

# Modern Workplace



## Collaboration and Content

SharePoint solutions for intranet and collaboration.



## Enterprise Mobility Management (EMM)

Addressing important compliance issues and emerging security threats.



## Communications

Expertise in delivering solutions that use Microsoft Teams.



## Messaging

Additional collaboration competencies using Exchange and Exchange Online.



## Cloud Productivity

Leveraging Office 365—the leader in commercial-grade productivity solutions.



## Security

Implementing security solutions on the Microsoft platform, guarding against threats, protecting data, and maintaining compliance.



Materials, Training and/or Connect: <https://brownandcaldwell.com/microsoft-teams-training-powers-virtual-collaboration>

Follow: <https://www.linkedin.com/company/brown-and-caldwell>

Connect with Kevin Chambers: <https://www.linkedin.com/in/kevinchambers>

Connect with Jason Vale: <https://www.linkedin.com/in/jasonmvale>

Connect with Barrett McDowell <https://www.linkedin.com/in/barrettmcdowell>

# Microsoft Teams Training

Presented by Brown and Caldwell

2020





# Agenda

**Health and Safety Moment**

**New to Teams**

**Adoption and Change Management**

**Scheduling/Joining Teams Meetings**

**Tips & Troubleshooting**

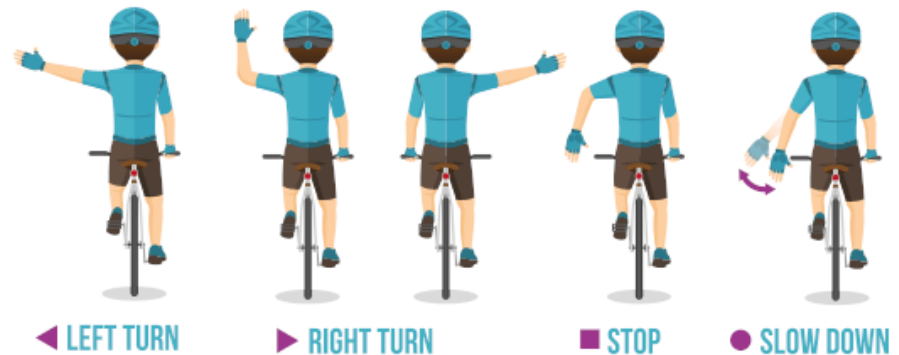
**Collaboration**

**Q&A**

# Health & Safety Moment

Many people are out and exercising either alone or with their families. They may or may not normally do this so here are some things to be aware of as you exercise with them or are in a car around people that are exercising.

- Hand Signals
- Announce yourself
- Make Eye Contact & Beware of Right Hand Turns
- Watch your Spacing

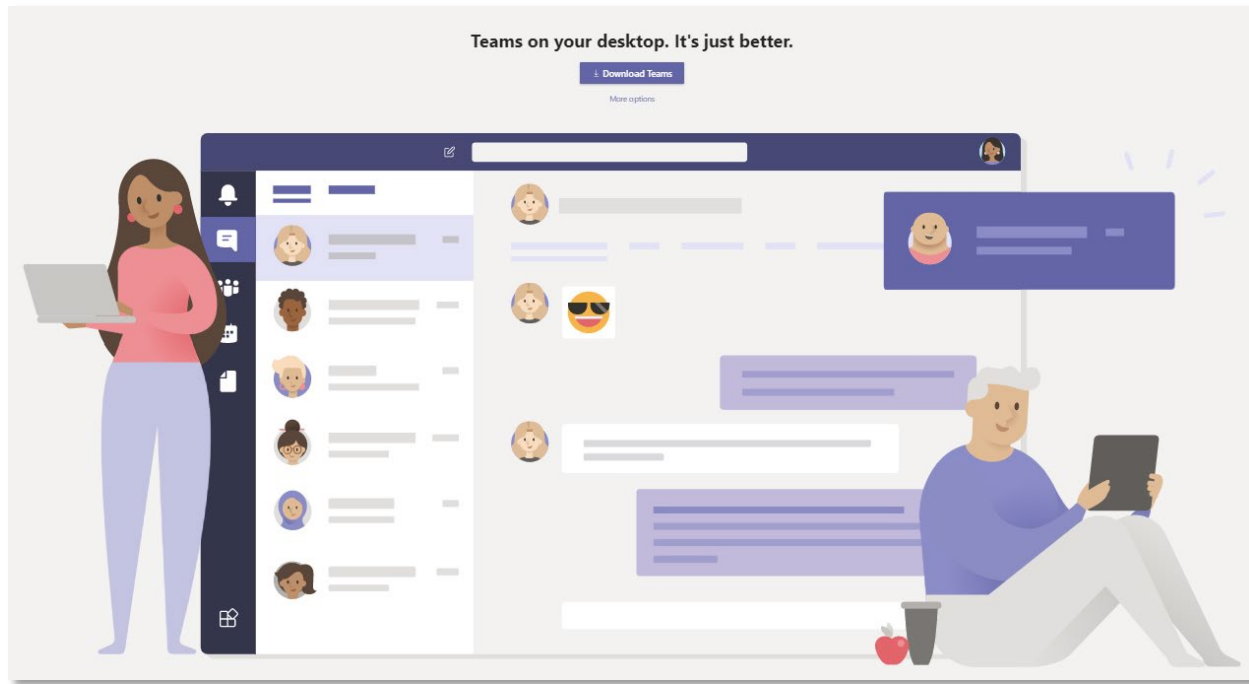


# New to Teams?

Microsoft Teams Training

# Microsoft Teams Free / Paid Versions

For best results, download Microsoft Teams application for free. Internet browsers should be on most recent version.



**Avoid** using Internet Explorer when possible.

<https://support.microsoft.com/en-us/office/differences-between-microsoft-teams-and-microsoft-teams-free-0b69cf39-eb52-49af-b255-60d46fdf8a9c>

# Microsoft Teams Freemium Version

## Making Teams available for everyone

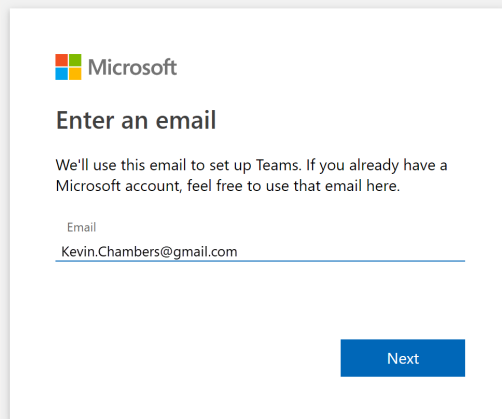
If your organization is licensed for Office 365, you already have it. Here are some **simple ways to get Teams right away**

### Individuals

If you want to get started with Teams, we can get you up and running right away.

- If you're using an email address like Gmail or Outlook, you can sign up for the freemium version of Teams <https://products.office.com/en-us/microsoft-teams/group-chat-software>

## Microsoft Teams



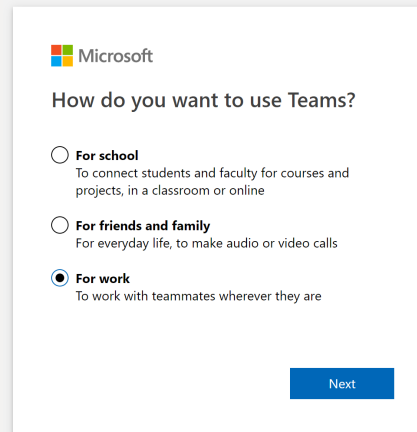
Microsoft

### Enter an email

We'll use this email to set up Teams. If you already have a Microsoft account, feel free to use that email here.

Email  
Kevin.Chambers@gmail.com

Next

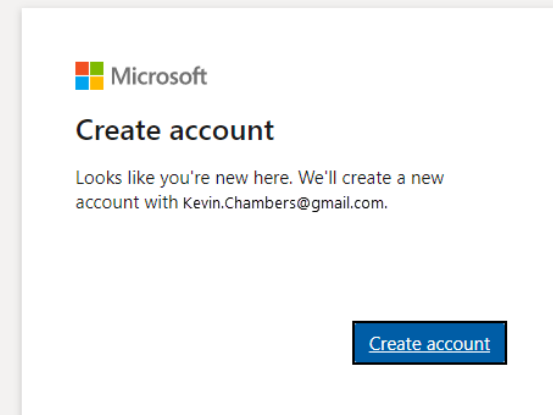


Microsoft

### How do you want to use Teams?

- For school**  
To connect students and faculty for courses and projects, in a classroom or online
- For friends and family**  
For everyday life, to make audio or video calls
- For work**  
To work with teammates wherever they are

Next



Microsoft

### Create account

Looks like you're new here. We'll create a new account with Kevin.Chambers@gmail.com.

