# A Microsoft Teams Guide:

Communication! Chats, Calls and meetings
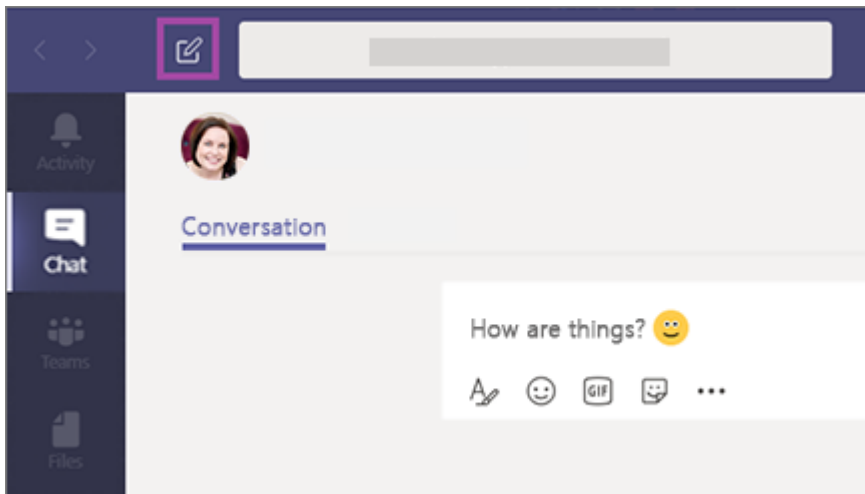
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# Teams Chat

## Start to chat in Teams

You start one-on-one and group chats the same way. by selecting **New chat** at the top of your chat list.

## Start a one-on-one chat

Once you've selected **New chat** and entered the person's name, compose your message in the box at the bottom of the chat. To open your formatting options, select **Format** beneath the box where you type your message.
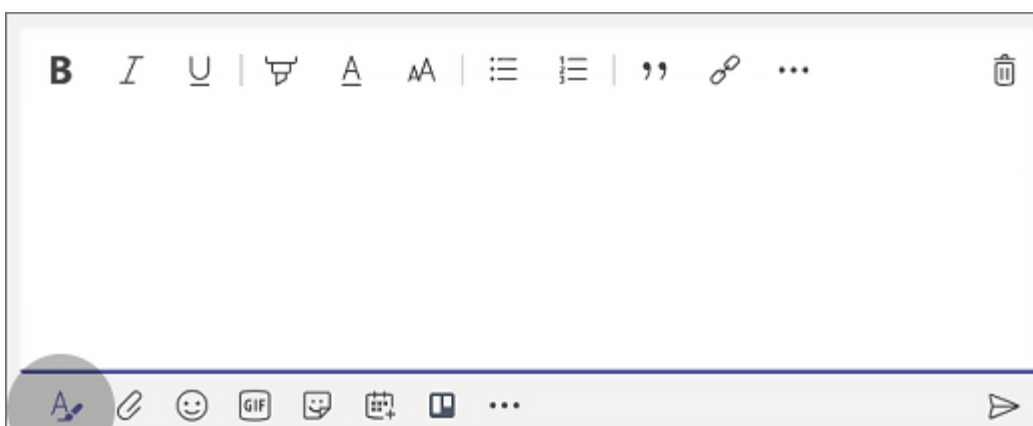
When you're ready, select Send . This starts the chat.

You can also start a one-on-one chat from someone's profile card. Open it by clicking their picture in a channel or from a search.

## Start and name a group chat

Start one the same way you start a one-on-one chat: select **New chat** ✎ at the top of your chat list. Select the down arrow to the far right of the **To** field and type a name for the chat in the **Group name** field. Then, type the names of the people you'd like to add in the **To** field.
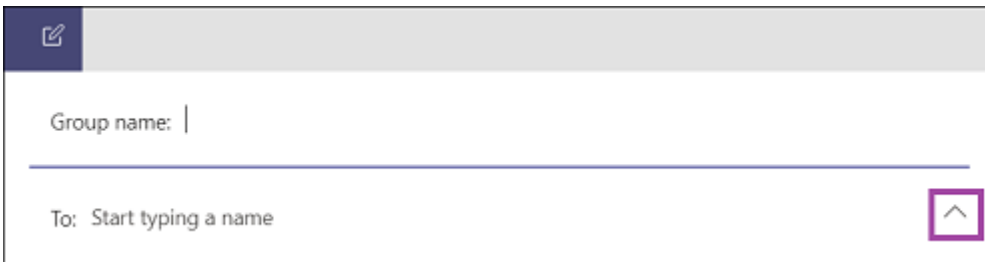


This starts a new conversation. Everyone who has access to the group chat can send messages.

