

The image features a dark blue background with a large, stylized light blue graphic of the Microsoft Teams logo. The logo is composed of several overlapping shapes: a large circle at the top right, a curved line below it, and a vertical bar at the bottom right. The text "Microsoft Teams" is written in white, bold, sans-serif font at the bottom left of the image.

Microsoft Teams



Before you begin...

Some things to consider BEFORE you start using Teams at home and in the office.

1. When you are working physically in 'The Square', at 'Kerr Street' or within the 'VDI' all traffic is routed through the server in 'The Square'.

If many people are using video conferencing at the same time on the VDI all data is being uploaded to the Microsoft servers then downloaded to the various clients through this one connection.

This consumes large amounts of bandwidth and may result in 'blocky' video. Use audio conferencing where possible, or where its a one-to-one call, your mobile phone!

2. If you are outwith The Square and Kerr Street, where possible use:
 - the web version in a browser (<https://teams.microsoft.com>)
 - the 'Teams' app installed on your PC
 - the 'Teams' app on your mobile phonerather than the client in the VDI.
3. If you are at home think about the usual speed/stability and quality of your connection.
4. Consider what else is happening on your connection at the same time. Are others in the house playing online games? Streaming a video service? All this can have a detrimental affect on your video-conference experience.
5. If you are connecting through the VDI ensure your microphone and speakers are CONNECTED AND WORKING BEFORE you log in to the VDI.
6. To prevent audio 'feedback' use headphones where possible.

NOTE FOR MOBILE PHONE APP USERS:

The first time you use the 'Teams' app on your work provided mobile phone, you will be asked to download and install the 'InTune Company Portal' this is safe to do.

1. Click 'Go To Store'.
2. Click 'Install'.
3. Allow the app to download and install before you restart 'Teams'.



Starting/Closing Teams

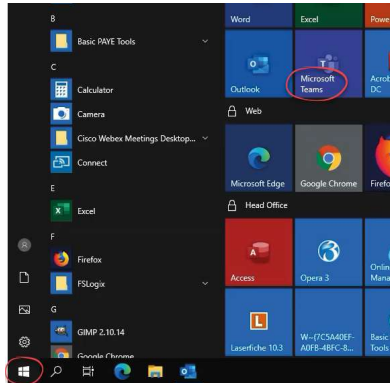
What is 'Teams'?

'Teams' is a piece of software which can be used to communicate (text chat, audio/video calls etc) with other users.

How do I start Teams?

The first time you log into the VDI, Teams will start automatically. If you have amended the settings to stop this happening use the start menu to locate the icon.

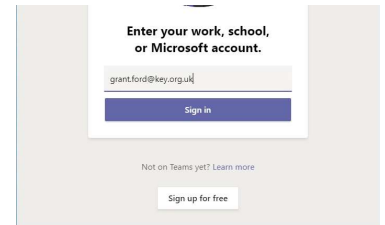
1. Click Start.
2. Click 'Microsoft Teams'.



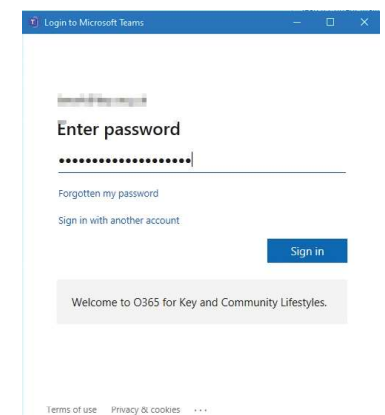
How do I sign into Teams?

When you run Teams you may be asked to login. Use your normal email/password combination.

1. Enter your email address.
2. Click 'Sign In'.



3. Enter your password.
4. Click 'Sign In'.



How do I close Teams?

Unless you have altered the setting, clicking the usual cross in the top right hand corner will not close Teams completely, only minimise it to the task bar.

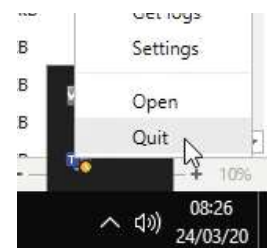
If you look in the system tray, near the time/date (bottom right of your screen) you will see the icon. You may have to click the 'up' arrow to see all icons.

To close Teams:

1. Right click on the Teams icon in the taskbar.



2. Click 'Quit'.





What is a 'Team'?

A 'team' is a group of users all working within an organisation working on the same project/with the same objectives.

How do I create a 'Team'?

At present, only IT Staff can create Teams.

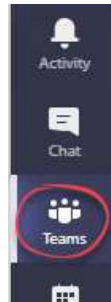
If you have been made an owner/admin of a Team you can add/remove users as necessary.

What is a 'Channel'?

A 'channel' is a group chat within a team.

How do I view my teams?

1. Click the 'Teams' tab.



How do I view my channels?

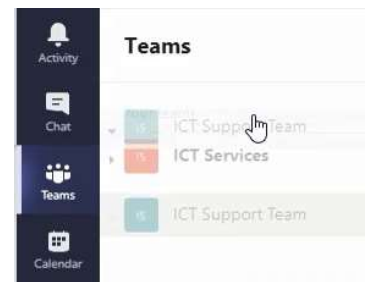
1. Click the 'Teams' tab.
2. Hover your cursor over one of the team names in your list.
 - If the arrow points to the right (see 'ICT Services' in the graphic) the channels are hidden. Click the team name to show the channels.
 - If the arrow points down the channels are shown ('General and 'ICT Support Staff' in the graphic).
3. Click on one of the channel names to view and participate in the chat within.



How do I rearrange my teams?

You may be part of more than one team and the ones you use most might be at the bottom of your list. Rearrange these into a more suitable order.

1. Click on the team you wish to move.
2. Holding down the mouse button, drag it to the required location.



In the example you can see the 'ICT Support Team' being dragged from its original location at the bottom of the list to its new location at the top.

How do I chat to my 'Team'?

Text chat with your team in the same way you would in a general chat. See the 'Chat' section for more details.

How do I send files to my 'Team'?

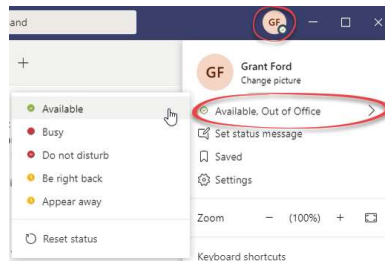
You can send files to your team in the same way as you would in a general chat. See the 'Chat - Files' section for more details.



How do I change my “status”?

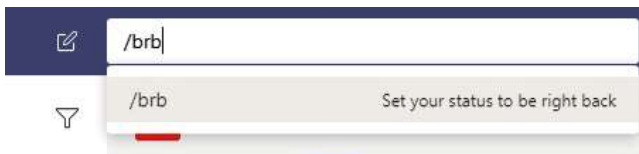
Method 1:

1. Click on your initials/photo in the main bar.
2. Click on the current status.
3. Choose the appropriate option from the list provided.



Method 2:

1. In the bar at the top of the screen type:
 - /brb (Be right back)
 - /away
 - /available
 - /dnd (Do not disturb)
 - /busy

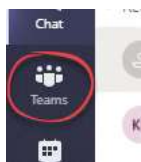


2. Press <Enter> or <Return>.

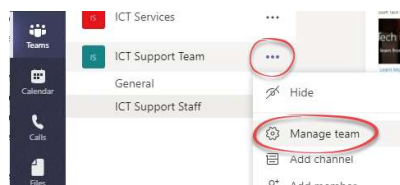
How do I check the status of a user?

Method 1: Status of ‘Team’ members

1. Click ‘Teams’.

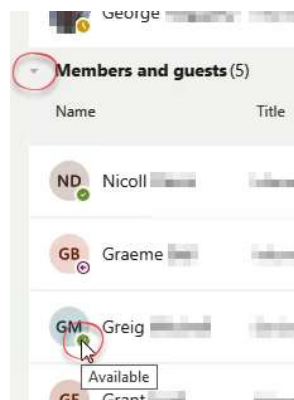


2. Click to display the menu (3 dots in the right hand side of the ‘Team’ name).



3. Click ‘Manage Team’.

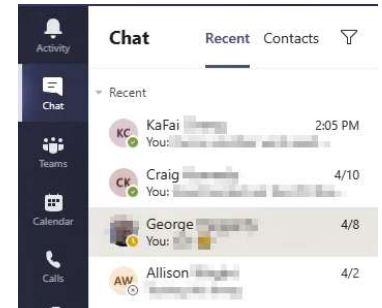
4. You may have to expand the group if members are not showing. Do this by clicking the arrow next to the ‘Owner’ or ‘Members’.



5. Hover over the profile name to view the status or click the status icon to view the details.

Method 2: If you have chatted to the person before

1. Click ‘Chat’.
The status of the person will be shown next to their profile icon in the list.



Method 3: When creating messages

1. Click the ‘Create Message’ button.
2. Type the name of the person you wish to check.
3. Hover your cursor over the name of the person to check their status.