Create account



# Microsoft Teams Freemium Version

MARCH 5, 2020



## Our commitment to customers during COVID-19

By Jared Spataro, Corporate Vice President for Microsoft 365

### Q. What does the freemium version of Teams include?

A. This version gives you **unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user.** You also get real-time collaboration with the Office apps for web, including Word, Excel, PowerPoint, and OneNote. There is no end date. Details [here](#).

### Q. Is there a user limit in the freemium version?

A. Beginning March 10, we are rolling out updates to the free version of Teams that **will lift restrictions on user limits.**

### Q. Can I schedule meetings in the freemium version?

A. **In the future, we will make it possible for users to schedule meetings.** In the meantime, you can conduct impromptu video meetings and calls.

<https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/05/our-commitment-to-customers-during-covid-19/>



# Adoption and Change Management

Microsoft Teams Training

# Adoption

## Microsoft Teams Champions

Champions are local team members that are infexiously excited to help improve collaboration & communication

I am a Teamwork Champion!

Ask me about Microsoft Teams and Microsoft 365, our toolkit for teamwork.



Champion Network

A screenshot of a SharePoint portal page for Microsoft Teams adoption. The page is titled "Links to Get You Started" and features several blue buttons for navigation: "Teams Training on TalentView Learning", "Teams Rollout Project", "Teams Overview", "Teams - FAQ", "Audio Tips", "Device Setup", "Teams Etiquette", "Teams Champions", "Microsoft Teams Meetings: Guest Guides", and "Request a Team". Below the buttons, there are two promotional banners: "Replace your ShoreTel Meetings by March 6th" and "Download your ShoreTel Recordings by March 6th", both with "Learn More" buttons. At the bottom, there is a section titled "Microsoft Teams Anywhere!" with a link to "Download MS Teams for your mobile device now!". The page also shows a search bar, user profile, and navigation menu.

SharePoint Portal

## Why Champions?

---

Champions are essential to driving **awareness, adoption, and education** across the organization.

# Why Champions?

## What should Champions do?

**A champion is:** motivated by helping others, interested in new technology, invested in helping other employees use it in alignment with BC's best practices.

### Champions should:

- Be formally trained to increase their depth and breadth of knowledge
- Be encouraged and empowered to guide, teach, and train their peers
- Have consistent and positive reinforcement that affirms the impact of their efforts
- Proactively engage others to help and get feedback

### Champions should not:

- Be the Help Desk or Tech Support
- Wait for employees to come with questions

# Portal Essentials

Keep your community up to date with schedule and timelines



## Links to Get You Started

Teams Training on TalentView Learning	Teams Rollout Project	Teams Overview
Teams - FAQ	Audio Tips	Device Setup
Teams Etiquette	Teams Champions	Microsoft Teams Meetings: Guest Guides
Request a Team		

FAQ section that is updated with current issues and questions gathered from Champions

Make it easy for users to create new Teams

# Scheduling/Joining Teams Meetings

Microsoft Teams Training

# Quick Reference Guides & Training



Careers Services Projects Innovation About News Contact Us 



**Microsoft Teams Training Powers Virtual Collaboration**

Maintain business continuity with powerful tools like Microsoft Teams to virtually connect your employees and teams in a safe, secure, and collaborative cloud environment.

[Register for a training session >](#)

<https://brownandcaldwell.com/microsoft-teams-training-powers-virtual-collaboration/>

## Brown and Caldwell Microsoft Teams Training

Brown and Caldwell is dedicated to helping our clients respond to uncertain, rapidly changing circumstances such as those associated with the COVID-19 global pandemic.



### Guides

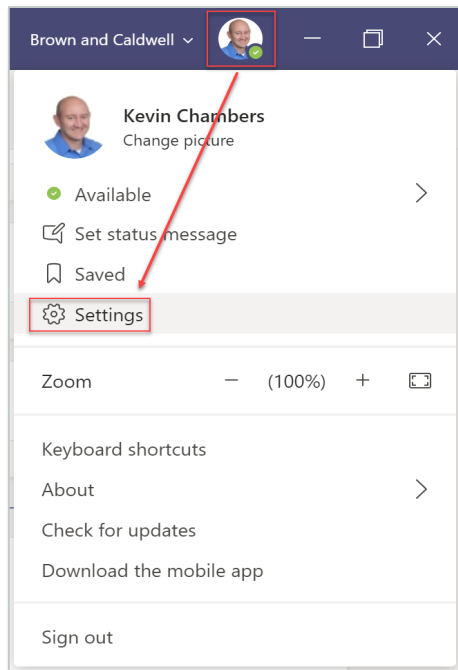
- Phone, Workstation, and Mobile Access



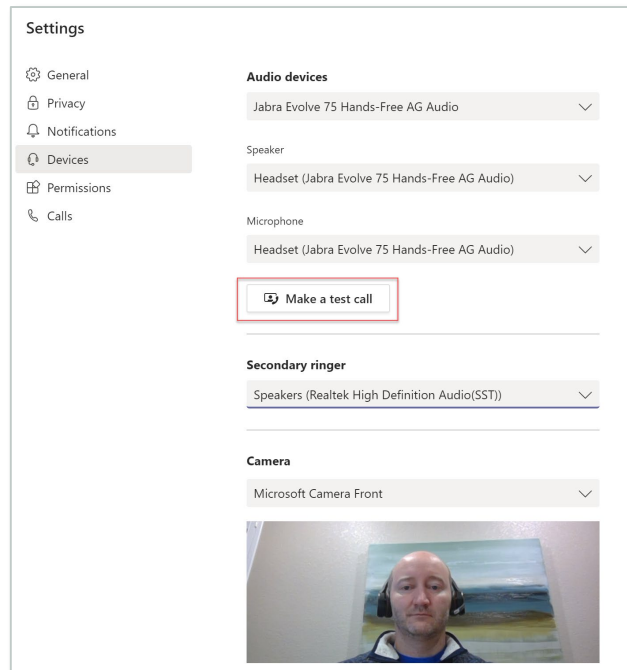
## Before You Begin:

# Test Audio/Video Setup

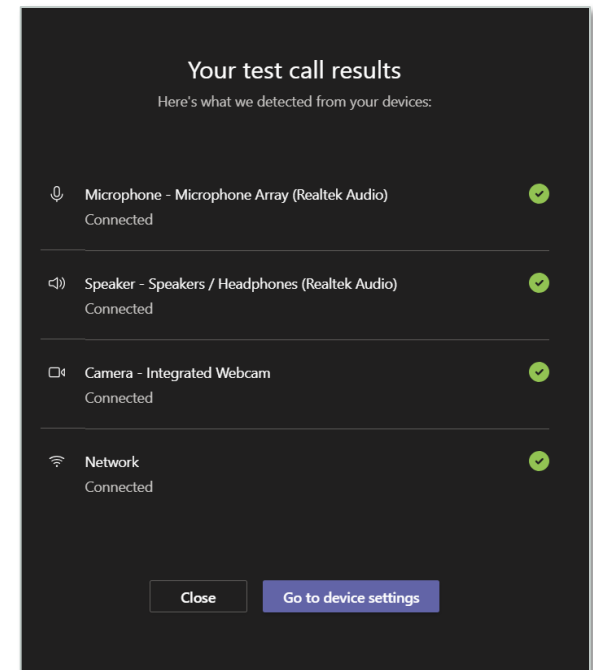
1 From settings, select options / devices / make a test call



2 Record a test message. Wait for several seconds to hear it played back to you, then “hang up”



3 Adjust device settings as needed based on results

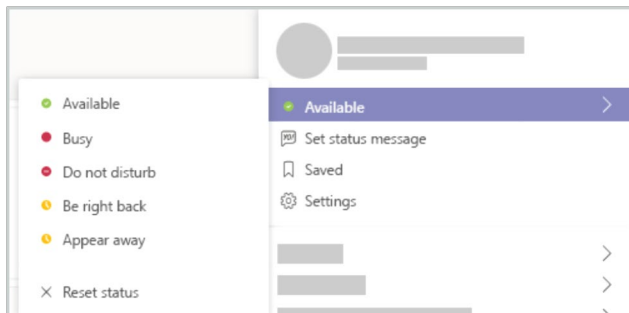


# Check your status

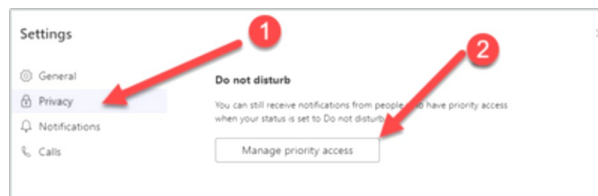
It is easy to always be 'on' when teleworking during this time.

