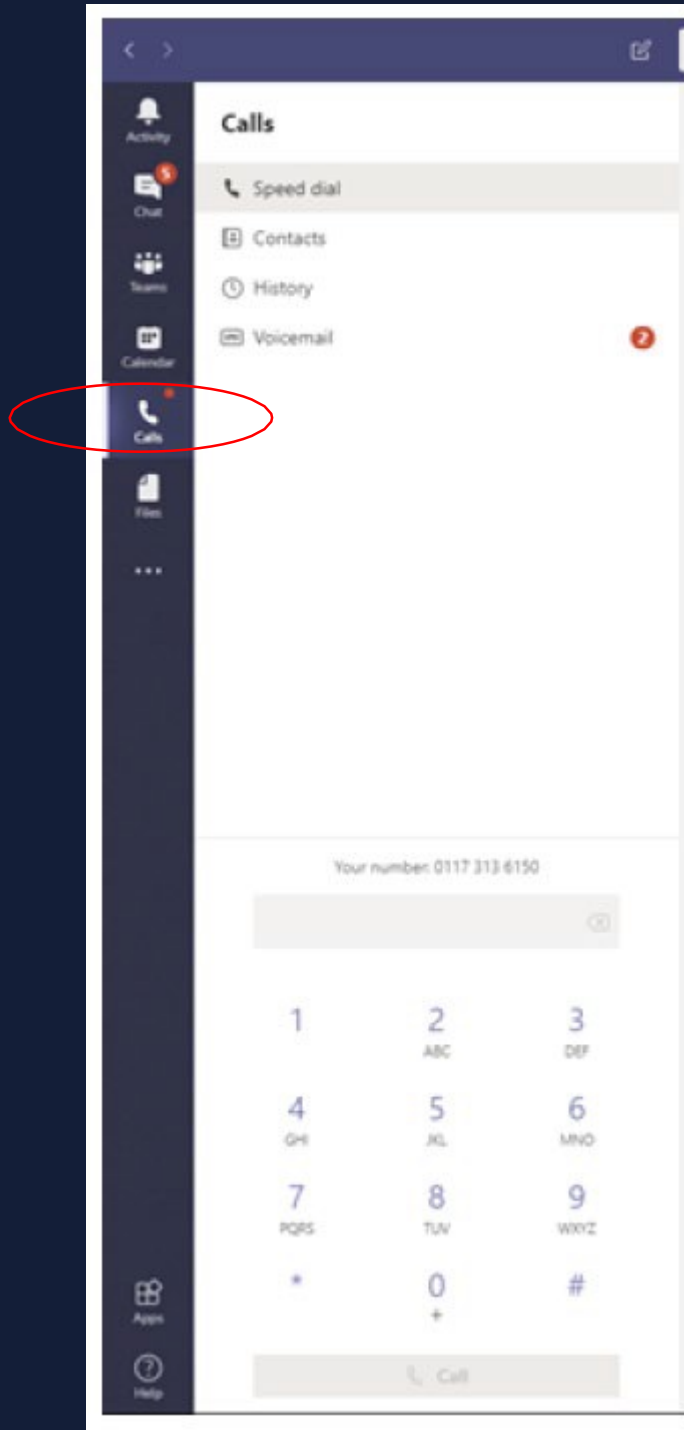




Reward Team Calling Guide



Microsoft Teams

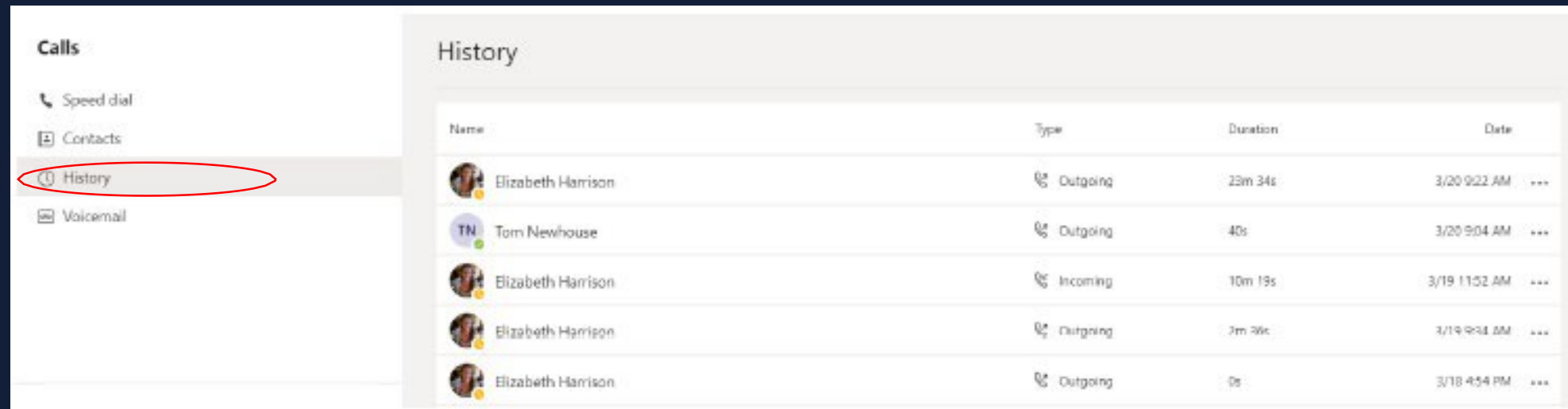


Teams enables calls to be made from both your laptop and mobile phone






To make calls from your mobile please download the Teams App

The 'Call' button is located on the left-hand toolbar, clicking this brings up the call options

By clicking 'History' a list of calls, including: incoming; outgoing; and missed, along with the duration and time will appear



The screenshot shows the Microsoft Teams 'Calls' interface. On the left, the 'Calls' sidebar is visible with options: Speed dial, Contacts, History (highlighted with a red oval), and Voicemail. The main area displays the 'History' tab with a table of call records.

| Name | Type | Duration | Date |
|--|----------|----------|------------------|
|  Elizabeth Harrison | Outgoing | 23m 34s | 3/20/2022 AM ... |
|  Tom Newhouse | Outgoing | 40s | 3/20/2022 AM ... |
|  Elizabeth Harrison | Incoming | 10m 19s | 3/19/2022 AM ... |
|  Elizabeth Harrison | Outgoing | 7m 36s | 3/19/2022 AM ... |
|  Elizabeth Harrison | Outgoing | 0s | 3/18/2022 PM ... |



In 'Voicemail' you will get a list of voicemail messages that have been left for you, and by clicking the message it will allow you to play it

The image shows two screenshots of the Microsoft Teams Voicemail interface. The top screenshot shows a list of voicemail messages. The bottom screenshot shows a single message selected, with a play button and a transcript displayed below it. A red oval highlights the 'Voicemail' option in the left-hand navigation pane of the top screenshot.

Calls

- Speed dial
- Contacts
- History
- Voicemail**

Voicemail

| Name | Duration | Date | Time |
|--------------------|----------|---------|-------------|
| Elizabeth Harrison | 4s | 3/18/20 | 3:27 PM ... |

Calls

- Speed dial
- Contacts
- History
- Voicemail**

Voicemail

| Name | Duration | Date | Time |
|--------------------|----------|---------|-------------|
| Elizabeth Harrison | 4s | 3/18/20 | 3:27 PM ... |

