TEAMS HELP & LEARNING

A PRODUCTIVITY GUIDE FULL OF TIPS, TRICKS, AND ANSWERS FOR USING MICROSOFT TEAMS

v. 1.0

Roanoke College Information Technology

CONTENTS

Chat is at the center of everything you do in Microsoft Teams. From individual chats with just one other person, to group chats and conversations in channels—chat has you covered.

The following are the first things to know:

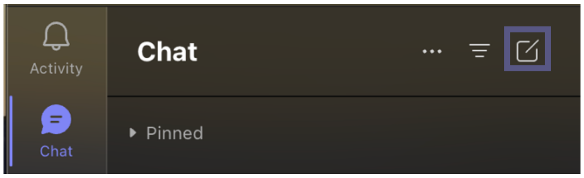
Chats

1. Chats can be one-on-one or in a group

    - Sometimes, you'll want to talk one-on-one with someone. Other times, you'll want to have a small group chat. In Chat, you can do either.

    - You start one-on-one and group chats the same way:

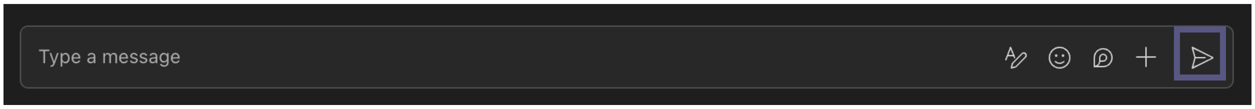
      Select **New chat** at the top of your chat list. Once in a chat, you'll be able to send messages that include files, links, emoji, stickers, and GIFs — anything you need to get your point across.



The following are more details about each kind of chat:

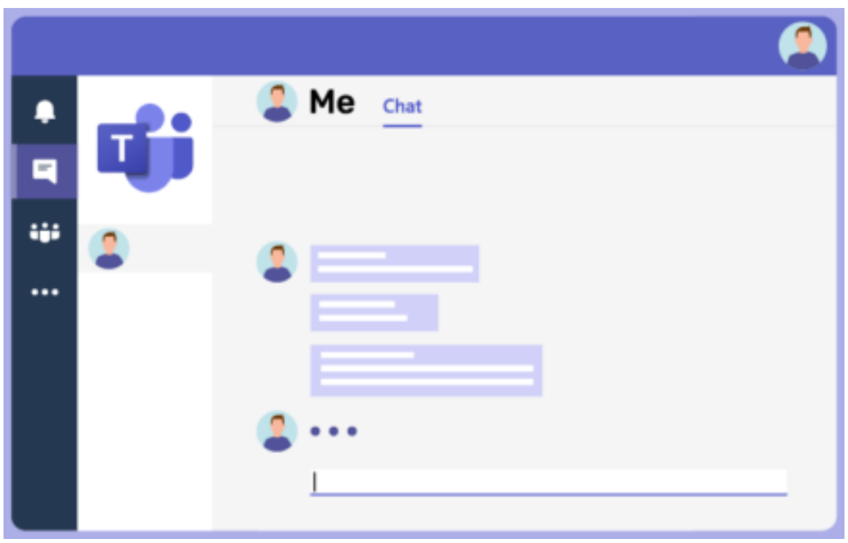
- *One-on-On Chat*

Once you've selected **New chat** and entered the person's name, compose your message in the text box and then select **Send** or press Enter. This starts the chat.

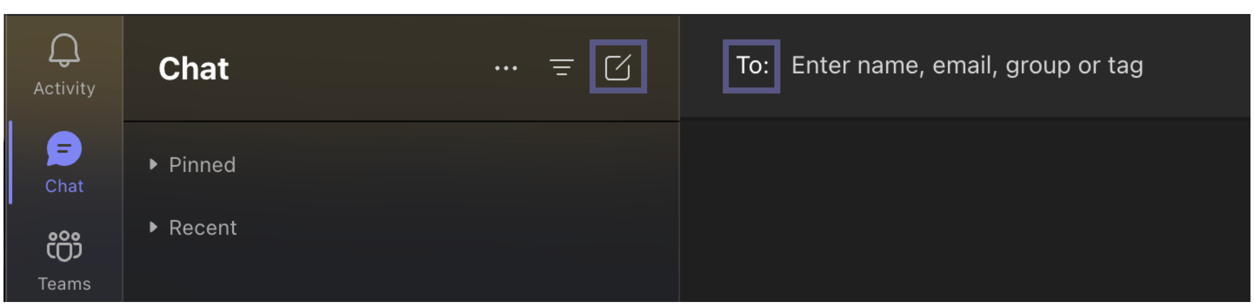


- *Chat with Yourself*

For times when you want to draft messages, send files from one device to another, or get to know features a little better, you can start a chat with yourself. Everything you do in a regular chat you can also do in a chat with yourself. You'll see it pinned to the top of your chat list by default.

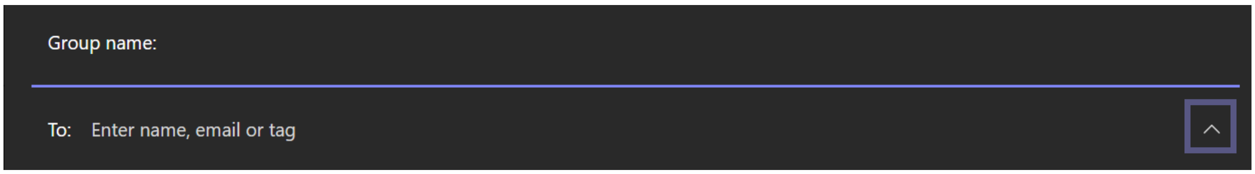


If you unpin the chat with yourself and want to find it again, select **New chat** and enter your name into the **To** field.

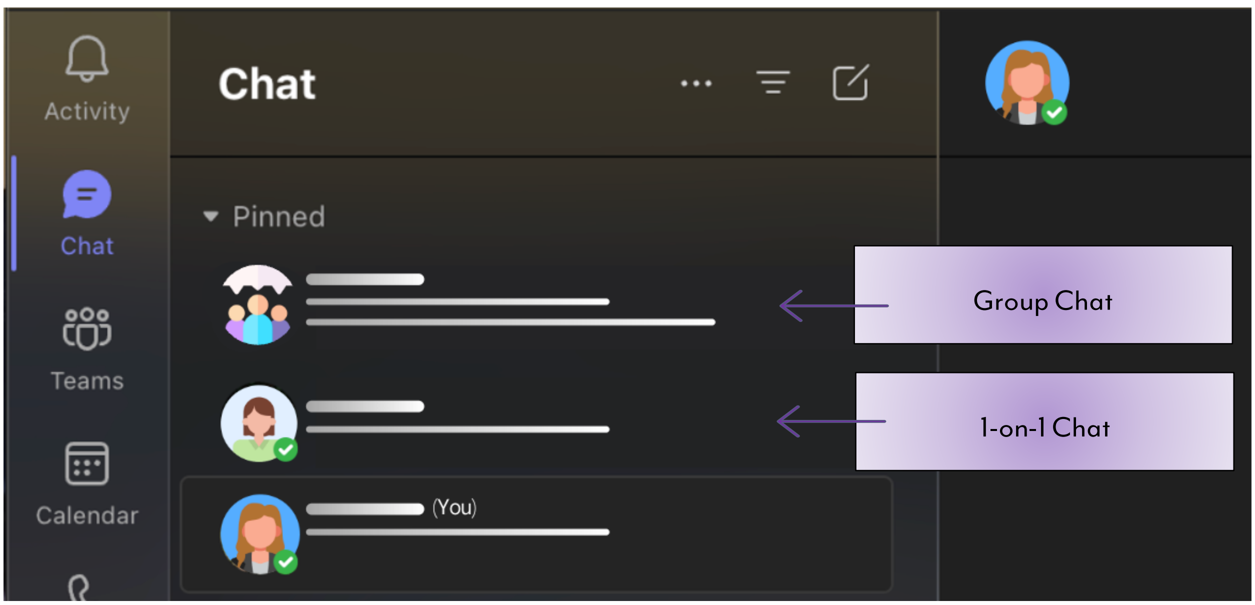


- *Group Chat*

Use a group chat when you need to talk to a small group of people. Start a group chat the same way you start a one-on-one chat: select **New chat** at the top of your chat list. Select the down arrow to the far right of the **To** field and type a name for the chat in the Group name field. Next, type the names of the people you'd like to add in the **To** field.



Once the chat has begun (whether group or one-on-one), just choose it in the chat list to resume the conversation and send more messages.



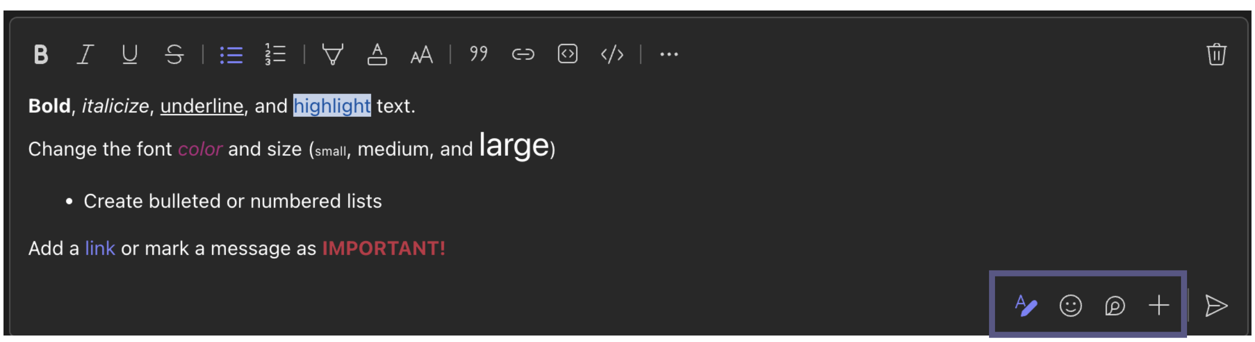
2. Press Shift+Enter to Start a New Line

If you keep pressing **Enter** to start a new line, which sends the message before you're ready, try the following:

When you want to start a new paragraph, press **Shift+Enter** to insert the line break. If you've opened your formatting options (see step 3 for details), just press **Enter** to start a new line of text, then select **Send** .

3. Select Format for Message Formatting

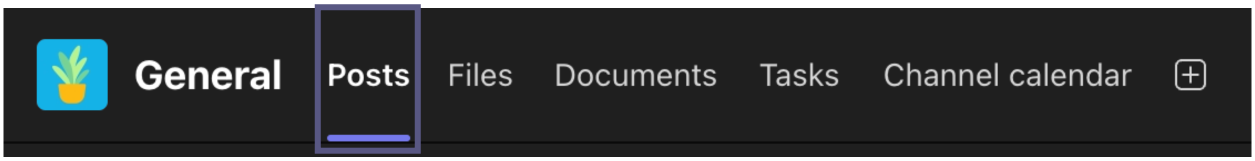
There are many formatting options for messages. To open your formatting options, select **Format** beneath the box where you type your message. In this expanded view, select the text that you want to format, then choose an option like **B**, *I*, or U to bold, italicize, or underline the text. There are also options for highlighting, font size, font color, lists, and more.



Beneath the box you'll also find delivery options, attach files, emoji, giphy, stickers, schedule a meeting, and more.

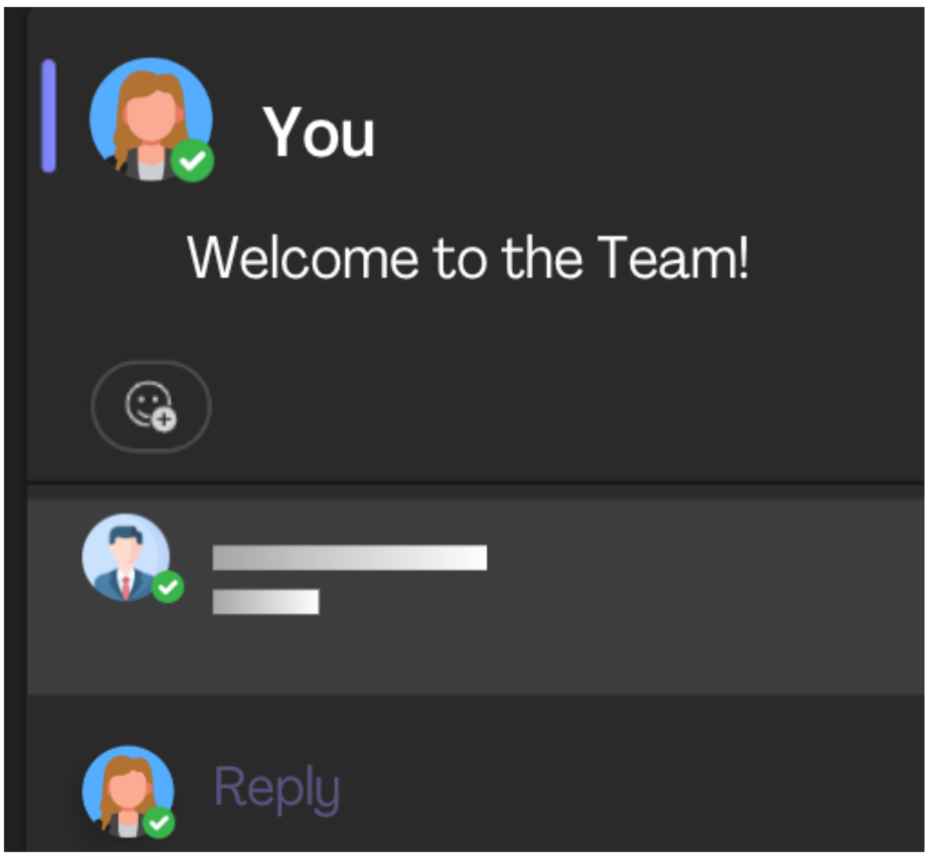
4. Chat Happens in Channels

When you go to any channel in Teams the very first tab is Posts. Think of this as one big group chat. Everyone who has access to the channel can see messages in Posts.



Another important thing to know is that replies to a channel message stay attached to the original message. This way, the whole thread of the conversation can be easily followed by anyone reading it.

To reply to a channel message, be sure to use the **Reply** link underneath the message.



5. There are Several ways to Search for and Find Messages

Depending on what you remember about the sender of the message or the characteristics of the message, a different way of searching might make more sense.

- *Find a Chat Based on a Person's Name*

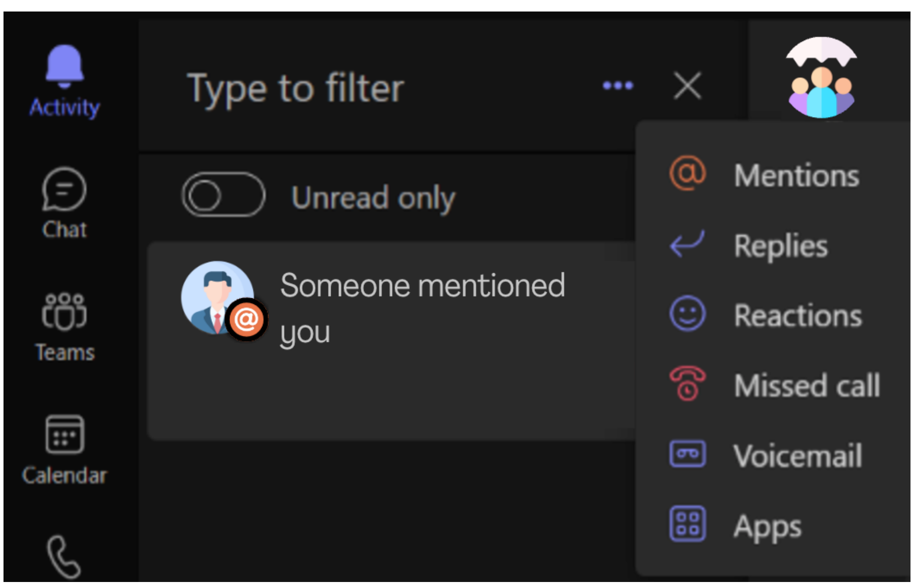
  Enter the person's name in the command box at the top of Teams. You'll see their name and any group chats they're a part of with you listed. Select their name to go to your one-on-one chat with them or select a group chat to resume that one.

- *Find a Message that contains a Keyword*

  Start typing a keyword into the command box at the top of Teams and press Enter. You'll see a list of results that includes the keyword.

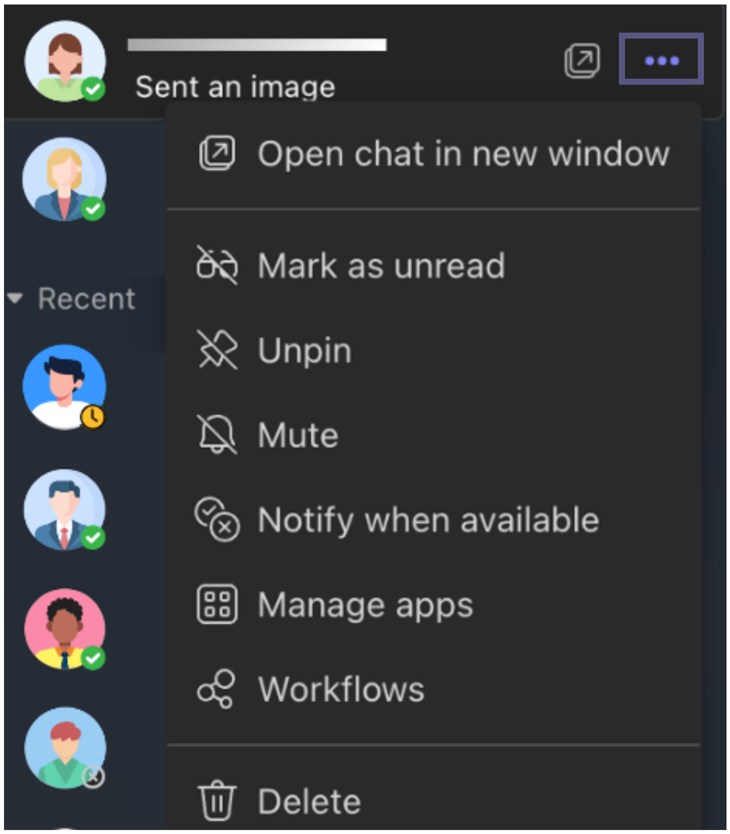
- *Filter to show Certain Types of Messages*

  From the Activity feed, select Filter  or choose from the predefined options. Filter can allow you to see certain types of messages including unread messages, @mentions, replies, and reactions.



6. Delete, Hide, or Mute Chats

You can delete an entire chat conversation, hide the chat from the chat list, or mute it so you stop getting notifications. To access these options, click the three dots next to the conversation, then choose the option from the list.



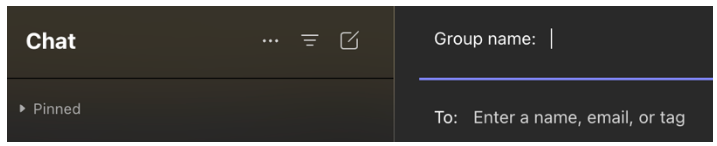
Group Chats

There are three ways to chat with people in Teams:

- *In a channel on the Posts tab (with everyone on the team who follows that channel)*
- *In a group chat (with a few people at once, but outside of a channel)*
- *In a one-on-one chat (with one other person)*

The following are the first things to know:

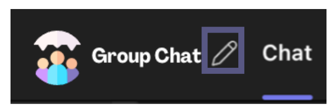
1. Name your Group Chat



It's a good idea to name your group chat, so it's clear what the subject of the conversation is.

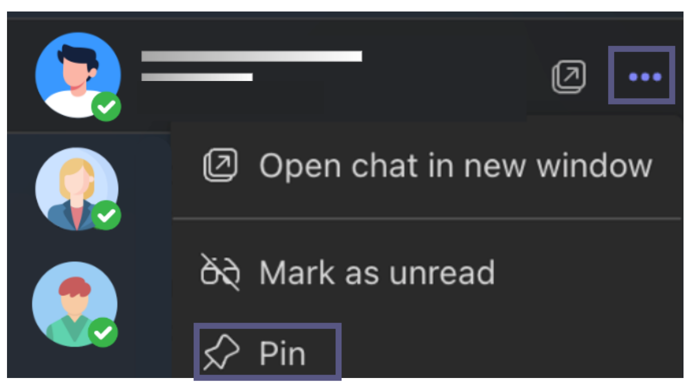
To start and name a new group chat, select **New chat** at the top of your chat list. Select the down arrow at the right side of the **To** field and then enter a name in the **Group name** field. You'll see the name at the top of the group chat.

To rename a group chat, select **Name group chat** at any time.



2. Pin Frequently Used Group Chats

Pinning is a great way to keep track of a chat even if you only need it temporarily. To pin a chat, highlight the chat, then select More options ••• > Pin.



Once you pin a chat, drag it into the order you want. Do this for several chats and you'll have all pinned chats within easy reach.

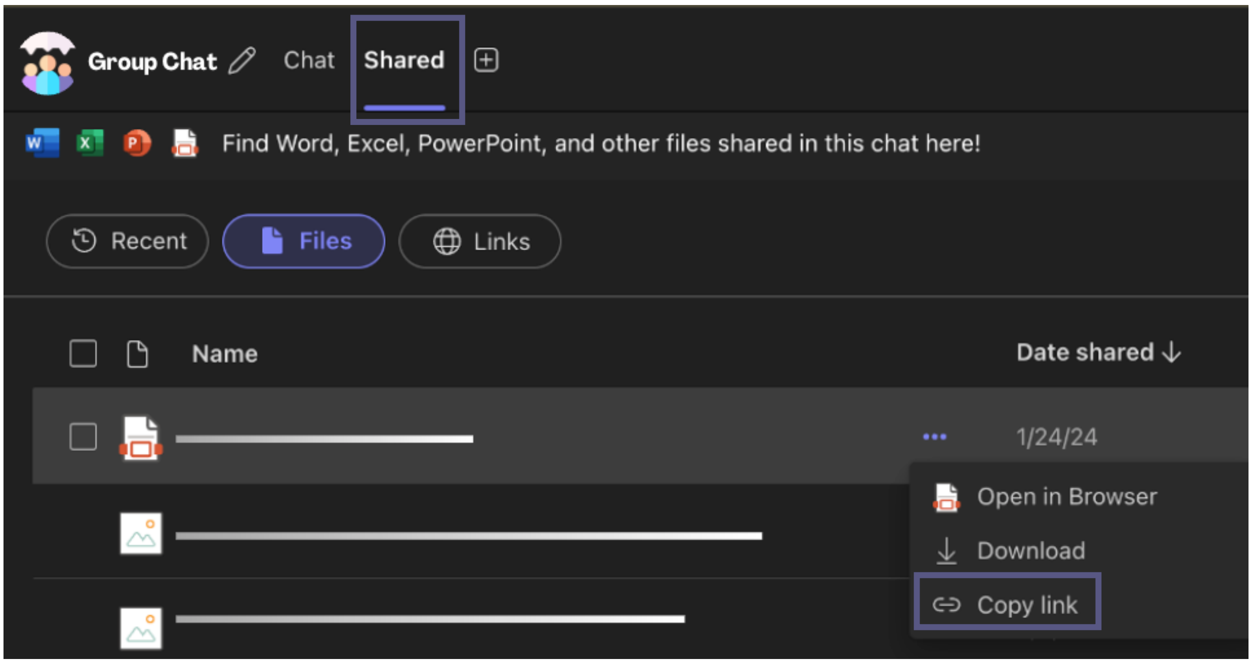
Unpin the chat when you don't need it front and center anymore. There's a limit of 15 pinned chats.

3. Share Files and Make calls from Group Chats

In a group chat, you can share files and collaborate on them. Additionally, you can instantly make calls to the entire group of people in the chat.

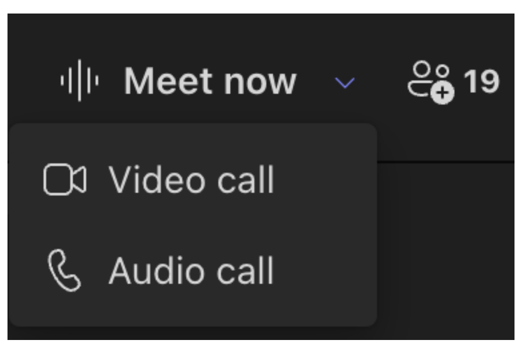
There are two ways to share files in chats:

- Go to the **Shared** tab, highlight the file, choose **More options** ••• > **Copy link**, and then paste the link directly into a message.
- In the toolbar under your message, select **Attach** and upload your document.



The Shared tab in your chat shows all the files you've shared with each other.

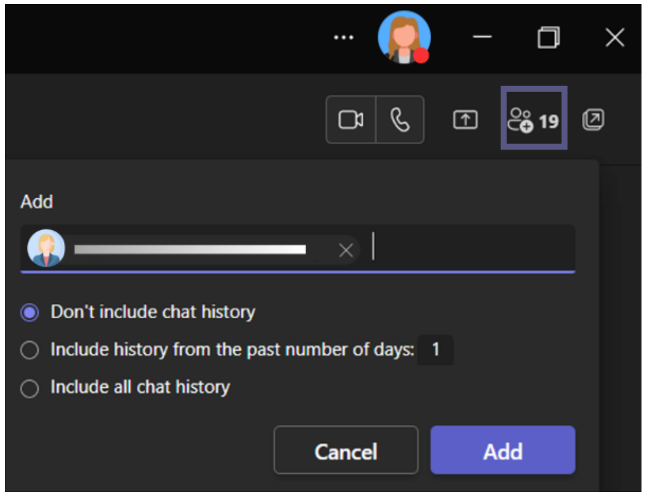
*Select **Audio call** to start a call from a group chat.*



4. Choose how much Chat History to Include

When you add someone to a group chat, you have a few choices about how much existing chat history they will see.

- Select **View and add participants** 
- Select **Add people**.
- Type the names of the people you'd like to add to the chat. Select how much chat history they'll see once they're added.
- Select **Add**.



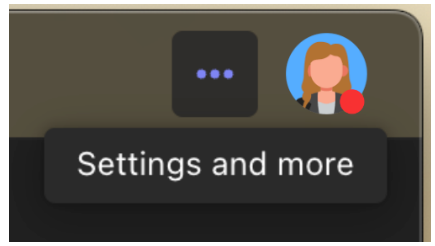
Teams saves the entire chat history going back to the first message. If someone leaves the group, their chat responses remain in your chat history.

Notifications

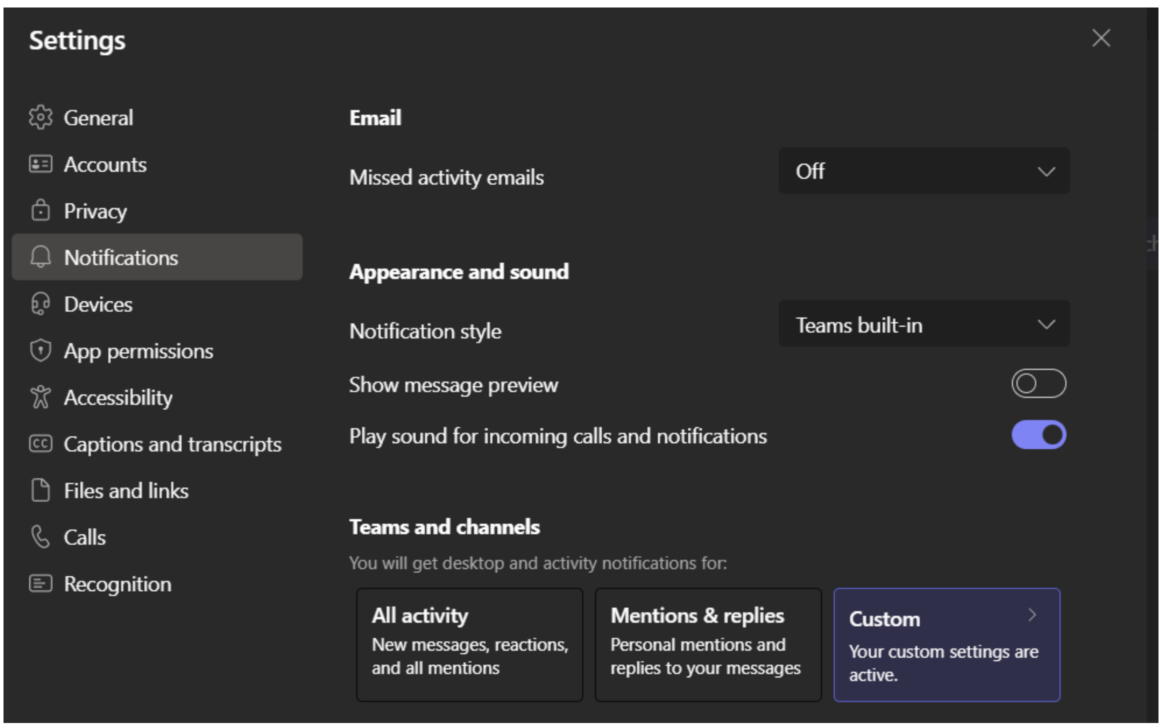
This is the who, what, where, and shh! of notification settings in Microsoft Teams. Visit Manage notifications in Teams for more details about how to adjust your notification settings.

The following are the first things to know:

1. Notification Settings are Under 'Settings and More'



Access notification settings by selecting **Settings and More** ••• in the top right corner of Teams, then **Settings** > **Notifications**.



2. Notification Sounds can be On or Off

To choose if a sound plays with new notifications and calls, select your profile picture at the top-right corner of Teams, then **Settings** > **Notifications** > **Play sounds for incoming calls and notifications**. This setting is on by default.

3. There are Default Settings

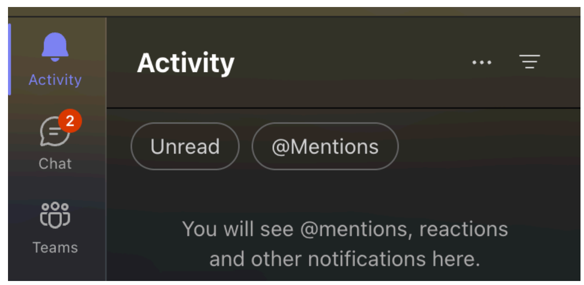
If you change nothing about your Teams notifications, you'll receive both desktop notifications and activity feed alerts for @mentions, direct messages (chat), and all new conversations and @mentions in the channels and teams that show in your teams list.

All of these defaults can be changed.

4. There are three ways to get notified:

- *The Activity Feed*

You'll find this in the top left corner of Teams. This is where Teams will let you know what's happening across your teams and channels.

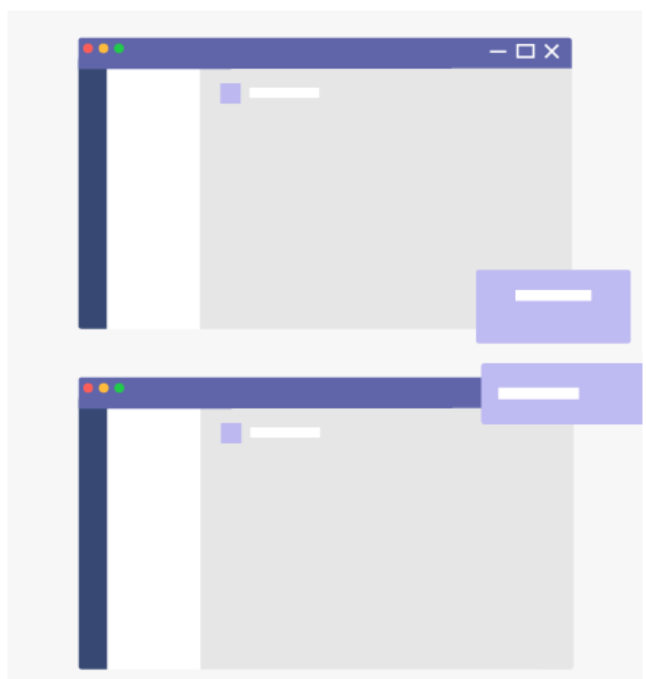


- *Chat*

This is where your group and one-on-one conversations happen. As you receive multiple messages, Teams will keep a count of them for you.

- *Desktop Banner Notifications*

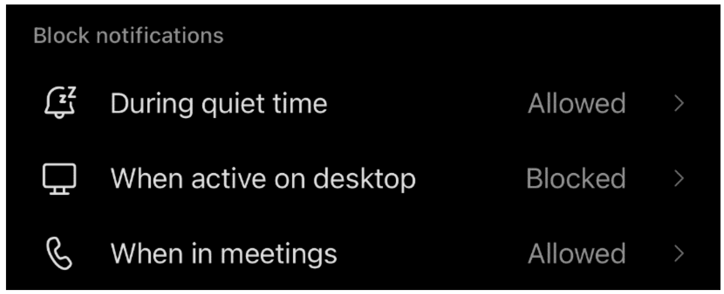
  - On Windows, these will show in the bottom right corner of your screen, then move to the Action Center.
  - On Mac OS, these show up in the top right corner of your screen, then move to the Control Center.



You can also decide whether your desktop notifications show a preview of the message or not. Go to **Settings** > **Notifications** > **Show message preview**.

5. Notifications are Different on Mobile

One of the first things you'll want to do is choose whether to send notifications to your phone **Always**, or only **When I'm not active on desktop**. (You're considered inactive after 3 minutes of inactivity.)



The other thing you'll want to make sure to set are your quiet hours. To do this, click your icon top left corner of the mobile app > **Notifications** > **Quiet hours**. Then set a specific time of day when you want Teams to hold your notifications—or choose entire days.

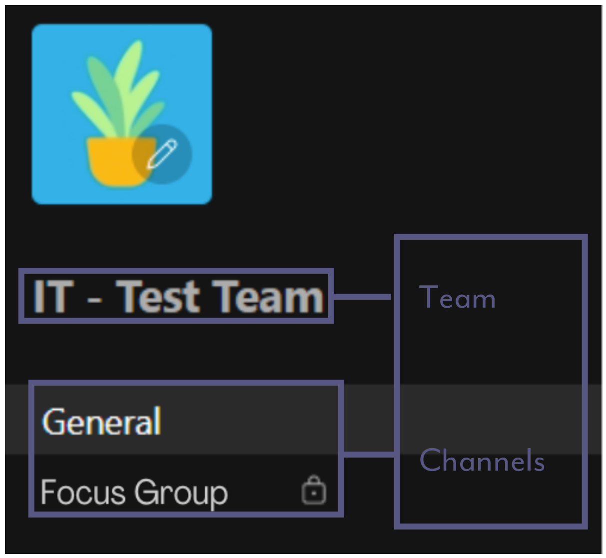
6. You can set Notifications per Channel

When you get added to a team, we'll automatically show the three most active channels in that team. These channels will send you notifications when someone @mentions the channel. To also get notified for all new conversations and replies, select **More options** ... > **Channel notifications**, or go to notification settings, and under Shown channels select **Edit**.

Teams

*A **Team** is a collaborative space for a group of people to get something done.*

*Teams are made up of **channels**, which are the conversations you have with your teammates. Each channel is dedicated to a specific topic, department, or project.*



For example, the IT – Test Team team has General and Focus Group channels. All the conversations, meetings, files, and apps in the General channel have to do with the IT Test Team, and everything in this channel is visible to everyone on the team. The Focus Group channel has been made private, so the conversations, meetings, files, and apps are locked to only members of that channel.

Channels are where the work actually gets done — where text, audio, and video conversations open to the whole team (or locked to a concentrated group) happen and where files can be shared.

While channel conversations are public to the group members, chats are just between you and someone else (or a group of people).

