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Beyond IT. People.

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An Introduction to Using Microsoft Teams

Prepared by MXOtech

MXOtech is a women-owned Chicago-based IT consulting company that provides the mid-size market with managed services and customer software development. MXOtech has been named one of America's Fastest Growing Companies, one of North America's top providers of emerging technologies, among the country's most thriving industry leaders, and one of the World's Best Managed Service Providers.

Channel Futures.
MSP 501
2019 WINNER

CRN
WOMEN of the
Channel
2019

CRAIN'S 2019
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Certified
WBEN
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Microsoft Teams 101
Hosted by: Will Orellana

Will reviewed a brief history of Microsoft moving from Skype for Business to Teams
- o Teams is included in your Office 365 subscription.
- o Teams is an easier to deploy and more cost-effective than Skype or Slack.

Chat Features: Direct Chat with individuals or groups

To message individuals:

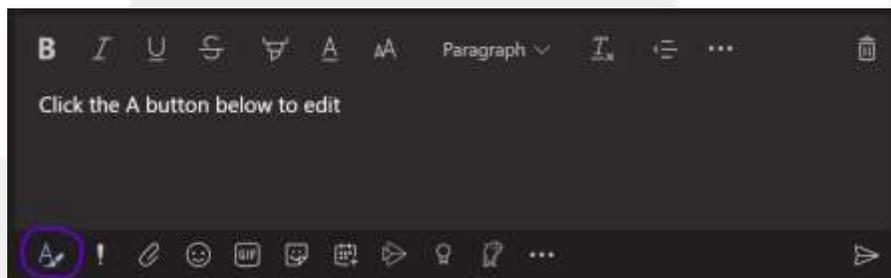- ▪ Click on the individual's name in the left panel under:
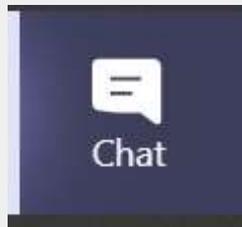
Select their name:

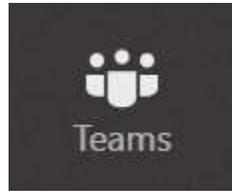Type your message in the box below and click send:

Once you start typing you can modify your message to bold, italicize, underline, size, etc. The "!" will allow you to mark this message as urgent for the intended recipient.
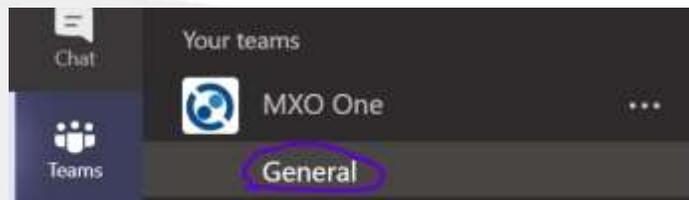

Chat Features: Chats will synchronize across all devices you are signed in with Teams.

To message Groups:

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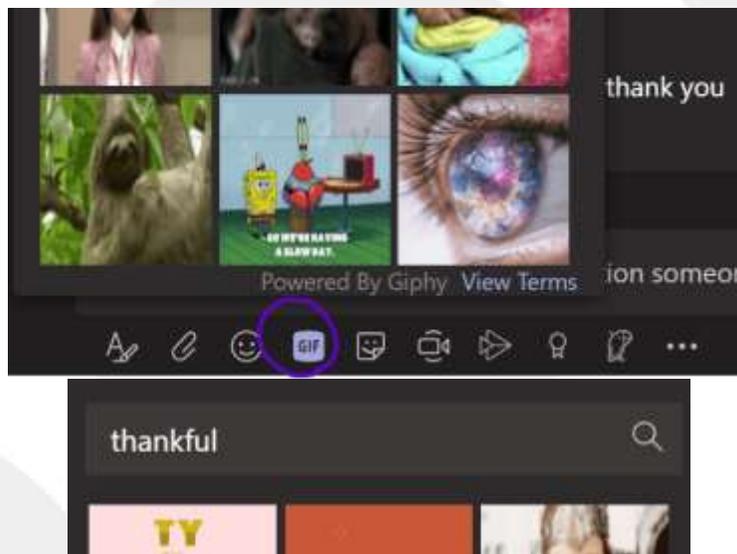Click on Teams in the left panel:

Select your group:

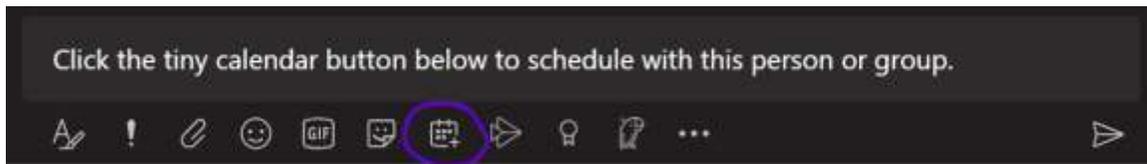Type your message in the box below and click send:

