



Iristel Teams Calling

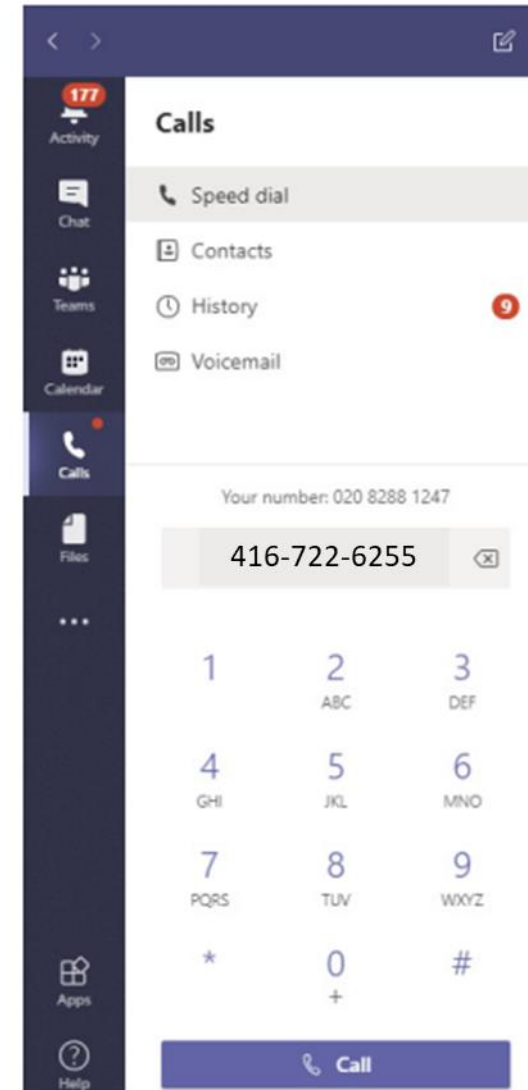
Bring voice into Microsoft Teams to make it your all-in-one communications hub.

Iristel Teams Calling User Guide

This guide assumes that you already have all relevant Microsoft and Iristel licenses and devices assigned and are ready to use the Microsoft Teams application for calls.

Outbound Calls

- Select the Calls icon from the left-hand side menu, and from the dial pad, you can dial internal extensions and external numbers from here.
- Simply type in a number and press the “Call” button



The icons at the bottom are:

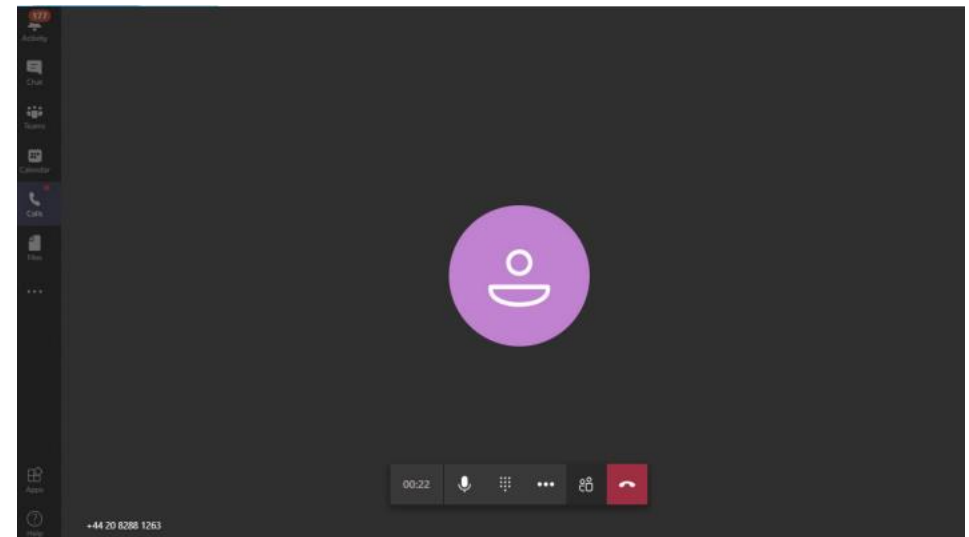
- Call Time – the length of the current call
- Mute – Mutes your microphone
- Dialpad – Use to enter additional digits for auto attendants etc
- Menu – this will bring up the following additional options:
 - Show device options – brings up your audio device options

Enter Full Screen – makes the current call window fill the screen

- Hold – places the call on hold
- Transfer – allows you to transfer the call
- Consult then transfer – allows you to ring another party before performing a transfer
- Show Participants – shows who is on the call
- Hang Up – ends the current call

