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# Microsoft Teams User Guide

September 2020

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# Important things to note

- Please **test out Microsoft Teams** before the workshops to ensure we can troubleshoot effectively
- If using Microsoft Teams web please use **Google Chrome**
- Internet Explorer has been found to not support the audio (however you can dial in from your phone/tablet for audio using the number and conference ID)
- If using Microsoft Teams desktop app **please download and login ahead of time**

# Workshop guiding principles

- Recommended to dial into teams using Google chrome
- It may take 2 - 3 minutes / several attempts to successfully dial in via phone due to high volume of traffic
- Ensure your **always** muted unless it is your team to speak
- If you have a question, please type it into the conversation box, or unmute yourself and state your name before speaking
- If you lose audio follow this process:
  - Dial out and back in (please wait 1 - 2 minutes to do so)
  - Try an alternative connection method
  - IM your business lead and inform them of your issues
  - State it in the conversation box

# Joining a meeting from your computer

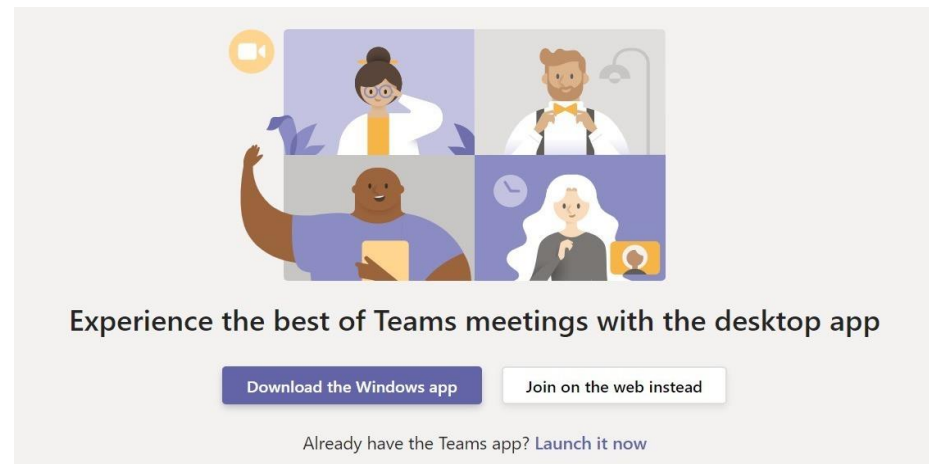
# Joining a Call from your desktop or laptop

- **Option 1: Join by link**
- All you need to join a Teams meeting is a link (you will see this in the meeting invite);



Join Microsoft Teams Meeting <<https://teams.microsoft.com/l/meetup-join/19%3ameet1225b973f99-77df-4beb-b27d-aa0c70b8482c%22%2c%22Oid%22%3a%22e74fafa9-e012->

- Select **Join Microsoft Teams Meeting** in your meeting invite to be taken to the below page where you can choose to either join on the web or download the desktop app.



# Joining a Call from your desktop or laptop

- If you already have the Teams app, click ‘Launch it now’ and the meeting will automatically open

Already have the Teams app? [Launch it now](#)

- If you don't have the teams app, there is no need to download it. Instead, you choose ‘join on the web instead’

