




PBX Voice Calls using Teams desktop app

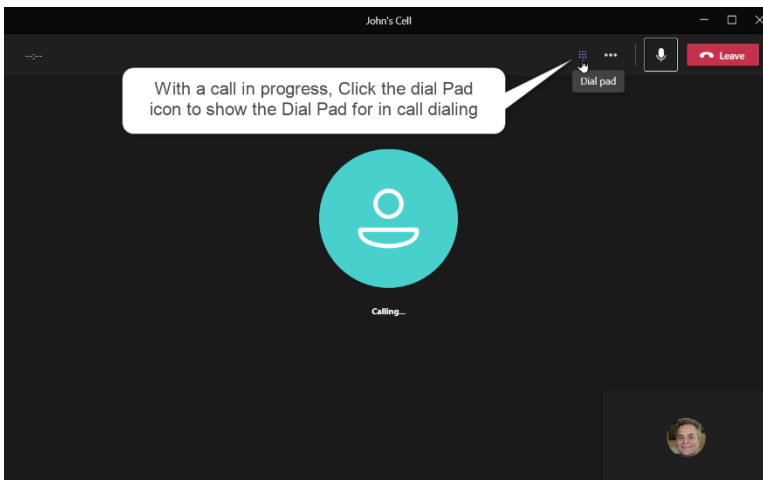
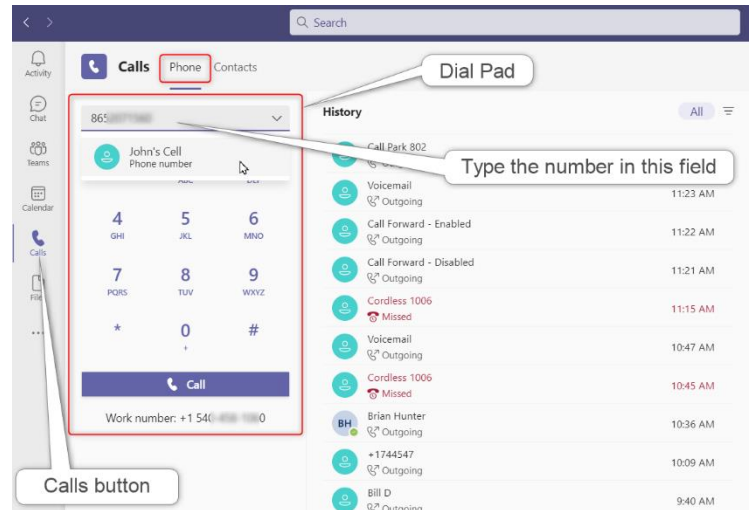
Placing a Call using the Dial Pad


The dial pad can be used like a typical phone to make a call to a phone number. (You can also type in names or groups.)

It is shown from the **Calls** button which is located on the left side menu.

To dial numbers of other HostMyCalls PBX users, feature codes and external telephone numbers from Teams, go to **Calls** , and then enter the number of the person you want to reach by using the dial pad located on the left. Then click **Call** .

To call a person by name, type the name of a person into the dial pad and click **Call** .

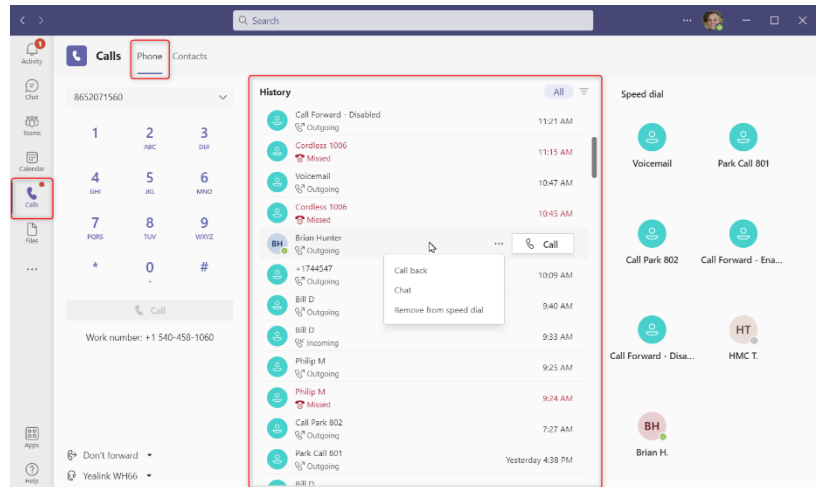


To access your dial pad during a call, go to your call controls and select **Dial pad** .

Placing a call from your call History, Speed dial, or Contacts

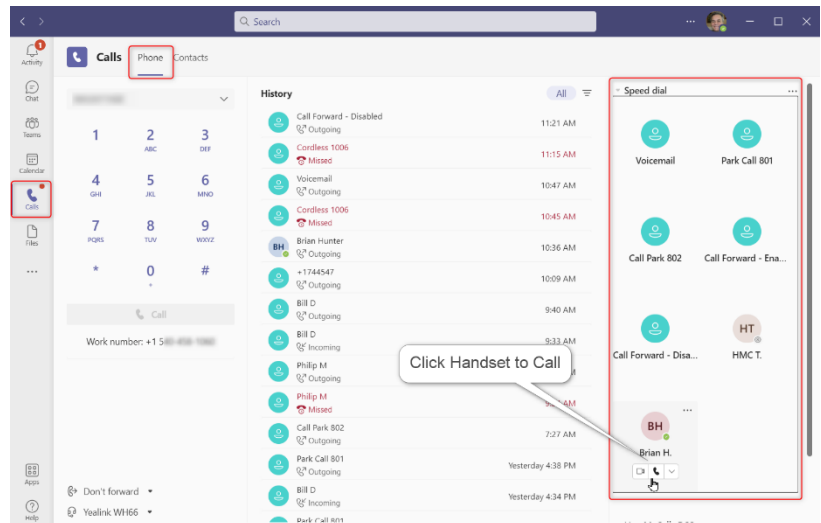
History

- Access your call history and quickly call anyone back from the list. Go to **Calls** and review the **History** section in the center of the screen. Select any item from the list and then choose **Call** in the **Details** section on the right side of Teams.



