

Microsoft Teams FAQ

Microsoft Teams FAQ	1
Why are we switching from Skype for Business to Microsoft Teams?	2
When is the change from Skype for Business to Microsoft Teams happening?	2
What about learners that I currently contact via Skype, Skype for Business, or phone?	2
Can I still make direct phone calls in Microsoft Teams?	2
Can I contact a learner who uses Skype or Skype for Business from Microsoft Teams?	4
What are the advantages of using Microsoft Teams?	6
Can I try Microsoft Teams now?	6
Can I use Microsoft Teams on the web with my current browser?	8
How do I install Microsoft Teams?	8
Is there a Microsoft Teams app available?	9
How can I troubleshoot Microsoft Teams installation and update issues on Windows?	9
How can I make a test call in Microsoft Teams?	9
How do I log out of Microsoft Teams?	11
Will we be using Microsoft Teams for group sessions?	12
Where can I find the Microsoft Teams shortcuts?	12
Where can I find additional help and tips for Microsoft Teams?	14
Will we be given additional training on how to use Microsoft Teams?	14

Why are we switching from Skype for Business to Microsoft Teams?

Microsoft announced that Skype for Business will be retiring on 31 July 2021. To prepare for this change, we are transitioning from Skype for Business to Microsoft Teams.

When is the change from Skype for Business to Microsoft Teams happening?

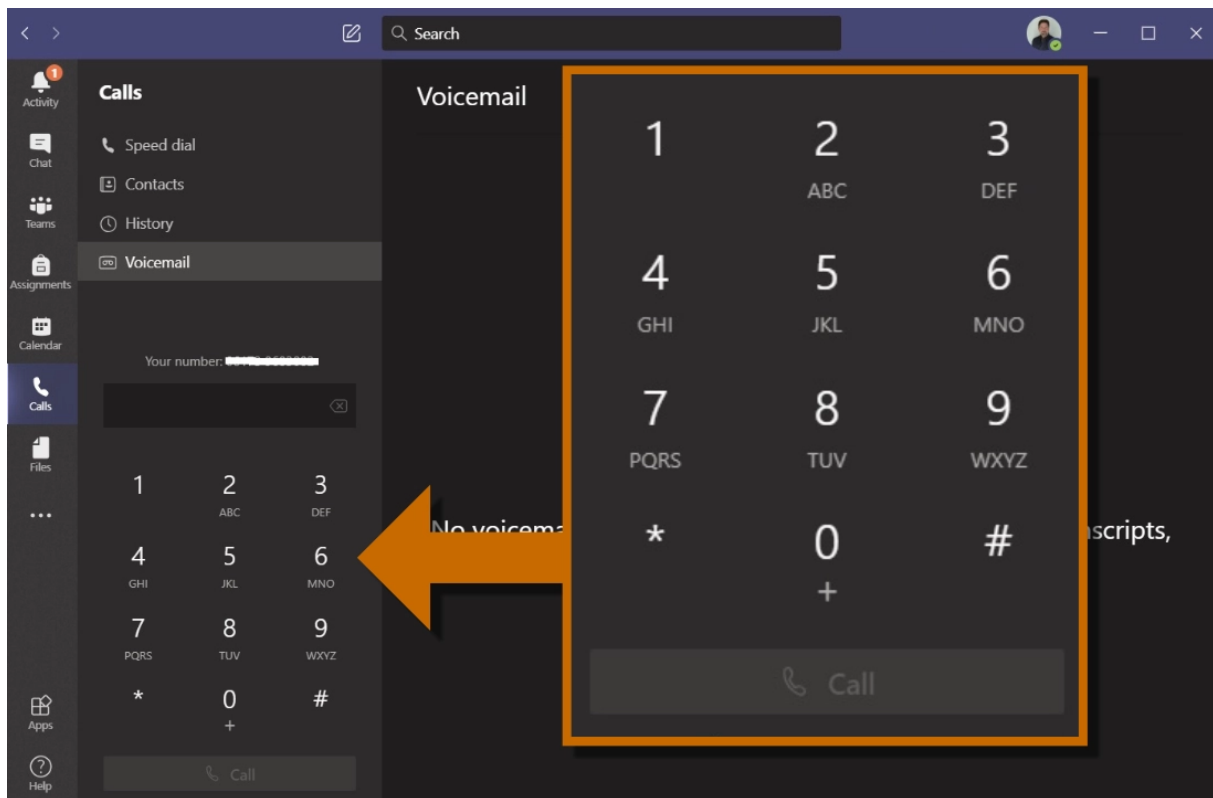
The shift from Skype for Business to Teams has already begun for some trainers and will be finalised by the end of Skype for Business's life cycle (31 July 2021).

What about learners that I currently contact via Skype, Skype for Business, or phone?

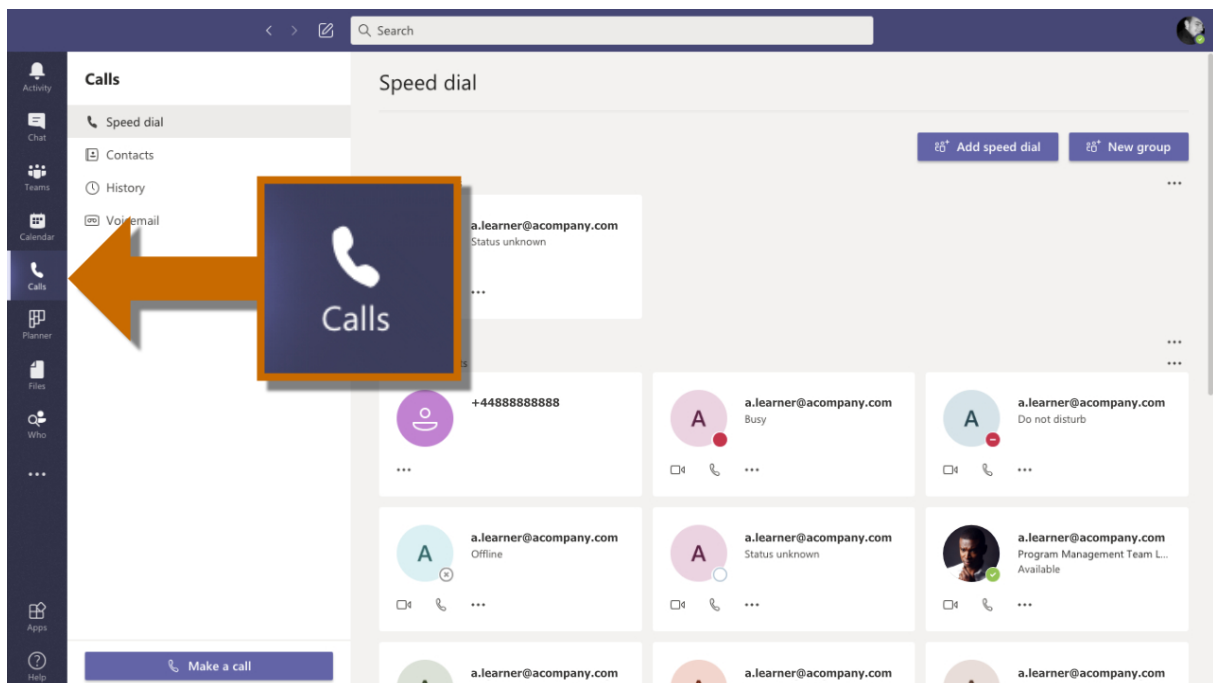
You can continue to contact your current learners using their preferred platform, but please be aware that new learners may have Microsoft Teams listed as their favourite contact method. Also, if you have a learner who has Skype for Business as their preferred contact method and they have sessions beyond 31 July 2021, you will have to agree on a different communication method once Skype for Business is retired.

