# **Microsoft Teams**

## A Basic Guide



**Microsoft Teams Working Group** 

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## Section 1: General Guidance

#### **Versions of Microsoft Teams**

The current version of Microsoft Teams allows LTS staff to make use of basic functions only i.e. private chats and virtual meetings. More features will be rolled out to staff in due course and further guidance on features will provided once they become available.

Microsoft Teams is available as a desktop version, a web-based client, or as a smartphone app. These can all be used, but the desktop application is the most feature-rich and reliable option, so we advise using this version where possible.

#### **Profile Status**

Your profile status is used to indicate to other users if you are available to contact. To change your status, click the profile icon at the tip right of the screen and hover over your current status. In the case below, it is set to **Available**. Select an alternative status appropriate to your situation i.e. 'Be right back' if you're just off to make a coffee.

command	×
✔ Chat 3 more ∨	MB Mark Bailey (LTS - Staff) Change picture
. 📀 Available	<ul> <li>Available</li> </ul>
Busy	🛱 Set status message
Do not disturb	☐ Saved
Se right back	<li>Settings</li>
Appear away	Zoom — (100%) + 🗔
🖒 Reset status	Keyboard shortcuts

We recommend that you try to keep your status up to date as far as possible. Also, try to observe colleague's status, if they have a **Do not disturb** status, could your query be answered by someone else?

Outlook calendar events, meetings, and tasks will all automatically update your status to busy.

## **Section 2: Group Chats**

#### **Starting a Group Chat**

At the top of the screen, there is a **New Chat** icon:

C	Search for or type a command
V	General Posts Files Tasks Flow +

Type the name of the first person that you would like to join the chat. A drop-down list of names will appear, so select the appropriate name from the list:

ď		Search for or type a command
7	To: tom miller	
	(NKU1SR8U) Team Leader	

Add other users as required:

C	Search for or type a command										
V	To: Dom Miller (LTS - Staff) × james colley										
	James Colley (LTS - Staff) (HVH00YVU) Team Leader										
9:35	(hervorrug) ream Leader										

For teams of three or more, you are able to rename the group to something appropriate i.e. 'MS Team Chat'. To do this, click the down arrow on the right of the screen:

e 🛛			Search for or type a	comm	sand			<u></u>
7	To:	6	Tom Miller (LTS - Staff) $~\times~$	ж	James Colley (LTS - Staff) $\times$	RP	Rachel Paley (LTS - Staff) $~\times~$	$\odot$

Type the name of the team in the 'Group name' field:

C	Search for or type a command
7	Group name: MS Team Chat
	To: Tom Miller (LTS - Staff) $ imes$ JC James Colley (LTS - Staff) $ imes$

Clicking on the **Type a new message** box at the end of the screen will name the chat and allow you to type messages to anyone included in the group chat.

Just type the message and press enter to send.

Туре	a ne	ew m	essag	e			
Ą	!	C	$\odot$	617	÷	曲	 ⊳

#### Adding Colleagues to a Group

If you need to add more team members to the chat, select the Add people button at the top right of the screen. Type their names and click Add:



You are given options on how much of the previous chat you wish to allow to the new member of the team. By default, new users will not see any of the previous messages.

#### **Pinning Chats**

You can pin chat groups that you will use often by clicking the ellipses next to the group chat or person and selecting **Pin**. Chats can be 'unpinned' using the same method.



#### **Muting Chats**

If you are involved in many different chats, you will receive a lot of notification pop-ups which can be distracting. To reduce these, click the ellipses next to a group chat or private chat and select **Mute**.

J	James Colley (LTS - Staff) Hi Mark, it looks like they have
	66 Mark as unread
	公 Pin
	O <sup>+</sup> Add to favourite contacts
	🖉 Mute
-	Ø Hide
	🗞 Notify when available
¢	🕆 Manage apps

You will now no longer receive all pop-ups from this group/person. You will however receive an alert if you are contacted directly with an @tag (see below)

#### Alerting Someone Directly in a Group Chat

To ensure that someone receives an alert in a group chat, in the normal textbox, write their name preceded by an @ symbol. Suggested staff members will display and you can click on their name to ensure they receive an alert:

l	Jame	es <u>Co</u>	olley (	LTS -	Staff)	Did	you r	eceive	that	document from the meeting earlier?		
Į,	<u>A</u>	!	O	$\odot$	GIF	÷	Ē	$\Rightarrow$	õ		$\triangleright$	

You can use the backspace key after you have selected the person you wish to alert to use a shortened name:

	Jame	es Di	d you	ı rece	ive th	iat do	cume	ent fro	om ti	ne meeting earlier?	
L	<u>A</u> ₽	ļ	O	:	GIF	÷	曲	$\Rightarrow$	õ		$\triangleright$

If the name is coloured then that person will receive an alert despite muting the chat group.

#### **Save Important Chat Messages**

You could be involved in many different chat groups which means that remembering where key information was mentioned can be tricky. To save an important message, click the ellipses at the top right of the message box and select Save this message.