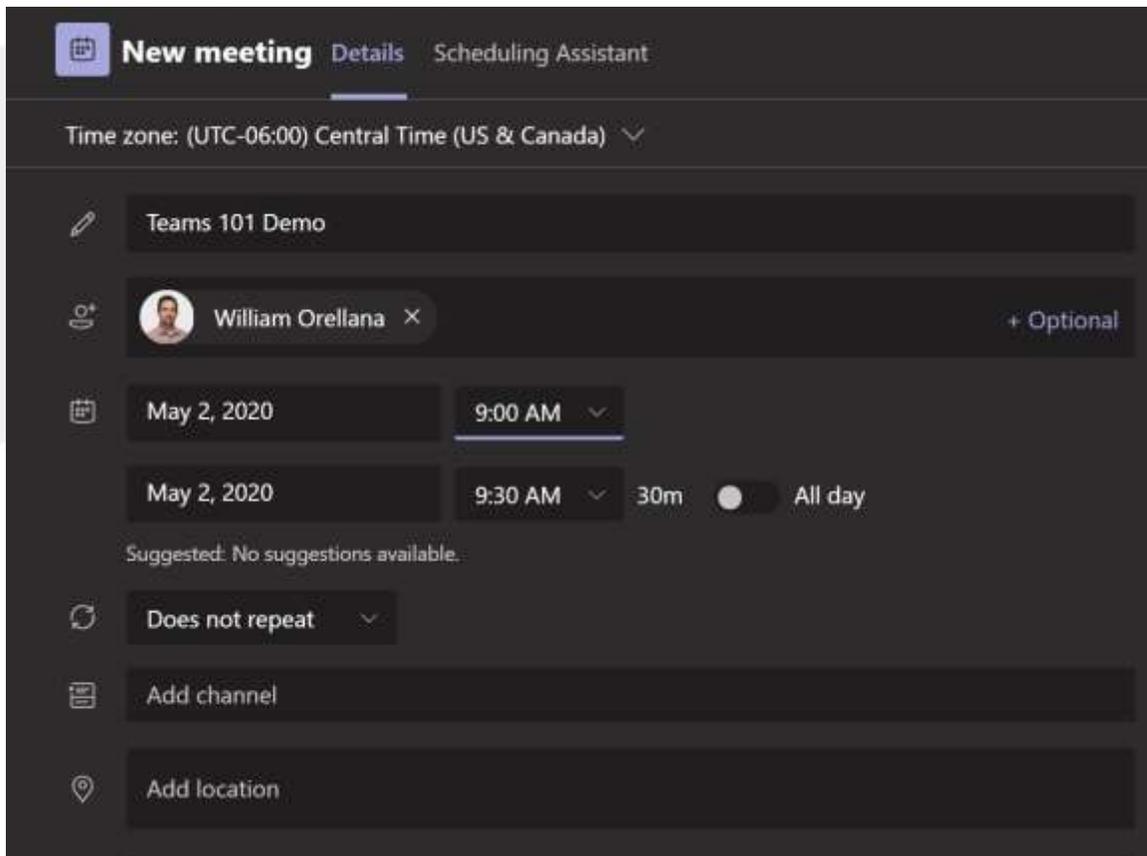

Adding GIFs or Stickers:

Click on GIF at the bottom of your message bar after using the search bar to type in emotions:
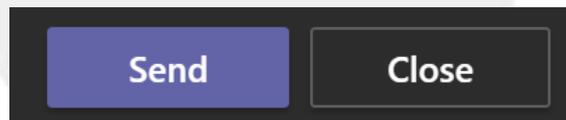
**Schedule a meeting in Teams:** for email and calendar integration (additional detail below)

Click the tiny calendar button below to schedule with this person or group.

A̲ ! 🖉 ☺ GIF 🖼 📅 ▷ ♀ 🗊 ...   ➢

Customize:

📅 **New meeting** Details   Scheduling Assistant

Time zone: (UTC-06:00) Central Time (US & Canada) ∨

🖉 Teams 101 Demo

👤 William Orellana ✕   + Optional

📅 May 2, 2020   9:00 AM ∨

    May 2, 2020   9:30 AM ∨ 30m ⬤ All day

    Suggested: No suggestions available.

🔁 Does not repeat ∨

🗓 Add channel

📍 Add location

Click Send in the top right Corner to send this invite:
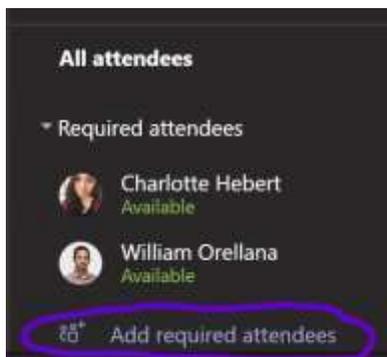
Send   **Close**