If you're working in Teams offline, or on a low-bandwidth network, you'll be able to switch between chats and channels and keep working. You'll see everything from the last time you were able to sync to your network, and Teams will trickle messages in as bandwidth allows.

Channels

In Teams, teamwork and communication happen in channels. A channel is a single place for a team to share messages, tools, and files.

- *Channels can be organized by group, project, feature, or whatever else is relevant to you.*
- *Team members can adjust or limit the notifications they're getting from a channel.*
- *Threads allow for focused and organized side conversations within channels.*

The following are first things to know:

1. Channels sit Inside of Teams

   Teams are made up of channels, which are the conversations you have with your teammates. Channels sit inside of teams, similar to how files sit inside folders. Each channel is dedicated to a specific topic, department, or project.

   While channel conversations are public, chats are just between you and someone else (or a group of people). Think of them as instant messages in other messaging apps.

   Channels can be organized around anything. When you're naming a channel, try to use names that clearly describe the topic. Simple, intuitive names are best.

2. Every Team has a General Channel

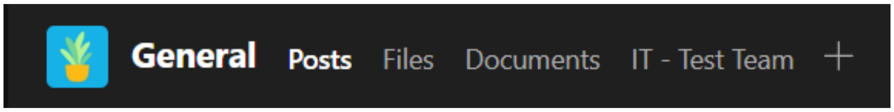
   Every team comes with a General channel. It's always first and you can't delete it.

3. Teams can have Standard, Private, or Shared Channels

   - Standard channels are open for all team members, and anything posted is searchable by others.
   - Private channels are for discussions that shouldn't be open to all team members.
   - Shared channels are for collaborating with people inside and outside your team or organization.

4. Channels Have Tabs

When you go to any channel in Teams, you'll see certain tabs by default.



The first tab is Posts. Everyone who has access to the channel can see the messages on the Posts tab. Think of this as one big group chat. The other important thing to know is that replies to a channel message stay attached to the original message. This way, the whole thread of the conversation can be easily followed by anyone reading it.

- To reply to a channel message: Select the **Reply** link underneath the message.
- To start a channel conversation: Type your message in the box and at the bottom of the conversation and select **Send**.

The Posts tab shows all the conversations (messages and replies) in a channel .
Next is the Files tab—where all the files that have been shared in the channel get stored.

Here are two ways to share files in a channel:

- Go to a channel and select the **Files** tab. Highlight the file and choose **More options** ••• > **Copy link**, then paste the link directly into a message.
- In the toolbar under your message, select **Attach** and upload your document.

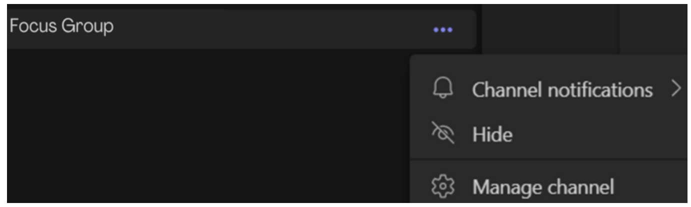
5. You can Add Tabs

- To put apps and files in tabs at the top of a channel, select **Add a tab** + next to a tab name. You'll see a list of things to add (favorite apps and files). You can also search for a specific item you want to add.

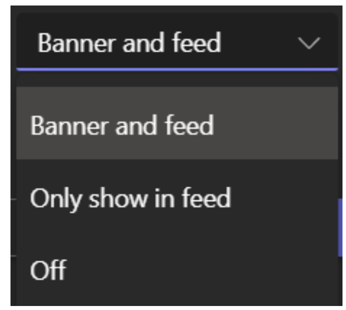
6. Notifications can be Customized per Channel

- To adjust or fine-tune the notifications you're getting from a channel:

- Go to the channel name and select **More options** > **Channel notifications**. This allows you to be notified of channel activity.



- From there, you can choose where and what notifications you want to get.



- Choosing **Custom** > **Banner and feed** will send notifications to your device and to **Activity** at the top left of the Teams app. Feed will skip sending notifications to your desktop and will only show up in your activity feed.

7. Show and Hide Channels to Stay Organized

- After the General tab, channels are organized alphabetically. You can't change the order, but you can show or hide them as desired. Select **More options** next to a channel, then **Show or Hide**.

- Want to get a Channel back in your list? Scroll to the bottom. Under **Hidden channels**, find the channel you want back and select **Show**.

Calls

Calls are a quick way to connect in Teams. You can have one-on-one calls or calls with several people. You can set them up ahead of time like a meeting, or you can start them on the fly while in a chat.

While meetings are a great way to collaborate in Teams, calls can be a more direct way of connecting for completing specific tasks or for getting questions answered quickly.

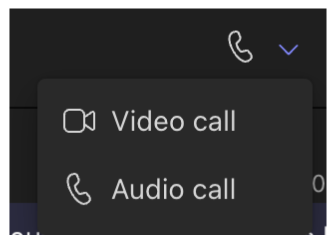
The following are first things to know:

1. There are many ways to make a call in Teams

Wherever you are in Teams, you can start a call with someone (or a group of people). Some of the ways to start calls are:

- *Make or Answer a call from Anywhere*

  Select either **Video call** or **Audio call**. Any call can be a video call or an audio-only call. It's always up to you.

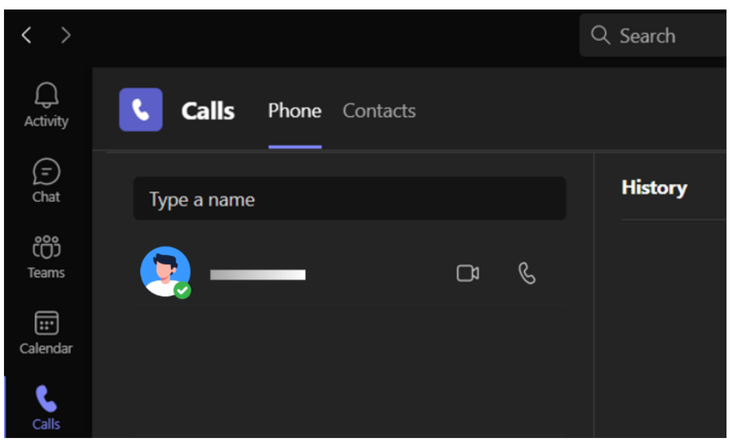


  Answering a call is simple too. Just select **Video call** or **Audio call** when prompted. When someone calls you, you'll get a notification that lets you accept or decline the call.

- *Turn a Chat into a Call*

  With one click, you can make any chat into a call in Teams. When you're in a chat, select **Video call** or **Audio call** in the upper-right corner of Teams. The person you are chatting with (or the people, if it's a group chat) will receive a call from you.

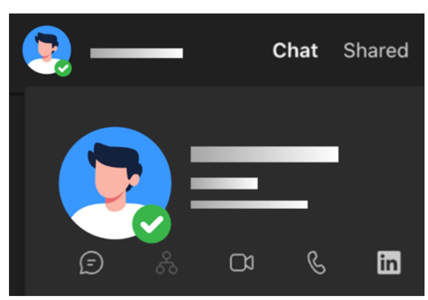
- *Make a Call from your Call History, Speed Dial, Voicemail, or Contacts*
    - Access your call history and quickly call anyone back from the list. Go to **Calls** and review the **History** section in the center of the screen. Select any item from the list and then choose **Call** in the **Details** section on the right side of Teams.
    - From your speed dial, you can quickly call people that you previously saved to this list. To access your speed dial, go to **Calls** and then find the **Speed dial** section on the right side of Teams.
    - From your voicemail, you can quickly call back anyone who left a message. To access your voicemail, go to **History** and select the **Voicemail** button in the upper-right corner. You can call someone back from your voicemail by selecting **More actions** next to their name > **Call back** from the call history list, or by clicking **Call** under the contact details.
    - To view your contacts, click **Calls** > **Contacts** in the upper-left of Teams. From here, you can call anyone by selecting **Call** to the right of their name.



- *From Profile Picture*

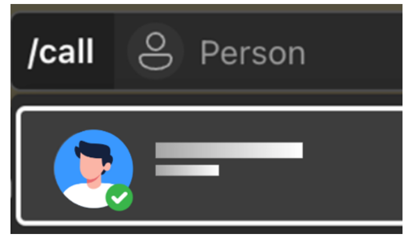
Throughout the Teams app, you will find profile pictures of people. (Sometimes people choose avatars, or you might just see their initials.)

At any time, you can mouse over a profile picture, and you will see options to make call to that person. Choose one of those options and your call will begin.



- *Use the Command Box*

  At the top of Teams, type "/**call**" in the Search box and then enter a name or number. When you make your selection, the call will begin automatically.

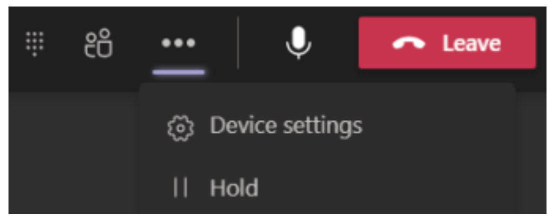


  In this way, you can quickly find people or groups and make a call to them.

2. Actions you can Make During a Call

- *Place a call on hold*

  Select **More actions** ••• in your call window and choose **II Hold**. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking **Resume**.



- *Transfer a call*

  Select **More Actions** ••• > **Transfer** in your call controls. Then, type the name of the person you want to transfer the call to and select them. To finish, select **Transfer**.

- *Consult then transfer*

  If you want to check in with someone before you transfer a call to them, select **More Actions** ••• > **Consult then transfer**.

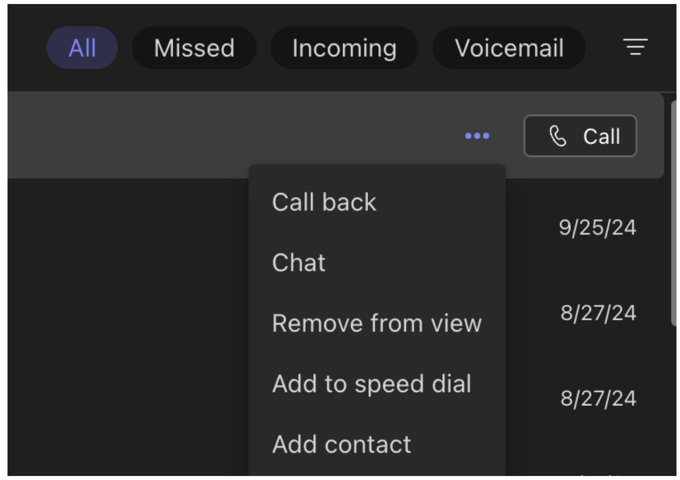
  Under **Choose a person to consult**, start typing the name of the person you want to reach and select them when they appear. You can call them or consult with them over chat. When you're ready, select **Transfer**.

- *Add a delegate*

  You can pick someone in Teams to be your delegate—to receive and make calls on your behalf. To designate a delegate, select **Settings and more** ••• next to your profile picture at the top of Teams and choose **Settings** > **General**. Under **Delegation**, select **Manage delegates**. There you can see who you're a delegate for and add and remove your own delegates.

3. Review Your Call History

Your call history is located in the center of the calls experience and shows a list of past calls (including missed calls).



Go to **Calls** > **History**. From any call in the list, select **More actions** ••• > **Call back** to begin a call automatically.

You can also chat with that contact, add them to speed dial, and add them to your contacts—all from the **More actions** menu.

4. Access Your Voicemail

Your voicemail is another familiar tool for getting the most out of your calling experience in Teams.

Go to **Calls** > **History** and then select **Voicemail** in the upper-right. From here you can:

- Review messages and transcripts from calls
- Customize call rules
- Record a greeting
- Call anyone who's left you a message

Call someone back from your voicemail by selecting **More actions** next to their name > **Call back** from the call history list, or by clicking **Calls** under the contact details on the right side of Teams.

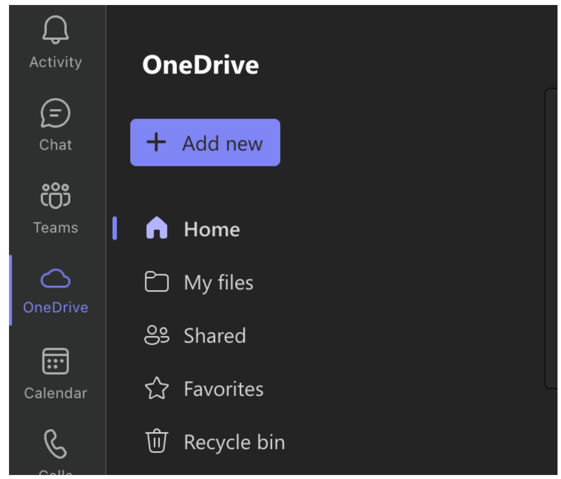
Files

Teams makes it easy to work with and share the files your team produces and acquires.

The following are first things to know:

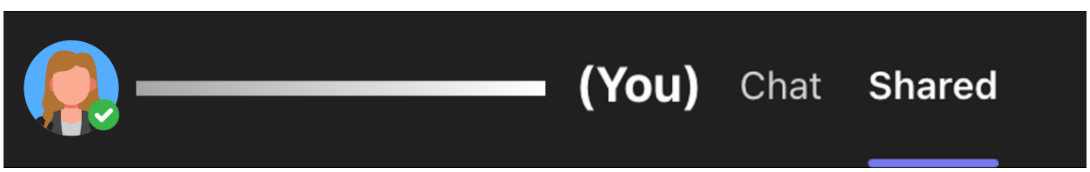
1. Find all Important Files in one Place

- Select **OneDrive** on the left side of Teams for quick access to the files you need. This will open your OneDrive within the Teams app. Here you can:
    - View Recent documents: displays the files you've recently viewed or edited
    - Browse for File by: search by People or Meetings
    - Quickly access documents you've saved to your Favorites



2. View the Files from a Single Chat, Channel, or Meeting

Every chat and channel have a Shared tab at the top of the page.



And once a meeting is over, the meeting event in the calendar has a Files tab too. Double-click the meeting to access the event info.

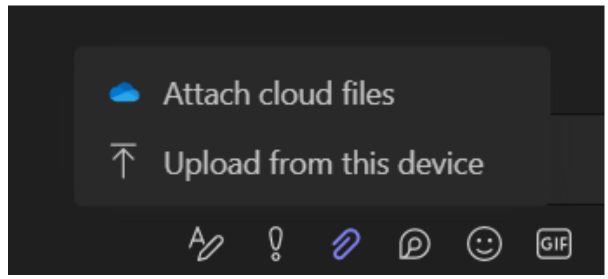
3. Share Files Throughout Teams

You can share files (of any type) with your teammates in chats, channels, and meetings. Everyone involved will be able to view the file, collaborate on it (if you set the file permissions for collaboration), and download it if they want to keep a personal copy.

There are three ways to share a file: attaching it to a **chat** message, uploading it to a **Files** page, or sending a **link**.

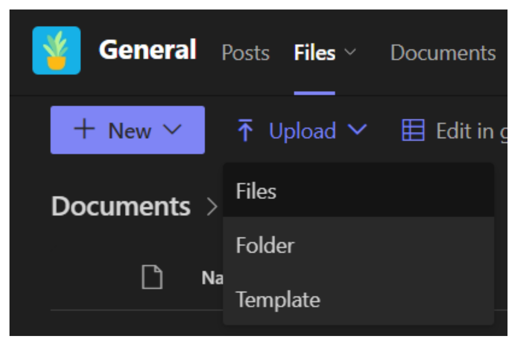
- *Attach a file to a chat*

  In any chat, select **Attach** beneath the box where you type your message, then follow the cues to locate and attach your file. Or you can drag a file from your computer's File Explorer to the message.

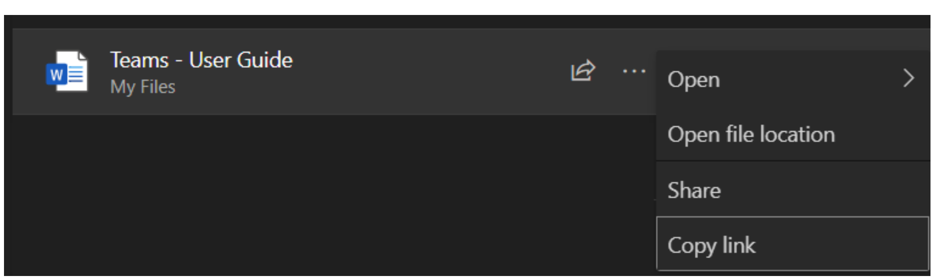


- *Upload a file to a Files tab in a chat, channel, or meeting*

  Select **Upload** or **Share** (depending on the page), and then follow the cues. You can also drag a file or folder from your computer's File Explorer to the tab



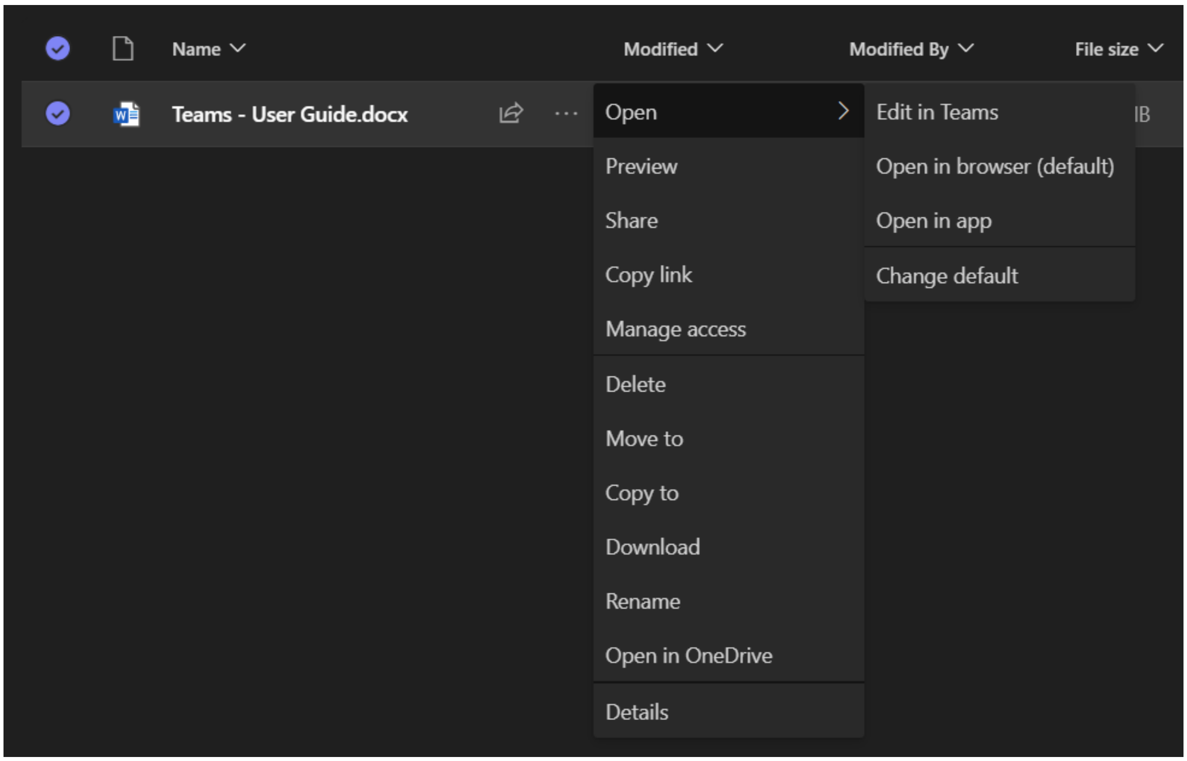
- *Send a link in a chat*
  - Locate the file in Teams.
  - Next to the file select **More Options** ••• and then **Get Link** or **Copy link.**
  - Then paste the link into the chat.



4. Work with Files Direction in Teams

There's much you can do with your own files without leaving Teams, including moving, copying, and editing them. For the whole story, select **More options** ••• .

Depending on where you're accessing a file, who it belongs to, and how it's set up, you may see a different set of options when you select a file's **More options**.



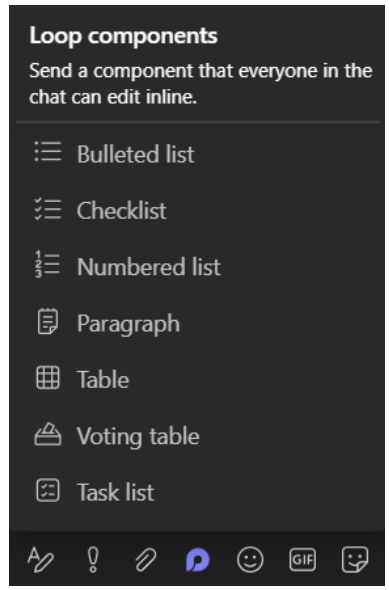
Loop Components

Have you ever sent some content to a chat and wished your team could just add their ideas and feedback right in the message, without a bunch of back and forth? With Loop components, this is all possible.

The following are the first things to know:

1. Loop Components are Built for Collaboration

   When you send a Loop component, everyone in your chat can edit it inline—and see changes instantly. That means you can collaborate right inside a chat message. To give it a try, go to the messaging area and start with a blank message. Select **Loop components**, choose a component type, enter some content to guide your collaboration, and press **Send**. Everyone in your chat will be able to edit your message.



2. They're Saved Automatically

   Loop components are saved automatically to your OneDrive, which means you can find them from office.com in addition to Teams. We suggest giving your components easy-to-remember titles (the title is also used for the file name) to help you search for and find them quickly.

3. The Possibilities for Collaboration are Endless

   Below are five common uses for Loop components. But once you get started, you'll likely discover new ways to help your team work more efficiently together.

- *Co-authoring*: Want help from your team to find the right words? Use Loop components to wordsmith the intro to a presentation, an upcoming social media post, or even an important email to a client.

- *Brainstorming*: Ask others to share their ideas, whether you're looking for names for a new product or topics to discuss at your next team meeting. Use a bulleted or numbered list component to help stay organized.

- *Compiling data*: Send out a table component with clearly labeled columns and rows to your team. In each cell, describe the data you need and @mention the person you believe can provide it. You can also use a table for a simple sign-up sheet.

- *Managing projects*: The task list component offers a super light-weight way to assign work with due dates to people on your team. (Be sure to @mention them so they're notified they have a task.) When work is completed, each person can mark their task as done.

- *Focusing a discussion*: You can use a component as a "mini breakout room" to have a place to focus on a single topic while the main chat thread covers wider ground. This is especially useful when you're trying to reach alignment and close decisions. A few tips:

    - You can always click on any content and hover your mouse there briefly to see who contributed that part of the discussion.
    - When asking questions or noting differences of opinion, you may want to insert a comment because this attributes whatever you type to you. Type "//" inside the component, then select **Comment**.
    - Pin the message with your component for as long as your discussion is active, so it's easy for everyone to get back to. Go to **More options** •••, then select **Pin**. You'll find your message pinned to the top of your chat.

4. Components are Easily Shared and Reflect the Latest Changes

You can start a Loop component in one chat, then share it to another to invite more people to collaborate. Select **Copy link** in the upper right corner of the component, then paste (**Ctrl + V**) into the chat you want. No matter where edits are made, the component will always show the latest changes.

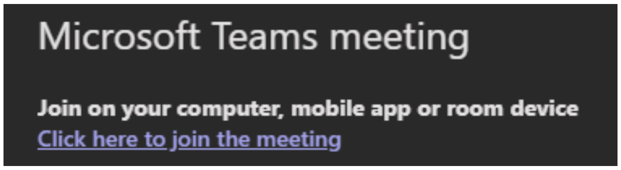
Join Teams meetings anytime, anywhere, from any device.

Teams meetings are best when you join them from the Teams app or Teams on the web, and there are a bunch of ways to do that — read on for details about joining by link, from your calendar, and more.

Join a Meeting by Link

All you need to join a Teams meeting is a link. Select **Click here to join the meeting** in your meeting invite to be taken to a page where you can choose to either join on the web or download the desktop app. If you already have the Teams app, the meeting will open there automatically.

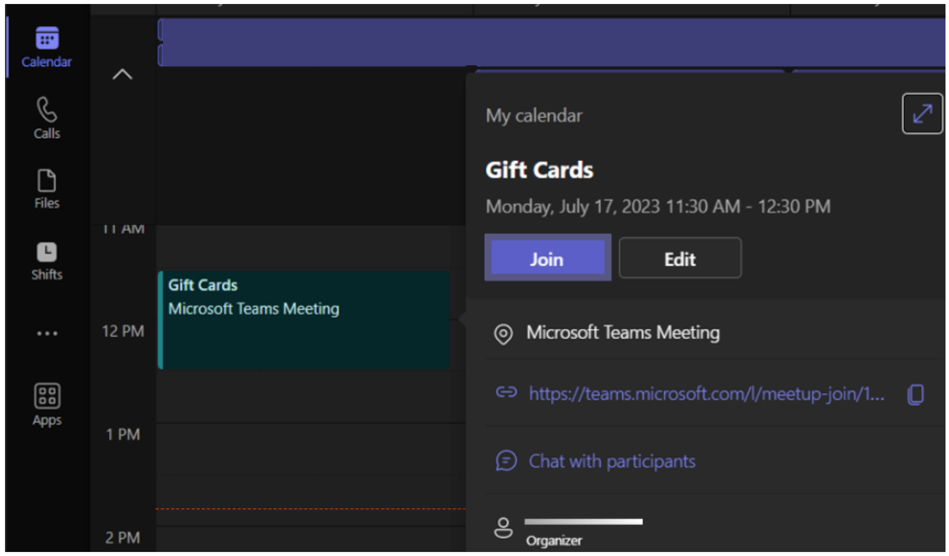
If you join from the web using the **Meeting ID and Passcode**, and aren't signed into your Roanoke College email with SSO, you do have the option to enter your name to join the meeting. It's important to note, if you join a meeting this way, you will not have access to meeting chat and more once the meeting is finished.



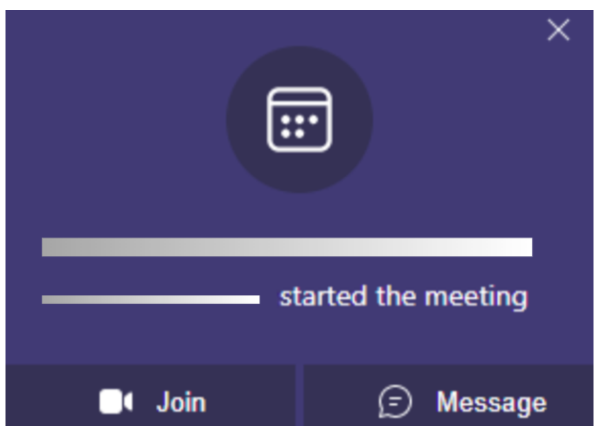
Join a Meeting from Calendar or ID

- *Join from Calendar*

1. Select the **calendar icon** on the left side of Teams to view your meetings.
2. Find the meeting you want and select **Join**.

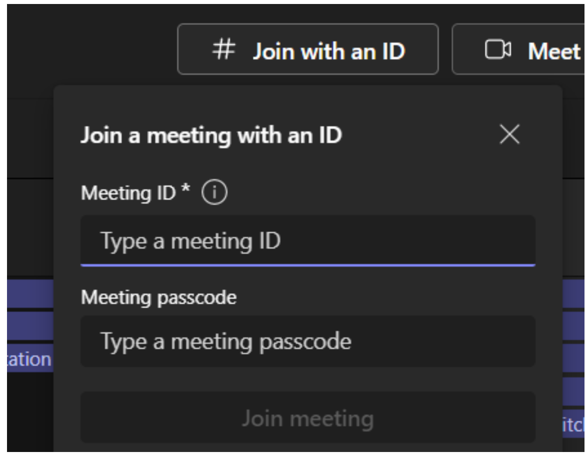


Or, if someone starts the meeting, you'll get a notification you can use to join.



- *Join from Meeting ID*

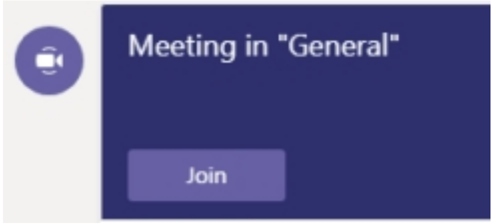
1. From your Teams Calendar, select Join with an ID.
2. Enter a meeting ID and passcode, then **Join meeting**.



   - To find both the meeting ID and passcode, go to your calendar in Outlook. Open the meeting you want to join. At the bottom of the meeting invitation under **Or join by entering a meeting ID**, you'll find the ID and passcode.

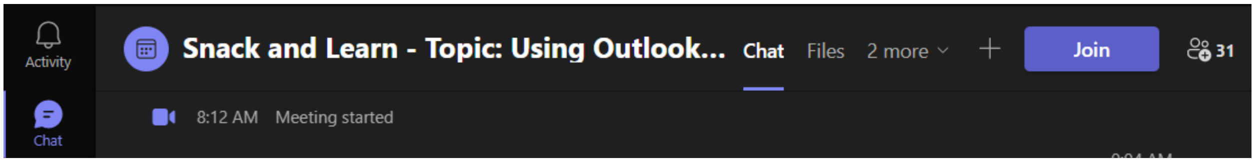
Join a Meeting in a Channel

If a meeting takes place in a channel, you'll see an invitation to join, relevant content, and who's in the meeting right in the channel. Just select **Join**.



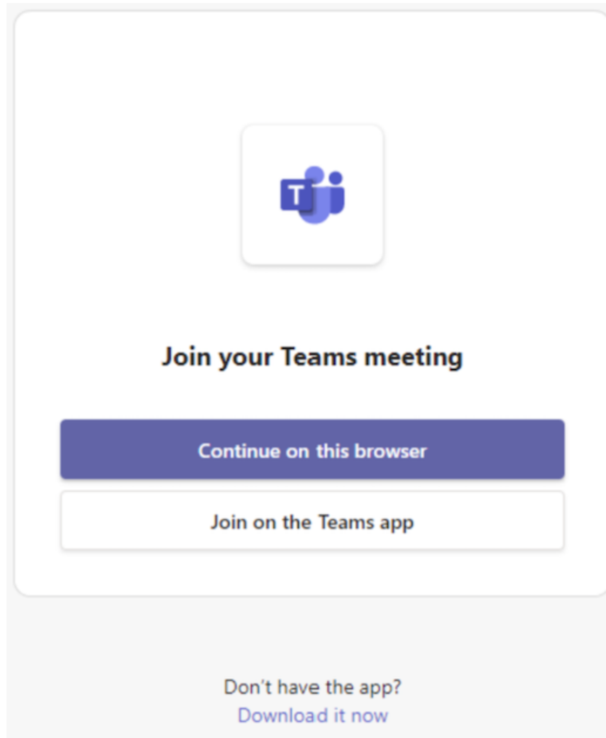
Join a Meeting from Chat

If the meeting has already begun, it appears in your recent chat list. Select the meeting in your chat list and then select **Join** at the top of the chat.



Join a Meeting Without Signing In

You can join a Teams meeting anytime, from any device, whether or not you have a Teams account. If you don't have an account, follow these steps to join.



1. Go to the meeting invite and select **Click here to join the meeting**.
2. That'll open a web page, where you'll see two choices: **Continue on this browser** and **Join on the Teams app**. You don't need to install the Teams app to join the meeting.
3. If you join the meeting on your browser, Microsoft Edge or Google Chrome both work. Your browser may ask if it's okay for Teams to use your mic and camera. When you select **Allow**, you can always turn off your mic and/or video once you join the meeting.
4. When you're ready, select **Join now**.

Tip: Join the meeting up to 15 minutes before the meeting start time to test your setup, troubleshoot, or see how Teams works. Meeting organizers and participants won't be notified that you've joined the meeting until 15 minutes before the scheduled start time.

5. If you enter the meeting lobby, wait for someone in the meeting to admit you.

Notes:

- *If you are signed into your browser with your Roanoke College account and SSO, you will automatically be signed into Teams on the Web, and will have the choice to join the meeting from the web or from the desktop app.*
- *If no one admits you to the meeting within 30 minutes, you'll be removed from the lobby. If that happens, you can try joining again.*

- *Once you're in the meeting, everyone will see a Meeting guest label with your name.*
- *People who are signed in will have access to more meeting features than those who are not signed in.*
- *If you are the meeting organizer, or have been assigned as a co-organizer, you will have the ability to view and admit those waiting in the lobby.*

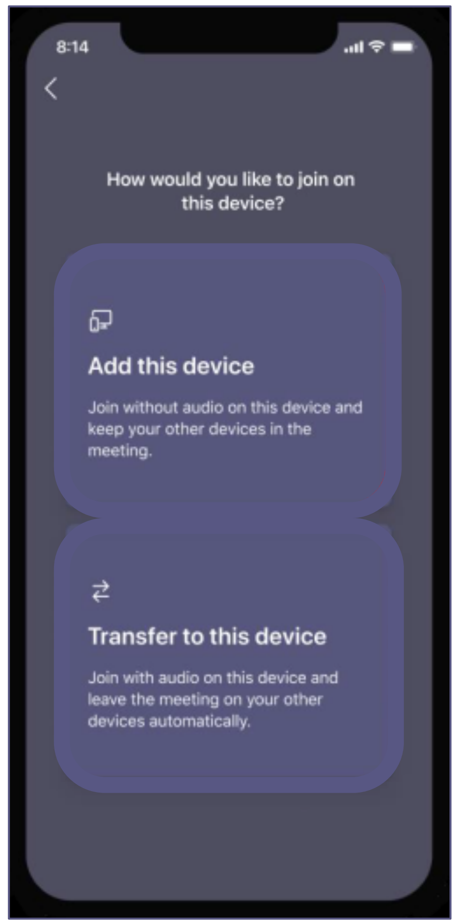
Join a Meeting on a Second Device

If you've joined a meeting on one device, you can join it on another device at the same time. For example, if you're already in a meeting on your laptop, you can also join on your phone to share live video, control a presentation with your phone, and much more.

You can either transfer the meeting to the second device or keep both devices in the meeting.

- *Transfer a Meeting From One Device to Another*
  - While you're in a meeting on one device, open Teams on the second device (the device you want to transfer to).
  - From the new device, select **Join**.
  - Select **Transfer to this device**.
  - You can set your audio and video preferences for the meeting on the new device, then select **Join**.

  Once you're in the meeting on the new device, your first device will leave the meeting.

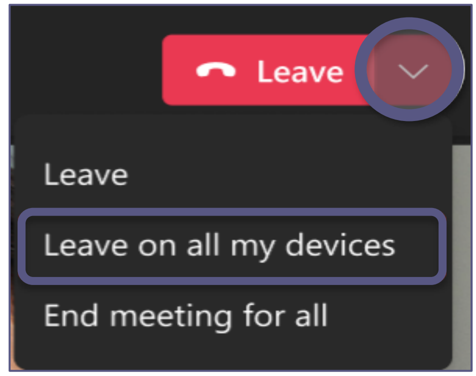


- *Add a Second Device to a Meeting*
  - While you're in a meeting on one device, open Teams on the second one.
  - From the second device, select **Join**.
  - Select **Add this device**.

  To prevent an echo effect, Teams will automatically turn off the camera and mic on the second device before it enters the meeting. Once it's joined, you'll be able to turn the mic and camera on or off as needed.

  With both devices in the meeting, you can now share content from either one.

- *Leave a Meeting on all Devices*
    - In your Teams meeting window, select the arrow next to **Leave** to open the Leave meeting dropdown menu.
    - Select **Leave on all my devices**.

