<h1 style="text-align:center">Microsoft Teams- Computer</h1>

DRAFT

Microsoft Teams is the computer-based VoIP software that will work in conjunction with the new phone system at Northwest. By default, Teams should be installed on all Northwest-issued laptops and desktops as a part of the Microsoft Office 365 Suite.

Vertical Toolbar Buttons

The vertical toolbar of buttons on the left side of the screen can be used to access the numerous views and features of Microsoft Teams. Below is an explanation of the views accessed by clicking on the vertical toolbar buttons.

Activity

The **Activity** view is the general overview of all your recent activity within Teams. Included in the activity list are unread messages, missed calls and/or chats.

Chat

The **Chat** view is where all of your chat activity is located including text-based chats and VoIP call records. If you are a member of a group in Teams, new messages will be posted here if you have not read them.

Here, you will be able to text chat with individuals who have access to the Teams dashboard including faculty, staff and students. The chat feature is especially helpful, for example, for sharing assignment information that a student may need help on. Unlike email, Teams chat is interactive and in real time.

Teams

The **Teams** view is where your groups are located. Examples of Teams groups can include, but are not limited to:

- Group project teams
- Work group chats
- Office groups
- Department groups

You can also text chat or VoIP call within a group. Chats can also have many chat "rooms" depending upon the subject, subgroup, etc.

Assignments

The **Assignments** feature is *not* used by Northwest. This feature enables teachers to assign work over the Teams software which is then distributed to students. Northwest uses the Canvas Learning Management System and thus, does **not** support the use of the Microsoft Teams Assignments feature.

Calendar

The **Calendar** view is synced with your Microsoft Outlook calendar. The calendar can include meetings with teachers and professors, office meetings and other events that you RSVP to by email. The calendar automatically synchronizes across your Northwest Microsoft account.

Calls

The **Calls** view is where VoIP calls can be made and received. Just like in the **Chats** view, the **Calls** view will contain all of your call history and contacts you have saved. Everyone with an active *Northwest Network Account* will be automatically added to the virtual phonebook.

OneDrive

The **OneDrive** view accesses all of your files that you have saved to Microsoft's cloud-based service, OneDrive. Direct access to your OneDrive files is especially helpful if you need to share files or want quick access to your files. To use this feature, you must log in to OneDrive with your Northwest email address and your *Northwest Network Account* password. Then, synchronize OneDrive across your device.

Zoom

The **Zoom** view directly accesses your Zoom account within Teams. If the Zoom button is not displayed in the vertical toolbar, look for View more apps button (looks like three dots) at the bottom of the vertical toolbar and click on it. Click on the Zoom icon and you will be taken to the Zoom menu within Teams. In order to use Zoom within Teams, you must have the Zoom app installed on your device. The first time you utilize Zoom within Teams, you will be prompted to link your Zoom account to Microsoft Teams via signing into your Zoom account.

Making Calls from Teams

Making a call using Microsoft Teams is easy. To call someone from the Teams computer app:

1. Click on the **Calls** button.
2. Type a name, username or phone number in the **Type a name or number** textbox.
   - A list of matches will appear below.

3. Click on the name to add it to the list of people being called.
4. If you need to add more people to a call, repeat steps 2 and 3 until all call recipients are listed.
5. Once the call recipient(s) has (have) been added, click the purple **Call** button. A new window will pop up indicating that the call has been initiated.

Receiving Calls in Teams

Incoming calls will conveniently pop up even if you do not have a Teams window open.

Note: Changing your visual and audio notification settings may impact whether or not the call window pops up for incoming calls.

To answer a call:

1. Look for a pop-up box in the bottom right corner of the desktop or laptop screen notifying you of an incoming call.
2. Answering an audio call: Click the center purple phone button.
3. Answering a video call: Click the left purple camera button.
4. Rejecting a call: Click the red phone hang up/reject button. The call will be sent to voicemail or processed according to how you have customized your call settings.

Automatically Start Teams upon Login

To ensure that you can receive calls in Teams, you will most likely want to start Teams every time you log in to your computer.

1. In the Windows search box, type **Settings**.
2. Click on the Settings app.
3. Click on **Apps**.
4. Click on **Startup**.
   - Now, you can select which apps you would like to enable upon startup (login).
5. Locate **Microsoft Teams classic** and set the slider bar to On..
6. Set the Teams slider to **On**.
   - Make sure you select Microsoft Teams or Microsoft Teams Classic not Microsoft Teams (personal).

Teams will now automatically start every time you log into your computer.

Setting Status in Teams

A status can be used to indicate whether or not you are available at the moment. Teams has 6 choices for status, but typically, only two or three will be used. These include:

- **Available** – You are available for conversations and phone calls.
- **Busy** – You are **not** currently available either due to being in a call or a conversation. Teams will set this status automatically if you are currently on a phone call.
- **Do not disturb** – You are **not** available to converse or take any phone calls.

Other statuses:

- **Be right back** & **Appear away** – You are currently away from your workstation but will return momentarily.
- **Appear offline** – You are unavailable to call or chat.

Note: Busy and Do not disturb are the only 2 statuses that prevent phone calls from coming through to you.

You can also set how long you would like to remain available or unavailable using the **Duration** setting. Teams will automatically place you in a **Busy** status if you are on a call or in a conversation. Once your call or conversation has concluded, Teams will automatically switch your status back to what it was prior the call or conversation.

To set your status in Teams:

1. Click on the Account manager icon (a circle with your profile picture or initials in it) in the top right corner.
2. In the dropdown menu, click the arrow to the right of your current status.
3. Select your desired status.

Note: Clicking on **Reset status** will set your status to **Available**.

Setting Up Voicemail

You can customize your voicemail either with an audio recording or a text-to-speech customized greeting.

To record an audio voicemail greeting:

1. Click on the **Settings and more** button (looks like three dots) in the top right corner.

2. Click **Settings**.
3. Click **Calls** in the Settings panel.
4. Scroll down to the **Manage voicemail** section.
5. Click the **Record a greeting** button.
6. Follow the audio prompts to complete the recording process.

To enter a text-to-speech voicemail greeting:

1. Click on the **Settings and more** button (looks like three dots) in the top right corner.
2. Click **Settings**.
3. Click **Calls** in the Settings panel.
4. Scroll down to the **Manage voicemail** section.
5. Find the textbox labeled **Your custom greeting** and type your greeting in the textbox.
6. When you are done entering your greeting, click the purple **Save** button.