Scheduling Assistant: Teams offers a virtual scheduling assistant to review participant availability before sending the invite.
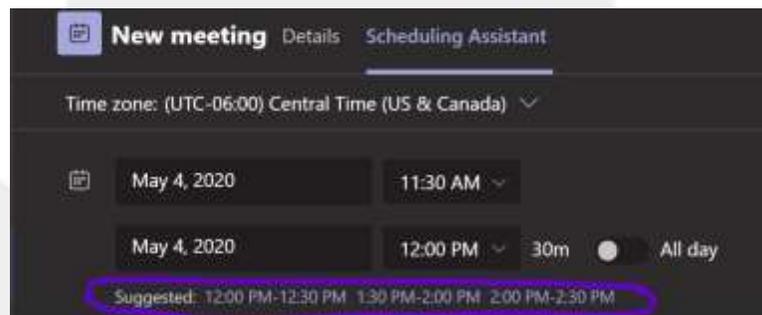
Select 'Scheduling Assistant' for a New meeting:
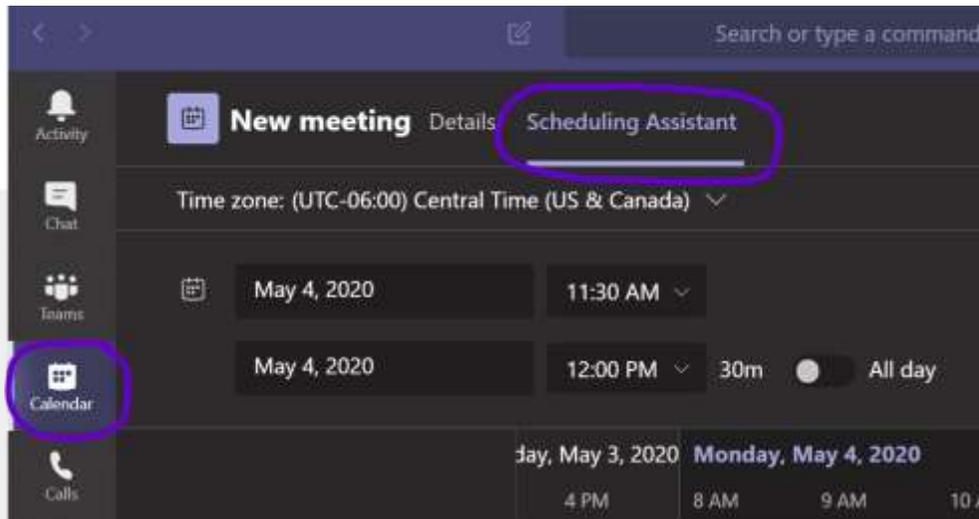

Add Participants:

Review available times and select based on your needs. This feature works for multiple attendees. Clicking on the time slot will automatically populate your timeframe.

Complete a Direct Video Call: Video Calls can be completed with Individuals or Groups
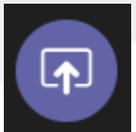
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In in the top right corner of your chat with the individual(s) you will see four buttons:
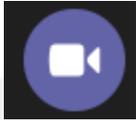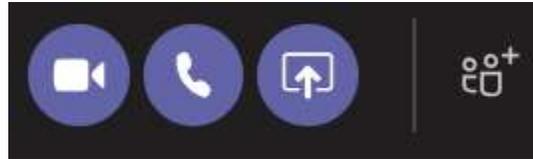
 Video + Audio Call
(using the computer microphone without connected headphones)

 Audio Call Only
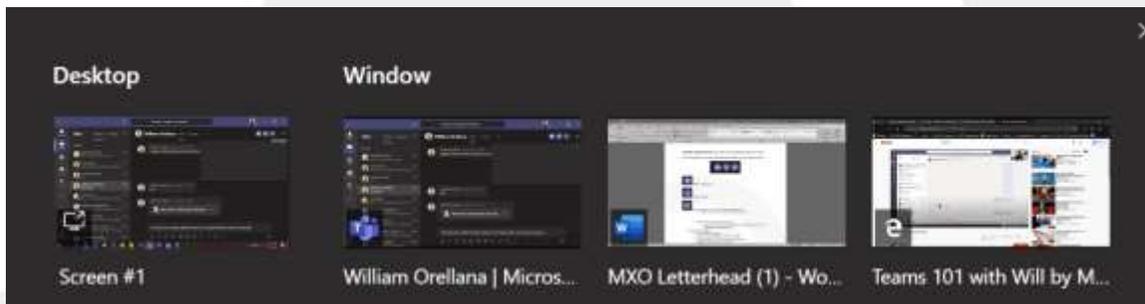(using the computer microphone without connected headphones)

 Screen Sharing only.

 Add Teams members to the call/chat

Screen sharing will allow you to select the monitor or screen you would like to share by clicking your option.

There is a way to add a conference bridge option. This is an additional license cost per user (approx. $4 per user per month as of April 2020).

