

Curated Teams Phone Training Materials

For end users:

Get started with Microsoft Teams Phone (16 minute video)

<https://adoption.microsoft.com/en-us/user-training/get-started-with-microsoft-teams-phone/>

First things to know about calls in Microsoft Teams (Short how-to article)

<https://support.microsoft.com/en-us/office/first-things-to-know-about-calls-in-microsoft-teams-2b883a81-dd15-41bd-a6ba-39deef141027>

Get Started with Teams Phone (16 YouTube videos each less than 2 minutes)

<https://www.youtube.com/playlist?list=PLD3boy6eO4w-bAm7odckn7pflJd8W9GF>

Call Handling using Teams--answer, hold, transfer, etc. (Ten separate short how-to articles)

<https://support.microsoft.com/en-us/office/start-a-call-from-a-chat-in-microsoft-teams-f5138c9d-df4c-43d8-9cf6-53400c1a7798>

Manage your call settings in Microsoft Teams (One of nine short how-to articles)

<https://support.microsoft.com/en-us/office/manage-your-call-settings-in-microsoft-teams-456cb611-3477-496f-b31a-6ab752a7595f>

Using Teams Desk Phones (Detailed how-to article)

<https://support.microsoft.com/en-us/office/get-started-with-microsoft-teams-phones-694ca17d-3ecf-40ca-b45e-d21b2c442412>

For IT Pros:

Teams Phone options for connecting to the PSTN (2-page summary with links)

<https://cdn.techcommunity.microsoft.com/assets/MicrosoftTeams/MicrosoftTeamsPhone-ChoosingtheRightPSTNCallingSolution.pdf>

Microsoft Teams Phone Helpdesk Guide (Comprehensive list of resources designed for Help desk staff)

<https://adoption.microsoft.com/files/microsoft-teams/microsoft-teams-phone/Microsoft-Teams-Phone-help-desk-guide.pdf>

Teams Phone Adoption Guide (Overview and comprehensive adoption guides; broader than only Teams Phone Adoption)

<https://adoption.microsoft.com/files/microsoft-teams/microsoft-teams-phone/Microsoft-Teams-Phone-adoption-guide.pdf>

and

<https://learn.microsoft.com/en-us/microsoftteams/adopt-tools-and-downloads>

Microsoft Teams Adoption Flipbook (Interactive online adoption guide; includes links to many other related resources)

<https://adoption.microsoft.com/files/tft/>