Learn to manage your 0365 presence/status.

Presence is part of a user's profile in Microsoft Teams (and throughout Office 365) that indicates the user's current availability and status to other users. By default, anyone in your organization using Teams can see (in nearly real time) if other users are available online.



\*Allow your manager to bypass



Do not disturb

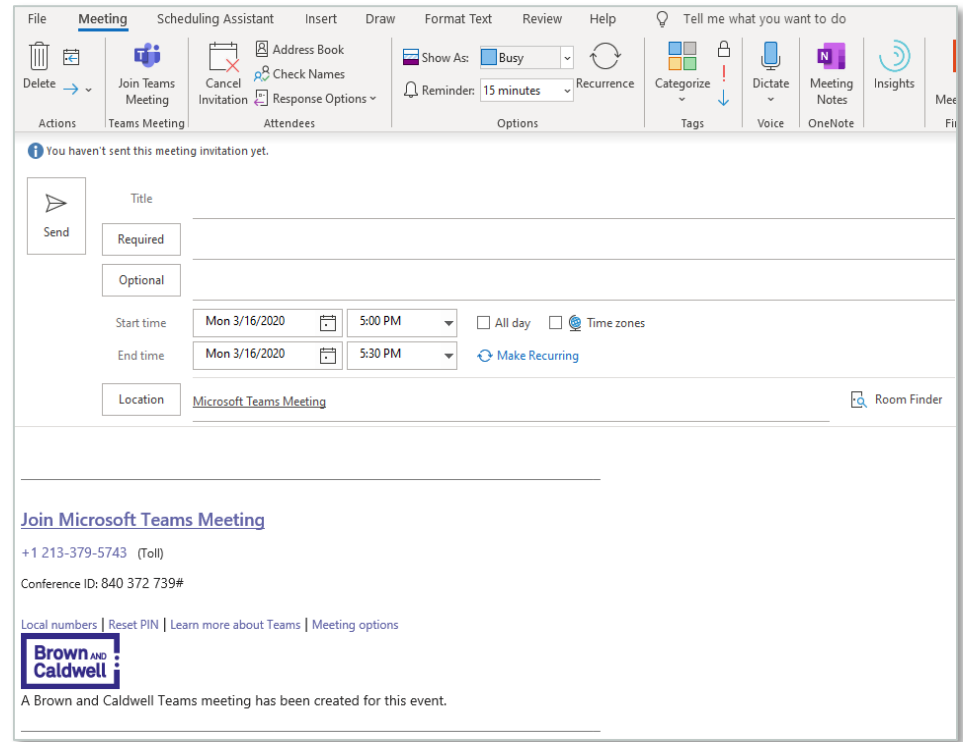
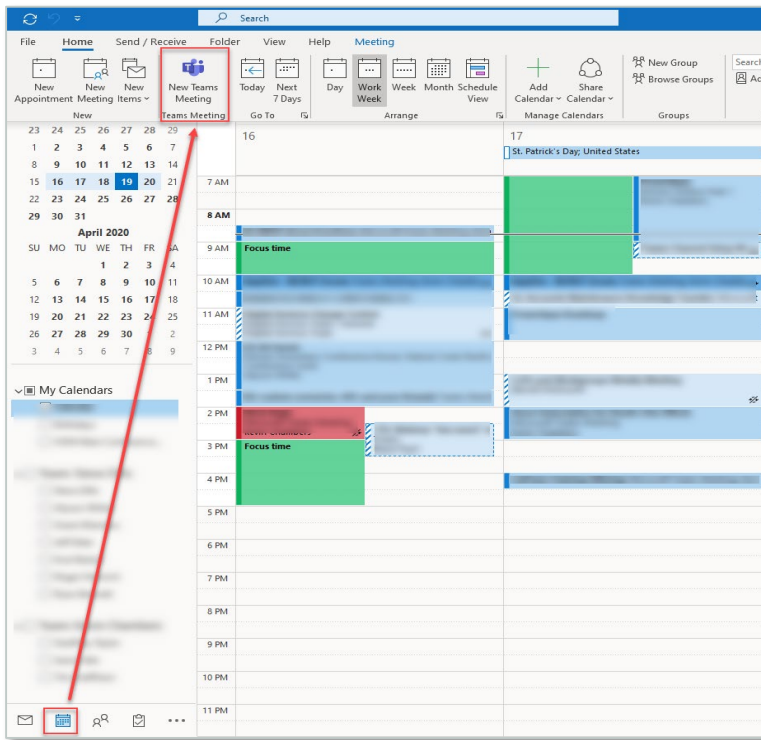


# Create a Meeting from Microsoft Outlook

1 On your calendar in Outlook

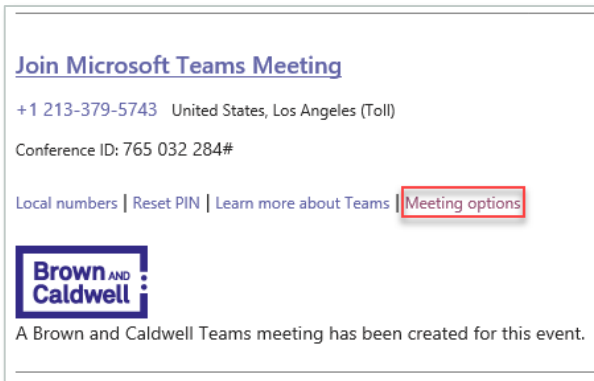
2 Click New Meeting and click Teams Meeting

3 Fill out needed information and click Send

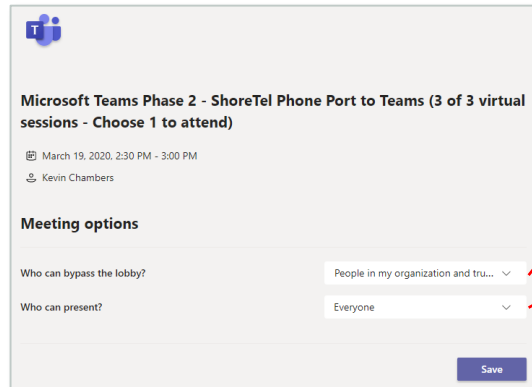


# Meeting Options

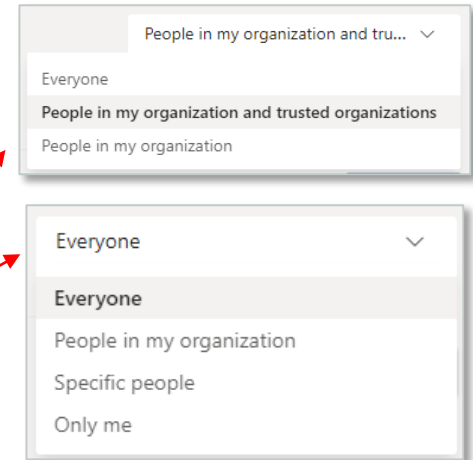
1 Originator selects “Meeting Options” for that meeting instance/series