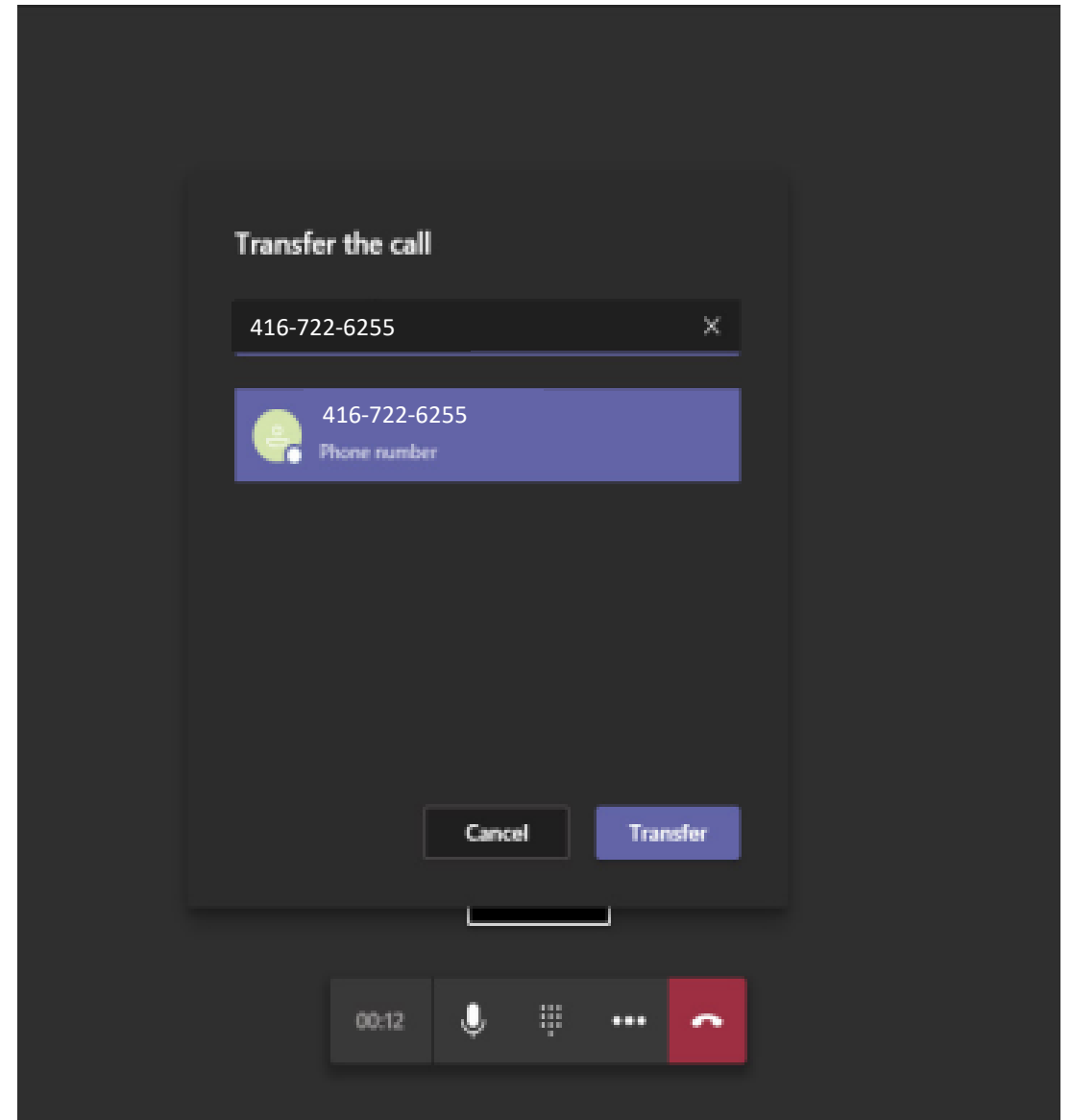
Please Note – when placing a call on hold there is a delay of 3 seconds before the call is actually on hold, the same goes for resume. Please do not press the hold button multiple times as the requests will queue and cause you confusion.