You can include up to 100 people in a group chat.

## Add people to the conversation

To loop more people into the conversation, just click **Add people** ⊞ (or **View and add participants** in group chat) in the top right corner of Teams. Then, type the names of the people you'd like to chat with, select how much of the chat history to include, and click **Add**.

**Note:** When adding someone to a group chat (not a one-on-one), you can include the chat history.
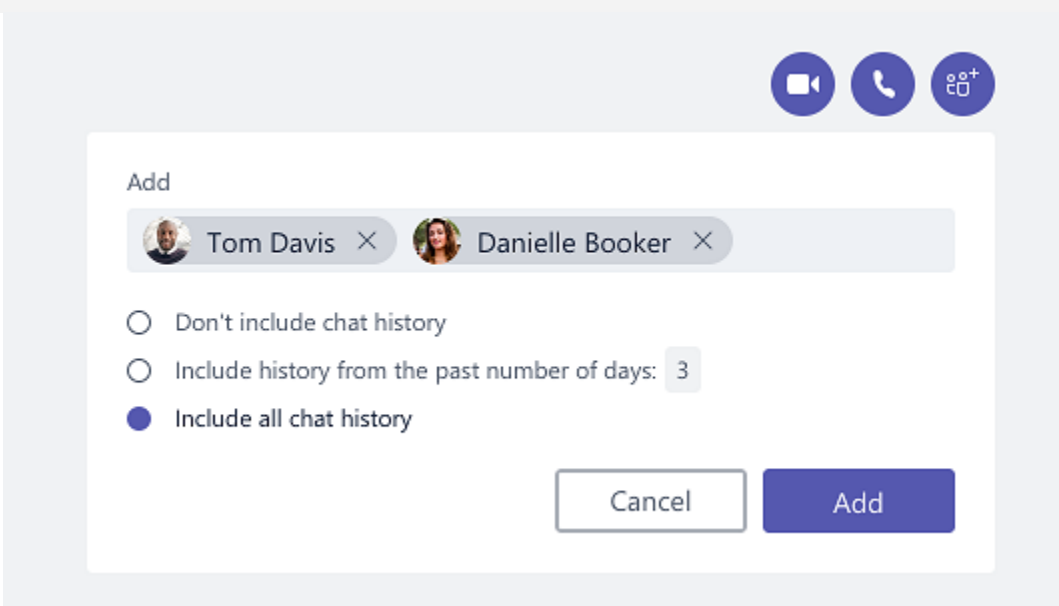


Teams will save the whole chat history, all the way back to the first message. And if someone leaves the group, their chat responses are still there in your chat history.