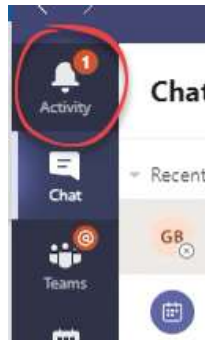




What is the 'Activity Feed'?

The 'Activity Feed' is a list of everything that has been happening in Teams.

It will show activity in your Team, chat, calls, voicemails etc. The number of unread messages etc (if any) will be indicated by the number on the Activity tab button.



How do I view the 'Activity Feed'?

1. Click the 'Activity' button to show all activity.



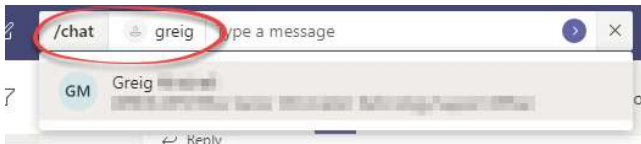
2. Click one of the items to view the details.



How do I start a chat?

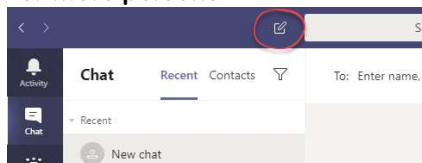
Method 1: Chat to 1 person

1. In the bar at the top type /chat
2. Type the name of the person you wish to chat with and select the name from the list when displayed.
3. Type your message.

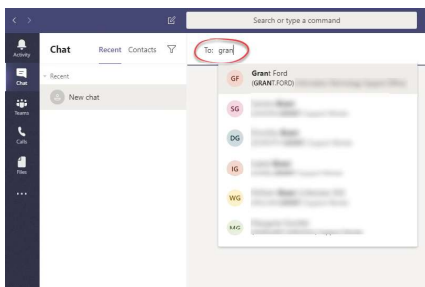


Method 2: Chat to 1 or more persons

1. Click the 'New Chat' button.



2. In the 'To' field enter the email address of the name (if Lifestyles/Key).



3. Type your message in the box at the bottom.

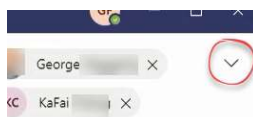


4. Press <Enter> or click the 'Send' icon.

Can I name a chat group?

When using method (2) above to create a chat group, it is possible to give this group a "friendly name".

1. Add all members to the group.
2. Click the down pointing arrow.



3. Type a name for the group.

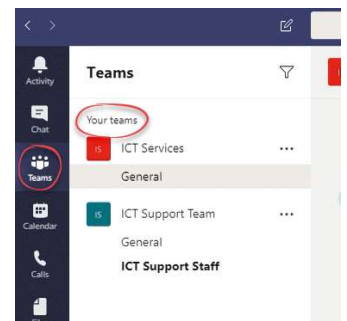


4. Type and send you message as normal.

How do I chat to members of my 'Team'?

If you are part of a 'Team' you may wish to chat to everyone in that group rather than individuals.

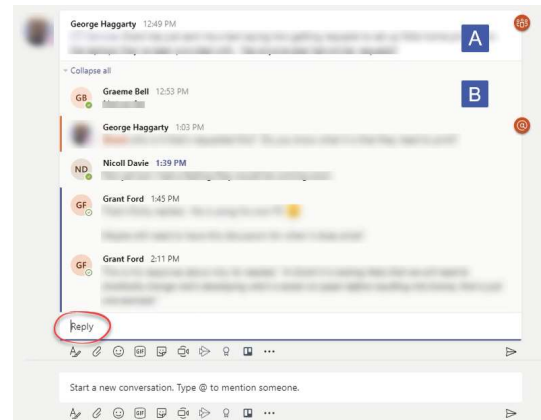
1. Click the 'Teams' button.
2. Click on the 'Team' you want to chat with.
3. Type in the bar at the bottom to start a new chat or click the 'Reply' button under a current chat to take part.



How do I reply to a chat?

1. Click the 'Reply' button at the bottom of the message you want to reply to.
2. Type the reply in the box that is displayed.

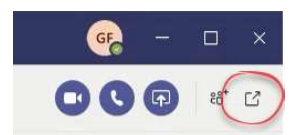
The graphic below shows the original message (A) with 5 replies below (B). Typing your message in the bar at the bottom starts a new chat.



How do I display the chat in a pop-out window?

If you are working on other applications but want to keep the chat window open, it is possible to display this in a pop-out window.

1. In the chat click the 'Pop-Out' icon.



The chat will then be displayed in its own window.



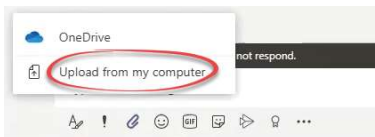


How do I send files via chat?

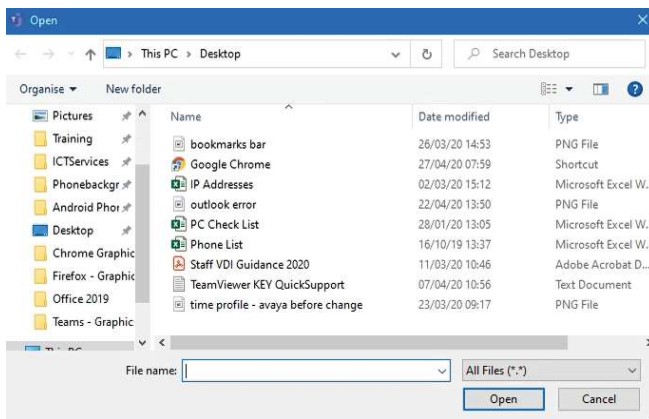
1. Click the 'Chat' tab.
2. If you have already chatted to the person/group click on the appropriate chat in the list or create a new one.
3. Click 'Files'.



4. Click 'Upload from My Computer'.



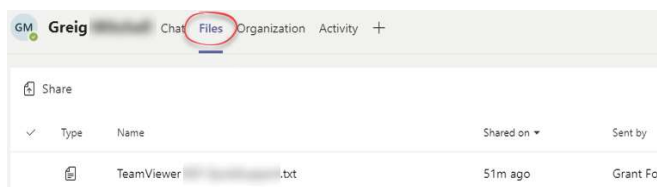
5. Select the file(s) to be shared.



6. Click 'Open'.
The selected file(s) will be uploaded and made available to the users of the chat.

How do I view files I've been sent?

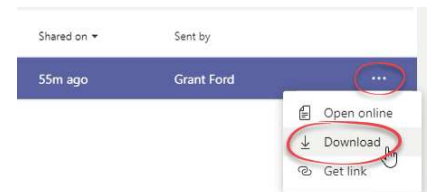
1. Click the 'Chat' tab.
2. Click the appropriate chat group/user.
3. Click 'Files'.
All files will be listed here.



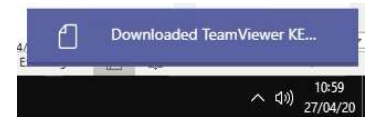
4. Click on a file. If 'Teams' is able to open the file, the contents will be displayed.

How do I download files I've been sent?

1. Click the 'Chat' tab.
2. Click the appropriate chat group/user.
3. Click 'Files'.
4. Click the 'Menu' button at the right hand side of the filename (the three dots).
5. Click 'Download'.



The file will then save to your 'Downloads' folder. A notification will appear in the bottom right hand corner of your screen when complete.





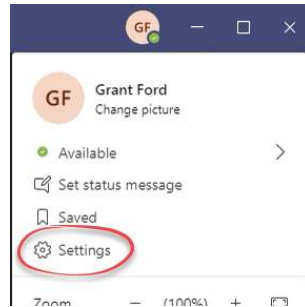
Calling - Check your equipment

How can I check my equipment is working?

You can complete a test call in Teams and check your camera, microphone, speakers are working and that your network connection is active before you begin a meeting.

Method 1:

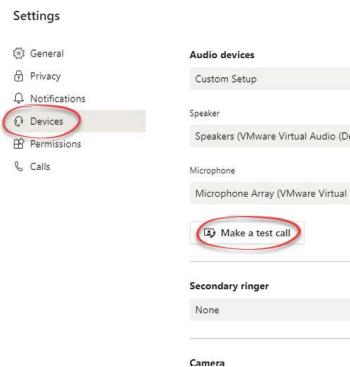
1. Click your profile picture/ initials (top right hand corner).
2. Click 'Settings'.



