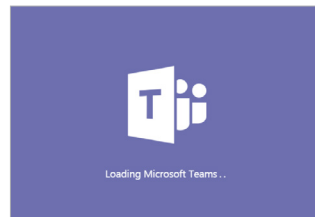# TELSTRA CALLING FOR OFFICE 365

Microsoft Teams Feature Guide

Microsoft Teams

Microsoft Teams is a chat-based collaboration tool that is part of the Office 365 suite of services. **Teams** enables co-workers to work together & collaborate through a commonnworkspace, using features such as team chat, one-on-one chat, video calls, scheduled meetings and document collaboration.

To download the **Teams** App on your PC:

1. Go to https://products.office.com/en-us/microsoft-teams

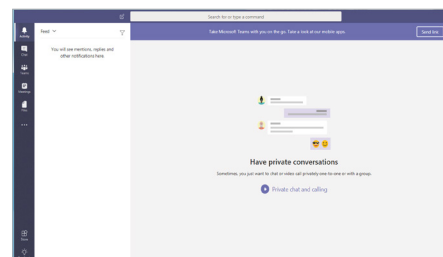2. Enter your **username**, then click **Get Started**
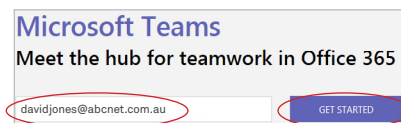
3. Select your **user profile**
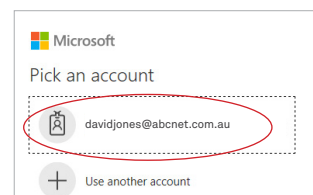
4. Enter your **Password**

5. Click **Sign in**

You will be directed to the Teams App
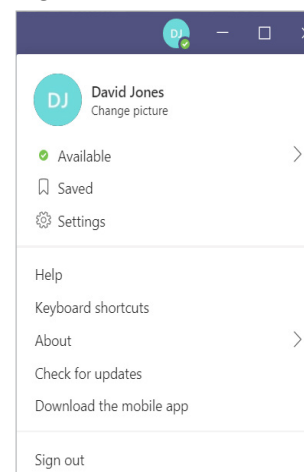
Personal Profile

Go to your **personal profile** to set up your preferences

Click on your **profile** Icon to view options

From your profile settings you can:

► Add a profile picture

► Change Presence status

► View Saved Messages

► Settings

► Keyboard shortcuts

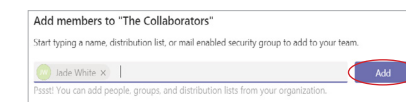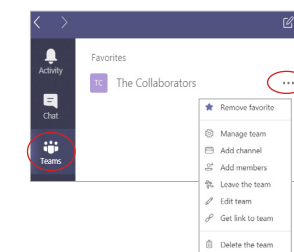► Access link to Download the mobile App

► Sign out

Teams

1. Select **Teams** from the **Menu bar**

2. Click **Join or Create Team**

3. Click **Create Team**

4. Give your Team a name and a description

5. Select **Privacy options** from the dropdown

6. Click **Next**
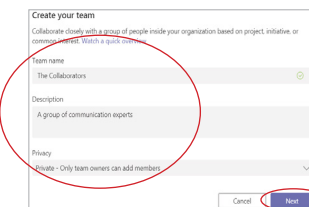
7. Search for contacts to add to your Team

8. Click **Add**

9. Click the **More** button on a **Team** to view further options

► Manage Team

► Add Channel

► Add Members

► Leave the Team

► Edit Team

► Get Link to Team

► Delete the Team

Teams Channels

Teams are made up of Channels, each covering a different topic.