2 Control panel for lobby and Presentation control



3 Select option suitable for that meeting erring on the side of least amount of privilege.

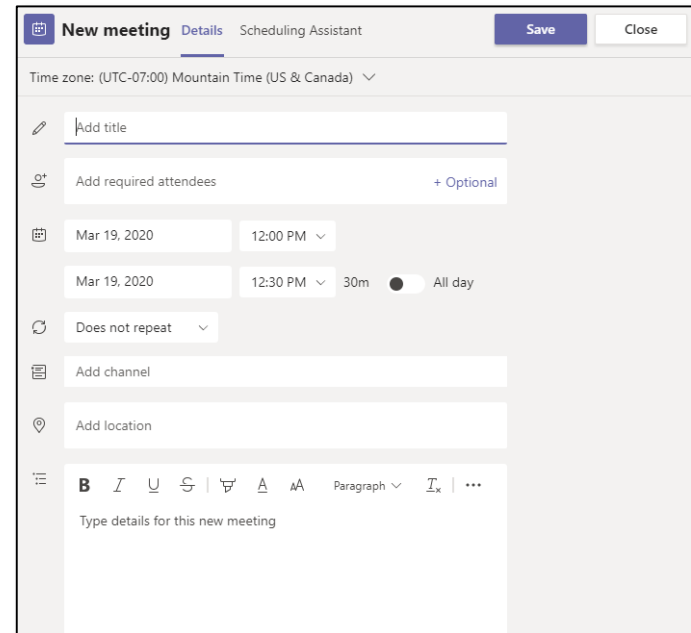
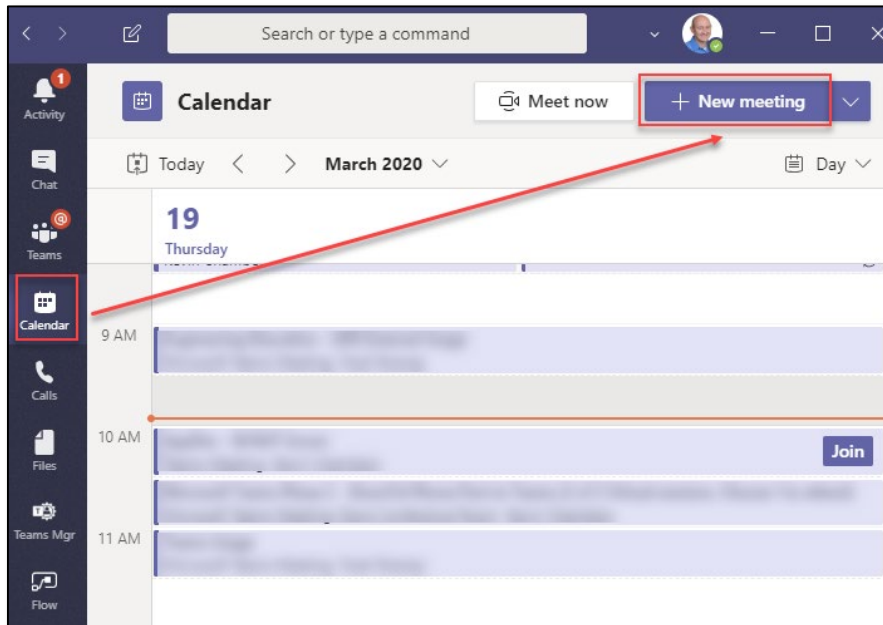


# Create a Meeting from Microsoft Teams

1 Click on Calendar

2 Click New Meeting

3 Fill out needed information and click Schedule

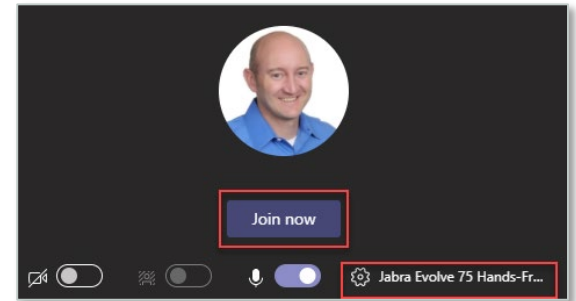
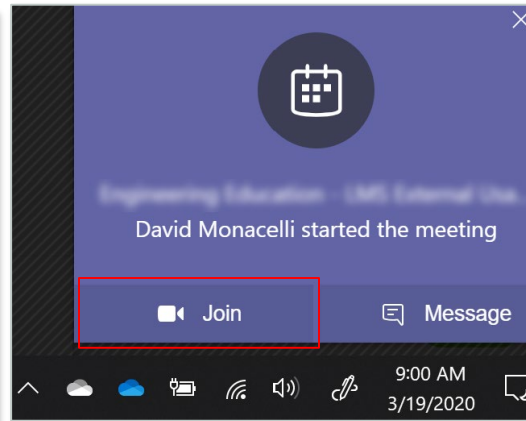
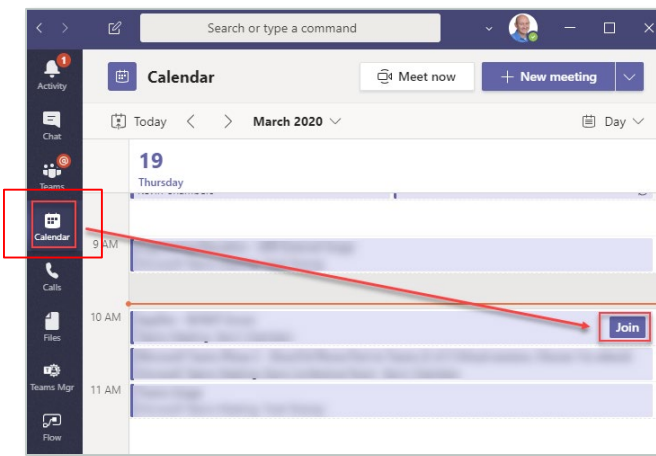


