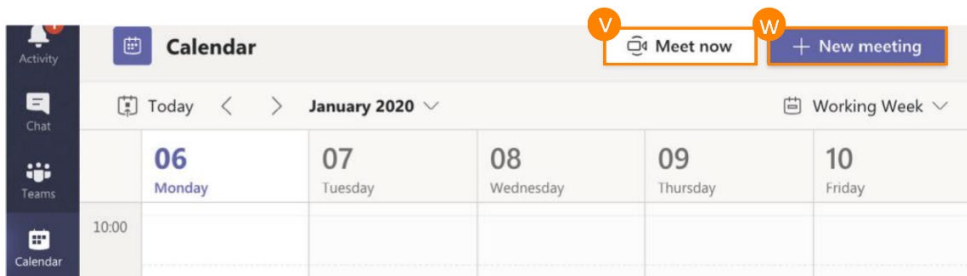


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## How to Conference call

In the calendar tab, click **Meet now** (V) to start an instant conference call. Once the call has begun you can add participants.

To schedule a conference call, click **new meeting** (W).



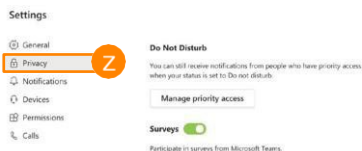
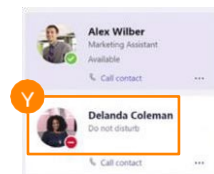
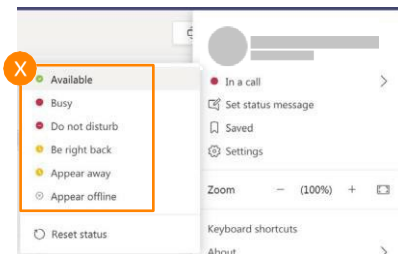
## Presence

To manually change your status, click your profile picture then hover over your current status and select a new one from the dropdown list (X).

User presence details are also automatically updated. For example, if a user is presenting, their presence state will automatically be set to **Do not disturb** (Y).

If a user selects the **Do not disturb** (Y) state, they still receive chat messages but a banner notification will not be displayed.

If you set your status to 'Do not disturb' you can still receive calls and chats from certain people or phone numbers, by setting exceptions to the Do not disturb status. Just click your **Profile pic / settings / Privacy** (Z). You are then able to get priority access to select individuals. This means you will then receive notifications for chats, calls and @ mentions from the people you choose, even when your status is set to Do not disturb.



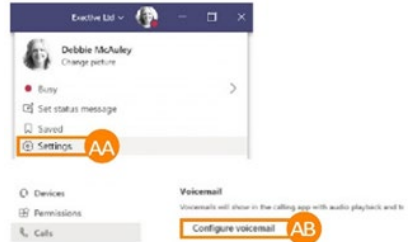


# TRAINING GUIDE

## Voicemail

### Setting up your voicemail

To record a new voicemail greeting, go to your **Settings** (AA) and click **Calls / Configure voicemail** (AB) this will start a call with the voicemail service allowing you to record a new greeting.



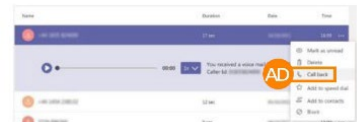
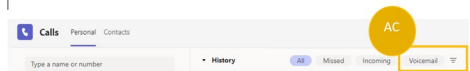
### Checking your voicemail

To check your voicemail, choose **Calls / Voicemail** (AC).

Select a voicemail in your list and use the playback controls to listen to the recording.

To call someone back, select **More options / Call back** (AD).

You'll be able to check the status of anyone with a Teams account to see if they're available for a call.



### Teams on Mobile devices

You can make or answer Teams calls on your mobile or Tablet device. To do this, download the Teams mobile app From **iOS App Store** (AE) or **Google Play Store** (AF).

