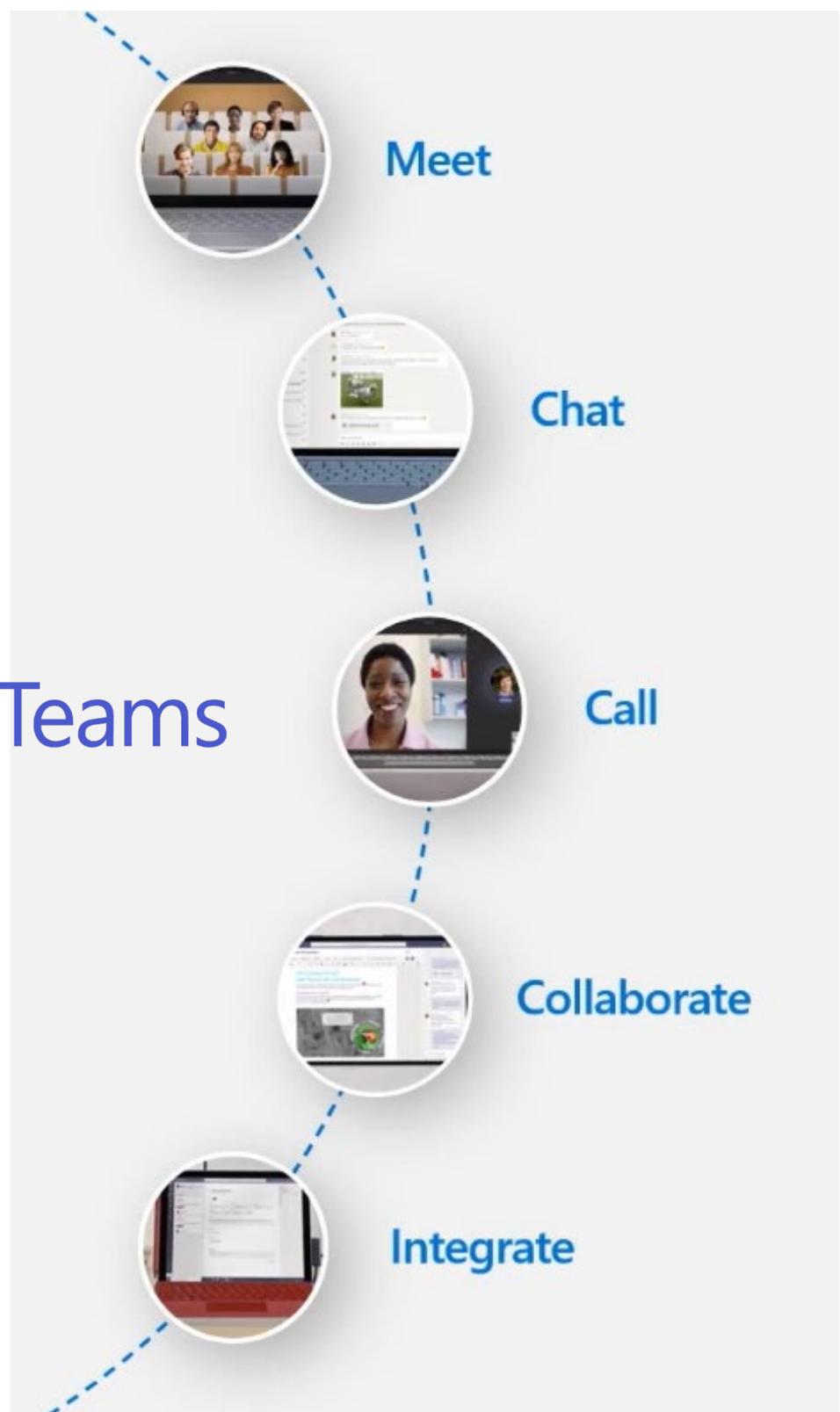




Microsoft Teams



Meet

Chat

Call

Collaborate

Integrate

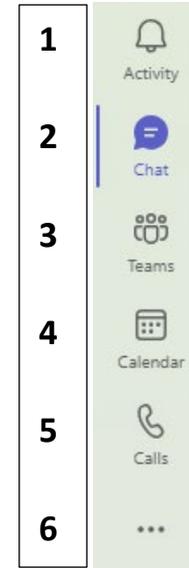
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Navigation Panel