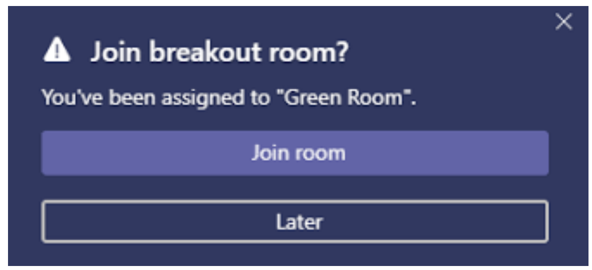


Join a Breakout Room

When the meeting organizer sets up breakout rooms during a meeting, you'll be able to discuss meeting items and collaborate with colleagues in a small group setting.

You may be moved into your assigned breakout room as soon as the organizer opens the room. Otherwise, you'll receive an invitation to join the room.

If you receive a notification, select **Join Room**.



- Each breakout room has its own chat.
    - Select **Chat** in the breakout room. When the breakout room closes, the room chat ends and can't be continued. However, you'll still be able to view the chat history and any shared files.
- Return to the Main Meeting
    - If the meeting organizer has enabled it, select **Return** to rejoin the main meeting discussion. Head back to your breakout room by selecting **Join Room** again.

Schedule a Meeting

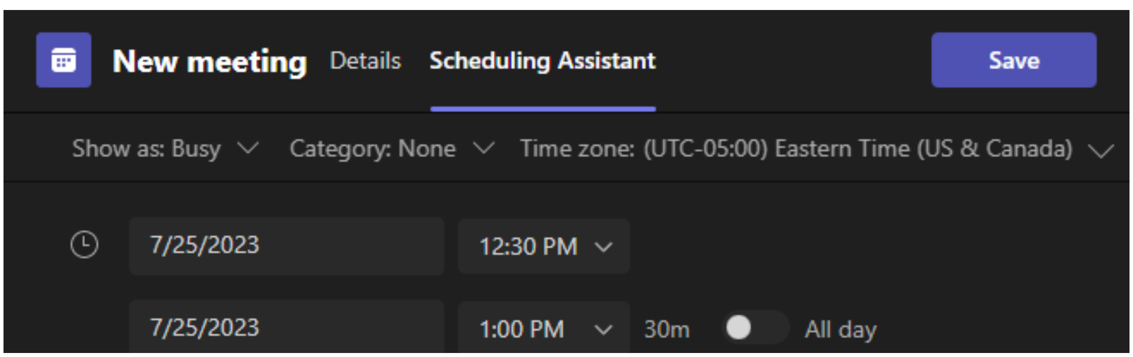
Your calendar in Teams is connected to your Exchange calendar. In other words, when you schedule a meeting in Outlook, it'll show up in Teams, and vice versa.

Every meeting scheduled in Teams is automatically made into an online meeting.

There are several ways to schedule a meeting in Teams:

- Select **Schedule a meeting** in a one-on-one or a group chat (below the box where you type a new message) to book a meeting with the people in the chat. You can't schedule a meeting from a meeting chat.
- Go to **Calendar** on the left side of the app and select **New meeting** in the top right corner.
- Select a range of time in the calendar. A scheduling form will pop open.

The scheduling form is where you'll give your meeting a title, invite people, and add meeting details. Use the **Scheduling Assistant** to find a time that works for everyone.

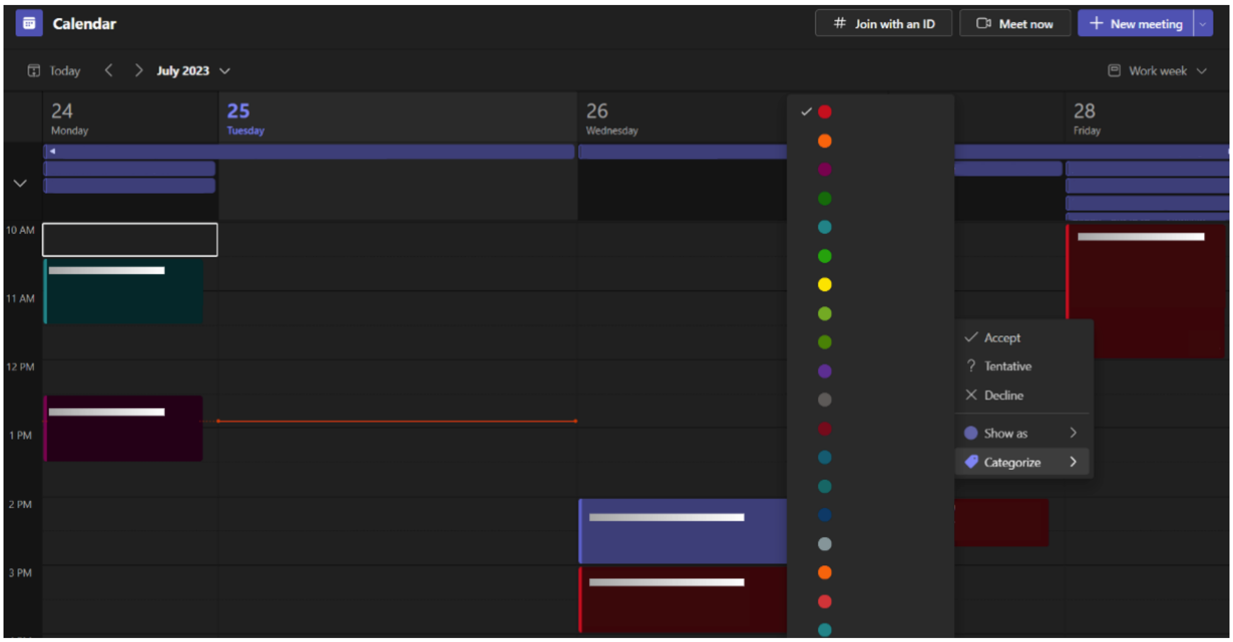


Once you're done filling out the details, select **Save**. This will close the scheduling form and send an invite to everyone's Outlook inbox.

Assign Categories to a Meeting

Color code your calendar with categories. Just like Outlook, you can assign one or more categories to each meeting in your calendar. There are a couple ways to assign categories:

- Right-click an event in your calendar and select **Categorize**, then pick a color.
- When scheduling a meeting, select **Category** at the top of the scheduling form.



Notes:

- *At this time, category names and colors can only be edited from Outlook.*
- *For recurring meetings, categories can only be applied to the series, not an individual occurrence.*
- *Currently, categories can't be applied to channel meetings.*

Invite People Outside of Roanoke College

Teams lets you invite people outside your organization, including those who don't have a Teams license. You'll need their full email address to invite them.

1. Go to where it says **Add required attendees**. If anyone is an optional attendee, select **Optional** instead.
2. Type the person's full email address (ex: Joe@example.com).
3. Select **Invite**. They'll receive an email with a link to the meeting.

Invite People with a Link

Teams lets you invite people to a meeting via a meeting link. To share this link:

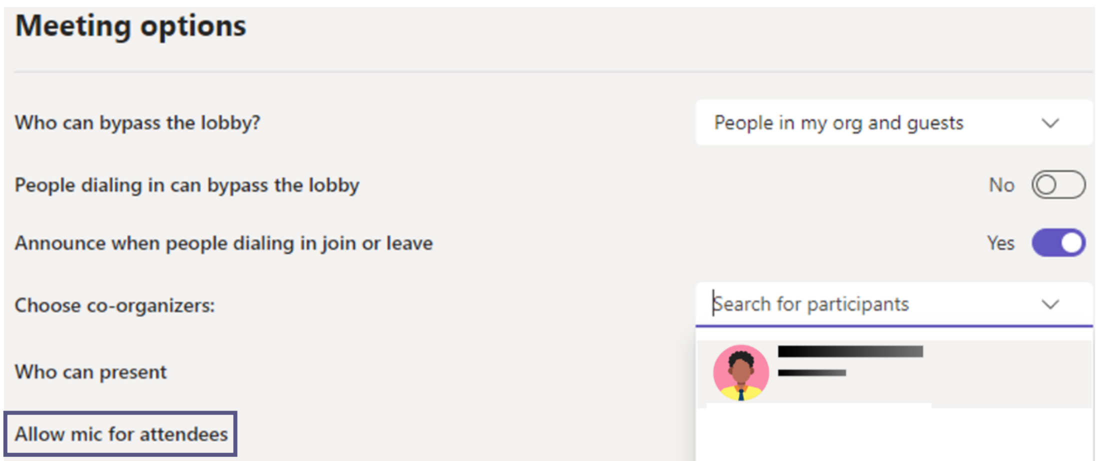
1. Create the meeting in Teams.
2. Go to **Calendar** on the left side of Teams and select the scheduled meeting.
3. The meeting link will appear as a URL. Copy it by selecting .

Meeting links are set to expire 60 days after an event has ended. The link doesn't actually stop working, and the expiration date will reset even if the link is clicked after a meeting ends.

Add a Co-Organizer

After you've invited people to your meeting, you can add up to 10 co-organizers to help manage your meeting. Before adding co-organizers, make sure the people you want to add are already added as required attendees and then follow the steps below:

1. Select your meeting and then select **Edit**.
2. Select **More options** ••• > **Meeting options**.
3. On the meeting options page, next to **Choose co-organizers**, select the down arrow and choose the name of the co-organizer.
4. Select **Save** at the bottom of your screen.



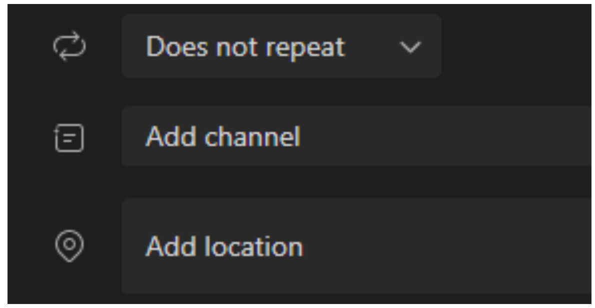
Co-organizers can:

- *Access and change meeting options*
- *Manage breakout rooms*
- *Bypass the lobby*
- *Admit people from the lobby during a meeting*
- *Lock the meeting*
- *Present content*
- *Change another participant's role*
- *Change meeting options during a channel meeting*
- *End meeting for all*

Co-organizers can't:

- *Manage the meeting recording*
- *Remove or change the meeting organizer's role*

Make it a Channel Meeting



1. Select **New Meeting.**
2. Type the name of a channel where it says **Add channel** (below the date and time fields).

Channels can't be edited or added once the invite is sent. You'll need to send a new invite with the updated channel.

When you have a meeting in a channel, everyone in the team will be able to see it and join it in that channel. This feature isn't available in private channels.

Once you've added the people you want, select **Scheduling Assistant** to find the best time.

If it's a recurring meeting, open the dropdown menu next to **Does not repeat**. Choose how often you want it to occur from the default options or select **Custom** to create your own cadence.

Schedule Meetings in a Channel Calendar

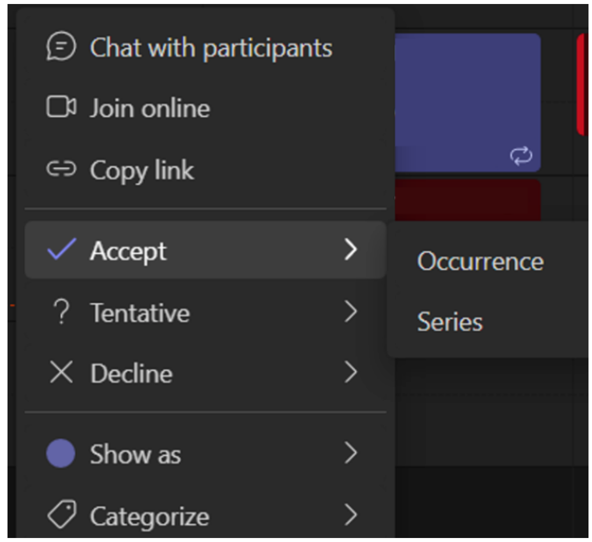
If you're unfamiliar with how to add a calendar to a channel, the steps are outlined for you at See all your meetings in Teams. Once that's done, you have a few ways to add events to the shared calendar.

- Select **Add new event** at the top of the calendar.
- Click and drag your cursor on the calendar to select a block of time.
- Or select the arrow next to **Meet now** at the top of the app to open the menu and select **Schedule meeting**.

Each of these actions will open the scheduling form with the channel name filled in, feel free to add an Outlook group or individuals by manually entering their names. Guests and partners from outside your org won't have access to the channel calendar and will also require being added to the meeting invite.

Right-click for More Options

Right-click an event in your calendar to RSVP, remove it if it's canceled, or open the invitation to view the meeting details. If the event is a Teams meeting, you'll also get options to Join online, change what your status will **Show As** during the meeting, and **Chat** with participants.



Teams meetings will show a join button on an event in your calendar five minutes before the start of a meeting. Once someone joins the meeting, the event will change colors to let you know they're online.

Select **Join** to open the meeting settings window to confirm your preferred camera and mic settings before joining the online meeting.

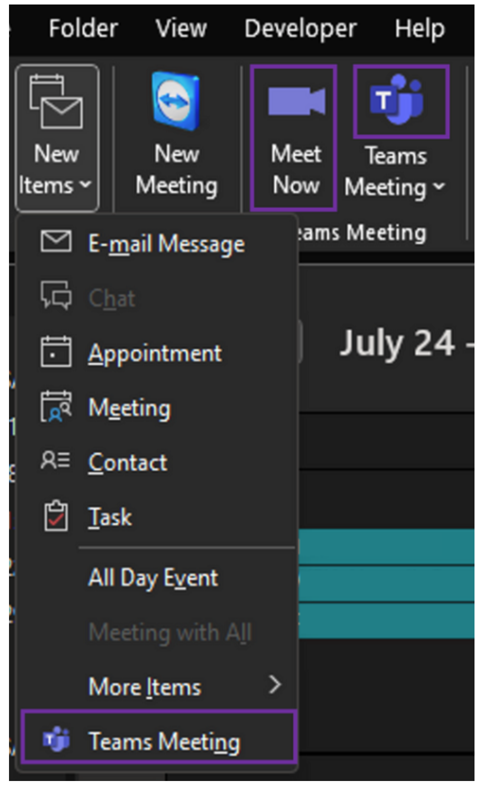
*Note: If you have overlapping meetings in your calendar, the join button won't be available. But you can still right-click the event and select **Join online**.*

Schedule a Meeting in Outlook

Microsoft Teams includes the Outlook add-in, which lets you create new Teams meetings directly from Outlook. You can also view, accept, or join meetings in either app.

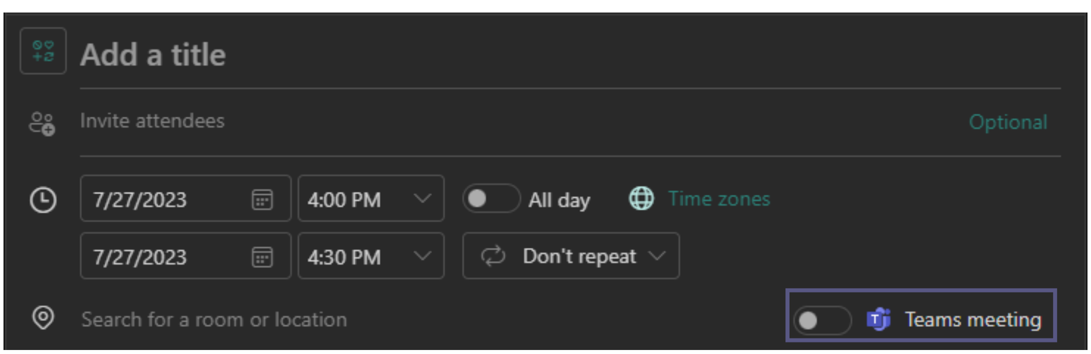
- *Outlook Desktop App*
  - Open Outlook and switch to the calendar view.
  - Select **New Items** > **Teams Meeting**, or select **Meet Now**, or click the Teams icon above Teams Meeting at the top of the page, under the **Home** tab.
  - Select **Schedule Meeting**.
  - Add your invitees to the **Required** or **Optional** field(s).
  - Add your meeting subject, location (if applicable), start time, and end time.
  - Create your message.
  - Select **Send**.

  The Teams meeting join details are added to the meeting invite automatically.

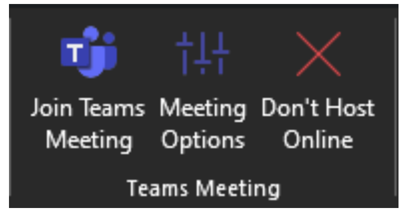


- *Outlook on the Web*
  - In the new event form, select the **Teams Meeting** toggle to turn it on.

    After the invite is sent, you'll see the meeting join details in the event.



Remove Teams from a Meeting

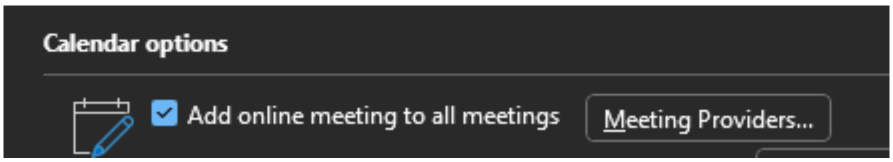


- *Outlook Desktop App*
    - At the top of the new meeting form, select **Don't Host Online**.
- *Outlook on the Web*
    - In the new event form, select the Teams meeting toggle to turn it off.

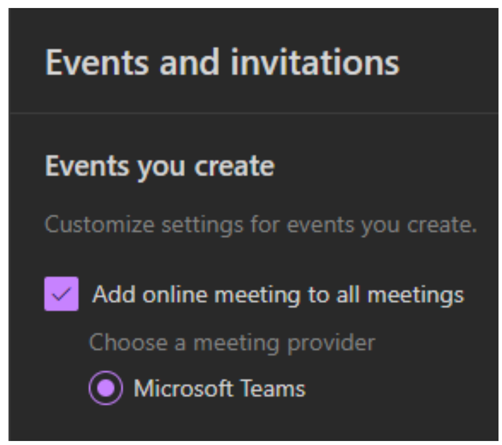
Make all Meetings Teams Meetings

You can turn on a Calendar option so that all the meetings you schedule from Outlook—including Outlook on the web and mobile—will be held online with Teams.

- *Outlook Desktop App*
    - At the top of the Outlook screen, select **File** > **Options**.
    - On the Outlook Options page, select **Calendar** on the left.
    - Under Calendar options, select **Add online meeting to all meetings**.



- *Outlook on the Web*
    - At the top right of the screen, select **Settings** and then **View all Outlook settings** at the bottom right.
    - Select **Calendar** > **Events and invitations** > **Add online meetings to all meetings**.
    - Select **Save**.



Invite People

*In your Teams calendar, when scheduling or editing a meeting, use the **Add required attendees** or **Add optional attendees** box to search for and invite people. Then, you can use the scheduling assistant to see times when everyone is free. For details, see Schedule a meeting.*

You can also schedule a Teams meeting and invite people from Outlook. For details, see Schedule a Teams meeting from Outlook.

- *Invite People During a Meeting*

  - When you're in a meeting, select **Show participants** in your meeting controls to see the people who were invited but haven't joined yet.
  - To ask someone who was invited to join the meeting, point to their name, and select **Request to join**.
  - You can also type a person's name in the search box to add someone who was not previously invited.

End a Meeting

Meeting organizers have the option to end the meeting for all participants.

- In your meeting controls, select the down arrow next to **Leave** and then **End meeting**.

You'll be asked to confirm. When you do, the meeting will end for everyone right away.

Best Practices for a Large Teams Meeting

A good estimate for a large Teams meeting is 300 or more attendees. If you schedule a large online meeting or expect more than 300 people, the following are options and best practices for a more successful large meeting.

Note: Up to 1,000 invitees can join a Teams meeting and interact by using chat, audio, and video. Invitees can also join a meeting that already has 1,000 participants (up to 10,000) as view-only attendees.

First, based on the type of presentation that you want to create or that works best, you can either schedule a *Teams meeting*, a *Teams webinar*, or a *Teams live event*. Presenters should use the Teams desktop app for any type of presentation.

A Teams meeting is a collaborative and interactive experience with the option to add structure for larger meetings. A Teams webinar is a structured interactive event. A Teams live event is a broadcast scenario with a production team behind the scenes and a viewing audience.

- *Before the Meeting*
    - Present the meeting from a wired connection or network for better and more reliable audio and video.
    - In **Meeting options**, do the following:
        1. To the right of **Who can bypass the lobby?,** select a minimum of **People in my organization**.
        2. To the right of **Who can present?**, select **Specific people**. Then, next to **Choose presenters**:, select **Search for participants**. Choose the people that you want as presenters in your meeting
        3. To the right of **Allow mic for attendees?**, switch the toggle to **No**. If someone needs to interact during the meeting, either allow them to unmute when they raise their hand or change their role by hovering over their name and selecting **More options**.
        4. To the right **of Allow camera for attendees?**, switch the toggle to **No**. During appropriate times in the meeting, video can be permitted for an individual attendee or all attendees. When you're done with these settings, select **Save**.

- *During the Meeting*

    - Use **Spotlight a video** to highlight a single presenter to make them stand out (Note that Spotlight can't be used in Large Gallery or Together Mode).
    - Meeting organizers and presenters can change participant settings for attendees, such as allowing them to unmute or promoting them as presenters.
    - Remind and encourage attendees to raise their hands before speaking and to use live reactions.
    - Create polls during the meeting to get feedback from attendees.

- *More things to know*

    - For the best experience attending large meetings, webinars, and live events, attendees should use the latest version of the Teams app on a desktop or mobile device.
    - When a meeting reaches 1,000 attendees, the meeting organizer and presenters will see a banner indicating that new attendees will join as view-only.
    - View-only attendees can't join a meeting if view-only isn't available and they aren't allowed to bypass the lobby.
    - Breakout rooms can't be created in meetings that have more than 300 attendees, even if the number of attendees drops to fewer than 300 during the meeting. Also, creating breakout rooms in a meeting automatically limits the number of meeting attendees to 300.

Participate in Meetings

SHARE YOUR SCREEN

To share your screen in a meeting, select **Share content** in your meeting controls. Then, choose to present your entire screen, a window, a PowerPoint file, or a whiteboard.

Share your...	If you want to...	Great when...
Desktop	Show your entire screen, including notifications and other desktop activity.	You need to seamlessly share multiple windows.
Window	Show just one window, and no notifications or other desktop activity.	You only need to show one thing and want to keep the rest of your screen to yourself.
PowerPoint	Present a PowerPoint file others can interact with.	You need to share a presentation and want others to be able to move through it at their own pace.
Whiteboard	Collaborate with others in real time.	You want to sketch with others and have your notes attached to the meeting.

When you're done sharing, go to your meeting controls and select Stop sharing.

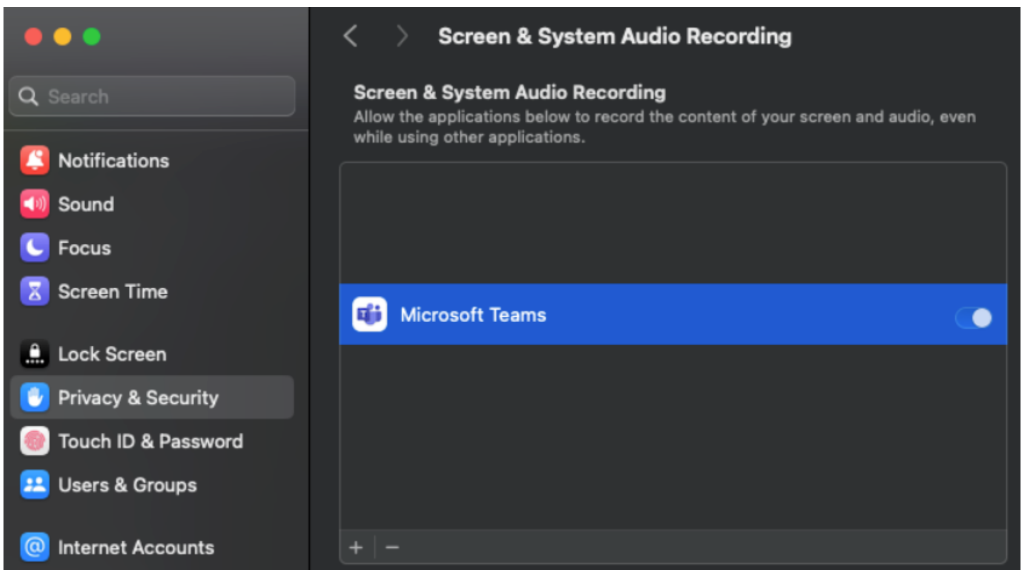
- *Share Content on a Mac*

If you're using a Mac, you'll need to grant permission to Teams to record your computer's screen before you can share.

1. You'll be prompted to grant permission the first time you try to share your screen. Select **Open System Preferences** from the prompt.

   If you miss the prompt, you can do this anytime by going to **Apple Menu** > **System Preferences** > **Privacy & Security**.

2. Under **Screen & System Audio Recording**, make sure **Microsoft Teams** is selected.



- *Include Computer Sound*

  Sharing computer sound lets you stream audio from your computer to meeting participants through Teams. You can use it to play a video or audio clip as part of a presentation.

  To share sound, select **Share content** in your meeting controls and then **Include computer sound** (it's the switch on the top right of your sharing options). All sound from your computer, including notifications, will be audible in the meeting.

- *Give Control*

  If you want another meeting participant to change a file, help you present, or demonstrate something, you can give control to that person. You will both be in control of the sharing, and you can take back control anytime.

  1. On the sharing toolbar, select **Give control**.
  2. Select the name of the person you want to give control to.
  3. Teams sends a notification to that person to let them know you're sharing control. While you're sharing control, they can make selections, edits, and other modifications to the shared screen.
  4. To take control back, select **Take back control**.

- *Take Control*

  To take control while another person is sharing, select **Request control**. The person sharing can then approve or deny your request.

  While you have control, you can make selections, edits, and other modifications to the shared screen.

  When you're done, select **Release control** to stop sharing control.

- *Zoom in to Shared Content*

  To get a better look at shared content, click and drag to see different areas. To zoom in or out while attending a meeting or call where someone is sharing their screen, use the buttons at the lower left of your meeting window: [+] to zoom in and [-] to zoom out.

  You can also try the following:

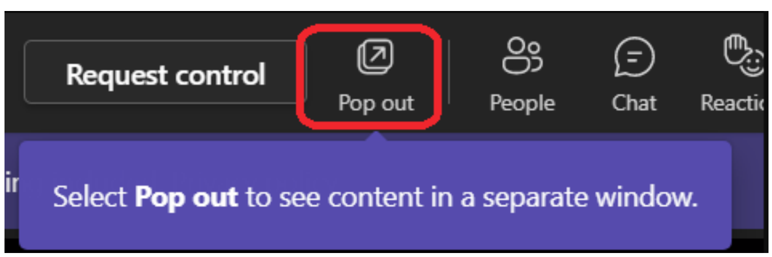
  1. Pinch in or out on your trackpad.
  2. Use the keyboard shortcuts Ctrl + Plus sign and Ctrl + Minus sign.
  3. Hold the Ctrl key and scroll with your mouse.

- *Pop Out Shared Content to a New Window*

  Expand your view by popping out shared content in a separate window during your Teams meetings.

  To pop out shared content:

  1. Join your meeting from Teams for desktop.
  2. When another presenter shares content in the meeting window, select Pop out from the meeting toolbar.
  3. To pop content back into the meeting window, select X to close the pop out.

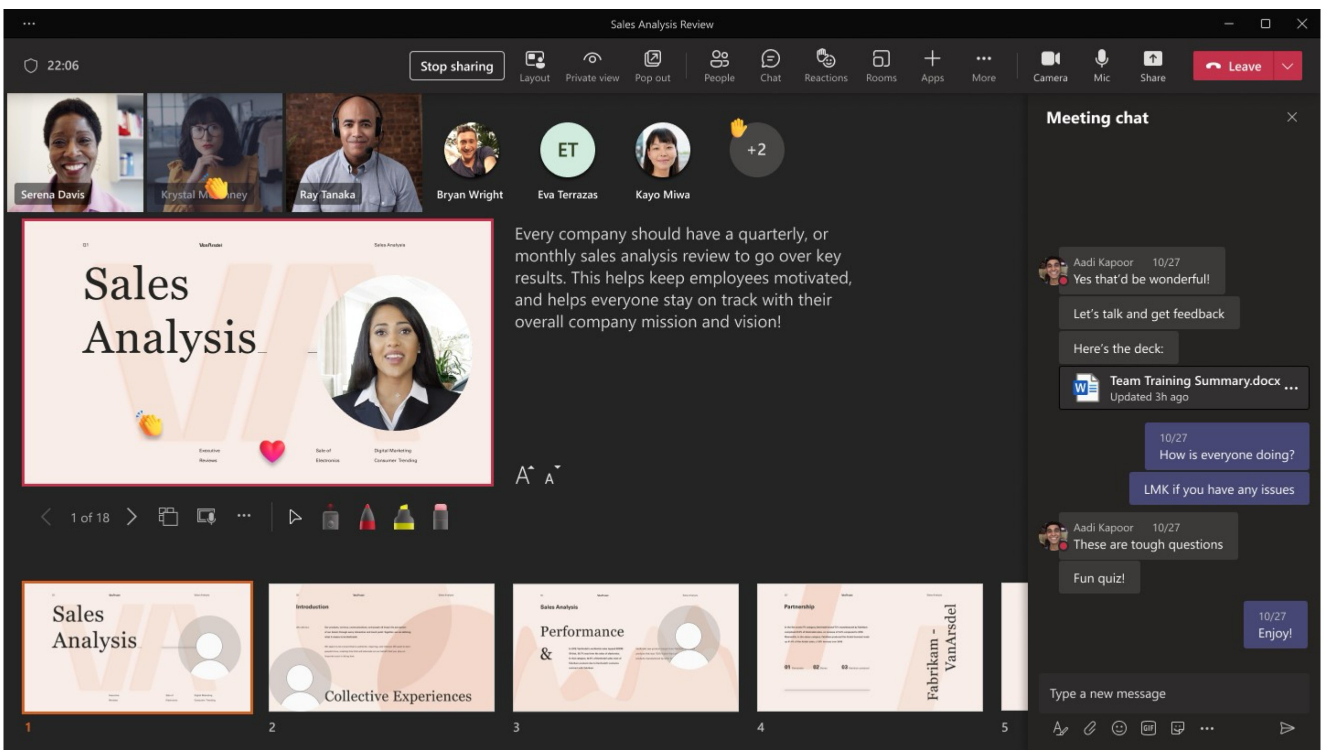


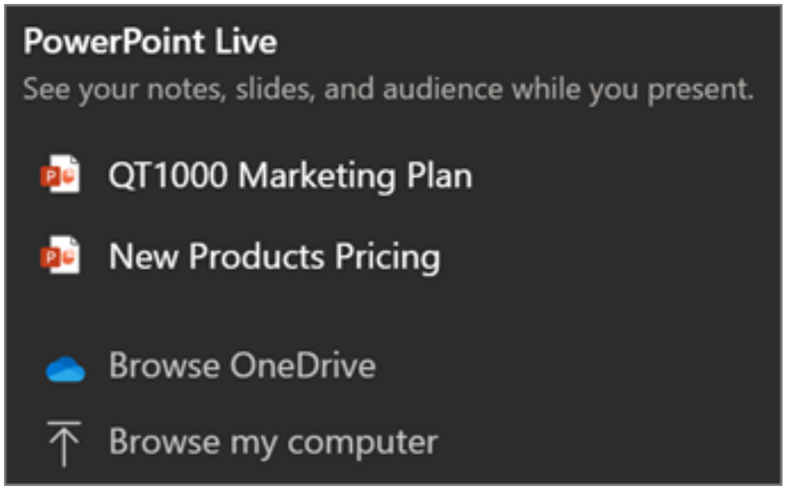
SHARE SLIDES

PowerPoint Live in Teams gives both the presenter and audience an inclusive and engaging experience, combining the best parts of presenting in PowerPoint with the connection and collaboration of a Microsoft Teams meeting.
When you're the presenter, you have a unique view that lets you control your presentation while staying engaged with your audience, seeing people's video, raised hands, reactions, and chat as needed.
And if you're an audience member, you can interact with the presentation and personalize your viewing experience with captions, high contrast slides, and slides translated into your native language.

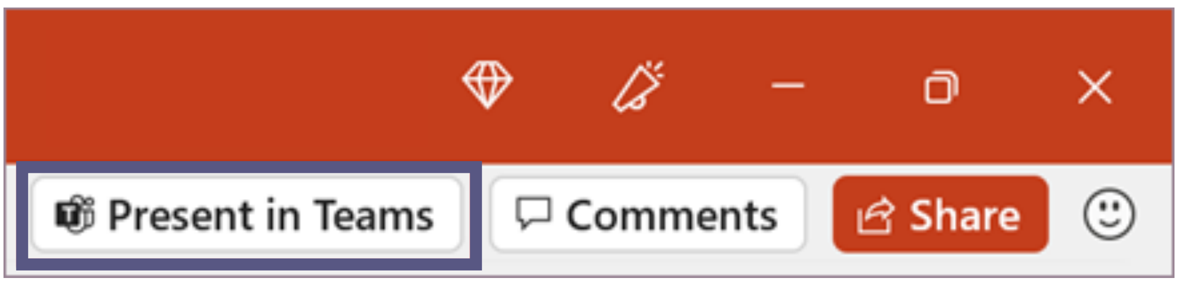
- *Presenter View*

    1. If you're already in a Teams meeting, select **Share** and then under the PowerPoint Live section, choose the PowerPoint file you're wanting to present. If you don't see the file in the list, select **Browse OneDrive** or **Browse my computer**.



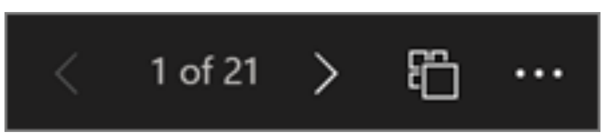


2. If your presentation is already open in PowerPoint for Windows or Mac, go to the file and select **Present in Teams**.



- If you're in PowerPoint for the web, select **Present** > **Present in Teams**.

Your slides will appear in the Teams meeting, with your Notes next to them. You have several tools to use while you present your slides.



- Use the navigation arrows to go forward and backward.
- Use the thumbnail strip to jump ahead or backwards.
- Select **Go to slide** to see a grid view of all slides in the presentation. Select one to jump to it.

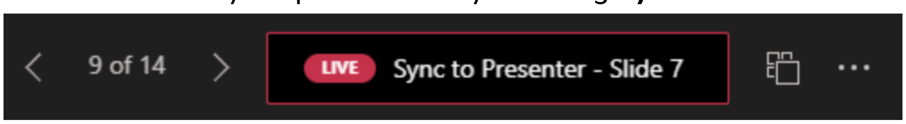
One of the benefits of using PowerPoint Live to present instead of sharing your screen is that you have quick access to all your meeting tools you need to engage with the audience and to read the room in one view. This is especially true if you're presenting from a single screen.

- Turn Chat on or off to view what your audience is saying.
- See audience reactions and raised hands in real-time.
- Change the Layout of your presentation and choose how your live camera feed appears in your presentation, like Standout or Cameo. It helps the audience read your non-verbal cues and keeps them engaged.
- Use the Laser pointer, Pen, Highlighter, or Eraser to clearly reference items on your slides.

- *Audience View*

As an audience member, you're able to personalize your experience without affecting anyone else. Try these options to find what works best for you:

- Use the navigation arrows to move around to different slides. You can always get back to where your presenter is by selecting **Sync to Presenter**.