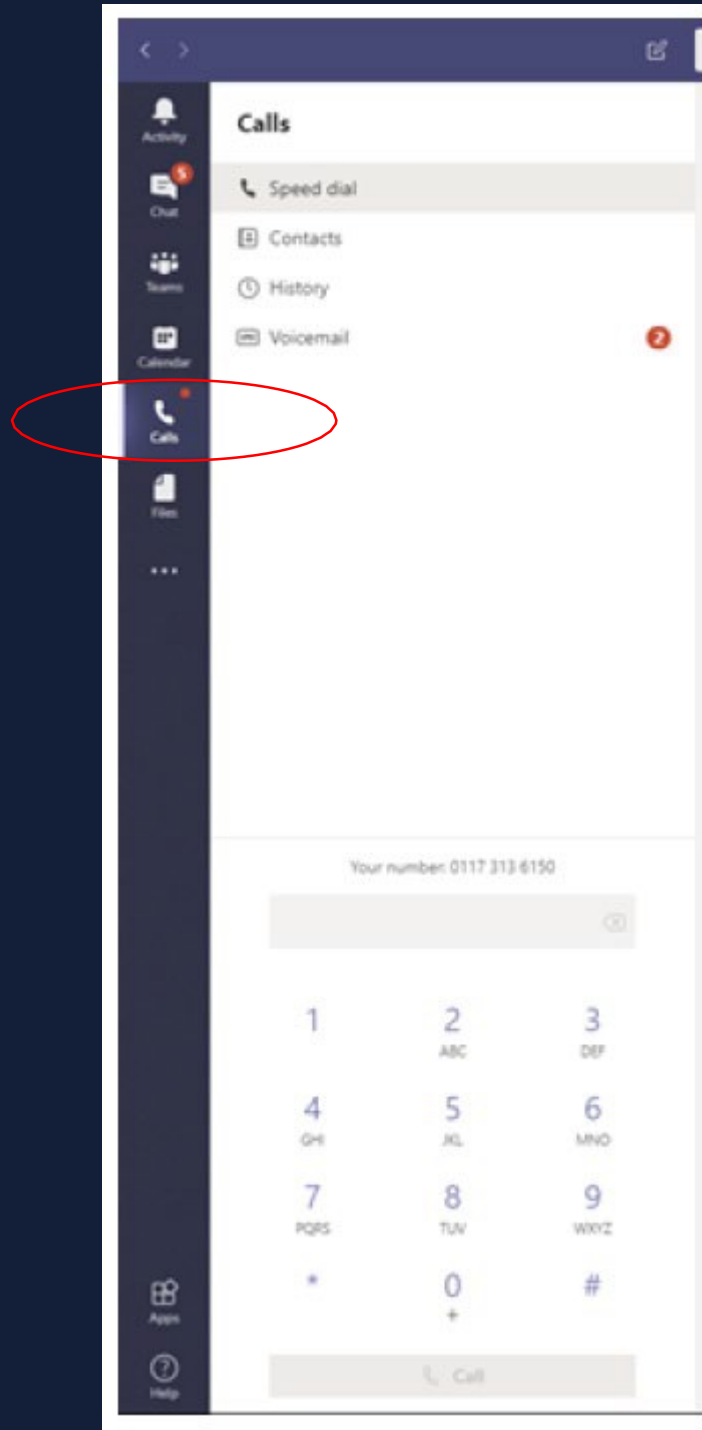
You received a voice email from Elizabeth Harrison at Elizabeth.Harrison@rewardcf.com. Email: Elizabeth.Harrison@rewardcf.com Thank you for using Transcription! If you can't see a transcript above, it's because the audio quality was not clear enough to transcribe. Set Up Voice Email

00:00 1x



REWARD

FINANCE GROUP
Driving Business Forward

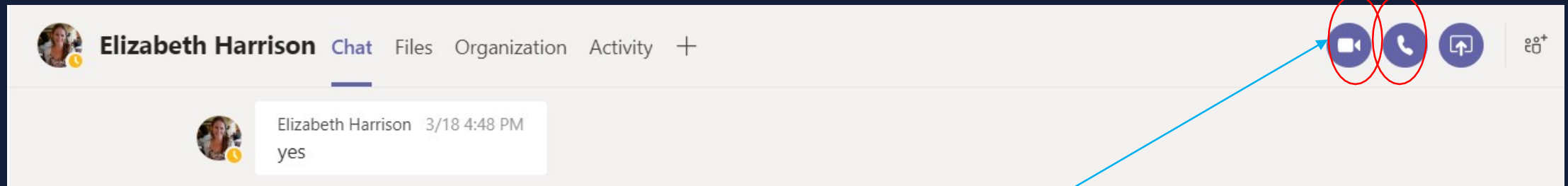


To make telephone calls via Teams use the dial pad, where you can manually dial a telephone number

Alternatively, begin typing in a saved contact name to generate their details



If you are messaging an individual and you want to call a number, press the call button on the top right corner



If you would like to video-call press the video icon to the left of the call button



Receiving Calls



Microsoft Teams



If you receive a call, a pop-up notification at the bottom of the screen will appear as well as a ringing sound