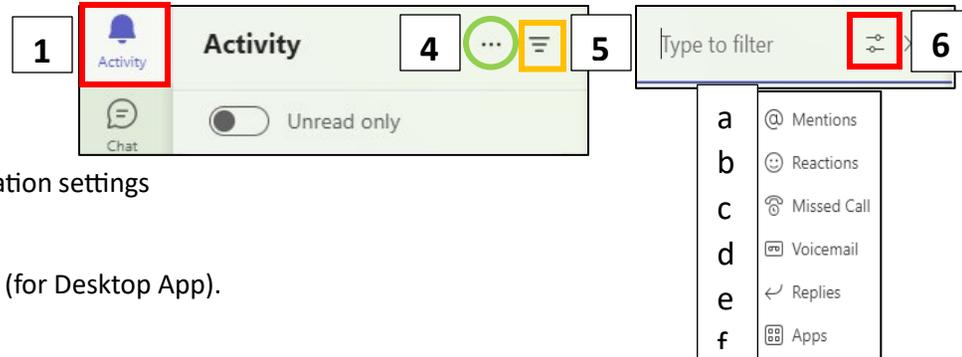
1. Activity Feed – a summary of everything that’s happened in the team channels you follow.
2. Chat – start a one-on-one or group chat.
3. Teams – channels to focus on a specific topic or project.
 - a. You can hold meetings, have conversations, or work on files together.
4. Calendar – view, schedule, and manage meetings.
5. Calls – allows you to see speed dials, call history, and to make a call.
6. More – if available, allows you to access available apps.

****Teams Mobile****



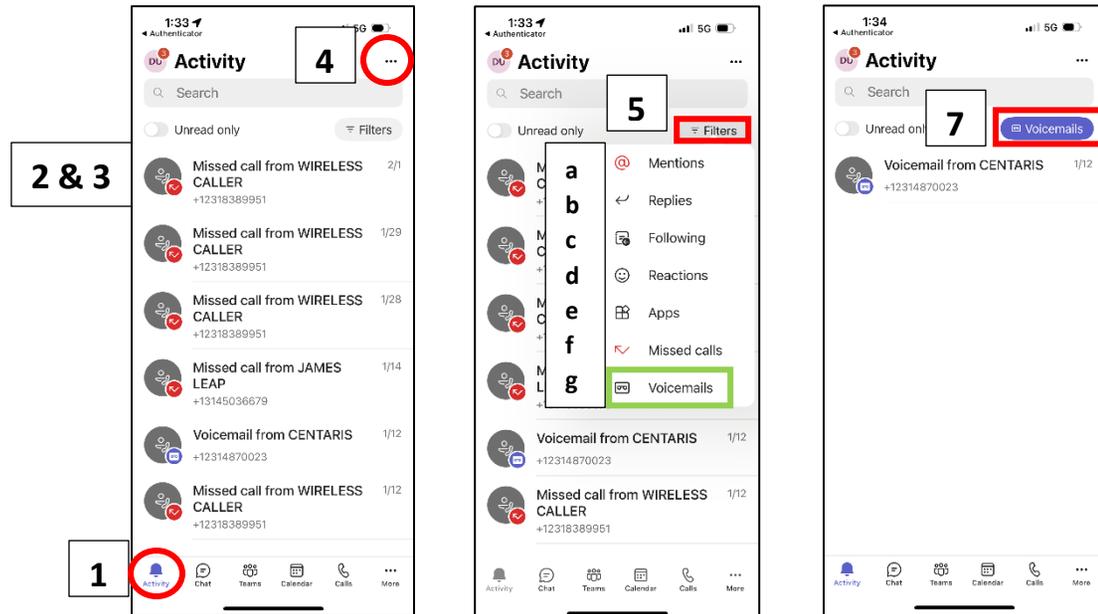
Activity Screen

1. Tap **Activity** .
2. **Bold messages** have not been read.
3. Select any activity to read the message.
4. Select **...** to mark all items as read or change notification settings
5. Select  to filter the activities.
6. Type username or select  to see more filter options (for Desktop App).
 - a. @ Mentions
 - b. Reactions
 - c. Missed Call
 - d. Voicemail
 - e. Replies
 - f. Apps