## See who's in a group chat
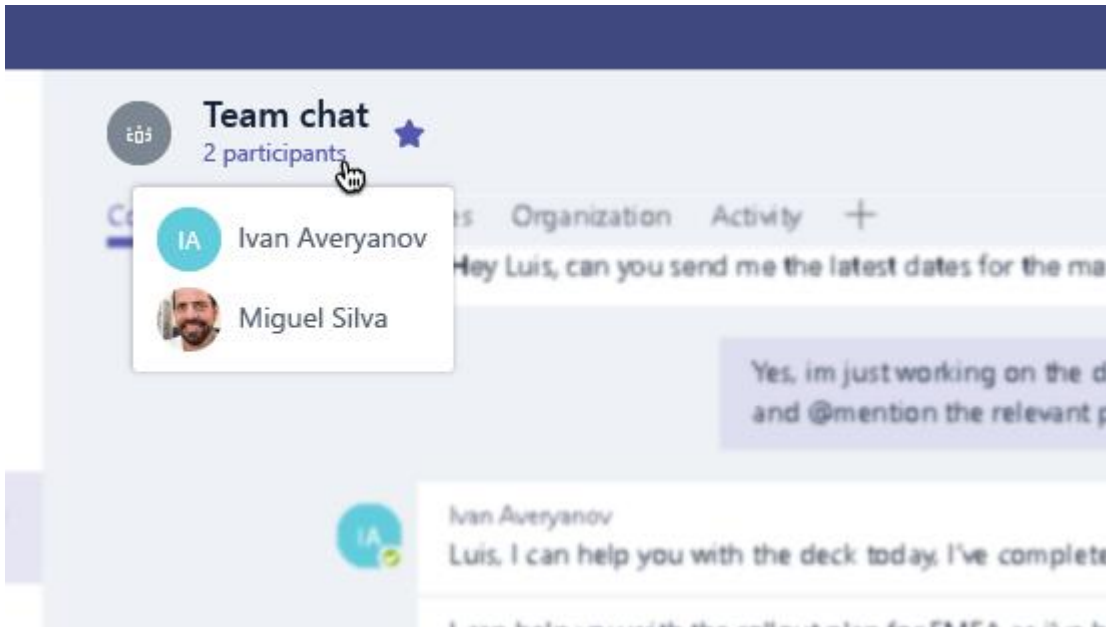
To see who's in a group chat, hover over the number of participants in the chat header to show a list of everyone's names.

# Teams Calls

## Calling from a Chat

You can make one-on-one or group calls with anyone in your organization directly from a chat without having to host a team meeting. These calls are private and won't appear in any team conversation. Entries for the calls will appear in your chat, though.

> ➢ Go to your chat list and click **New chat** to start a new conversation.
> ➢ Type the name or names into the **To** field at the top of your new chat.
> ➢ Then click **Video call** or **Audio call** to start a call.
>> • Up to 50 people can be on the same video call.
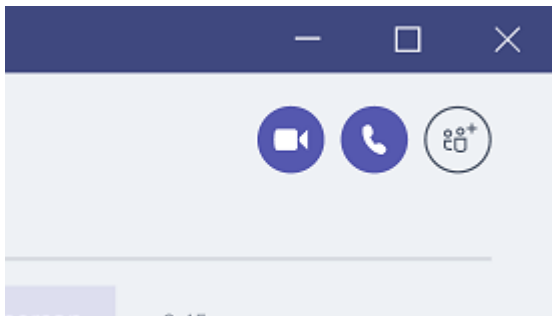


## Call from Profile Card

You can also start a one-on-one call from someone's profile card. Open it by clicking their picture in a channel or from a search.

## Calls
You can find a contact and call them from Teams by selecting Calls from the LHS panel. Here you can also check your call history and your Teams Voicemail

## Call command

If you're not currently in a chat with the person you want to call, you can start a new call from a command. Go to the command box at the top of your screen and type **/call**, then type or select the name of the person you want to reach.