# Join a Meeting from Microsoft Teams

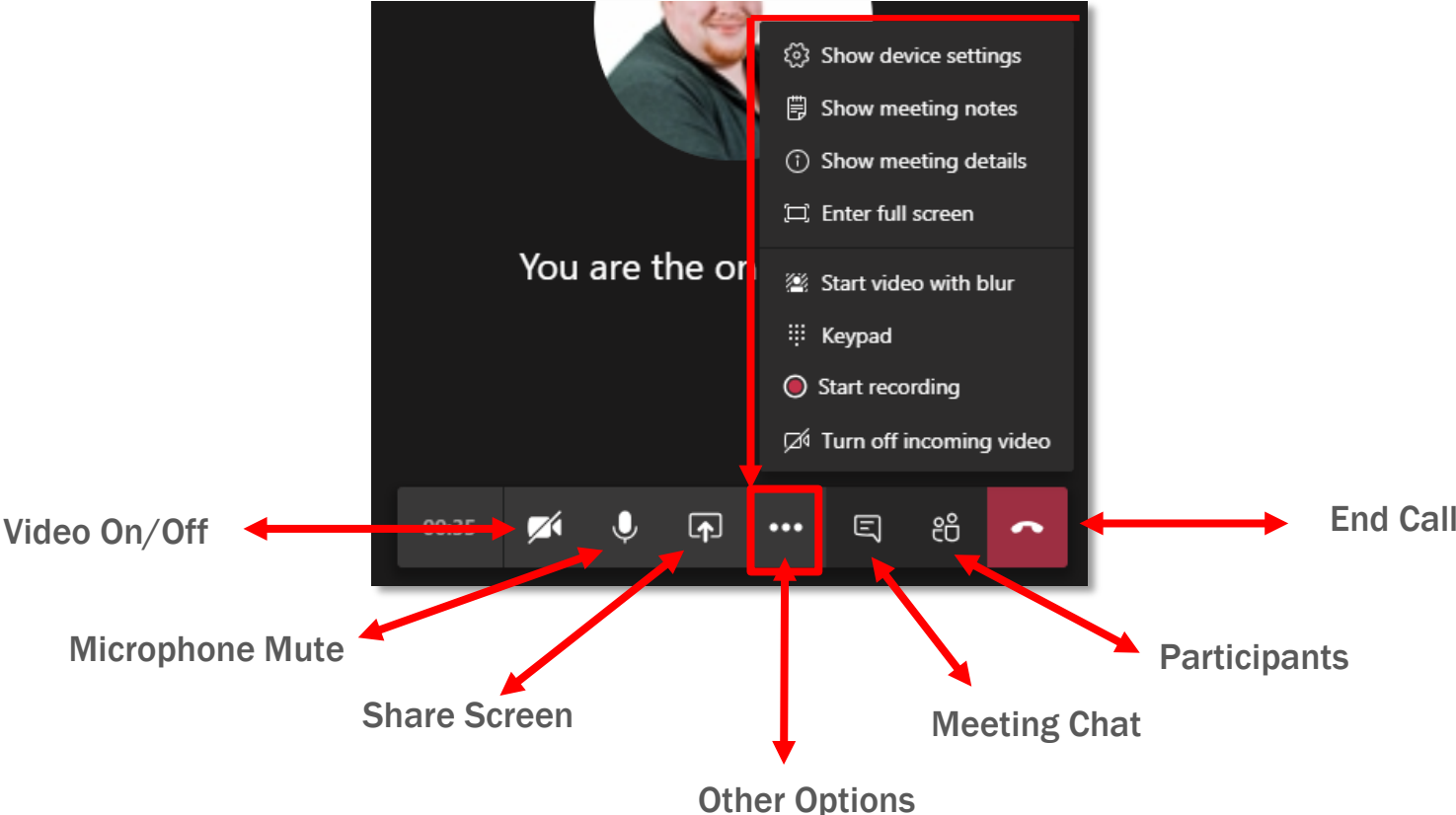
1 Click Calendar

2 Find your meeting and click Join

3 Select audio options and click Join Now



# Microsoft Teams Call Controls

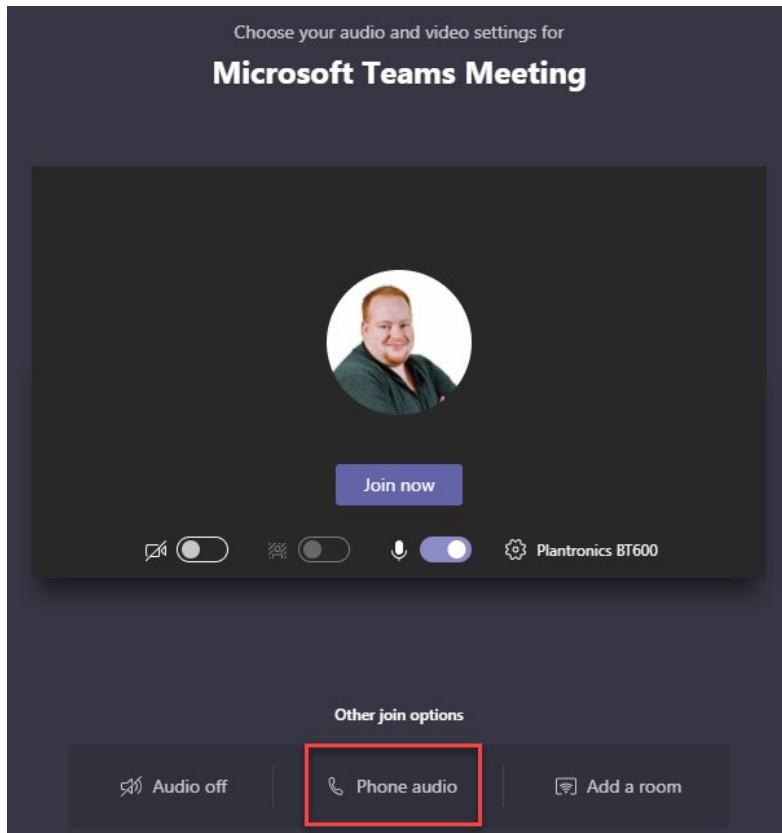




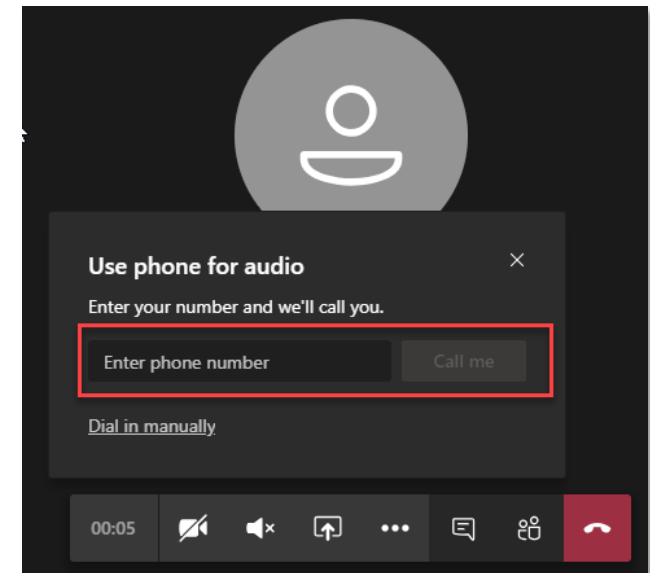
# Teams Calls Alternate Phone

1 From meeting audio options screen

2 Select Phone audio



3 Enter phone number and click Call me



# Sharing

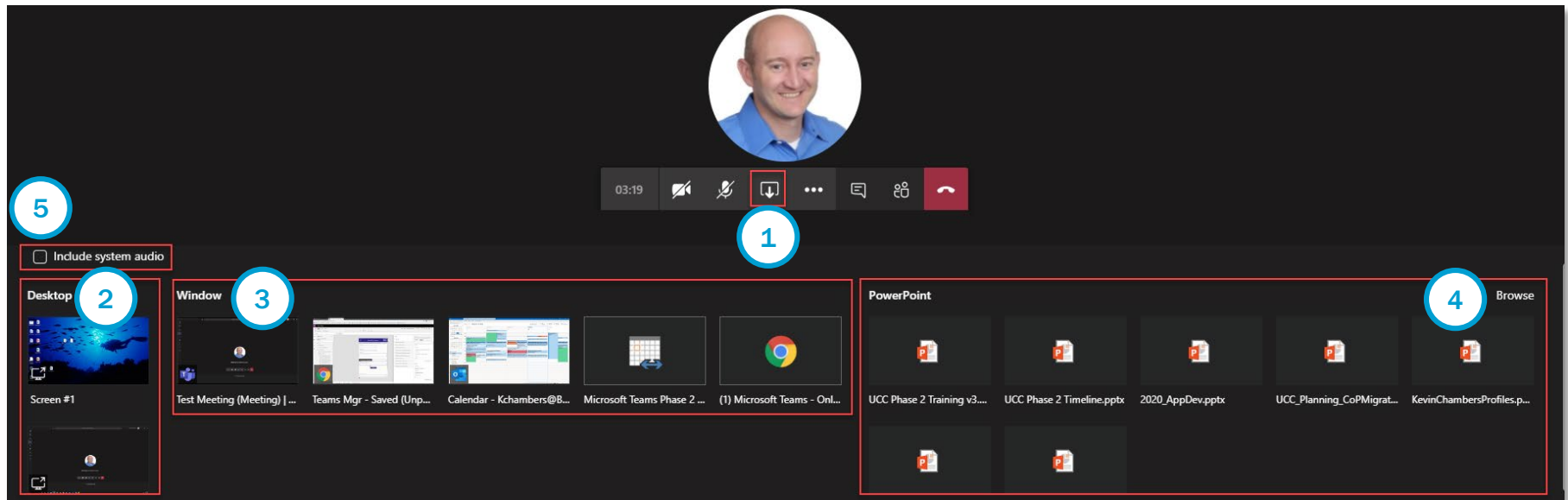
1 Select the center icon from the meeting task bar to bring up the Share Tray

2 Select an entire screen

3 Select a specific application

4 Select a recent file or browse to new

5 If sharing a video, include sound.



# TIP: Dial In Numbers

## CONNECT

Clients and BCers not able to take advantage of the Desktop or Mobile Teams application can simply join a Teams meeting by dialing in from any phone following the steps outlined below



### Desktop Phone

*\*Long distance charges may apply*

- Open the meeting invite and identify the appropriate local number.
- Dial dial-in number.
- Enter Conference ID when prompted.

### Join Microsoft Teams Meeting

+1 213-379-5743 United States, Los Angeles (Toll)

Conference ID: 727 267 646#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)



A Brown and Caldwell Teams meeting has been created for this event.

### Microsoft Teams

#### Conference Dial-in Numbers

English

#### Argentina, Buenos Aires

+54 11 5256-4119

Spanish (Mexico), English (United States), Portuguese (Brazil)

#### Mexico, Mexico City

+52 55 3639-4000

Spanish (Mexico), English (United States), Portuguese (Brazil)

#### United Kingdom, London

+44 20 3321 5271

English (United Kingdom)

#### United States, Toll-Free

(888) 404-2493

English (United States), Spanish (Mexico)

#### United States, Chicago

+1 773-917-7783

English (United States), Spanish (Mexico)

#### United States, Dallas

+1 469-480-6671

English (United States), Spanish (Mexico)

#### United States, Los Angeles

+1 213-379-5743

English (United States), Spanish (Mexico)

+1 213-458-8567

English (United States), Spanish (Mexico)

#### United States, New York City

+1 646-838-1612

English (United States), Spanish (Mexico)

# Tips & Troubleshooting

Microsoft Teams Training

# Teams Decoder Ring

## How to Master Modern Meetings in MICROSOFT TEAMS



Turn on your camera to have a “face to face” conversation



Utilize tools such as **background blur** to keep the focus on you



Minimize all other applications and silence your phone to **avoid distractions**



Your meeting recording will be made available in **Microsoft Stream**



Utilize the **speaker track** and **searchable transcription** to gain additional insight on what happened during the meeting

Record your meeting to capture **audio, video, and screen sharing** activity



**Share your desktop**, a specific app, or PowerPoint slides directly



**Multitask** within Teams during your meeting – the shared screen/video will minimize to the corner of your screen



STARTING THE MEETING

DURING THE MEETING

AFTER THE MEETING

MAKING IT WORK



Resources on HelpDesk

# Microsoft Teams End-User Devices that BC uses

## Cubicle or Remote Workers

### Voyager Focus UC - M



- MS Teams Certified
- Features: Dual Ear, Bluetooth, Active Noise Canceling, Auto Answer, integrated mute button on the microphone boom.
- 12-14 hours talk time.
- Rechargeable via stand or micro USB.
- Requires Plantronics Hub SW installed on user's endpoint

## Office Workers

### Jabra Speak 710 MS



- MS Teams Certified
- Features: Portable Supports USB or Bluetooth connectivity, integrated link button to pair with other 710s to support larger audiences, kick stand for directional acoustics.
- 12 - 14 hours talk time.