Favourite Channels will show up in the left hand pane, other Channels will show up if there is a notification for you

Channels are open to everyone on the Team, so anyone can drop in at anytime to see what is going on or add to the topic
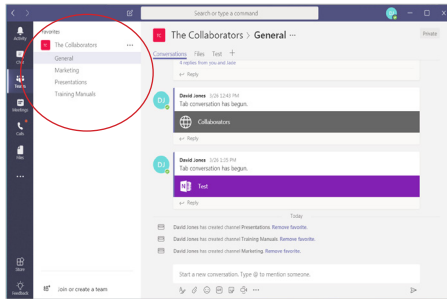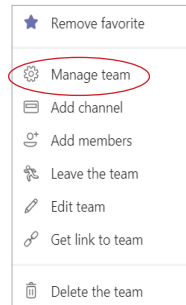

Add Channel

1. Click the **More** icon ⋯ on your **Team**
2. Click **Add Channel**
3. Enter a **Channel name**
4. Enter a Description (optional)
5. Click **Add**

Manage Teams

From Manage Teams a Team owner can:
► Add new members and other owners
► Manage Team settings
   • Enable / Disable @Mentioning
   • All GIF's, stickers, memes and moderation settings
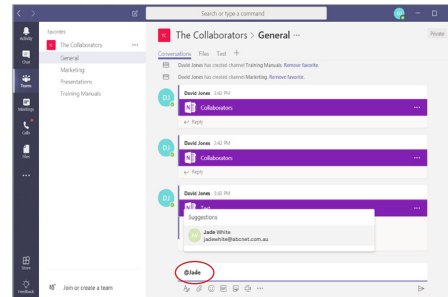► Rename the Team
► Delete the Team

Note:

- *There can only be 10 Owners per team*
- *There can be as many as 600 members per Team*
- *A member can add additional Channels to a Team*

Mentions

Get people's attention by **@Mentioning** them in a conversation

Type in the @ symbol before someone's name

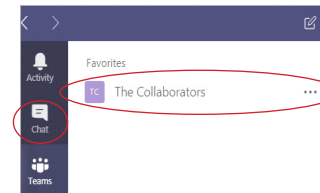

Chat

Send Chat messages to a Team or an individual

To send to an individual:

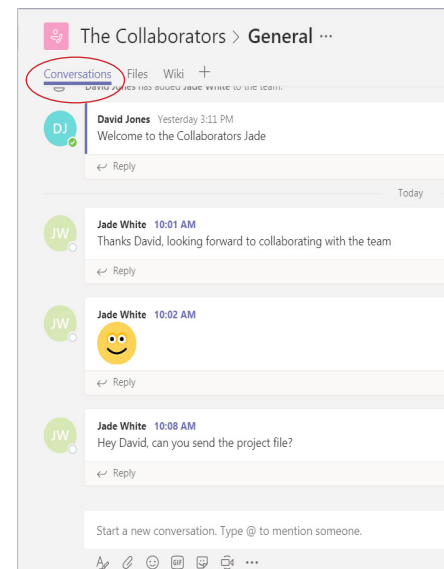1. Click the **New Chat** Icon

2. Search for contacts to add to the Chat
3. The Chat will appear in the Conversations pane to the right of the home screen

Send a Chat message to a Team

1. Click **Chat** from the **Menu** bar
2. Select the **Team**

3. The Chat will appear in the **Conversations** pane to the right of the home screen

Send a File

While in a **Chat**, you can add a file:

1. Click the **paperclip** at the bottom of the **Conversations** pane
2. Choose a file to upload

You can also add Emoticons, GIF's and Stickers to a Chat

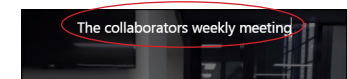*Note: Maximum file size you can upload is 10GB*

Meet Now

Teams – **Meet Now** gives you the ability to establish a spontaneous video conference or schedule a conference for a later date **Meet Now** has the added ability to do screen sharing.
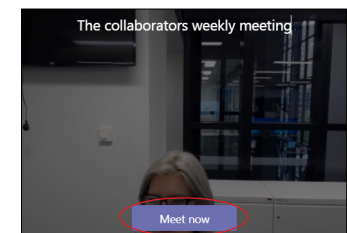
1. Select the **Meet Now** icon from the bottom of the Conversation pane

