



# How to use: Microsoft Teams

Microsoft Teams is a well thought-out, security-conscious platform that can revolutionise how your business operates. We have put together this PDF to run through the features of Teams and how to navigate the platform.

- Installation & set-up
- Chats
- Managing your Teams
- Booking a call
- Joining a call.
- Live events
- Business Voice



## Installation and set-up

You can download the Teams app from;

<https://products.office.com/en-gb/microsoft-teams/download-app>

Set-up is quick and easy by following the on-screen instructions, and once downloaded, you will be able to login using your Microsoft365 credentials.

The Teams mobile app can be found on the both Android and Apple devices.

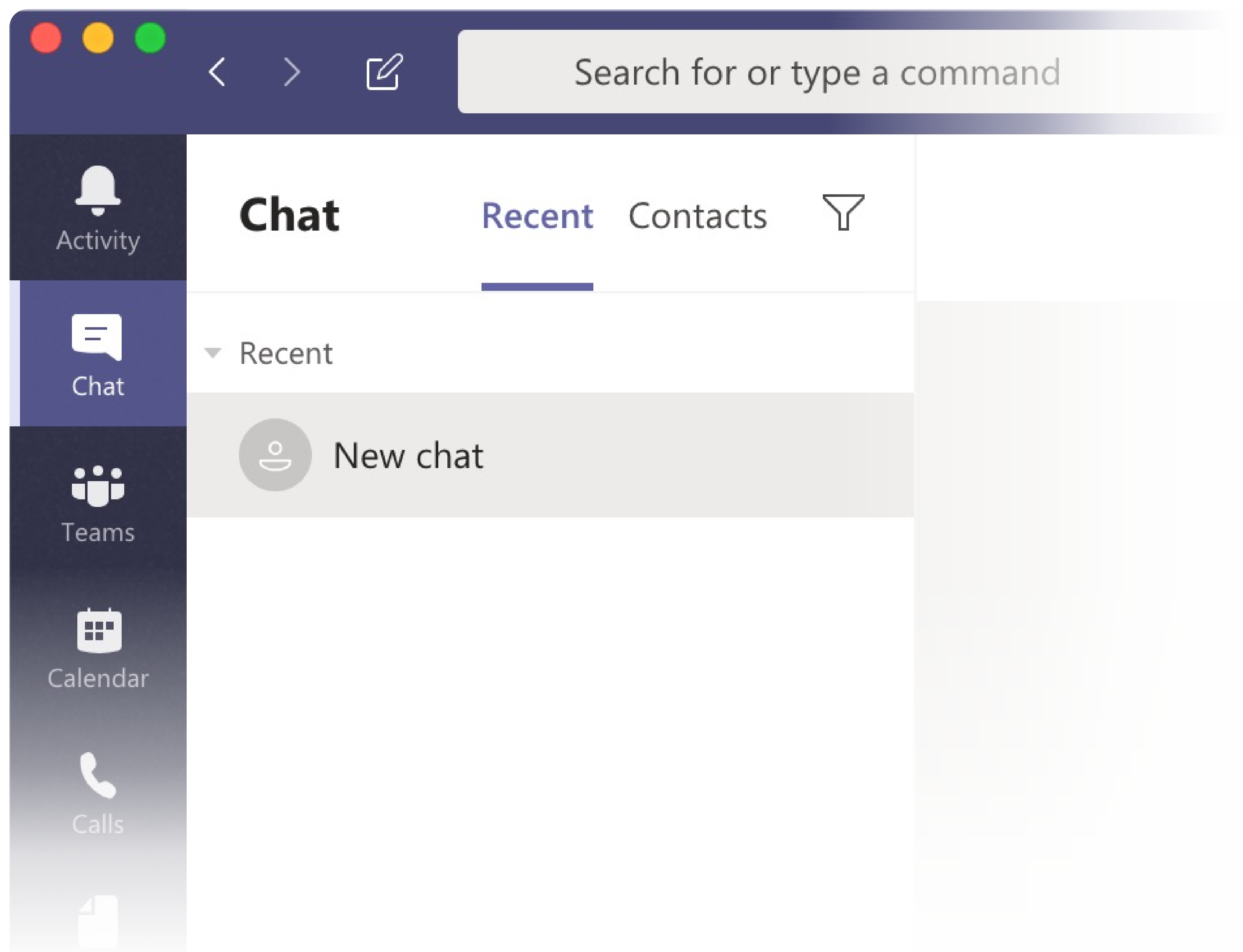
## Chats

To start a chat, click the new chat button. From here, you can search for accounts within your organisation.