# Teams Meetings

Your calendar in Teams is connected to your Exchange calendar. In other words, when you schedule a meeting in Outlook, it'll show up in Teams, and vice versa.
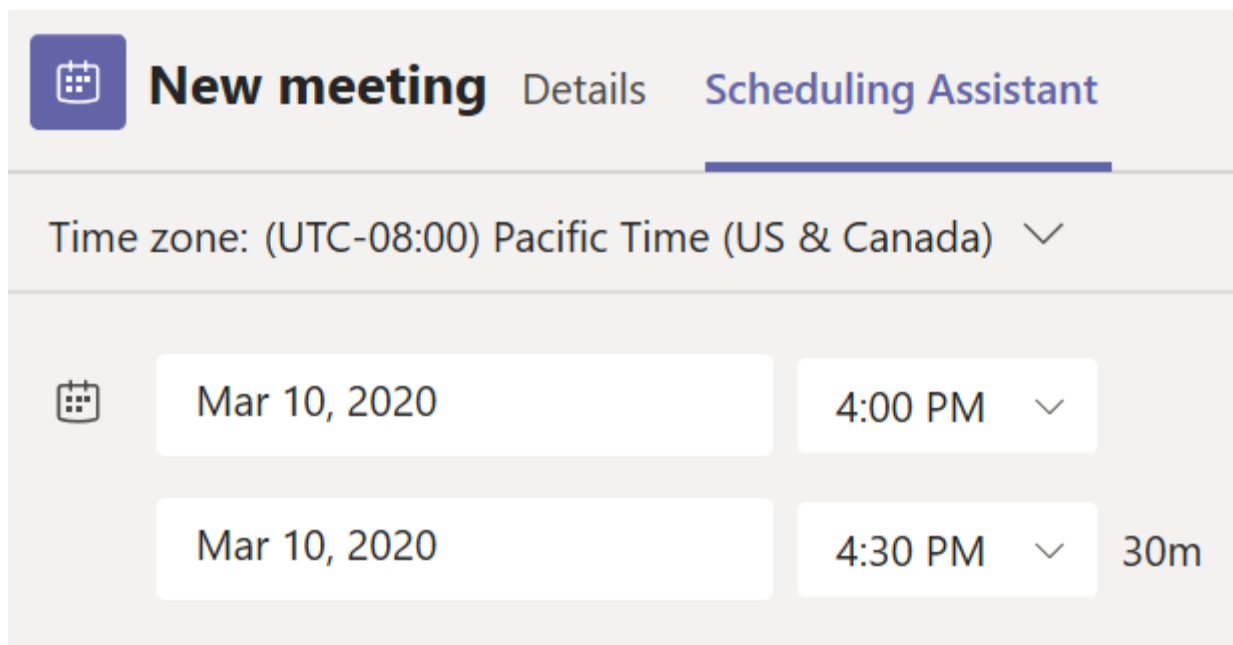
Every meeting scheduled in Teams is automatically made into an online meeting. Scheduling from Outlook? Learn how to add Teams to your Outlook meeting.

Schedule a meeting

There are several ways to schedule a meeting in Teams:

1. Select **Schedule a meeting** 🗓️ in a chat (below the box where you type a new message) to book a meeting with the people in the chat.
2. Go to **Calendar** 🗓️ on the left side of the app and select **New meeting** in the top right corner.
3. Select a range of time in the calendar. A scheduling form will pop open.

   The scheduling form is where you'll give your meeting a title, invite people, and add meeting details. Use the **Scheduling Assistant** to find a time that works for everyone.



Once you're done filling out the details, select **Save**. This will close the scheduling form and send an invite to everyone's Outlook inbox.

## Make it a channel meeting

- Select **New meeting**.
- Type the name of one or more channels where it says **Add channel** (under the time and date fields).
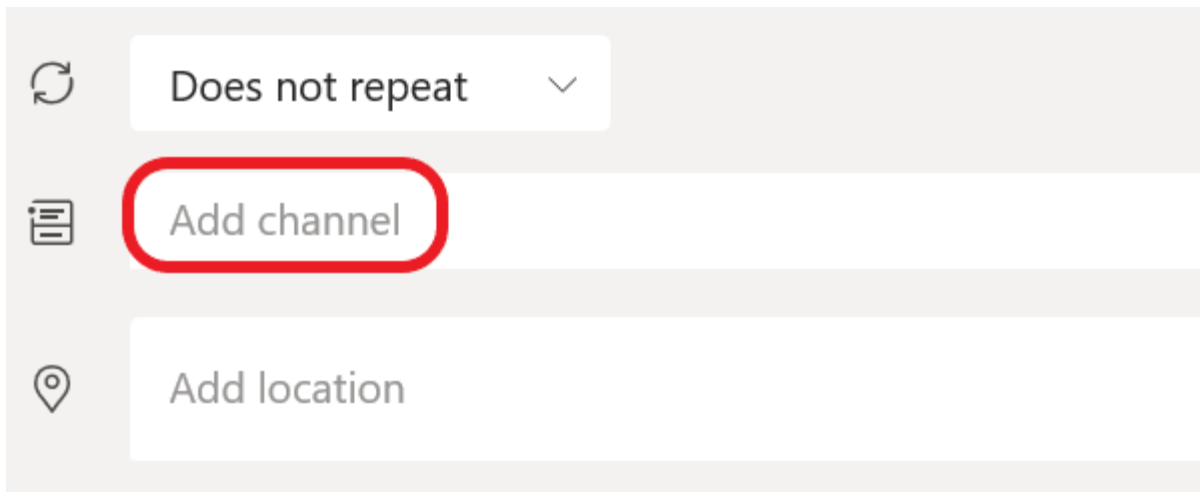


