Frequently Asked Questions (FAQ) – Teams phone system.

Version	Comment	Date
1.0	Start version	6-12-'22
1.1	Area code info	3-2-'23
1.2	Call answering rules	9-3-'23

Contents:

Why does UM phone system change?

The current (Mitel) fixed telephony environment is obsolete and needs to be
replaced. UM has chosen Teams phone system, which offers employees a future-proof and flexible
telephony solution.
See also: https://www.maastrichtuniversity.nl/TeamsPhoneSystem

How does Teams phone system work?

With Teams phone system, you can make and receive (inter)national calls based on your UM
landline line number with the Teams application. You are no longer tied to the phones at UM
locations. UM colleagues can easily call you by name from Teams. You can also easily set your own
telephone accessibility.
For a detailed explanation of the various functionalities, see the manuals at:
https://www.maastrichtuniversity.nl/TeamsPhoneSystem

How can I use Teams phone system?

Via the Teams application on laptop, desktop, smartphone, tablet or https://teams.microsoft.com/.
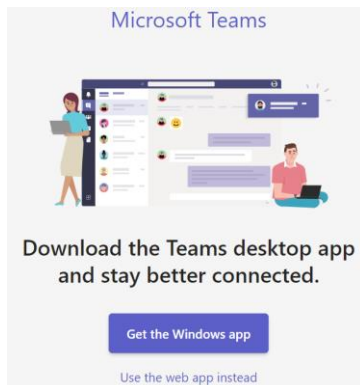
Where can I find the Teams application?

On AthenaDesktop workstations, Teams phone system is available by default.
Check your programs list under 'Microsoft Teams'.
If you cannot find the application there, it probably has to be installed.
You can install it via https://teams.microsoft.com/.

Teams application startup

In the Teams application, in the upper right corner click the three dots and choose Settings.

At the section 'Application' check if the options shown below are checked. If not checked, make sure
to check the options.

Application

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

- ☑ Auto-start application
- ☐ Open application in background
- ☑ On close, keep the application running

By checking or unchecking the option 'Open application in background' choose whether the application starts visibly or in the background. You can always start the application from the programs list or system tray.

Are deskphones no longer available?
Teams phone system assumes use of the Teams application by default.
Where necessary, physical Teams devices can also still be used in consultation with your department. Mitel desk phones can no longer be used after the switch to Teams phone system.
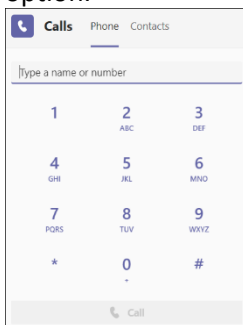
Will all UM employees get Teams phone system?
All UM employees with a permanent position (HR category A) will receive a personal fixed UM number and Teams telephony as standard. For employees in other HR-categories, the line manager will decide.

Will I keep my current phone number in Teams phone system?
In most cases, yes. Unless they are numbers that are now used by more than one person. In that case, your department decides who keeps the original number and who receives a new number.

How do I know if I can also use Teams telephony?
By looking in the Teams application to see if you also have a dial-pad available under the Calls option.

I would also like to use Teams phone system.
It can take up to 24 hours for the dial pad to be visible, sometimes it works to log out and log in again. Sometimes the dial pad is also visible earlier in the Smartphone app. If you still do not have a dial pad in Teams, please send a request to the information manager of your faculty or service centre.

I would like to use a Teams deskphone.
Mail your request to the information manager of your faculty or service centre. They will then assess this request.

How do I log in to the physical Teams device?
You can log in in two ways:
1. Through the display of your device.
2. Via web sign-in.

How does the web sign-in work on my Teams device?
On your computer or mobile phone, go to https://microsoft.com/devicelogin.
Enter the code displayed on your device and select Next.
Enter your user credentials or select the desired account to sign in. A confirmation message is displayed after you sign in.

What is a call queue in Teams?

Using a call queue, multiple employees can be assigned to one number and make and answer phone calls for this number.
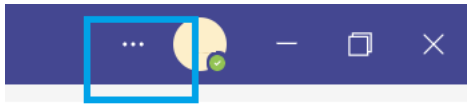For example:
Phone number 85678 is assigned to call queue 'Education Office x'.
Several employees work for this education office. They can sign in or sign out for this call queue.
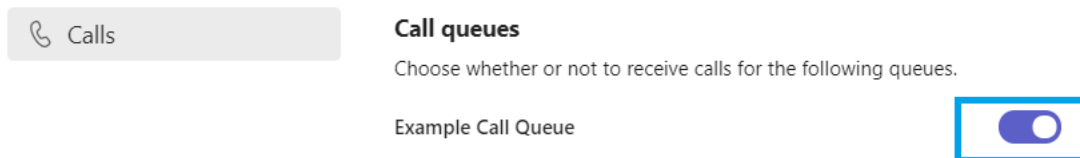
Sign in or sign out for a call queue

In the Teams application, in the upper right corner click the three dots and choose Settings.

Go to Calls and then the section 'Call queues'.
Choose whether or not to receive calls for the call queue.

Can I use Teams to make national and international calls?

