Microsoft Teams: Operator Connect

Login

To login to your Microsoft account, you must complete the following steps:

1. In Windows select your start icon
2. Followed by Microsoft Teams
3. Then select to sign in using your email, phone and or Skype username followed by Next
4. Implement the password to be logged into your Microsoft Teams Account.

Once signed into the account you will notice Microsoft Teams will integrate with your Outlook Calendar.

Call Application View

You will have four different areas to access your calling features and tools within the Call application view.

1. To access the Dial Pad, click on the Calls Tab. Dial out and connect with an individual.
2. View the History Tab to view all calls placed, received, missed, and access voicemail.
3. Speed Dial organizes and manages information cards of colleagues you add.
4. The Contact Tab acts as a virtual phonebook for Internal and External contacts.
How to Place a Call in Teams (Internal)

When Microsoft Phone System Technology is enabled, you have the ability to call internally within your organization.

1. From the Calls tab
2. The Phone menu is chosen by default with a list of suggested callers
3. Select individual’s name
4. Select Call

Note: you may also conduct a video/audio call by selecting the appropriate option along the right-hand side of the individual’s name followed by call.

How to Place a Call in Teams (External)

If your organization has enabled PSTN calling

1. Select the Call Tab – the Dialpad will be displayed
2. Dial the external phone number by entering on the keyboard or utilize your mouse and enter on the dial pad.
3. Select Call
4. From the Search bar allows you to type the forward slash followed by call enter the name (ex. /callmargarethorlacher) of the colleague or guest from your workspace and teams will dial the user.

Keep in mind by utilizing the PSTN you will still have the option to place internal calls by accessing your speed dial and or contact list.
Receiving Calls (Internally)

When receiving a call internally, the call information will populate in the bottom right-hand corner of the Microsoft Teams Application window.

You may select to answer as a video and or audio call. The red phone icon will decline the call and send to your Microsoft Teams Voicemail.

Receiving Calls (Externally)

If your organization has enabled PSTN calling, and you receive an external caller the notification will appear in the bottom right-hand corner of the Microsoft Teams Application.

- The user’s phone number and location will be listed.
- If the caller has been added into your contact list, their contact information will appear in place of the other information.
- You may select to answer as an audio call only. The red phone icon will decline the call and send to your Microsoft Teams Voicemail.

Note: If a call has been transferred to you a banner will be listed above the calling window in the bottom right-hand corner with the individual’s transferring information.