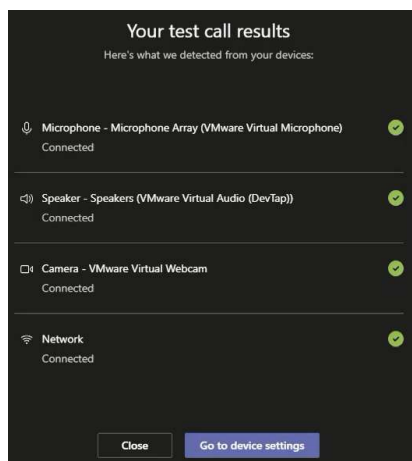
3. Click 'Devices'.
4. Click 'Make a Test Call'.

If your video camera is active, you should be able to see yourself, otherwise only a black screen will be displayed.

5. Speak for a few seconds when prompted, this will be recorded and played back.



The results of the test will then be displayed.



Method 2:

1. Type /testcall in the bar at the top and press <Enter>



- If your video camera is active, you should be able to see yourself, otherwise only a black screen will be displayed.
2. Speak for a few seconds when prompted. This will be recorded and played back. The results of the test will then be displayed.



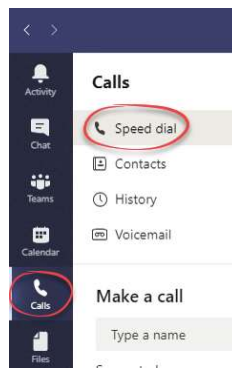
Calling - Speed Dial

What are speed dials?

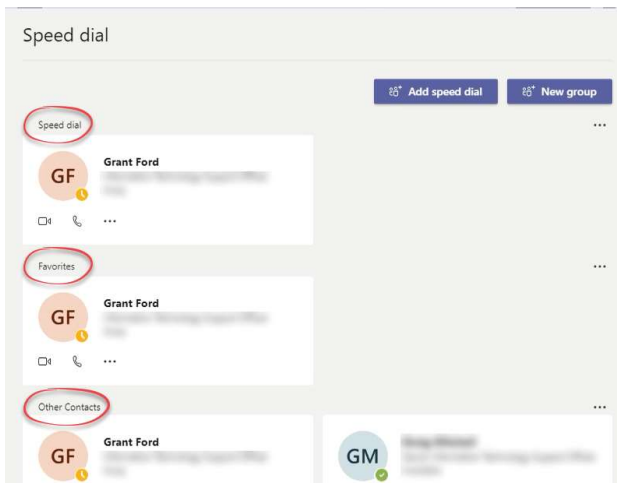
Just like your mobile phone speed dials can be created for users you are in contact with frequently.

How do I view my speed dials?

1. Click the 'Calls' tab.
2. Click the 'Speed dials' option.



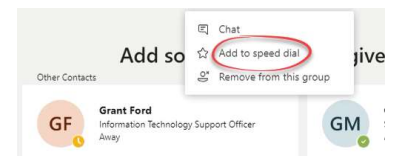
The 'Speed dial' window will be shown. This will display current speed dials, contacts you have marked as favourites and some suggested contacts.



How do I add speed dials?

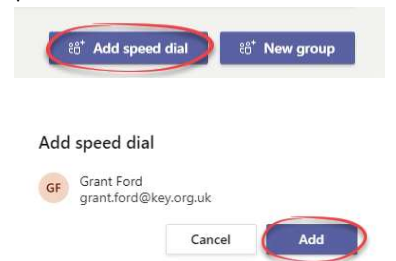
Method 1: If the user is in your contacts.

1. Click the 'Calls' tab.
2. Click the 'Speed dials' option.
3. Right click on the user.
4. Click 'Add to Speed Dial'.



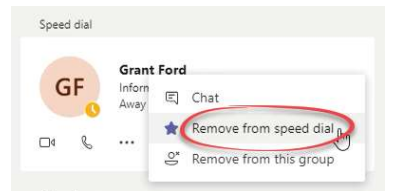
Method 2: Search for the user.

1. Click the 'Calls' tab.
2. Click the 'Speed dials' option.
3. Click the 'Add Speed Dial' button.
4. Search for and select appropriate user.
5. Click 'Add'.



How do I remove a speed dial?

1. Right click on the speed dial entry
2. Click 'Remove from speed dial'.

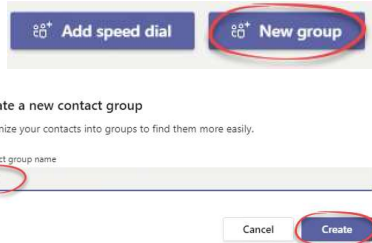




Calling - Speed Dial Groups

Can I create groups for speed dials?

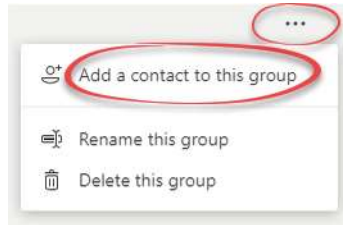
1. Click the 'Calls' tab.
2. Click the 'Speed dials' option.
3. Click the 'New Group' button.



4. Type a name for the group.
5. Click 'Create'.

How do I add users to the group?

1. Click the 'Calls' tab.
2. Click the 'Speed dials' option.
3. Click the menu option at the side of the group name (the 3 dots).
4. Click 'Add a contact to this group'.



5. Begin typing the name of the user.
6. Select it from the drop down list.
7. Click 'Add'.



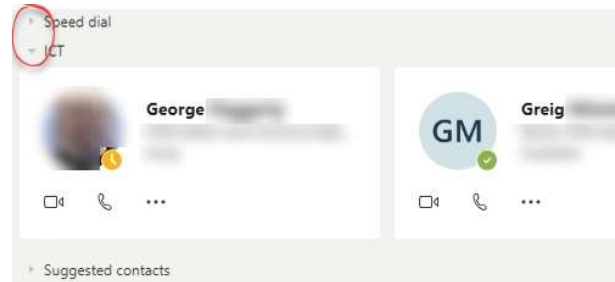
Why are the group members hidden?

You can collapse and expand the view of your speed dial groups.

If your speed dial group members are not shown use the arrow at the side of the group to 'unhide' the members.



- If the arrow is pointing to the right, the speed dial group has been 'collapsed'. Click the arrow to show the members.
- If the arrow is pointing down, the speed dial group members are shown. Click the arrow to hide the members.





Calling - Quick 1:1 Calls

How do I start a video/audio call?

Method 1:

If you are having a one-to-one call the quickest way of initiating this call is to use the bar at the top of the screen.

1. In the bar type /call <persons name>
2. As you type a list of matches will be displayed. Click on the relevant user to initiate the call.



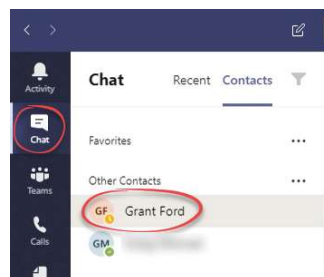
3. Use the camera and mic buttons to switch them on/off.



Method 2: Chat tab

If you have 'messed/chatted' with the person previously.

1. Click the 'Chat' tab.
2. In 'Chat' click on the person you wish to chat with.

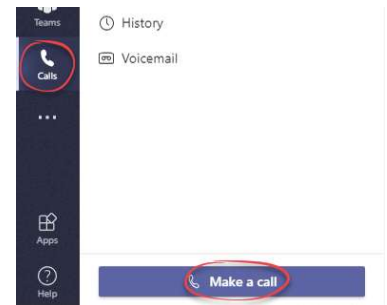


3. In the top right hand corner click the 'audio chat' or 'video chat' button.

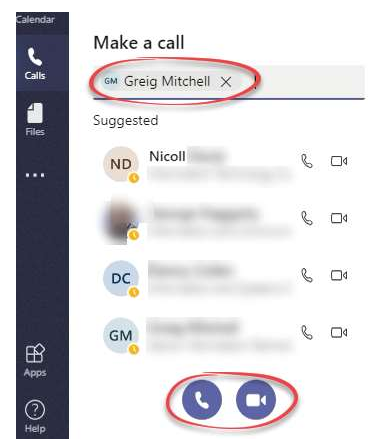


Method 3: 'Call' tab

1. Click the 'Call' tab.
2. Click the 'Make a call' button.



3. If the person you wish to call is one of the 'Suggested' contacts, click the audio or video button next to their name, depending on the type of call you wish to make.

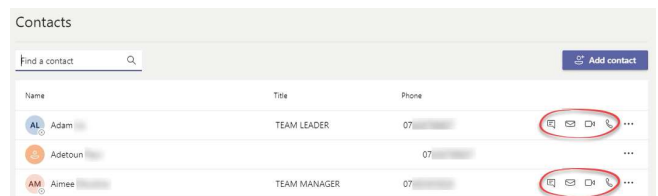


4. Otherwise, search and locate the user.
5. Click on the icons at the bottom of the list to make an audio/video call.

Method 4: 'Contacts'

Your contacts in Teams should synchronise with your Outlook contacts. Only Key/Lifestyle/TAG contacts with email addresses will show in Teams as allowing video/audio calls.

