

## **Teams - End User Training**

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## Overview

The Microsoft Teams application is designed to be a very consistent, structured experience on all devices: Windows desktops, Mac, Web-browsers, iOS mobile devices, Android mobile devices, AND desktop phones and video conferencing units (VCU). This is extremely important for businesses that are preparing for installation and training because it should minimize apprehension around call handling. A user will perform the following functions with all the same clicks on any of those devices:

- Answer calls, Hold, Unhold, Mute, Unmute, End Calls
- Blind transfer, Consult (warm) Transfer, \*\*Remember Microsoft does not support Ad Hoc 3-way conferencing\*\*
- Accessing call history, voicemail, searching contacts, and dialing

Evolve IP is responsible for consolidating and enabling businesses with the Microsoft content for How-To Videos and Guides for performing route functions. That content is organized below and often links to Microsoft content so that it's always the MOST-CURRENT documentation with ongoing application releases.

**Collaboration versus Calling:** Business Transformation is underway. When moving toward a Microsoft Teams solution, your business values communications in the following order:

1) Collaboration 2) Meetings and conferencing- online and in-person 3) Traditional Calling

## Quick Start Guide

- [What is Microsoft Teams?](#)
- [Sign in and Get Started with Microsoft Teams](#)
- [Chat and share files in Teams](#)
- [Collaborate in Teams](#)
- [Set up Teams Mobile APPS](#)
- [Learn More](#)
- [Getting started videos](#)

### MICROSOFT TEAMS QUICK START GUIDE

The screenshot displays the Microsoft Teams application interface with a 'Quick Start Guide' overlay. The guide is designed to help new users navigate the app. It features a dark blue header with the Microsoft logo and the title 'Microsoft Teams Quick Start Guide'. Below the header, a navigation bar includes 'Teams', 'Activity Feed', 'Chat', and 'Files'. The main content area shows a list of teams on the left, a chat conversation in the center, and a settings menu on the right. Callout boxes provide instructions on various features:

- Move around Teams:** Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.
- View and organize teams:** Click to see your teams. In the teams list, drag a team name to reorder it.
- Find personal apps:** Click to find and manage your personal apps.
- Add apps:** Launch Apps to browse or search apps you can add to Teams.
- Join or create a team:** Find the team you're looking for, join with a code, or make one of your own.
- Manage your team:** Add or remove members, create a new channel, or get a link to the team.
- Every team has channels:** Click one to see the files and conversations about that topic, department, or project.
- Start a new chat:** Launch a one-on-one or small group conversation.
- Add tabs:** Highlight apps, services, and files at the top of a channel.
- Use the command box:** Search for specific items or people, take quick actions, and launch apps.
- Manage profile settings:** Change app settings, change your pic, or download the mobile app.
- Add files:** Let people view a file or work on it together.
- Reply:** Your message is attached to a specific conversation.
- Compose a message:** Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

# Interactive Demo

[Microsoft Teams Interactive Demo](#)

# Video Training

[blocked URL](#)

[Quick start](#)

[blocked URL](#)

[Intro to Microsoft Teams](#)

[blocked URL](#)

[Set up and customize your team](#)

[blocked URL](#)

[Collaborate in teams and channels](#)

[blocked URL](#)

[Work with posts and messages](#)

[blocked URL](#)

[Upload and find files](#)

[blocked URL](#)

[Start chats and calls](#)

[blocked URL](#)

[Manage meetings](#)

[blocked URL](#)

[Set up and attend live events](#)

[blocked URL](#)

[Explore apps and tools](#)

[blocked URL](#)

[Manage team schedules with Shifts](#)

[blocked URL](#)

[Manage your activity feed](#)

[blocked URL](#)

[Teams on the go](#)

[blocked URL](#)

[Get started with Teams \(free\)](#)

# Microsoft Training Content

<a href="#">Microsoft Teams Interactive Demo</a>
<a href="#">Microsoft Teams video training Quick Start</a>

MS Teams Admin Training

Getting started with Microsoft Teams