From this chat screen, you can:

- Voice or Video call
- View shared files
- View chat activity

To create a group chat, simply add multiple names to the new chat option.



## Pin a chat

If it is someone you communicate with regularly, you have the option to pin the chat to the top of the sidebar for quick access.

You can head to more **options** > **Pin**.

You can have up to 15 chats pinned at one time.

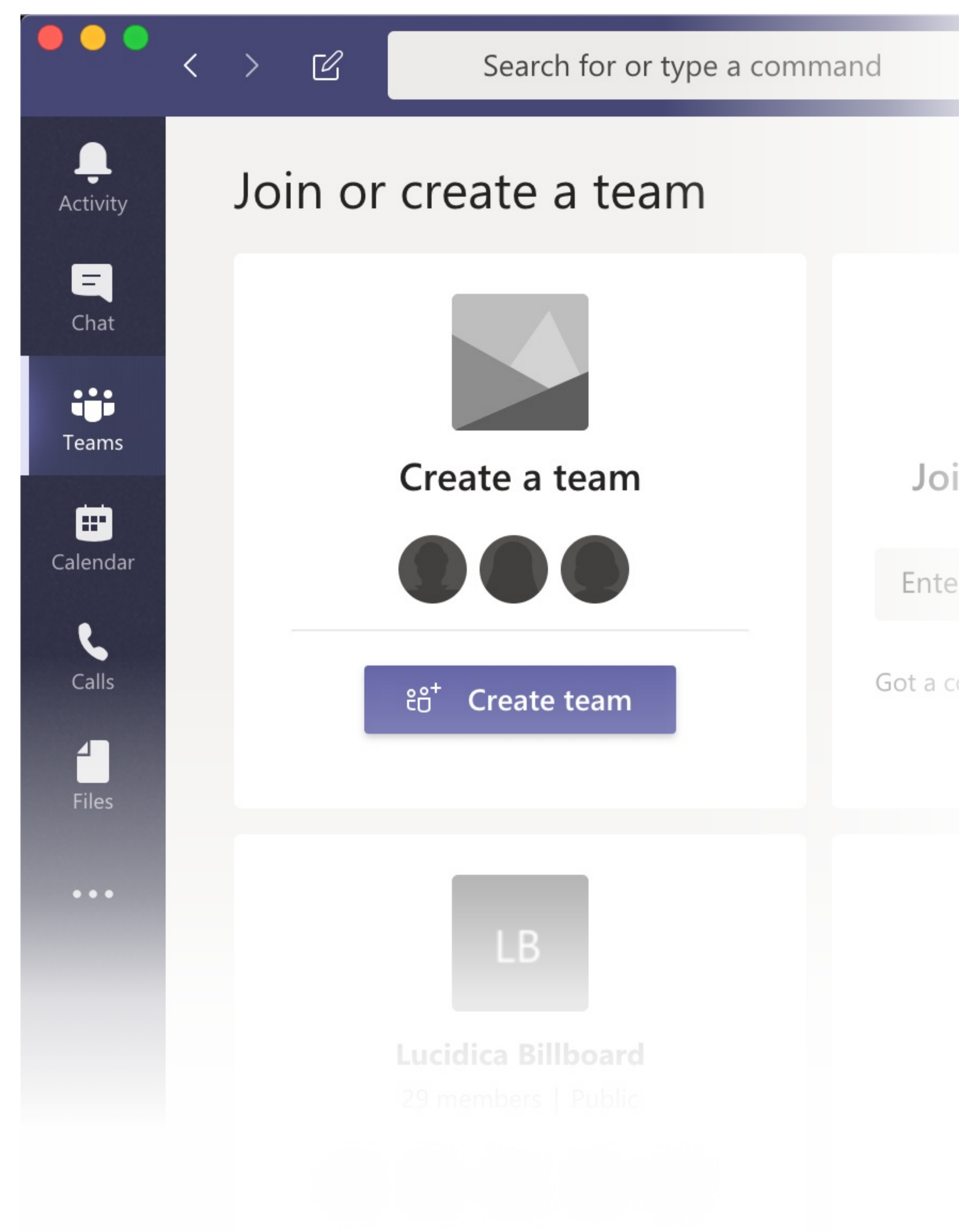
## Managing your Teams

Creating a 'team' for your company or departments is a useful strategy to share and communicate on topics/content in a way that isn't as chaotic as a group chat.

Teams act as a mix between a group chat and a forum. Allowing members to post, and then others to comment on individual posts. It allows multiple conversations to be happening at once, without people needing to keep track of different messages.

## Create or Join a Team

1. Select **Teams > Join or create a team**.