Click the purple button to answer and the red button to decline the call





Setting Up Internal Groups

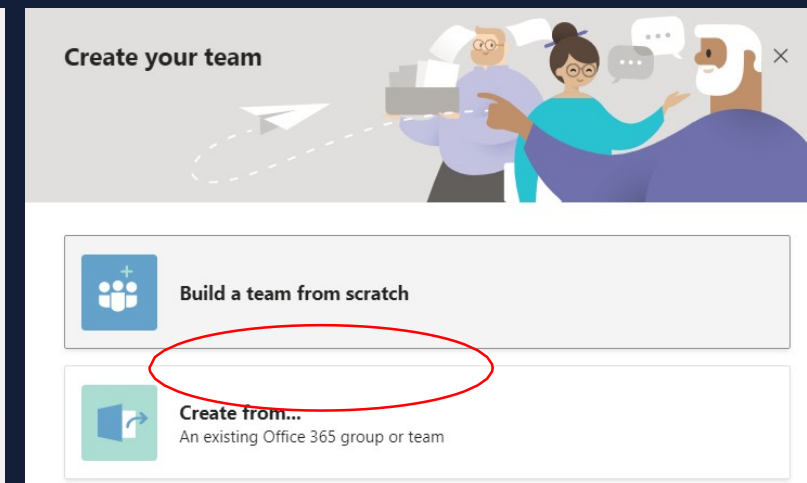
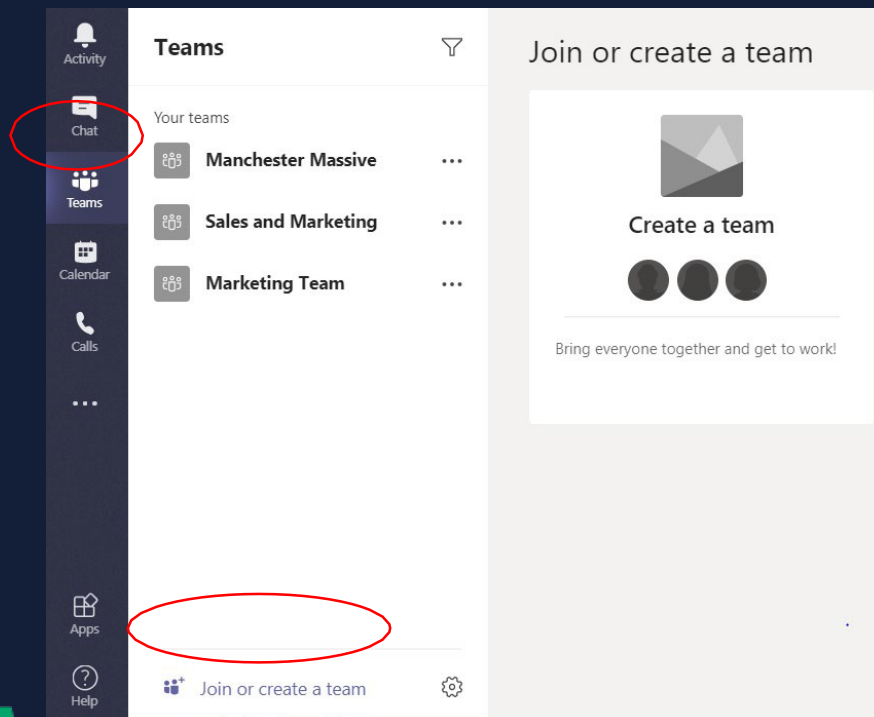


Microsoft Teams

To create a group in Teams which enables you to video-call or audio-call multiple people at the same time, select 'Teams' on you left toolbar

Then select 'Join or create a team', press 'Create a team' and then 'Build a team from scratch' (selecting 'Private') or 'Create from an existing group or team'