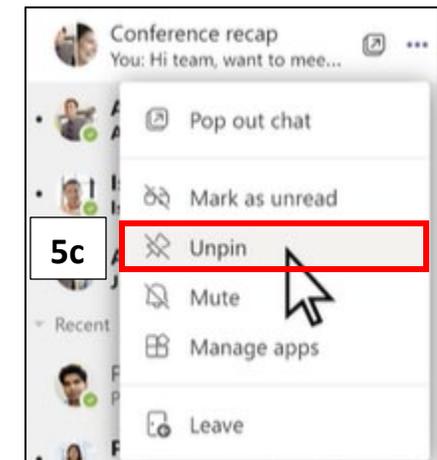
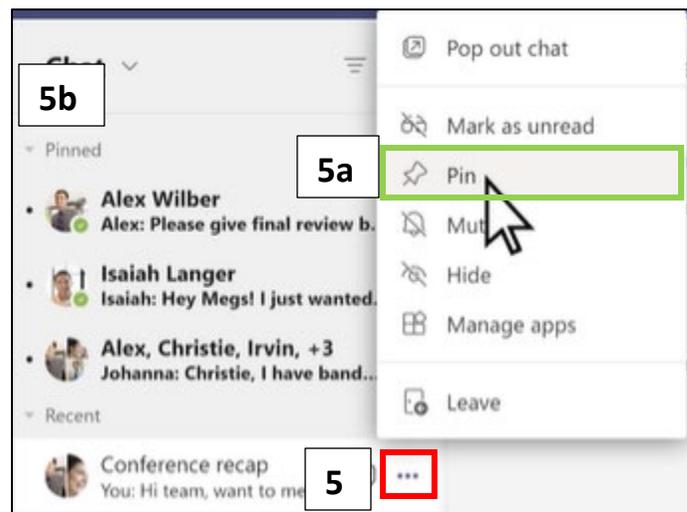
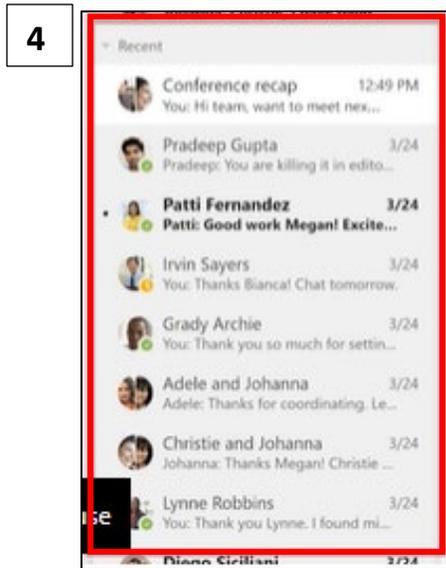
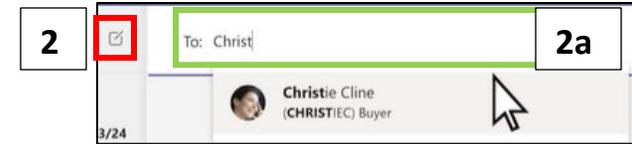
Teams Mobile App

7. Filter options:
 - a. @ Mentions
 - b. Replies
 - c. Following
 - d. Reactions
 - e. Apps
 - f. Missed Calls
 - g. Voicemails
8. In this option we filtered by Voicemails.



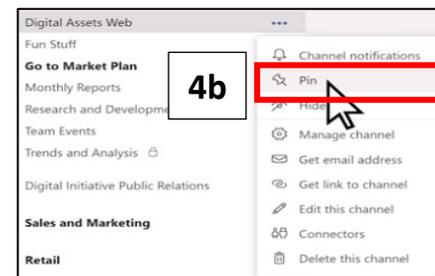
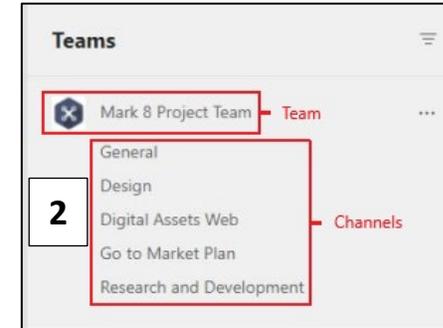
Chat Screen

1. Select **Chat** 
2. Select  to start a new chat.
 - a. Type the name(s) of who you want to reach.
3. To name a group chat, select the down arrow.
 - a. Enter the group name.
4. On the left there is a list of your most Recent conversations.
5. For quick access to conversations, select **...**.
 - a. Select **Pin**
 - b. This keeps it visible in the Pinned list.
 - c. To remove a conversation from the Pinned list, select **...** and **Unpin**.



