Microsoft Teams Calling
Quick Reference Guide – Mobile Client

Ensuring your mobile device is ready

Prior to using Teams to receive a call, make a call or attend a meeting, please ensure the Microsoft Teams app is installed on your mobile handset. The app can be downloaded from the Apple App Store (iOS devices) or Google Play (Android devices).

If you already use a headset on your mobile device it can be used for Teams calls too.

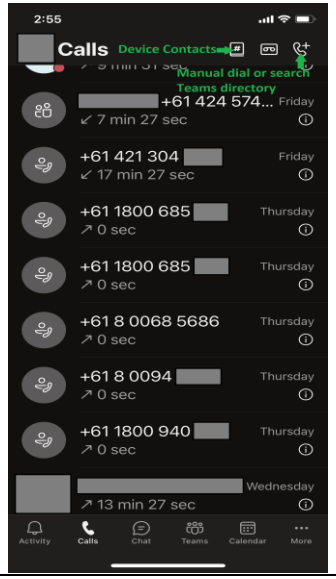
Starting a Call

To call an Outlook Contact or a UNSW Teams user, you can use the search bar at the top of the Activity, Chat, Teams or Calendar screens. When you find the person, tap their entry then tap the call icon.

OR

Navigate to the Calls section

- To call from your recent calls, tap on the listed name/number
- To call from your device contacts, tap the Device Contacts icon then search, select and call as usual
- To call a UNSW Teams user tap the Manual Dial or search Teams Directory icon then the People tab then search and click when found
- To manually dial a number, tap the Manual Dial or search Teams Directory icon, dial the number on the keypad then tap the call button below the keypad.



Answering a Call

1. When someone calls you, you'll get a notification at the top of your screen.

2. Click the **tick** icon to answer the call.
3. Click the **cross** icon to decline the call, send it to your voicemail service (if configured) and go on with your day.

Adding someone to a Call

Multi-party calling is allowed. A maximum of 50 people can be added to a call.

1. To add someone new to a group call, select the **Show participants** icon in your call controls.
2. Then click **Add people**
3. Then type their name or phone number in the search box and tap **Done.** This will add them into the call.

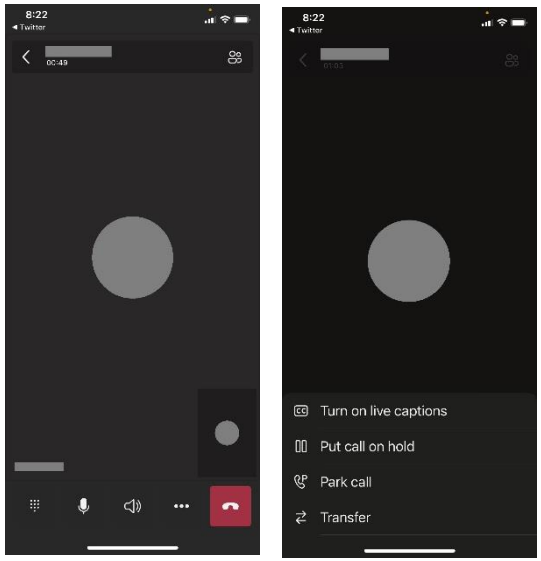
Microsoft Teams Calling
Quick Reference Guide – Mobile Client

Transfer a Call

Microsoft Teams provides the ability to transfer the call to another user. There are two types of transfers: Transfer (aka. Blind Transfer), and Consultative Transfer.

Transfer (Blind Transfer)

1. To transfer a call, tap **More actions** (3 dots) > **Transfer > Transfer now** in your call controls.



2. Type the name or number of the person you want to transfer the call to and then tap their entry.

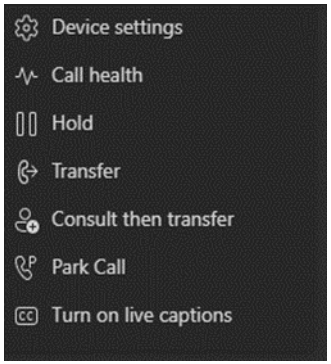
Consultative Transfer

Consultative transfer allows the person to consult with the person prior to transferring the call. This may be done via the phone or using Chat.