- Click any hyperlink on slides to get more context right away.
- Interact with videos on slides to adjust the volume or jump to a timestamp and consume it at your own pace.
- Use a screen reader to get full access to the slide content.
- Translate the slides into one of 19 languages. Select **More options** > **Translate slides** and then choose a language.
- Switch to a high contrast view to make the slides easier to view if you have low vision. Select **More options** > **View slides in high contrast**.
- Your viewing experience will be at a higher fidelity, letting you see crisp text and smooth animations. PowerPoint Live also requires significantly less network bandwidth than typical sharing, making it the best option when network connectivity is a problem.

- Independent Magnifying & Panning

  You can zoom in and pan on a presentation slide without affecting what others see. Use your mouse, trackpad, keyboard, touch, or the Magnify Slide option as applicable.

  To zoom in or out on a slide, do any one of the following:

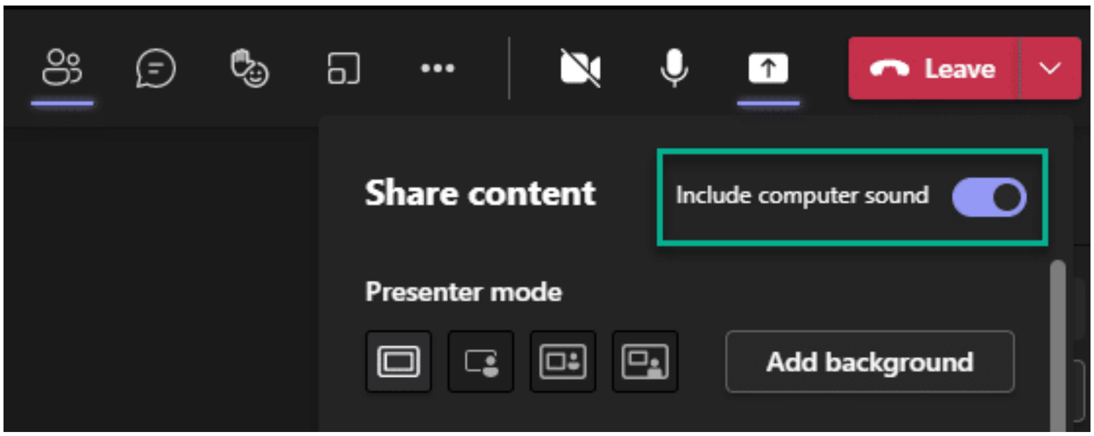
  - Hover over the slideshow and pinch or stretch on trackpad.
  - Pinch or use the stretch touch gesture (on a touch-enabled device).
  - Press the + or – keys.
  - Hover over slide, hold down Ctrl key and scroll with mouse wheel.
  - In the **More Actions** menu, click the + or – buttons.

  To pan around your slide, do any one of the following:

  - Press the arrow keys.
  - Click and drag using a mouse.
  - Click and drag on a trackpad.
  - Use one finger to touch and drag (on touch-enabled device).
  - When done zooming and panning, press Esc to reset your screen.

SHARE SOUND

To share sound from your computer, select **Share content** in your meeting controls and then **Include computer sound**—it's the switch on the top left of your sharing options.
When you share, all audio from your computer, including notifications, will be included in the meeting.
Note: Teams and your computer need to be set to the same speaker. Adjust your computer's audio output in your system settings, and your Teams audio output in your device settings in Teams.



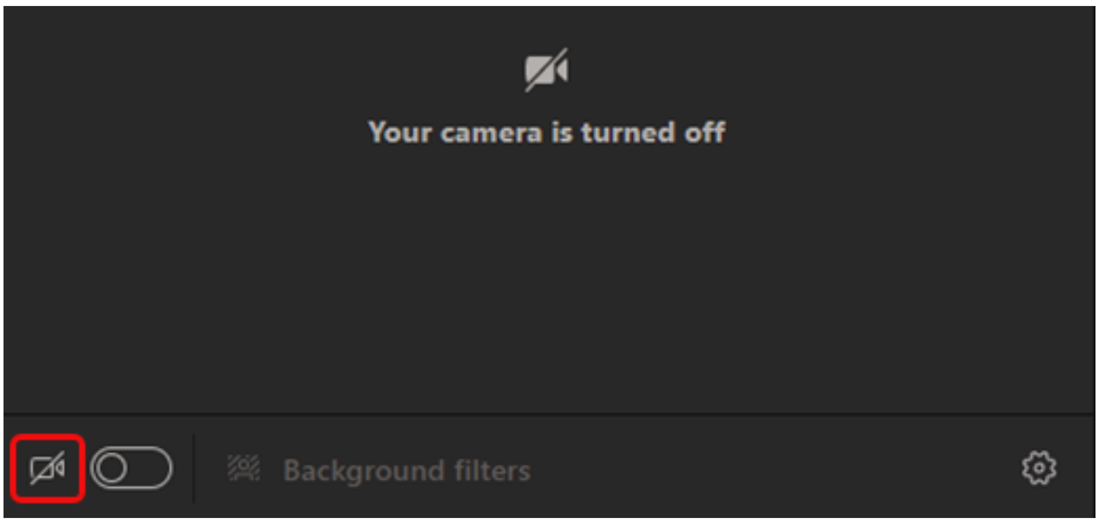
USE VIDEO

There are a lot of ways to customize your video experience—and the video you share with others—when you join a Teams meeting or call.

- *Turn Your Video On or Off*

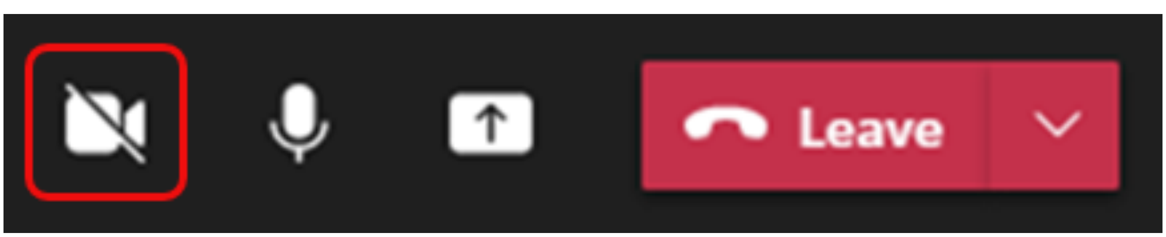
<u>Before a Meeting</u>

To turn on your video before a meeting, just select **Camera** right before you join.



<u>During a Meeting</u>

You might want to turn your video on and off over the course of a meeting—if you'd prefer people only see you while you're talking, for example. Go to the meeting controls anytime during the meeting and select **Camera** .



CHANGE YOUR BACKGROUND

If you want to change what appears behind you in your video, you can either blur your background or replace it entirely with any image you want.

When you're setting up your audio and video before a meeting, select **Background filters** (just below the video image). You'll see your background options on the right.

Note: *If you don't see the option to turn on background effects, the feature might not be available on your device yet.*

USE VIDEO FILTERS

Customize your video feed with the video filters like **Soft focus** and **Adjust brightness**. Soft focus creates a smoothing effect for your face over video. Adjust brightness enhances the video quality when lighting is poor.

Filters are turned off by default. To apply video filters, go to the **Device Settings** panel > **Video Settings**, then turn on the toggle next to your desired filter.

CHANGE YOUR VIEW

Customize how you see other people's video during a Teams meeting with **Views**. For example, you may want to see as many video feeds as you can at one time in a large meeting.

Note: *To provide the best possible audio and video quality, we might decrease the number of videos you're seeing at once if you're running a little low on bandwidth or device memory.*

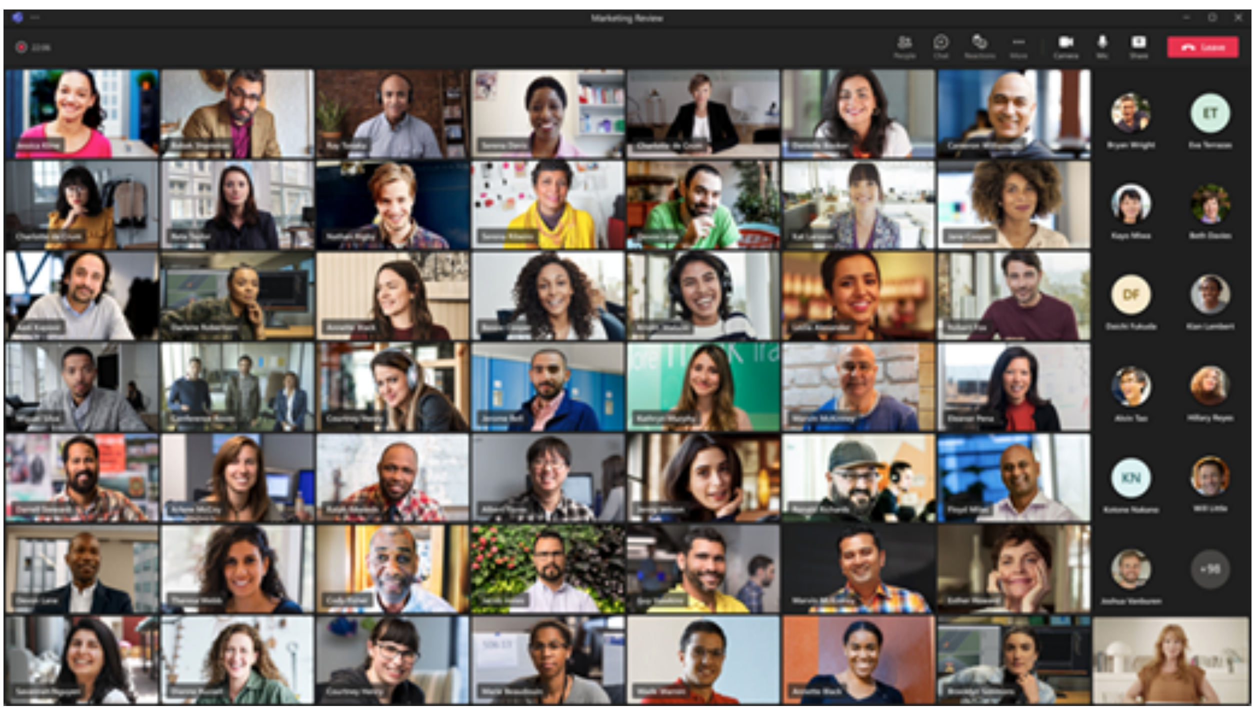
GALLERY

Gallery is the default view during a Teams meeting. This view can include up to 49 other participant videos on supported devices using the Teams desktop app. Other devices may show fewer participant videos, adjusted based on the device hardware capabilities.

If there are more than 49 participants in your meeting, Teams will show the people who turned their cameras on and are speaking the most.

Notes:

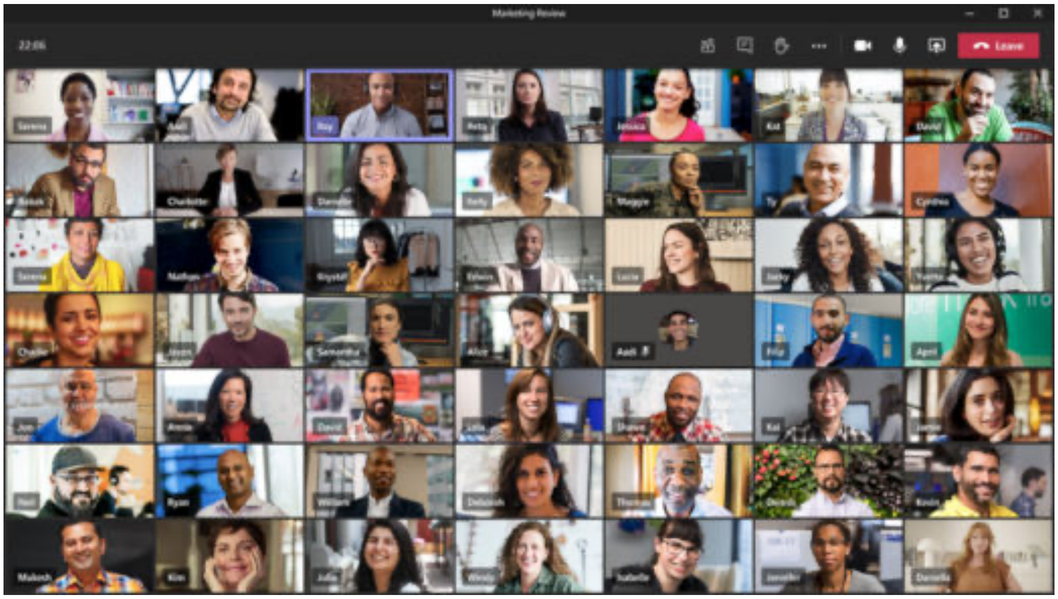
- *Gallery view of up to 49 participant videos is only supported in the Teams desktop app.*
- *When using pop-out, Gallery view will show up to nine video participants on any device.*
- *Supported devices: Windows devices with the Intel 11th generation processor (or newer) with four or more cores and Mac devices with Apple Silicon (M1 and M2 chipsets or newer).*



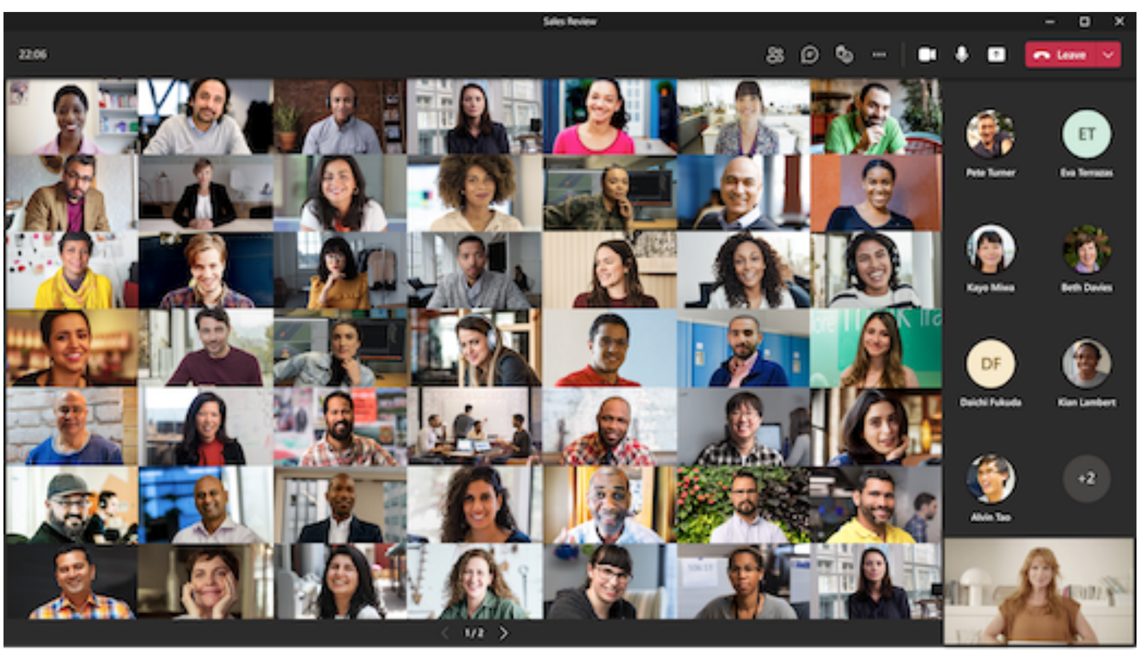
For people who haven't turned on their videos, Teams shows their profile pic instead (or their initials if they haven't added one).

LARGE GALLERY

In large meetings, Teams' Large gallery view shows up to 49 participant videos in the meeting window at once. If no one is sharing video, Large gallery won't be selectable in the menu.



When more than 49 participants join a Teams meeting, you will see them all in a gallery with pages. In Large gallery view, navigation controls < > appear at the bottom of the gallery when there are more than 49 participants. Use these navigation controls to view or engage with more participants.



TOGETHER MODE

Feel like you're in a shared space with everyone in your meeting with Together mode. Name labels and status icons will appear next to each person, showing their names, reactions, and more.

To turn on Together mode, select **View** > **Together mode** during your meeting. Together mode is available when there are at least five people in the meeting.

If you're a meeting organizer or presenter, you have an assortment of scenes to choose from.

To change the scene:

1. Select the scene name at the bottom left corner of your screen.
2. Under **Choose a scene**, pick the one you want and select **Apply**. The scene will change for everyone who's in Together mode.

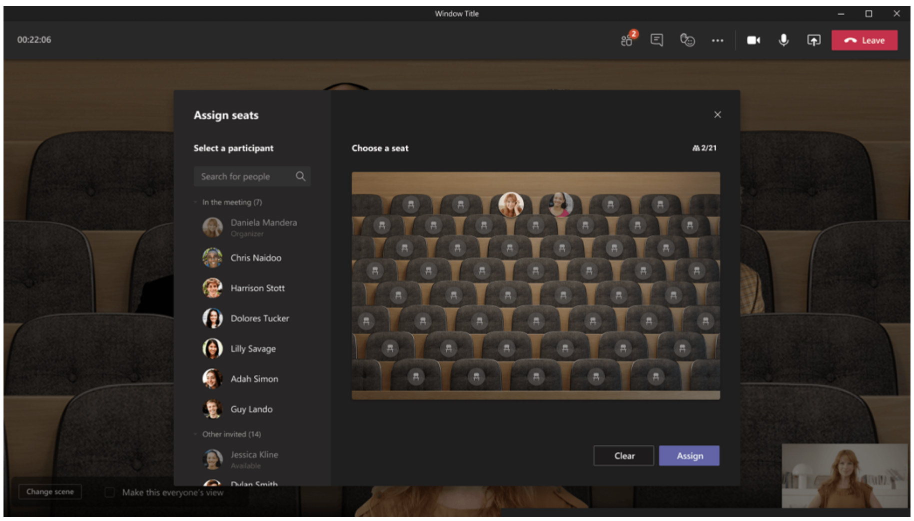
Note*: The classroom scene automatically seats the meeting organizer (or whichever presenter was first to join) apart from the other participants.*

ASSIGN SEATS IN TOGETHER MODE

To assign seats in a meeting:

1. Turn on Together mode in a meeting.
2. Select **Change scene** > **Assign seats**.

- Under **Select a participant**, select and hold down a participant's name. Then, drag them to a preferred seat to assign it to them.



- Select and hold down a seat, then drag it to a participant's name under **Select a participant** to assign it to them.

- Select Assign to apply the new seating arrangement.

By default, everyone will see the new seating assignment in Together mode. To let attendees change their view, unselect **Make this everyone's view**.

Note*: Only the meeting organizer can assign seats.*

RECORDING OPTIONS

Record Teams meetings to reference later or share with others. Meeting recordings capture audio, video, and screen sharing activity, and can be shared securely across your organization.

Start Recording

In a Teams meeting, one person can record at a time. When you start recording a meeting, everyone will be notified automatically.

To start a meeting recording:

1. Start or join the meeting.
2. In your meeting controls, select **More actions** ··· > **Record and transcribe** > **Start recording**.

Type of User	Can Start Recording	Can Stop Recording
Meeting Organizer	Yes	Yes
Person from same org	Yes	Yes
Person from another org	No	No
Guest	No	No
Anonymous	No	No

***Note**: Meeting recordings won't capture:*

- *More than four peoples' video streams at once*
- *Whiteboards and annotations*
- *Shared notes*
- *Content shared by apps*
- *Videos or animations embedded in PowerPoint Live presentations*

Stop Recording

1. In the meeting controls, select **More actions** ⋯ > **Record and transcribe** ◉.
2. Choose one of the following:

- **Stop recording** to stop the recording and live transcription.
- **Stop transcription** to stop the live transcription only. The recording will continue until you select **Stop recording**.

When a recording is available, the meeting organizer will receive an email. The recording will appear in the meeting chat or channel. They can also access the recording in their OneDrive. Recordings are set to expire after 120 days.

Notes:

- *Recording continues even if the person who started the recording leaves the meeting*
- *The recording stops automatically once everyone leaves the meeting. If someone forgets to leave, the recording stops after four hours*

If one of the participants has a policy for compliance recording, the meeting will be recorded according to the policy, even if that participant is from another org.

Find Recordings

Recordings are available in different places depending on the type of meeting.

- The recording is processed and saved in the meeting organizer's OneDrive for Business.
- The meeting recording shows up in the meeting chat or channel conversation (if you're meeting in a channel).
- The meeting organizer automatically owns the recording. By default, only meeting organizers and co-organizers can download or delete the recording.

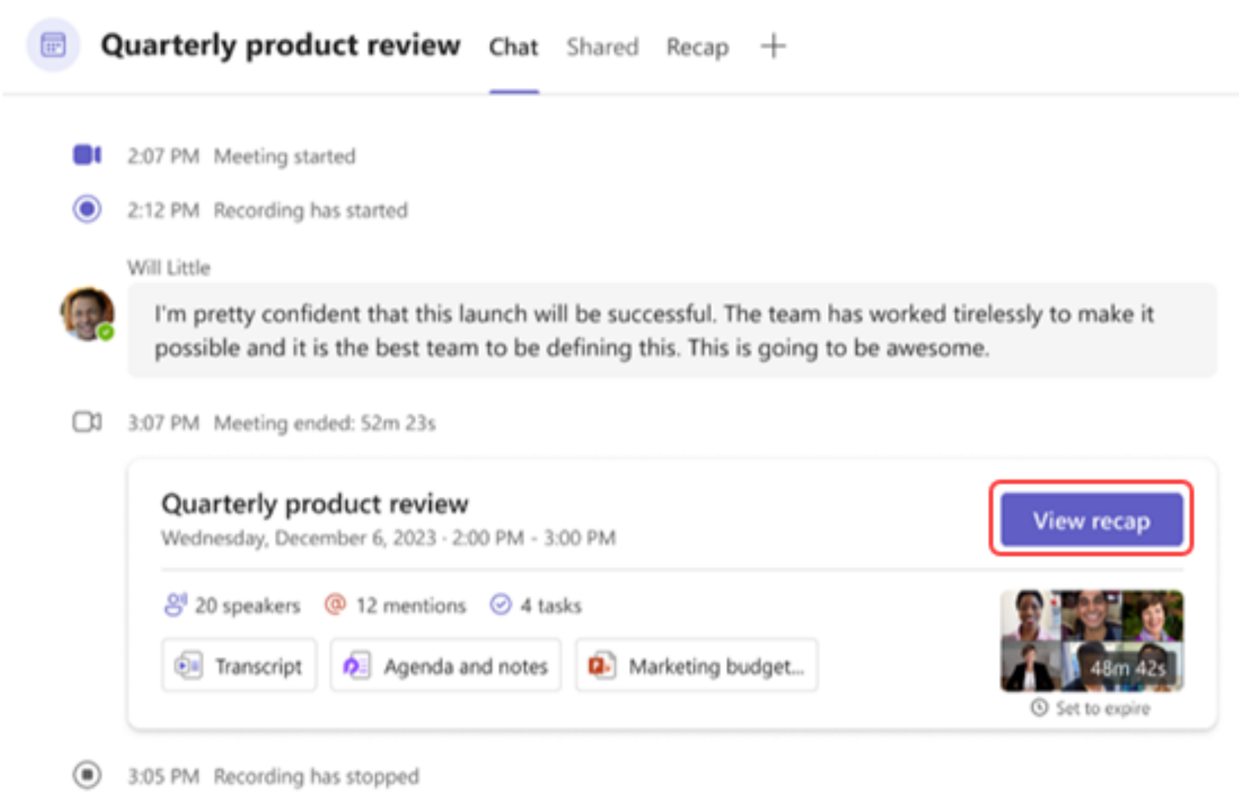
***Note**: For now, guests and external attendees can view the recording only if it's explicitly shared with them.*

Type of Recording	Permission to View	Permission to Download
Channel Meeting	Team	User with view permission
Private Meeting	Invited and attended users (chat members)	User with view permission
Group Call	Chat members	User with view permission
1-on-1 Call	Chat members	User with view permission

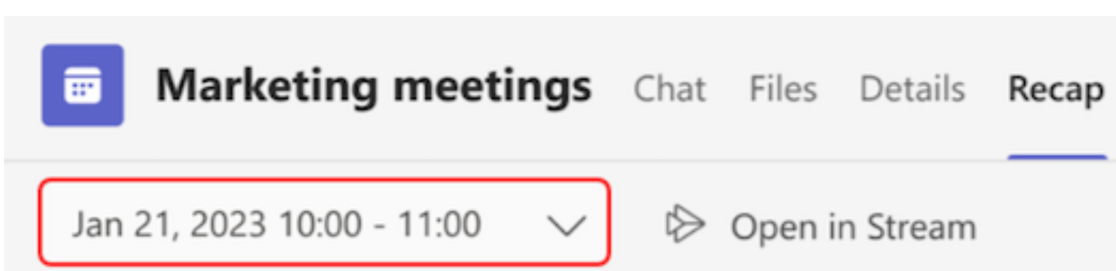
Meeting Recap

Meeting recaps are available after scheduled meetings that are recorded or transcribed. In a meeting recap, you can review the meeting recording, the meeting transcript, shared content, meeting notes, the meeting agenda, and follow-up tasks.

To view the meeting recap, select the **Recap** tab in the meeting chat or Teams calendar event after the meeting ends. You can also open the meeting chat and select **View recap** from the meeting thumbnail.



To view the recap in other meetings within a series, open the series invite in your Teams calendar and select the date and time of the meeting you want to review from the dropdown menu.



Play and Share a Meeting Recording

After a meeting ends, you can find the meeting's recording in the meeting chat or calendar.

- *From a chat*

1. Go to **Chat** in Teams.
2. Select the chat for the specific meeting.
3. Select the **Shared** tab.
4. Select a recording.
5. When the viewer opens, select **Play** .

- *From your calendar*

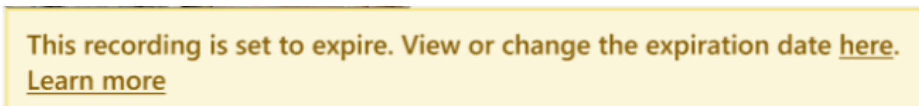
1. Open your Teams calendar.
2. Double-click the past meeting you want to see the recording from.
3. Select **Recap**.
4. Select **Play** .

- *From a channel*

1. Select **Teams** in Teams.
2. Select a channel.
3. Select **Files**.
4. Find and select the recording. The recording is an .mp4 file and has the Recording icon at the beginning of the line.
5. Select **Play** if the recording doesn't start immediately.

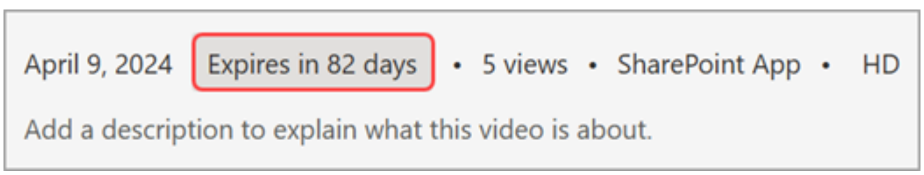
Meeting Recording Storage and Permissions

Teams meeting recordings are automatically stored in the organizer's OneDrive for Business. Meeting recordings expire after 120 days. Organizers can change recording expiration dates. If your recording is set to expire, you'll see a message indicating that when the recording pops into the meeting chat after the meeting ends.



To change the expiration of a meeting recording:

1. Go to your Teams calendar.
2. Select the past meeting to open the meeting details.
3. Select the **Recap** tab.
4. Open the recording in your browser.
5. Beneath the video, select the expiration countdown.



6. Change the expiration by selecting a timeframe from the dropdown menu. You can also choose **No expiration** if you don't want it to be deleted.

CHANNEL MEETINGS

For channel meetings, the recording will be stored on the **Files** tab for the channel.

The Files tab stores all files for the channel. Everyone who is a part of the channel will have permission to edit and view the recording.

ALL OTHER MEETINGS

For non-channel meetings, the recording will be stored in the Recordings folder in the meeting organizer's OneDrive folder. If you were invited to the meeting, you can access the recording through the **Files** or **Shared** tabs in the chat, channel, or meeting details.

Notes:

- *The message indicating that your recording will expire will persist on the recording in the chat even if you remove the expiration date. But don't worry—if you've selected **No expiration**, it won't expire.*
- *The owner of the recording will get an email when it expires. At that point, they'll have up to 90 days to recover it from the recycle bin. Once recovered, the recording will no longer expire automatically.*
- *Watching the recording won't affect the expiration date.*

Share a Meeting Recording with Others

If you organized the meeting, you can share the recording with people who weren't invited to the meeting by sharing it like you would share any other file.

To share a recording from a meeting chat:

1. Select **Chat** in Teams.
2. Open the meeting chat you want to share a recording from.
3. Select the **Shared** tab.
4. Hover over the recording you want to share and select **More options** ⋯ > **Copy link** .
5. To manage link access, select **Settings** in the Link dialog.
6. Paste the link into a message or post to share.

Note: Guests and external attendees can only view a recording if they're sent a direct link to the recording.

Download a Meeting Recording

Only the meeting organizer can download the meeting recording.

To download a meeting recording:

1. Select the **Files** or **Shared** tab in the meeting chat or channel.
2. Find and select the file.
3. Select **More options** ••• > **Download** .

Delete a Recording

In Teams, the meeting organizer and co-organizers can delete the meeting recording.

To delete a meeting recording:

1. Select **OneDrive** in Teams.
2. Select **My files** > **Recordings**.
3. Find the recording you want to delete.
4. Hover over the recording and select **More Actions** .
5. Select **Delete** and confirm.

Restore a Recording

If you delete a meeting recording, you can restore it in OneDrive.

To restore a meeting recording:

1. Select **OneDrive** in Teams.
2. Select **Recycle bin**.
3. Select the recording you want to restore.
4. Select **Restore** .

Get Started

Microsoft Teams webinars provide the tools to schedule webinar events, manage attendee registration, run an interactive presentation, and analyze attendee data for effective follow-up.

Typically, meetings are collaborative and conversational between participants: discussing plans, sharing materials, assigning or accepting tasks, and more.

Webinars, on the other hand, are more structured. Participants have clear roles: one or several experts (presenters) share their ideas or provide training to an audience (attendees). By default, audio and video permissions are turned off for attendees. By default, anyone can schedule a webinar.

FEATURES

- *Registration*

Utilize registration settings like capacity limits to ensure your webinar runs smoothly even before the event. Gain an overview of your event registration via attendee status.

- *Branded themes*

Organize a custom event for attendees by adding brand images, banners, and color themes.

- *Presenter bios*

Give your attendees more background information about your event's presenters by including photos and bios.

- *Webinar reports*

Gain insights before and after your event with webinar reports

Before it starts, see how many people have viewed the registration site, registered, or canceled their registration. After it ends, view details about how many attended, how much time each attendee spent in your event, and more.

WEBINAR TIPS

- *Before the webinar*

Organizers:

1. Schedule the webinar well in advance, usually by several weeks.
2. Decide whether the event will be public or private. **Public events** are open for anyone with the link to register. **Private events** are only accessible by internal organization members.
3. Prepare a registration form that each potential attendee must fill out before receiving the webinar join info. The form can be used to gather useful info for post-webinar contacts, measuring training effectiveness, and more.
4. Publish and share the event. Once the webinar details are saved and published, invitations will be sent automatically to presenters and potential attendees. After this step, organizers can also share the live registration link via social media, email, etc.
5. View registration insights before the event.

Attendees:

1. View event details and the event page.
2. Receive an email containing webinar info and the link to join it.

***Note**: Attendees can join webinars on up to three mobile or desktop devices through their unique join URL.*

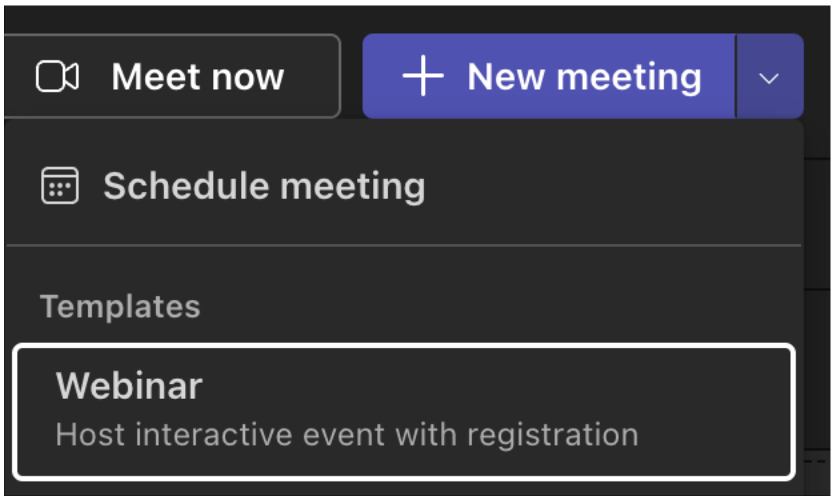
- *During the webinar*
  - Attendees who are external to the organizer's tenant will select the Join link and wait in the event lobby until an organizer or presenter lets them into the webinar.
  - In a public (open registration) webinar, attendees won't be able to share content because their audio and video will be turned off by default until the organizer or co-organizer enables audio and/or video for all attendees via meeting options or for that specific attendee during the webinar.
  - The presenter controls audience participation. Polls may be used during the webinar to engage the audience and provide info for the presenter.
  - If an external presenter has a guest account in your organization, they can join the webinar as a presenter as long as they're signed into that account. If not, they'll join as an attendee but can be made a presenter by the organizer.
  - Currently, attendees who registered after the webinar has started can experience up to five minutes of latency in joining the webinar. These attendees may see the following error message but should retry joining: "You haven't registered for the event. Please register here to join the event."
- *After the webinar*
  - The organizer can view and download webinar reports.

Schedule a Webinar

Create a webinar and establish its date and time, add co-organizers and presenters, and enter agenda items and notes for other presenters to review before the event.

To create a webinar:

1. In the Teams calendar, select the arrow next to New meeting and select Webinar



2. Enter the webinar details

- On the New webinar page, enter the title and date of the webinar, its start and end times, and a description. You can also add presenters and co-organizers to the event.