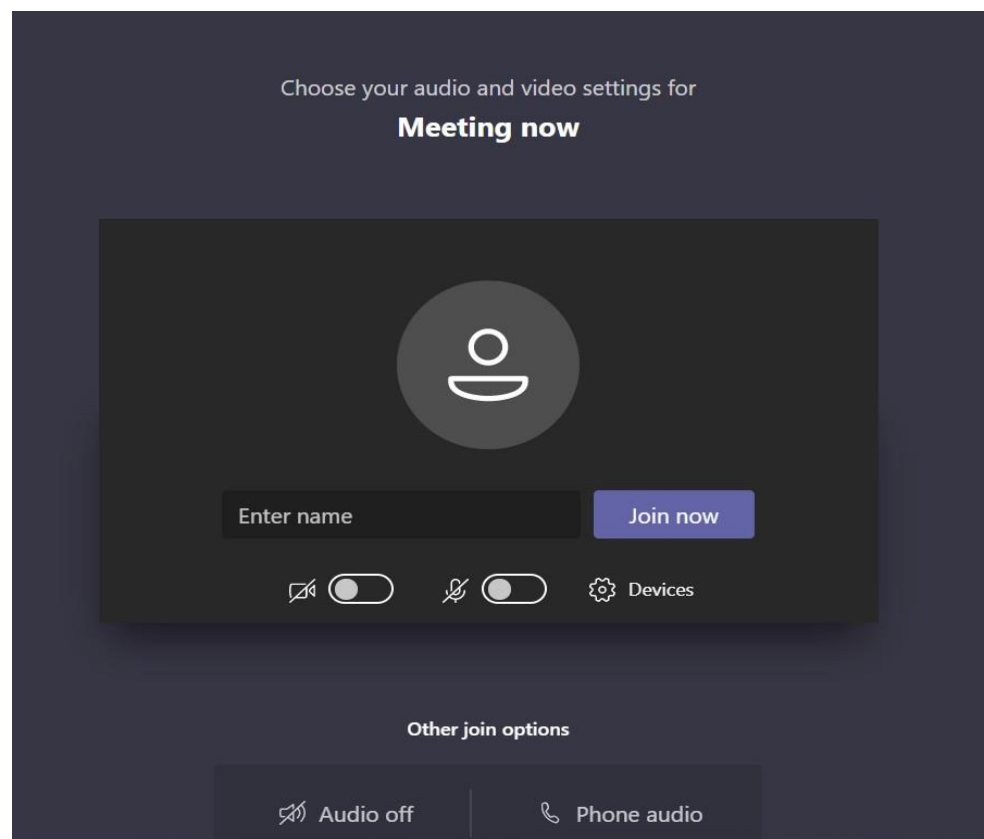
Join on the web instead

- This will redirect you to your web browser (please ensure this is chrome)



# Joining a Call from your desktop or laptop

On this page you can choose your audio and video settings before you enter the call



# Joining a Call from your desktop or laptop

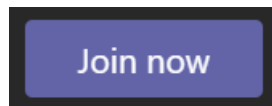
- Video is not required for the workshop, therefore choose the option to 'turn the camera off'



- Click on 'mute mic' until you need to speak during the meeting.



- Please enter your name and click 'join now'. You will join the meeting straight away or as soon as the host lets you in.



# Dialling into a meeting on your phone

# Dialling into a Microsoft Teams Call

Option 2: Dialling in (you will find the dial in details on your meeting invite:

Join Microsoft Teams Meeting<[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MjQ1ODY1YzltZmRmYS00MWY5LTgxZjV225b973f99-77df-4beb-b27d-aa0c70b8482c%22%2c%22Oid%22%3a%22e74fafa9-e012-4742-82c8-dd1bbb5243ea%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjQ1ODY1YzltZmRmYS00MWY5LTgxZjV225b973f99-77df-4beb-b27d-aa0c70b8482c%22%2c%22Oid%22%3a%22e74fafa9-e012-4742-82c8-dd1bbb5243ea%22%7d)>  
+44 20 3880 2764<<tel:+44%2020%203880%202764,,770638116#>> United Kingdom, London (Toll)  
Conference ID: 770 638 116#  
Local numbers<<https://dialin.teams.microsoft.com/7b0c2f2f-b07a-4922-b84a-ad5342a13ae9?id=770638116>> | Reset PIN<<https://m>  
Teams<<https://aka.ms/JoinTeamsMeeting>> | Meeting options<<https://teams.microsoft.com/meetingOptions/?organizerId=e74fafa9>

If you're unable to use the Teams app or Teams on the web, or you are experiencing audio issues you can join the meeting by calling the phone number

If there's a phone number and conference ID in the meeting invite, just dial the number first and enter the conference ID when prompted