1. To transfer a call, select **More actions** (3 dots) > **Transfer > Consult first** in your call controls.
2. Type the name or number of the person you want to transfer the call to and select them.
3. Two options for consultation:
   a. To **Chat** with the person to whom you wish to transfer the call (only if they have a UNSW Teams account) and hit the send button . If they accept the call, tap the twin arrows icon then **Transfer.**
   b. Call them using the Teams audio call option by tapping the twin arrows icon. If they accept the call, tap the twin arrows icon and then **Transfer.**

Putting a call on hold

1. To place a call on hold, tap **More actions** ··· in your call window.
2. Then select **Hold**. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.
3. People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is suspended, too. Everything will return to normal once you resume your call.



Microsoft Teams Calling
Quick Reference Guide – Mobile Client

Call Park

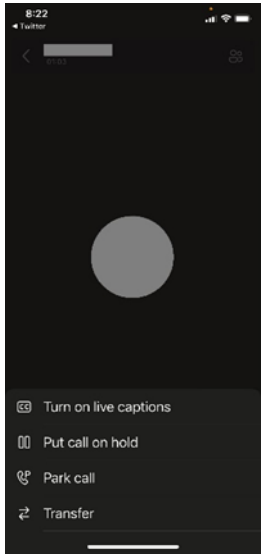
Microsoft Teams offers many different types of clients from mobile, desktop or web (using Chrome). Therefore, a call can be picked up from any device. You may want to transfer the call to another device. This is done by using Call Park.

By using Call Park, the call is temporarily put on hold so it can be picked up on another device by using a Pickup code.

Parking a Call

To move a call from one device to another.

1. Click **More actions** (3 dots) in the call window
2. Select **Park call**
3. You'll see 'Call is parked… use this code to pick up the call' followed by a numeric code. You can copy the code by tapping on the copy icon to the right of the code.



Picking up a Parked Call

1. Navigate to the Calls section
2. Click
3. Click
4. Enter the code into the 'Pick up a parked call' window then tap **Pick up**

Checking your Voicemail

The easiest way to check your voicemail, is from the Teams Client Calling Pane. However, you also will receive an email with the voicemail attached and transcribed to text (if possible).

You are not able to check your voicemail from a mobile device without using the Teams client

1. Navigate to the Calls section
2. Tap on the **Voicemail** icon
3. Voicemails will be displayed in chronological order.
4. Tap on the name or number then click to play the message.

Important Notes:

- You can change the play speed by clicking on the playback speed icon 1x and selecting the speed.
- The transcript is shown below when you tap on the name or number

CALL SETTINGS

To access call settings, tap your profile picture/icon > **Settings** > **Calling**

Call Forward

Under **Incoming Calls** select the **Call forwarding** radio button if you want calls to be forwarded immediately. Then select and configure (where necessary) the appropriate destination from the **Forward to** menu.

If you want calls to forward only if unanswered, select the **If unanswered** menu and select and configure (where necessary) the appropriate destination.

Simultaneous Ring

If you wish to have calls to your Teams number ring on another service at the same time, select and configure (where necessary) from the **Also ring** menu.

Call Queues

If you are a member of a call queue or queues, you may have the option to choose whether or not to receive calls on an individual call queue basis.

Voicemail Settings

Your voicemail greeting can be recorded in your own voice from the mobile client (under **Settings** > **Calling > Voicemail**, however all other voicemail settings must be configured via the desktop client.

Do you still have questions or requests regarding the configuration and use of your Teams Calling service?

Do you want to report a fault with your Teams Calling service?

Then contact the IT Service Desk.

For urgent faults, call 02 9385 1333