Review Teams vs Channels: Teams are for groups and Channels are categories to organize your thoughts.
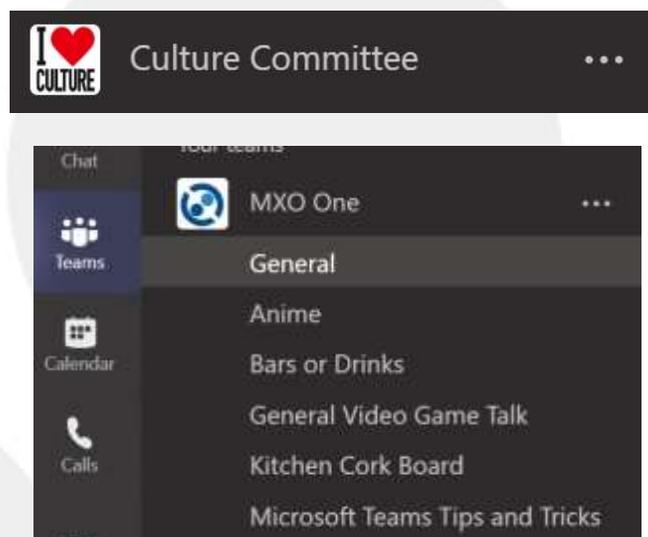
At MXOtech we often build our Channels by projects, departments, topics, or clubs:
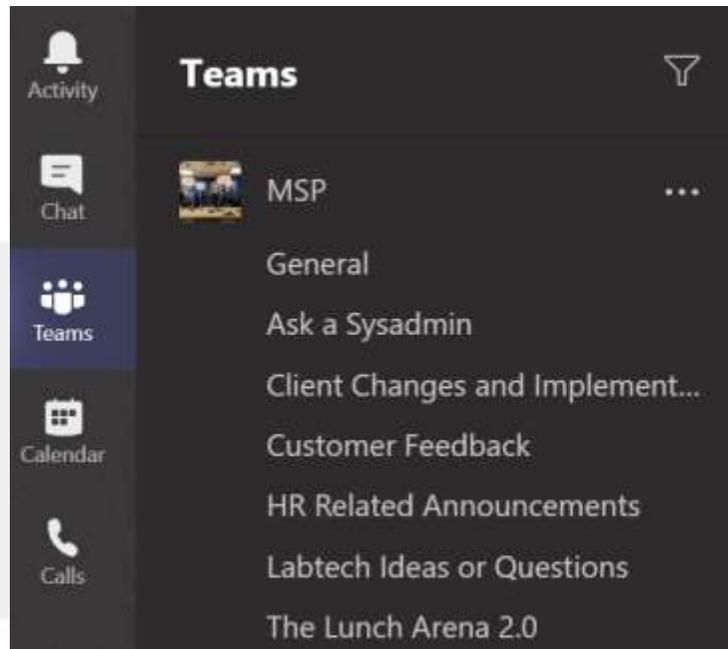
Groups are created to keep things organized and prevent chatter.

For example, MXOtech has a Channel dedicated to the our up to date Customer Feedback.

Teams is also used as tool for MXOtech to grow our culture and to ensure we stay connected while working remotely.
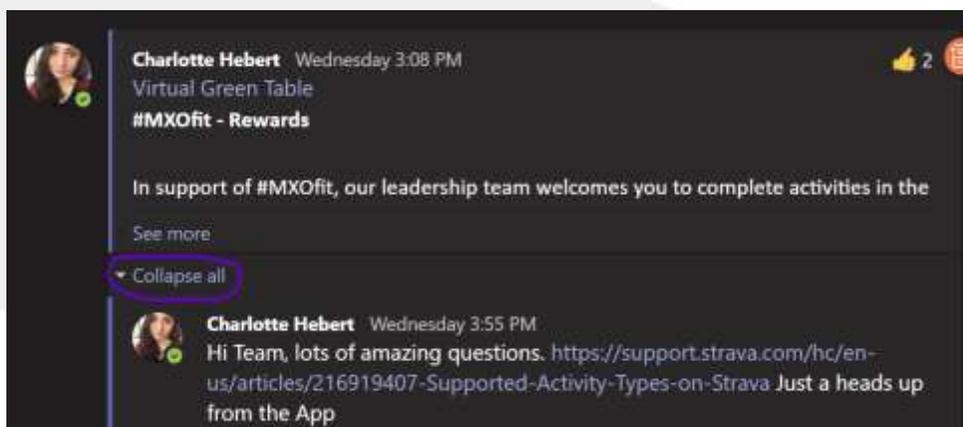

Threading and why it's important to follow: Always try to respond or create a discussion in the appropriate chat.
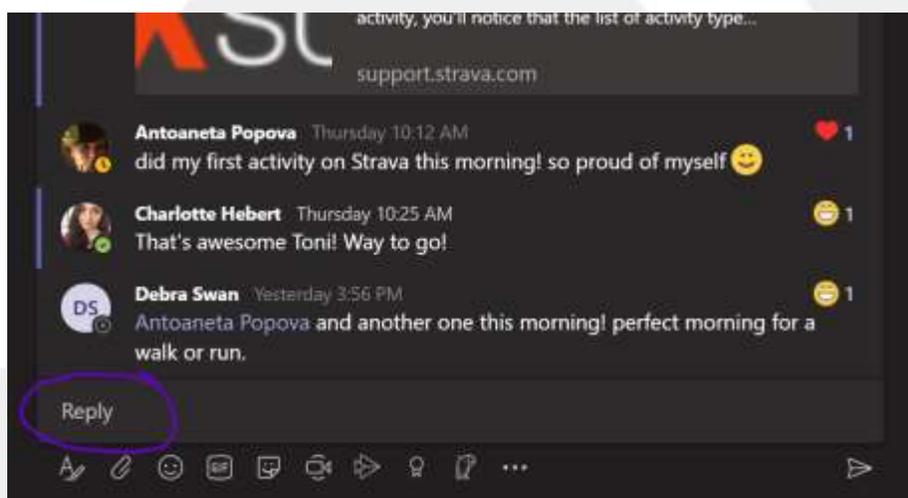
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To ping/tag/notify everyone in the chat or team: @Group you are responding to:
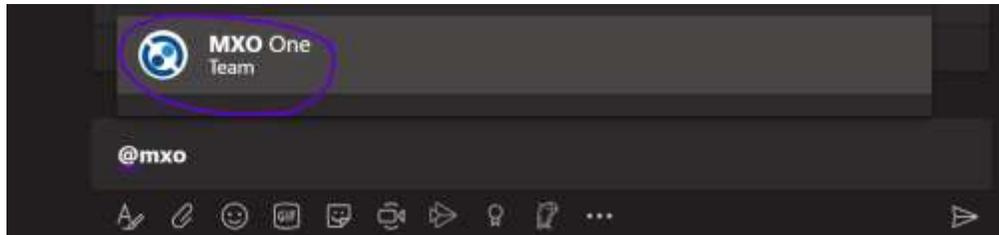
Responses to your post will create a collapsible discussion below @Group post:

