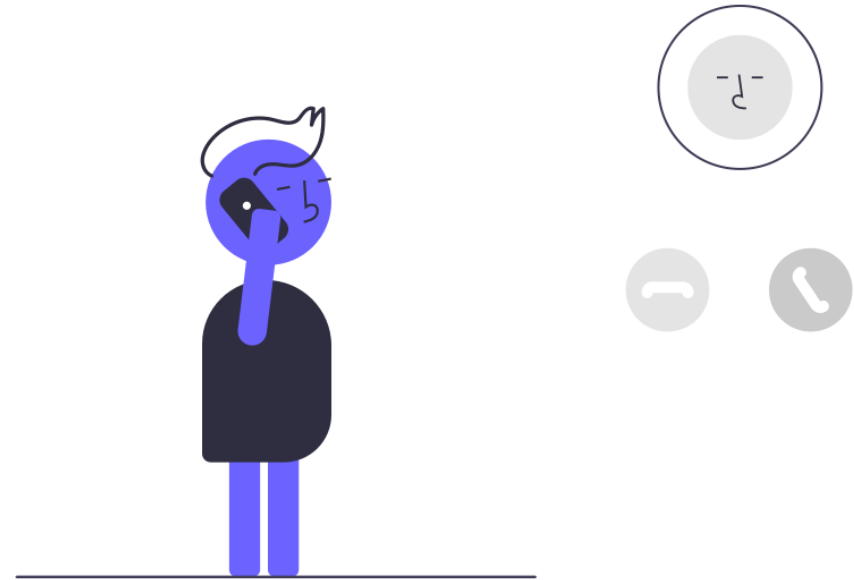


# Teams Phone System for outbound calls

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A step by step guide





## About Teams Phone System

Some GP practices with older telephone systems may struggle with capacity.

**Teams Phone System for outbound calls** allows practice staff to make calls through Microsoft (MS) Teams, independently of their existing telephone solutions. This provides a **secure, straightforward way to speak to patients** and other external contacts, and will free up the existing lines for incoming calls.

## Benefits



Patients only need **access to their telephones for remote appointments**



Available to use on **desktop, web and mobile apps** to support remote working



**Make outbound telephone calls** without using up existing phone lines.



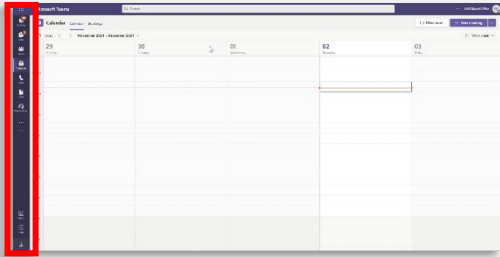
**Save time and reduce potential dialling errors** by copying / pasting phone numbers into the dial pad





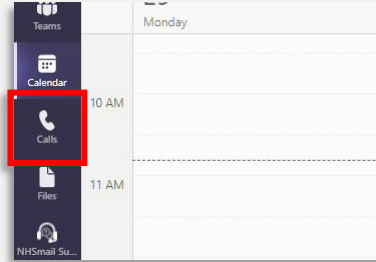
# HOW TO PLACE A CALL

1



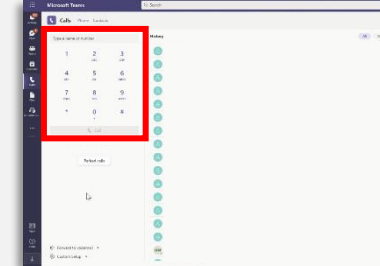
Open MS Teams and locate the application bar

2



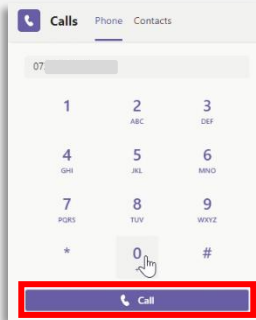
Click the **Calls** tab (it will have an icon that looks like a phone)

3



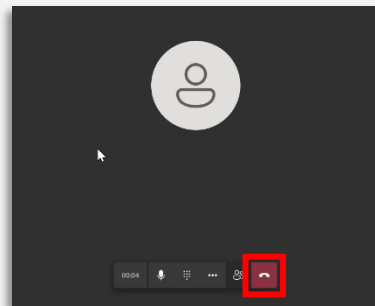
Use the Dial Pad to enter the contact's phone number (or copy/paste the number into the bar)

4



Click the **Call** button to place the call

5



When the conversation has finished, click the **red button** to end the call

## TOP TIP

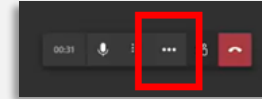
When using Teams Phone System for outbound calls for patient consultations, remember to tell your patients to expect a call from a withheld number



# MORE ACTIONS

1

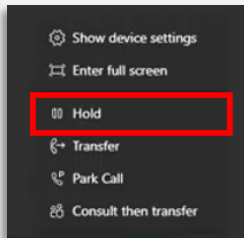
When in a call, click the **More Actions** button (icon with 3 dots)



## Place a call on hold

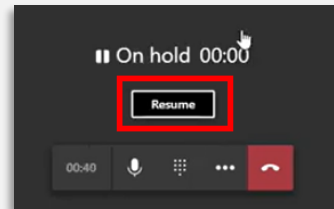
2

Click **Hold** (hold music will play)



3

To resume the call, click **Resume**



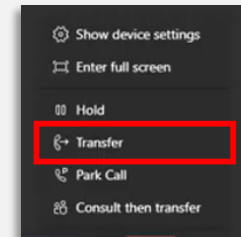
### TOP TIP

While a call is on hold you can phone someone else. This will be useful if you need to consult a colleague during a patient consultation

## Transfer a call to another person / device

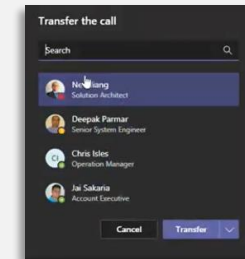
2

Click **Transfer**



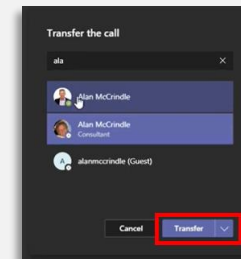
3

Search for who you want to transfer to



4

Select the person and click **Transfer**



### TOP TIP

If you need to leave your workspace but don't want to end a call, transfer the call to your mobile device by selecting your own name from the list