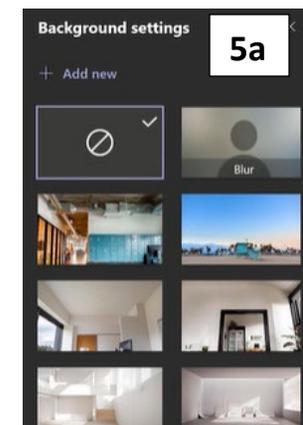
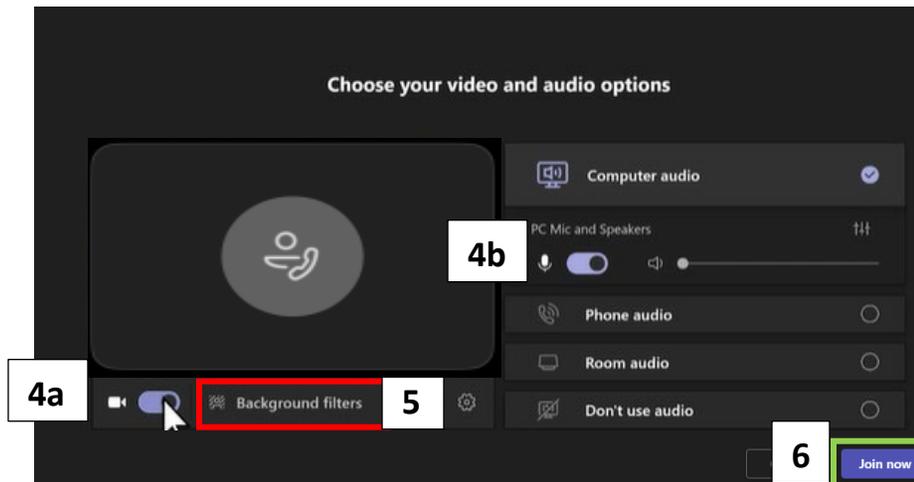
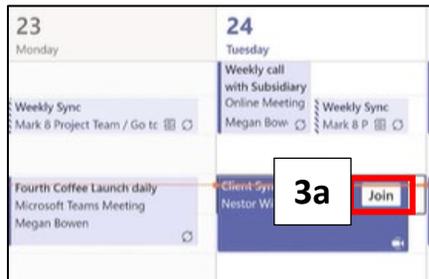
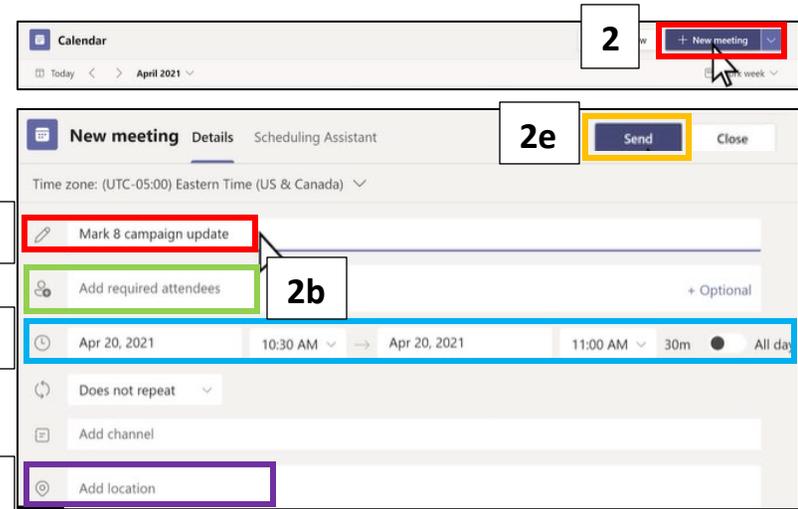
Teams

1. Allows you to gather a group of people to collaborate via channels.
2. Channels are where the work gets done
 - a. Chats, File Sharing, and Apps for the whole team.
 - b. Channel conversations are public to everyone on the team.
3. Two types of channels:
 - a. Standard – available and visible to everyone.
 - b. Private – Private conversations with a specific audience.
4. If you have a lot of channels, you can pin the most important ones to the top of your list.
 - a. Press **...**
 - b. Select **Pin**.
 - c. The team is now at the top on the pinned list.



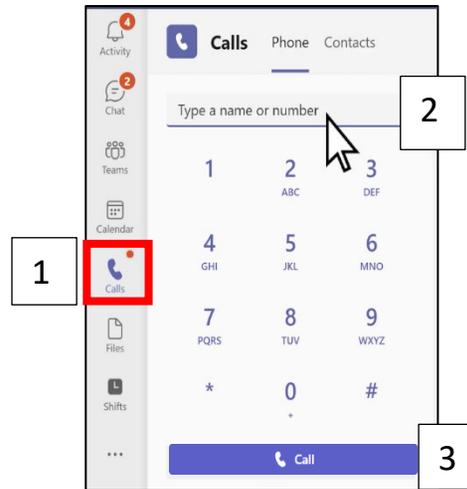
Calendar

1. Select **Calendar**.
2. To schedule a meeting, select **New Meeting**.
 - a. Type in meeting title.
 - b. Enter names in the **Invite People** box. (enter email address to add an external contact).
 - c. Choose a start and end time.
 - d. Add location (online meeting is default).
 - e. Select **Send**.
3. To join a meeting, find the meeting you would like to join.
 - a. Select **Join**.
4. Choose your video and audio settings.
 - a. Turn your camera on/off
 - b. Turn your microphone on/off
5. Choose **Background effects**.
 - a. Choose from the available backgrounds.
6. Once you are satisfied with your choices, select **Join Now** to join the meeting.



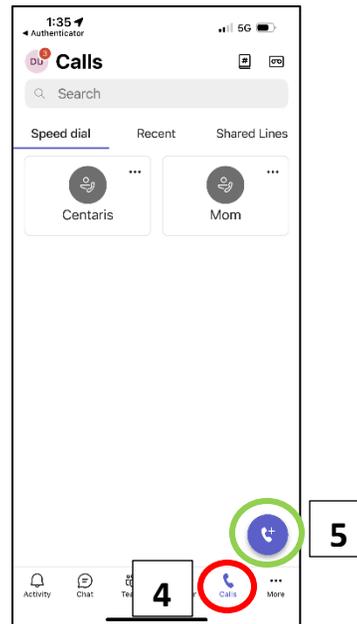
How to make a call

1. Select the **Calls** Icon from the tool bar on the left side .
2. Type the name or number you wish to call
3. Click the Call button



Teams Mobile Users

4. Select  from the navigation bar.
5. To dial using the number pad, select .
 - a. Dial the number you wish to call.
 - b. Press  to initiate the call.