  Tip*: Consider setting a later start time for attendees on the registration form to give yourself and presenters time to prepare together before the event begins.*

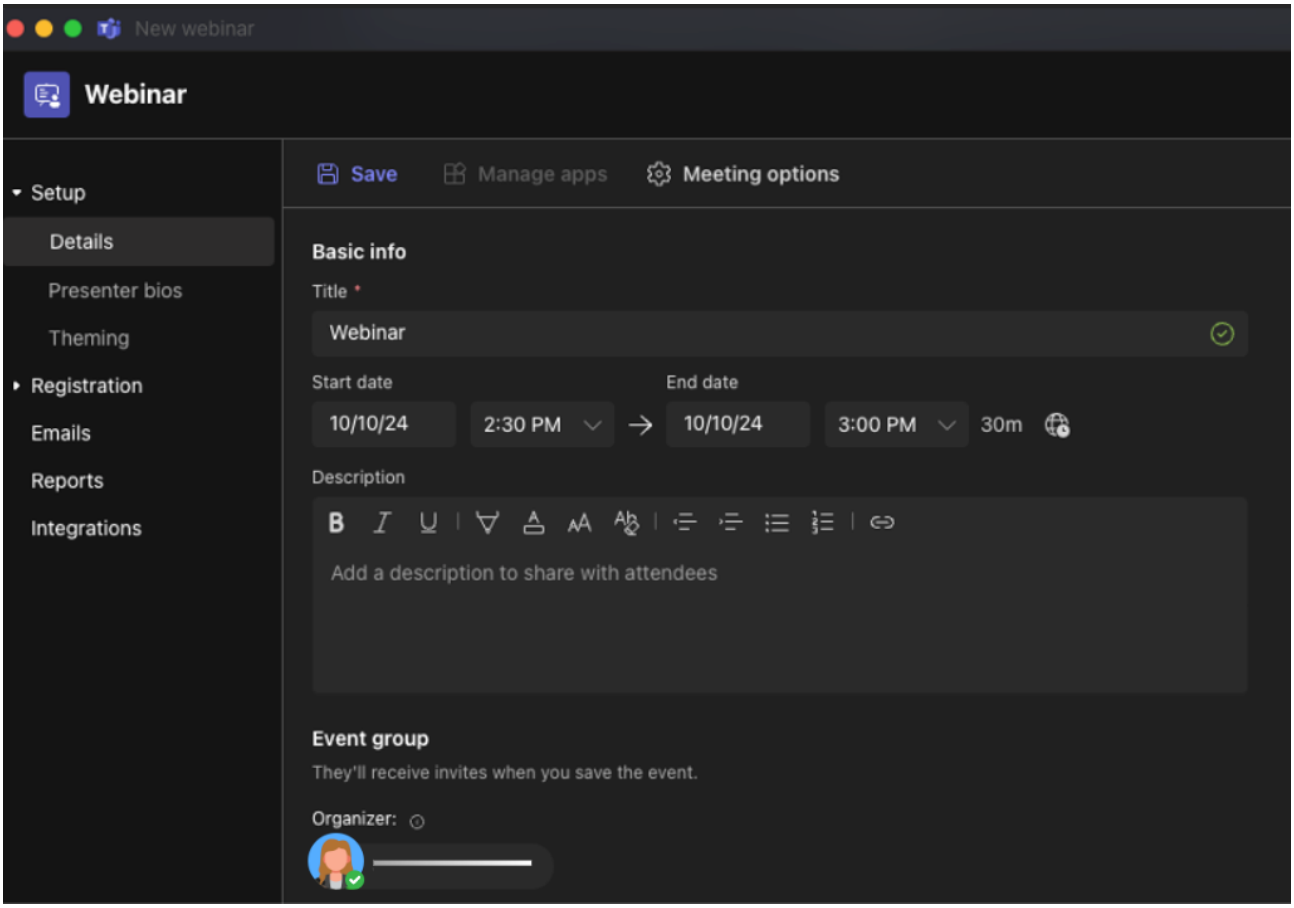
- By default, the webinar will be Public, or open to anyone in and outside of your organization to register. You can change it from Public to Your organization, which will make the event page and registration available only to people within your org.

- In the meeting notes section, you can add agenda items and notes, as well as assign pre-webinar tasks to presenters. This info is only shared with presenters.

  Note*: Attendees won't see the details entered on this form.*

3. Select **Save** to move onto registration.

   Note*: When you save the event, invites will be sent to attendees automatically.*



Duplicate a Webinar

Duplicate an existing webinar to apply all its details and settings to a new webinar. You can duplicate past and upcoming webinars that are in your Teams calendar.

When you duplicate an existing webinar, the new webinar will have the same:

- Title
- Description
- Presenters and co-organizers
- Event theme
- Registration settings
- Customized emails
- Meeting options

To duplicate a webinar:

1. In your Teams calendar, right-click the past or upcoming webinar you want to duplicate.
2. Select **Duplicate event** .
3. Set the date and time of the new event and edit any event details you want to change.
4. Select **Save**.

You can also duplicate a webinar by double-clicking it in your Teams calendar and selecting **Duplicate event** on the details page.

Note: *If you're duplicating an event that hasn't been modified or joined in the last 60 days, its meeting options won't be carried over. The duplicate event will have default meeting options.*

Add Co-organizers to a Webinar

Webinar co-organizers can help manage events by editing registration forms, customizing the event theme, and much more.

Co-organizers can modify the event in many of the same ways an organizer can, except co-organizers can't change the webinar's **Details** section (date, time, etc.). Up to 10 co-organizers, only from your org, can be added.

To add a co-organizer to the webinar:

1. Follow the steps above to *create a webinar*.
    - If you've already created a webinar, open it from your Teams calendar and select Manage event.
2. In the **Details** section, enter co-organizer names under **Co-organizers**.
3. Select **Save**.

Add Webinar Presenters

To allow others to present content during the webinar, list them on the invite. Presenters don't need to register. They'll join the webinar in the same way that they join a regular meeting.

To add presenters while creating a webinar:

1. Follow the steps above to *create a webinar*.

    - If you've already created a webinar, open it from your Teams calendar and select **Manage event**.

2. In the **Details** section, enter presenter names under **Presenters from your org**.
3. Select **Save**.

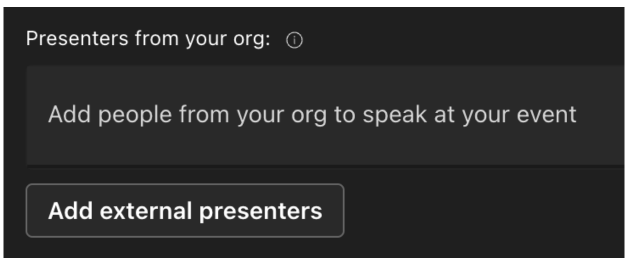
Add External Presenters

Easily add up to 20 external presenters to your webinar. External presenters are presenters who are anonymous, outside your org, or don't use Teams.

External presenters will receive a unique join link that allows them to join the webinar without waiting in the lobby.

To add an external presenter:

1. Go to your Teams calendar.
2. Select an upcoming webinar and select **Manage event**.
3. Select **Add external presenters**.



4. In External presenters, enter the email addresses of the external presenters you want to add.
5. Select Save and send invites .

Notes:

- *Guest presenters must sign in with their guest accounts to join the meeting. Anonymous presenters don't need to sign in with a Microsoft account.*
- *External presenters shouldn't forward their links. They can join using the same link on up to three devices.*
- *If a guest hasn't successfully authenticated when joining the event, they'll be placed in the lobby. From there, an event organizer or presenter can approve or deny their request to join the event.*

Show or Hide Presenters on the Event Site

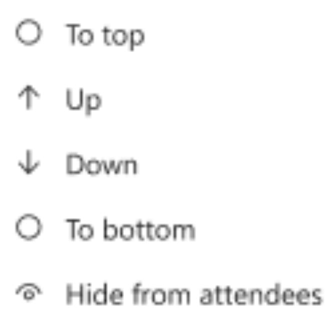
When you schedule a webinar, the first six presenters in the presenter list will appear on the event site. You can showcase different presenters by changing their listed order in the webinar details.

To change the order of webinar presenters:

1. Open the webinar in your Teams calendar.
2. Under **Setup**, select **Presenters**.
3. In the presenter list, hover over the presenter you'd like to move.
4. Select and hold the drag handle .
5. Move the presenter to a different place in the list.
6. Release the drag handle .
7. Select **Publish site** when you're ready to publish your changes.

For more options, select the name of a presenter and choose where you want to move them from the dropdown menu. For example:

- Select **To top** or **To bottom** to bring them to the top or bottom of the list.
- Select **Hide from attendees** to keep their name from appearing on the event site.



Copy or Regenerate External Join Link

To regenerate or copy the link that external presenters join with:

1. Open a webinar in your Teams calendar.
2. In the webinar details, select **External presenters**.
3. Select **Unique join link**.
4. Select **Copy** to copy the link to your clipboard or **Reload** to regenerate a new one.

Change Webinar Details

Once you've created and saved a webinar, it'll appear in your Teams calendar where you can manage its details.

To change webinar details after creating the event:

1. Go to your Teams calendar and select the webinar you want to edit.
2. Select **Manage event** .
3. Change and add event details, presenters or co-organizers.
4. Select **Save.**

Notes:

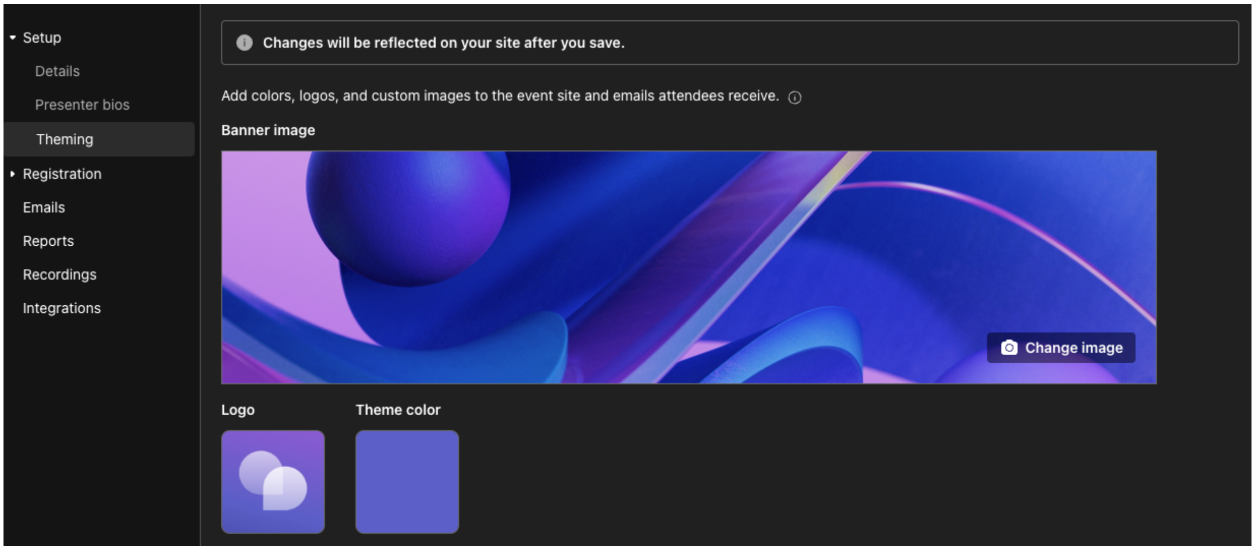
- *Users who are registered, pending registration, or waitlisted for the webinar will automatically receive an email detailing changes to the event date or time.*
- *If your event is already published, the event page will automatically update to reflect saved changes.*

Customize a Webinar

THEMES

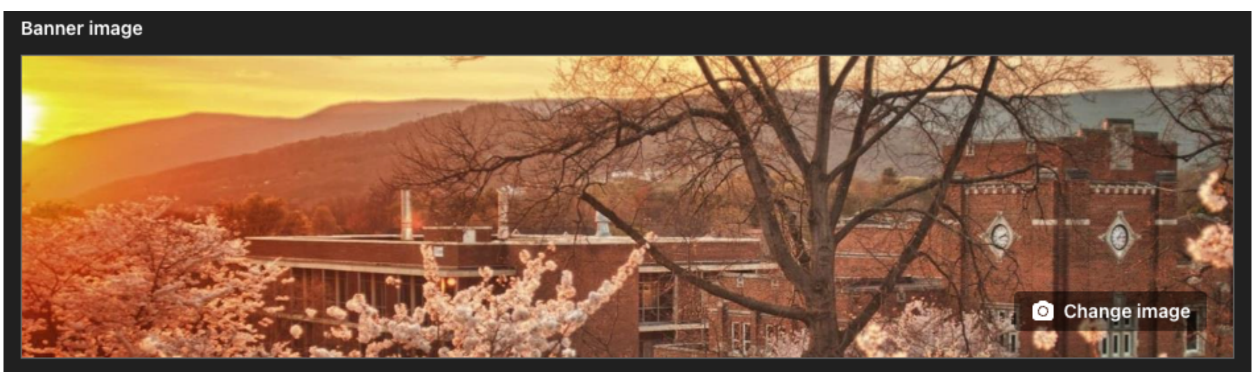
Personalize your event site by uploading a banner image or logo and choosing a color theme.

To customize your webinar theme, open your webinar and select Theming under Setup.



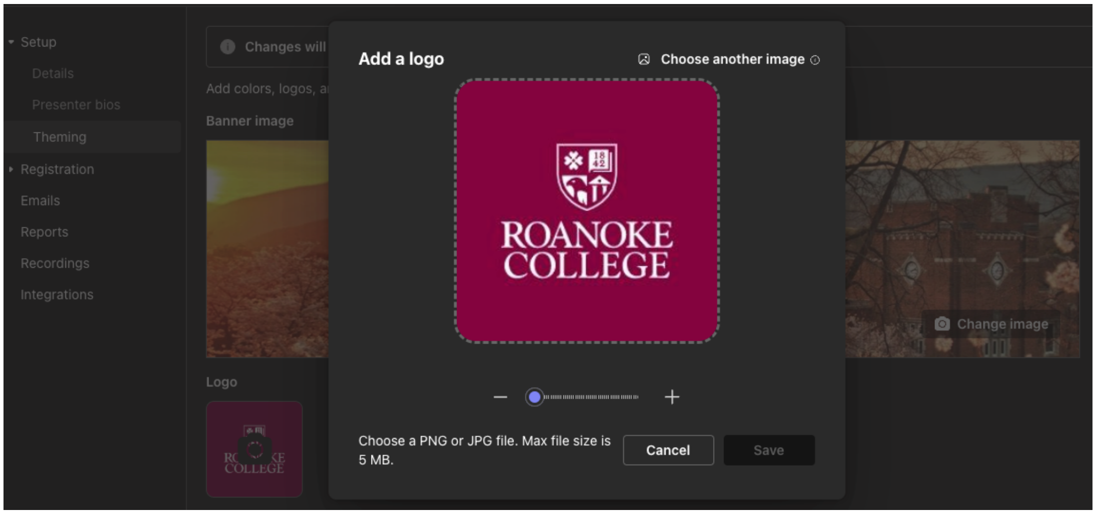
ADD OR CHANGE A BANNER

1. Select **Banner image** > **Change image**.
2. Choose the image file you want to add, then select **Open**.
3. Position the image, then select **Save**.



ADD OR CHANGE LOGO

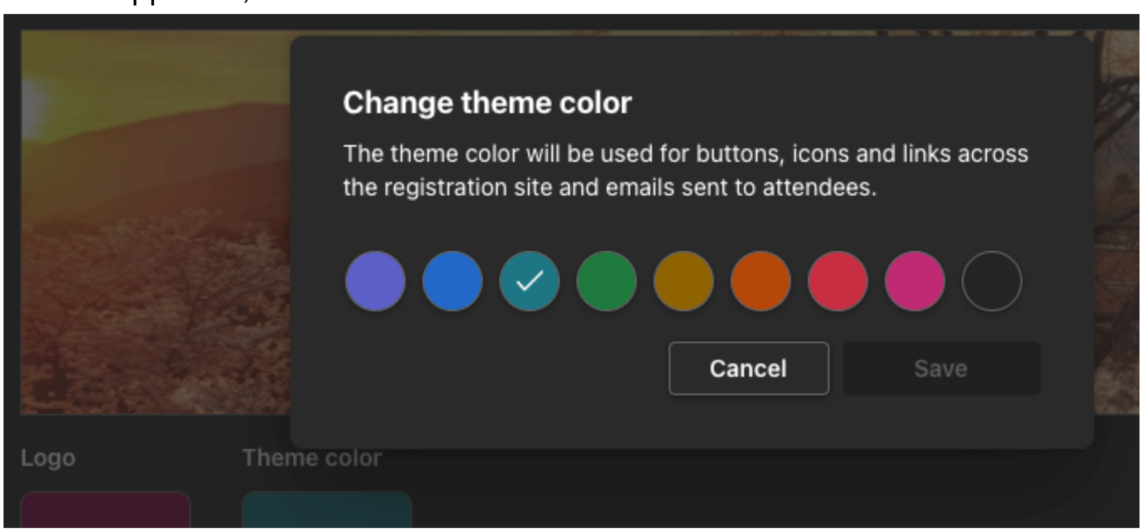
1. Select **Logo** > **Choose another image**.



2. Choose the image file you want to add, then select **Open**.
3. Position the image, then select **Save**.

ADD OR CHANGE THE COLOR THEME

1. Select **Theme color**.
2. Choose the color you want attendee emails and registration site links, buttons, and icons to appear in, then select **Save**.

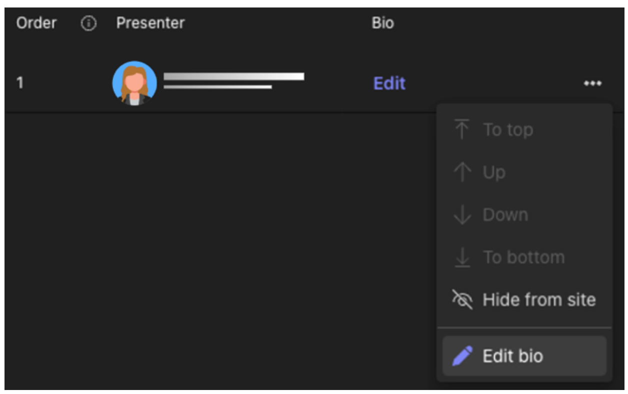


PRESENTER DETAILS

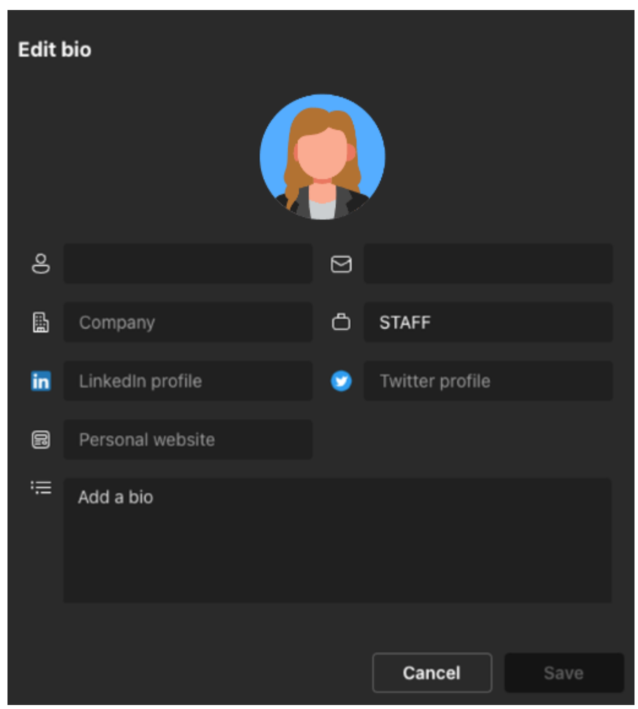
Give attendees more information about webinar presenters by adding presenter bios and photos. The event organizer is responsible for respecting presenters' privacy when adding their bios and photos.

- *Add and Edit a Presenter's Bio*

1. Go to **Presenter bios** under **Setup**. If you haven't already added a presenter, you'll be prompted to go to **Details** to add one.
2. Find the presenter you want to add a bio for and select **Edit bio**.



3. Fill in details about the presenter, such as their email, job title, and a description about them. When you're finished, select **Save**.
4. To edit a presenter's bio, return to **Presenter bios** under **Setup** and select **Edit** next to their name.



Publicize a Webinar

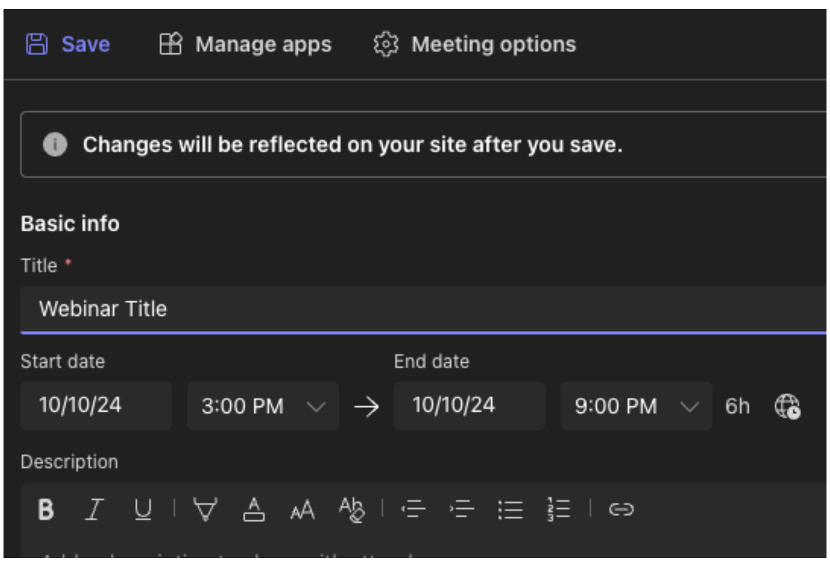
Build excitement and gather an audience for your webinar by publishing the details and registration site. Once you publish the webinar, emails will be sent to potential attendees automatically.
You may want to publicize the event through social media, websites, email, and chats. The link becomes active after you send out the meeting invite.

PUBLISH A WEBINAR

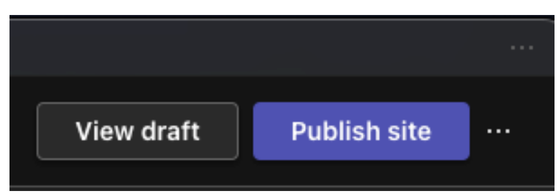
Once you've filled out the webinar details and registration form, publish it to make it discoverable by potential attendees.

To publish the event:

1. Create or find the event on your Teams calendar.
2. If you're creating the event, enter webinar details and select **Save** before continuing.

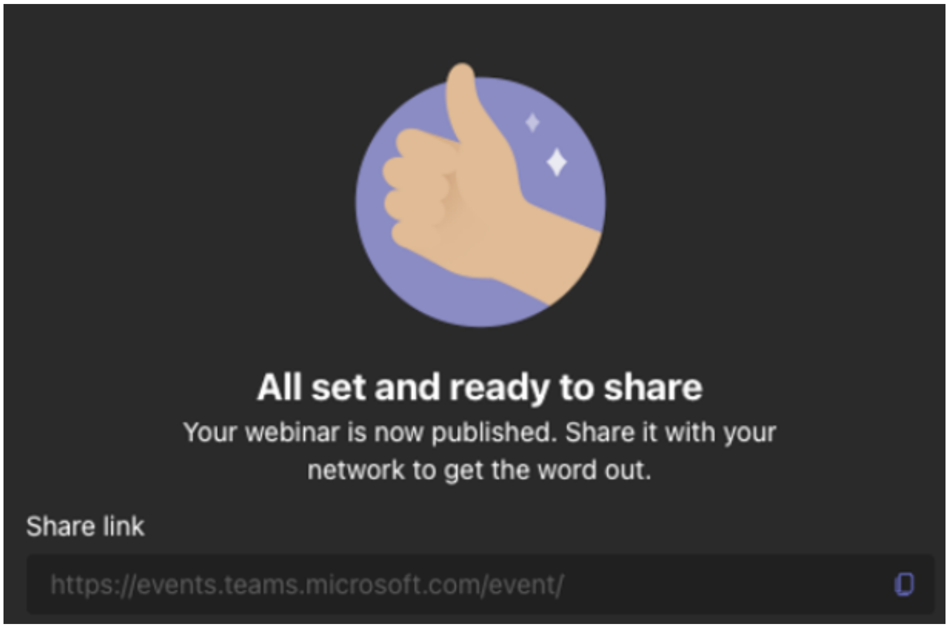


3. Enter other webinar details such as customization and registration.
4. Select **View draft** to see how the event page will look to potential attendees, then select **Publish site** and confirm.



COPY THE REGISTRATION LINK

After you publish the webinar, you can gather an audience by sharing the link to the live site that attendees will see when they register.



To copy the registration link:

1. Go to your Teams calendar and select the webinar you want to share.
2. Select **Copy registration link** near the top of the page.

***Note**: You can also copy the link from the registration form.*

3. Paste the link into your announcements and messages.

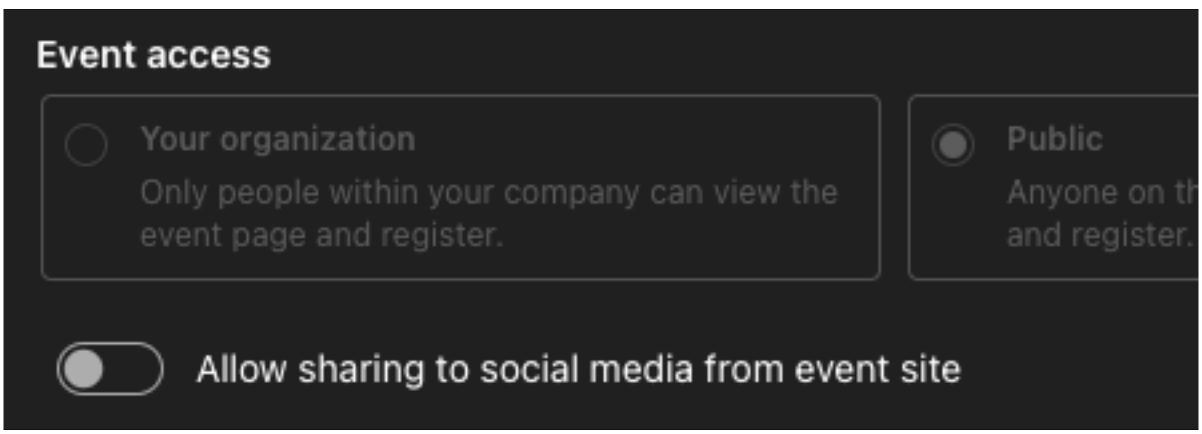
MANAGE SOCIAL SHARING

After attendees register for a public webinar, they can share the event on social media directly from the event site. Social sharing is enabled by default, but you can change this setting in the event details anytime.

To prevent social sharing of a webinar:

1. Open your webinar from the Teams calendar.
2. Go to **Setup** > **Details**.
3. Turn the **Allow sharing to social media from event site** toggle off.
4. Select **Save** .

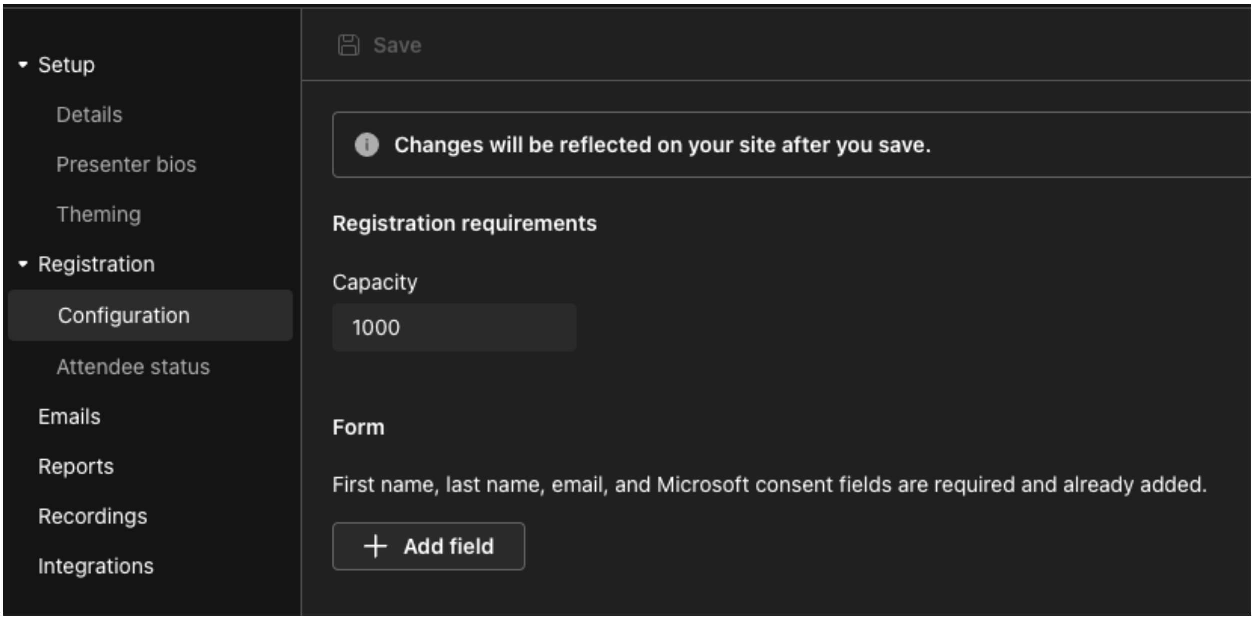
***Note**: Turning off social sharing only prevents social sharing directly from the event site; it doesn't prevent copying and pasting of the event link.*



Manage Webinar Registration

SET UP REGISTRATION

Add structure to your webinar with additional registration settings and requirements. To modify attendee registration, open the webinar from your Teams calendar and go to **Registration** > **Configuration**.



Here you can implement the following:

- Capacity – set a limit on how many people can register for the webinar
- Add Fields – gather additional information to the default name and email identifiers (for example, how they heard about the event)

***Note**: By default, registration is open until the event ends. This cannot be changed at this time.*

VIEW FORM ANSWERS

To view a potential attendee's form answers:

1. Go to **Attendee status** under **Registration**.
2. Select the dropdown arrow next to **Pending approval**.
3. Select view in the attendee's row to see their answers to the registration form.

LET REGISTERED ATTENDEES BYPASS THE LOBBY

When people join your webinar, they'll first enter a lobby until they're let in by an organizer, co-organizer, or presenter. To manage the lobby more easily, let registered attendees bypass the lobby automatically by changing the lobby bypass settings.

To let registered attendees bypass the lobby:

1. Go to your Teams calendar and select your webinar.
2. In Details, select Meeting options ⚙.
3. In Security 🔒, turn on the Attendees with a registration link can bypass the lobby toggle.

***Note**: This will allow internal and external registered users and people designated in the Who can bypass the lobby? dropdown to bypass the lobby.*

4. Turn on the Reject anyone who can't bypass the lobby toggle to reject anyone who isn't registered for your event.

***Note**: This option is only available if the Attendees with the registration link can bypass the lobby toggle is turned on.*

5. Select Save.

This setting can be changed before and during the event. If you change it during the event, it'll affect attendees who enter the lobby after the setting change.

Change Webinar Details

When you change important webinar info, make sure to inform both the presenters and attendees.

TO INFORM PRESENTERS

Changes to any of the basic webinar info (title, presenters, date, and time) will be emailed to the presenters.

1. In your calendar, double-click the webinar event.
2. Make your changes.
3. Select **Send update** in the top right of the page.

TO INFORM REGISTERED ATTENDEES

Attendees will receive an email informing them about changes to the date or time of the webinar; they won't get notified about any other changes.

1. In your calendar, double-click the webinar event.
2. Select Customize registration form.
3. Select Edit in the upper-left corner of the form.
4. Make your changes.
5. Select Save in the upper-left corner of the form and in the Send update? box, select Send.

Webinar Emails

Notify, remind, and update registered attendees about an upcoming webinar with webinar emails.

TYPES OF WEBINAR EMAILS

There are different types of webinar emails that inform and remind people about their approval status, event details, and more.

Type of email	What it does	When it's sent
Attendee registration	Notifies recipient that their spot is reserved for the event.	Immediately
Attendee pending approval	Informs recipient that their registration request has been received.	Immediately
Attendee waitlisting	Informs recipient that the event is full, but they've been added to the waitlist & will be notified if a spot opens up.	Immediately
Attendee rejection	Informs recipient that the event is at capacity and their registration request can't be accepted.	Immediately
Attendee cancellation	Confirms registration cancellation by an attendee.	Immediately
Webinar cancellation	Notifies registered attendee that the event has been cancelled.	Immediately

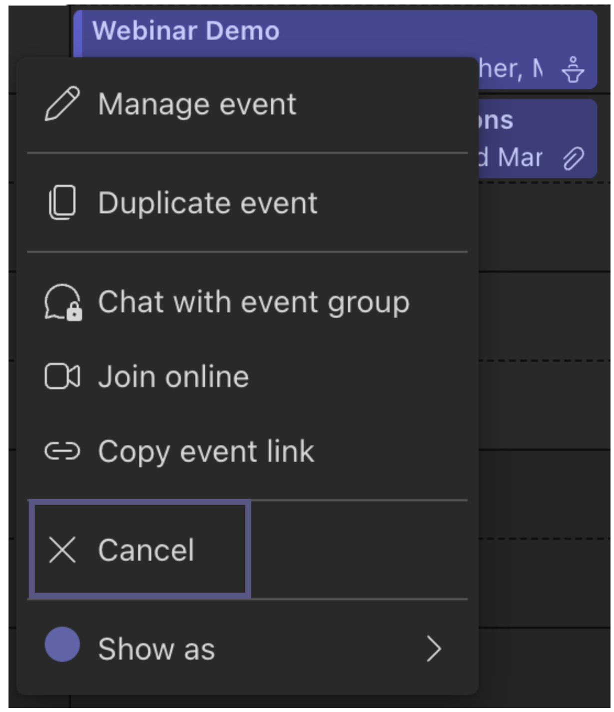
Type of email	What it does	When it's sent
Webinar date time update	Updates registered attendee about changes to the event's date or time.	Immediately
Webinar reminder	Reminds registered attendee about the upcoming webinar.	1h before event starts
Event recording available	Notifies attendee that the event recording is published and ready to review. Event recording emails won't be sent to external presenters.	As soon as recording is published

***Note**: At this time, these emails are automatically drafted using templates within Teams and cannot be changed.*

Cancel a Webinar

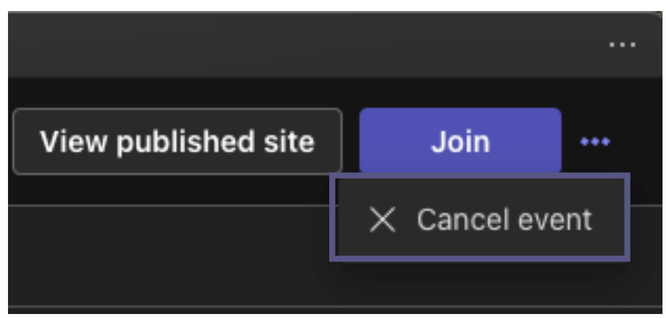
To cancel a webinar from your Teams calendar:

1. Open your calendar and right-click the event you want to cancel.
2. Select **Cancel**. This cannot be undone.



To cancel a webinar from the event page:

1. Open your calendar and select the event you want to cancel.
2. Select **View**.
3. On the event page, select **Cancel event**.



When you cancel a webinar, attendees will be notified automatically via email.

Manage Webinar Recordings

Review presentations from past webinars with webinar recordings, available in Microsoft Teams. Webinars are recorded automatically and available to download and publish as soon as the event ends.

RECORD A WEBINAR

By default, a webinar will automatically start recording when it begins. To start a webinar, join the webinar from your Teams calendar and select Start meeting in the meeting controls when you're ready.

STOP RECORDING A WEBINAR

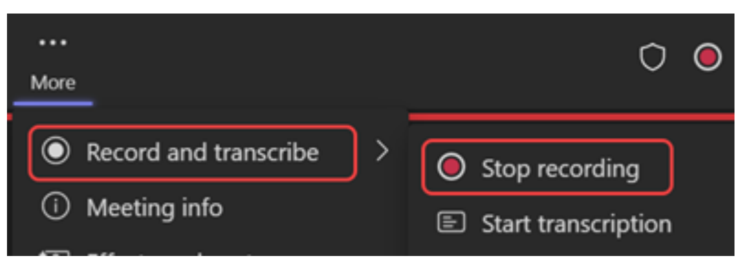
By default, a webinar will start recording automatically when the event begins. To prevent a webinar from automatically recording, you'll need to turn off automatic recording in your webinar settings before the event starts. You can also stop recording during the webinar.

To turn off automatic recording before a webinar:

1. Go to your Teams Calendar.
2. Right-click your event and select **Manage event** .
3. Select **Meeting options** .
4. Turn the **Record and transcribe automatically** toggle off.