1. Click 'Calls'.
2. Click 'Contacts'.
3. Locate the contact in the list.
4. Click either the audio or video chat button to begin the call.





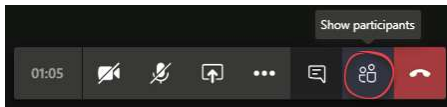
Calling - Adding users to call

How do I add other users to a current call?

Method 1: Adding employees of Key/Lifestyles/TAG

With a meeting in progress:

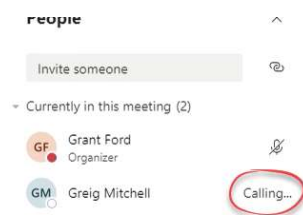
1. Click the 'Show Participants' button to display the 'People' sidebar.



2. In the 'Invite Someone' box type the name of the person you wish to invite.
3. Click on the correct name from the list of matches that is displayed as you type.



Teams will then call the person specified in the previous step. Add others to the call in the same manner.

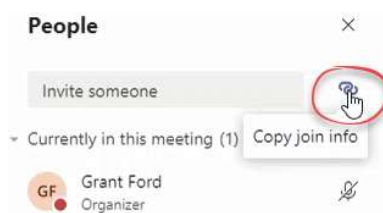


Method 2: Non-employees

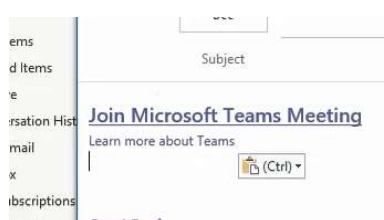
To invite people that are not employed by Key/Lifestyles/TAG you will need to send them an invite via email.

With a meeting in progress:

1. Click the 'Show Participants' button to display the 'People' sidebar.
2. Click the 'Copy Meeting Link' button.



3. In Outlook, create a new email, pasting the link in the body of the email and send as normal.





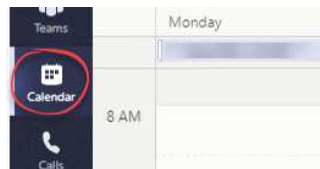
Meetings - Creating

How do I create an online meeting?

Method 1:

This method is only available if your mailbox has been migrated to the Microsoft servers. If you do not see the 'Calendar' tab, use Outlook to create your meeting.

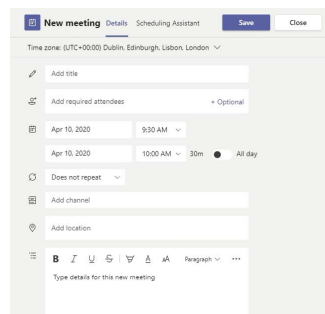
1. Click the 'Calendar' tab.



2. Click the 'New Meeting' button or click in a one hour slot (you can change the time in the meeting window).

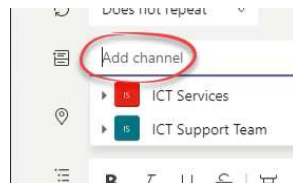


3. Complete the details of the meeting as necessary.



- Invite INTERNAL attendees by typing their name and selecting it from the list.
- Invite EXTERNAL attendees by entering their email address.

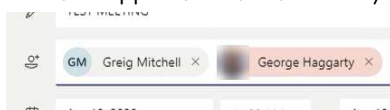
- Use the 'Add Channel Button' to invite a full 'team'.



4. Use the 'Scheduling Assistant' to check if the attendees are free at the required time.



- You should note that only Key/Lifestyles calendars will be available for checking.
- If you create a meeting and add a 'Team' the calendars will not show.
- If an individual has another appointment in their diary at the time of the meeting, their name will show in red.



5. Click 'Save'.

If the attendees are using a compatible email client (eg Outlook) they will be emailed and an appointment will be put in their diaries. The email will contain a link to the meeting which can be used to join the meeting as a guest.

Method 2:

If you have chatted to the person/people you wish can create a meeting from this chat. This will auto-populate the 'Attendees' section of the meeting (more users can be added).

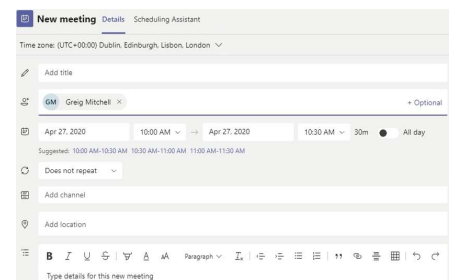
1. In the list of previous 'chats' click on the one containing the user(s) you want to invite to the meeting.



2. In the bar along the bottom of the window, click the 'Schedule a Meeting' button.

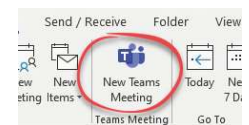


3. Complete the details of the meeting in the 'New Meeting' box as required.
4. Click the 'Send' button.

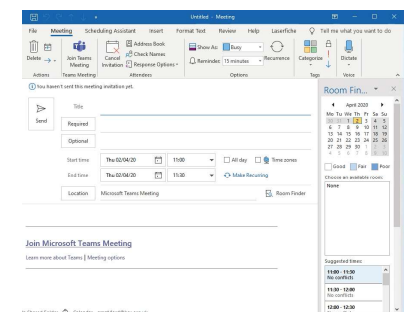


How do I create a 'Teams' meeting using Outlook?

1. Open your calendar in 'Outlook'.
2. Click the 'New Teams Meeting' button.



3. Complete the meeting request and send as normal. For more information see the 'Outlook - Calendar' help guide.



The 'Notes' section includes a link to the 'Teams' meeting. Do not change or delete, this section. The attendees will need this to join the meeting.

[Join Microsoft Teams Meeting](#)
Learn more about Teams | Meeting options

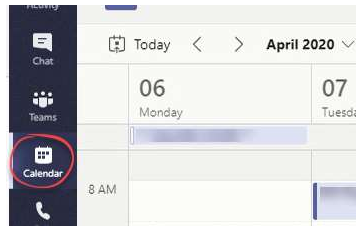


Meetings - 'Meet Now'

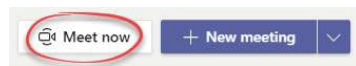
How do I create a meeting to start immediately?

You can use the 'Meet Now' function to create a meeting starting immediately, then invite attendees who can join if available. This option is only available if your mailbox has been migrated to the Microsoft servers.

1. Click the 'Calendar' tab.



2. Click 'Meet Now' to display the 'Meeting' window.



3. Type a title for your meeting.
4. Use the dials at the bottom to switch on/off your camera/microphone.
5. Click 'Join Now'.

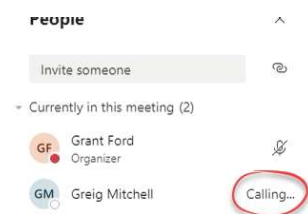


Once in the meeting you can then 'invite' others.

6. In the 'Invite Someone' box type the name of the person you wish to invite.
7. Click on the correct name from the list of matches that is displayed as you type.



Teams will then call the person specified in the previous step. Add others to the call in the same manner.



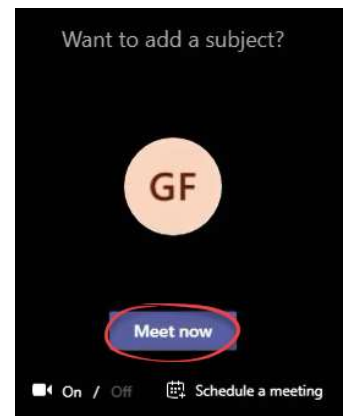
How do I create a meeting with my team to start immediately?

If you wish to start an immediate meeting with members of your Team.

1. Click 'Teams'.
2. Click on the appropriate Team (if you are a member of more than one).
3. Click the 'Meet Now' button in the toolbar at the bottom of the screen.

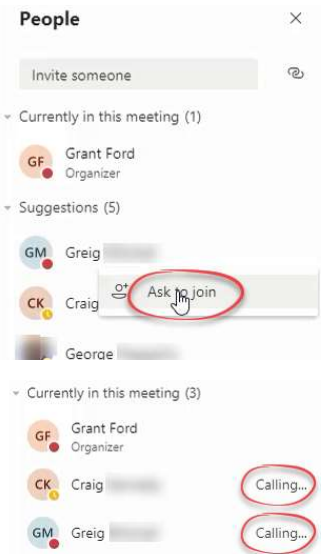


4. Click to add/change the subject.
5. Click the 'Meet Now' button.



The 'People' window will display at the right hand side of the screen with all members of the 'Team' listed.

6. Right click on the team members you wish to invite.
7. Click 'Ask to Join'.



They will then be notified of the meeting and can click to join.