Give your Team a name and add/edit people



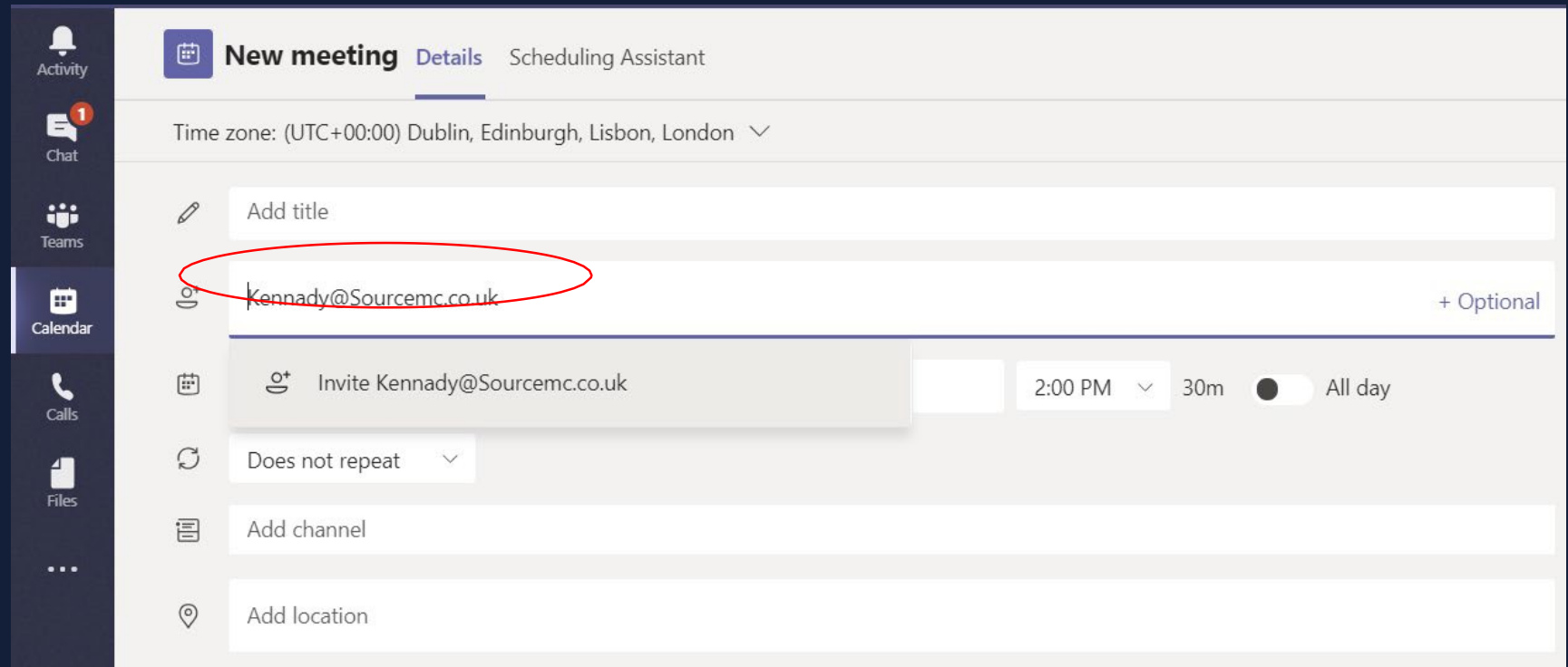


Adding External Contacts



Microsoft Teams

To add external contacts into a Teams meeting, click 'New meeting' and type or copy and paste their email address to invite them – Refer to the...
'Reward Team – Joining Guide for External Contacts'



The screenshot shows the Microsoft Teams 'New meeting' interface. The left sidebar contains icons for Activity, Chat (with a notification badge), Teams, Calendar (highlighted), Calls, and Files. The main area is titled 'New meeting' and includes a 'Scheduling Assistant' link. Below the title, the time zone is set to '(UTC+00:00) Dublin, Edinburgh, Lisbon, London'. There is a text input field for 'Add title'. Below that, an email address 'Kennady@Sourcemc.co.uk' is entered and circled in red. To the right of the email field is a '+ Optional' link. Below the email field, there is a button labeled 'Invite Kennady@Sourcemc.co.uk'. To the right of this button are fields for '2:00 PM', '30m', and an 'All day' toggle switch. Below these are dropdown menus for 'Does not repeat' and 'Add channel'. At the bottom, there is an 'Add location' field.



As usual, if you have any questions please do not hesitate to contact the help desk, either by raising a ticket via email itsupport@vital.co.uk or calling [0333 241 9309](tel:03332419309)

