Hold an online meeting using the Teams App

- Install the app
- Schedule a meeting
- Join
- Share
- Backgrounds
- Captions
- Conversation
- Participants
Table of Contents

Availability .................................................................................................................................. 3
Preparation using a PC or laptop ............................................................................................... 3
   University laptop .................................................................................................................... 3
   Access Office 365 ................................................................................................................. 3
   Check your voice and sound ................................................................................................. 5
Schedule a meeting ................................................................................................................... 5
   External attendees ................................................................................................................ 6
   Video guide to scheduling ..................................................................................................... 6
Join a meeting ............................................................................................................................ 6
   Join from the Teams app ....................................................................................................... 6
   Join from a calendar appointment or email ............................................................................ 7
Camera and microphone ....................................................................................................... 7
   Video guide to join a meeting .............................................................................................. 7
Hold or participate in a meeting .................................................................................................. 8
   Share button .......................................................................................................................... 8
   More actions button and menu ............................................................................................ 12
   Raise your hand button ....................................................................................................... 15
   Show conversation button ................................................................................................ 16
   Show participants button ................................................................................................... 16
   Hang up button .................................................................................................................... 18
Practice on your own ................................................................................................................ 19
Solve problems ........................................................................................................................ 19
   Close and join again ............................................................................................................ 19
   No sound ............................................................................................................................. 19
Browser problems .................................................................................................................. 19
   Navigate back to the meeting .............................................................................................. 19
   Update Teams ..................................................................................................................... 20
Other resources ....................................................................................................................... 21
   Teams chats and voice calls ............................................................................................... 21
   Use the Teams mobile app ................................................................................................. 21
   Help and support ................................................................................................................ 21
Availability

All staff and students have access to the Teams app and are able to participate or schedule meetings. You do not need to have a Team Collaboration Space. You just need to open the Teams app.

You can also schedule a meeting with someone who doesn’t work at the University. They do not need to have installed Teams or have Office 365, they just need an email address. You can hold a meeting with up to 250 participants.

To participate in an online meeting you will need either:

• A PC and a headset with a microphone
• A laptop with a built in microphone, tablet or phone in a quiet space

If you have a video camera on your device, you can choose to use this.

Teams meetings should not be used to discuss or share Highly Restricted information. Speak to Information Assurance if you need further guidance.

Preparation using a PC or laptop

University laptop

• Disconnect from the VPN if you are using it (unless you need to access documents on the Shared Departmental X: drive during the meeting)
• Exit Skype for Business (click the cog, File, then Exit)
• Close any programs you don’t need for the meeting

Access Office 365

1. Open Chrome.
2. From the top of the MyWorkspace staff home page click the App Launcher.

3. If you don’t see the app you need, click All apps →

or

1. Go to office365.le.ac.uk
2. Off campus you’ll need to login with your University IT account username and password
Open the Teams App in a web browser

- From the App Launcher or the All apps page click Teams

Download the Teams app

For the best experience, download the Teams App to the PC you are using, each user will only need to do this once for each PC you use.

1. From the Teams App, at the bottom of the Side Bar on the left, click Download desktop app

2. Follow the instructions to run the file when prompted

When the app has installed you will see a Teams icon on your Task Bar at the bottom of your screen.

Auto-start

The Teams app will automatically open when you start your PC. Whilst this is useful on a University PC, you may want to change this on your home PC.

1. Open the Teams app and click on your Profile picture or initials in the top right corner
2. Choose Settings

3. On the General tab under Application, deselect Auto-start application
Check your voice and sound

1. Open the Teams app and click on your Profile picture or initials in the top right corner
2. Choose Settings
3. Click the Devices tab

4. Your Audio devices, speaker and microphone are shown. If the incorrect one is showing, click the drop-down arrow to select a different audio device
5. Click Make a test call
6. You will be prompted to start talking - read a paragraph out loud
7. Your recording will be read back to you
8. Click the Hang up button when you have finished the test
   Your call results will be displayed
9. Click Close to return to the Teams app

Schedule a meeting

There are several ways to start a new meeting. This method will allow you to send a calendar invitation to anyone (internal and external attendees) in advance.