Can I still make direct phone calls in Microsoft Teams?

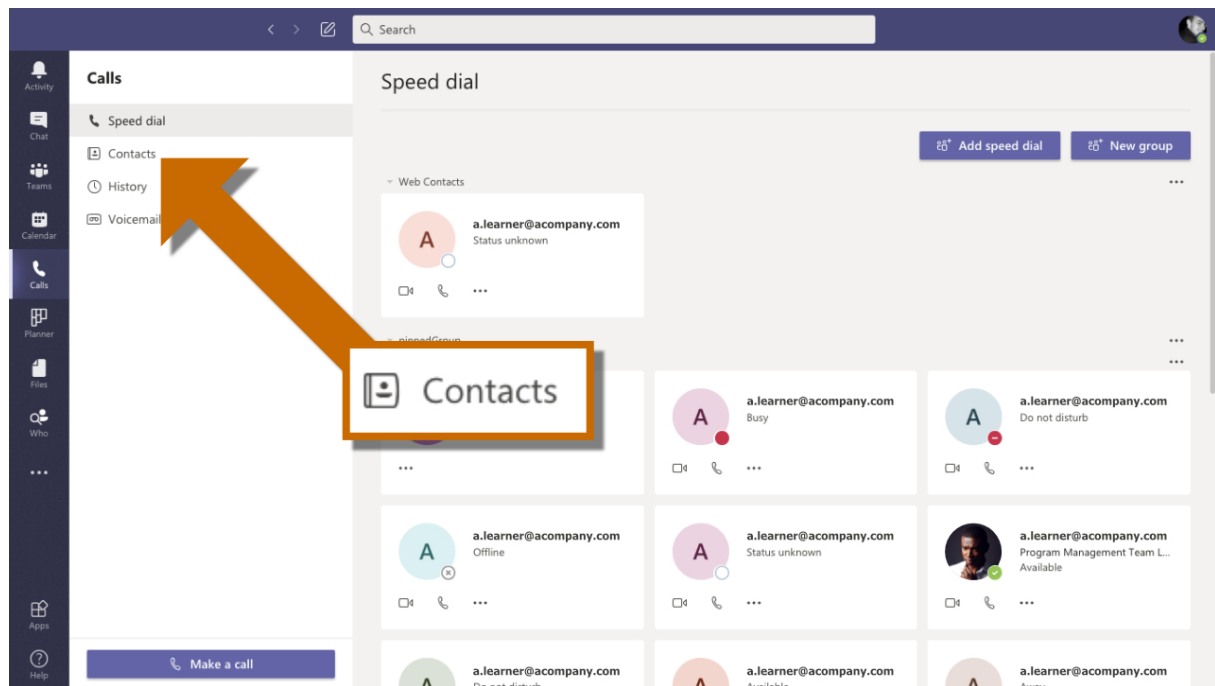
You can make a phone call by selecting the **Calls** tab and clicking or typing the number on the dial pad on the bottom left of the screen:



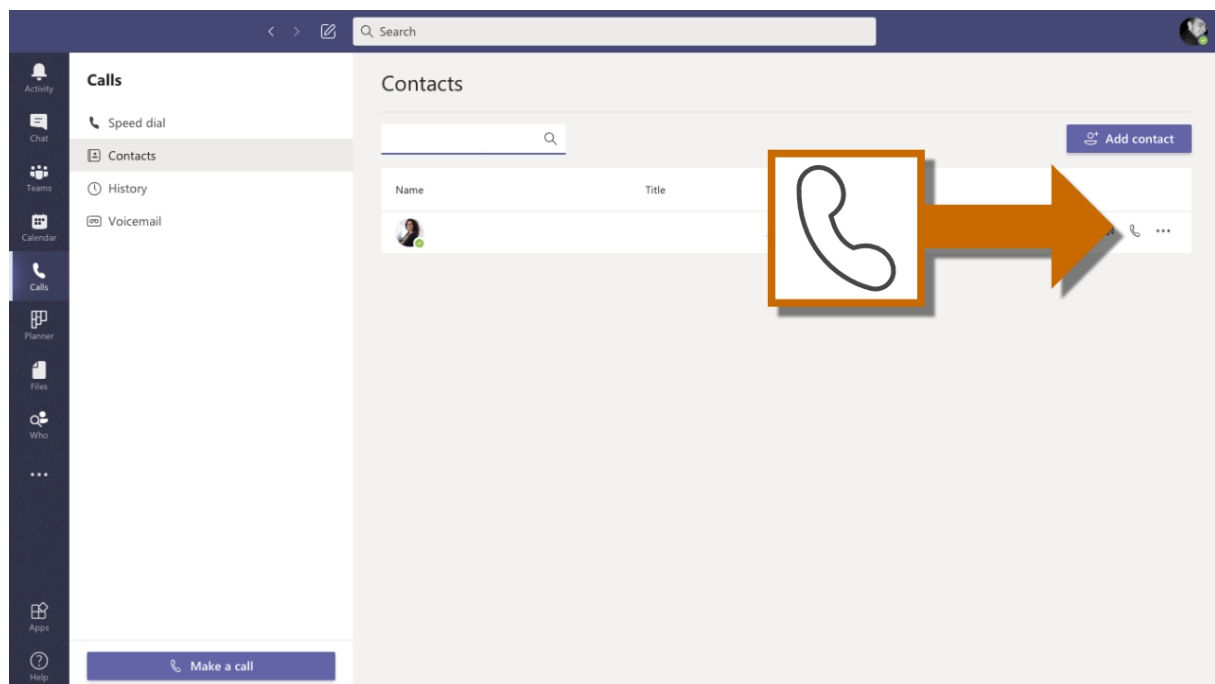
If the person is already in your contact list, select the **Calls** tab:



Then **Contacts**:



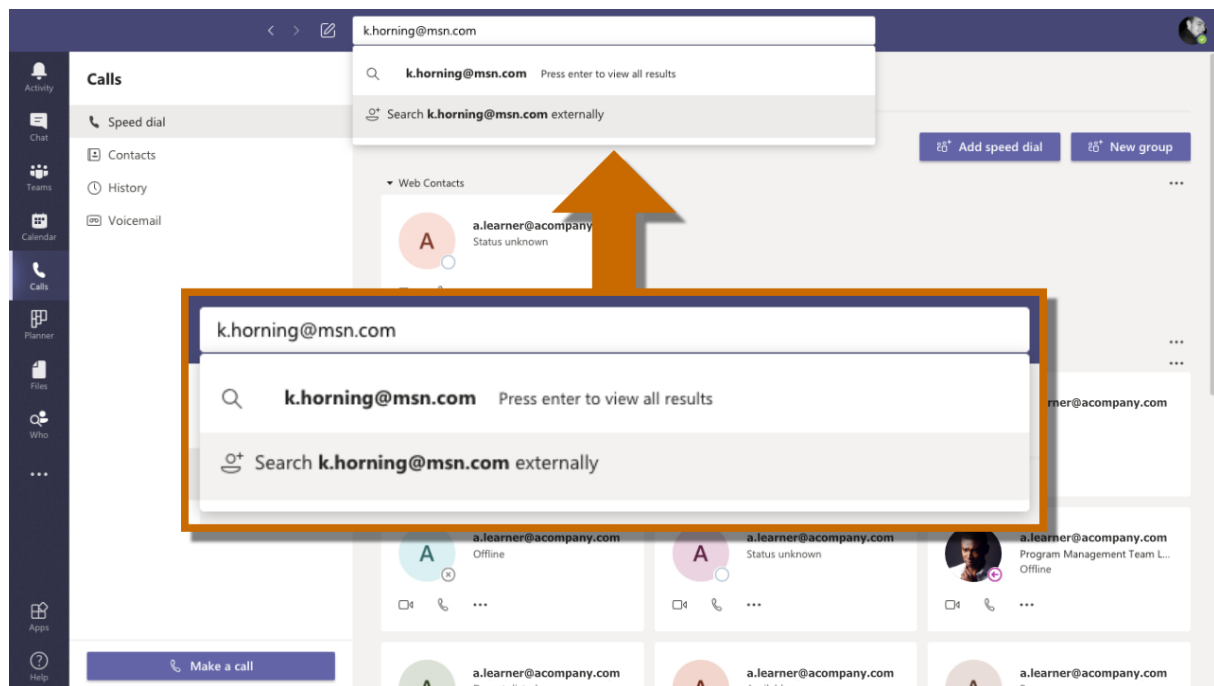
Search for or scroll to the person's name, then click on the **Call** icon:



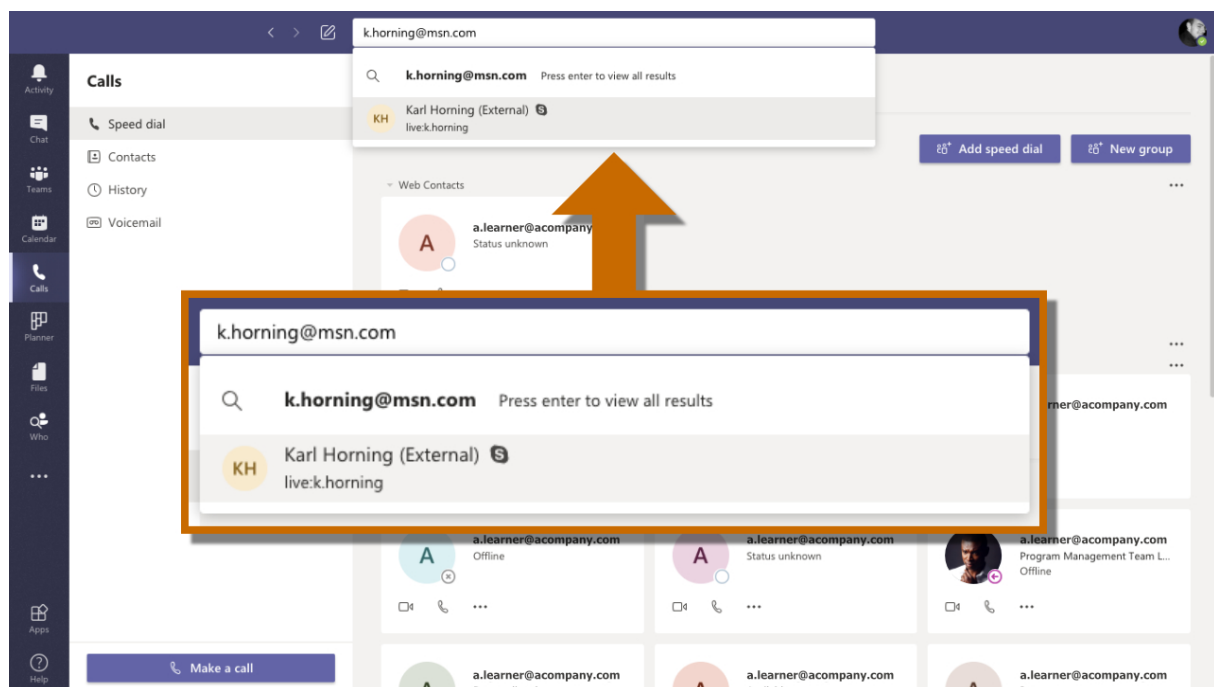
Can I contact a learner who uses Skype or Skype for Business from Microsoft Teams?

You can make calls or send messages to learners who use Skype or Skype for Business from Microsoft Teams if you know the email address associated with their account.