To stop recording during a webinar:

1. Select **More actions** "…" in your meeting controls.
2. Select **Record and transcribe** > **Stop recording**.

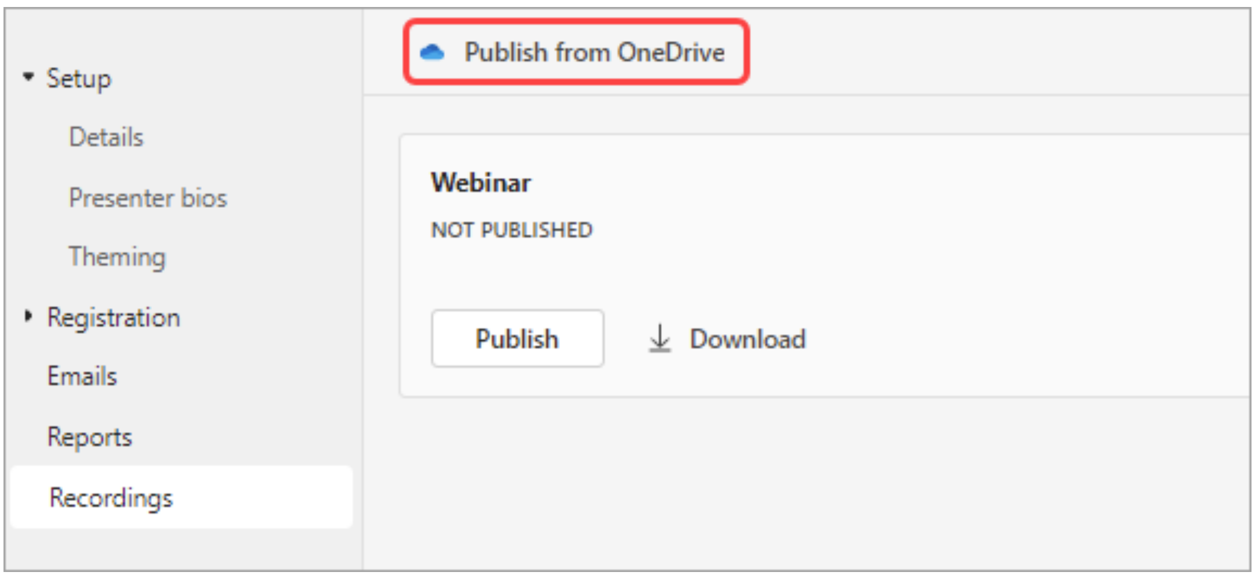


PUBLISH A WEBINAR RECORDING

When you publish a webinar recording, registered attendees will automatically receive an email with a link to the recording.

To publish a webinar recording:

1. Go to your Teams calendar.
2. Right-click the event and select **Manage event** .
3. Select **Recordings** and find the recording you want to publish.
4. Select **Publish**.
    - If your recording was saved in OneDrive, select **Publish from OneDrive**.



ACCESS A WEBINAR RECORDING

To access a past webinar recording:

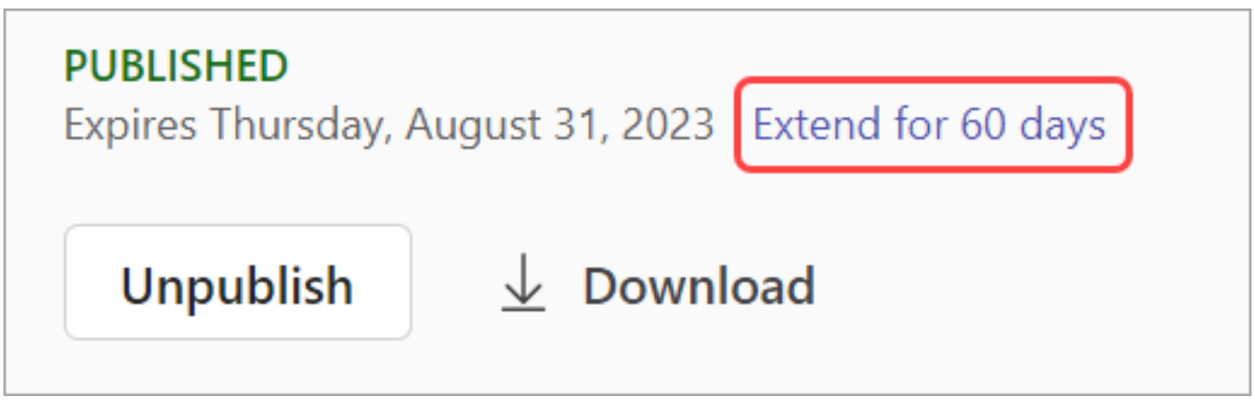
1. Go to your Teams calendar.
2. Right-click the event and select **Manage event** .
3. Select **Recordings**.

You can also find webinar recordings and transcripts by selecting the past webinar in your Teams calendar and selecting the **Recap** tab. From there, you can watch the recording, search the transcript, and more.

UNPUBLISH A WEBINAR RECORDING

To unpublish a webinar recording, return to the recording and select Unpublish.

By default, published recordings will expire 30 days after you publish them. Extend them by choosing **Extend for 60 days** next to the published recording. After the new date passes, you'll have to reupload and republish the file to keep sharing.



You can also select **Download** to save the recording to your device and access anytime, anywhere.

Webinar Reports

Gain insights into your webinar with attendance and registration reports. Learn details about how many people viewed the registration page, how long attendees stayed in the webinar, and much more.

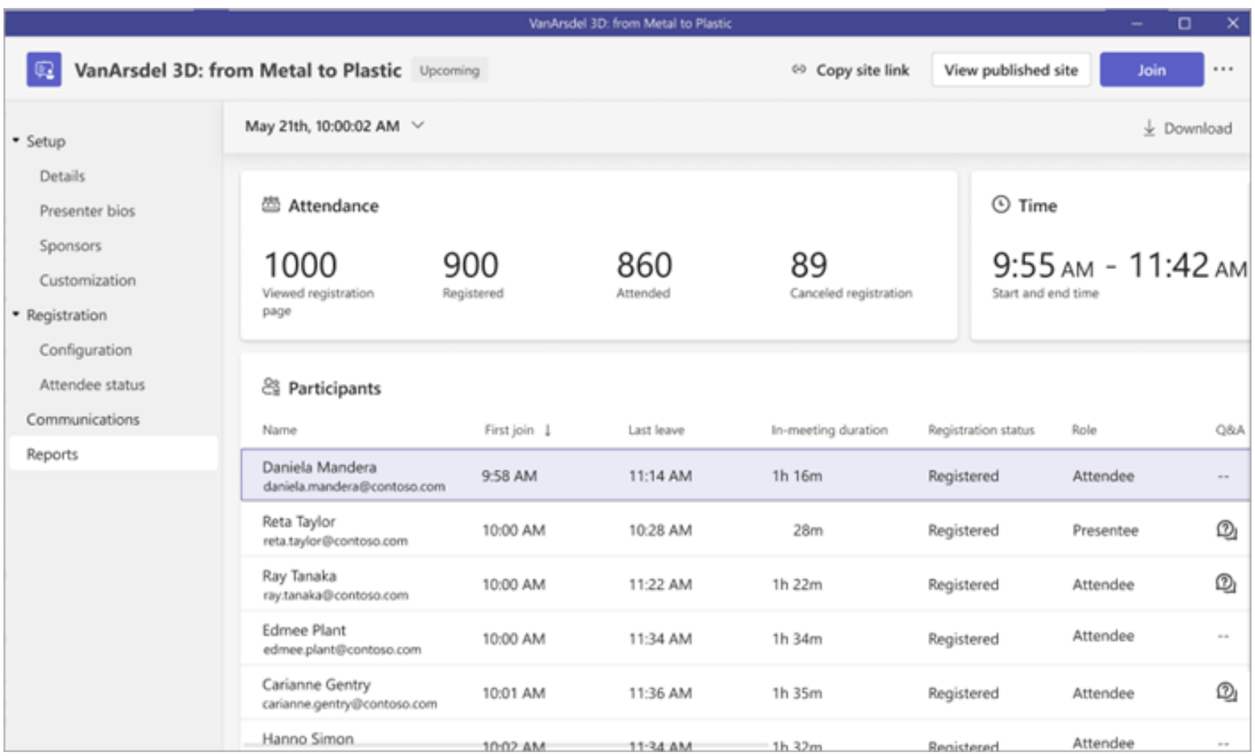
VIEW WEBINAR REPORTS

1. Double-click the event in your Teams calendar.
2. Select the **Attendance** tab along the top of the event page.

***Note**: Only organizers can view webinar reports. Co-organizer access is currently unavailable.*

REPORT DETAILS

View attendance and registration reports before and after a webinar for additional insight into the event and its attendees.



- *Attendance*

Before and after the webinar, view registration details like how many people saw the registration page, registered, or canceled their registration for the event.

- *Time*

View the event's start and end time, as well as its total duration.

- *Participants*

After a webinar, gain insight into the event's duration, how many people attended, and how long they stayed. You can also see details about what time each attendee joined and left.

DOWNLOAD REPORTS

To download a webinar report:

1. Double-click the event in your Teams calendar.
2. Select the **Attendance** tab along the top of the event page.
3. Select **Download** ⤓.

TOWN HALLS

Make great presentations and host big events with town hall in Microsoft Teams. Town hall features are optimal for sharing content across large audiences. Host company-wide reviews, provide coverage for live events, and more.

Get Started with Town Halls

WHAT IS A TOWN HALL?

A town hall is a type of meeting available in Microsoft Teams. Whether you're celebrating milestone achievements with your org or covering an election, town hall features help you deliver high-quality production experiences to large audiences.

Town halls can host up to 10,000 attendees.

WHEN TO SCHEDULE A TOWN HALL

Schedule a town hall if:

- You're hosting a large-scale event.
- You need high-quality content sharing or streaming capabilities.
- The experience is mostly consumption-based for attendees.
- You're providing extensive coverage of an event (up to 30 hours).

ATTENDEE EXPERIENCE

Town halls are a one-to-many experience. The focus stays on the speakers and shared information while people watch.

Attendee cameras and mics will be turned off when they join a town hall. However, attendees can still engage through other apps and services, like Q&A.

TOWN HALL FEATURES

Presenter Spotlight

Bring presenters to the forefront of the event by managing what attendees see. Showcase up to seven presenters' video feeds at once.

- *Translated Captions*

Break down the language barrier during your town hall with live translated captions. Choose from up to six different language translations.

- *Publish Town Hall Recordings*

After a town hall ends, you can download and publish the event recording to share with attendees. When you publish a recording, attendees will receive an email linking to it.

- *Attendee Reports*

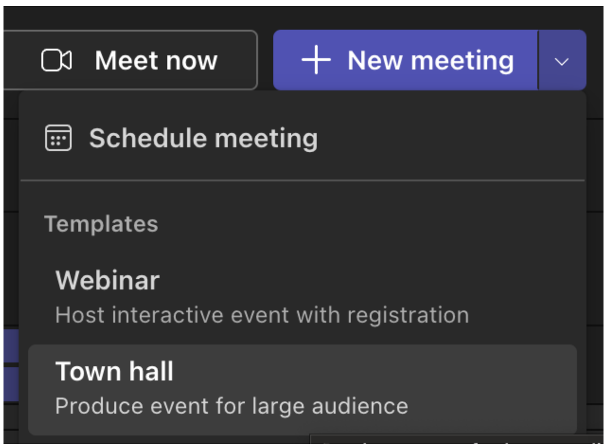
Gain insights into your town hall with post-event attendee reports. See how many people attended, how long they attended, and other details.

Schedule a Town Hall

Whether you're hosting a company-wide product demo or covering a live event, town hall features are optimal for producing large-scale events.

To schedule a town hall:

1. Open your Teams calendar.
2. Select the arrow next to **New meeting** +.
3. Select **Town hall** from the dropdown menu.



4. In **Details**, enter basic info, designate presenters, and more:

- Enter the event title, start and end date, and description.

  ***Note**: The maximum duration of a town hall is 30 hours.*

- By default, the Organizer is the person who created the town hall.

- In **Event group** > **Co-organizers or Presenters from your org**, search and select other people who will help manage the town hall. You can also add external presenters.

  ***Note**: Co-organizers will have most organizer capabilities but can't change Details (date, time, etc.). Presenters will be able to speak and share content during the event.*

- Select **Save and send invites** to apply changes and invite co-organizers and presenters to the event.

5. In Event access, choose whether your event will be available to Your organization (members and guests of your org), Public (anyone invited or with a link to the event), or People and groups (only invited people and groups from your org)

Permission type	Description
Your organization	Anyone in your org can attend the town hall, including guests.
Public	Anyone can join – both people in your org and outside of it.
People and groups	Up to 500 people can attend the town hall. This includes people added individually and through distribution lists and Microsoft 365 security groups. You can add up to 20 such groups or lists.

6. In **Invite attendees**, search and select people you want to send event invites to. You can add distribution lists, Microsoft 365 security groups, and up to 500 individual email addresses. You can add up to 20 such groups or lists.
7. Select **Save** to apply changes and continue customizing your event.
8. Select **Meeting options** to edit more settings.

   Notes:

   - *Some meeting options may be locked depending on policies set by IT.*
   - *Microsoft 365 security groups that don't have mail enabled won't receive email invites.*

9. Select **Publish** to schedule your town hall event and invite attendees.

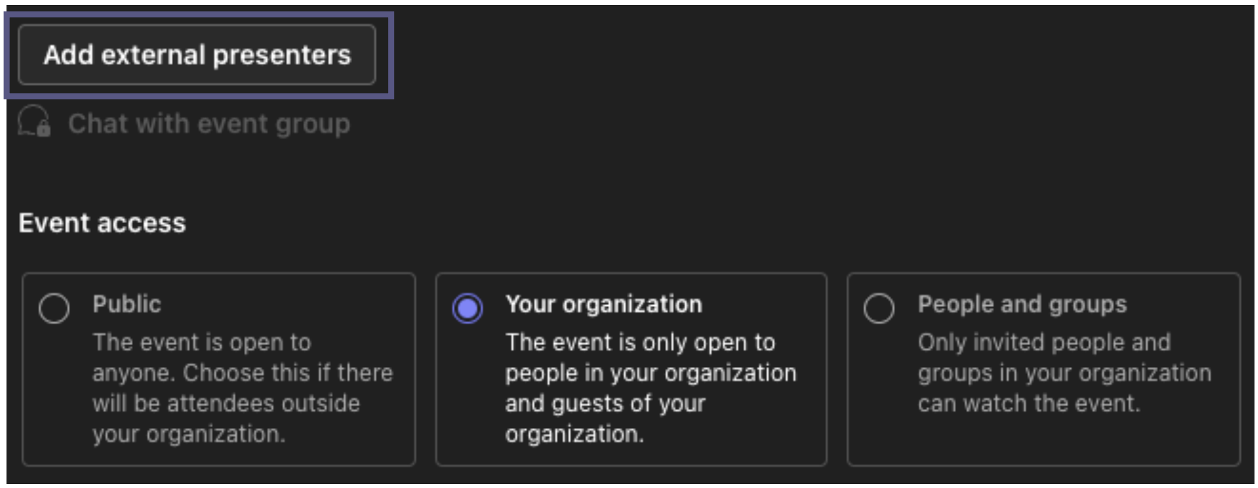
Add External Presenters

Easily add up to 20 presenters from outside your org to your town hall. External presenters are presenters who are outside your org or don't use Teams.

When you add an external presenter, they'll receive a unique join link that will allow them to enter the event without waiting in the lobby.

To add an external presenter:

1. Go to your Teams calendar.
2. Select an upcoming town hall and select **Details**.
3. Select **Add external presenters**.



4. In **External presenters**, enter the email addresses of the external presenters you want to add.
5. Select **Save and send invites** .

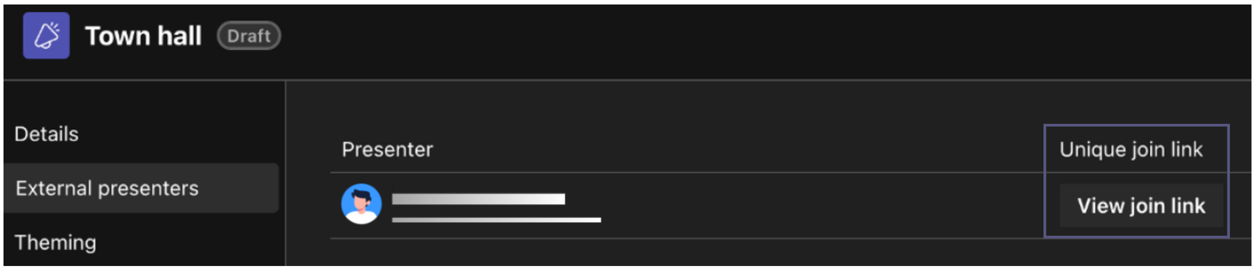
***Notes**:*

- *External presenters should not forward their links. They are able to join using the same link on up to 3 devices.*
- *If a guest hasn't successfully authenticated when joining the event, they'll be placed in the lobby. From there, an event organizer or presenter can approve or deny their request to join the event.*

Regenerate or Copy the External Join Link

To regenerate or copy the link that external presenters join with:

1. Open a town hall in your Teams calendar.
2. In the town hall details, select **External Presenters.**



3. Select **View join link** under **Unique join link**.
4. Select **Copy** to copy the link to your clipboard or **Reload** to regenerate a new one.

Duplicate a Town Hall

Duplicate an existing town hall to apply all its details and settings to a new town hall. You can duplicate past and upcoming town halls that are in your Teams calendar.

When you duplicate an existing town hall, the new town hall will have the same:

- Title
- Description
- Presenters, co-organizers, and attendees
- Event theme
- Registration settings
- Customized emails
- Meeting options

To duplicate a town hall:

1. In your Teams calendar, right-click the past or upcoming town hall you want to duplicate.
2. Select **Duplicate event** .
3. Set the date and time of the new event and edit any event details you want to change.
4. Select **Save**.

You can also duplicate a town hall by double-clicking it in your Teams calendar and selecting **Duplicate event** on the details page.

Note: *If you're duplicating an event that hasn't been modified or joined in the last 60 days, its meeting options won't be carried over. The duplicate event will have default meeting options.*

Invite Attendees to a Town Hall

After you invite attendees, they'll see the town hall invite on their calendar. If you turned on the Only allow invited people to join toggle, you must publish the event for attendees to be able to join.

To invite attendees to a town hall:

1. Go to your Teams calendar.
2. Open an existing town hall or create a new one.
3. Go to **Details** > **Attendees**.
4. In Invite attendees, search and select the people you want to invite.
5. Select **Save**.

When your event is published, attendees will receive invites by email automatically. Invitees without a Microsoft account can join your meeting anonymously.

Town Hall Emails

Town hall emails in Teams are turned on automatically when you schedule a town hall. There are two types of emails that people invited to a town hall will receive:

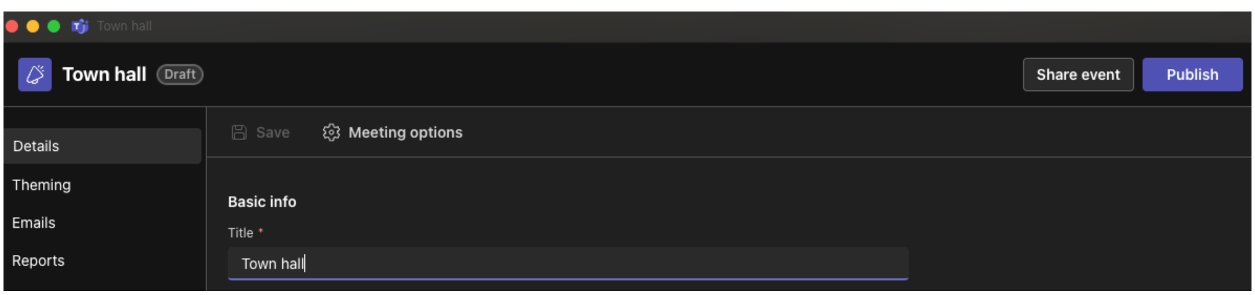
- *Event invitation emails*: These emails tell people they're invited to the town hall. They contain important event details, like the date, start time, and description. These are sent automatically when the event is published.
- *Event recording available emails*: After a town hall, these emails let attendees know when the event recording is available to view. These emails are sent automatically when the event recording is published.

Publish a Town Hall

After you've finalized your town hall's details and email invite template, publish the town hall to automatically invite attendees.

To publish a town hall:

1. Go to your Teams calendar.
2. Open an existing town hall or create a new one.
3. Finalize important details and customize theming.
4. Select **Save** to apply any changes.
5. Select **Publish** and confirm.



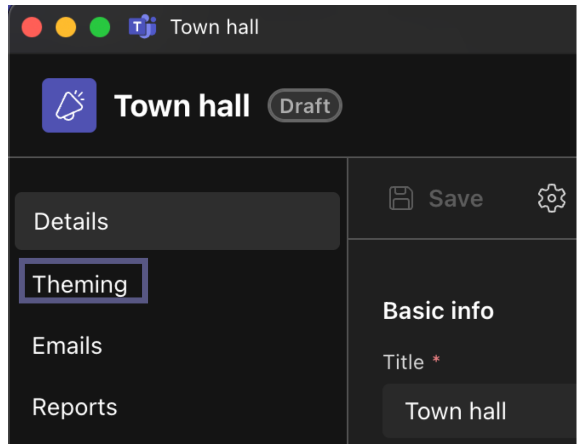
After your town hall is published, attendees will automatically receive the email invite and updates about any changes to the event.

Customize a Town Hall

Give attendees a branded, customized experience with town hall theming. Add company images, banners, and more.
Note: If the event is already published, changes to theming will appear in future emails.

To customize a town hall:

1. Go to your Teams Calendar.
2. Open an existing town hall or create a new one.
3. Select **Theming**.

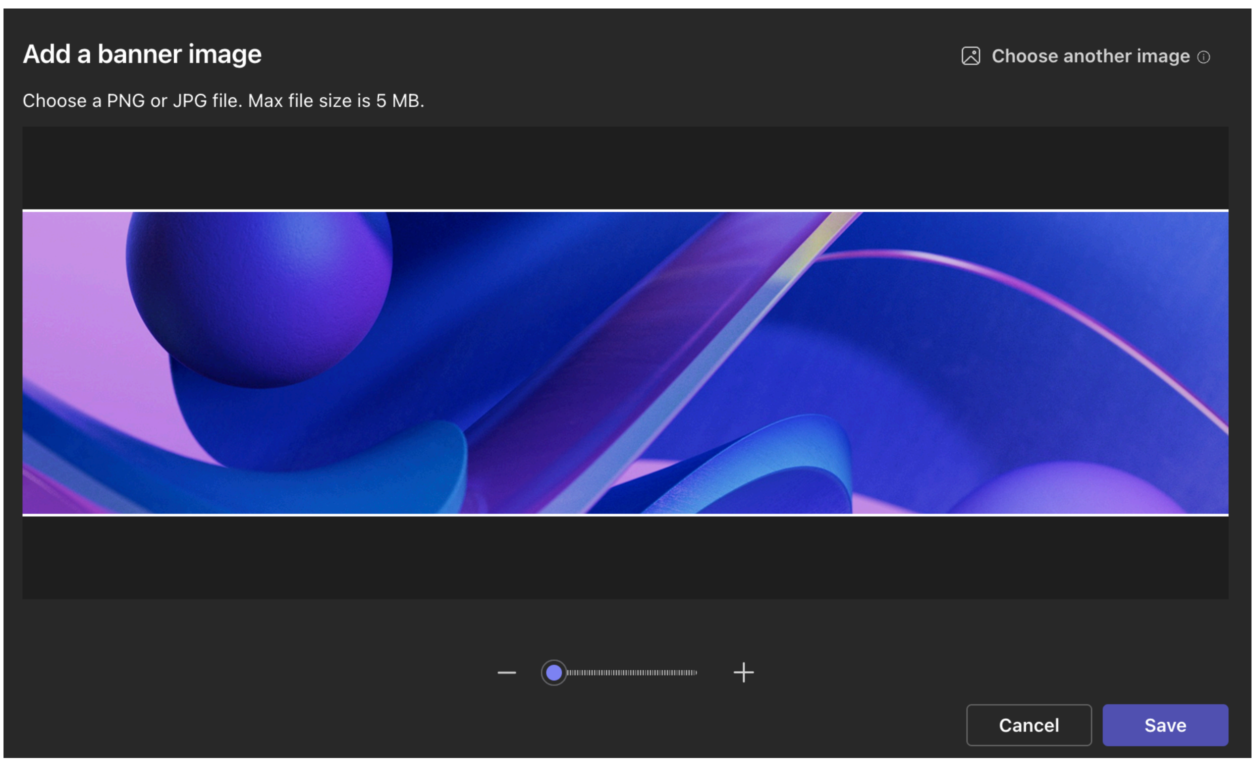


ADD A BANNER IMAGE

Banner images will display across town hall emails leading up to the event. Keep the Teams default banner or add a custom image.

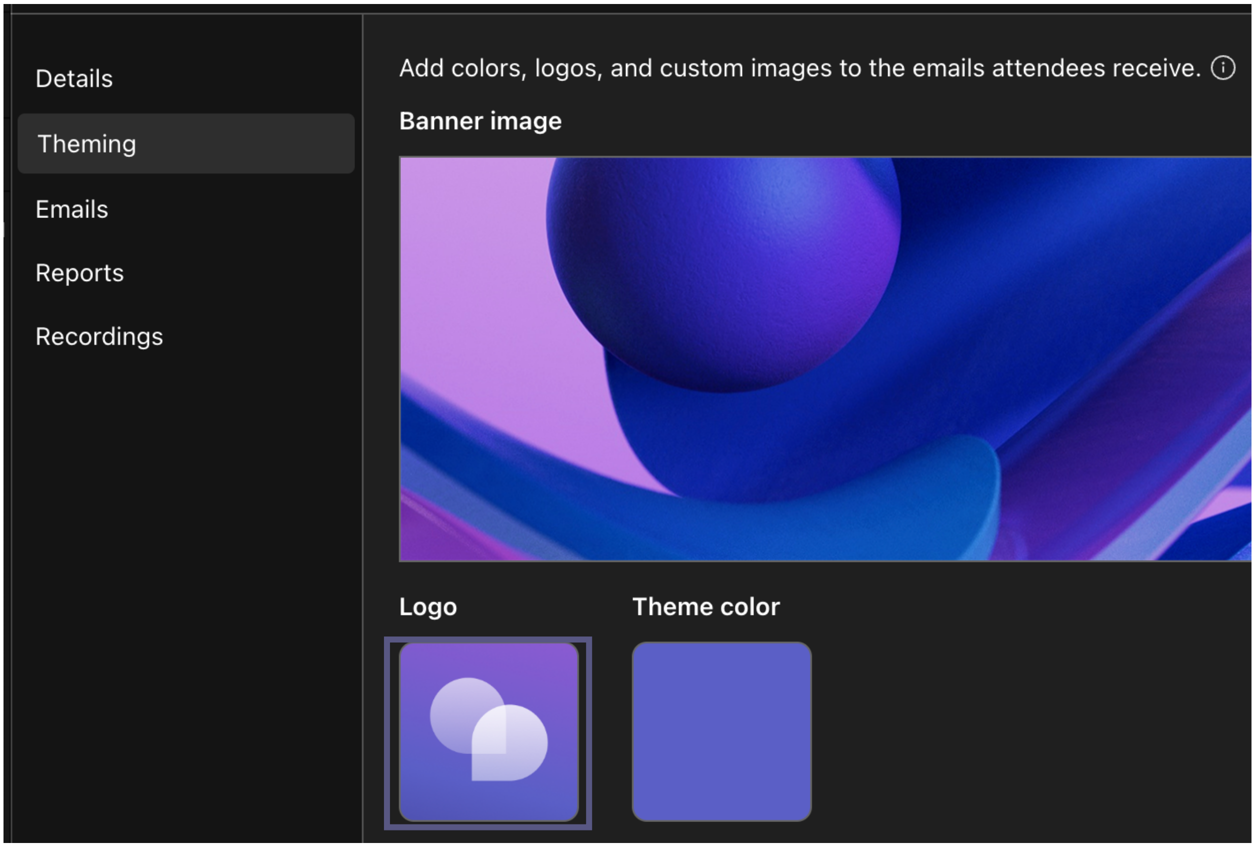
To add a custom banner image:

1. Go to your Teams calendar.
2. Open an existing town hall or create a new one.
3. Select **Theming** > **Banner image.**
4. Select **Change image** > **Choose another image**.
5. Open the image you want to use.
6. Zoom and position your image in the cropping tool. The banner will be displayed as shown.
7. Select **Save**.



ADD A LOGO

1. Go to your Teams calendar.
2. Open an existing town hall or create a new one.
3. Select **Theming** > **Logo**.



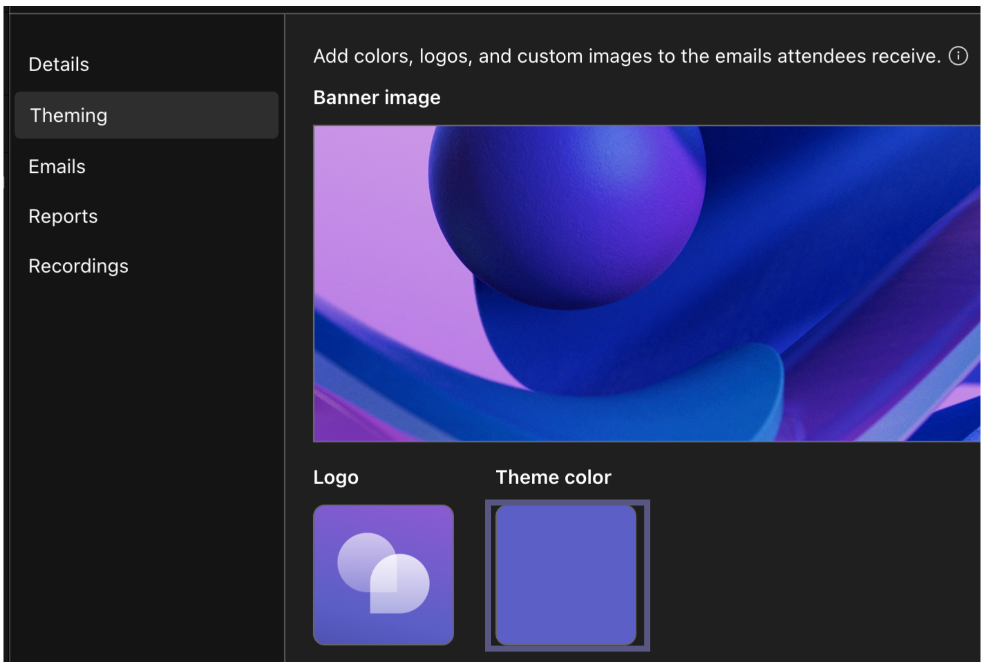
4. Select Choose another image.
5. Open the image you want to use.
6. Zoom and position your image in the cropping tool. The logo will be displayed as shown.
7. Select **Save**.

CHANGE THE THEME COLOR

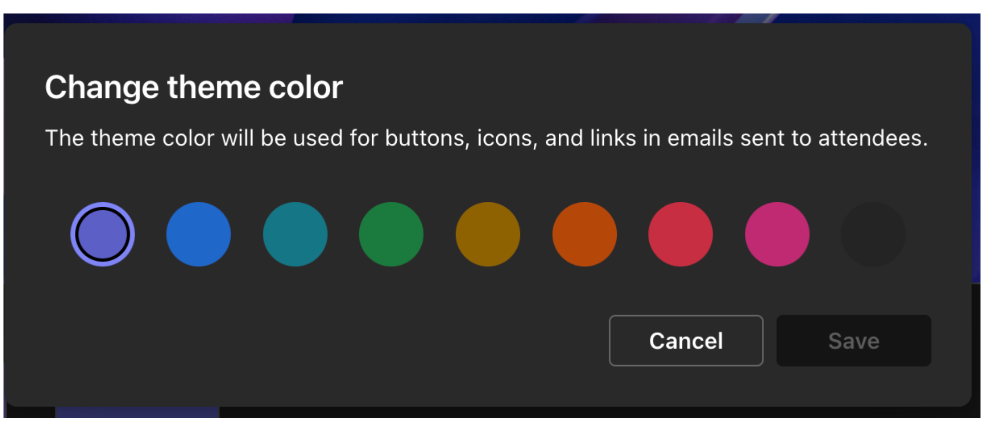
Keep the Teams default theme color or choose a different one to customize event buttons, icons, and email links sent to attendees.

To change the theme color:

1. Go to your Teams calendar.
2. Open an existing town hall or create a new one.
3. Select **Theming** > **Theme color**.



4. Choose a color and select **Save**.



Host a Town Hall

When you host a town hall, you can direct the event flow from start to finish. Prepare in the green room, start and stop the event, spotlight presenters, and more.

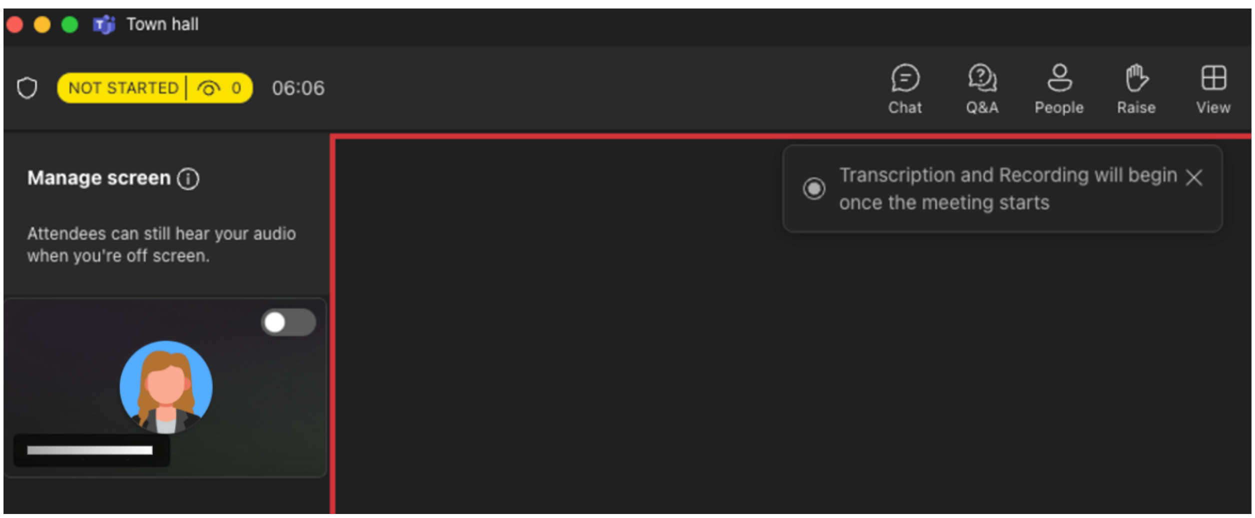
PREPARE IN THE GREEN ROOM

Get ready with other co-organizers and presenters in the green room before starting a town hall. Practice sharing content, check your audio and video settings, and more. While you prepare in the green room, attendees will wait in the lobby until you start the event.

To join the green room:

1. Go to your Teams Calendar.
2. Select the town hall you want to start.
3. Select **Join** > **Join now**.

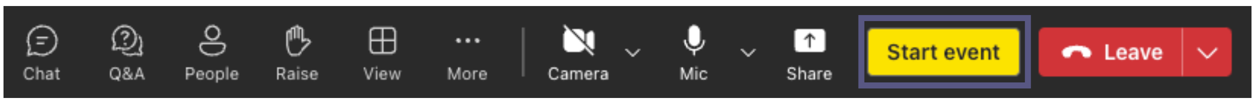
You'll automatically join the green room, where you can set up your town hall before starting the event for attendees. You can bring presenters on screen, set up shared content, and more.