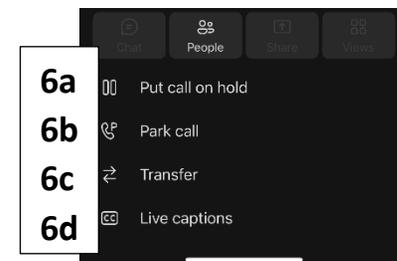
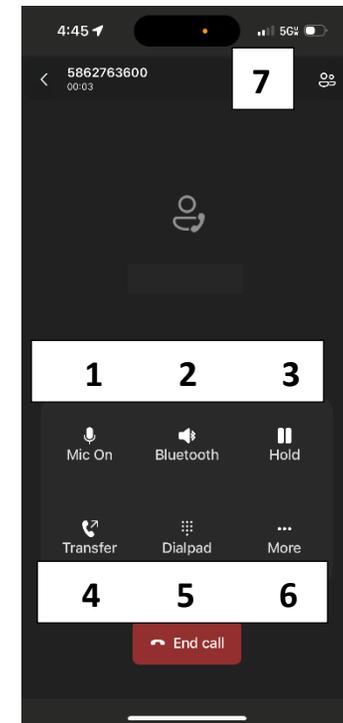
Active Call Screen

1. Dial Pad – allows you to select menu options during a call.
2. Hold – allows you to place a caller on hold.
 - a. Only you can retrieve these calls.
3. Transfer – transfer calls to other users within the company.
4. People – shows active users in the call.
 - a. Allows you to add both internal and external users to the call.
 - b. For external numbers, you must dial 1-(area code) XXX-XXXX.
5. More – provides more call options
 - a. Record and transcribe – once the call is complete the recorded session will be saved in the chat window of the call.
 - b. Audio settings – allows you to change where the call is heard (headphones, speakers, etc).
 - c. Language and Speech – allows you to turn close captioning on.
 - d. Park Call – allows you to park the caller – the parked call can be answered by any user within the company.
6. Mic – allows you to mute or unmute your microphone.
7. Leave – allows you to end the call.



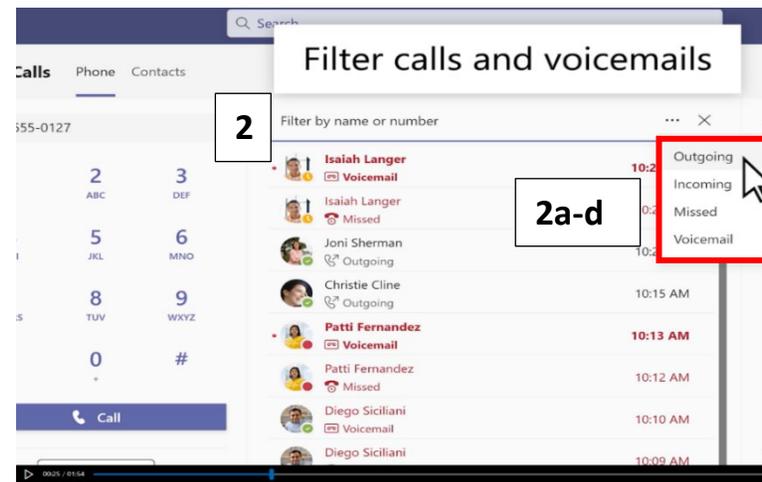
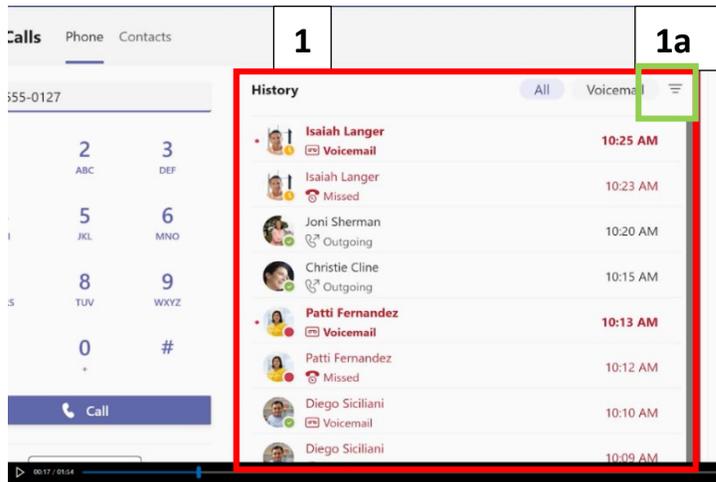
Mobile Active Call Screen

1. Mic On – allows you to mute or unmute your microphone.
2. Bluetooth – allows you to toggle between the phone speaker or Bluetooth devices.
3. Hold – holds caller on this device only.
4. Transfer – transfer calls to other users within the company.
5. Dial Pad – allows you to select menu options during a call.
6. More **⋮** – provides more call options.
 - a. Put call on hold
 - b. Park call
 - c. Transfer
 - d. Live captions
7. **+** – add people to the call.



