



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

You are the administrator for an organization.

A user named User1 can communicate with User2 from an external domain by using chat. User1 is not able to add User2 to a team.

You need to ensure that User1 can add User2 to a team.

What should you do?

- A. Enable external access.
- B. Confirm whether the domain is in the external access allowed list.
- C. Ask the administrator of the external domain to add your domain to their Allowed Domain list.
- D. Use the Microsoft Teams web app.
- E. Enable guest access.

Correct Answer: E

Reference: <https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#guest-access>

QUESTION 2

HOTSPOT

You manage the Microsoft Teams environment for a prepaway company. You configure direct routing telephony.

A user reports that the dial pad does not appear in their Teams app.

You need to resolve the issue. You assign the user a phone system license.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Statement	Value
Configure the OnlineVoiceRoutingPolicy.	<div><div>▼</div><div>Null</div><div>Non-null value</div></div>
Ensure the user is homed.	<div><div>▼</div><div>On-premises</div><div>Online</div></div>
Ensure that the HostingProvider parameter uses the following value	<div><div>▼</div><div>A value that starts with sipfed.online.</div><div>A value that does not start with sipfed.online.</div></div>
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	<div><div>▼</div><div>AllowCallForwardingtoUser set to true.</div><div>AllowPrivateCalling set to true.</div><div>AllowWebSPTNCalling set to true.</div><div>AllowCallForwardingtoPhone set to true.</div></div>

Correct Answer:



Answer Area

Statement	Value
Configure the OnlineVoiceRoutingPolicy.	<div><div>▼</div><div>Null</div><div>Non-null value</div></div>
Ensure the user is homed.	<div><div>▼</div><div>On-premises</div><div>Online</div></div>
Ensure that the HostingProvider parameter uses the following value	<div><div>▼</div><div>A value that starts with sipfed.online.</div><div>A value that does not start with sipfed.online.</div></div>
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	<div><div>▼</div><div>AllowCallForwardingtoUser set to true.</div><div>AllowPrivateCalling set to true.</div><div>AllowWebSPTNCalling set to true.</div><div>AllowCallForwardingtoPhone set to true.</div></div>

Reference: <https://docs.microsoft.com/en-us/microsoftteams/manage-voice-routing-policies>
<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users> <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>

QUESTION 3

You need to resolve the chat notification issue.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Reinstall Microsoft Teams.
- B. On the Microsoft Teams Settings Notifications page, enable notifications.
- C. In Registry Editor, navigate to Computer\HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\Teams. Create a registry key named ChatNotifications and set the value to 1.
- D. In the Windows settings Notifications and Actions menu, enable notifications.
- E. Update Microsoft Teams to the latest version.

Correct Answer: BDE



Reference: <https://support.microsoft.com/en-us/office/manage-notifications-in-teams-1cc31834-5fe5-412b-8edb-43fecc78413d> <https://support.microsoft.com/en-us/windows/change-notification-and-action-settings-in-windows-10-8942c744-6198-fe56-4639-34320cf9444e>

QUESTION 4

A prepaway company has Microsoft 365 E5 licenses.

Users report that they cannot access the Power BI app within the Teams app.

You need to resolve the issue.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. In the Teams app store, confirm that the Power BI app is not blocked.
- B. Add Power BI to the custom apps Allowed list.
- C. Ensure that the assigned app setup policy is assigned to the users.
- D. Disable the Conditional Access policy to limit Power BI access in Teams.
- E. Assign an app permission policy to users. Ensure that the policy does not block Power BI.

Correct Answer: ACE

Reference: <https://powerbi.microsoft.com/en-us/blog/guide-to-enabling-your-organization-to-use-power-bi-in-microsoft-teams/>

QUESTION 5

A company uses Microsoft Teams.

Team owners are not able to add guests to teams.

You need to resolve the issue.

Which three services you should check? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Azure Active Directory
- B. Microsoft Teams admin center
- C. Microsoft Security admin center
- D. Microsoft 365 groups
- E. Microsoft Compliance admin center



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Correct Answer: ABD

Reference: <https://docs.microsoft.com/en-us/microsoft-365/solutions/collaborate-as-team?view=o365-worldwide>

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