2. This is where you create your own team or discover existing ones.
3. Select **Create a new team**, and then select **Build a team from scratch or select Create from...** to build an all-new team or create from an existing group respectively.
4. Select **Private** if you'd like people to request permission to join, or select **Public** if anyone in your org can join.
5. Give the team a name and add a short description if you'd like.
6. Select **Create**.
7. Add members.
8. You can add people, groups, or even entire contact groups.
9. If you need to add people from outside your organisation, use their email address to invite them as guests. Add a friendly display name for them too.
10. When you're done adding members, select **Add** and then **Close**.



## Add a channel

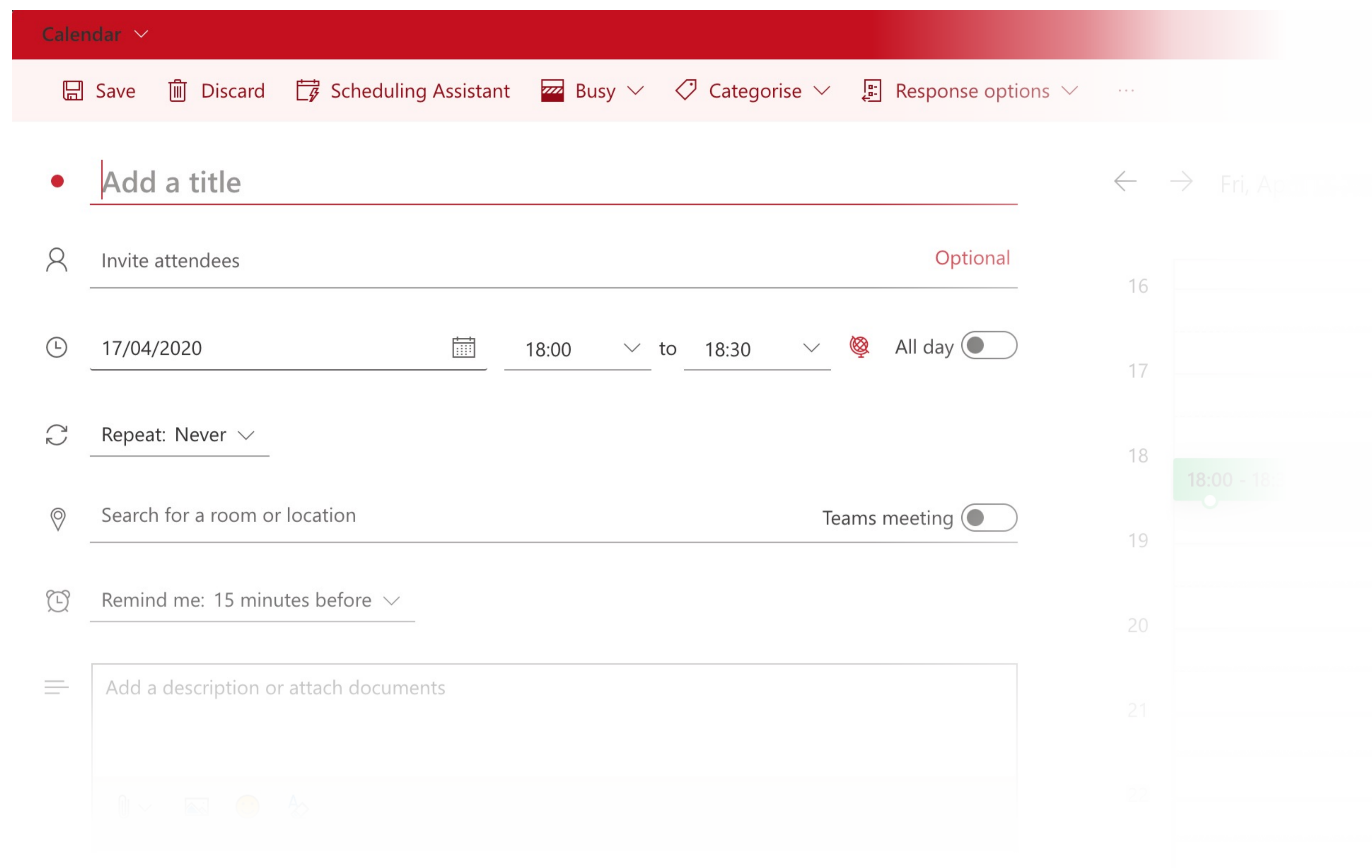
By default, every team gets a General channel, which the best channel to use for announcements and share information the whole team needs. To add more channels:

1. Select **More options...** next to the team name.
2. Select **Add channel**.
3. Enter a name and description for your channel.
4. You can build a channel around a topic, project, department name, or whatever you like.
5. Select **Automatically show this channel in everyone's channel list** if you want this channel to be automatically visible in everyone's channel list.
6. Select **Add**.

## Booking a call

Booking a meeting over teams with someone inside or outside of your organisation couldn't be easier.

1. Within your Outlook Calendar start to create a meeting event at the desired time.
2. Select **More options**.
3. Select **Teams Meeting**.



By clicking this button, it will generate a session link that all invited can follow to join. This session link can be found on the calendar event itself.

## Joining a meeting

You've been invited to a meeting, congrats! You will see the joining details within an email or the calendar event. You have two ways you can participate.

### Join a Teams meeting from the app

1. In a Teams meeting invite, select Join.
2. You have two choices:
  - **Join Microsoft Teams Meeting:** Enter a meeting from your Teams meeting invite.
  - **Dial-in number and conference ID:** Use these if you need to call into the meeting.
3. Choose the audio and video settings you want.
4. Select **Join now**.

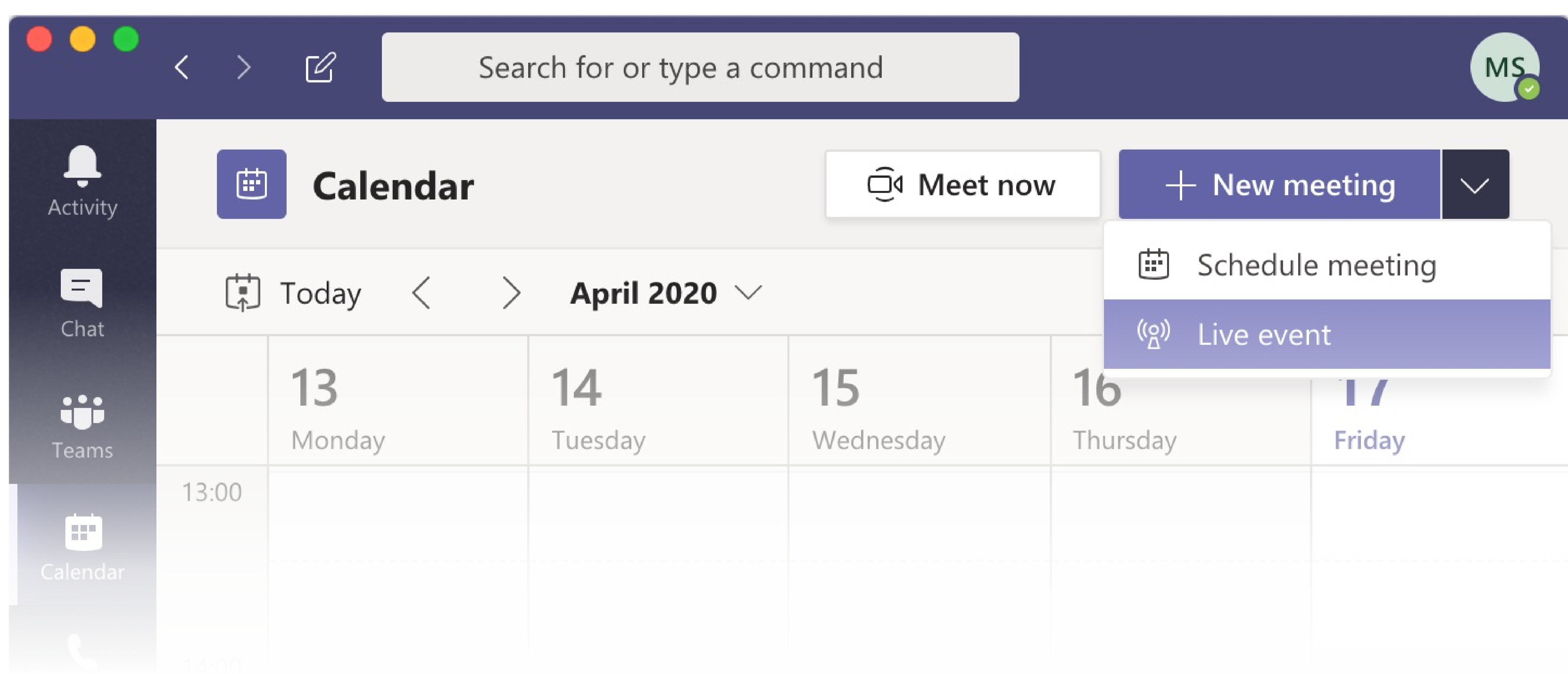
## Join a Teams meeting on the web

1. In your email invite, select **Join Microsoft Teams Meeting**.
2. You can also use a dial-in number and conference ID from the email to call in.
3. You have two choices:
  - **Download the Windows app:** Download the Teams app.
  - **Join on the web instead:** Join a Teams meeting on the web.
4. If you select to join via web, type in your name and select **Join now**.
5. If you have a Teams account, select **sign in** to view the meeting chat and more.
6. Choose the audio and video settings you want.
7. Depending on meeting settings, you'll go to a lobby where attendees can admit you.

## Live events

Teams live events is an extension of Teams meetings, enabling you to produce events for large online audiences with more control over video, audience interaction, and reporting.

1. To create a live event in Teams, select **Meetings** on the left side of the app and then **New meeting**.
2. At the top of the dialog box, select **New meeting > New live event**.