This will now show in your list of **Saved** messages. To access these, click the user icon at the top right of the application and select **Saved**.

	- D	×
	MB Mark Bailey (LTS - Staff) Change picture	
	Available	>
١.	🛱 Set status message	
<	□ Saved	
	l Settings	
	Zoom – (100%) +	
	Keyboard shortcuts	
	About	>
	Check for updates	
	Download the mobile app	
	Sign out	

You can un-save messages by clicking the ellipses at the top right of the message and selecting **Unsave this message**.



Alternatively, simply click the bookmark icon next to the message, on the left side of the Saved page:



We advise not to keep too many messages saved at one time and to visit your saved messages frequently to keep everything up to date.

## **Section 3: Virtual Meetings**

#### **Check Devices are Working with a Test Call**

It's a good idea to ensure your microphone, speakers, volume, and camera (if being used) are enabled well in advance of starting a meeting. To test this, click on your user icon at the top of the page and select, settings:

	- MB	٥	×
MB Mark Bailey Change picture	(LTS - Staff)		
<ul> <li>Available</li> </ul>			>
ि Set status message	e		
□ Saved			
<ul><li>Image: Settings</li></ul>			
Zoom	— (100%)	+	[]
Keyboard shortcuts			
About			>
Check for updates			
Download the mobile	app		
Sign out			

Then select **Devices** and click **Make a Test Call**:

Settings		
۞ General	Audio devices	
🕀 Privacy	PC Mic and Speakers	$\sim$
Ω Notifications     Ω Devices	Speaker	
Permissions	Speakers (Realtek High Definition Audio)	$\sim$
📞 Calls	Microphone	
	Microphone (Realtek High Definition Audio)	$\sim$
	Secondary ringer	
	None	$\sim$
	Camera	
	USB2.0 HD UVC WebCam	$\sim$
		~

You will then be asked to record a short message which will test if the microphone/speakers are working correctly.

Your camera feed will display at the end of the Devices menu, so if the preview is black, your camera is not working correctly.

USB2.0 HD UVC WebCam	$\sim$

#### **Troubleshooting Audio and Video Devices**

If you cannot hear or see yourself after running the test above, then some advice is given below. Please note this is by no means an exhaustive checklist, but it is a good start. If you still have issues with your devices, then please contact the IT Service Helpdesk for assistance.



#### Camera

Click the Windows icon at the bottom left of the screen, and type camera privacy.

#### Select Camera privacy settings.



Ensure *Let apps use my camera hardware* is switched on.



#### Volume

Make sure the volume is at an appropriate level. It's best to plug in your headset and then increase/decrease as necessary using the icon at the bottom right of the screen.



#### **Starting a Meeting**

There are multiple methods for holding video calls/virtual meetings with colleagues. This is just one method that can be used to quickly start a virtual meeting between staff members.

At the top of the screen, there is a search bar. Type the name of the person that you would like to join the meeting.

Ľ	Search for or type a command
Y	General Posts Files Tasks Flow +

A drop-down list of names will appear, so select the appropriate name from the list:

tom m	iller	
Q	Search for tom miller	
	Tom Miller (LTS - Staff) (NKU15RBU) Team Leader	
ТМ	Tony Miller (BIO - Staff) (JEE14NCU) Honorary Professor	

A chat box with that member of staff will appear:

$\langle \rangle$				C		Search for	or type a com	mand			M	-		×
L. Activity	Chat	Recent (	Contacts	7	🢽 т	om Mille	er (LTS	Chat	3 more $\sim$					88 <b>+</b>
= Chat	Recent													
	Tom I Draft	Miller (LTS - St	aff)											
Teams	Record	ing with Mark ding failed	Bailey	05/03										
Assignments	Jame there	s Colley (LTS - is a share screen	Staff) button	28/02				<b>T</b> -						
Calendar	RP Rache S User a	el Paley (LTS -	Staff)	26/02				2	_					
Calls	Flow I can r	run any flow that	′s: • trigger	26/02						😍 🙂				
Files							You're	e star	ting a n	ew conve	rsation			
								Туре	e your first me	essage below.				
						F								_
0_						liype a ne	ew message						_	
Help						A <sub>2</sub> !	0 😳 🛙	) 😨	∰ 10> 12	•••		Þ	•	

If you need to add more team members to the video call, select the Add people button at the top right of the screen. Type their names and click Add:



If you are ready to meet immediately, click the Video call button at the top right of the chat:

Search for or type a command	- <b>MB</b>	
Tom Miller (LTS Chat 3 more ~		<b>€0</b> <sup>+</sup>
•		
2	_	
	😍 😊	
You're starting a new Type your first mess	w conversation	

The video call will begin:



#### **Organise a Meeting Through Outlook Calendar**

If you organise a meeting through Microsoft Outlook then the recipients will receive a link that they can simply click to join the meeting at the given time.

