



All About Teams: A Collection of Useful Posts

Compiled March 1, 2021

Microsoft Teams has seen widespread adoption and use by our customers over the past few years. With that in mind, we thought it would be helpful to compile links to the most popular and helpful Teams posts from CGNET's "Tip IT" Blog and send them your way!

Included are summaries and links to posts on the following topics:

- [Teams phone basics](#): All about making, taking & transferring calls
- [Polling](#): How to set up and conduct polls in Teams channels and meetings
- [How to open a Teams meeting](#) in a new window
- [The Wiki tab](#): What it is, why it's useful and how to set one up
- How to [pop out a chat window](#) in Teams so you can keep your work flowing
- [Tracking attendance](#) in Teams meetings
- How to [share your screen](#) during a meeting or chat
- How to [block unwanted calls](#)
- How to [pop out apps and tabs](#) in a new window
- Tips on [opening files](#) inside Teams
- Tips and tricks for [chatting in Teams](#)

We hope this is a useful resource for your organization!

How to Make, Take & Transfer Calls in Microsoft Teams

This post serves as a quick “101” guide on how to use the basic phone features in Teams: Dialing out, answering and transferring calls. As Teams can be used on both your desktop systems and mobile phones, we break down the instructions for both.

Covered are:

- Making calls from your desktop
- Making calls from the Teams app on your mobile device
- Taking calls on your desktop
- Taking calls on your mobile device
- Transferring calls in Teams

Read the post [here](#).

You may also want to check out our [instructional video](#).

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How to Do Polling in Teams: A Step-by-Step Guide

Polling in Teams is not only a quick way to collect information, but it can also be a great way to keep team members attentive during a meeting. As our workplaces continue to evolve into more remote or hybrid versions of their former selves, the ability to keep physically separated team members engaged is essential. At the time of this posting, creating a poll for use in a Teams meeting required temporarily leaving your meeting and navigating to the Forms app. However, Microsoft has been rolling out a new integration of the Forms app *within* Teams so that surveys can be introduced more seamlessly during Teams meetings. This new integration should help to enhance remote collaboration before, during and after meetings. Instructions include:

- Polls in Teams Meetings
- Setting up a simple poll in a Teams channel
- How to create a longer poll or quiz
- What to expect once Forms is integrated with Teams

Read the post [here](#).

A [video tutorial](#) on polling Microsoft Teams is also available.

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How to Open a Teams Meeting in a New Window

Last fall, Microsoft rolled out a new Teams feature that turned out to be very useful. It allows you to open a Teams meeting in a new window. And, if you use Teams for calling, you can also open a call in a new window. [This post](#) illustrates why this is handy, and shows you in detail how to make it happen.

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How to Use the Wiki Tab in Teams

After reading this article, you will understand

- Exactly what the Wiki tab is for
- How to create a Wiki tab
- How to add content to your new Wiki tab
- Formatting
- Creating a table of contents
- Initiating and/or joining a conversation on your Wiki page
- Sharing your page with someone
- Collaborative editing with other members on your channel

Read the post [here](#).

You may also want to watch this helpful [video](#) on using the Wiki tab in Teams.

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How to Pop Out a Chat Window in Teams

Did you know you can chat with someone – or even multiple people – while continuing work in other windows both inside and outside of Teams? This is helpful when you need to keep a conversation going while accessing information in another area, such as viewing a document relevant to the conversation. Popping out a chat window is super-easy, and this [post](#) shows you the multiple ways of doing it.

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How to Track Attendance in a Teams Meeting

Tracking attendance in a Teams meeting is pretty simple. This capability is good if your organization requires you to take a general attendance at a meeting or training session. It's also helpful if you want to look back at any time in the future to remind yourself who attended. Now you can have a record of when someone has joined or dropped off during a meeting – even if they do so several times. We lay out the steps for you in this [post](#) as well as show you what an attendance sheet file looks like.

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How to Do Screen Sharing in Microsoft Teams

Particularly during this time of remote work, screen sharing has become more important than ever. It is useful – and in some cases, essential – to be able to let others see the content you are working on. Whether one-on-one within a chat, or during a meeting where multiple people need access to something on your screen for demonstration or discussion purposes, this [post](#) breaks down the steps for screen sharing in Teams.

For additional help on how to do screen sharing in Teams, we also have a [video tutorial](#) available.

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How to Block Calls in Teams

Learn how easy it is to block calls (those annoying spammers!) in Teams in this short [post](#). We also have a [video tutorial](#) available with a quick lesson in call blocking.

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How to Pop Out Apps & Tabs in Teams

There are many situations where we need to juggle multiple tools and resources to work through tasks. It's now easier than ever to maintain focus and access to everything you need by quickly popping open new windows for your apps and tabs inside Teams. [Here's how.](#)

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Tips on Opening Files in Teams

Working with files is one of the big activities people do within Teams. This post discusses (and demonstrates) the ease of opening your file simply for viewing purposes if you're using Office applications like Word, Excel and PowerPoint, or the *better* way to open it if you actually need to make edits to it. We also discuss the benefits of the autosave and version history features you'll find available to you when editing files in Teams. And finally, we address what to do when opening files created in applications outside of your basic Office (Word, Excel) applications, by utilizing SharePoint.

You can read the post [here](#). You can also find some more great tips for saving time when opening files in Teams in this [video](#).

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Top 5 Tips & Tricks for Chatting in Microsoft Teams

Whether you just recently started using Teams or have already been using it for a while, but have taken time to discover all of its potential, this [post](#) reveals some fun tips and tracks when it comes to chatting in Microsoft Teams:

- How to avoid the (common!) hazard of accidentally sending before you're ready
- Formatting your chat message like you would a word doc
- How to search for a past chat (*and* save chats you think you might need in the future)
- How to Mute or Hide (essentially, turn off notifications for) a chat you are no longer actively participating in
- Chatting inside a channel with other members of a team (as opposed to your more "private" one-on-one chats)

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