## Admins

### Savi W8220 - M



- Features: Dual Ear, Bluetooth, Active Noise Canceling, Auto Answer, integrated mute button on the headset
- Extended Wireless range - 100ft
- 12 - 14 hours talk time.
- Requires Savi SW installation on user's endpoint

## Common Area Phone

### T55A-Skype for Business Edition



- Features: Supports USB Headsets, Active Noise Canceling, Dual Gigabit Ethernet, PoE Support, 4.3 inch touch screen.
- PoE powered

## Web Cam

### Logitech HD Webcam C270

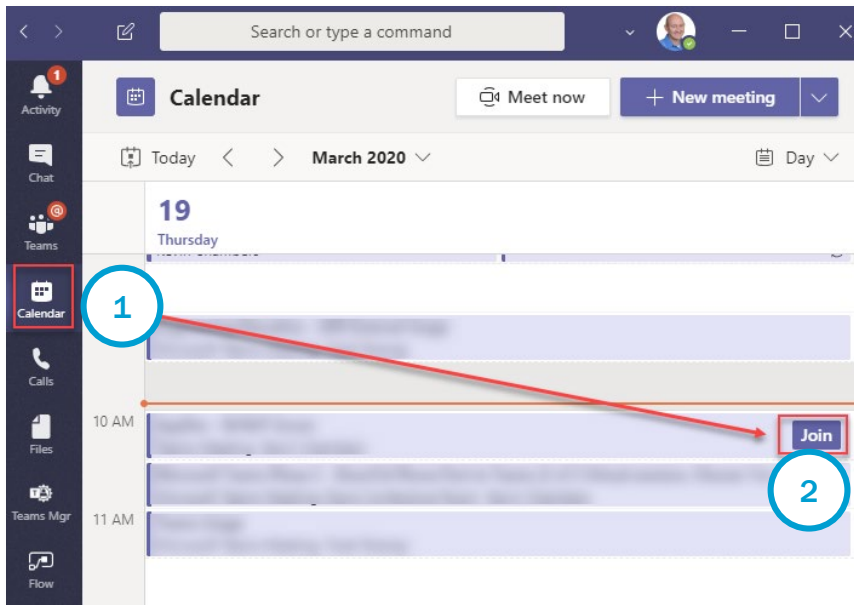


- In-call HD video quality, at a resolution of 1280 x 720 pixels.
- HD video recording, at resolutions of up to 720p.
- Photos can be taken at a maximum resolution of 2048 x 1536 pixels, in a 4:3 format.
- Pan, tilt and zoom controls.
- Face tracking.
- Motion detection.

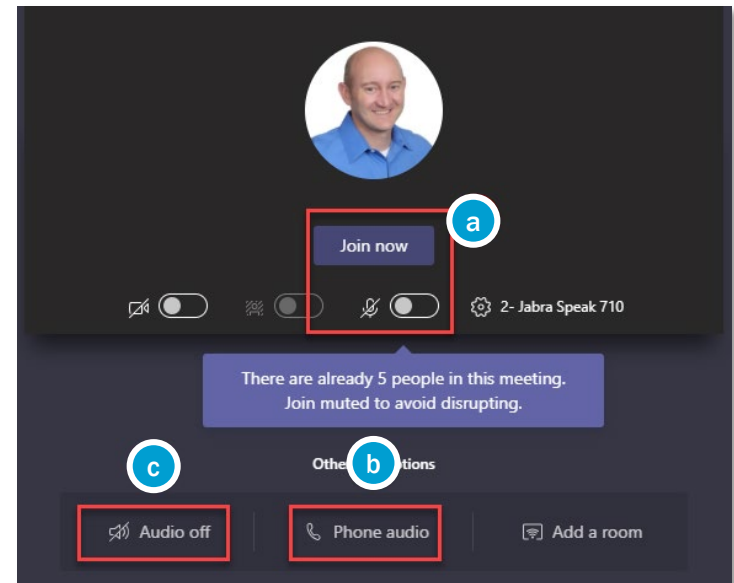
# Troubleshooting: Audio Feedback Issue

## Join a Meeting from Microsoft Teams

- 1 Click Calendar
- 2 Find your meeting and click Join



- 3 Select audio options and click Join Now



- a If headphones – 'Join now' on mute
- b If mobile phone – Have Teams call you
- c If dialing in or conference room – Join with audio off

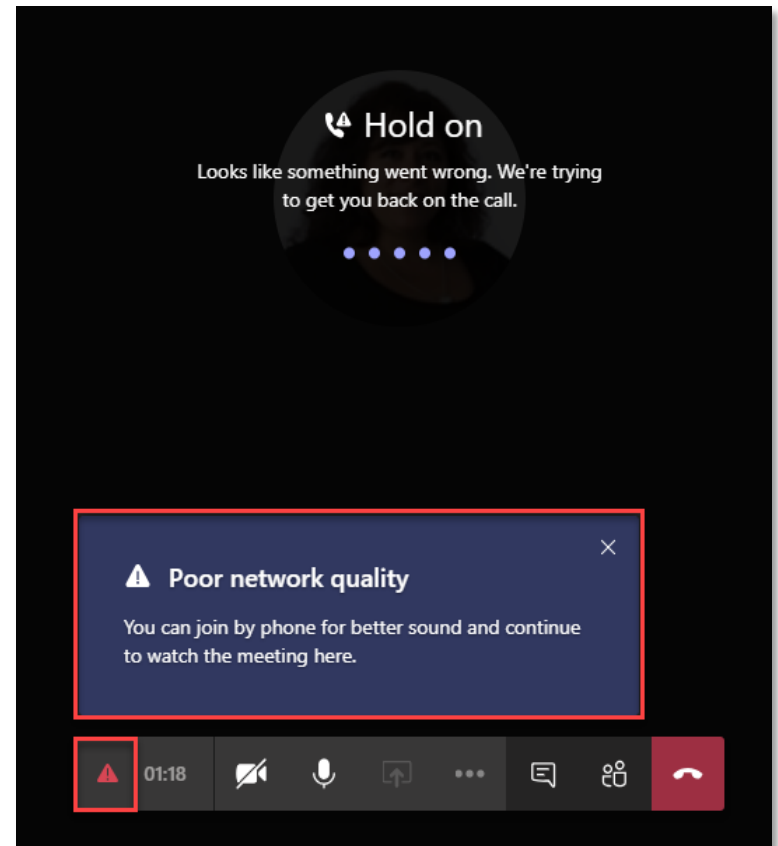


## Troubleshooting:

# Poor Network Quality/Robot Voice

## Poor Network Quality

- Be cognizant to your location and the type of communication you are using with Microsoft Teams
- This message could be indication of a problem with you or another participants connection.
- This issue is typically seen with users connecting to Teams over remote networks (Home/Other).
- If you have personal video being shared, stop sharing and see if the issue clears, if not;
  - When network connection is poor, utilize the phone audio function (reference next slide)