- To keep the discussions organized: always Reply under the last comment below (like responding to the last email in Outlook or Gmail).
- Responding outside of the last comment will create a new thread.

Review Calendaring: If you are not on Office 365 e-mail (exchange), then Teams and Outlook integration will not work.
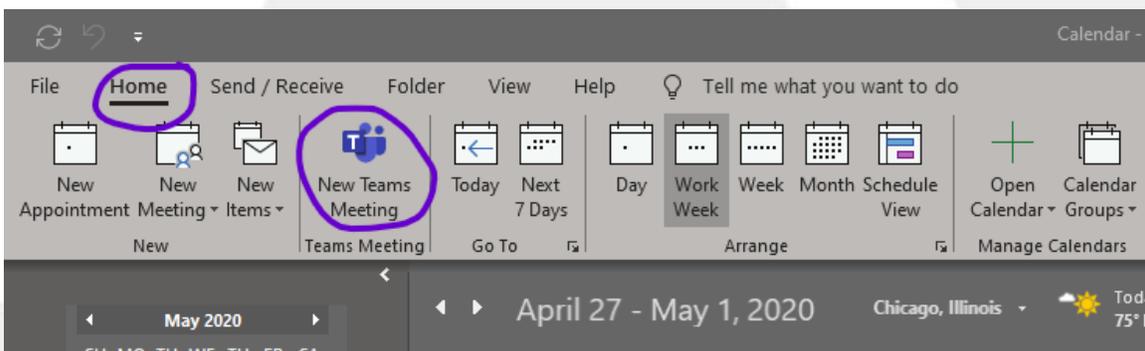
Select the Calendar icon in the left panel:

This calendar integration will appear exactly as it does in Outlook including reoccurrence.

Adding a meeting in Teams will automatically create a link to Teams in the invite.
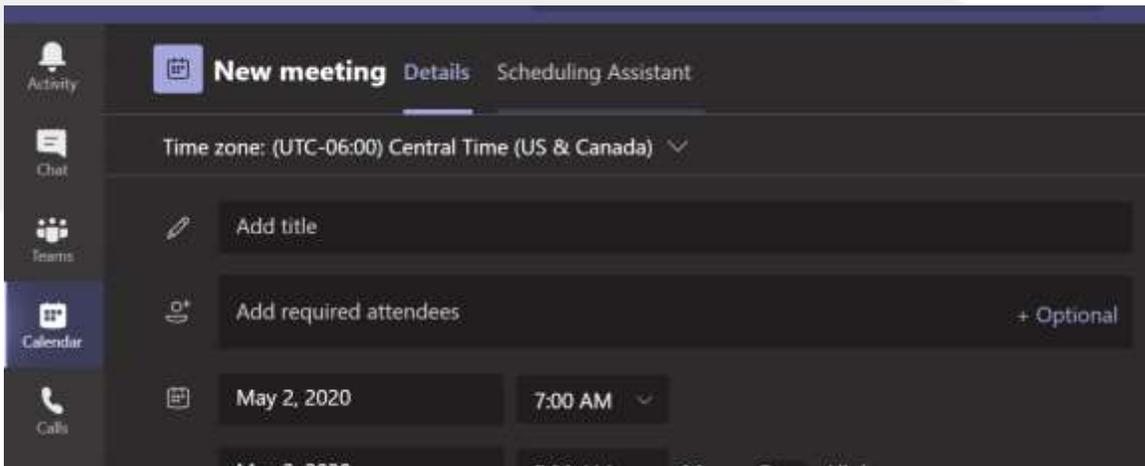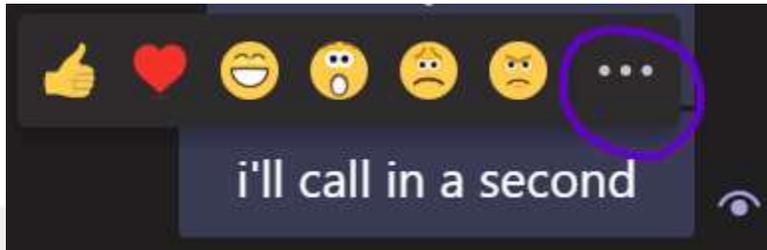