Meetings - Joining

How do I join a meeting?

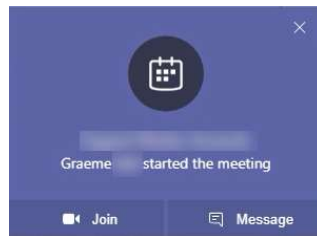
If Teams is running and someone calls you a pop-up will display in the bottom right hand corner of the screen.

1. Click the appropriate button to either accept or reject the request.



If you have a meeting scheduled you will be notified when the first person joins that meeting.

1. Click the button to join the meeting or click 'Message' to send a message to the meeting group, perhaps to say you will be late in joining.



How do I join a meeting using Outlook?

1. Locate and open the appointment in your Outlook calendar or open the email with the meeting details.
2. Click the 'Join Microsoft Teams Meeting' link.

Accepted on 02/04/20 14:36.

Test Teams Meeting

Organizer	[Redacted]
Time	02 April 2020 14:45-15:15
Location	Microsoft Teams Meeting
Response	✓ Accepted Change Response

[Join Microsoft Teams Meeting](#)

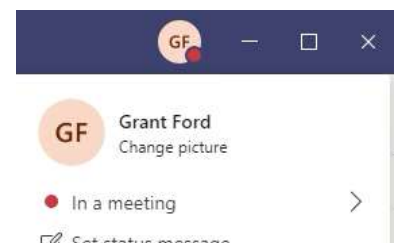
[Learn more about Teams](#) | [Meeting options](#)

The Meeting window will be displayed.



3. Use the mic and camera toggle buttons to switch your camera and mic on and off.
4. Click the 'Join' now button to complete the process.

During a meeting your 'online status' will automatically change to show you are 'in a meeting'.

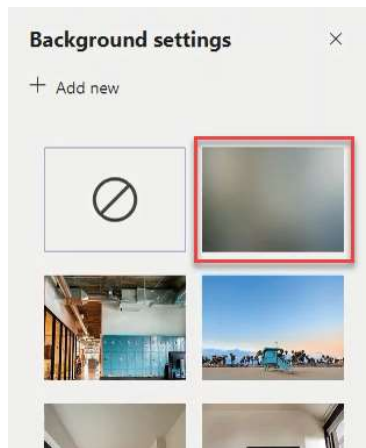
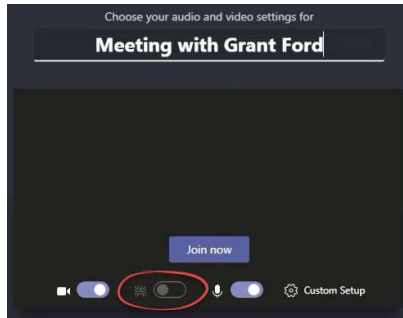




Meetings - Background

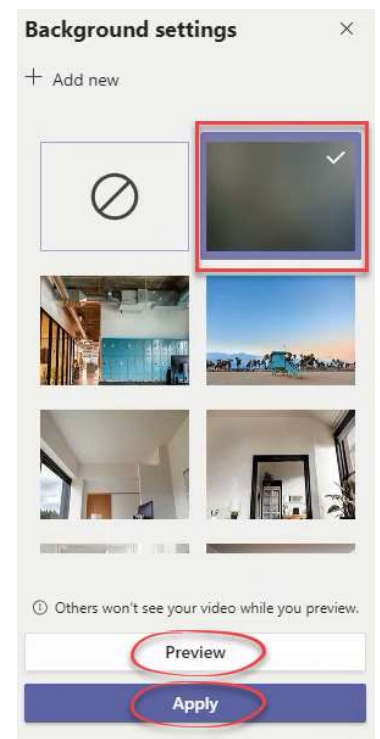
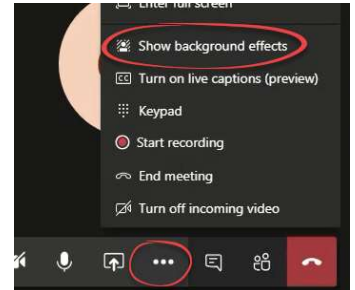
How do I blur my background before a meeting?

1. Before clicking the 'Join now' button, click the background slider to display the 'Background Settings' window.
2. Click the 'Blur' option (top right).
3. Close the background settings by clicking the 'cross' in the top right hand corner.
4. Join the meeting as normal.



How do I blur my video background during a meeting?

1. With a meeting in progress. Click the 'More Options' button in the toolbar.
2. Click 'Show background effects' to display the 'Background Settings' window.
3. Click the 'blur' option. (Top right).
4. Preview how this will look by clicking the 'Preview' button (others won't see this).
5. Click 'Apply' to use this background option.



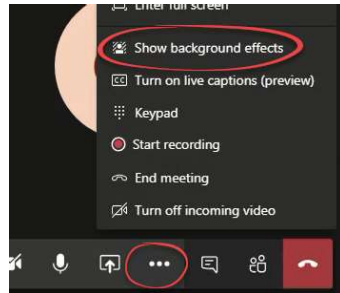


Meetings - Background

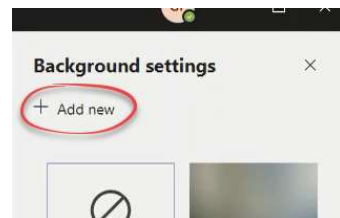
How do I use one of the corporate backgrounds?

Corporate backgrounds exist on the server for staff to use when video calling outside agencies.

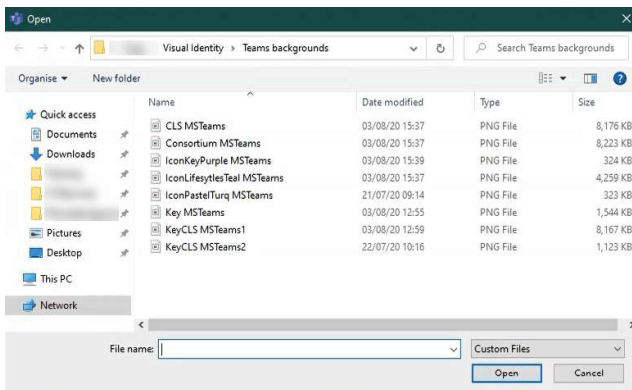
1. With a meeting in progress. Click the 'More Options' button in the toolbar.
2. Click 'Show background effects' to display the 'Background Settings' window.



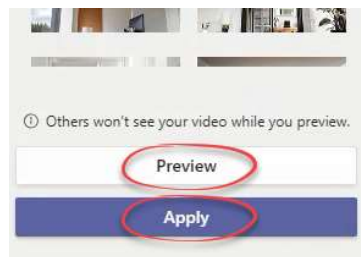
3. Click '+Add new'.



4. Locate and click on the background you wish to use. (For security reasons we can't publish the full file path here. Search for the 'Visual Identity' folder).



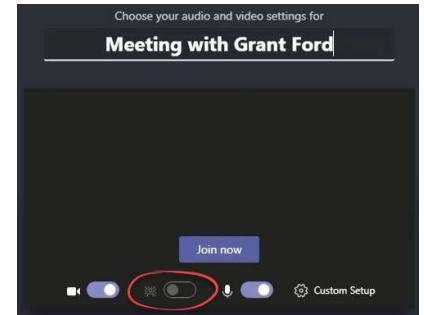
5. Preview how this will look by clicking the 'Preview' button (others won't see this). Don't worry if they background appears to have 'flipped' in your preview. It will display the correct way round to others when used.



6. Click 'Apply' to use this background option.

To set one of the backgrounds before you join the meeting:

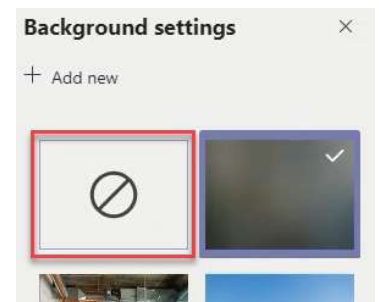
1. Before clicking the 'Join now' button, click the background slider to display the 'Background Settings' window.
2. Follow the instructions (Steps 3-6) opposite to locate and set your background.



How do I reset my background?

To set your background back to the standard setting:

1. Click the 'More Options' button in the toolbar.
2. Click 'Show background effects' to display the 'Background settings' window.
3. Click the 'No Background' option. (Top left).
4. Click 'Apply' to use this background option.





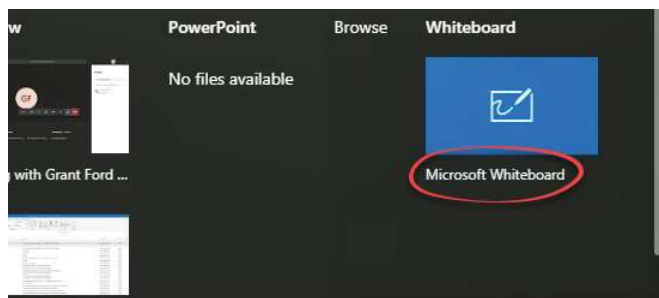
Meetings - Whiteboard

How do I create a whiteboard session?