To start, enter the learner's email address in the search box at the top of the Microsoft Teams window and select **Search <email address> externally**:



The name of your learner on Skype for Business or Skype will appear along with their Skype ID in place of the **Search <email address> externally** option. Click on their name to open the chat window:



There are some limitations when using Microsoft Teams to contact a learner on Skype for Business or Skype:

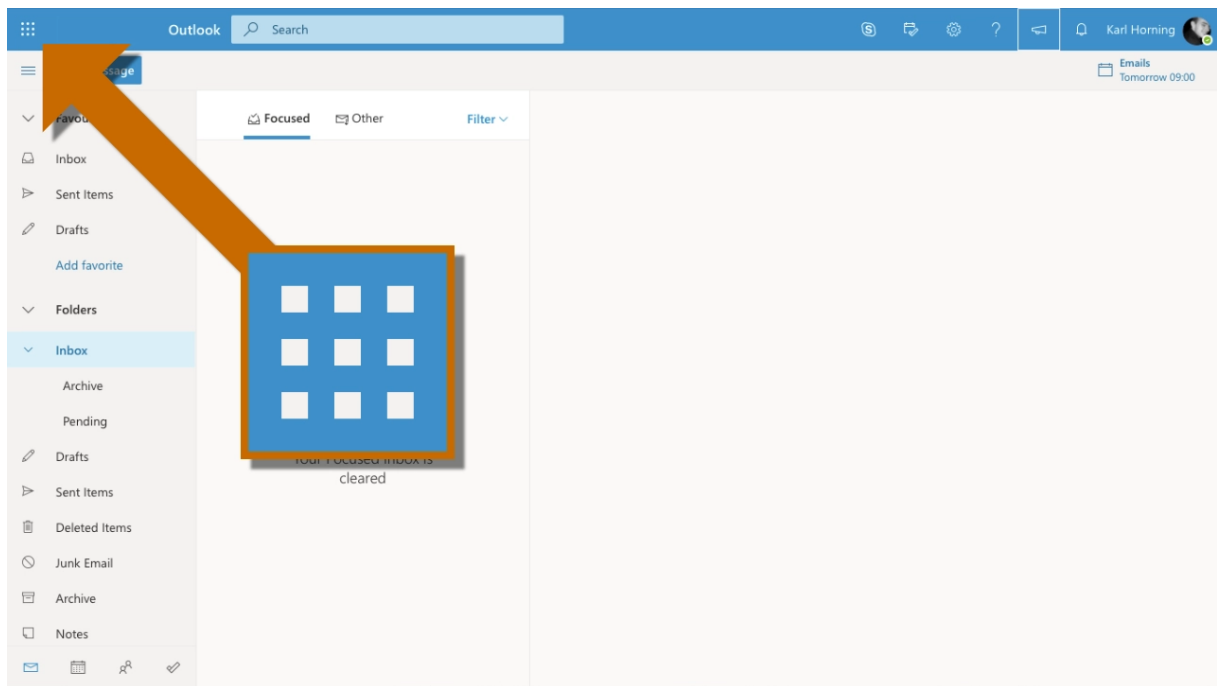
- » Conversations are text-only. You can't use rich formatting, @mentions, emojis, or any other chat features available for Microsoft Teams to Microsoft Teams chats.
- » Conversations are one-to-one only. Group chats aren't supported.
- » Microsoft Teams users and Skype users can't see each other's presence.
- » Searching for learners on Skype by using their Skype ID or phone number isn't supported.

What are the advantages of using Microsoft Teams?

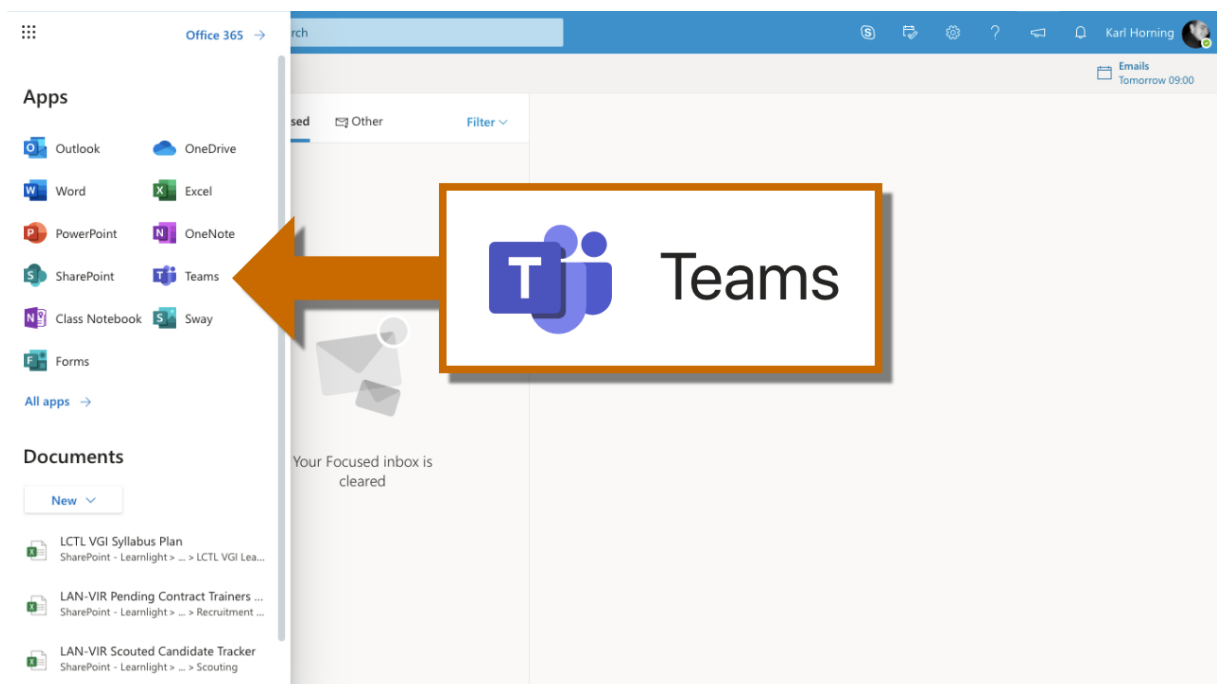
- » You can blur the background or use custom backgrounds while on video.
- » The Microsoft Teams app is the same for Windows and macOS: if you are a macOS user, you no longer have to worry about missing features, as you will have the same experience as Windows users!
- » If you are borrowing a friend's computer, you can use Microsoft Teams on the web. There's no need to download the app.
- » Microsoft Teams includes AI-powered background noise suppression. This means that there is less background noise when making calls, so there are fewer distractions for trainers and learners.
- » With the current global situation, more companies have adopted Microsoft Teams to communicate internally. This means that it's easier to contact learners!