Start a Town Hall

To start a town hall:

1. Go to your Teams Calendar.
2. Select the town hall you want to start.
3. Select **Join** > **Join Now**.
4. Prepare with other presenters in the green room.
5. Select **Start event** to bring attendees into the event.



The event recording will start automatically. After you start the event, you can begin presenting and bringing other presenters on screen.

Notes:

- *There is a 15- to 60-second delay from the time a media stream is broadcast to when attendees see it.*
- *Once the stream is live, the highest supported resolution is 720p.*

Present in a Town Hall

Bring designated presenters on screen during a town hall or present your own content. Showcase up to nine presenters at a time.

MAKE SOMEONE A PRESENTER

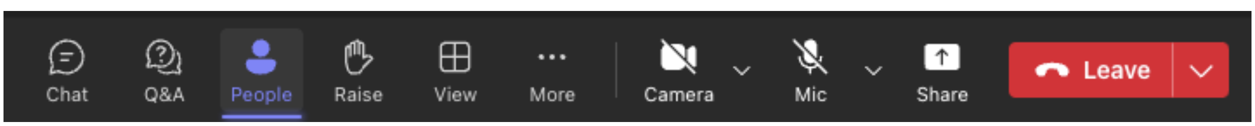
When you organize a town hall, you can designate presenters to bring on screen to share content during the event. To make someone a presenter, change their role when you create a town hall.

BRING PRESENTERS ON AND OFF SCREEN

Before and during a town hall you can choose which presenters to bring on and off screen. When a presenter is on screen, attendees will be able to hear them speak and see their video and shared content.

To bring a presenter on screen:

1. Select **People** in your meeting controls.



2. In the **Participants** pane, hover over the name of the presenter you want to bring on screen.
3. Select **More options** > **Bring on screen** .

To take a presenter off screen:

1. Select **People** in your meeting controls.
2. In the **Participants** pane, hover over the name of the presenter you want to take off screen.
3. Select **More options** > **Take off screen** .

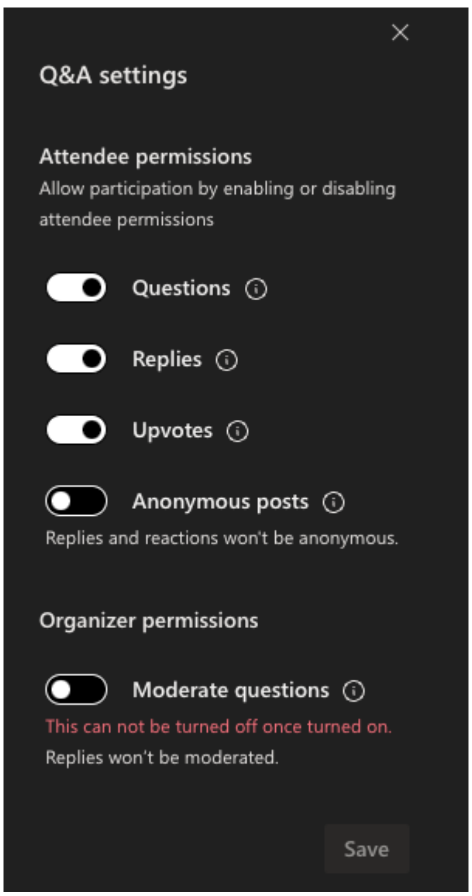
Tip: *Mute presenters when they're not actively speaking to prevent attendees from hearing their audio.*

Manage Q&A

Before and during the event, you and other presenters can engage with attendees through Q&A. Depending on event settings, attendees can post and reply to question while they're waiting for the event to start, as well as during the event.

To change your events Q&A settings:

1. Select **Q&A** in your event window.
2. Select **Q&A settings** .
3. Change the event's Q&A settings:



- To prevent attendees from posting questions, turn off the **Questions** toggle.
- To prevent attendees from replying to posted questions, turn off the **Replies** toggle.
- To allow attendees to post questions anonymously, turn on the **Anonymous posts** toggle.

***Note**: Attendee replies and reactions won't be anonymous.*

- To require an organizer to review questions before posting them, turn on the **Moderate questions** toggle.

***Note**: Once you turn this on, you can't turn it off. Replies won't be moderated.*

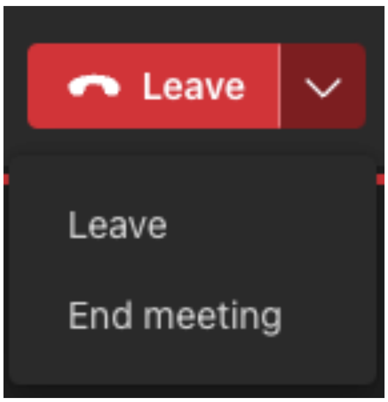
4. Select **Save**.

Leave or End a Town Hall

To leave a town hall, select Leave in the corner of your Teams window. This won't end the event for everyone.

To end a town hall:

1. Select the drop-down arrow next to Leave in the corner of your Teams window.
2. Select **End meeting**.



This will end the event for everyone and stop the recording.

Attend a Town Hall

When you attend a town hall in Microsoft Teams, you can watch the live event and engage in the moderated Q&A. You won't have access to your mic or camera during the event, and there won't be an open chat among attendees.

JOIN A TOWN HALL

Before you begin, make sure to download Microsoft Teams on your device.

1. Open the email invitation you received and select **Join Event**.

You're invited to Town hall

Town hall
Mon, Dec 2, 2024 1:00 PM - 1:30 PM (UTC-05:00) Eastern Time (US & Canada)

Sincerely,
Roanoke College

Join event

2. When you select **Join event**, the event will launch automatically in Teams, where you'll see the event screen.

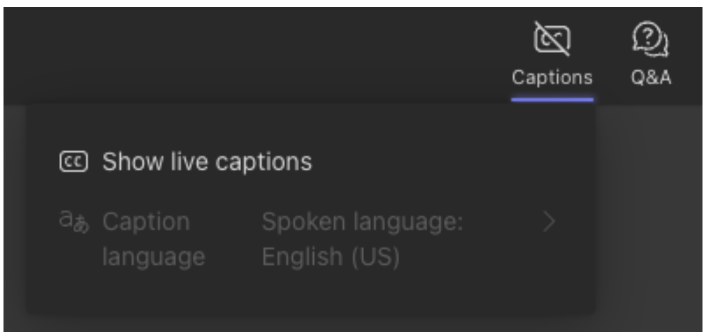
***Note**: Attendees cannot join a town hall using Firefox or Safari at this time.*

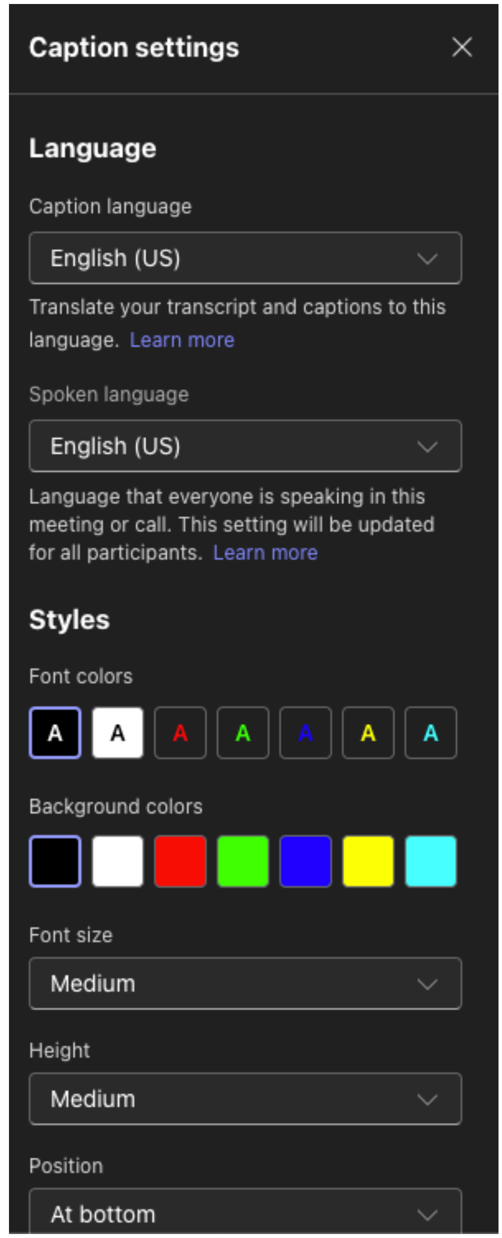
USE LIVE TRANSLATED CAPTIONS

Understand town hall presenters better with live translated captions. Choose from up to six preset languages with Office and M365 offerings. With live translated captions, you can see captions in the language you're most comfortable with.

To use live translated captions during a town hall:

1. Select **Captions** [CC] in your Teams window.
2. Hover over **Caption language**.
3. From the available languages, select the one most familiar to you.



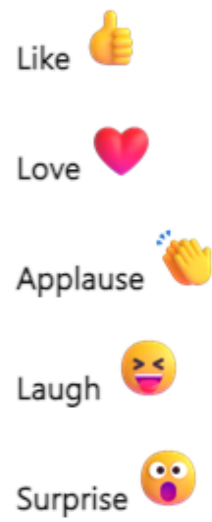


USE LIVE REACTIONS

Use live reactions during a town hall to express your reaction toward what's being shared. When you select one, it'll pop up momentarily in the corner of the meeting window. Live reactions are visible to everyone in a town hall.

To react during a town hall:

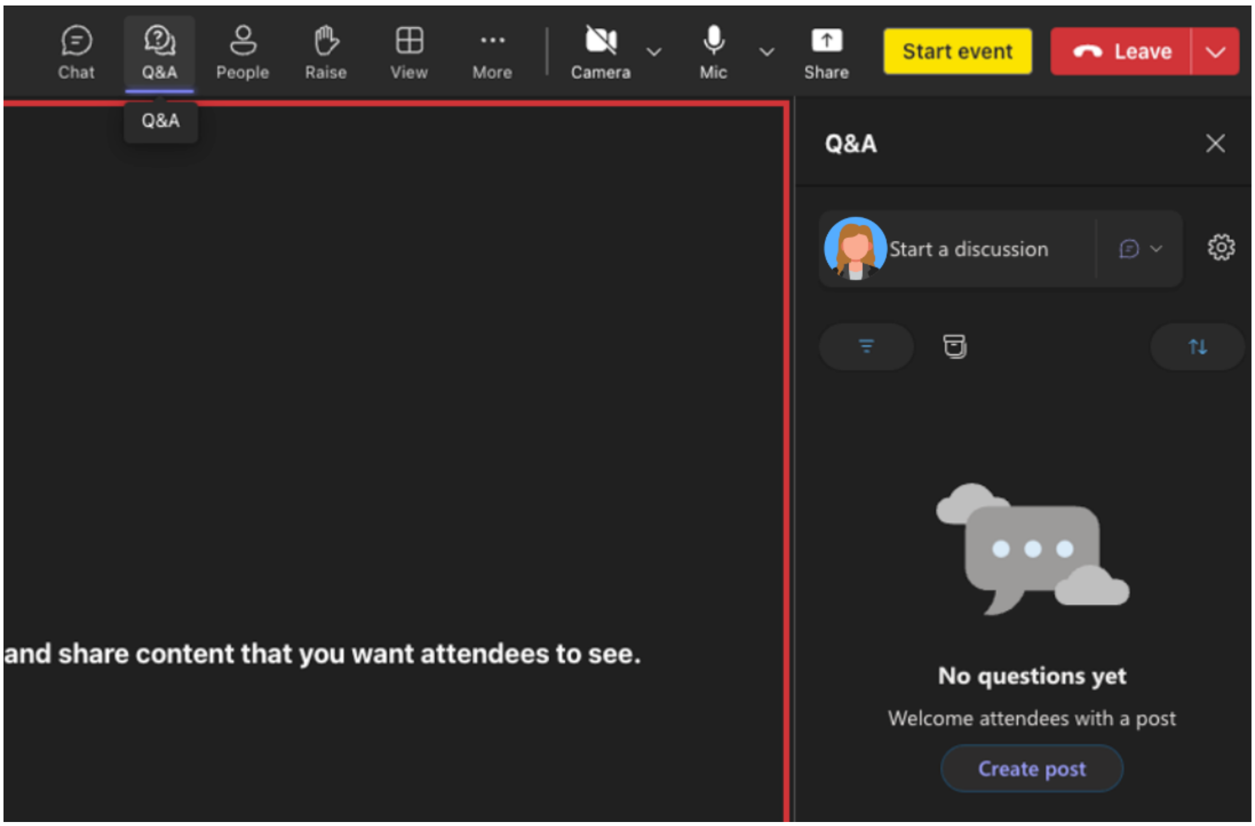
- On Teams for desktop, select **React** in your meeting controls and choose a reaction.
- On Teams for mobile, tap **More** and choose a reaction.



PARTICIPATE IN Q&A

During a town hall, you can engage in Q&A, where you can post, reply, and react to questions. If the Q&A is moderated, you'll receive a notification that an organizer received your question and will review it before posting.

To open Q&A, select **Q&A** at the top of your Teams window.

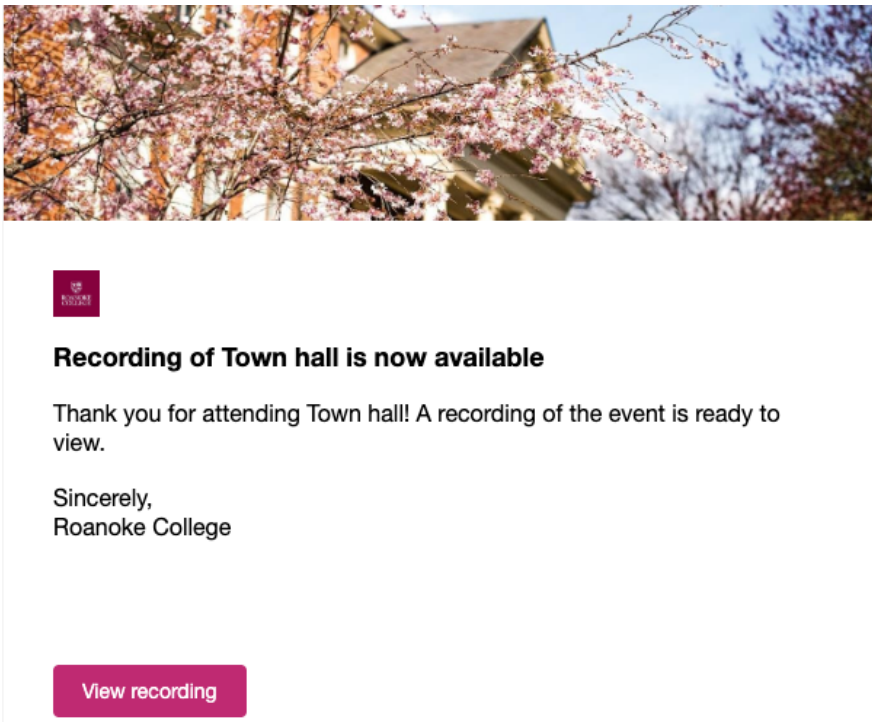


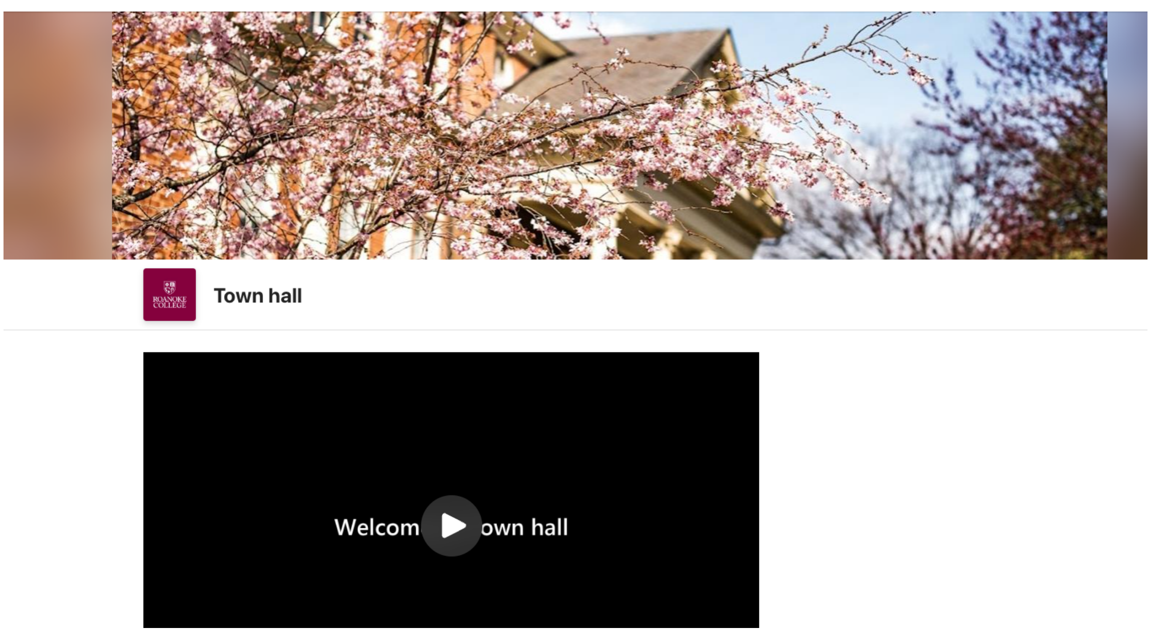
LEAVE A TOWN HALL

You can leave a town hall at any time by selecting **Leave** in the top corner of your Teams window.

ACCESS A TOWN HALL RECORDING

After a town hall ends, the event organizers can choose to publish the event recording for attendees to watch. If a town hall recording is published, you'll automatically receive an email with a link to the recording. By default, most event recordings expire after 30 days but can be extended by the organizer.





Chat in a Town Hall

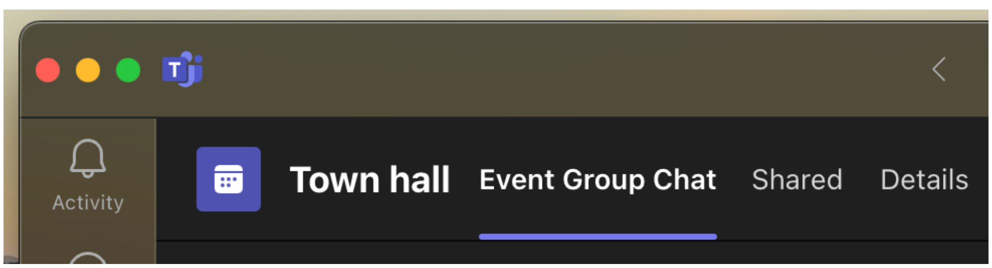
The chat experience in town halls varies depending on your role in the town hall. Learn more about different chat capabilities and features for organizers, co-organizers, presenters, and attendees.

ORGANIZERS, CO-ORGANIZERS, AND PRESENTERS

After you schedule a town hall, start chatting privately with other organizers, co-organizers, and presenters in the event group chat. Only organizers, co-organizers and presenters have access to this chat.

- *Start and event group chat before a town hall*

1. Make sure to add presenters and co-organizers to the event in your Teams calendar.
2. Open the event details from the Teams calendar.
3. Select the **Event Group Chat** tab.

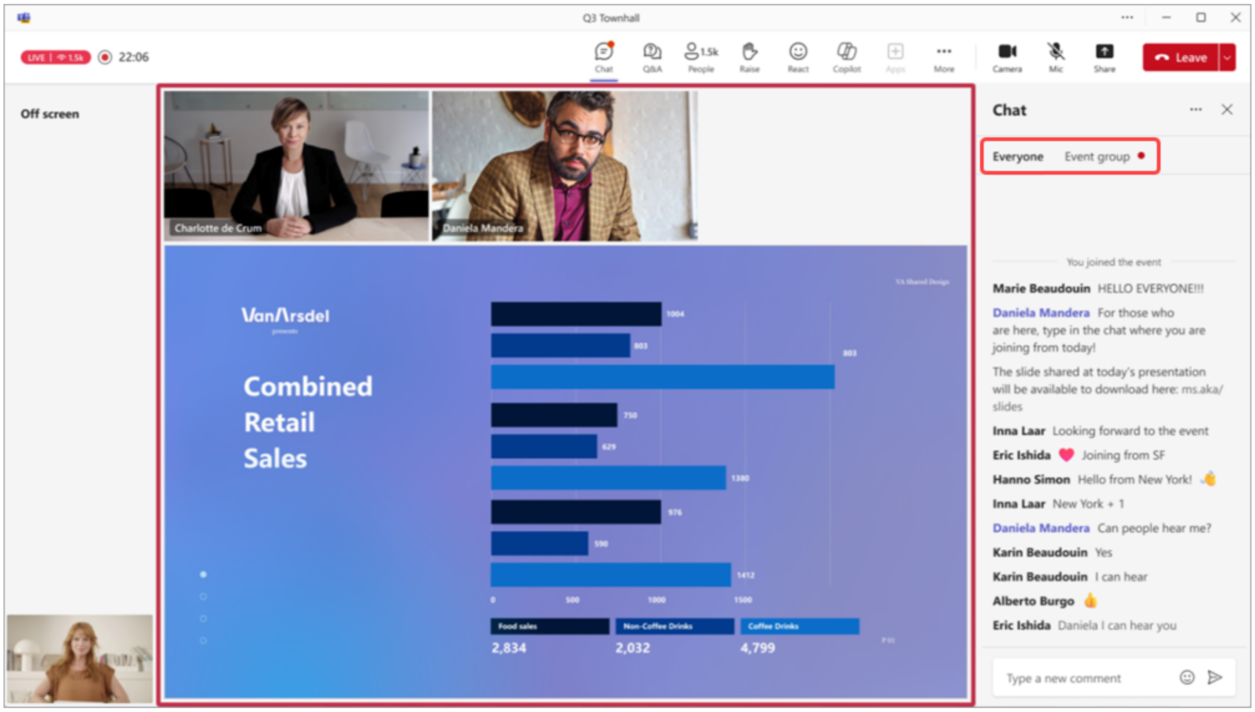


The event group chat will be available before, during, and after the event.

- *Switch between chats and send messages during a town hall*

Switch between the event group chat and the main chat with everyone during a town hall. Attendees can only access the chat with everyone during the event.

1. Select **Chat** in your meeting controls
2. In the chat pane, select **Everyone** or **Event group** to access different chat feeds.



- Select **Everyone** to view and send messages in the chat feed with the entire town hall audience.
- Select **Event group** to view and send messages in the chat feed with only organizers, co-organizers, and presenters. Messages from this chat will be available after the town hall ends.

3. Compose a message in the compose box. Messages can be up to 200 characters long, including emojis.
4. Select **Send**.

- Delete a sent message by right-clicking it and selecting **Delete**.

ATTENDEES

If you're attending a town hall, use the chat to ask questions, express your thoughts on what's being shared, and connect with other attendees.

Chat will be available during a town hall until it ends. After the event ends, you won't have access to the chat.

1. Select **Chat** in your meeting controls.
2. Compose a message in the compose box. Messages can be up to 200 characters long, including emojis.
3. Select **Send** .

- Delete a sent message by right-clicking it and selecting Delete.

You'll be able to see up to 200 of the most recent chat messages by scrolling up and down in the **Chat** panel.

Notes:

- *The following options are unavailable for messages sent during a town hall from the meeting window: sending pictures, sending GIFs, attaching files, "@" mentioning people, formatting messages, replying to specific messages, and reacting to messages.*

- *If a town hall ends and restarts, chat won't be available in the restarted town hall. In the restarted town hall, no one can send or receive chat messages, or access messages from the previous town hall.*

Turn chat on or off

Chat for town halls will be turned on automatically, but you can turn it on and off before or during the event.

- *Before a town hall starts:*

  1. Go to your Teams calendar.
  2. Right-click a town hall you organized.
  3. Select **Manage event** .
  4. In **Details**, select **Meeting options** .
  5. Go to **Engagement** .
  6. Next to Meeting chat:
     - Select **Off** from the dropdown menu to turn chat off.
     - Select **In-meeting only** from the dropdown menu to turn chat on.
  7. Select **Apply**.
  8. Select **Save** .

- *During a town hall:*

  1. Select **More actions** > **Settings** > **Meeting options** in your meeting controls.
  2. Go to **Engagement** .
  3. Next to Meeting chat:
     - Select **Off** from the dropdown menu to turn chat off.
     - Select **In-meeting only** from the dropdown menu to turn chat on.
  4. Select **Save**.

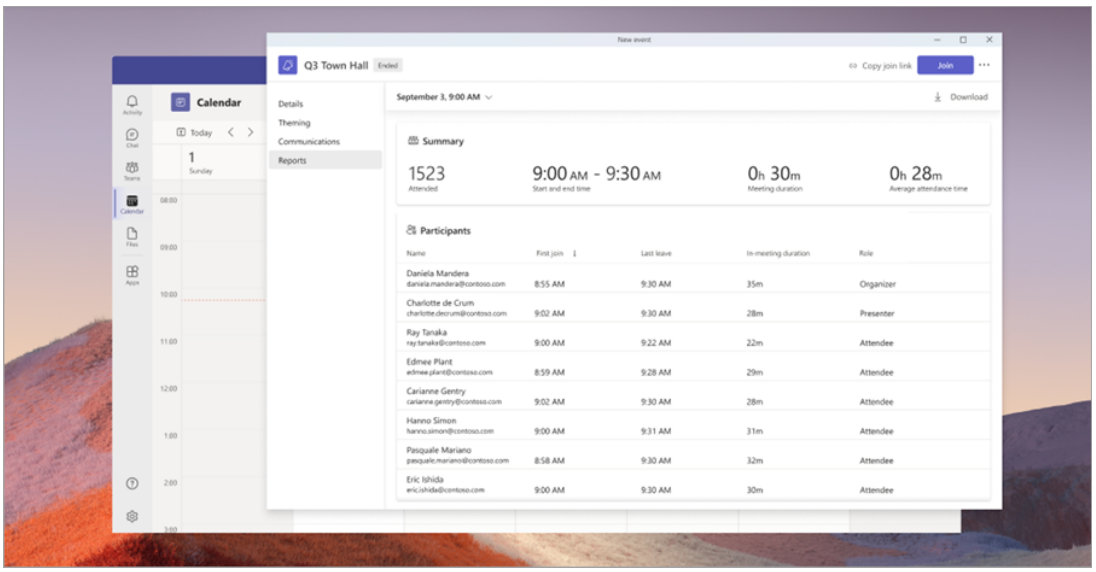
***Note**: If you schedule a town hall with chat turned off, you can't turn it on during the event.*

Town Hall Insights

Gain valuable insights into town hall events and audiences with town hall reports and analytics in Microsoft Teams. Look at real-time data during a town hall, including the viewer count, which countries or regions people are joining from, and more. Learn about past town hall details with town hall reports.

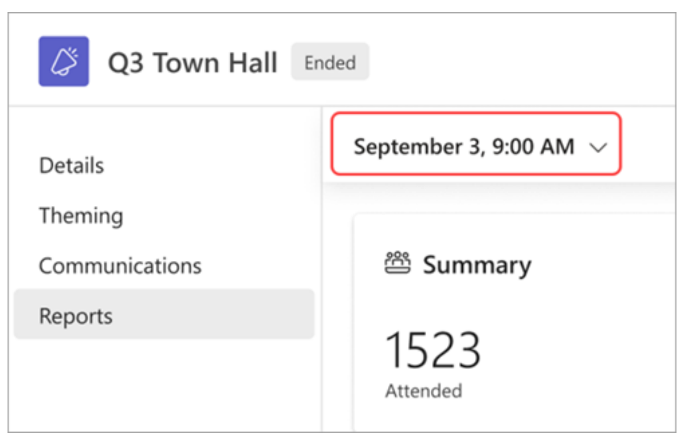
View & Download Town Hall Reports

After a town hall ends, look at town hall reports to see how many attendees were at your event, how long the event lasted, and an average attendance time. See attendees' roles, join and leave times, and how long they attended.



To view a town hall report:

1. Go to your Teams calendar.
2. Open a past town hall event.
3. Select Reports.
4. To view other town hall reports, select the date and time. Then, choose the date of the report you want to view.
5. Select Download to save and download the report onto your device.



Manage Town Hall Recordings

Town halls will record automatically when the event starts.

TURN OFF AUTOMATIC RECORDING

If you want to record a town hall manually, or if you don't want to record it at all, turn off automatic recording in the town hall settings before the event starts.

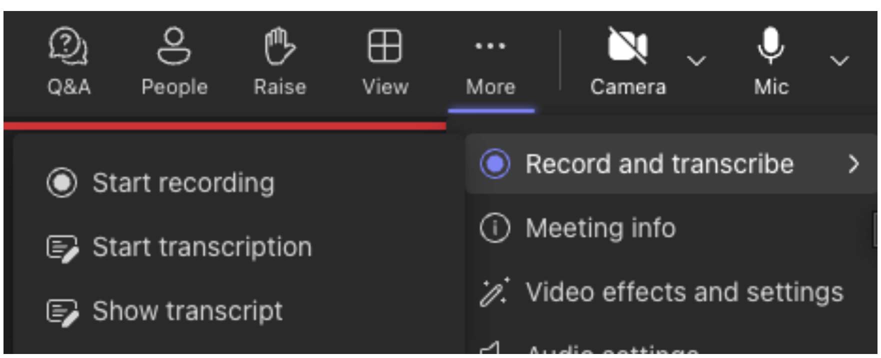
To turn off automatic recording:

1. Go to your Teams calendar.
2. Open your upcoming town hall.
3. In **Details**, select **Meeting options** > **Recording and transcript** .
4. Turn the **Record and transcribe automatically** toggle off.
5. Select **Apply**.

RECORD A TOWN HALL MANUALLY

If you want to record a town hall manually, first turn off automatic recording. Then:

1. Select **More actions** in your meeting controls.
2. Select **Record and transcribe** > **Start recording** .

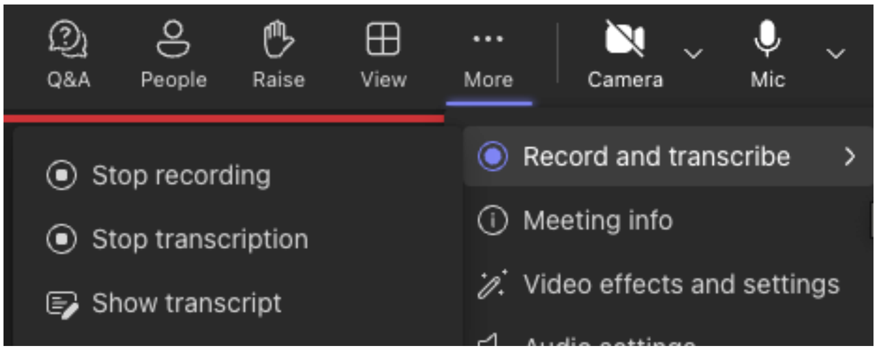


When you select **Start recording** , the meeting transcription will start automatically.

STOP RECORDING A TOWN HALL

To stop recording during a town hall:

1. Select **More actions** in your meeting controls.
2. Select **Record and transcribe** > **Stop recording** .



3. Select **Stop**.

When you stop recording, the meeting transcription will also stop.

DOWNLOAD OR PUBLISH A TOWN HALL RECORDING

Organizers can download a town hall recording from Teams while it's not published. This allows you to edit the recording and publish it from OneDrive.

To download a town hall:

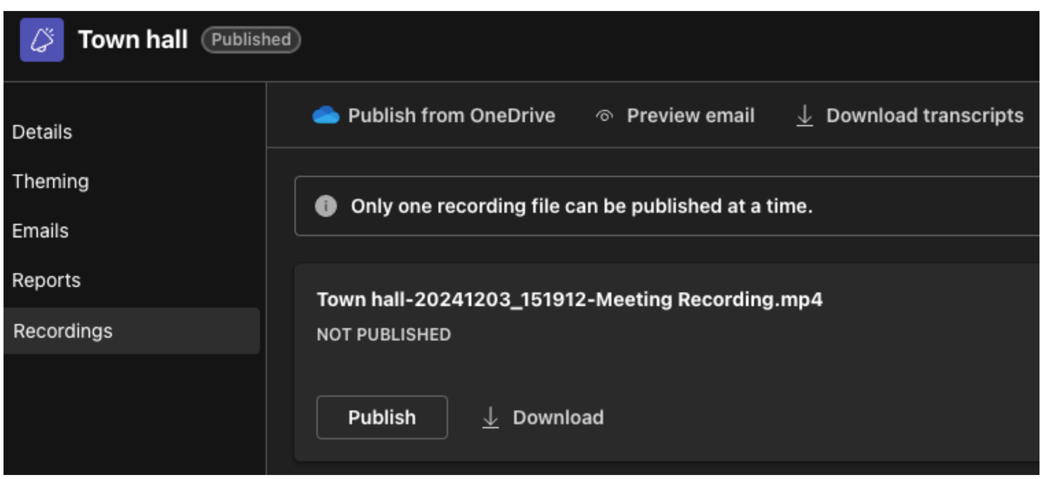
1. Go to your Teams calendar.
2. Right-click the past town hall.
3. Select **Manage event** .
4. In **Recordings**, find the recording you want to download.
5. Select **Download** .

After recording a town hall, publish the recording to make it available to attendees.

To publish a town hall recording:

1. Select **Recordings** and choose the recording you want to publish.
2. Select **Publish**.
3. If your recording is saved in OneDrive, select **Publish from OneDrive**.

Only one recording can be published at a time. After you publish a recording, attendees will be notified by email. External presenters won't receive an email notification.

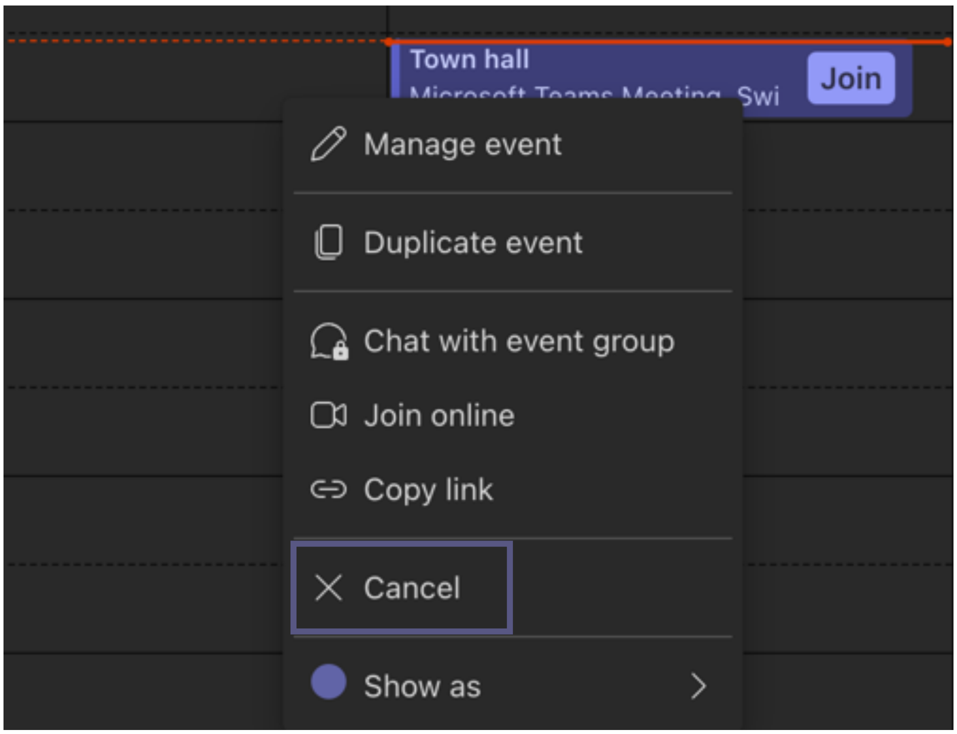


Cancel a Town Hall

When you cancel a town hall, all attendees will be notified by email automatically. Canceling a town hall can't be undone.