To do this, open Outlook Calendar and set up the meeting date, time, and recipients as normal. Click the **Teams Meeting** button at the top of the window to convert the meeting to a Teams based one.



The link to the meeting will then show in the body of the meeting invite. Attendees can click this at the appropriate time to join.

File <u>Me</u> ∭ → ∨ (i) You haven	eting Sche	duling Assistant Insert Format Text Review Help Q Busy V Q 15 minutes V Review · · · · · · · · · · · · · · · · · · ·	Tell me
) Send	From Title Required Optional	Mark.N.Bailey@uea.ac.uk	
	Start time End time	Wed 01/04/2020         Image: Time state stat	ne zones
	Location	Microsoft Teams Meeting	C Room Finder
Join Micro	DSOFT Team	s Meeting ting options	

#### **Inviting Additional People**

During the meeting, you may feel it would be beneficial to invite another member of staff to answer a query. In this case, type their name in the **Invite someone** field at the right-hand side of the screen:





Click on the user's name to add them to the meeting.

#### **Disabling the Camera**

If you want to turn off your video camera to communicate only through voice, click the camera icon on the interface:

Using Speake	rs (Conexa	nt ISST Au	idio) and	d Microp	hone (2-	HP 720c	HD Monit	tor Webcam)
			ļ			Ę	~	

#### **Muting the Microphone**

If you want to disable your own microphone (say if you are in a noisy environment) just click the microphone icon on the interface:



#### **Sharing the Screen**

You may want to share something on your desktop with the rest of the team. You can either share your entire desktop, a specific window, or a PowerPoint slideshow. In the example below, I want to share a Tableau report with the rest of the team.

First, click the **Share** icon in the interface:



You will be provided with the following options:



The Tableau report will run through my Internet browser, so I will select Apps - Google Chrome under the Window header.

Google Chrome opens with a red border, which indicates that everything I do within the red lines is being transmitted to the rest of the team:



I can now navigate to the necessary Tableau report and everyone in the meeting will be able to view it too:



Click the **Stop sharing** icon to stop sharing your screen with the team.



#### Presenting a Slideshow with PowerPoint

To present a slideshow in the meeting, click the **Share** button as before:

Using Speakers	s (Conexar	nt ISST Au	idio) and	I Microph	ione (2-	HP 720p	HD Monit	or Webcam)
			J			Ę	~	

Then select the location of the PowerPoint file. In my example, the slideshow is found in my OneDrive.



Click through your folders until you find the presentation file and then click the **Share** button. Your slideshow will then be visible to your colleagues:



As the host of the meeting, you can move the slides backwards and forwards with the pop-up arrow keys shown below.



Participants will be able to move backwards and forwards through the presentation slides if they wish. To disable this, click the eye icon in the pop-up menu.



#### **Chat During a Meeting**

During the meeting you may want to engage in text chat at the same time. For example, you may wish to type out action points as they develop in the meeting for reference afterwards. There will be a chat window at the right of the screen where you can type messages or attach files for anyone in the meeting room to view. If you are unable to see this chat window, click the 'Show/Hide Conversation' button.



#### **Blurring the Background**

This is a handy feature if you are in a public place and want to protect the privacy of those around you. To enable this feature, click on the ellipses and then **Blur my background**. Click it again to turn off the feature.



#### **Enabling Live Captions**

One feature of Teams is for live captions to be automatically generated. There will undoubtedly be errors in the captions generated, especially when it comes to some of the acronyms used at the university, so this should not be wholly relied upon. To toggle live captions on and off, click the ellipses menu icon and then Turn on/off live captions (preview).



#### **Recording Meetings**

Meetings can be recorded for later review. This means that people on annual leave, off-sick, or otherwise engaged can review the meeting in full should they need to. To toggle on/off this feature, click the ellipses menu button and then **Start/Stop recording**.

$\langle \rangle$	Search for or type a command	MR	-	×
<b>A</b> ctivity	③ Show device settings			
E	B Show meeting notes			
e e e	(i) Info pane is disabled by policies			
Teams	🛱 Enter full-screen			
<b>a</b> Assignments	🚺 🎬 Start video with blur			
•	C Turn off live captions (preview)			
Calendar	Multitizer for O Start recording			
	Walting 10i ∅ Turn off incoming video			
	I 10:04 💉 🌒 🖬 🛄 E 28 🧖			
Apps				
? Help				

**Please be aware:** Other team members will receive a notification alerting them that the meeting is being recorded.

#### **Turning off Incoming Video**

If you are presenting something and would prefer not to see people looking back at you through the computer screen, you can turn off the incoming video feeds. To toggle this feature on and off, click the ellipses and then select **Turn off incoming video**.



**Note:** If you have a slow internet connection, you may wish to disable incoming video and participate solely through voice chat.

We hope you have found this guide useful.

If you have any MS Teams specific queries or would like to suggest features to cover in future guides, please contact your local hub rep:

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