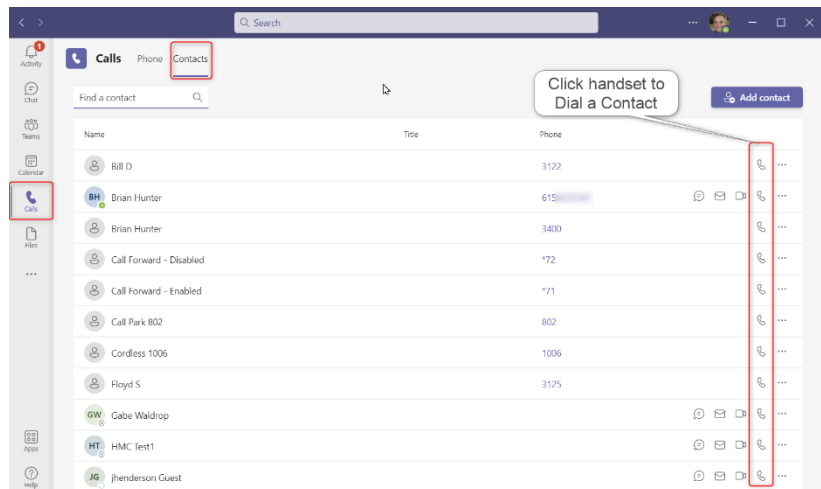
Speed Dial

- From your speed dial, you can quickly call people that you previously saved to this list. To access your speed dial, go to **Calls** and then find the **Speed dial** section on the right side of Teams.





Contacts

- To view your contacts, click **Calls** > **Contacts** in the upper left of Teams. From here, you can call anyone by selecting **Call** to the right of their name.




Answering a Call

To answer a call, select **Video call**  or **Audio call**  when prompted. When someone calls you, you'll get a notification that lets you accept or decline the call. Note – External calls are Audio only.




Place a call on hold

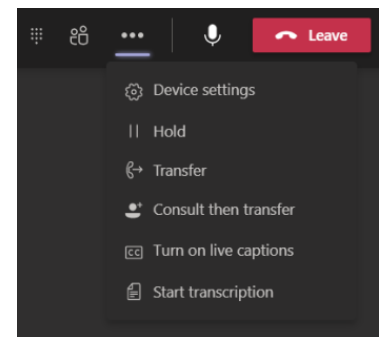
Select **More actions**  in your call window and choose **Hold**. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.

Mute a Call


By pressing the Microphone Icon, you can mute your microphone and pressing again will un-mute.

Transfer a call

Select **More actions**  > **Transfer** 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**.



Consult then transfer

If you want to check in with someone before you transfer a call to them, select **More actions**  > **Consult then transfer**.




Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them or consult with them over chat. When you're ready, select **Transfer**.

End a Call

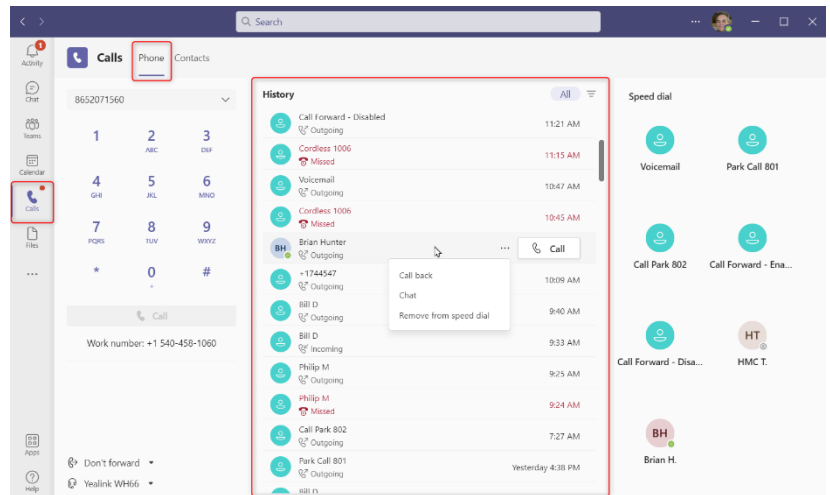
The **Leave** button is used to end (hang-up) your call.

Review your call history

Your call history is in the center of the calls experience and shows a list of past calls (including missed calls).


Go to **Calls**  > **History**. From any call in the list, select **More actions**  > **Call back**  to begin a call automatically.

You can add them to speed dial and add them to your contacts—all from the **More actions** menu.



Access your voicemail

Your voicemail is provided by HostMyCalls and is not stored within your Microsoft Business platform. However, you can call your voicemail box to listen and managed messages.

- Go to **Calls** , and then use the **Dial Pad** and enter ***123** for access to your assigned voicemail box.
- Enter your assigned **PIN** and follow the verbal prompts for all available options.

New Voice Mail Notification

There are several way new mail notifications are done –

- If the Teams' softphone extension is also shared with the users' HostMyCalls telephone, visual indication is provided
- Calling your Voicemail box from Teams will state if new messages are present
- If selected, the user will receive an email of new messages
- The User's **HostMyCalls Self Care Online portal** has a robust Voice Mail management tool