To cancel a town hall:

1. Go to your Teams calendar.
2. Open the town hall you want to cancel.
3. Select **Cancel event** and confirm.



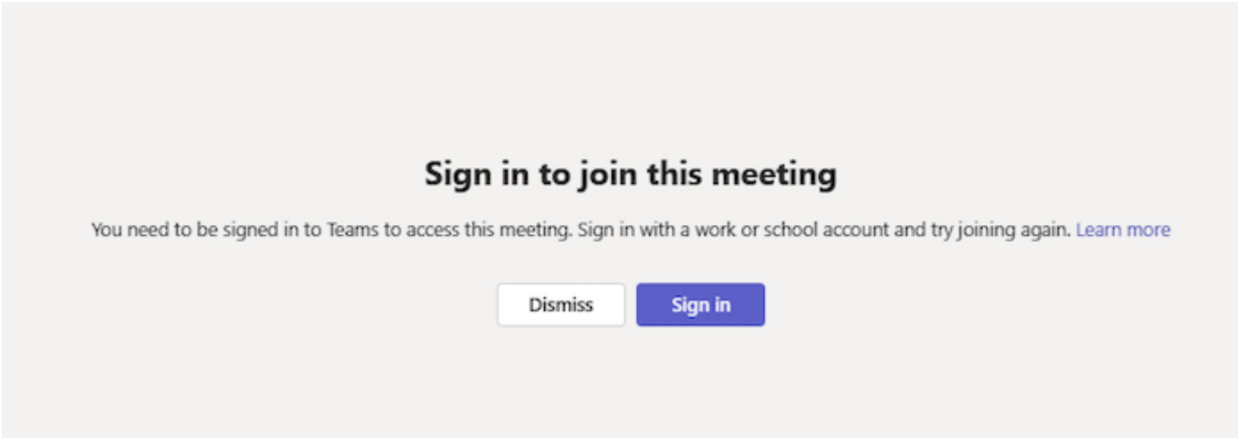
Can’t Join a Meeting

If you can't immediately join a Teams meeting, there are several possible reasons:

- You're waiting in the lobby: Some organizers might place attendees in a lobby before admitting them into the meeting. Wait for someone to admit you, or reach out to the organizer directly to be let in.
- Your internet browser isn't supported: Teams doesn't currently support Safari for Mac. If you're joining a Teams meeting from the web, try joining from Microsoft Edge, Google Chrome, or other supported browsers.
- Your internet connectivity is low: If your internet connection is low, you may not be able to join a Teams meeting right away. Try waiting for your connection to improve, joining from your supported mobile device, or reaching out to your internet provider.
- Security policies for the meeting are preventing you from joining: If a meeting organizer enables end-to-end encryption for a meeting, you might have limited access to join. Try reaching out to the organizer to be let in.

In Teams, you might receive a message about why you're unable to enter a meeting. Here are the different messages you might encounter and how to resolve them.

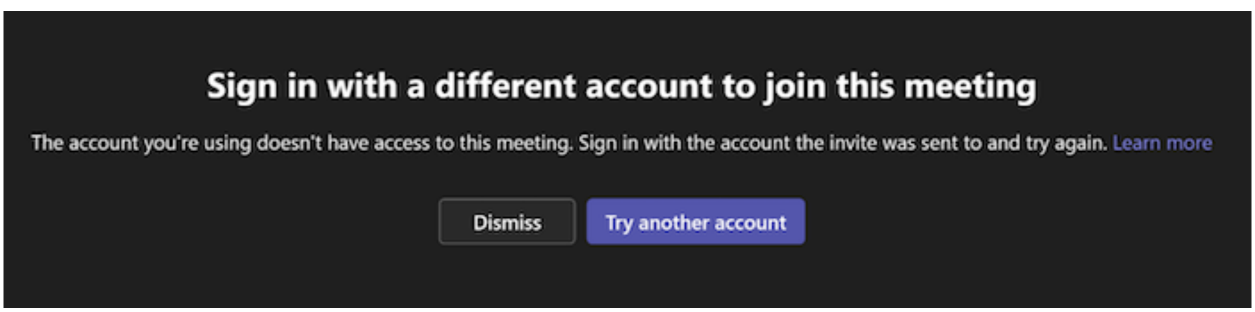
"SIGN IN TO JOIN THIS MEETING"



If you see this message, the meeting doesn't allow people to join unless they're signed in with a Teams work or school account. You might need to take extra steps to join:

- If you're joining from a meeting link or as an anonymous user, make sure you're signed into your Teams work or school account.
- If you're the meeting organizer and want people to be able to join your meeting without signing in, contact IT for additional help. Changes from IT may take up to 24 hours to take effect.

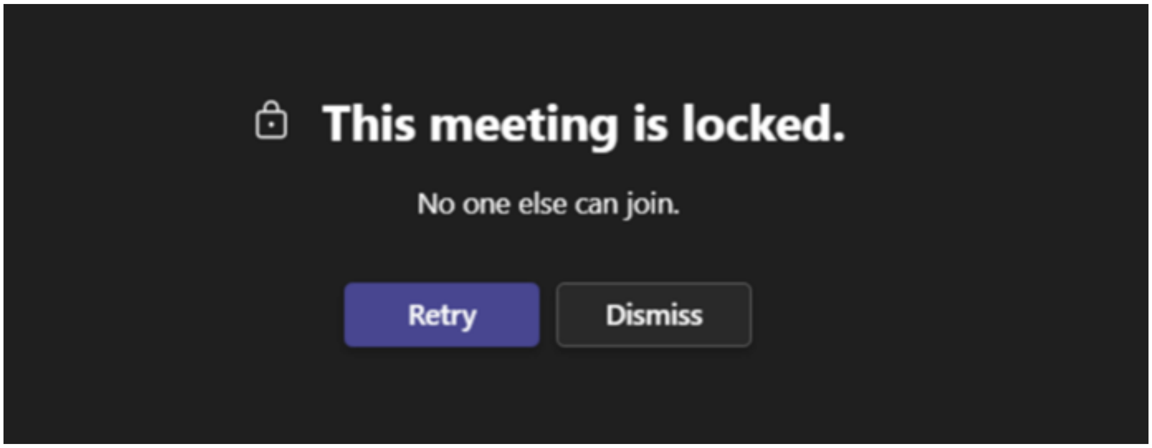
"SIGN IN WITH A DIFFERENT ACCOUNT TO JOIN THIS MEETING"



If you see this message, the policies set by your or the meeting organizer's org prevent you from accessing the meeting. You might need to take extra steps to join:

- Make sure you're signed into the account the invite was originally sent to.

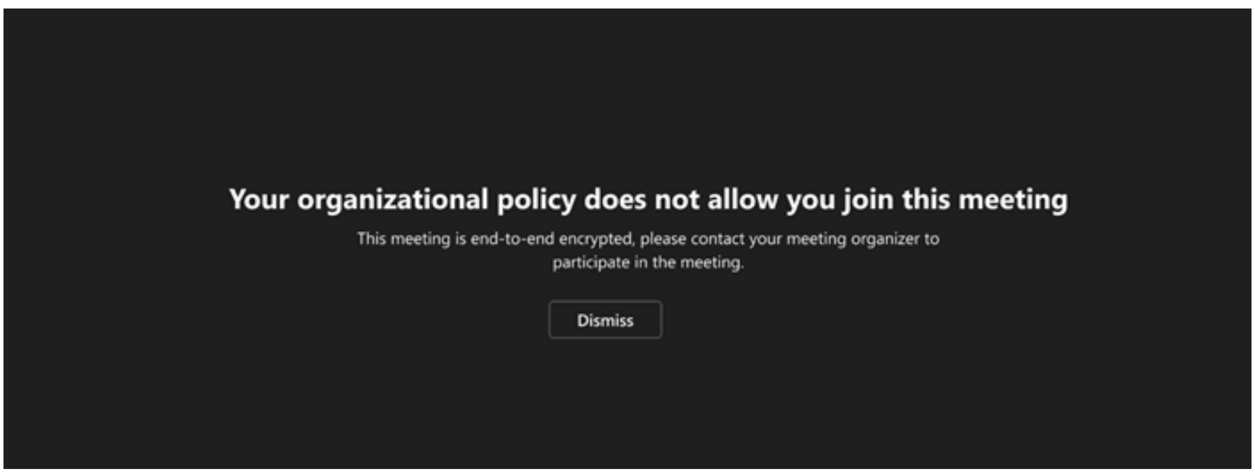
"THIS MEETING IS LOCKED."



After a meeting starts, organizers can lock the meeting to prevent new participants from entering.

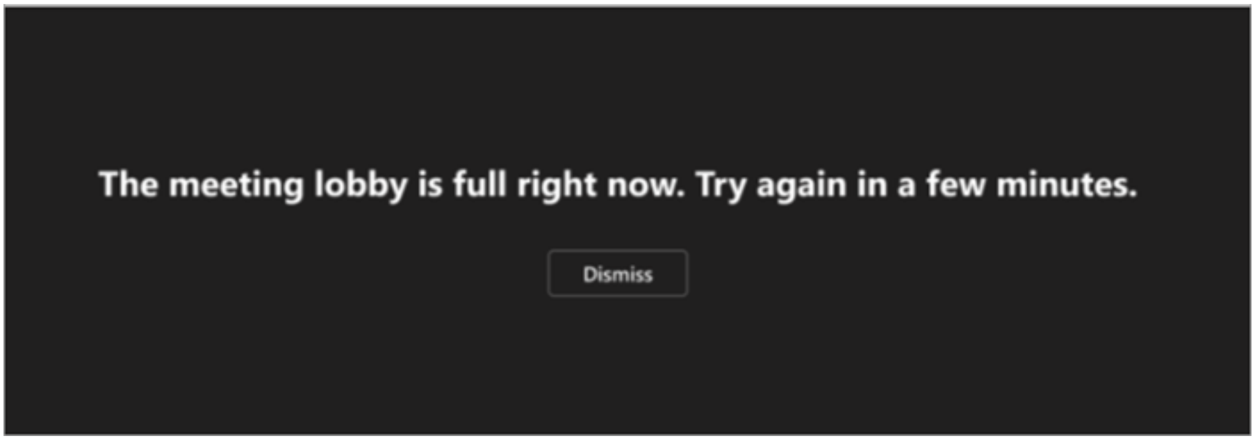
Reach out to the meeting organizer to let them know you're having trouble joining. If they unlock it, you can try joining again.

"YOUR ORGANIZATIONAL POLICY DOES NOT ALLOW YOU TO JOIN THIS MEETING"



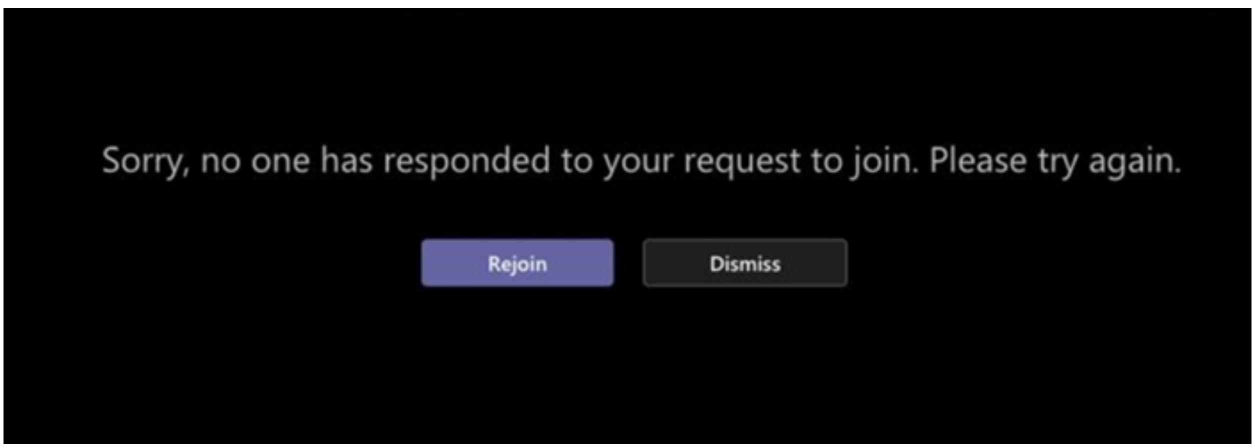
You can't join because the organizer has enabled end-to-end encryption for their meeting. Contact the organizer to let them know you're having trouble joining.

"THE MEETING LOBBY IS FULL RIGHT NOW."



If the lobby is full, wait a few minutes before trying to join again. You may be able to enter if other attendees join the meeting or leave the lobby.

"SORRY, NO ONE HAS RESPONDED TO YOUR REQUEST TO JOIN."



If you get this message after 30 minutes of waiting, your request has timed out.

- Check to make sure you're joining from the correct meeting link and try again.
- Reach out to the meeting organizer to make sure your request is seen.

Camera isn't Working

If you're having trouble with the camera in Microsoft Teams, we have some suggestions to help you get back on track.

CHECK IF YOUR CAMERA IS IN USE

To make sure you can use your camera in Teams:

- Close all other apps that might be using your camera (like Skype or FaceTime).
- If you're using an external camera, try unplugging it and plugging it back in.
- Try restarting your device.
- Contact IT support in case it's a hardware issue.

CHECK FOR UPDATES

Make sure you have the latest Windows update or Mac OS update, and Teams app version installed.

Check for updates in Teams to make sure you're running the latest version.

MAKE A TEST CALL

To double-check whether your camera is working, make a test call in Teams. This is only available for the desktop application for Teams.

To make a test call:

1. Select Settings and more ••• at the top-right of Teams.
2. Select Settings > Devices.
3. Under Audio Settings, select Make a test call.

In a test call, you'll see how your mic, speaker, and camera are working. Follow the instructions from Test Call Bot and record a short message. The message will play back for you. After that, you'll get a summary of the test call, and you can go to your device settings to make changes.

TROUBLESHOOTING FOR WINDOWS

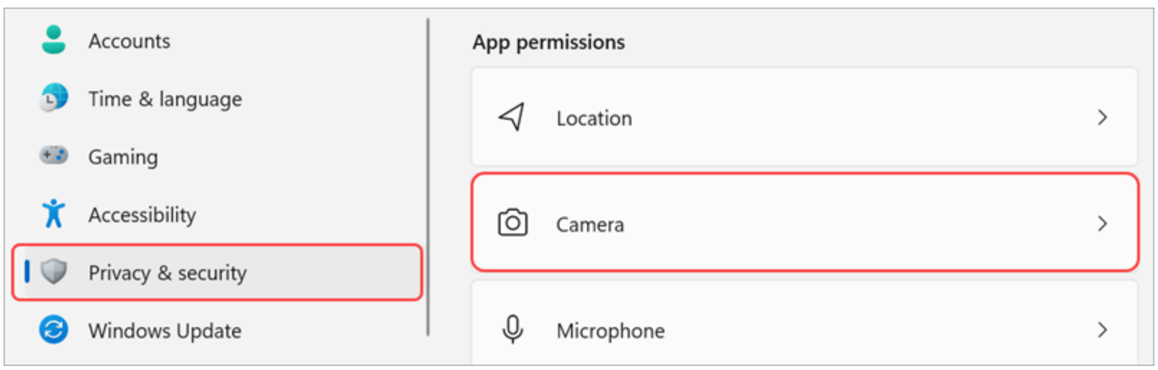
If you are still having trouble with your camera, here are some more solutions to try.

- *Check your Teams mobile app permissions*

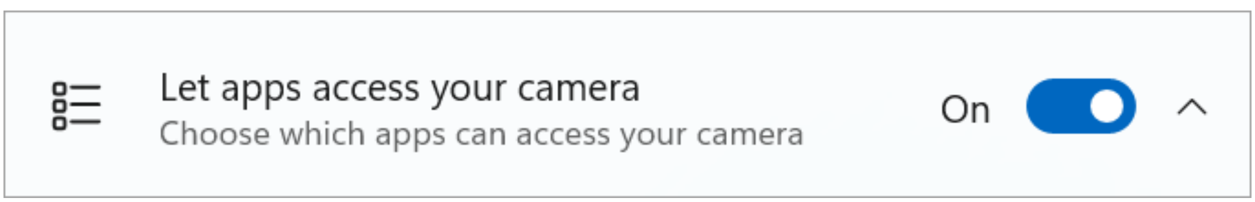
You might need to change permissions on your mobile device.

To change permissions on your Windows device:

1. Open the Settings app on your device.
2. Select Privacy & security > Camera.



3. Turn the Let apps access your camera toggle on.



4. Under Let apps access your camera, turn the Microsoft Teams (work or school) toggle on
5. If the toggle is already turned on, turn it off and back on again.
6. Close all apps and restart your device. If this does not resolve your issue, contact the Helpdesk for additional support.

TROUBLESHOOTING FOR MAC OS

If you are still having trouble with your camera, here is another solution to try.

- *Check your app permissions*

You might need to change your device permissions.

To change permissions on your Mac OS device:

1. Open System Settings on your device.
2. Select Security & Privacy.
3. Under Privacy, select Camera.
4. Make sure the Microsoft Teams (work or school) is selected.
5. Close all apps and restart your device.

***Note**: These settings apply to Mac OS 10.14 and higher.*

TROUBLESHOOTING FOR TEAMS ON THE WEB

If you're using Teams on the web, here is something you can do to make sure your camera is set up properly.

- Check your browser settings: You may need to “allow” your camera and/or microphone to work in Teams.

- Contact your IT admin: Some settings may be managed by IT; contact the Helpdesk for more details.

  ***Note**: Microsoft Teams on the web is currently supported in Chrome, Safari, Edge, and Firefox.*

- *Microsoft Edge*
  1. Select **Settings and more** ··· > **Settings** ⚙.
  2. Select **Cookies and site permissions**.
  3. Select **Camera**.
  - Turn on the Ask before accessing (recommended) toggle.

  ***Note**: If this is turned off, access to your camera will be blocked on Edge.*

- *Google Chrome*
  1. Open Settings.
  2. Select Privacy and security > Site settings > Permissions.
  3. Select Camera.

  - At the top of this screen, make sure your correct device is selected from the dropdown menu.

  - Under Default behavior, select Sites can ask to use your camera.

- *Safari*
  1. In Safari, open Preferences.
  2. Select Websites.
  3. In General, select Camera.
  4. Next to When visiting other websites: select Ask or Allow.

Microphone isn't Working

If people are having trouble hearing you in Teams meetings, here are some tips to help you get back on track.

CHECK FOR UPDATES

For the best performance, make sure you have the latest version of Teams, and the most recent Windows update or Mac OS update installed.

MAKE SURE YOU'RE NOT MUTED

In your meeting controls, make sure Mic is in an unmuted state.

If the mic icon has a line through it, you're currently on mute. Select Unmute mic to unmute.

CHECK YOUR PHYSICAL MIC

Some mics have physical mute options on the devices themselves.

Check that your headphone boom is not in the mute position (usually upright or away from your mouth), or that your external mic's physical mute button is not turned on.

CHECK SETTINGS ON YOUR DEVICE OR BROWSER

To use your mic in Teams, you might need to change privacy settings on your device or on the web to give let Teams access to it.

CHANGE DEVICE SETTINGS

If you're using the Teams desktop app, double-check your device settings to make sure Teams has access to your mic.

- *Windows*
    1. Open your device settings and select Privacy & security.
    2. Under App permissions, select Microphone.
    3. Turn on the Microphone access toggle.
    4. Turn on the Let apps access your microphone toggle.
    5. Turn on the Microsoft Teams (work or school) toggle.
    6. Turn on the Let desktop apps access your microphone toggle.
       ***Note**: If these toggles were already turned on, try turning them off and on again to make sure the settings apply.*
    7. Close all apps and restart your device.
- *MacOS*
    1. Open System Preferences on your device.
    2. Select Security & Privacy.
    3. Select Microphone.
    4. Under Privacy, make sure Microsoft Teams is selected.
    5. Close all apps and restart your device.
- *iOS*
    1. Open Settings.
    2. Tap Privacy > Microphone.
    3. Make sure the Microsoft Teams toggle is turned on.
    4. Close all apps and restart your device.

CHANGE YOUR BROWSER SETTINGS

If you're using Teams for web, make sure your default browser settings allow Teams access to use your mic.

***Note**: Microsoft Teams on the web is currently supported in Chrome, Edge, and Firefox.*

- *Microsoft Edge*

  1. In Edge, select Settings and more ··· > Settings ⚙.
  2. Select Cookies and site permissions.
  3. Select Microphone.

  - Turn on the Ask before accessing (recommended) toggle.

    ***Note**: If this is turned off, access to your camera will be blocked on Edge.*

- *Google Chrome*

  1. In Google Chrome, select Settings.
  2. Select Privacy and security > Site settings > Permissions.
  3. Select Microphone.

  - At the top of this screen, make sure your correct device is selected from the dropdown menu.

  - Under Default behavior, select Sites can ask to use your microphone.

- *Safari*

  1. In Safari, open Preferences.
  2. Select Websites.
  3. In General, select Microphone.
  4. Next to When visiting other websites: select Ask or Allow.
  5. Close all apps and restart your device.

RECONNECT YOUR MIC

Try reconnecting your mic through your Teams settings.

- *Before a meeting*

    1. In Teams, select Settings and more > Settings.
    2. Select Devices.
    3. Under Audio settings, make sure your mic is selected from the Microphone dropdown menu.
    4. Select Make a test call to test your settings. Follow the instructions from Test Call Bot and record a short message. The message will play back for you. After that, you'll get a summary of the test call, and you can make changes in your device settings.

Notes:

- *The test call feature is currently available in English only.*
- *Your test recording will be deleted immediately after the call. It won't be retained or used by Microsoft.*
- *The test call feature is currently unavailable on Teams for web.*

- *During a meeting*

    1. In your Teams meeting window, select the dropdown arrow next to Mic.
    2. Select More audio settings.
    3. Make sure your correct microphone is selected

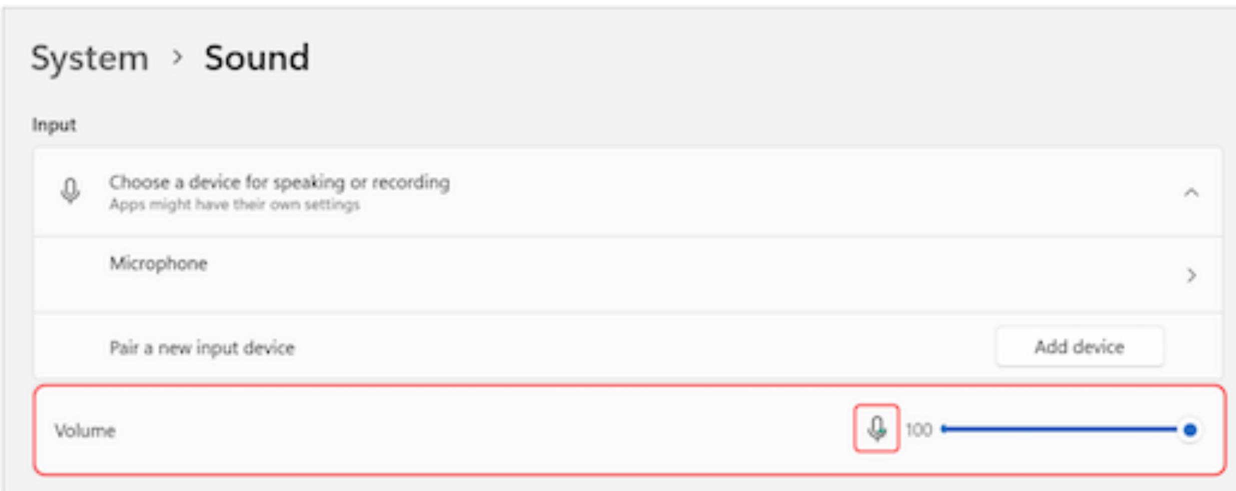
If your mic isn't in the Microphone dropdown menu, unplug and plug it back in. If you're having trouble using a Bluetooth mic, make sure it's charged and not connected to another device. Then try reconnecting.

CHECK SOUND SETTINGS (WINDOWS)

Go to your Windows settings to make sure your microphone is enabled and unmuted.

1. From Windows Start, open Settings.
2. Select System > Sound.
3. Under Input:

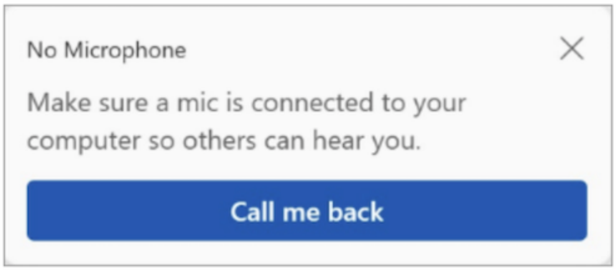
   - Select your mic in Choose a device for speaking or recording. If you don't see your mic here, select Add device to pair it.
   - Next to Volume, make sure your mic is unmuted.

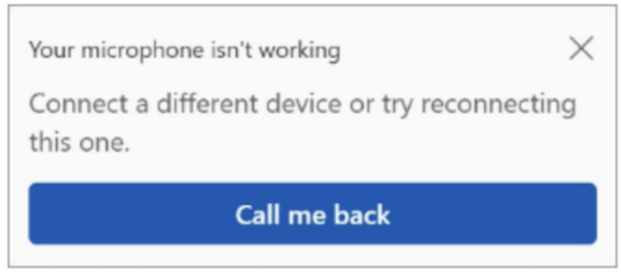


If you're still having trouble, try re-enabling your speaker by going to Advanced > More sound settings. In the Recording tab, right-click your mic. Then select Enable.

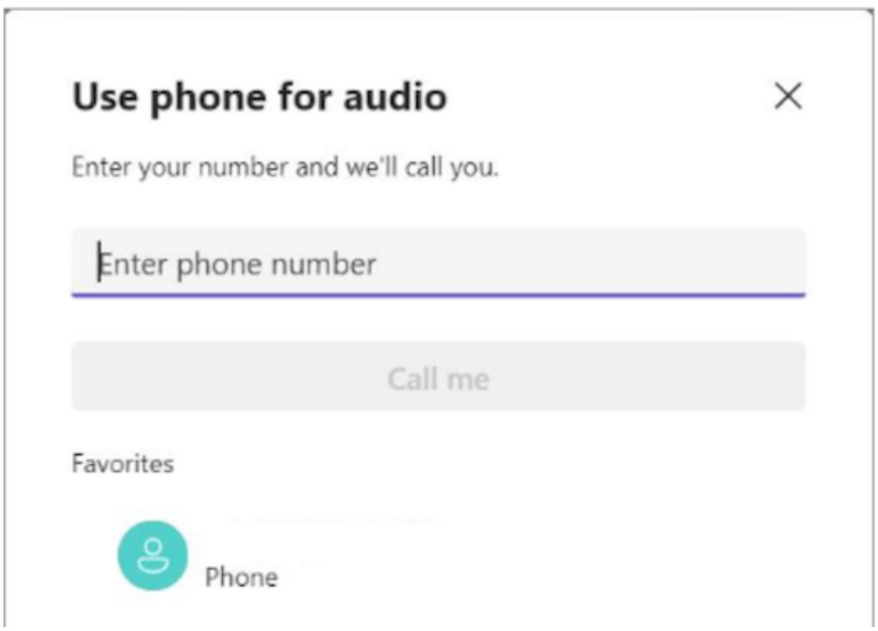
USE YOUR PHONE'S AUDIO

If your mic doesn't work after trying the solutions above and you see one of the messages below, select Call me back to use your phone's mic.





Enter your phone number and select Call me to receive a call from Teams that will connect you to your meeting. Your audio will come from your phone, but other content sharing will still take place on your desktop.



Speaker isn't Working

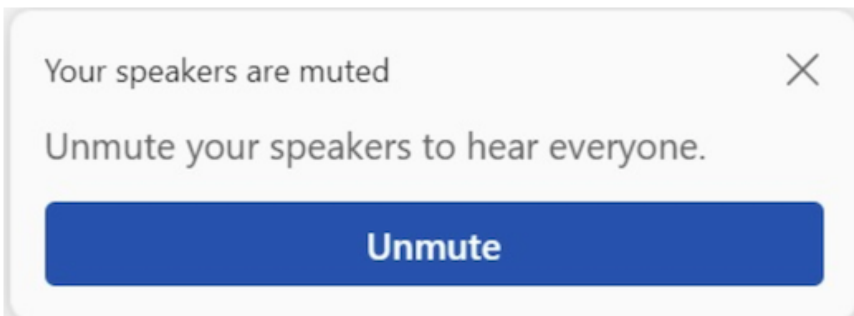
If you're having trouble hearing others in your Teams calls and meetings, the problem is either with your speaker not working, or with their microphone. If you're the only one who can't hear them, there might be an issue with your speaker.

Here are some solutions to help you get back on track.

CHECK YOUR SPEAKER SETTINGS IN TEAMS

- *Before a meeting*

If your speaker is muted before the call starts, Teams will show you the notification below. Select Unmute to hear others in your meeting.



You can also make sure your speaker is working before your meeting, or call starts by checking your device settings.

To check your speaker device settings:

1. Select Settings and more > Settings in Teams.
2. Select Devices .
3. Under Audio settings, make sure your speaker is selected from the Speaker dropdown menu.
   ***Note**: If your audio device doesn't appear, make sure it's charged (Bluetooth), or unplug and plug it back in (wired). Then, try reconnecting it.*
4. To test your audio settings, select Make a test call . Follow the instructions from Test Call Bot and record a short message. The message will play back for you. After that, you'll get a summary of the test call, and you can make changes in your device settings.

Notes:

- *The test call feature is currently available in English only. Additional languages are coming soon.*
- *Your test recording will be deleted immediately after the call. It won't be retained or used by Microsoft.*
- *The test call feature is currently unavailable on Teams for web.*

- *During a meeting*

If you can't hear others during a call or meeting, check whether your speaker is muted or disconnected in your device settings.

1. In your Teams meeting window, select the dropdown arrow next to Mic.
2. Select More actions > Audio settings .
3. Under Speaker:

    - Make sure your device is unmuted.

    - Make sure your device is selected from the Speaker dropdown menu.

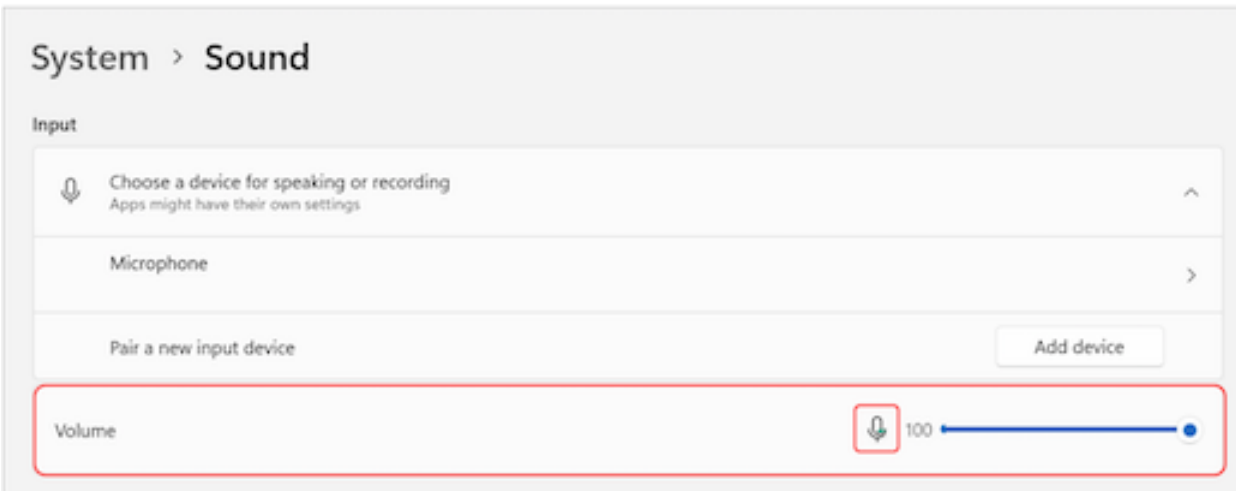
If your speaker isn't in the Speaker dropdown menu, unplug and plug it back in. If you're having trouble using a Bluetooth speaker, make sure it's charged and not connected to another device. Then try reconnecting.

CHECK SOUND SETTINGS (WINDOWS)

Go to your Windows settings to make sure your microphone is enabled and unmuted.

1. From Windows Start, open Settings.
2. Select System > Sound.
3. Under Input:

  - Select your mic in Choose a device for speaking or recording. If you don't see your mic here, select Add device to pair it.
  - Next to Volume, make sure your mic is unmuted.



If you're still having trouble, try re-enabling your speaker by going to Advanced > More sound settings. In the Recording tab, right-click your mic. Then select Enable.

Breakout Rooms Issues

- *Why can't I use breakout rooms in my Teams meeting?*

To see Breakout rooms in your meeting controls, you must be a meeting organizer of a scheduled private meeting, a Meet Now meeting, a scheduled channel meeting, or a channel Meet Now meeting. Additionally, you need to join the meeting from a supported Teams client for Windows or macOS.

Linux, web, iOS, iPadOS, Android (including Chromebook), PSTN, and VDI clients are currently enabled for breakout room attendees, which means participants joining from these clients can be moved to breakout rooms but cannot manage breakout rooms.

You will not see Breakout rooms in your meeting controls if:

- You are not a meeting organizer, or you were not set as a breakout room manager.
- The meeting was canceled.
- The thread where the channel meeting was organized was deleted.
- The meeting was organized in a private or a shared channel.
- You joined from an unsupported client.
- You are not from the same organization as the meeting organizer.

- *Some of the meeting participants were not moved to the right breakout rooms. What should I do?*

Certain types of meeting participants can't be moved to breakout rooms:

- Participants who joined from unsupported devices.
- Participants who are not currently in the meeting.
- Participants who are using an older versions of Teams.

***Tip**: Your main meeting may serve as a breakout room for these participants who cannot be assigned to one.*

If you're the meeting organizer and still having trouble moving participants to breakout rooms, try re-assigning them to the rooms.

The meeting organizer can also try assigning a participant who failed to join a breakout room by navigating to Breakout rooms in the meeting controls, hovering over the participant's name until More options ••• appears next to the participant's name, and then selecting Ask to join. The participant will then be asked to join a room.

There are a few known limitations with moving participants who have been assigned to an open room:

- Participants who are not in the breakout room can't be moved to another breakout room.
- Participants who are moved from open to closed room will land in the main meeting.

- *I see an error message when I try to close all breakout rooms. What should I do?*

Try to right-click the room that failed to close and select Close room from the menu options.

- *Why didn't some of my breakout rooms open?*

Empty rooms will not open. Additionally, if you set a timer for your breakout rooms and no one joins the room, that room will not open.

- *Why did my breakout room with a timer close before time had elapsed?*

If all participants leave the meeting before the timer is up, the room will close automatically.

- *How do I control lobby settings for the main meeting?*

You can control whether meeting participants need to be admitted in the lobby from these settings.

- *Does selecting End meeting in the main meeting end or close all active breakout rooms?*

Selecting End meeting will only close the main meeting. To close breakout rooms, select Close rooms from Breakout rooms . You'll know rooms have successfully closed when their status changes to Closed.

- *What is the maximum number of meeting participants for breakout rooms?*

Breakout rooms can be organized for meetings of up to 300 participants.