Microsoft Teams: In-Call Controls

Active Call Window
The active call window will open after placing an outgoing call or answering an incoming call. The window is flexible with the ability to move it around and or resize.

Internal or Group Call
The ability to share content will be available when conducting an internal or group call.
Call Window
To minimize your call window, select minimize in the upper right-hand corner.

Notice the call window will appear in the bottom right-hand corner. Simply double click the icon to return to the call screen.

Dialpad (Microsoft Phone Systems)

The Dialpad is available with all call types however it is accessible within different areas based on the call type.

1. In-call controls are available by clicking on the more options menu.
2. Dial pad: begin typing the phone number on your keyboard or utilizing the mouse.
Dialpad (PSTN)

When utilizing PSTN call the Dialpad is listed along the top navigation pane.

Once chosen the Dialpad is displayed. Begin typing the phone number with numeric digits on your keyboard or utilize the mouse.

In-Call Controls

Once the caller is connected the individual will be listed within the participant panel.
In-Call Controls

Once the individual has joined, access to the call controls within a Microsoft Teams meeting will vary depending on what your organization has purchased.

1. You will see the main menu bar in the top right of the call screen.
2. In-Call Controls are accessible from the more options menu.
Device Settings

You have the ability to change your audio and video options while a call is in progress by selecting Device settings.

*Options may vary depending on the call type utilized.*

1. From the menu bar, select the More options menu
2. Click on Device Settings

### Place Call on Hold

When on an active call you have the ability to place a call on hold.

*If PSTN Call when placed on hold you will hear Microsoft Teams music.*

1. From the menu bar, select the More Options menu.
2. Select **Hold**.
3. Timer will display when a caller is on hold.
4. Select **Resume** to rejoin the caller with you.
Transfer a Call

1. From the main menu bar, select the more options menu.
2. Click Transfer.

3. Once selected, the caller is placed on hold and a transfer dialogue box pops up.
4. To transfer internally enter colleague’s name in the field provided followed by Transfer.
   - If the organization has enabled PSTN, type the telephone number of the individual you wish to call, followed by Transfer.
5. The Ring Back option ensures that if there is no answer the call will ring back to you.

6. If you click on the drop-down menu for Transfer, you will see the option to transfer to the Work Voicemail. For internal calls send directly to voicemail. Once the voicemail answers, the call is transferred, and the call ends automatically.
Consult then Transfer

When opting to consult then transfer, this gives you the ability to speak with the individual prior to transferring.

1. In the main menu bar, click on the more options menu.
2. Click Consult then Transfer.
3. The Consult window populates.
4. To transfer internally, type and select colleague’s name.
5. Chat internally or utilize the drop-down to access Teams audio call.

Park a call

When opting to park a call, there is the ability to place the caller on hold and pick the caller up from another device utilizing a code.

1. From the main menu bar select the more menu options.
2. Select Park Call.
3. Microsoft Teams indicates the call is being parked.
4. To retrieve the call, click on code provided to pick up a parked call.
Retrieve Parked Call

To access a parked call, you must be within Microsoft Teams application.

1. Click on the Calls tab.
2. Select **Parked Calls**

*Note: You can access the parked call code by viewing the history tab*

3. Enter code given
4. Select **Pick Up**.
5. Your call is opened within a pop out window, and you may proceed with the call.

Audio Controls

You have the ability to mute and or unmute your audio line.

1. Select the **Microphone icon** in the main menu when muted, there is a line through the microphone.

*Utilize the spacebar to mute/unmute in a call.*
Video Controls

When in a Microsoft Teams-to-Teams call that is utilizing phone system technology internally or externally you may enable or disable video.

1. Select the video icon from the main menu controls.
2. When disabled there is a line through the video icon.

Note: You will not have the ability to enable webcam if utilizing PSTN call. Individuals dialed in with PSTN calling will not have the ability to see your video feed.

Video Controls

1. Preview video prior to broadcasting.
2. Turn off incoming video allows the ability to disable video and helps with bandwidth and increases quality of call.

It only disables incoming feeds for you and will not impact the video feeds of other callers.

This feature is only available for Teams-to-Teams calls.
Video Gallery Controls

There are three different gallery options available when utilizing video.

1. When conducting a call with three or more callers, it is considered a meeting with Microsoft Teams environment and the gallery option is enabled by default.
2. When nine or more participants connect enable the large gallery and you will have the ability to view up to forty-nine participants. Additional participants will line along the bottom of the screen.
3. When four or more participants’ videos are enabled utilize together mode in which takes the participants video out of their virtual background and places them together in a shared background.

Full Screen

Full screen mode is available with a Teams-to-Teams call utilizing Microsoft phone system technology.

1. From the main menu, select the more options menu.
2. Click on Full Screen to maximize your view.

To exit full screen, click on the more options menu to return to the standard view.
Call Me

To access the call me feature it must be a group call and PSTN calling enabled. It simply allows you to transfer the audio of this call to another phone so you may continue your meeting.

1. From the main menu, select the more options menu.
2. Select Call Me
3. Enter the phone number
4. The “We are calling your phone” dialog box appears, simply answer to be connected. Once connected, close the call in Teams

Recording

Recording will only be available for a Teams-to-Teams call that utilizes Microsoft Phone System Technology, although you could potentially have callers connecting via PSTN calling. Recording is available on one-on-one calls or group calls within Teams.

1. From the main menu, select the more options menu
2. Click to Start Recording.

Note: Prior to recording you will need to inform your audience that you’re recording.
3. Recording Timer
4. Recording Notification - recording and transcription has started

Stop Recording

1. From the main menu, select the more options menu
2. Select **Stop Recording**
3. The confirmation box confirms you wish to stop recording and transcription.

Access Recording

Once the recording is completed it is easily accessible for those that joined within Teams. Those on PSTN will not have access to the recording.

1. To access the recording, click on the **Chat** tab to access the Teams Space.
2. Select Recording to view.
3. More options menu - allows several options including Get link.