By default, you can make national calls to landlines and mobiles.
If you can/could make international calls in the Mitel fixed telephony environment, you will keep that option in Teams telephony (when you have access to Teams phone system).

Does calling to and from MUMC still work?

Yes, you can still call and be called by your MUMC colleagues.
From a fixed UM number, abbreviated calls (7xxxx) can be made to MUMC numbers.
From the MUMC, you should call the full UM number (0xx-388xxxx).

Does calling number 9 still work in Teams?

In Teams phone system you do not call number 9, but instead number 82222 to connect with the 'centrale' operator.

Can I use my Outlook contacts?

As soon as the UM mail environment has been migrated in 2023, you will also be able to use Outlook contacts in Teams.

I do not receive calls in my Teams App.

Check the Teams App notification settings on your smartphone and make sure you do not have call forwarding active from your Teams application (from your UM fixed number to your mobile number).

Why use the Teams App?

Using the Teams app offers the advantage that you can make and receive calls via your UM landline number on your smartphone. In addition, you can easily find and call all UM colleagues by name. Colleagues also have better insight into your availability with the status functionality in Microsoft Teams. Also on your smartphone.

Set your call answering rules

To change your settings, select **Settings and more** °°° next to your profile picture at the top of Teams and then choose **Settings > Calls**.

Choose how you want Teams to handle your incoming calls in the section for **Call answering rules.** Select **Forward my calls** if that's what you want to do.
If you want simultaneous ring, click **Calls ring me** and select others under **Also ring**.
Choose what to do with calls that go unanswered under **If unanswered**.
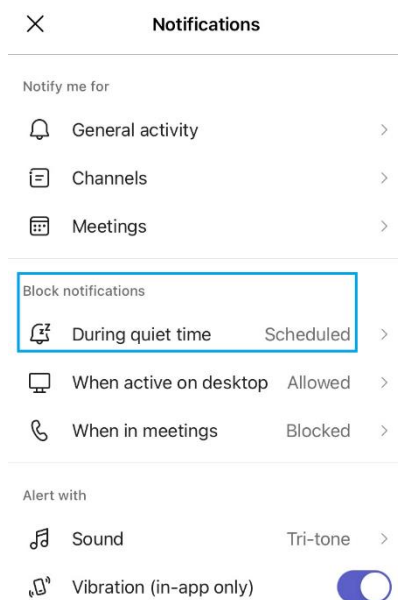
Adjust your voicemail settings

To change your voicemail settings, select **Settings and more** °°° next to your profile picture at the top of Teams and then choose **Settings** > **Calls**.
In the **Voicemail** section, click **Configure voicemail**. That's where you'll find all your voicemail settings. Choose **Text-to-speech customised greeting option** and type your customised greeting. Make sure to choose your preferred **Greeting language.**

Set Teams quiet hours for better work/life balance on mobile app
1. Open the Teams app and click on the navigation menu on the top left.
2. Click **Notifications**.
3. Click on the bell icon under **Block notifications** identified as **During quiet time** in the middle of the screen. After you click quite hours, you will have the option to turn it on and a separate option to turn on quiet days
4. Once you turn on quiet hours, you can set the times you do not want to receive notifications. Quiet days also allows you to choose specific days to keep notifications off.

✕	Notifications		
Notify me for			
🔔	General activity		>
⊟	Channels		>
📅	Meetings		>
Block notifications			
📳	During quiet time	Scheduled	>
🖥	When active on desktop	Allowed	>
📞	When in meetings	Blocked	>
Alert with			
🎵	Sound	Tri-tone	>
📳	Vibration (in-app only)	⬤	

I do not hear incoming calls

This might happen when your computer is in stand-by mode or when a
headset is connected, which you do not wear. In your Teams client, go to Settings (top right of your screen, via the 3 horizontal dots). Go to Devices and under Secondary ringer, select Speakers.
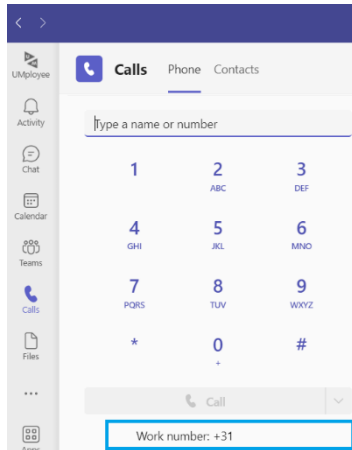In case your computer is not in stand-by mode or no headset is connected, in your device sound settings check your output device and volume.

Can I use Teams phone system on VDI?

No, for the correct performance of Teams and Teams phone system the advice is to use a laptop, desktop or a physical Teams-certified phone.

Where do I see which phone number is assigned to my account?

You will see this in your Teams Client, at the 'Calls' option.

Please note:

Maastricht University uses two area codes: 043 and 088.

For example: 043-388xxxx and 088-388xxxx.

Internally you can easily call colleagues by entering their name above the dial-pad or by entering their short number (8xxxx).

- When communicating your UM phone number to your external contacts, check if the area code assigned to your phone number is provided with area code **043**-388xxxx or area code **088**-388xxxx.
  Also see the above image: Work number: +31 **43** 388 xxxx OR Work number: +31 **88** 388 xxxx.