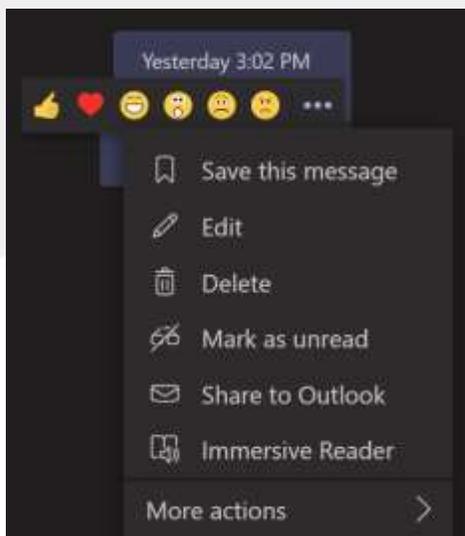A Teams link can also be added in outlook via this button:
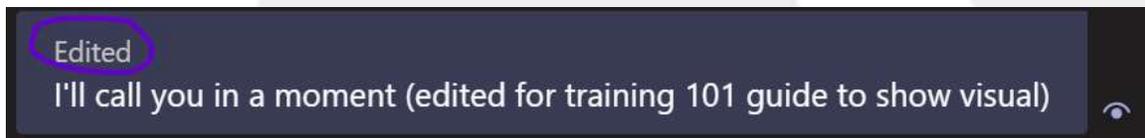
Delete or Edit messages you sent:

If you would like to make a correction in a sent message, hover over the message and click on the three dots:
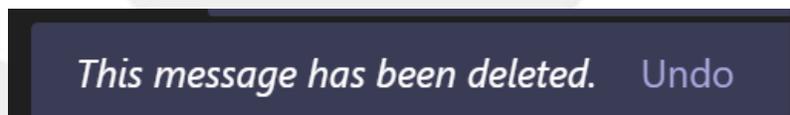

Select what you would like to do. In this case, we will edit the message.

This message will now appear as edited:

Deleted messages will show as:

Note: You can also use these three dots to react with an emoji. 😊

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Sharing files and easy file collaboration:

When sharing a file with another Team member(s), files can be worked on in real time unison. This file will be saved automatically in Teams.

Share File:
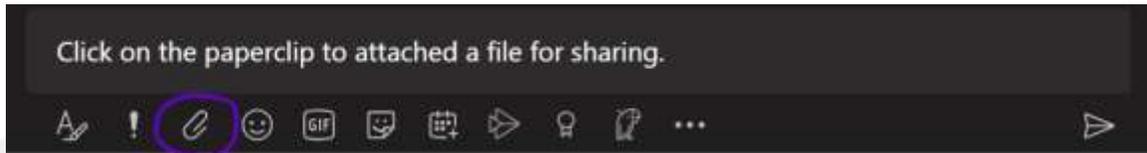
Edit in Teams:
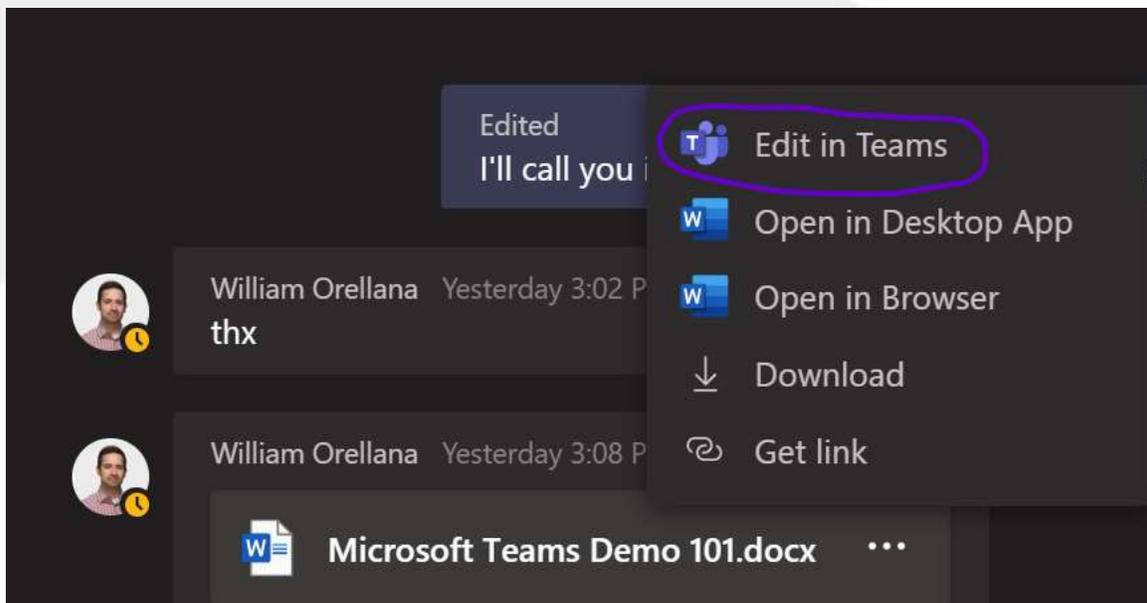
Access shared files later by selecting the more option beside Chat:

We did speak on the phone after all, don't worry. 😉

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Ability to integrate additional applications into Teams: Polly is MXOtech's most commonly used application plug-in for Teams discussions.

Frequently Asked Questions:

Q: Can you install teams in on multiple devices?