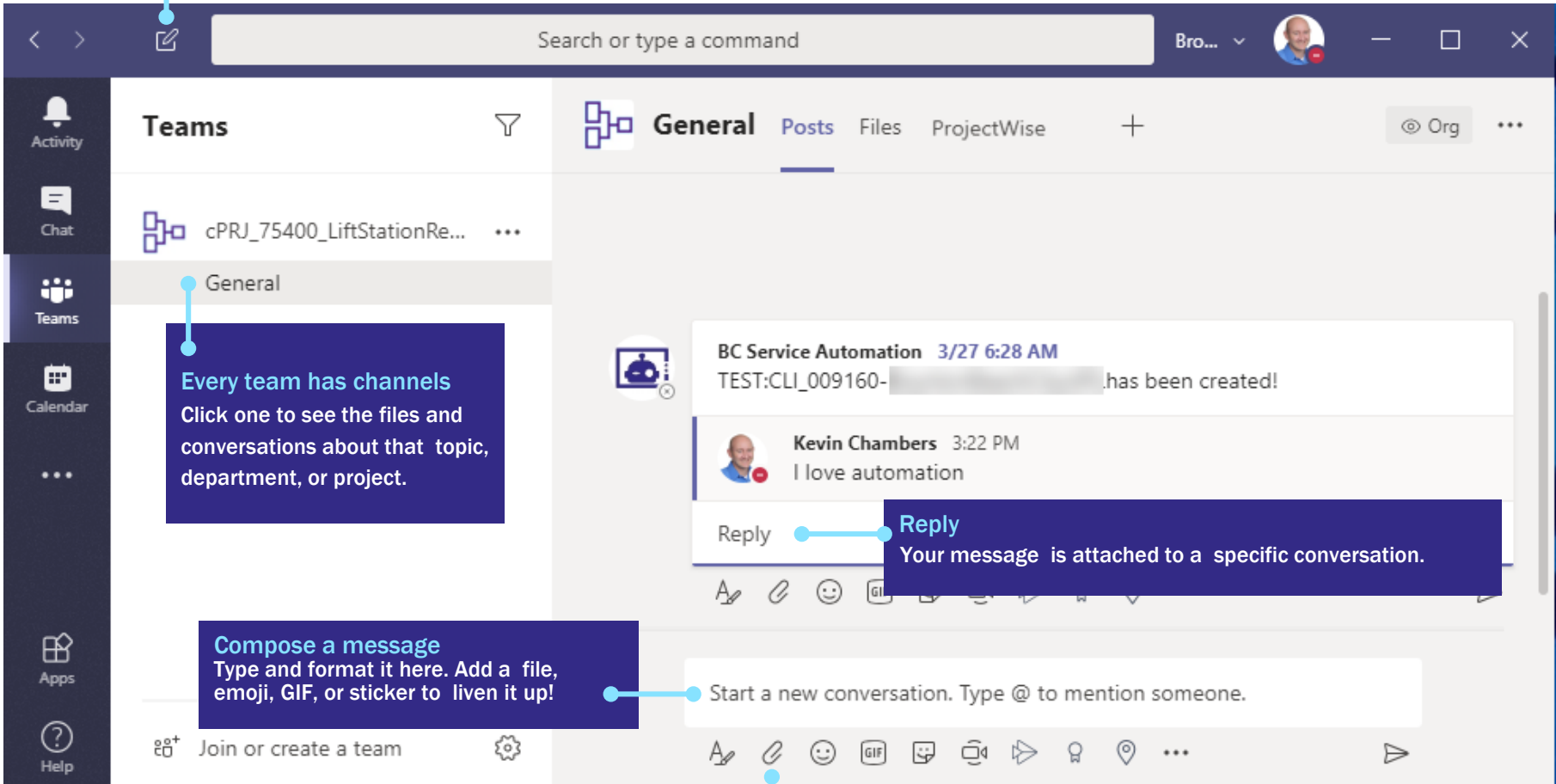
# Collaboration

Microsoft Teams Training

# Reference Guide

## Start a new chat

Launch a one-on-one or small group conversation.



## Every team has channels

Click one to see the files and conversations about that topic, department, or project.

## Compose a message

Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Start a new conversation. Type @ to mention someone.

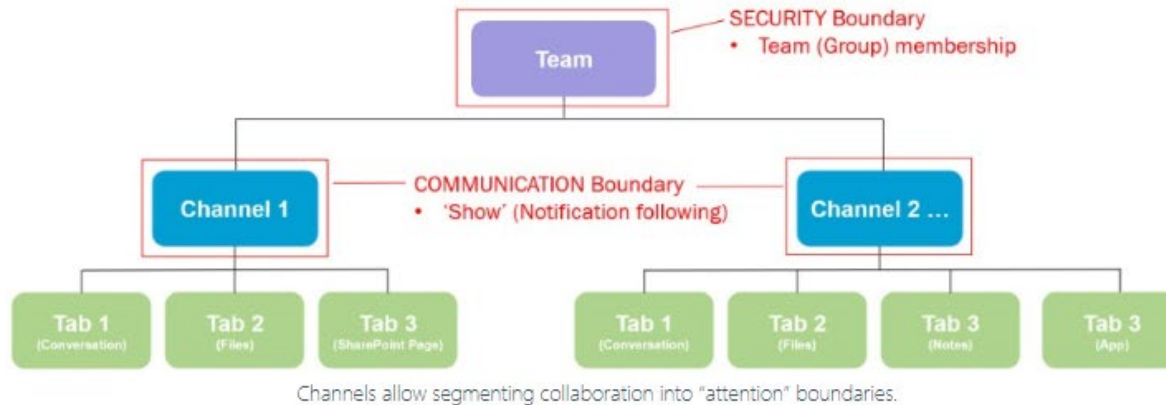
## Reply

Your message is attached to a specific conversation.

## Add files

Let people view a file or work on it together.

# Demystified Teams and Channels



## The Structure of a Microsoft Team

(Before Private Channels)

Microsoft Team's platform has simple information architecture and membership model.

1. "Membership" consists of two roles of "owner" and "member" that allowed users to define the "Group" of people that needed to collaborate.
2. The Team itself is the "security boundary." This means that anything that is created or shared anywhere in the Team and across any Teams Channel is visible and accessible to any member of the Team.

## Beyond the "Attention" Boundary

Channels allow segmentation into "attention" boundaries so you can listen and organize to the most important information to you.

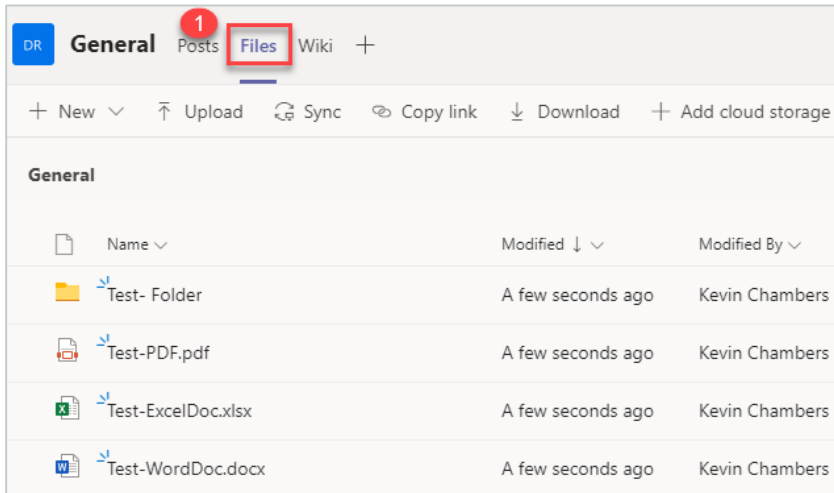
Attention boundaries often time need to be privatized. Two common scenarios that need to be addressed:

1. Communication Management - Not all information is appropriate for all members of the team.
2. Secret Projects - Discretion and confidentiality for any number of reasons.



# File Storage in Teams

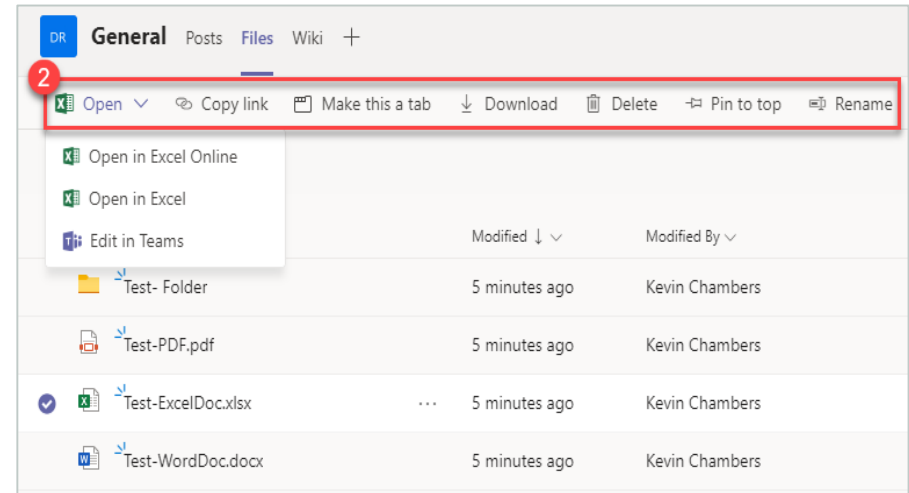
1 Each Channel has its own File depot.



The screenshot shows the Microsoft Teams interface for a channel named 'General'. The 'Files' tab is selected and highlighted with a red box and a red circle containing the number '1'. The interface includes a top navigation bar with 'DR', 'General', 'Posts', 'Files', and 'Wiki'. Below the navigation bar is a toolbar with options: '+ New', 'Upload', 'Sync', 'Copy link', 'Download', and 'Add cloud storage'. The main content area displays a list of files under the 'General' section. The list has columns for 'Name', 'Modified', and 'Modified By'. The files listed are: 'Test- Folder', 'Test-PDF.pdf', 'Test-ExcelDoc.xlsx', and 'Test-WordDoc.docx', all showing they were modified 'A few seconds ago' by 'Kevin Chambers'.