1. From the Teams App, in the Side Bar on the left, click Calendar
2. Your calendar will be displayed and you can begin a new meeting request
3. Leave Add location blank
4. Once saved, a link will be added to the meeting request which the attendees can use to join the meeting.

- Attendees with a University IT account will join as Presenters and will be able to share content as a PowerPoint presentation, from an open Window or share their entire Desktop.

**External attendees**

This describes a quick way to add external attendees - consider confidentiality of email addresses, if you need more details see the document [Invite Externals to a Teams meeting](#).

- You can invite anyone, including external attendees by using their email address. Whilst you are typing, ignore the ‘no results’ message.

- Once the full email address has been entered, click the Invite button.

External attendees:

- Will have to wait in the ‘lobby’ until you allow them into the meeting (unless you change the meeting options)
- Will be able to share content from an open window or desktop if they are using the Teams App
- May be able to share content if they are using the Web App

**Video guide to scheduling**

- For more help scheduling a meeting see the Microsoft video [Manage meetings](#) (1.33mins)

**Join a meeting**

You can join a meeting on a PC or any device - click the link and follow the instructions.

**Join from the Teams app**

1. From the Teams App, in the Side Bar on the left, click **Calendar**
2. Open the appointment
3. In the top right click **Join**
Join from a calendar appointment or email

1. Open the calendar appointment or email containing the calendar request
2. Click **Join Microsoft Teams Meeting**

3. To use the Teams App click **Open Microsoft Teams**

4. If you don’t have the Teams app installed, click **Continue on this browser**.

**Camera and microphone**

- As you join make sure your microphone is active. You can choose to turn on your camera

- During the meeting you can click to turn your camera on or off and to mute or unmute your microphone

**Video guide to join a meeting**

- Microsoft video **Join a Teams meeting** (1.31mins)
  We are not using ‘dial in number and conference ID’
Hold or participate in a meeting

Once you join the meeting, the buttons below will show.

- Camera
- Microphone
- Share
- More actions
- Raise your hand
- Show conversation
- Show participants (and raised hands)
- Hang up

Share button

Only attendees logged in with a University IT account will be able to use the Share button.

Click Share to share your document or screen view with other attendees:

- PowerPoint presentation
- Window
- Desktop

Video guide to sharing your screen

- Microsoft video Show your screen during a meeting (0.47mins)
Share PowerPoint

The benefit of this method is that you stay within the Teams window and can see the participant thumbnails below your presentation.

It can be temperamental so test it before the meeting starts if you can.

When you click the **Share** button you will see a list of recent PowerPoint presentations (stored on OneDrive or in a Team Collaboration Space)

Either choose a presentation from the recent list or

1. Click **Browse**
2. To show a presentation stored on your PC, choose **Upload from my computer**
3. Locate the presentation you want to share and click **Open**
4. Wait for the presentation to load, check that other attendees can see the presentation before your begin.

If the presentation doesn’t load, see the section on sharing a **Window** and try that method instead.

Once loaded:

- Both the presenter and the other participants are able to move through the slides by clicking the forward and backward arrows.

- To ensure all participants are looking at the same slide, click the ‘eye’ button

- When finished, click **Stop presenting** to return to the meeting view, showing participant’s videos

**Video guide to share PowerPoint Slide**

- Microsoft video **Show PowerPoint Slides in a Meeting** (0.39 mins)
Share a Window

You can share any window you currently have open for example a document, web page, or PowerPoint presentation to show content to the attendees.

1. Open the file before you begin.
2. Click back into the Teams meeting on the Task bar at the bottom of your screen

3. Click the Share button and look under Window for a list of open windows - you may need to scroll down the list
4. Click the window you wish to share

5. You will see the document you are sharing, with a red line around the outside. The meeting will show in a small window in the bottom right

6. Check that the other participants can see your document
7. If you move your mouse, type, click a button or choose a menu item this will be visible to everyone watching
Stop sharing a Window

To stop sharing and return to the meeting:

- Look in the small meeting window in the far right, click the **Stop Sharing** button in the action bar

Desktop - share with caution

When sharing your desktop, you can use your PC to open any program or document as if someone was watching over your shoulder.