1. Start a meeting.
2. Click the 'Share Screen' button.



3. Click 'Whiteboard'.



4. Click 'Use Whiteboard in Teams instead'.



Wait while the whiteboard session is created.

How do I use the whiteboard?

1. Click one of the pens at the right hand side of the whiteboard.
2. Drag your cursor over the 'page' to draw/write.

Use the 'eraser' to remove lines.



How do I save my whiteboard?

When you export your whiteboard session you do not get any options. It automatically saves a file called 'whiteboard' in your 'Downloads' folder. It is saved as a .SVG file. You will, more than likely, want to convert this file to another, more user friendly, format before trying to use it.

1. Click the 'Settings' button.
2. Click 'Export Image'.



How do I view my saved whiteboard image?

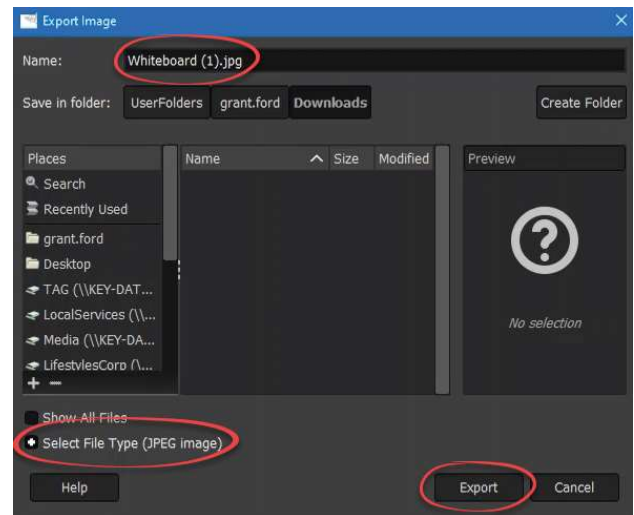
1. Navigate to your 'Downloads' folder.
2. Double click on the whiteboard image file.

Your file may open in one of many software applications. It may be too large to be displayed in the window and depending on the application you may not be able to zoom in and out. If this is the case, use the scroll bars to move around the image.

How do I convert my image?

To convert the file to a more common file format such as JPEG:

1. Navigate to your 'Downloads' folder.
2. Right click on the file and choose 'Open With'.
3. Choose 'Gimp'.
4. Click File, Export As



5. Change the filename (if required).
6. Use the 'Select File Type' drop down menu to select JPEG image.
7. Click 'Export'.


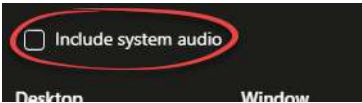


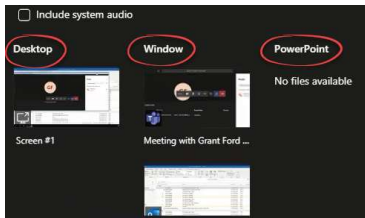
Meetings - Sharing Content

What is 'Screen Sharing'?

This is the process of allowing others to view the contents of either a window or your full desktop during a 'Teams' meeting. You can also allow them to 'control' your cursor. You cannot take control of someone's screen without them granting you access.

How do I start sharing my screen?

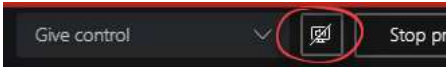
1. During a meeting click the 'Share' button. 
2. Are you likely to have sound in the window you are sharing? Are you sharing a video or an audio clip? If so, click the 'Include system audio' box. 
3. Choose what you want to share:
 - **DESKTOP:** Everything on your screen will be shared with the participants of the meeting. Be cautious when using this method. Depending on who is involved in the meeting, it may be best to close all other applications when 'presenting' in this manner.
 - **WINDOW:** Only the selected window will be shared. Participants will not see anything happening outside this window.
 - **POWERPOINT:** If you have a PowerPoint presentation open, you will be offered the chance to share only this one presentation.



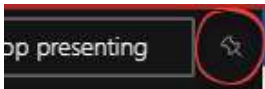
The shared window will be displayed on your screen with a red outline.

Can I share audio after sharing my screen?

If you forget to tick the 'Include system audio' box before beginning the screen sharing session:

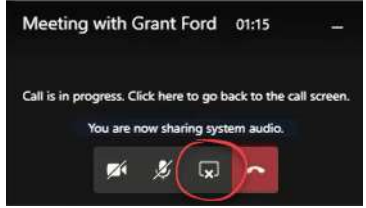
1. Take your cursor to the top of your screen to display the 'screen sharing' toolbar.
2. Click the 'Include system audio' button to switch it on/off. 

How do I show/hide the sharing screen toolbar?


1. Take your cursor to the top of your screen to display the 'screen sharing' toolbar.
2. Click the 'pin' at the right hand side. 

How do I stop sharing my screen?

Method 1:

1. A small box will be visible in the bottom right hand corner of your screen. Click the 'Stop Sharing' button. 

Method 2:

1. Take your cursor to the top of the screen to display the 'screen sharing' toolbar.
2. Click the 'Stop Presenting' button. 

How do I zoom in/out on the shared screen?

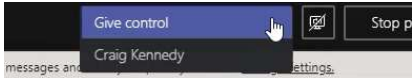
If you are viewing someone else's screen and need to zoom in to read a particular area of the screen better.

- Press <Control> + <+> to zoom in.
- Press <Control> + <-> to zoom out.
- Press <Control> and use the wheel in the middle of the mouse to zoom in and out.

How do I give control of my screen?

You can allow others in the meeting to take control of your screen.


Position your cursor at the top of the screen to display the 'Screen sharing' toolbar.

1. Click the 'Give control' button. 
2. Choose the user that you want to have control of your screen from the list.

The user with control will be listed at the left hand side of the 'Screen sharing' toolbar.

Craig Kennedy has control

How do I take back control?

1. Position your cursor at the top of the screen. The 'Screen sharing' toolbar will be displayed.
2. Click the 'Cancel Control' button. 



Meetings - Sharing Content

How do I share a presentation?

There are various ways to share your presentation and the best way may vary depending on the contents of the file.

If your presentation contains links to external content (for example a YouTube video) you may need to share your full desktop to ensure the video clip is included when required.

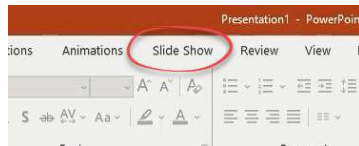
How do I run a presentation in its own window?

When you run a PowerPoint presentation full screen you are unable to see any other windows as the presentation fills the entire screen.

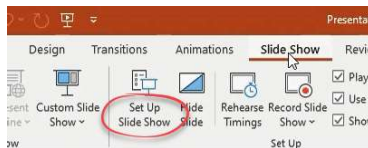
It is possible to run the presentation in its own window allowing you access to other applications while sharing.

IN POWERPOINT:

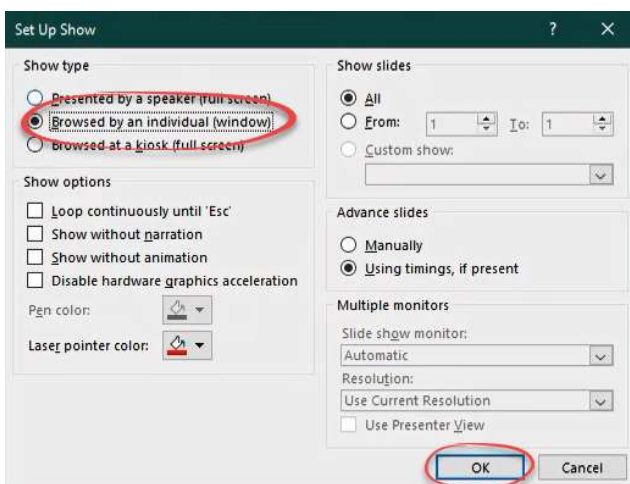
1. Open the presentation file.
2. Click to display the 'Slide Show' ribbon.



3. Click 'Setup Slide Show'.



4. Click 'Browsed by an individual (window)'.
5. Click 'OK'.



Run the presentation as normal resizing the window to a suitable size (it will still share full size).

IN TEAMS:

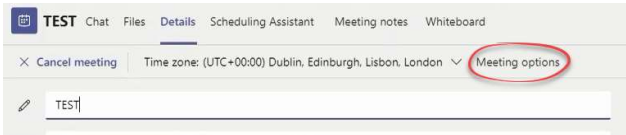
1. Share this window as you would normally.



