

**MS-740T00**

## Troubleshooting Microsoft Teams

24 horas

Microsoft 365

Microsoft

### INTRODUÇÃO

This course teaches you how to troubleshoot Microsoft Teams, including voice issues, live events, and messaging. In this course, you'll explore how to configure and troubleshoot client and services issues.

### OBJETIVO DO CURSO

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### PÚBLICO-ALVO

Audience profile

The audience for this course is current or aspiring support engineers who work with customers and other stakeholders to understand the details of any Microsoft Teams issues. They also interact with administrators and peers that work with other related technologies to troubleshoot and resolve issues.

### PRÉ-REQUISITOS

Prerequisites

Before attending this course, students must have:

- Experience configuring and administering Microsoft Teams
- Experience using Windows PowerShell
- Working experience with performance tuning and service monitoring

## OUTLINE COURSE

### Module 1: Introduce troubleshooting Microsoft Teams

- Introduction
- Describe Teams
- Describe Teams administration
- Diagnose common Teams problems
- Use a troubleshooting methodology
- Perform initial data collection
- Develop and implement a plan of action
- Knowledge check
- Summary

### Module 2: Troubleshoot Microsoft Teams Voice Issues

- Introduction
- Explore audio and video quality issues
- Understand emergency calling issues
- Troubleshoot direct routing issues
- Knowledge check
- Summary

### Module 3: Troubleshoot Microsoft Teams meetings live events and messaging

- Introduction
- Troubleshoot meeting creation
- Troubleshoot recording issues
- Investigate sharing issues
- Troubleshoot meeting attendee access
- Optimize live events
- Troubleshoot messaging issues
- Troubleshoot reporting
- Knowledge check
- Summary

### Module 4: Configure and troubleshoot Microsoft Teams clients and services

- Introduction
- Install and update Teams client software
- Troubleshoot Teams client startup and configuration
- Troubleshoot audio and video devices
- Troubleshoot Teams desktop client performance issues
- Configure and troubleshoot audio conferencing
- Troubleshoot voice
- Troubleshoot phone system issues
- Knowledge check
- Summary

### Module 5: Troubleshoot Federation Issues

- Introduction
- Troubleshoot issues interoperating with Skype for Business
- Troubleshoot Teams federation issues

- Knowledge check
- Summary

#### Module 6: Troubleshoot issues signing into Microsoft Teams

- Introduction
- Validate network configuration
- Review and configure Conditional Access policies
- Troubleshoot account issues
- Review sign-in logs
- Troubleshoot external and guest access
- Manage inactive guest users
- Knowledge check
- Summary 3 min

#### Module 7: Troubleshoot Apps and Channels

- Introduction
- Troubleshoot issues with apps
- Troubleshoot issues with public and private channels
- Knowledge check
- Summary

#### Module 8: Troubleshoot file sharing

- Introduction
- Troubleshoot file sharing in person-to-person private chat
- Troubleshoot file issues for private channels
- Troubleshoot file issues for public channels
- Knowledge check
- Summary