Can I try Microsoft Teams now?

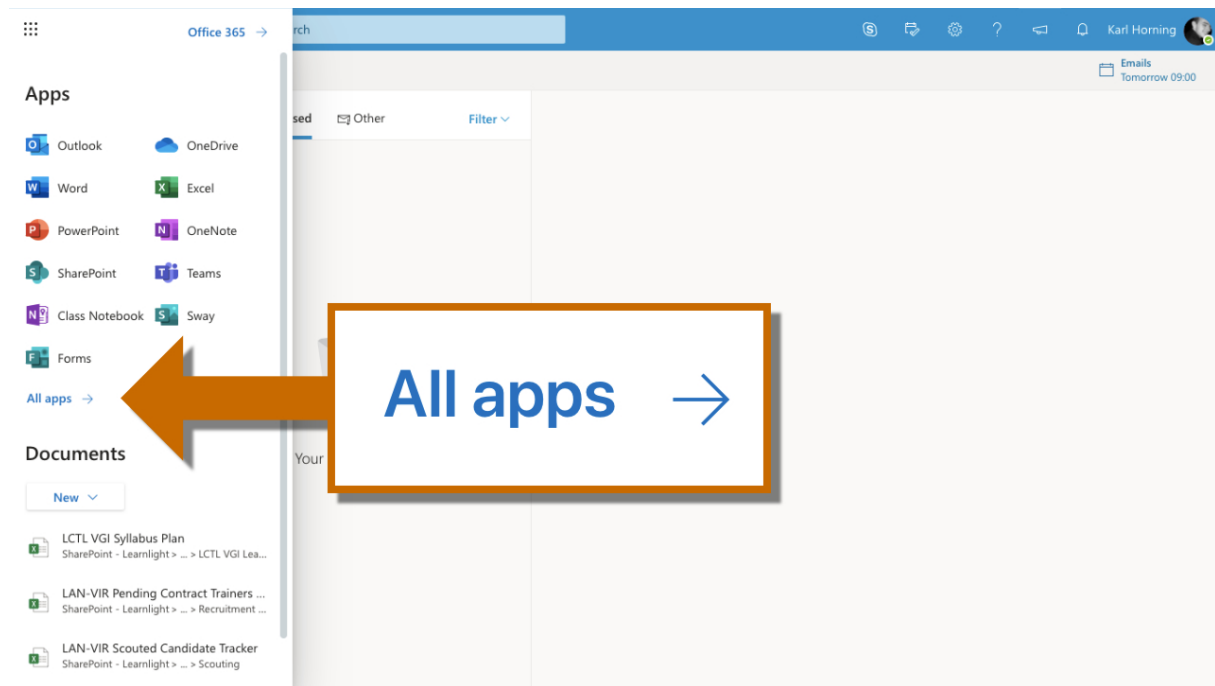
If you would like to try Microsoft Teams now, it's available to launch from Outlook on the web by selecting **App launcher** in the top left corner:



Then select **Teams** from the sidebar menu that appears:



If Teams isn't currently shown in the Apps area, go to **App launcher > All apps > Teams**:



Can I use Microsoft Teams on the web with my current browser?

Microsoft Teams on the web supports the following browsers:

- » Internet Explorer 11
- » Microsoft Edge
- » The latest version of Chrome
- » The latest version of Firefox

Microsoft Teams is currently in preview in Safari, and Microsoft have provided an article on how to use Microsoft Teams in Safari: <https://support.office.com/en-gb/article/safari-browser-support-1aac0a7c-35a8-42c1-a7df-f674afe234df?ui=en-US&rs=en-GB&ad=GB>

How do I install Microsoft Teams?

If you would like to download the Microsoft Teams app, it's available from:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

After launching Microsoft Teams, just sign in with your company email address and password, and you will be ready to start.

Is there a Microsoft Teams app available?

The Microsoft Teams app for Android and iOS can be downloaded from the same link as the Windows and macOS versions:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

How can I troubleshoot Microsoft Teams installation and update issues on Windows?

If you experience any problems installing or updating Microsoft Teams, you can contact the Admin team at [removed]

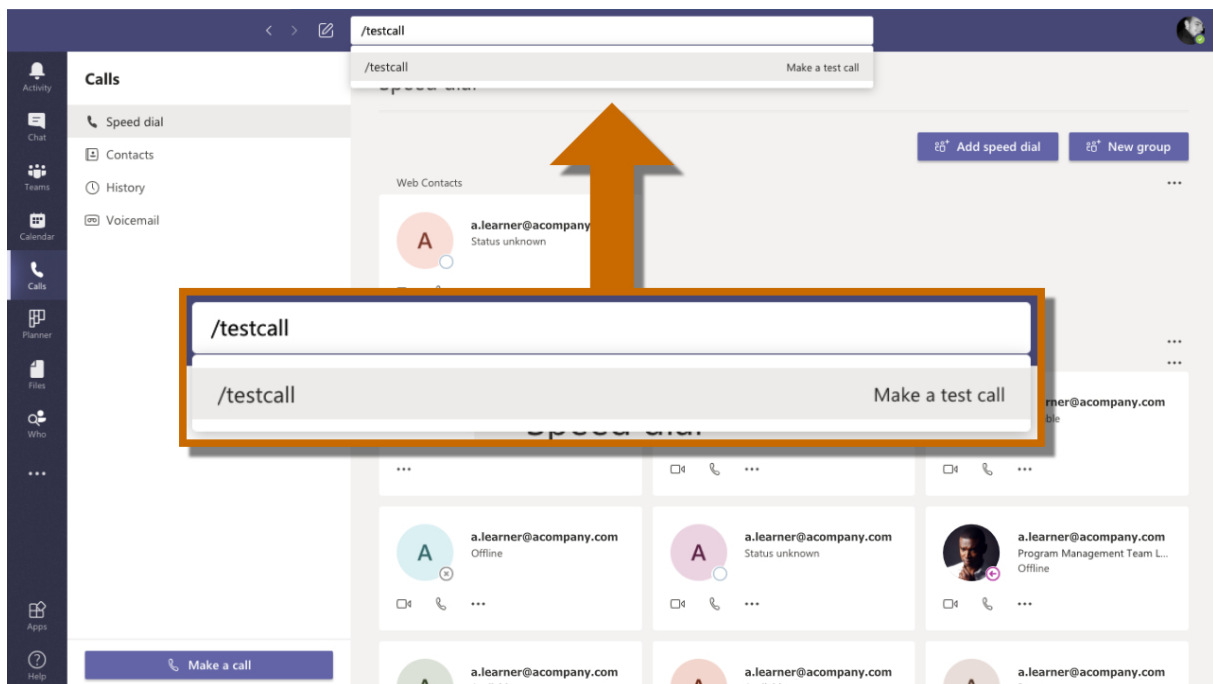
Additionally, an article to help with troubleshooting installation and update issues is available from:

<https://docs.microsoft.com/en-us/microsoftteams/troubleshoot-installation>

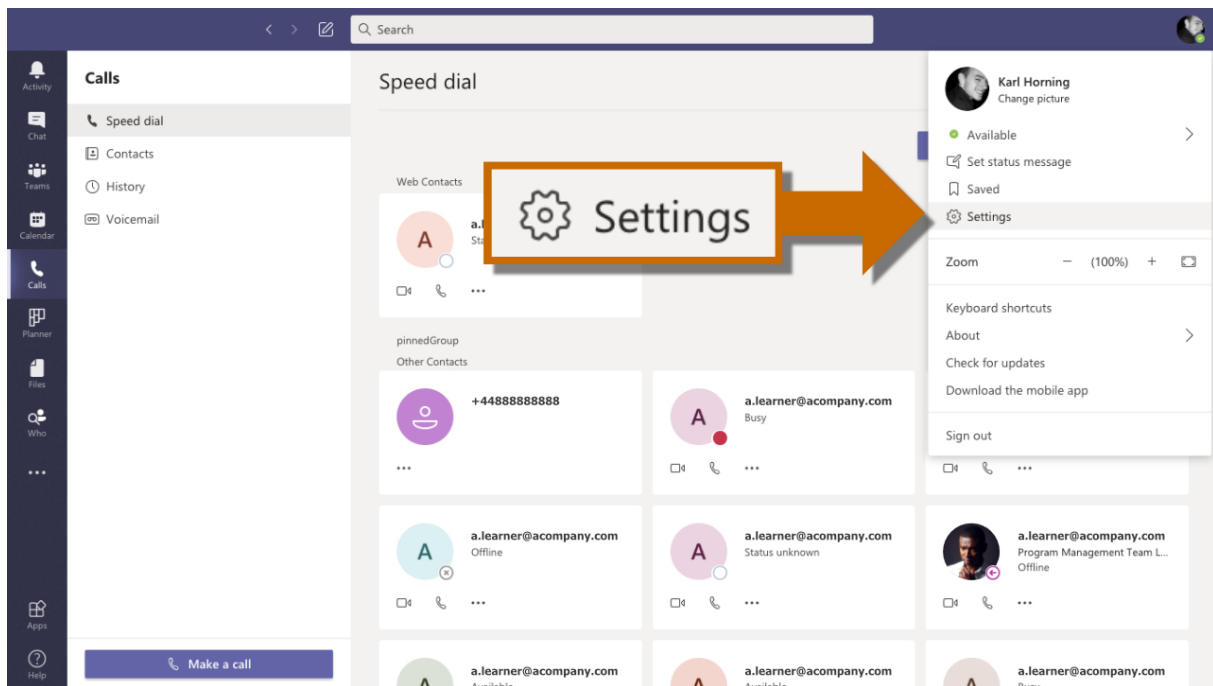
How can I make a test call in Microsoft Teams?

There are two ways to make a test call in Microsoft Teams:

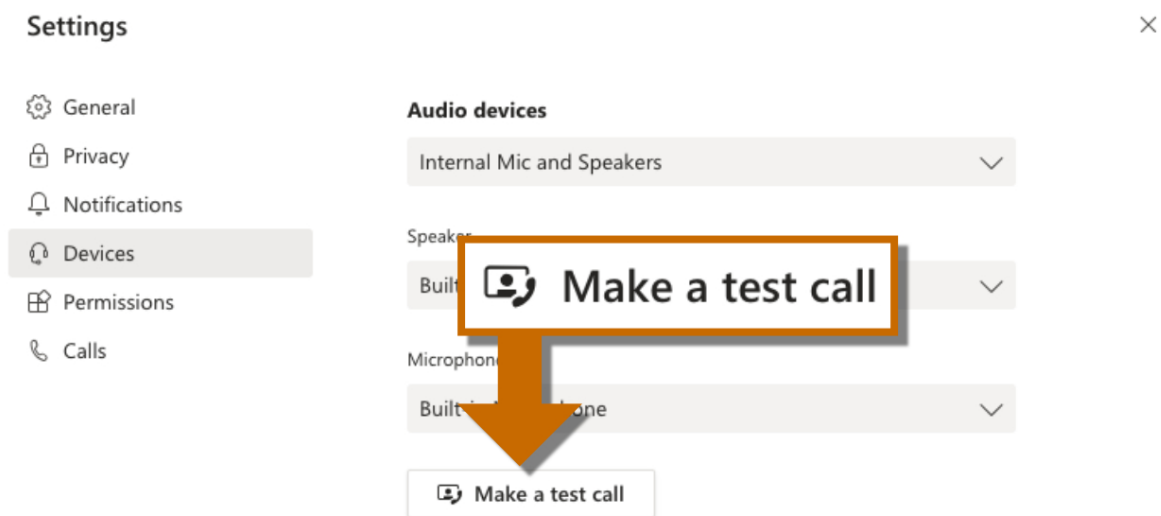
1. Either type **/testcall** in the search box at the top of the page:



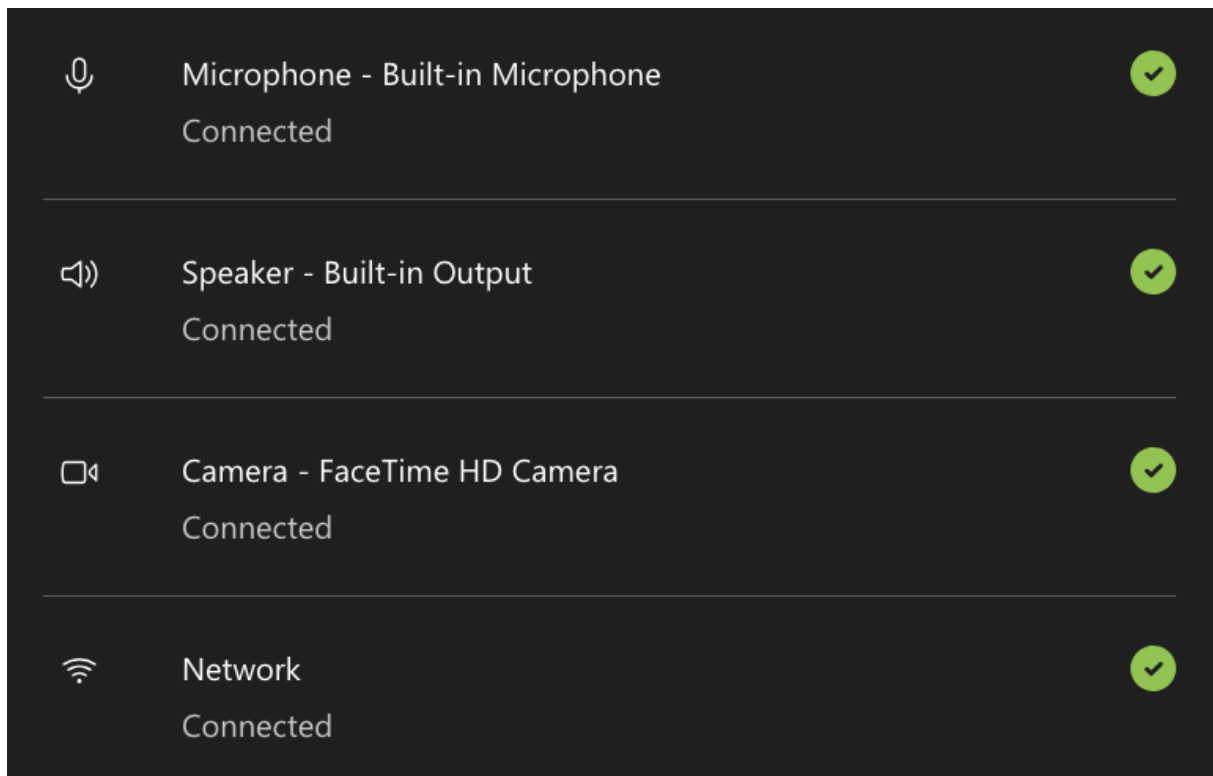
2. Or click on your profile picture in the top right of the screen, then select **Settings**:



From the **Settings** menu, select **Devices** > **Make a test call**:

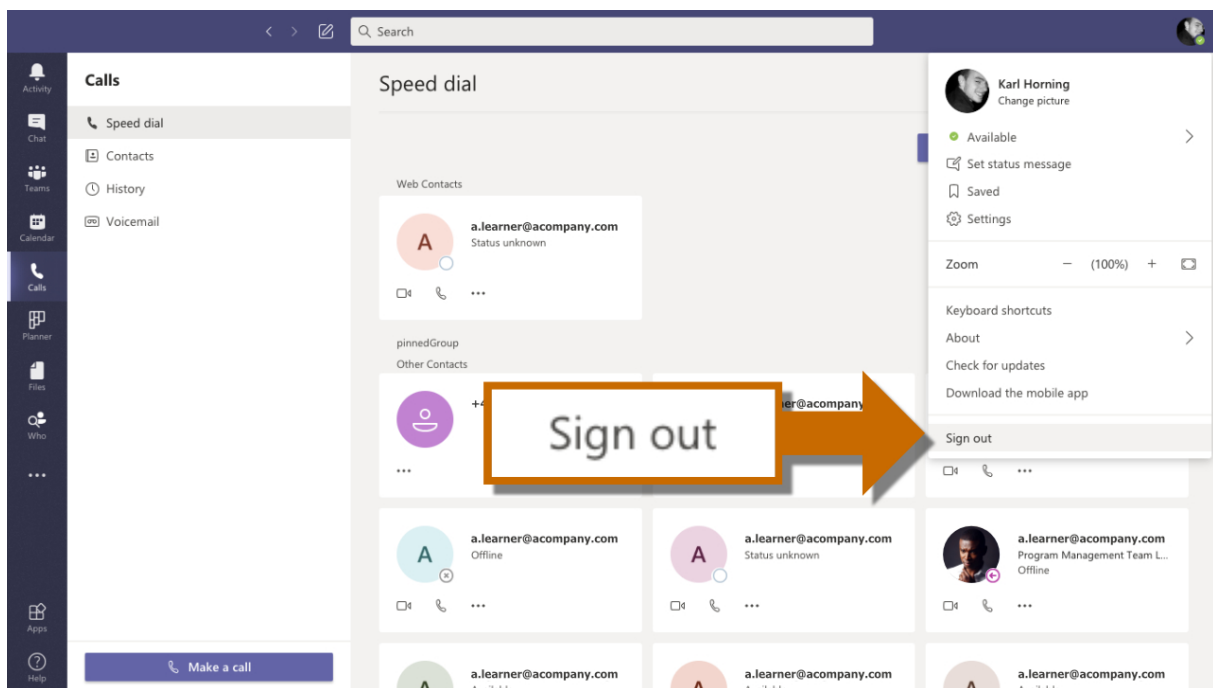


The test call checks your call and network quality as well as the microphone, speaker, and camera that you have connected:



How do I log out of Microsoft Teams?