# Channels can't be edited or added once the invite is sent. You'll need to send a new invite with the updated channels.

**Note:** When you have a meeting in a channel, everyone in the team will be able to see it and join it in that channel.

Once you've added the people you want, select **Scheduling Assistant** to find the best time.

If it's a recurring meeting, open the dropdown menu next to **Does not repeat** (just below the date). Choose how often you want it to occur from the default options, or select **Custom** to create your own cadence.

## Change the calendar view

By default, you'll be shown your work week and can be changed from the dropdown menu at the top right of your calendar. Here are your current view options:

- **Day** gives you an agenda view focused on one day at a time.

- **Work week** shows you Monday through Friday.
- **Week** shows you the entire week.

In the top left corner, you'll find the month and year. Select the month to change your calendar view to any date— past or future. Select the arrows next to the month to scroll by day or week depending on your calendar view.

Select **Today** to get back to the current date.

**Note:** The calendar shows you everything that was scheduled in Teams, Exchange, or Outlook.

Right-click for more options

Right-click an event in your calendar to RSVP, remove it if it's canceled, or open the invitation to view the meeting details. If the event is a Teams meeting, you'll also get options to **Join online** and **Chat with participants**.
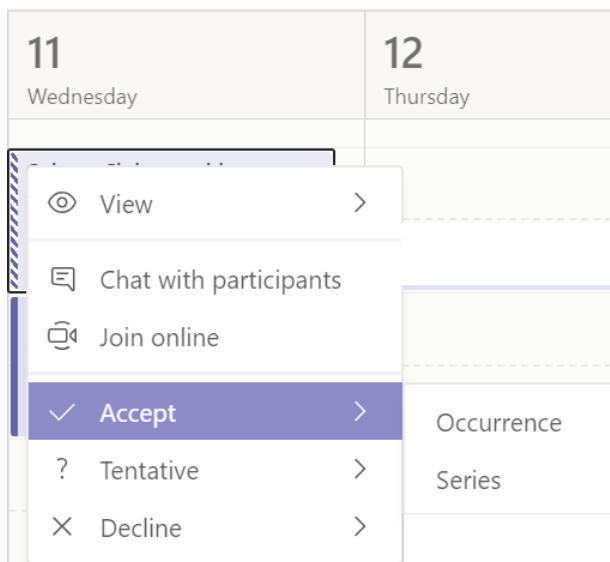


Teams meetings will show a join button on an event in your calendar five minutes before the start of a meeting. Once someone joins the meeting, the event will change colors to let you know they're online.

Select **Join** to open the meeting settings window to confirm your preferred camera and mic settings before joining the online meeting.

**Note:** If you have overlapping meetings in your calendar, the join button won't be available. But you can still right-click the event and select **Join online**.

# References, Sources and further reading

- https://docs.microsoft.com/en-us/microsoftteams/enduser-training
- https://support.office.com/en-gb/teams
    - Chat - https://support.office.com/en-us/article/Start-a-chat-in-Teams-0c71b32b-c050-4930-a887-5afbe742b3d8
    - Starting a Call - https://support.office.com/en-us/article/Start-a-call-from-a-chat-in-Teams-f5138c9d-df4c-43d8-9cf6-53400c1a7798
    - Meetings - https://support.office.com/en-us/article/Schedule-a-meeting-in-Teams-943507a9-8583-4c58-b5d2-8ec8265e04e5
- Further reading
    - Teams Video training library - https://support.office.com/en-gb/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?ui=en-US&rs=en-GB&ad=GB