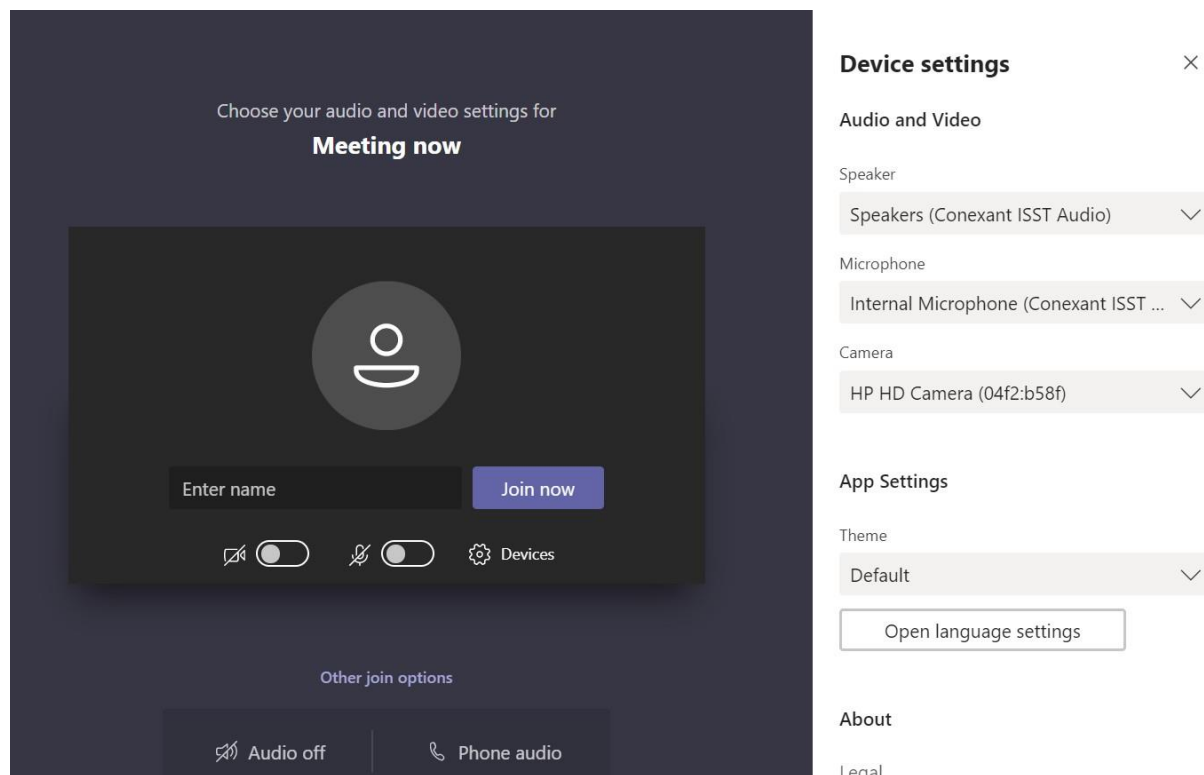
# FAQ's and Troubleshooting

# FAQ's - Audio issues

- Q: Why is my audio not working on MS Teams calls?
- A: If your audio is not working on web or desktop MS Teams try the following checklist:
  - If you are using MS Teams web are you using Chrome? If not please ensure you open the website in Chrome
  - Is your headset connected properly to your computer? Go to manage audio devices in your control panel to ensure it is being recognised.
  - Is your audio device being recognised by MS Teams? Please see the following slide on selecting your audio device
  - Have you tried requesting audio on your phone? Please see the following slide on requesting audio on your phone
  - Have you tried hanging up and dialling back in?