To log out of Microsoft Teams, you can either click on your profile picture in the top right corner and select **Sign out** or right click on the app icon in your taskbar and select **Sign out**:



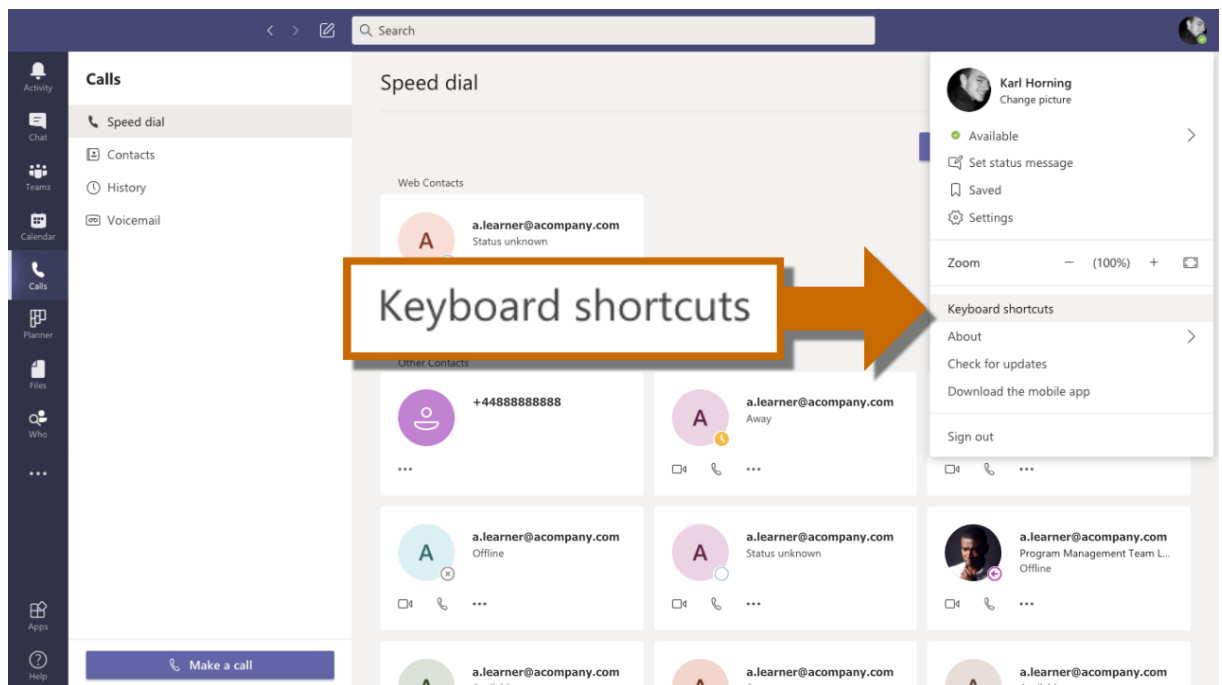
Will we be using Microsoft Teams for group sessions?

Once we have confirmed the viability of Microsoft Teams for Coach sessions, we will explore the possibility of using Microsoft Teams for group sessions.

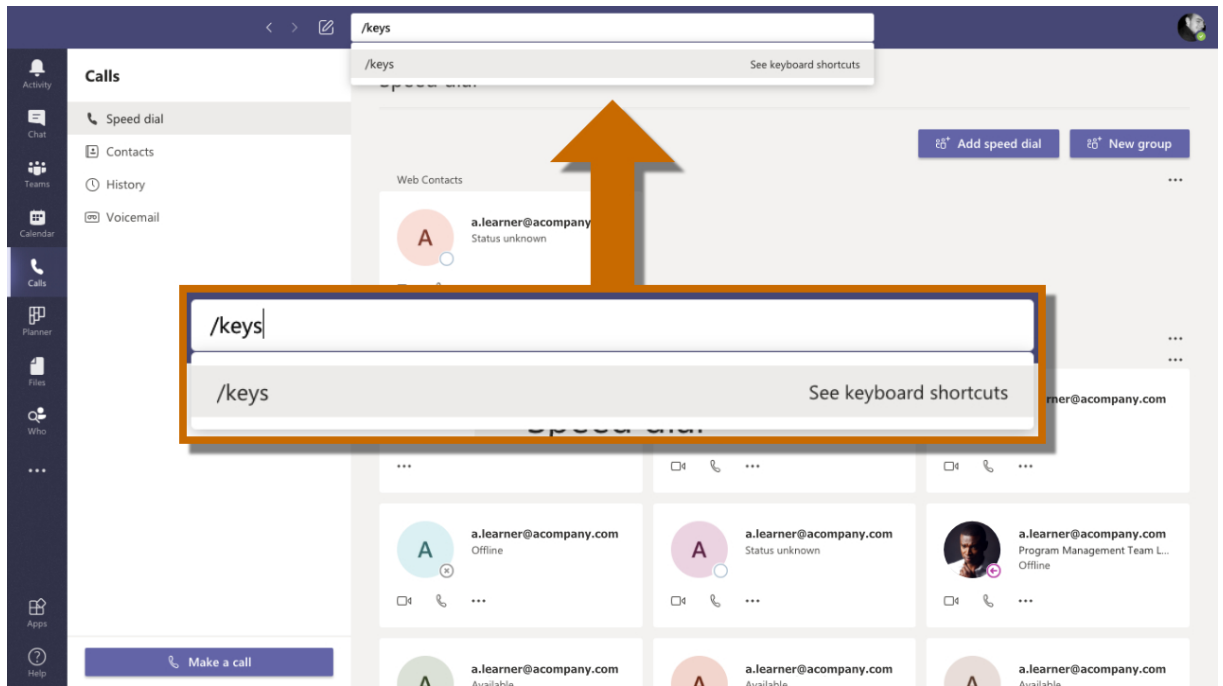
Where can I find the Microsoft Teams shortcuts?

There are three ways:

1. In the top right corner of Microsoft Teams, click on your profile picture and select **Keyboard shortcuts**:



2. Type **/keys** into the search box at the top of the Microsoft Teams window:



3. On Windows, press **Ctrl + . (full stop)**. On MacOS, press **Cmd (⌘) + . (full stop)**:

Keyboard shortcuts

Keyboard language is: English (United States)

General

Show keyboard shortcuts	Command	.	Go to Search	Command	E
Show commands	Command	/	Open filter	Command	Shift F
Goto	Command	G	Open apps flyout	Command	`
Start new chat	Command	N	Open Settings	Command	,
Open Help		F1	Close		Escape
Zoom in	Command	=	Zoom out	Command	-
Reset zoom level	Command	0			

Navigation

Open Activity	Command	1	Open Chat	Command	2
Open Teams	Command	3	Open Calendar	Command	4
Open Calls	Command	5	Open Planner	Command	6

[See shortcuts for all platforms](#) | [Office Accessibility Centre](#)

Where can I find additional help and tips for Microsoft Teams?

The *Microsoft Teams help & learning* page is a great place to start, and it's available from:

<https://support.office.com/en-us/Teams>

Will we be given additional training on how to use Microsoft Teams?

If you are interested in receiving additional training on Microsoft Teams, please contact [removed].

If you have any questions or comments about the transition to Microsoft Teams, please email [removed].