



MICROSOFT TRAINING

Troubleshooting Microsoft Teams

Effectively troubleshoot Microsoft Teams to ensure seamless collaboration. Gain skills to quickly resolve common issues and maintain service.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This intermediate-level course on Troubleshooting Microsoft Teams is meticulously designed for IT professionals seeking to master the art of diagnosing and resolving common and complex issues within the Microsoft Teams ecosystem. Throughout this intensive 2-hour program, participants will delve into the core technologies underpinning Teams, including its integration with Azure Active Directory, SharePoint Online, OneDrive for Business, and the broader Microsoft 365 suite. You will learn to identify root causes for problems ranging from client connectivity and performance to audio/video quality, meeting scheduling mishaps, and file sharing discrepancies. This hands-on training empowers you with practical diagnostic tools and methodologies to maintain a stable and efficient Teams environment. By focusing on real-world scenarios and best practices, this course ensures you can confidently address user complaints and proactively prevent disruptions, thereby significantly improving user satisfaction and organizational productivity. Mastering these troubleshooting techniques not only enhances operational efficiency but also solidifies your role as a vital contributor to your organization's digital communication strategy. Upon completion, you'll be equipped to minimize downtime and optimize the Teams experience for all users, driving seamless collaboration across your enterprise.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Foundations of Teams Troubleshooting

- Understanding Microsoft Teams Architecture and Dependencies
- Overview of Common Teams Issues and Impact
- Introduction to Troubleshooting Methodologies and Tools (Teams Admin Center, Client Logs, Network Tracing)
- Best Practices for Effective Issue Documentation

02 Module 2: Client, Connectivity, and Authentication Challenges

- Diagnosing Teams Client Installation and Update Failures
- Troubleshooting Network Connectivity Issues (Firewalls, Proxies, Bandwidth, QoS)
- Resolving Sign-in and Authentication Problems (Azure AD, Multi-Factor Authentication)
- Addressing Client Performance and Responsiveness Issues

03 Module 3: Audio, Video, and Meeting Troubleshooting

- Identifying and Resolving Audio and Video Quality Problems (Echo, No Sound, Pixelation)
- Troubleshooting Microphone and Camera Detection Issues
- Diagnosing Meeting Join Failures and Lobby Management Problems
- Resolving Screen Sharing and Content Presentation Issues in Meetings

04 Module 4: Collaboration and File Management Issues

- Troubleshooting Channel and Chat Message Delivery Problems
- Resolving File Access, Syncing, and Versioning Issues (SharePoint/OneDrive Integration)
- Addressing Guest Access and External Collaboration Problems
- Diagnosing Issues with Teams Apps and Connectors

05 Module 5: Advanced Topics and Proactive Maintenance

- Basic Troubleshooting for Teams Phone System and Direct Routing Issues
- Utilizing Call Quality Dashboard (CQD) for Deeper Analysis

- Monitoring Teams Health and Service Incidents
- Implementing Proactive Troubleshooting and Maintenance Strategies

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft 365 Support Engineer**
- > **Unified Communications Administrator**
- > **IT Helpdesk Specialist (Tier 2/3)**

FREQUENTLY ASKED QUESTIONS

Q: How will mastering Troubleshooting Microsoft Teams directly benefit my career as an IT professional or system administrator?

Mastering Teams troubleshooting equips you with highly sought-after skills in today's M365-centric workplaces. This expertise makes you an invaluable asset by minimizing communication downtime, improving user productivity, and directly contributing to a seamless digital collaboration environment. It positions you for advanced roles in Microsoft 365 administration, unified communications, and IT support, demonstrating your capability to maintain critical business services and enhance organizational efficiency.

Q: What are the recommended prerequisites or prior experience necessary to get the most out of this Troubleshooting Microsoft Teams course?

To maximize your learning experience, it is recommended that participants have a foundational understanding of Microsoft 365 services, including basic familiarity with Microsoft Teams functionality. A grasp of general networking concepts (e.g., firewalls, proxies, bandwidth) and experience with Windows operating systems are also beneficial. No prior in-depth troubleshooting experience is required, as the course will build these skills progressively.

Q: Does this course cover troubleshooting specific issues related to Microsoft Teams Voice (e.g., calling plans, direct routing, IP phones) or primarily focus on core collaboration features?

This course primarily focuses on troubleshooting the core collaboration features of Microsoft Teams, including client performance, network connectivity, audio/video meetings, chat, channels, and file sharing. While it will introduce basic concepts and common issues related to Teams Phone System (e.g., call quality, basic routing issues) in Module 5, it is not an in-depth course specifically for advanced Teams Voice troubleshooting. For comprehensive voice troubleshooting, specialized courses would be recommended.

ABOUT COMPUTER PRIDE



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15+

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READY TO ENROL?

Take the next step in your technology career.

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