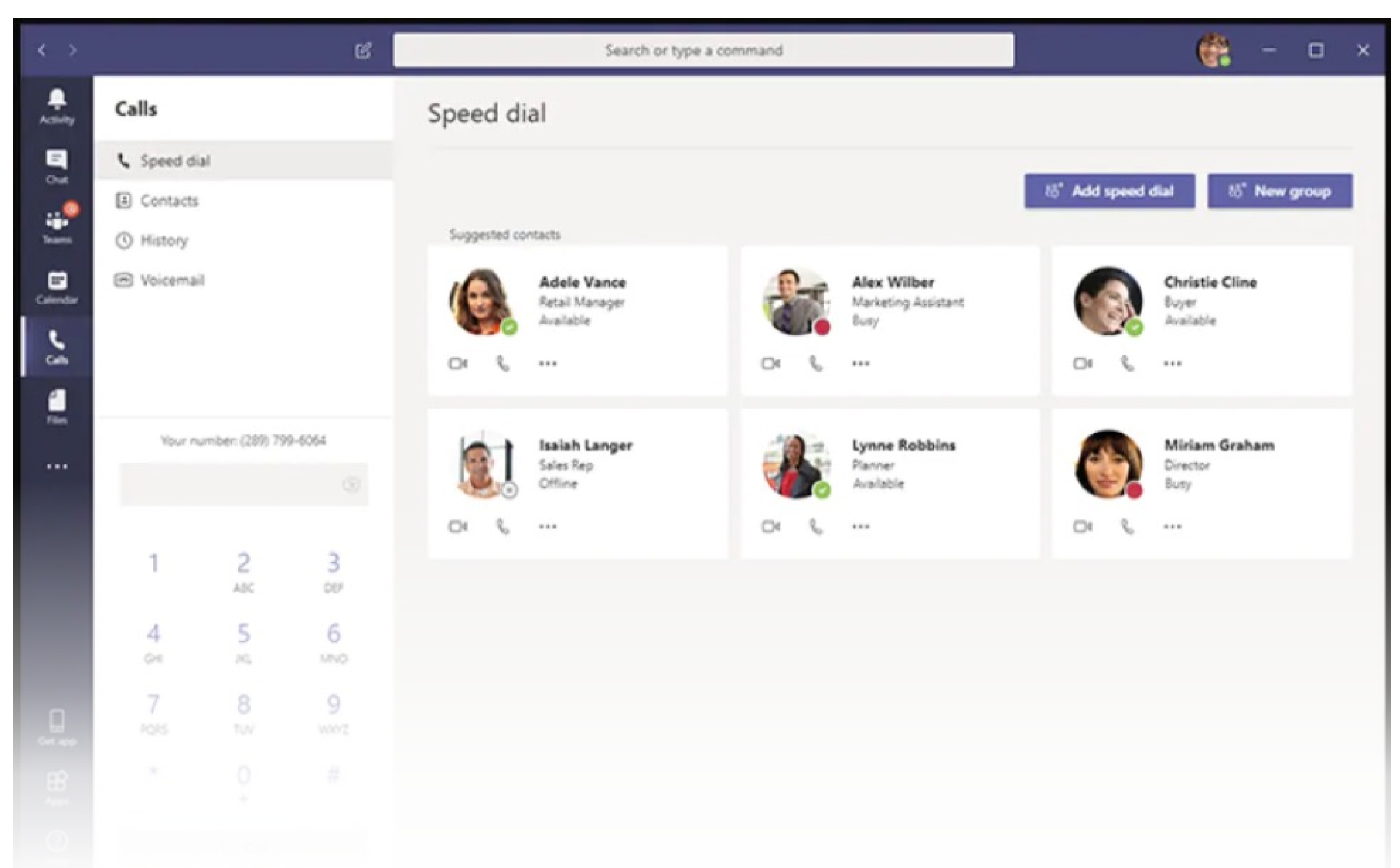
3. Add the meeting title, date and time information, and other details.
4. In the **Invite people to your event group** box, add the names of the people who will be presenting and producing the event.
5. Select **Next**.
6. Under **Live event permissions**, choose who can attend your live event.
7. Make selections under **How do you plan to produce your event?**
8. Select **Schedule**.
9. Select the **Get attendee link** to copy the unique code. This is what you post or send to anyone attending the event.

## Business Voice

If you have Business Voice added to your Microsoft365 plan, you are able to use Teams as a cloud based phone system.

The calls section will house all your recent calls, contacts and allow you to schedule and join in conference calls of up to 250 guests.

Business voice is a big step away from locked in phone contracts and it often far cheaper than other phone systems as you have the software already.



If you are interested in Business Voice or are having technical issues with the platform, reach out on **020 7042 6310**.