Make and receive calls

University staff have access to various communication and collaboration services which can be used to make and receive calls.

<table>
<thead>
<tr>
<th>Internal calls</th>
<th>External calls</th>
<th>Chat</th>
<th>Online meetings</th>
<th>Available to</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Microsoft Teams</strong></td>
<td>(as Teams meetings with anyone, and to any other Skype or Teams user)</td>
<td></td>
<td></td>
<td>All staff and students</td>
</tr>
<tr>
<td><strong>Jabber/Phone extensions</strong></td>
<td>(using phone extension number)</td>
<td></td>
<td></td>
<td>Staff who require a phone number to fulfill their role</td>
</tr>
<tr>
<td><strong>University mobile phones</strong></td>
<td>(using mobile number)</td>
<td>(using Teams app)</td>
<td>(using Teams app)</td>
<td>Staff who require a mobile phone to fulfill their role</td>
</tr>
</tbody>
</table>

**Microsoft Teams** is the University’s solution for making internal calls, audio and video conferencing, hosting online meetings, live online teaching, webinars and for creating collaborative team spaces in which you can keep in touch with colleagues, students and those external to the university. All staff and students have full access to all functions in Teams. Full training, help and support are available at Microsoft Teams help and training. You can also download our infographic covering Making a call in Teams.

**Jabber** is available for making and receiving external calls to/from a phone extension number to those staff who require this functionality to fulfill their role. Help is available at Jabber help. A small number of staff may also have a phone handset for making and receiving external calls.

When using Teams or Jabber, you may wish to use a headset to improve audio quality during calls. If required, you can request a headset. Alternatively you may be able to use headphones to reduce feedback and background noise.

**Frequently asked questions**

For help with calling options in Teams, download our infographic covering Making a call in Teams.

There are various different ways to initiate a call from inside Teams.

One way is to search using the search bar at the top of the screen. Start typing the name of the person you want to call:

Then click either the **Audio** (phone) or **Video** call button at the **top right of the window** to initiate a call with that person immediately.

For more information about the wide range of calling options in Teams, including pre-scheduling meetings, inviting external participants, multi-way calls and screen sharing (among other topics), see the Communication and collaboration with Microsoft Teams online course.

Yes, any staff member can request a headset online.
Full information about the correct course of action in any emergency situation on campus can be found on the Security webpages.

Shared phones, such as those found in labs, teaching spaces, corridors, lifts, departmental offices and other locations all remain available and you can continue to call security on campus by dialling 999. You can also call security from any mobile phone by dialling 01524 594541.

You can also use Microsoft Teams to contact security in an emergency situation. In Teams select the search bar, search for Emergency, select Emergency - Lancaster University Security then click the Phone button. Alternatively use this link: Contact Security on Teams now

- **Presence** - you can see whether colleagues are available, in a call, busy etc before you call them.
- **Chat** - a more flexible alternative to calling, quickly send an instant message instead of picking up the phone. Alternatively use chat to check if someone is free for a call before dialling.
- **Flexibility** - call from computers, tablets and mobiles - whatever device you have with you.
- **Availability** - call from anywhere, including if you are working from home.
- **Consistency** - use the same interface you are used to already for group collaboration, online meetings and webinars.
- **Time saving** - no more nuisance calls from unknown numbers.

**Update existing signature with Teams link**

If you already have the University signature set up, you can insert the Contact me on Teams link below your department information. This link won’t work for external people, so if you email externally as part of your role, you may want to create separate internal and external versions of your signature.
1. Open your **signature settings** and select the University signature to edit:

   From **Outlook**: Click New Mail, the from the Message tab, click Signature. On the drop-down list, click Signatures…

   From **Outlook Web App**: Open Office 365 email and log in, then from the Settings cog icon in the top right, click View all Outlook settings. In the Email section, click Compose and Reply.

2. Copy the following link and paste it above the phone number of your existing signature:

   Contact me on Teams

   ![Image of contact me on Teams](image)

3. Select the **Contact me on Teams** text you have just pasted and click edit hyperlink button from the signature toolbar.

4. Edit the **Address** option to change only the `j.bloggs` email portion of the web link to your own email, then click **OK**.

5. **Save** changes to the signature.

   ![Image of hyperlink options](image)

   **Outlook**:
   ![Image of Outlook hyperlink options](image)

   **Outlook Web App**:
   ![Image of Outlook Web App hyperlink options](image)

   **Remember this link won’t work for external people, so if you email externally as part of your role, you may want to create separate internal and external versions of your signature. If you have one, you should include your external phone extension number in the external version.**
For full information about creating a university email signature, including instructions on doing this from scratch, see Use a university email signature.

For help with calling options in Teams, download our infographic covering Making a call in Teams.

You can set up a Teams meeting with anyone in the world. They don't need to be a Teams user themselves.

To do this, go to the Calendar section in Teams, click New meeting, and invite the external participant(s) using their email address. They will get a meeting invite from which they simply click on a link to join your meeting.

You can also search for and contact any Skype user from within Teams.

For more information about the wide range of calling options in Teams, see the Communication and collaboration with Microsoft Teams online course.

The University has a switchboard that external people can contact. Departments also have phone numbers that external people can contact. If you don't have your own extension, the switchboard can distribute your email address so that people can make contact with you that way. You can then arrange conversations/online meetings via Teams if required.

You can also give out your Teams username in the format yourusername@lancaster.ac.uk to any Skype user. From Skype, they will be able to add you, and you can chat with them using Teams.

You also have the option of giving our your email address so external people can contact you directly via email.

Where there is a good reason you weren't able to let us know you wanted to retain your external phone extension before the widely publicised deadlines for extension removal, or where there is a good reason for the reinstatement of your extension, please speak to your Head of Department in the first instance to seek authorisation. Once you have this, please ask one of your departmental approvers to submit an application for a new external phone extension, including in the comments details of any phone number(s) you want us to attempt to reinstate: Request a new phone extension (VPN required off campus).

If you retained your extension but lost your desk phone handset, and want to request the handset itself is reinstated, we would first urge you to try to use Jabber. Help using Jabber can be found at: Jabber help and you can report any problems at: Report a problem with Jabber. After this, if you still have a good reason for requiring a desk phone handset, please submit a request here: Other phone extension request.

Where it is essential that a new member of staff has an external phone extension in order to fulfil their role, this should be discussed and agreed with the Head of Department then requested in the normal way by a departmental approver: Request a new phone extension (VPN required off campus).

Alternatively, existing extensions belonging to other people can be transferred to different/new people by a request being submitted by a departmental approver: Request to change the holder of a phone extension (VPN required off campus).
You can request a new shared extension online: [Request a new extension](#) (note that VPN is required to access this page from off campus, and requests must be submitted by a cost centre approver for your area).

You should ensure you select the **Shared Extension/Hard Phone** option.

If you wish to convert an existing personal extension number into a shared one, please include this in the comments. Otherwise a new number will be assigned.

> A shared phone/hardphone can only be used on campus. It can't be accessed remotely using Jabber.

You can do this any time using this form: [Request to cancel a phone extension](#) ([VPN required off campus](#)).

Please submit your enquiry on this form giving as much detail as possible: [Other phone extension request](#).