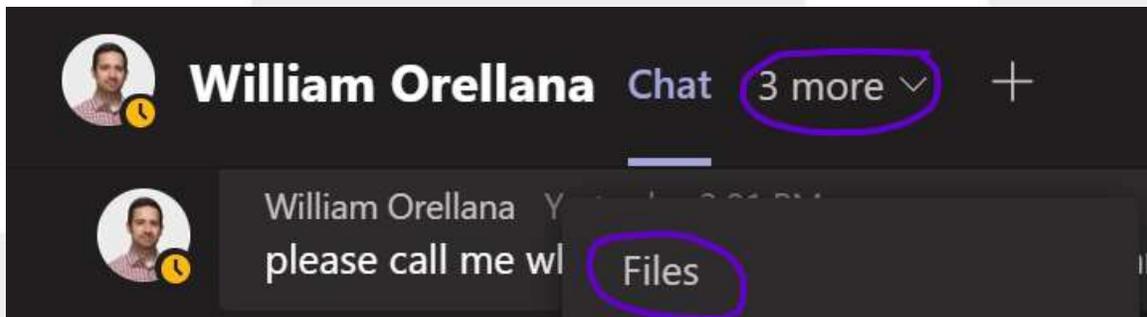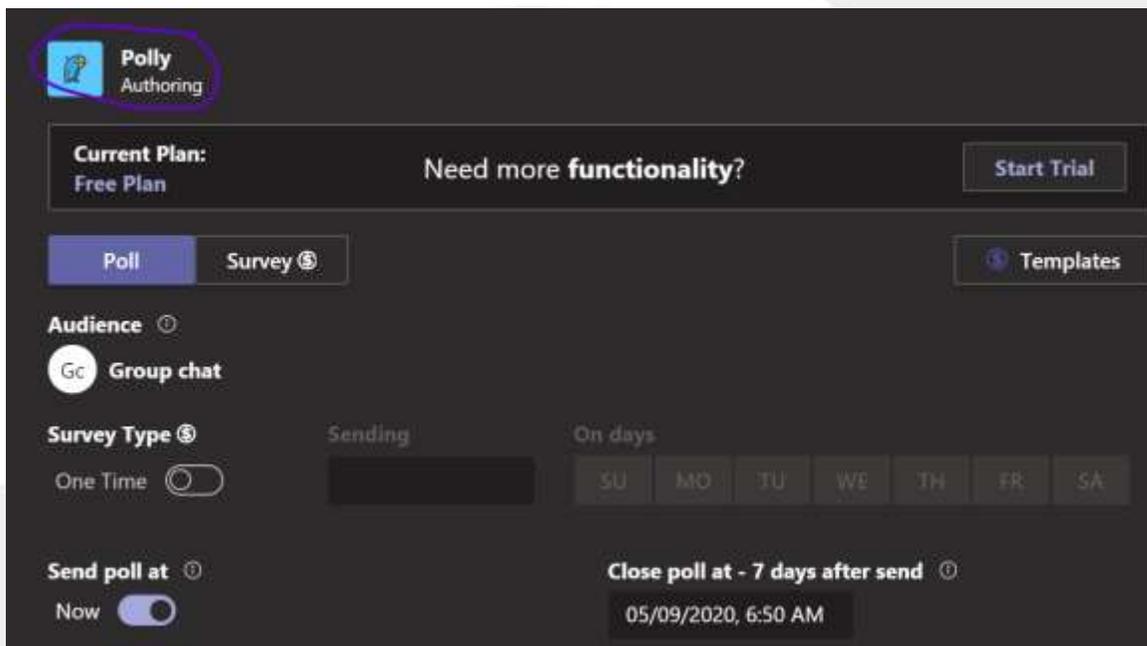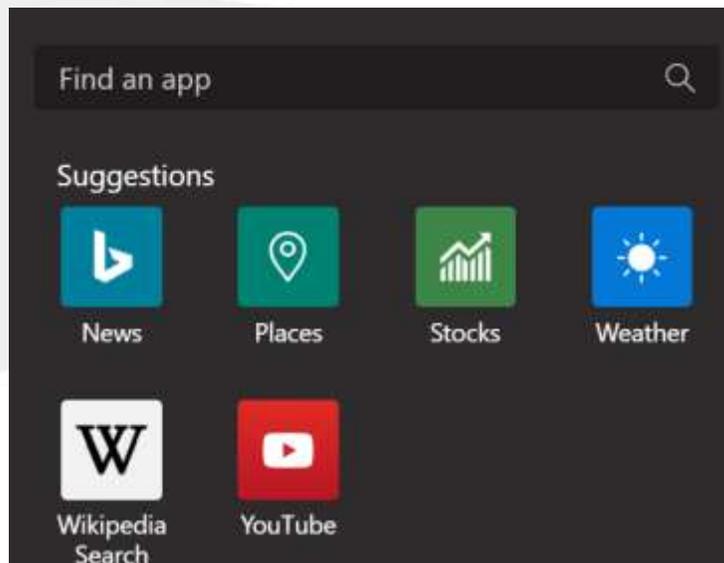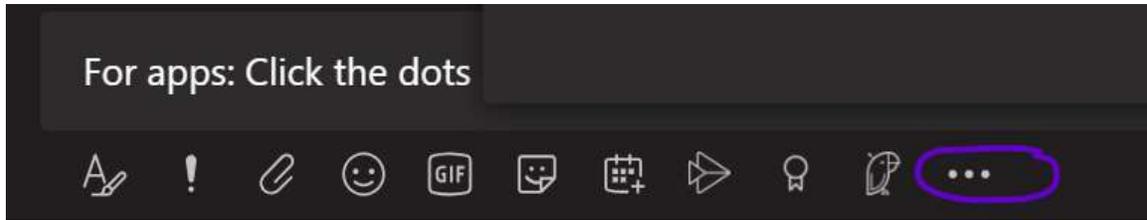*A: Yes! Teams can be installed on Windows and Mac phones and computers.*

Q: Can two or more users type in a shared document at the same time? If so, can you see who edited what?