Name	Modified	Modified By
Test- Folder	A few seconds ago	Kevin Chambers
Test-PDF.pdf	A few seconds ago	Kevin Chambers
Test-ExcelDoc.xlsx	A few seconds ago	Kevin Chambers
Test-WordDoc.docx	A few seconds ago	Kevin Chambers

2 All Team members can act on the files

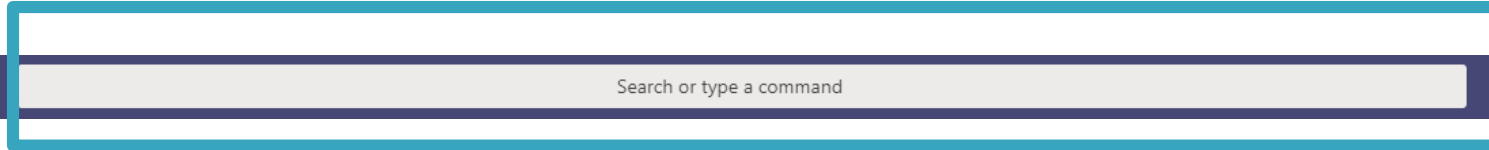


The screenshot shows the Microsoft Teams interface for a channel named 'General'. The 'Files' tab is selected. A file is selected, and a context menu is open, showing various actions available for the file. The context menu is highlighted with a red box and a red circle containing the number '2'. The actions listed in the context menu are: 'Open', 'Copy link', 'Make this a tab', 'Download', 'Delete', 'Pin to top', and 'Rename'. Below the context menu, the file list is visible, showing the same files as in the previous screenshot. The file 'Test-ExcelDoc.xlsx' is highlighted with a blue checkmark, indicating it is the selected file.

Name	Modified	Modified By
Test- Folder	5 minutes ago	Kevin Chambers
Test-PDF.pdf	5 minutes ago	Kevin Chambers
Test-ExcelDoc.xlsx	5 minutes ago	Kevin Chambers
Test-WordDoc.docx	5 minutes ago	Kevin Chambers

## Searching

# The Command Bar



*Note:* There are several ways to perform these same actions described here.

Typing **/** will give you a several options to explore, some related to search and some related to different actions in Microsoft Teams.

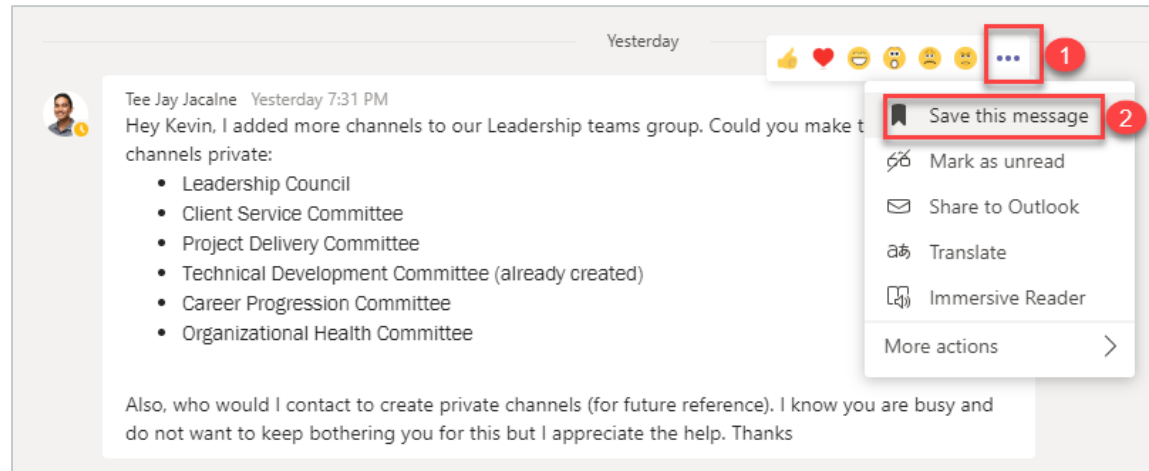
The ones I find most useful are:

- **/files** – this will show you all the **most recent files** you've been working with in Office 365
- **/mentions** – this will show you when **someone has mentioned @ you**. This is only for your specific name and not for a team you are a member of
- **/saved** – this will show you all **messages you've saved**
- **/unread** – as you might know it's possible to **mark a read message as unread** (I know some people use this strategy in their inbox. Unread=action needed) so this command is handy for showing all unread messages

# Searching

## The Command Bar

/	
/activity	See someone's activity
/available	Set your status to available
/away	Set your status to away
/brb	Set your status to be right back
/busy	Set your status to busy
/call	Call someone
/chat	Send quick message to a person
/dnd	Set your status to do not disturb
/files	See your recent files
/goto	Go right to a team or channel
/help	Get help with Teams
/join	Join a team
/keys	See keyboard shortcuts
/mentions	See all your @mentions
/org	See someone's org chart
/saved	See your saved list
/testcall	Make a test call
/unread	See all your unread activity
/whatsnew	See what's new in Teams

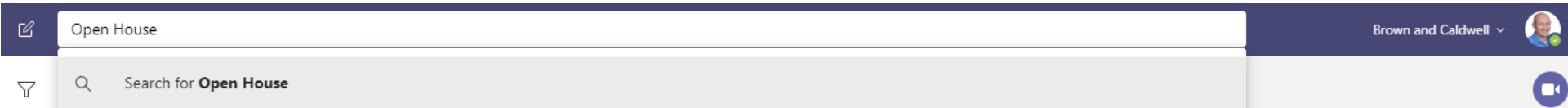


**TIP:** Typing @ will give you a set of other actions, such as showing the people you most often or recently.



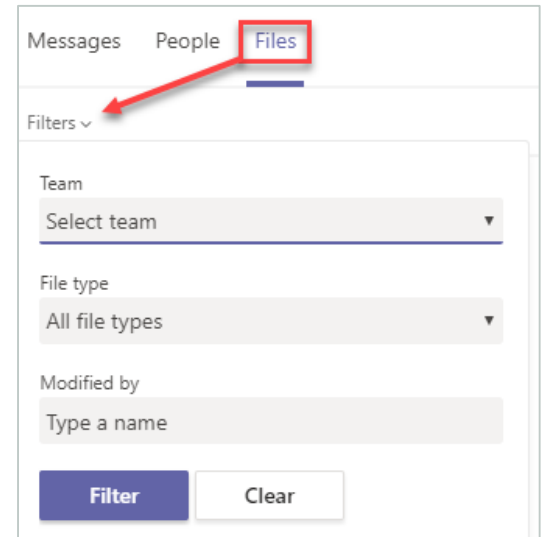
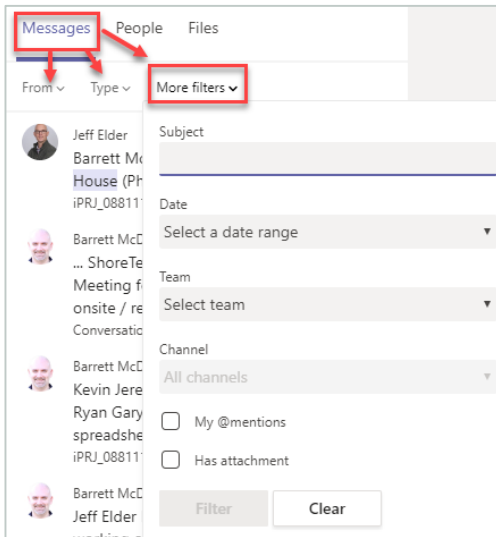
# Word Search

In the command bar type the word you want to search. It may be related to a file, chat or a person's profile.



The result connected to the word will appear to the left divided into three categories:

1. Messages
2. People
3. Files



# Search Refining

The search operators mentioned here are the same operators you can use in Google or the new Pipeline. Note that search operators only works with when searching for files and not messages.

**""** – putting your search term within quotation marks will search for an exact result

**OR** – this will search X OR Y. Resulting in a broader search result

**AND** – this will search for X AND Y. Allows for a narrowing of search results.

**Filetype:** – result that contains a certain file type, e.g. PDF or DOCX

**-** – Use hyphen to exclude a term or word

**()** – adding something inside a parenthesis will make it possible to nest the search operator, e.g searching for all Word files that contains the word Quarterly

**\*** – adding a wildcard will search for a word that contains what you've searched for, e.g. train\* gives training as a result as well

# QUESTIONS?



it's about connecting



Microsoft Teams Training

**Brown** AND  
**Caldwell**

