

GSD. MS Teams - Calls in Microsoft Teams

Article ID: KB0039619

Created: 2024-12-19 14:03:21

Updated: 2024-12-19 14:03:21

Author: {'link':

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General Information:

Possible symptoms/errors:

Ways to Make Calls and How to Start a Video Call in Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In Teams, users can make a one-on-one or group call with anyone from their organization. It gives them options to start a call directly from a chat without creating a team meeting, start a call from a command and start a call from someone's contact or private card.

Start calls:

There are different ways to make a call in Teams:

User can select Audio call or Video call to start a call from a 1:1 or group chat. Alternatively, in a 1:1 chat, user can select More options (the dropdown arrow) next to Audio call and choose another number to call if it's available. Or, in the search box, they can type "/call" and who they'd like to reach. User needs to press Enter to start the call. User can also start a call by hovering over someone's profile photo anywhere in Teams, and selecting Audio call from their contact card.

Dial an outside number:

Advise the user to select Calls. Then to type a name or an external number to call someone.

Note: If user's organization has an Enterprise Voice or Business Voice license, they can call anyone from Teams even if they're not using it.

When user is ready, ask them to select Call.

Accept incoming calls:

Select an incoming call with video turned on or just audio. You can also decline the call.

View calls history:

User can view a missed call or voicemail in their calls history. To return someone's call from the history, user needs to choose who they want to call and select More actions (...) > Call back.

How to Start a Video Call:

Microsoft Teams makes video call easier with user's team mates. In the past, user needed to set up a meeting with specific individuals via Outlook or create a group conversation manually before they could start video calling. With teams, user can start video calling with one click once they are in their group.

Details:

1. If user is not yet accessing their group or team, advise them to find their team on the left navigation pane > Post > click the video icon at the bottom part of the page.

2. User will be presented with a prompt before starting the video call. Ask them to do the following at this point:

Enable or disable video - This will turn user's camera on or off.

Ask the user to click the video icon and they will see if video is activated or deactivated.

Name the video call - This makes it easier for user to track all the video calls they made with the team as they are tagged differently on chat.

Advise the user to click the Want to add a subject? section.

Ask the user to Type the meeting or video call's subject. In this example, the subject is Sample Meeting. Advise the user to press Enter after typing.

Schedule a meeting - This lets user set a meeting at specific time and date.

Ask the user to click the Schedule a meeting.

Advise the user to enter the meeting details on the next window.

Tell the user to click Send to proceed with the invitation.

3. Once the user has configured their video call, ask them to click Meet Now.

4. User has connected or started the video call once they see the floating meeting tool bar and other participants.

5. To end the video call, user needs to click the Hang Up icon.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A