MS Teams is a powerful communication tool that is included with our Office 365 accounts. The basics of receiving a phone call or meeting invite begin with a knowledge of a few simple controls.

This is the main window for Teams. It contains a side bar a navigation bar and a search bar. You use the navigation bar on the left side to access your Chats, Teams, Assignments, Calendar, Calls, and Files.

When you select a team, the general window shows you the text chat and the side bar that allows you to navigate.

If you want to start a video or voice call with team members, you click on the Calls button (Phone shaped icon, below). This will take you to the calls screen.

From this page, you can choose to start a video call with one of your contacts by clicking the camera icon 📷 for video call or the phone icon 📞 for an audio call. If the person you wish to call is not listed, you start typing their name in the search field, pictured below.

Make a call

If the person you wish to call is not listed, you start typing their name in the search field on the top of the window. Once you have the desired participant selected, you can then select the camera icon 📷 for video call or the phone icon 📞 for an audio call. The call window will open and you will see icons that represent each person in the call.

If you receive a call you can click the phone Icon to answer, if you have an invite to join a meeting, you can click the provided link. Both actions will take you to the call window shown to the left.
While in the window, if you hover your mouse over the main part of the window, a tool bar will appear on the lower part of the Teams window. If you do not see the tool bar, be sure that you have clicked onto the Teams window and hover your arrow over the center of the window.

Camera – Click this button to turn off your camera. Click it again to turn it back on again.

Microphone – Click this button to mute your microphone. Click it again to unmute.

Screen Sharing – This button brings up a menu at the bottom of your Teams window that can be used to choose to share your entire desktop or specific windows.

More Actions – This allows useful options such as Device Settings for selecting a different audio or camera device or to show call details including a phone number that can be used to join the call from a telephone, use the keypad and start recording.

Show Conversation – This opens a chat conversation on the right-hand side. If there are comments that you haven’t seen, there will be an orange circle on the upper right corner.

Show Participants – Press this button to see a list of all users that are on the current call. Users can also be invited to the conversation using the field at the top.

Hang Up – Use this button to end the call.

If you have issues with any features of Teams, follow the tried and true action of turn it off and back on again (i.e. close teams and open the program again)