

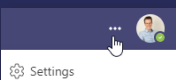
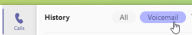
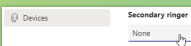
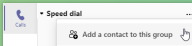


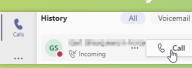
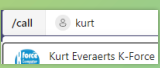
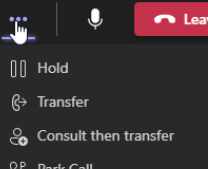
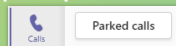
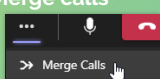
Microsoft Teams Call actions cheat sheet



YOUR PARTNER IN
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Useful hands-on tips & tricks for usage of Microsoft Teams calling services.
For technical support, please contact K-Force helpdesk.

helpdesk@k-force.be // 02 669 50 00

<p>GENERAL ACTIONS</p> 	<p>01 // Log in to your call queue(s)</p>	<p>02 // Forward your calls</p>	<p>03 // Check voicemail</p> 	<p>04 // Secondary ringer</p> 	<p>05 // Speed dial & favorite</p> 
	<p>Select Settings from the 3 dots menu next to your avatar.</p> <p>In the left menu, go to Calls.</p> <p>At the bottom, log on or log off by switching the buttons next to your call queue(s).</p>	<p>Select Settings from the 3 dots menu next to your avatar.</p> <p>In the left menu, go to Calls.</p> <p>Select Forward my calls and choose Voicemail, another contact or number or group.</p>	<p>Select Calls from the left menu.</p> <p>In your call history, select Voicemail.</p> <p>Select the voicemail message you want to hear.</p> <p>Then click play.</p>	<p>Select Settings from the 3 dots menu next to your avatar.</p> <p>In the left menu, go to Devices.</p> <p>Under secondary ringer, select your connected device.</p>	<p>Select Calls from the left menu.</p> <p>Click the 3 dots menu next to Speed dial and add contact(s).</p> <p>To favorite contact select Chat. From the 3 dots next to your contact, add to favorites.</p>
	<p>01 // External numbers</p> 	<p>02 // In a one to one chat or group chat</p> 	<p>03 // Via call history</p> 	<p>04 // Via search bar</p> 	<p>MAKE CALLS</p> <p>There are several ways, but here we explain some of them.</p>
	<p>Select Calls from the left menu.</p> <p>Type contact's name or ext. phone n° via the dial pad and Call.</p>	<p>Select the phone / video icon in the upper right corner.</p> <p>Via the drop down you can select another number.</p>	<p>Select Calls from the left menu.</p> <p>In your call history, select Call next to your contact.</p>	<p>Put your cursor the top search bar</p> <p>Type "/call" space + name. Confirm with Enter.</p>	
<p>WHEN IN A CALL</p> 	<p>01 // Hold</p>	<p>02 // Immediately transfer</p>	<p>03 // Consult then transfer</p>	<p>04 // Park call (for later pick up)</p> 	<p>05 // Merge calls</p> 
	<p>Select Hold from the 3 dots menu.</p> <p>Click resume to continue the conversation.</p>	<p>Select Transfer from the 3 dots menu.</p> <p>Type your contact's name.</p> <p>Select the name and then click Transfer.</p>	<p>Select Consult then transfer from the 3 dots menu.</p> <p>Type your contact's name.</p> <p>Select the name. After your (short) conversation, click Transfer to pass on the conversation.</p>	<p>Select Park call from the 3 dots menu.</p> <p>Click Park call & take note of the unique code.</p> <p>Click Parked calls from Calls menu.</p> <p>Enter code & click pick up.</p>	<p>Make a new phone call (the 1st call is put on hold)</p> <p>In that 2nd phone call, select Merge calls from the 3 dots menu.</p> <p>Everybody can hear each other.</p>