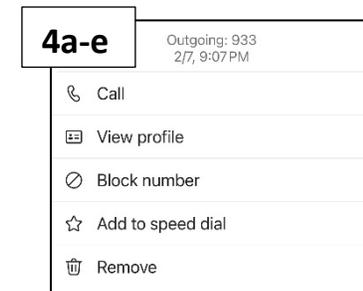
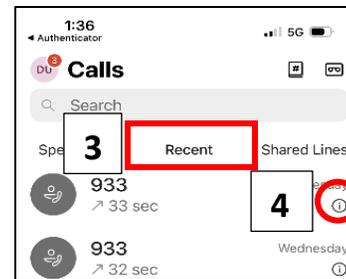
Review and Filter your Calls

1. Call history shows all of your calls.
 - a. You can sort them based on outgoing, incoming, missed, or voicemail.
2. Calls can be filtered by typing the name or number as well as:
 - a. Outgoing
 - b. Incoming
 - c. Missed



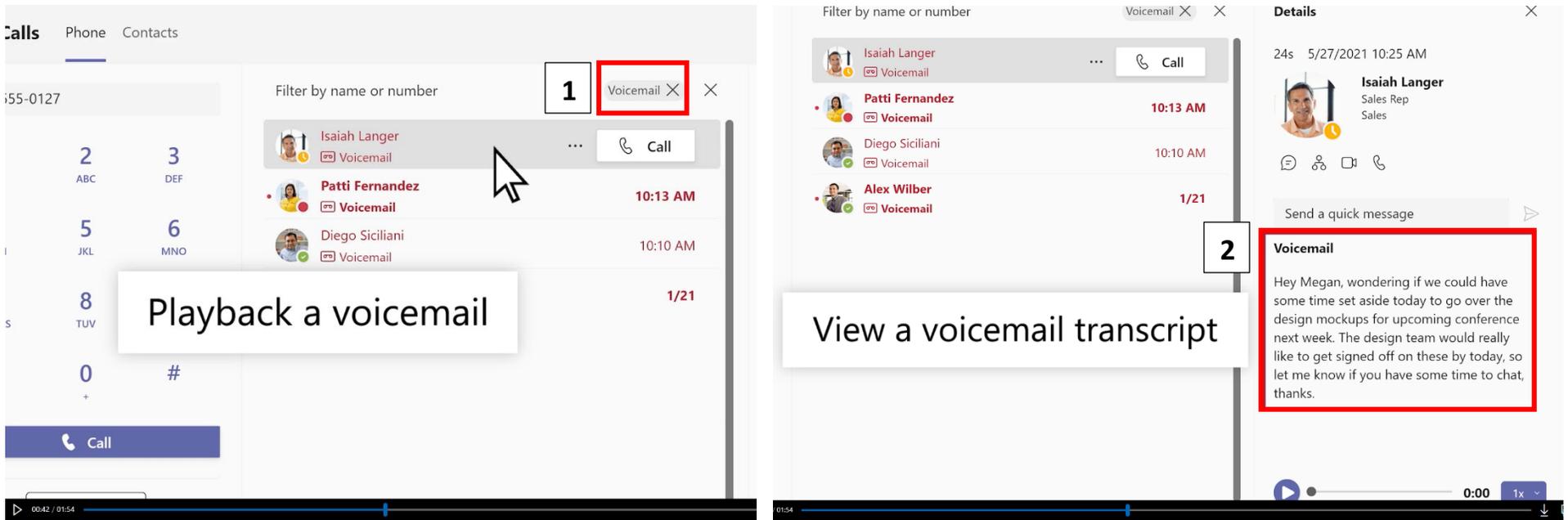
****Teams Mobile**** Users select

3. Select **Recent**.
 - a. Select the number you wish to call back.
4. Select for more call options and to see the date and time of the call.
 - a. Call
 - b. View Profile
 - c. Block Number
 - d. Add to speed dial
 - e. Remove



VoiceMail

1. Filter calls to **VoiceMail**.
 - a. Choose a voicemail to listen to and select **Play**.
2. Read a voicemail transcript in the **Details** pane if one is available.