A: Yes! Multiple people can edit the document at once and will be identified by name as they type. To track for all changes, start by clicking 'Track Changes' under the review tab (image for Microsoft document as reference).
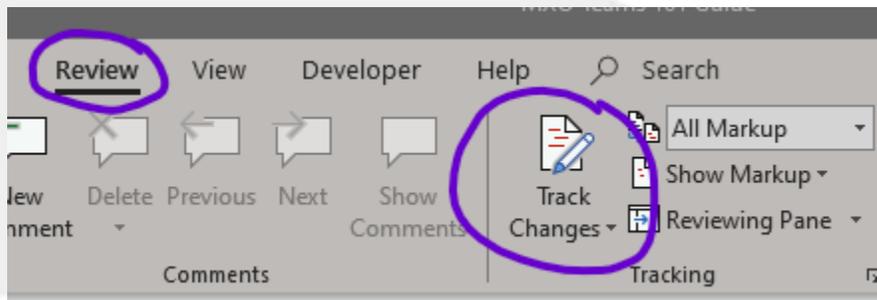
Q: Can you see all participants at once in video chats?

A: As of May 2020, Teams will only show the last four people speaking.

Q: Can you set call-in numbers for meetings?

A: Yes, but you would need to add a conference bridge license ($4 per user per month). Only the meeting creator would need this license.

Q: Define the difference between Channel and Team.

A: Team is the group of people that will see the conversations happening. Channels are just topics to keep things organized. For example, HR may be a team, and Remote Work would be a Channel under that Team.

Q: Is there a number limit for how many can join a screensharing and video call?

A: Limit for Teams' meetings is now 250. One person can share their screen at a time. To allow another to share, the presenter but stop sharing, then the next member will step in. This does not have the same presenter requirements as an application like Zoom.

Q: Is it possible to switch devices on a call?

A: Yes. If the call starts at your desktop, an option will appear on your phone simultaneously (if installed) and you can press the button to accept.

Q: Can you allow access to Teams video calls with members outside of your organization (external)?

A: By default, Teams is set to internal only, but your technical team can set to allow for external. Please keep security in mind.

Q: How can I track post updates?

A: Activities will show when a post is updated with a notification number. You can turn on and off notifications for Teams and Channels by clicking on the bell under the three dots beside the name.

Activities notifications will appear in the left column in red:
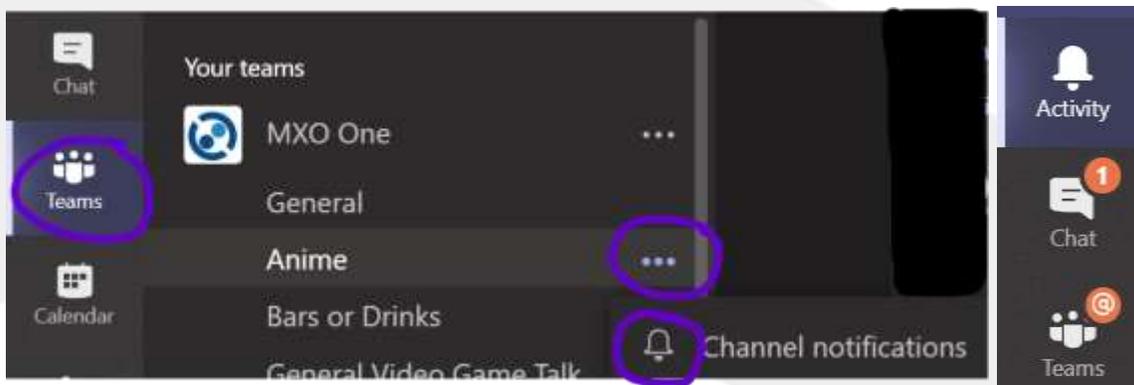
Q: How do you screenshare a video and record?

A: We wouldn't recommend screensharing with the video playing as the quality may not be ideal. Instead, we recommend sending on a link and muting the presenter. You can also record these sessions in Teams when you start a video call with an option for record. The meeting will post upon meeting completion available for viewing and download via Microsoft Screen Service.

 Q: What are the benefits of a Zoom plug-in with Teams?

A: Zoom has a specific license and function to accommodate a certain volume of participants and allows for panelists. Teams can replace Zoom internally, but externally Zoom is still leading in external facing customer discussions.

Q: Recommendations for implementation?

A: Allow an administrator to lock down creation of Teams & Channels if you have a larger size company. We also recommend sending our video. 😊

Link: MXOtech Teams 101 Video

For additional information about MXOtech or our technology support services, please contact Joanna Sobran or Karen Burmeister at 312.554.5699 or at sales@mxotech.com.