Close any confidential documents or programs before you use this. Be aware that the names of folders and files could be visible. Emails may pop up as you are sharing.

1. Click the **Share** button
2. Under **Desktop** click **Screen 1** (or the screen you require if using more than one monitor)

3. You will see the program or document you are sharing, with a red line around the outside. The meeting will show in a small window in the bottom right

4. Check that the other participants can see this
5. If you move your mouse, type, click a button or choose a menu item or select a different window this will be visible to everyone watching
Stop sharing your Desktop
To stop sharing and return to the meeting:

- Look in the small meeting window in the far right, click the Stop Sharing button in the action bar

More actions button and menu

Click the three dots for more actions.

- Show device settings
- Show meeting notes (complicated so not recommended)
- Enter full-screen
- **Show background effects/Start video with blur** - choose or blur the background
- **Turn on live captions (preview, English US only)** - captions will show on your screen only. All participants’ voices will be captioned
- Keypad
- **Start recording/Stop recording** - gain approval from all participants before starting
- **Turn off incoming video** - useful if the call quality is poor
Show background effects
For a professional meeting it is best to use a blurred background or choose a plain white room. This will allow participants to focus on your face and expressions.

To blur your background:

1. Choose the grey box at the top of the second column
2. Click **Apply and turn on video**

![Background settings](image)

Turn on live captions (preview, English US only)
- Captions will show in the bottom left corner of your screen only
- Advise participants to switch this on if they need to

![Problems](image)

- All participants’ voices will be captioned
- For improved accuracy you should use a headset, speak slowly and clearly
- This is a preview feature so accuracy will improve as the product is developed
Start recording
Recordings can be useful for minute taking or making a presentation available to a wider audience after the event.

It is important that you gain permission from all participants before you start recording.

- Anyone who is a Presenter will be able to start a recording.
- To prevent other people recording you should change their status to Attendee in the Participants pane

A message will pop up on all screens to notify them that the recording has started

- Any presenter can stop the recording from the More actions menu

Retrieve a recording
The recording will appear to have failed, but can be downloaded within 20 days of the meeting.

1. After the meeting click the Chat button within Teams
2. Click onto the name of the meeting with the message Recording failed

Within the conversation you will see that the recording failed to upload to Stream (we have not enabled the streaming service)

3. Click the arrow to download the video to your PC downloads folder
4. Open **File Explorer** (click **Start** then **This PC**)

5. Navigate to the **Downloads** folder

6. Copy the `.mp4` file

<table>
<thead>
<tr>
<th>Name</th>
<th>Date modified</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>video (5).mp4</td>
<td>12/15/2020 11:46</td>
<td>MP4 Video</td>
<td>3.720 KB</td>
</tr>
</tbody>
</table>

7. Paste the file into a suitable location. Use your personal Z: drive for minute taking

8. Delete the recording when it is no longer needed - files can be very large

- You should make sure you store recordings in a safe place appropriate to the information stored in it. If you hold a confidential discussion then the recording would have a level of sensitivity

**Raise your hand button**

In a large meeting, you can let the presenter know that you would like to speak or ask a question. Click the button to raise your hand, click a second time to lower it.

The presenter will see a number next to the **Show Participant** button indicating how many hands have been raised.

Click the **Show Participant** button to open the **People** pane and see who has raised their hand.
Show conversation button

A side panel will open on the right.

- Type your message then press Return on the keyboard or click the Send button to post your message.

Saved conversations

1. After the meeting click the Chat button within Teams

2. Click on the title of a meeting to see any conversations that took place

Show participants button

Too see all options, join the meeting using your University IT Account.

1. Click the Show participants button
2. A side panel will open on the right.
3. Click the three dots next to the attendee or participant to see options:
   - Mute participant
   - Pin - pins the individual so that their video takes up all of your screen (other participants will not see this change)
   - Remove participant - useful if someone is having connection difficulties and can’t exit themselves. Remove them so that they can re-join using the original link.
• **Make an attendee** - demotes a participant so that they can no longer mute other participants, record the session or share content

![Menu options](image)

Mute all

• At the top of the participants pane click **Mute all**

![Mute all button](image)

• Participants will need to unmute themselves when they want to speak

**Lobby (waiting room)**

If you have invited an external participant and haven’t changed any options, they will need to wait in the lobby until you let them in.