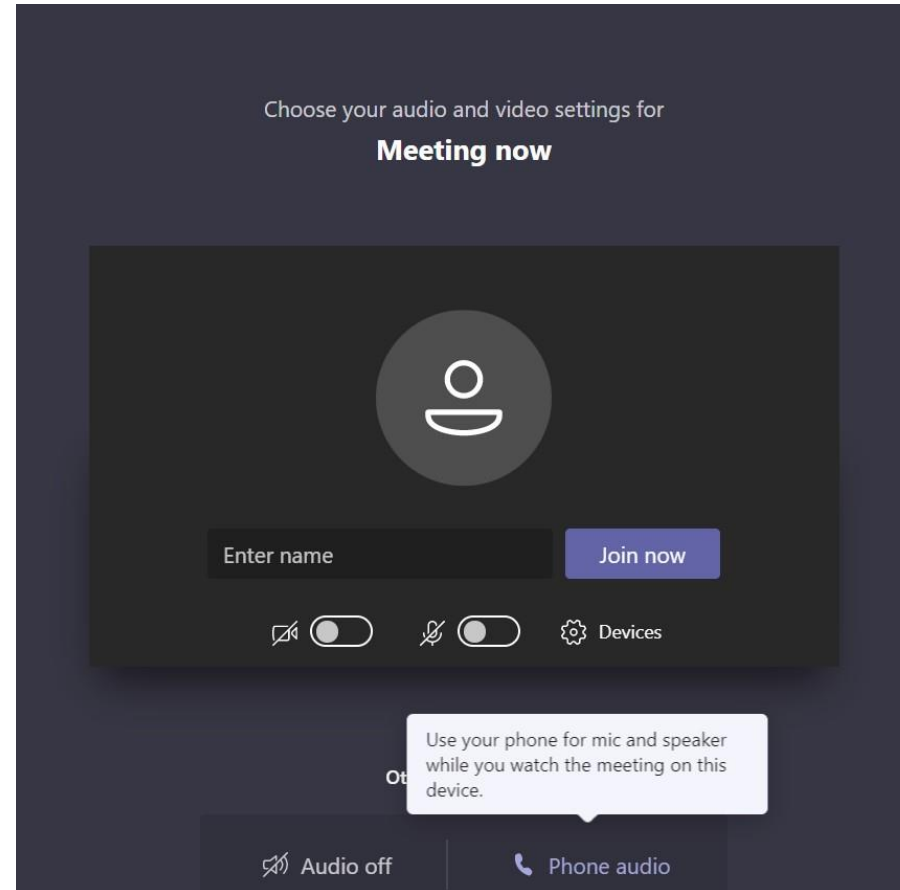
# FAQ Audio – Devices connected

- You can check what audio devices you have connected using the “cog” button – which will open up the **device settings menu**
- Please also ensure that **Audio off** is not selected



# FAQ Audio - Requesting audio on your phone

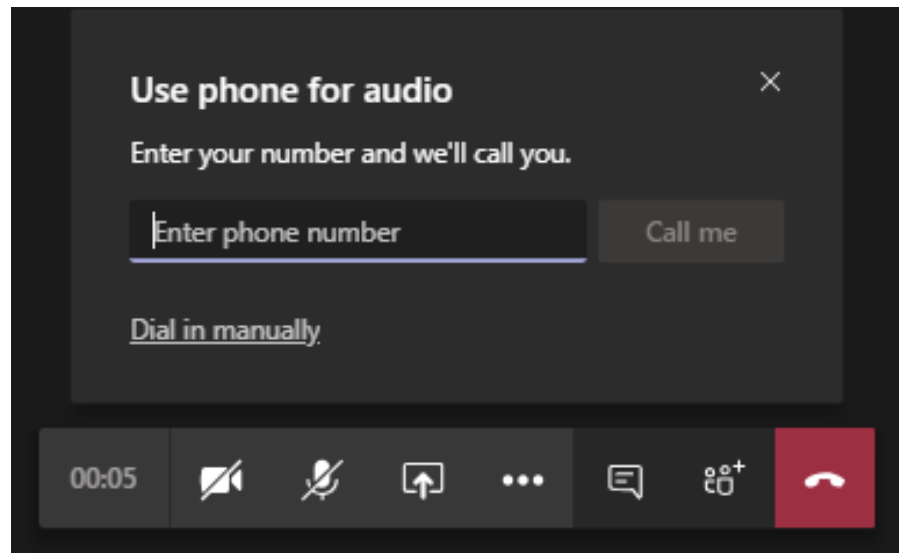
- An alternative to dialling in, you can select for MS teams to provide audio on your phone