2. Enter a meeting subject name

3. Select **Meet Now** to start an impromptu meeting
4. Turn Camera setting **On/Off**

5. Select **Schedule a meeting** to schedule a new meeting

6. A new meeting window opens

7. Enter meeting details and select attendees

8. Click **Schedule a meeting** `Schedule a meeting`
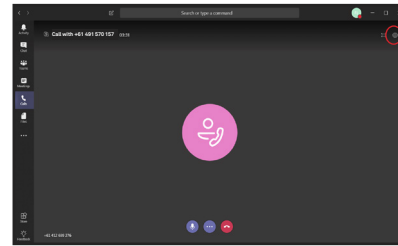
9. Go to **Meetings** to view scheduled meetings
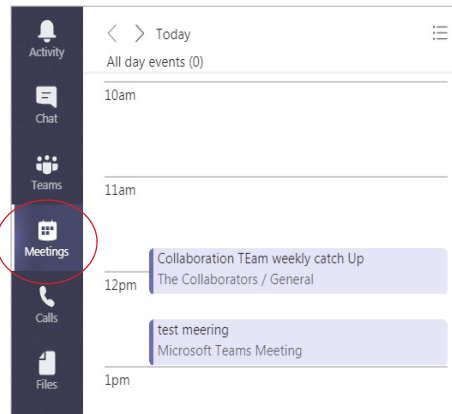
When in a call the following **Call Control** icons are available to manage your call:

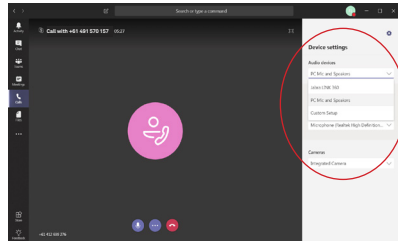 Stop / Start my Video

 Mute

 Share Desktop

 More Actions

 Leave

Edit Headset Preferences

Headset preferences can be edited or changed when on an active call. To change your headset preferences whilst on a call:
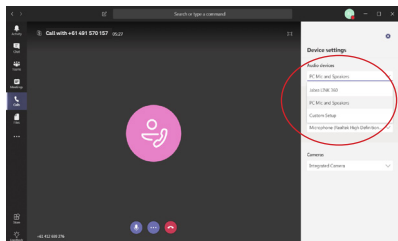
1. Select **Settings**

2. Your default audio settings will appear.

3. To change or edit the audio device click on the **Audio devices dropdown** and select your preferred audio device.

4. When you select the audio device ie Jabber, Teams will automatically choose the relevant settings. If you wish to change those settings perhaps to use your laptop microphone, click on the **Microphones dropdown** and select the relevant option.
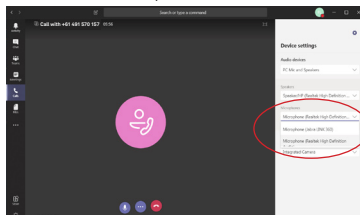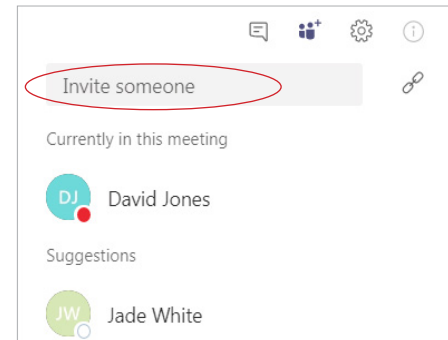

Click **Chat** within the **Call** pane to display the conversation window to the left
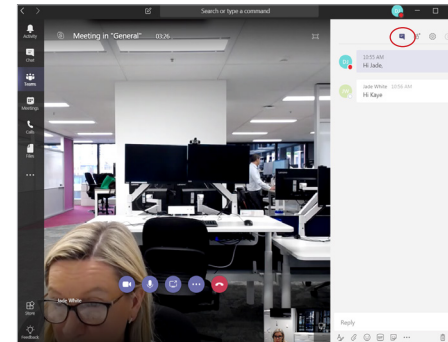
Click in the **Conversation** pane to close the pane

Click when in a meeting to display the **Participants** pane and to Add people to the meeting

Click in the **Invite someone** field box and search for a contact to add to the meeting

or, to send an email invite:

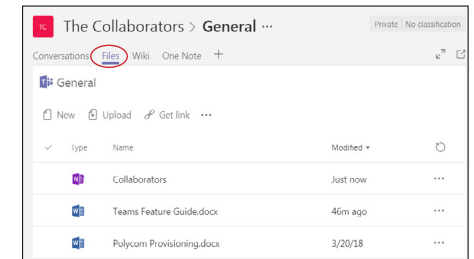Click the **Copy join info** link to copy the meeting link, then paste into an email to send the invite to a user outside of your organisation

The email recipient will click the link to join the meeting

While in a meeting click to show the meeting in full screen

Click to leave full screen view

Headings - Files

From the files tab you can manage, add or upload files your files

1. Click **Files**

2. Click **New** to create a new folder or file type

3. Click **Upload** to upload a new file

4. Click **Get link** to get a shareable link to access your **Microsoft Teams**

5. Click the **+** icon to find and Add files and Apps to your Headings
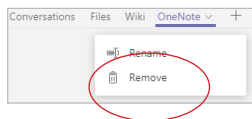
6. Click **Save**

Headings - Add a Tab

Headings - Management

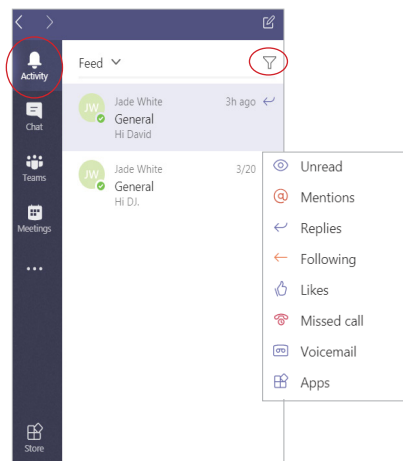Right click on a **Header** tab to access the following options:
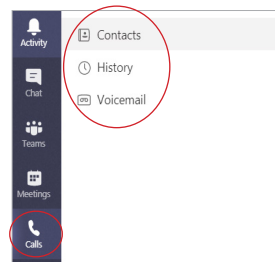
▶ Rename

▶ Remove

Activity

From the **Activities** Tab you can view a list of your mentions, Replies and Likes activities you have been working on
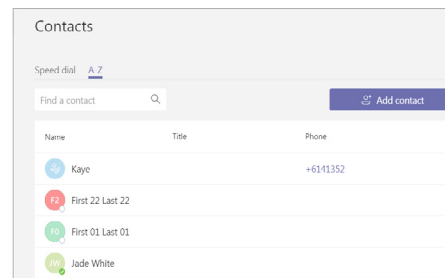
Click the *Filter* icon to sort the activity view

Calls

From the **Calls** tab you can view your **Contacts list, Call History** and access **Voicemail**

1. From the **Speed dial** tab, click on a contact to call

2. Click **Add to speed dia**l to add a new Speed dial contact
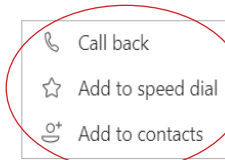

3. From the **A-Z** tab, click *Add contact* to add a new contact to your list

4. Right click on a contact to view the following options:
   ▶ Add to Speed Dial
   ▶ Remove Contact
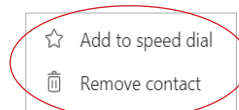
From the **History** tab you can view a list of **Missed, Received and Placed calls**

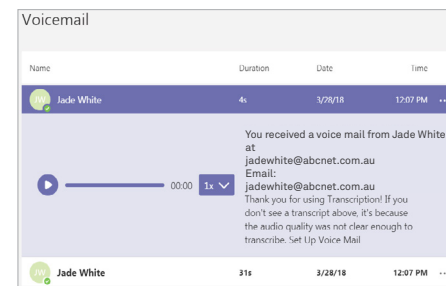Click the *More* icon next to a call entry to view the following options:

▶ Call back

▶ Add to speed dial

▶ Add to contacts

From the **Voicemail** tab you can access you voicemail messages

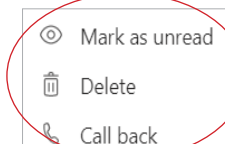**2** A **red badge** with number indicates the number of unread voicemail message you have

Click on a message to view further information


Click ▶ to play the message

Click ⏸ to pause the message

Click ··· to view the following further actions

PSTN Calling

Calling in Teams supports basic Phone System features, such as call answering and initiating (by name and number) with integrated dial pad, call holding and retrieving, call forwarding and simultaneous ringing, call history, voicemail, and emergency calling
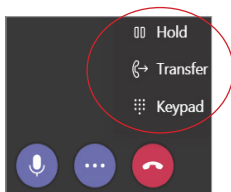
1. From the **Calls** tab, use the dial pad to enter a number

2. Click the **dial** icon or tap *enter* on the keyboard to initiate dialling
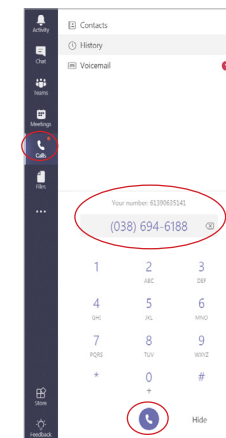
3. From the Calling screen you can manage the call features:
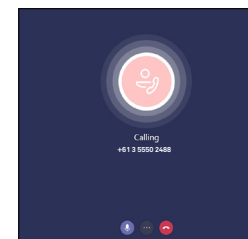
Tap 🎤 to Mute the call
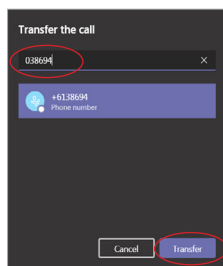
Tap ⚫⚫⚫ to view further options

Hold

1. Click **Hold** to place a call on Hold
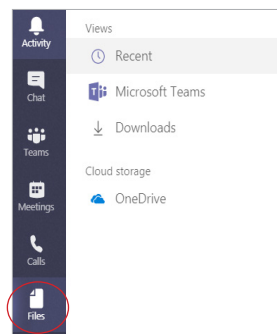2. Click **Resume** to take a call off hold

Transfer

1. Click [→ Transfer]
2. Enter the **transfer destination number**

3. Click **Transfer** to complete to transfer

Files

From the **Files** panel [Files] you can view the different **Sources** where your files are located

1. Select **Recent** to view all the documents you have been working on lately


2. Select the **More** icon ⋯ to view options to edit or open a file in the correct program

3. Click the **link** to get a copy of the document link to cut and paste into an email or other program
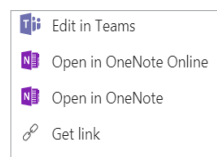
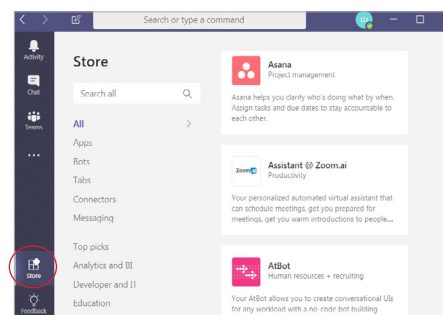4. Select **OneDrive** to view document folders and files you have uploaded

Click [New] to create a new folder or document

Click [Upload] to upload a file from your PC

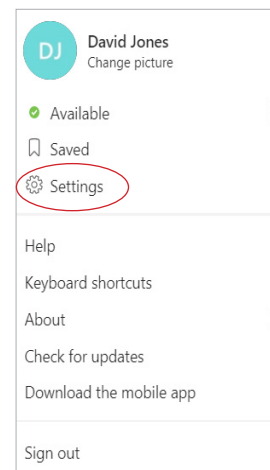Click [Get link] to access a link to your file repository

Store

From the **Store** [Store] you can access a variety of both **Professional and Personal Apps**,

Settings

1. Click on your **profile**
2. Click **Settings**

From here you can view and manage the following **Settings**:

► General
► Notifications
► Calls