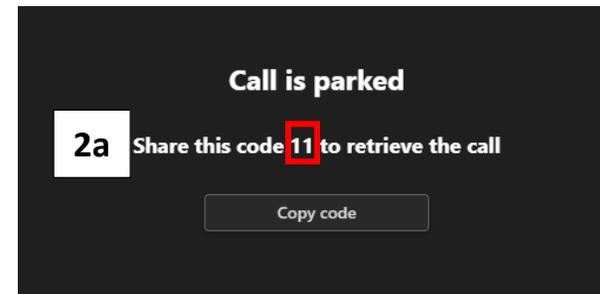
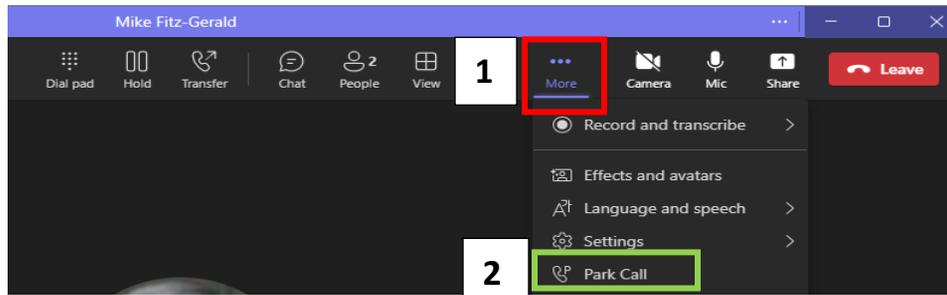
****Teams Mobile**** Users select .

1. Select .



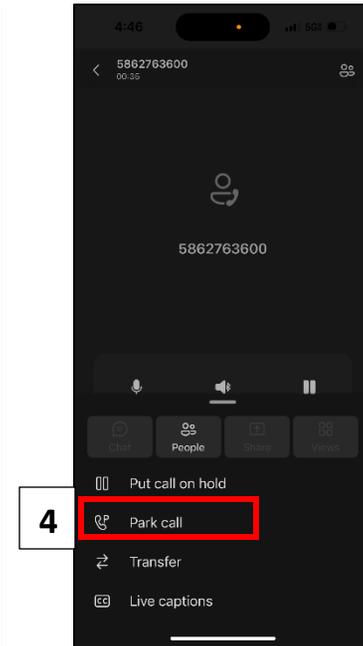
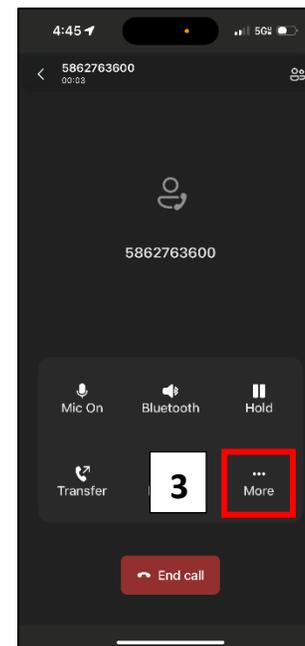
How to Park a Call

1. While in an active call, select **More**.
2. Select **Park Call**.
 - a. The call will be parked on the Teams server and the number provided on the screen for you to copy and share.



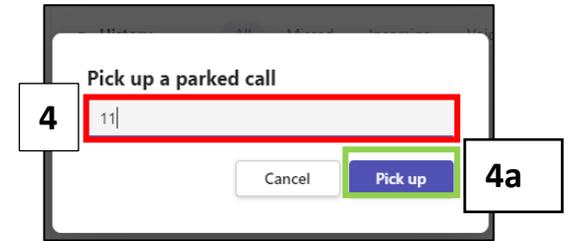
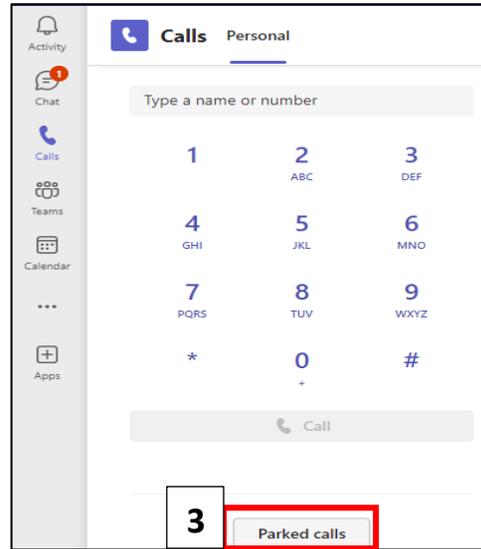
Teams Mobile

3. Select **More** **...**.
4. Select **Park call**.
 - a. The call will be parked on the Teams server and the number provided on the screen to copy and share (see 2a).



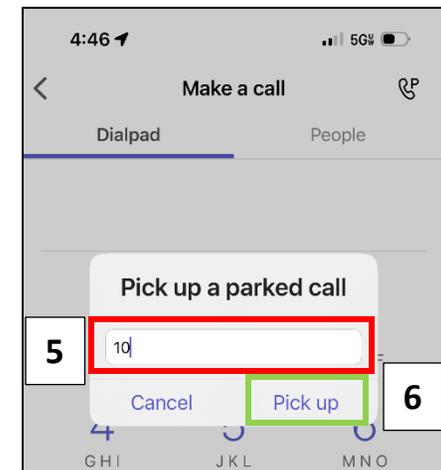
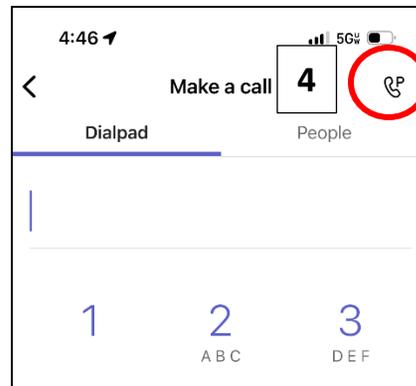
How to Retrieve a Parked Call