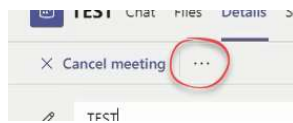
Meetings - Preventing Sharing

How do I stop others sharing their screens?

1. Create the Teams meeting.
2. Save the meeting then reopen it.
3. Click 'Meeting Options' near the top of the meeting window.



If the Teams window is not wide enough, 3 dots will be displayed. Click these to show 'Meetings Options'.



4. Your default web browser will open and you will be asked to sign in. Enter your username and password as normal.



5. Choose who you want to be able to share their screen:

- 'Everyone': Anyone in the meeting can present.
- 'People in my organisation': Anyone with a Key, Lifestyles or TAG email account can present.
- 'Specific People': Select the person(s) that you wish to allow to share their screen. Only names of people invited to the meeting will show in this list.

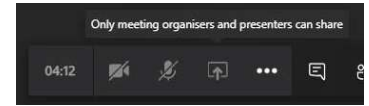


'Only me': No-one else will be able to share their screen.

Why can't I share my screen?

The organiser of the meeting may have prevented you from sharing your screen.

If this is the case you will be notified of this when you try to click the 'Screen Sharing' button.





Meetings - 'Hands Up'

What is 'Hands Up'?

This is a way of raising a "virtual hand" to indicate you wish to talk during a Teams call.

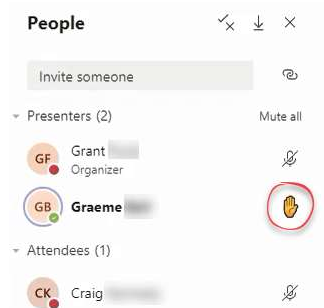
How do I use the 'Hands Up' feature?

1. Click the 'Hands up' icon in the toolbar during a meeting.

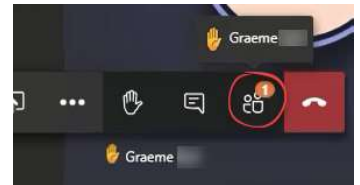


How do you know if someone has their 'Hands Up'?

If you have the participants window open a yellow hand icon will be displayed at the right hand side of the name.



If you have the toolbar open the number of 'hand up' and who they belong to will be displayed.

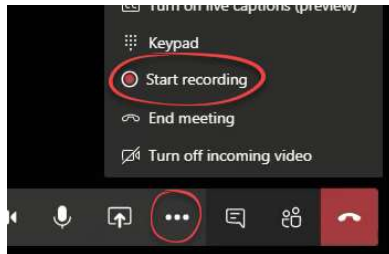




Meetings - Recording

How do I record a meeting?

1. Join the meeting as normal.
2. Click the 'More Options' button in the toolbar.
3. Select 'Start Recording'.



How do I know the meeting is being recorded?

If someone initiates the recording of a meeting you will be notified in a bar at the top of the screen.

1. Click 'Dismiss' to remove this bar.



Who can record a meeting?

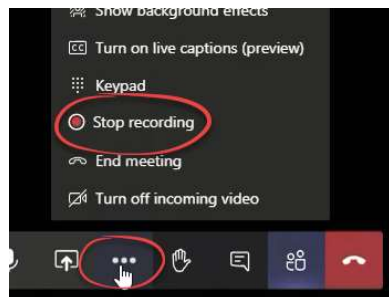
Anyone in the meeting who has logged in with a Key or Lifestyles account can record. As already mentioned, everyone will be notified that recording has begun.

Guest users and people outwith Key/Lifestyles are not able to start a recording.

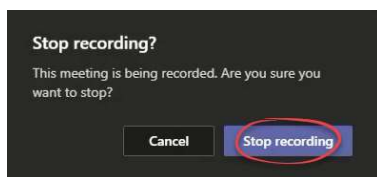
How do I stop the recording?

Recordings can be stopped manually but they will automatically stop recording after 4 hours or when everyone leaves the meeting.

1. Click the 'More Options' button in the toolbar.
2. Select 'Stop Recording'.



3. You will be asked to confirm your intention. Click the 'Stop Recording' button.



Where are my recordings saved?

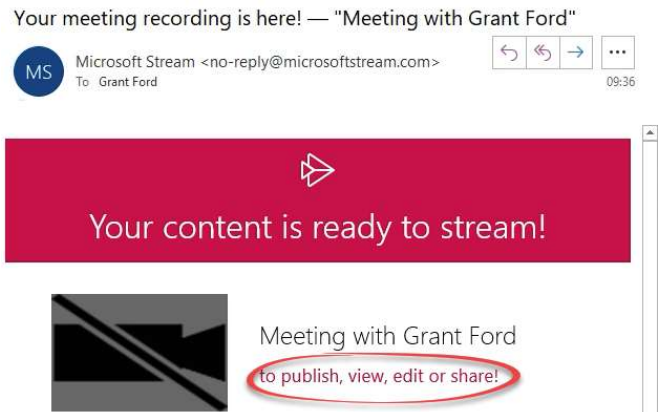
Recordings are automatically saved on the Microsoft servers. When the meeting ends you will see in the meeting chat that the recording is being uploaded to Microsoft Stream.



How do I watch a recording of a meeting?

The person who started the recording will receive an email from 'Microsoft Stream' with a link to the recording.

1. Open the email and click the link to view the recording.





Meetings - Ending

How do I end a call?

When you are ready to leave the meeting, or the meeting has finished.

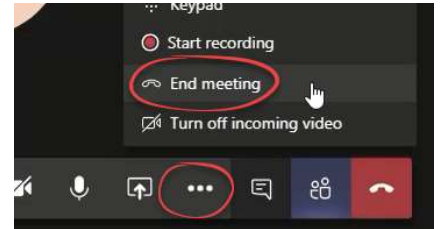
1. Click the 'End Call' button in the toolbar.



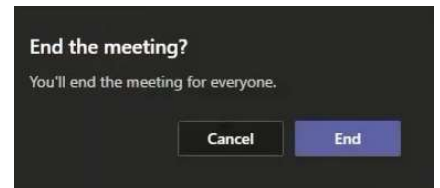
How do I end the call for everyone?

If you are the meeting organiser you can end the meeting for ALL participants.

1. Click the 'More Options' button in the toolbar.
2. Click 'End Meeting'.



3. Confirm you want to end the meeting by clicking 'End'.





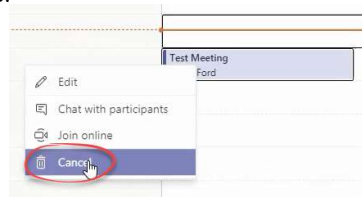
Meetings - Cancelling

How do I cancel a 'Teams' meeting?

Method 1: Using 'Teams'

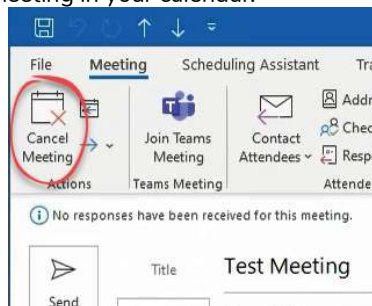
This method is only available if your mailbox has been migrated to the Microsoft servers. If you do not see the 'Calendar' tab, use Outlook to cancel your meeting.

1. Click the 'Calendars' tab.
2. Locate and right click on the meeting to be cancelled.
3. Click 'Cancel'.



Method 2: Using 'Outlook'

1. In Outlook, locate the meeting in your calendar.
2. Double click on the meeting to open it.
3. Click the 'Cancel Meeting' button.

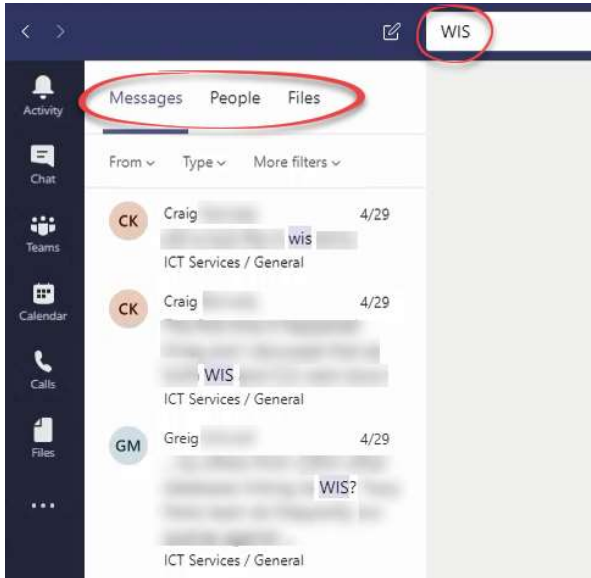


The meeting attendees should be notified that the meeting has been cancelled and the appointment removed from their calendar.



How do I search in 'Teams'?

