

Quick Reference Guide









Using Teams to Make a Phone Call

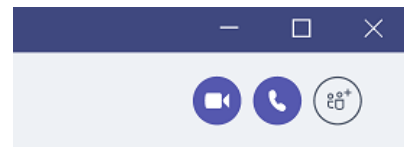
Making a Microsoft Teams Phone Call from Desktop/Laptop

1. MS Teams is accessed via Windows, Google Play or Apple Store Apps. MS Teams is also available through the most popular web browsers, although MS Teams will not work with all browsers. If you have not already downloaded the app, please do so. You have two options:

Option #1 - Access all device downloads at <https://teams.microsoft.com/downloads>.

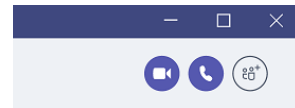
Option #2 - Access specific device or OS app stores and/or download sites

2. Once downloaded, open the app and log onto Teams with your Bow Valley College email and password.
3. To dial a number from Teams, go to **Calls**  on the left side menu, then click **Make a call** at the bottom. Then enter the name of the person you want to reach by using the dial pad. Then click **Call** .
4. If you've called people before (or if they've called you), they'll be in your call history. In **History**, select **More actions**  to the right of the person's name, then click **Call Back**.
5. If the person you want to reach is in your contacts list, go to **Calls**  on the left side menu and click **Contacts**, find the person you want to call, and then click **Call** . To find a current contact, click on Chat, then choose Recent or Contacts. You can create a new contact group and add someone to your Contacts by clicking on the three dots beside **pinnedGroup menu** . Choose 'add a contact to this group' and type in the name of the person you wish to add to your contact list. You will do so by listing their Bow Valley College email address. It should automatically populate with the person's identity with first initial and last name only (Example: @JSmith) or their Microsoft Exchange staff information and picture. You can also rename your groups or delete contacts using the same menu.
6. You can switch to **Video call**  or **Audio call**  anytime by clicking on either icon in the top right-hand corner of the interface.







Making a Group Phone Call on Microsoft Teams:

7. **Group Calls are easy!** You can make one-on-one or group calls with anyone in your organization directly from a chat without having to host a team meeting. These calls are private and won't appear in any team conversation. However, entries for the calls will appear in your chat.
8. Go to your chat list and click the New Chat button (to the left of the search bar) to start a new conversation, or simply use the search bar to search the name of the individual you are trying to reach.
9. Type the name or names into the 'To' field at the top of your new chat.
10. Then click Video call button or Audio call to start a call.
11. Up to 50 people can be on the same video call.



Making a Microsoft Teams Phone Call from Your Smartphone

12. Download Microsoft Teams on your Smartphone. Ensure you are logged in as a Bow Valley College user. Follow the directions (Step #1 in this guide).
13. To make a call in Teams, open the app, and tap **Calls**  >  and enter a phone number. If you've enabled the setting to allow access to your phone contacts, tap **Calls**  > **Contacts**  and select the person you want to call. You can add contacts the same way as you would for desktop/laptop.

If you have questions or concerns, please contact Bow Valley College Help Desk helpdesk@bowvalleycollege.ca or call **403.410.1611**.

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