1. From the Call Screen select **Parked Calls**
2. Type the code previously provided.
3. Select **Pick up**.



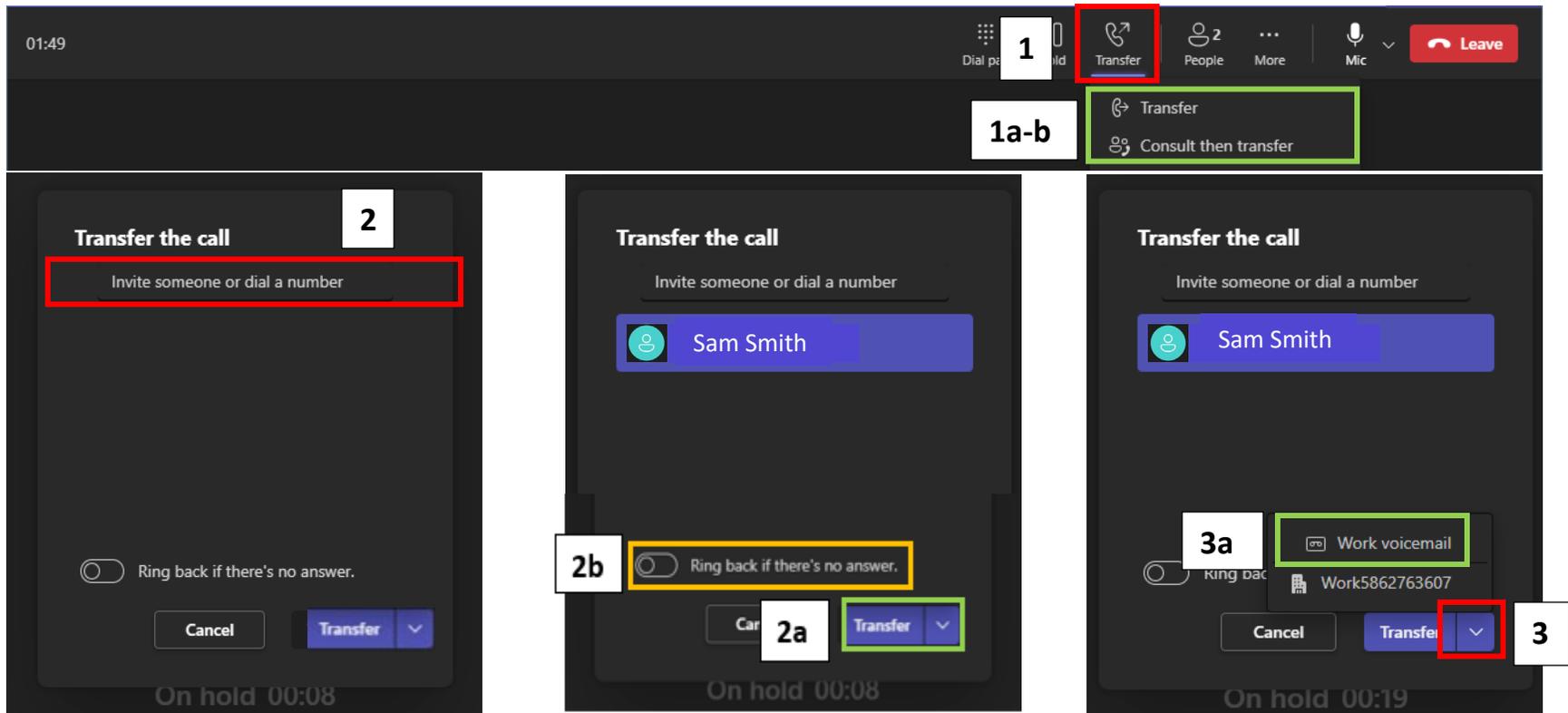
Teams Mobile

4. From the call screen select .
5. Type the code previously provided.
6. Select **Pick up**.



How to Transfer a Call (internal users only)

1. During an active call, select **Transfer**.
 - a. **Transfer** option will immediately transfer the caller to the person you are transferring to.
 - b. **Consult then transfer** will allow you to speak with whom you want to transfer the caller to first.
2. Type the name of the contact you wish to transfer to.
 - a. Hit enter to select the contact. Then select **Transfer**.
 - b. If you'd like the call to return to you if there is no answer, select the toggle button.
3. If you would like to transfer the caller to voicemail, select the drop-down menu.
 - a. Select **Work voicemail**.
 - b. The caller will be transferred to that user's voicemail.





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