1. In the command box type the word or phrase you wish to search for.
2. Press <Return> or <Enter>
3. Click the 'Messages', 'People' or 'File' options to display results for each.





How do I leave a voicemail?

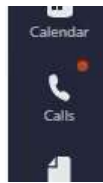
If you make an audio call to someone in Teams and they don't answer it will forward to voicemail, just like when you use the telephone.

1. Wait for the prompt.
2. Leave a message when prompted.

How do I know if I have a voicemail?

The 'Calls' tab will show a red dot, indicating you have a missed call, check to see if the caller left a voicemail.

1. Click the 'Calls' tab to display the 'Calls' window.



2. Click 'Voicemail'. (The number of unheard voicemails (if any) will be indicated).



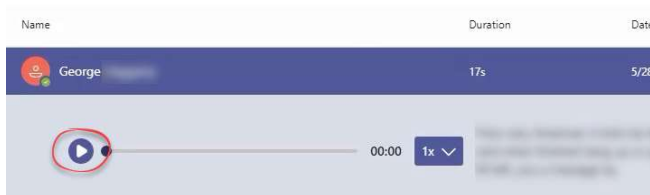
How do I listen to a voicemail?

Method 1:

1. Click the 'Calls' tab.
2. Click 'Voicemail' to show all voicemails. Unheard voicemails will be highlighted in bold text.



3. Click on the person's name.
4. Click the 'Play' button to listen to the voicemail. The system will also try and transcribe the text, this will be displayed at the right hand side (blurred in this example).

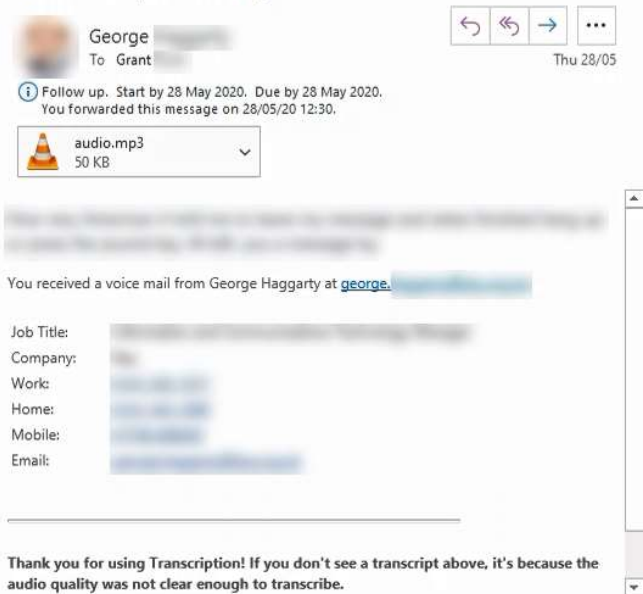


Method 2:

Teams may also email you a copy of the audio recording.

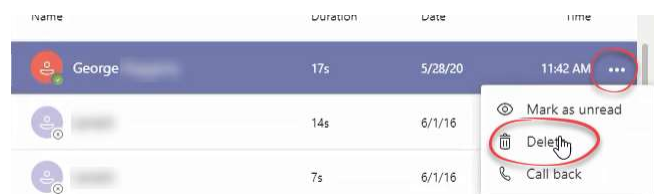
1. Open the email in Outlook.
2. Double click the audio file attached.

Voice Mail (16 seconds)



How do I delete a voicemail?

1. Click the menu option at the right hand side of the voicemail to be deleted.
2. Click 'Delete'.



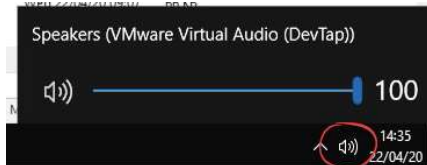


Problem Solving - Audio

Why are my speakers/mic not working in Teams?

BEFORE LOGGING INTO THE VDI:

1. Ensure your headphones/speakers/microphone are connected to your PC BEFORE you log into the VDI.
2. Click the 'Volume' icon.
3. Ensure the volume is not muted.
4. Drag the volume bar to the left/right to adjust the volume.



AFTER LOGGING INTO THE VDI:

1. Ensure the volume in the VDI session is not muted.
2. Drag the volume bar to the left/right to adjust the volume.

TEST YOUR CONNECTION:

1. Follow the instructions in the 'Calling - Check your equipment' section in order to determine what is causing the issue. The test will check your microphone, speakers, camera and network connection.

A QUICK FIX?

1. On your PC (not within the VDI), right click on the 'Volume' icon.
2. Click 'Troubleshoot sound problems' and follow the prompts.
3. Log out and back in the VDI (if you are using 'Teams' on the VDI).



Why am I hearing 'feedback'?

Audio feedback happens when speakers are set at a volume that the microphone is able to pick up and send on to other recipients. The time taken to rebroadcast this is what creates the echo effect.

It is recommended that headphones are used wherever possible, especially for larger meetings. Only one person needs to create feedback for everyone to be effected by it.



Problem Solving - Outlook Add-In

Why can't I see the 'Teams button' in Outlook?

In order for the 'Teams' add-in to be shown in Outlook you should start Teams before starting Outlook.

1. Close both 'Teams' and 'Outlook'.
2. Restart 'Teams' and wait until everything has started up and chat/messages/teams are displayed.
3. Start Outlook.

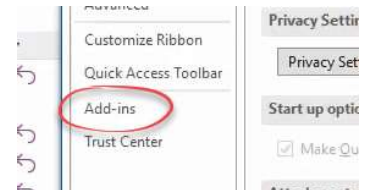
If this doesn't resolve the issue.

1. Logout the VDI
2. Log back in.
3. Start 'Teams' and wait until everything has started up and chat/messages/teams are displayed.
4. Start Outlook.

If the Teams button still fails to show, check the 'Teams Add-In' is enabled in Outlook.

How do I enable the Teams Add-In within Outlook?

1. In Outlook, click 'File'.
2. Click 'Options'.
3. Click 'Add-Ins'.



4. Look for and tick 'Microsoft Teams Meeting Add-In for Microsoft Office'. (If it is not listed follow steps A-F)



5. Click 'OK'.
6. Restart Outlook.

Follow these steps if the add-in does not show in step 4 above.

- A. Click the drop down menu at the bottom of the window and choose 'Disabled Items'.



- B. Click 'Go'.
- C. Click the 'Microsoft Teams Meeting Add-In for Microsoft Office' add-in.
- D. Click 'Enable'.
- E. Click 'Close'.
- F. Restart Outlook.



Problem Solving - Screen Sharing

Why can't others see my video clip when playing in a shared screen?

If you are playing a video or audio clip while sharing your screen ensure the clip is playing in the window that has been shared.

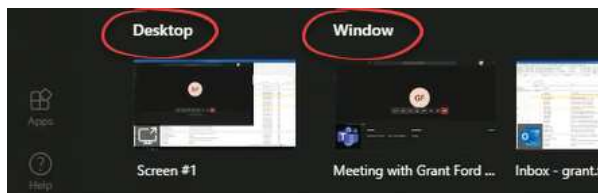
Example:

You share your PowerPoint presentation window with others. You click a link within the presentation and this opens a browser window and begins playing a YouTube clip.

This browser window is different from the one being shared (the PowerPoint window) so others will not see it.

Solution 1: Share your desktop

1. When choosing what to share - choose 'Desktop' rather than one of the 'windows'.



Be cautious though, remember, while sharing, users will see EVERYTHING you can see on your screen. Depending on who is involved in the meeting, it may be best to close all other applications when 'presenting' in this manner.

Solution 2:

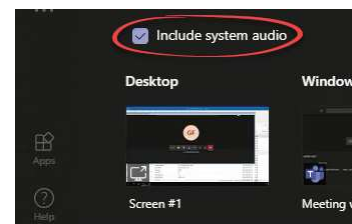
1. Cancel the current screen share.
2. Start screen share again, this time selecting the window with the video playing in it.
3. When the video is finished you will need to cancel the screen share again and share the presentation window again.

Why can't others hear audio when playing in a shared screen?

If you are playing a video or audio clip while sharing your screen ensure the clip is playing in the window that has been shared. See the previous help tip for more details. You should also ensure you have enabled 'audio sharing'.

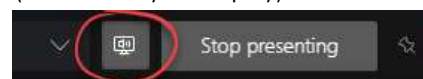
BEFORE STARTING SCREEN SHARING:

1. Click the 'Screen Sharing' button as normal.
2. Tick the 'Include system audio' setting.
3. Select the window/desktop to share as you would normally.



DURING A SHARING SESSION:

1. Take your cursor to the top of the 'Teams' window to display the toolbar (if not already on display).
2. Click the 'Include system audio' button to switch it on or off.



The graphic above shows the icon status when audio sharing is enabled. If the icon has a diagonal line through it, the audio sharing is disabled.