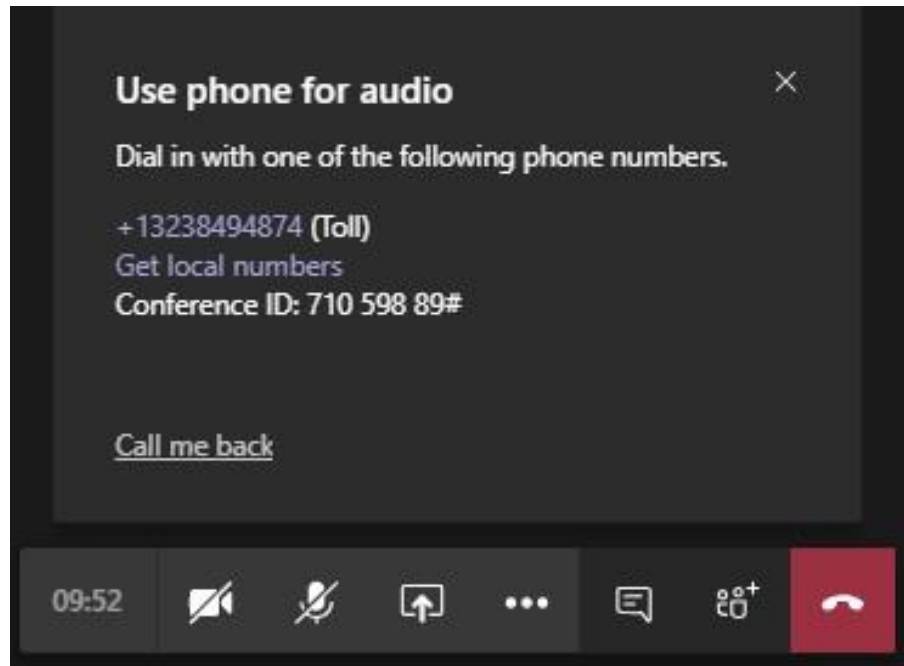
# FAQ Audio - Requesting audio on your phone

- The 'Call me' feature allows you to join the audio portion of a meeting by phone. This is handy in scenarios when the computer audio might not be working. You get the audio portion of the meeting through your mobile phone or land line and the content portion of the meeting through your computer or tablet.
- Click '**Phone audio**' (see previous slide). On the **Use phone for audio** screen, enter your phone number, and then click '**Call me**'. MS Teams will call you and automatically add you to the meeting.



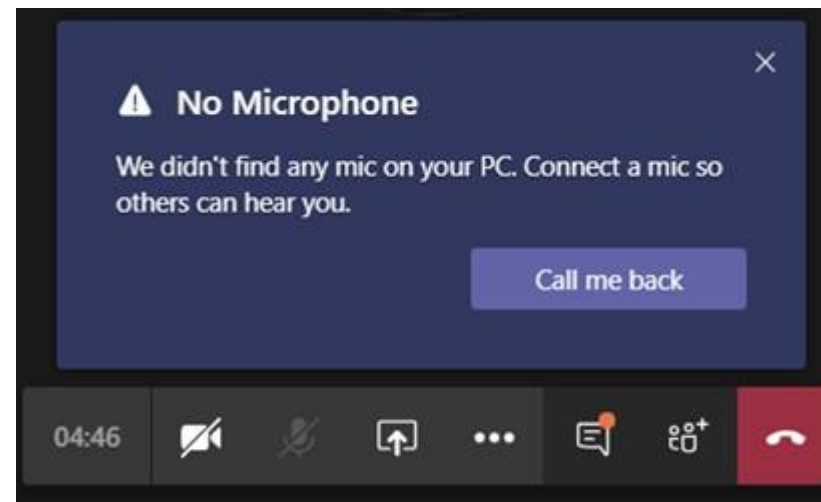
# FAQ Audio - Requesting audio on your phone

- **Dial in manually**
- Another way to join is to dial in directly to the meeting. On the **Use phone for audio** screen, click '**Dial in manually**' to get a list of phone numbers to use to dial in to the meeting.



# FAQ Audio - Requesting audio on your phone

- **Get a call back when something goes wrong**
- Teams detects when an audio or device issue occurs and redirects you to use your phone by displaying a **Call me back** option. Here's an example of the message and the **Call me back** option that's displayed when Teams doesn't detect a microphone.
- Click '**Call me back**', which brings up the **Use phone for audio** screen. From here, enter your phone number and have the Teams meeting call and join you to the meeting or alternatively, you can dial in manually to the meeting.