Visitors are required to type a name as they join.

• If you see a pop up notification, click **Admit** to allow them to join the meeting

![Admit notification](image)

• If you have the **Show participants** (People) pane open you can see who is in the lobby and click the tick to admit them to the meeting.
Raised hands
If a number appears next to the button during the meeting, click the **Show Participants** button to see who has raised their hand.

Add a participant
- At the top of the panel you can **Invite someone** with a University IT account. The attendee must have Teams open already.
- The attendee will join as a **Participant**, you can promote them to **Attendee** and then to **Presenter** if necessary.

Download an attendance list
During the meeting, the organiser can download an attendance list.

Click the **Download** button at the top of the People pane.

In the **File Explorer** go to the **Downloads** folder to retrieve the meetingAttendanceList.csv which will open in Excel.

Hang up button
When you have finished the meeting, press the **Hang up** button to leave.

You can enter again using the original link.
Practice on your own

If you want to familiarise yourself with sharing features, you can begin a new meeting to try them out.

1. From the Teams App, in the Side Bar on the left, click Calendar
2. In the top right click Meet now

Once you’re feeling confident, invite a colleague to join you and ask them to tell you what they are seeing on their screen as you practice.

Solve problems

If someone is using a poor internet connection, they may have difficulty participating in the meeting.

Ask them to try turning off incoming video. If necessary, ask all participants to turn off their camera.

Close and join again

The person having difficulty should hang up, then join it again using the original link.

No sound

If you are unable to hear someone, click the Conversation button and type a message, ask them to reply by text.

If an attendee can’t be heard, the organiser can click the Participants button, then click the three dots next to the attendee or participant to check their microphone is not muted.

Some headsets have a separate Mute button on the wire, ask the attendee to check this.

Ask the attendee to go through the steps in the section Check your voice and sound.

Browser problems

Chrome is the recommended browser, you may need to clear the cache.

Navigate back to the meeting

If you have opened a different screen and want to get back to the meeting screen:
Using the Teams App

1. Click the **Teams App** button on the Task Bar at the bottom of your screen

2. If necessary, click the black area of the pop up box

Using the browser

- If you are using Teams through a browser, go to Chrome and locate the tab with the name of the meeting

Update Teams

Microsoft release new features gradually so they may not be instantly available to you, but will appear in time.

If you are missing any of the new features in the desktop Teams App, try updating Teams.

At the end of the day when you're not in a meeting:

1. Click on your profile picture or initials within Teams and choose **Check for updates**

2. Wait a while for the update to run

3. Restart your PC or laptop
Other resources

Teams chats and voice calls

You can chat with anyone with a University IT account, provided they have the Teams app open (desktop app or web app).

You can chat via instant messaging or by voice, using a headset.

Any documents you share during a chat will be saved to your OneDrive and shared with the other chat members. If your data is Restricted or Highly Restricted you must not store the document in OneDrive.

- Microsoft Video Start chats and make calls (1.35mins)
  1.00 - 1.14mins not relevant. We are not using an Enterprise Voice Licence

Use the Teams mobile app

You can install the Teams app on your personal or University mobile device.

- Install office mobile apps
- Participate in a meeting from the Teams mobile app

Help and support

- Ask a question, share a tip and support each other using the Meet online in Teams group on Yammer

- Missing a feature? Look on Microsoft UserVoice! to see if someone has requested it. Vote for the feature, or add a new request

- For help using Teams on your University PC, contact the IT Service Desk
Copyright © 2020 University of Leicester

Microsoft make regular changes to Office 365. If you notice a change, update your guide and post a message on the Meet Online in Teams group on Yammer.

This document has been checked for accessibility. Where screenshots have been used to illustrate the steps described above or below, the image has been marked as decorative.