While on the call it will display as:



Blind Transferring A Call

While on an active call, press the menu button and then select 'Transfer' - this will bring up a new window and you can type in a number to transfer to:

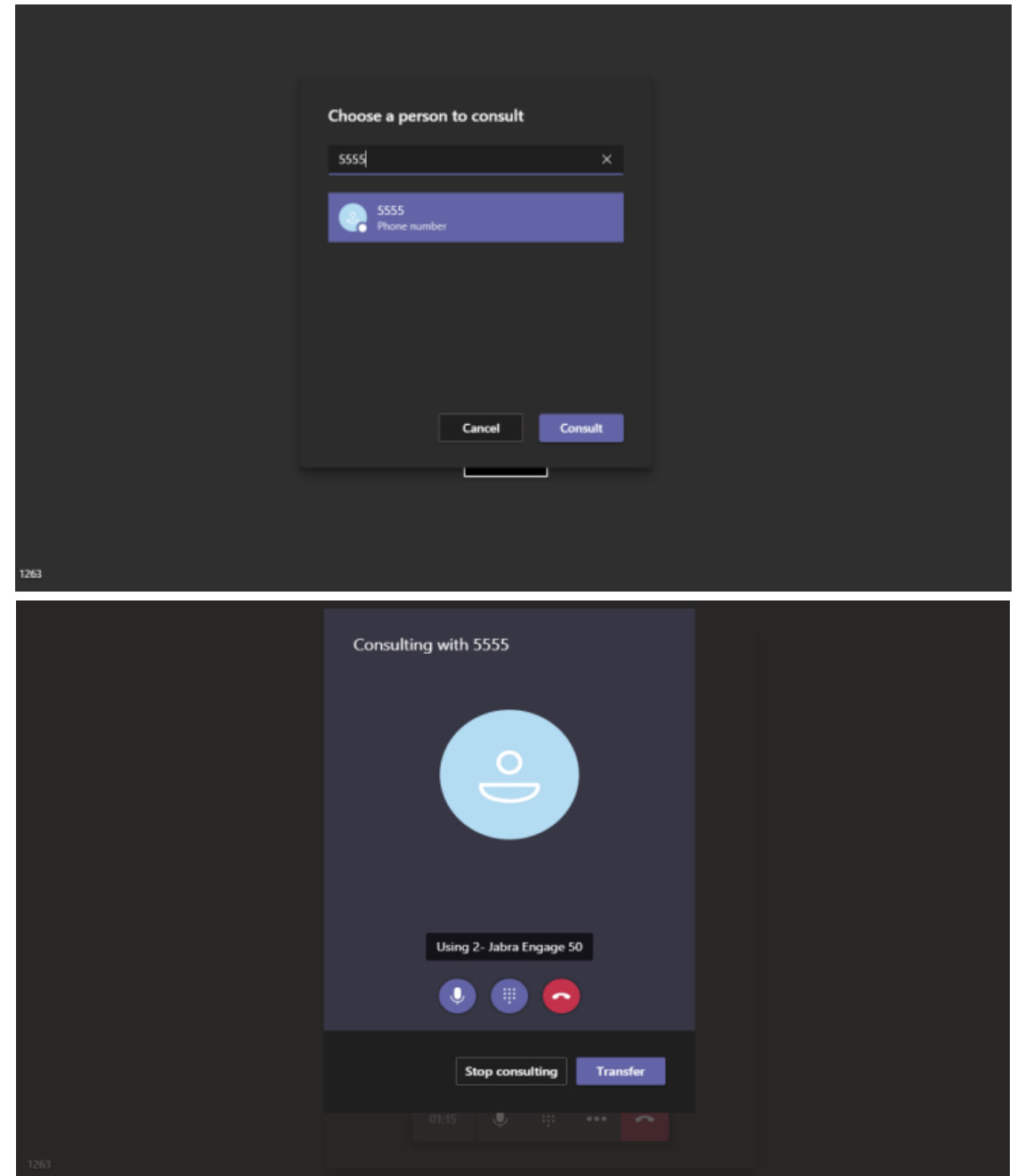


Consultative transfer

While on an active call press the menu button and then select Consult then Transfer, this will bring up a new window and you can type in a number to call first:

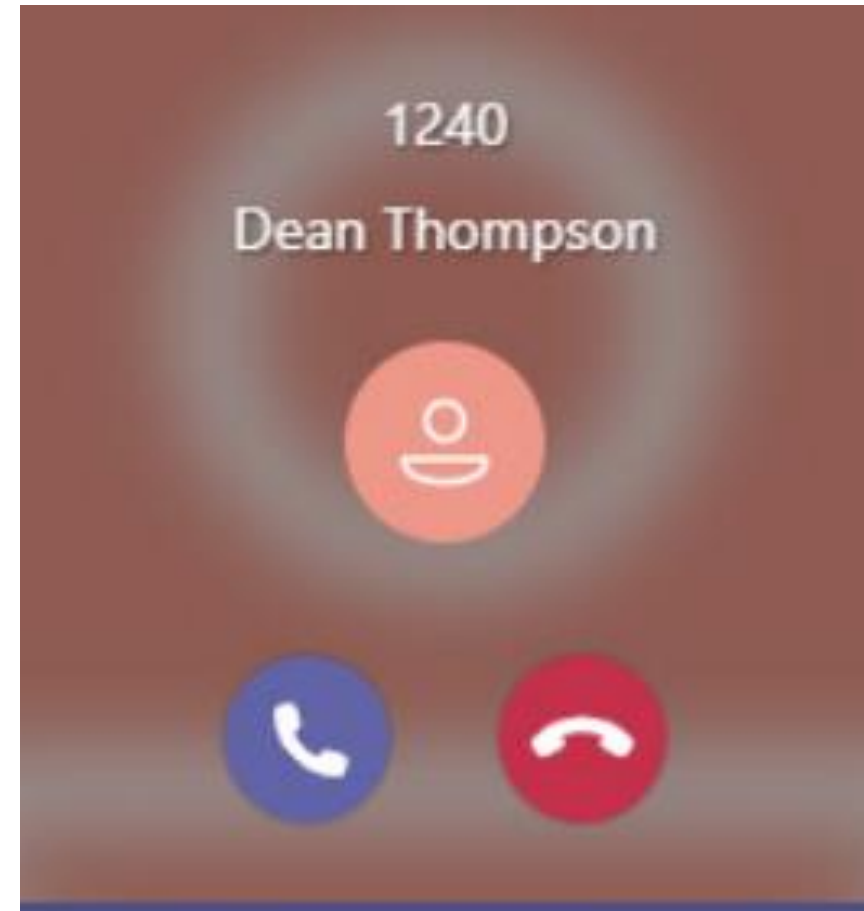
Press Consult, and the original call will be placed on hold.

Now you have 2 options, if the 3rd party accepts your call you can then press Transfer to complete the transfer. Or you can press Stop Consulting to end this call and return to your original call.



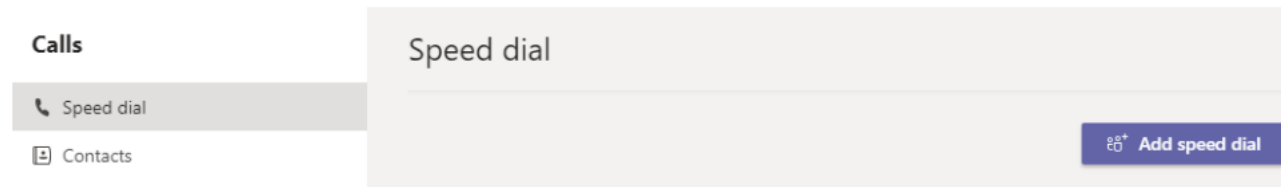
Answering A Call

- When someone calls you from either an external number or internal extension, there will be a pop up in the bottom right of your main screen like the below.
- Simply press the answer button or the hang up to end the call.
- Once answered the controls will be the same as you have in the normal call window.

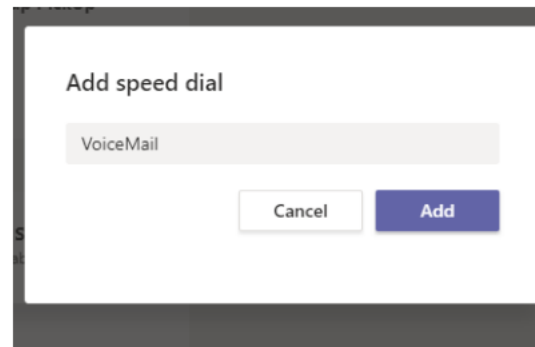


Dialing Voicemail

The easiest way to dial your hosted voicemail is to setup a speed dial to *86. Click on the Speed Dial Menu, then click on Add Speed Dial



In the new window type a name for the speed dial and press the “Add” button



Type *86 in the “Phone*” box and press “Add”

Add speed dial

Full name*

VoiceMail

Company Title

Phone*

*86

Cancel Add

To dial the speed dial, click on the small phone icon in the bottom left of the Speed Dial button and the call will be initiated

Speed dial

Add speed dial

Speed dial

Group Pickup

VoiceMail