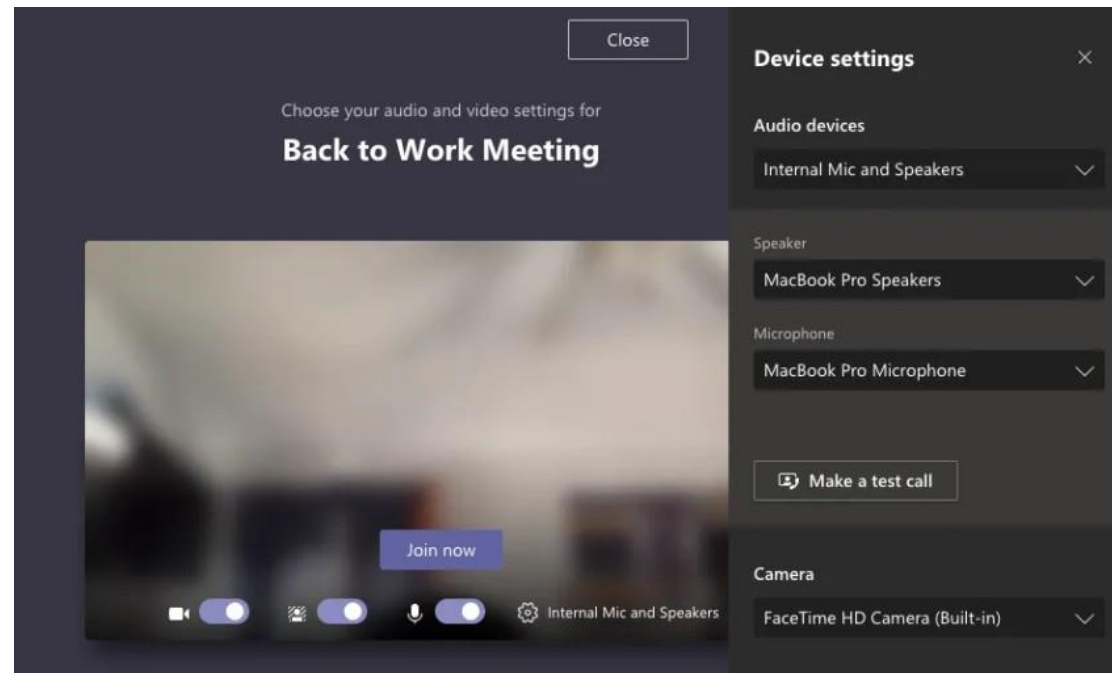


# FAQ's – Missing functionality

- Q: Why am I missing some of the MS teams functionality?
- A: Some browsers, such as Internet Explorer 11, Safari, and Firefox, support the Microsoft Teams web app but don't support some of the Teams calling and meeting features
- We recommend using **Chrome** for the best experience
- If you are unable to Chrome, the Teams web app lets users receive audio over a mobile device and lets them view presented content at a reduced display rate
- Please see earlier FAQ's on audio if you need to receive audio on your phone

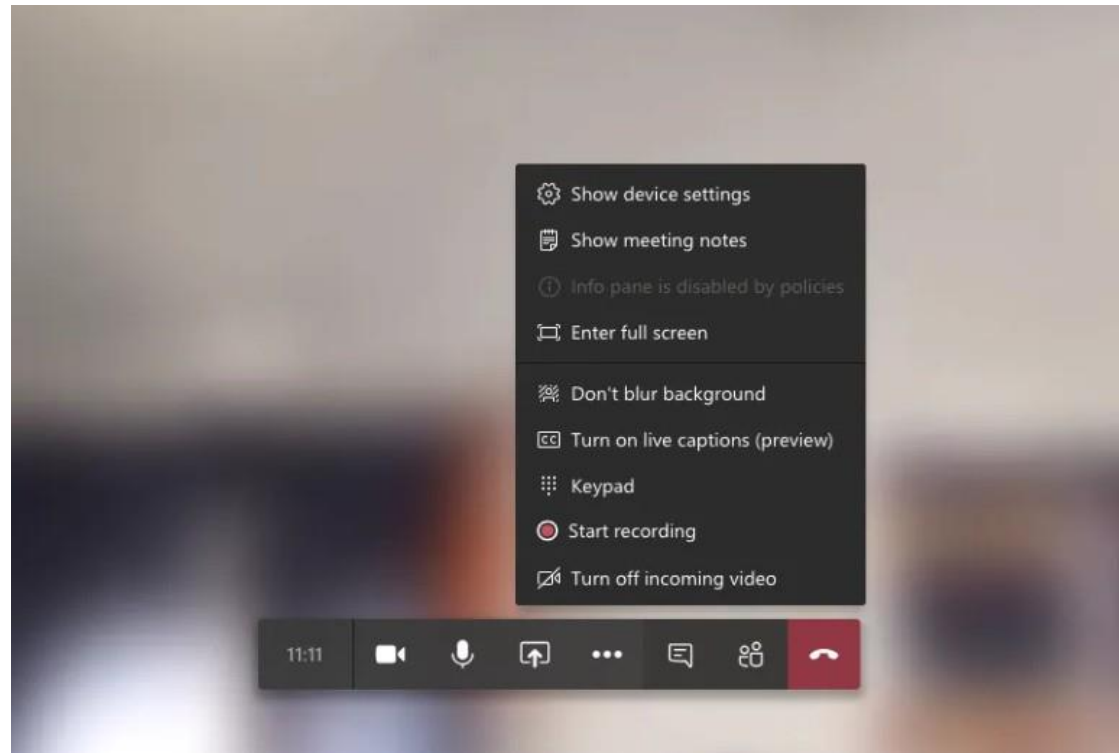
# FAQ's - Video

- Q: Why is my video not working?
- A: There are many reasons why the video may not be working. One possible reason is you video camera is not properly recognised by MS teams. You can fix this by opening up the device setting side bar by selecting the “cog” button and ensuring the correct camera device is selected



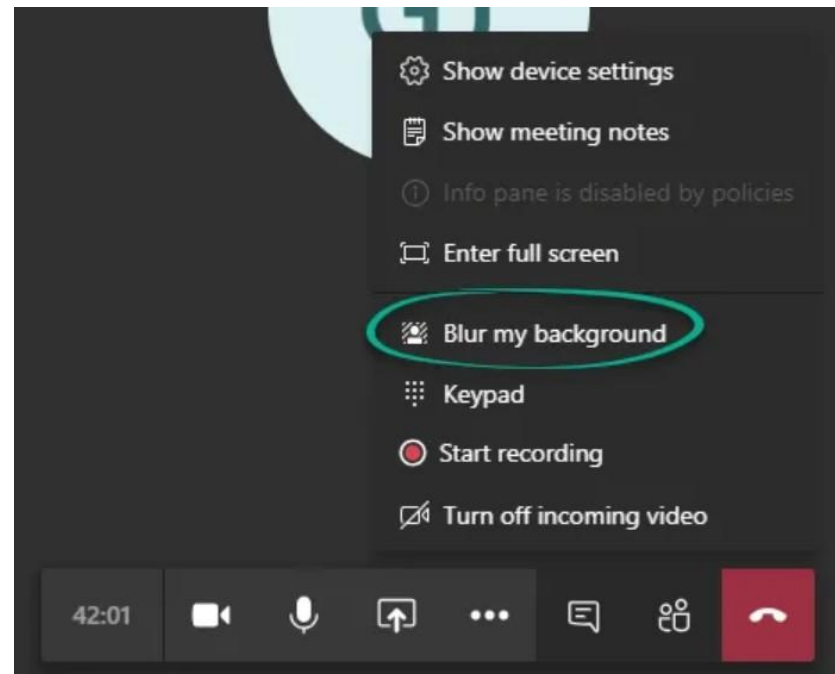
# FAQ's - Video

- Q: How do I access different functionality while using video?
- A: If you click on the ellipsis “...” on the call menu you can access a variety of options, to change audio/video device settings, show meeting notes, enter full screen mode, turn off/on blur functionality, add captions etc



# FAQ's – Video and blurring your background

- Q: How do I blur my background on video call?
- A: To avoid distractions and background interference the background blur feature cleverly blurs the surroundings behind you while leaving you clear and un-blurred. To activate Background Blur for yourself during meetings, click on the ellipsis “...” on the call menu and select “Blur my background”



# Thank You!