Microsoft Teams Meetings – Tips and Tricks

4/5/2020

Troubleshooting

Microsoft Teams Meetings and Skype for Business Meetings have much in common in their look and feel. Hopefully, the interface will feel familiar and intuitive.

Some items of note:

- **Do not set up a phone bridge in addition to your Microsoft Teams Meeting**. Microsoft Teams is not able to link the two.
- **WSDOT is not currently licensed to provide Microsoft Teams Meetings with a call-in feature for those lacking a computer.** Microsoft Teams Meetings may be modified at a later date to include a call-in feature based on business need. This will be limited, as there is an additional cost to the agency.

Included below are some suggested resolutions to commonly experienced remote meeting issues.

If You are Experiencing Bandwidth Issues:

- If you or your meeting teammates are experiencing network bandwidth issues, **turn off video**. The image below depicts the video icon in the "off" position. If you wish to resume using video, click the icon to toggle the camera to the "on" position.
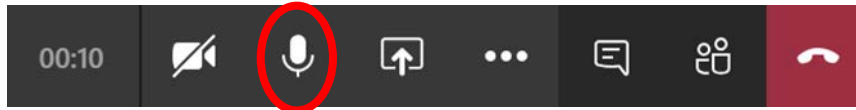

- **Consider using the chat feature** to capture meeting content, votes, and to let others know if you are experiencing technical issues that are preventing you from fully participating in the meeting. The chat icon is shown below.


- If bandwidth issues persist, **consider joining the meeting via a non-WSDOT device** (including smart phones and tablets along with laptops and desktops) through https://office.com using your local Internet access. You will need to log in using your WSDOT email address and your WSDOT domain password. You will be prompted to provide a security code (Multi-factor Authentication). More information on how to do this is provided in the companion document, *Using Microsoft Teams Meetings from Office.com.*

- **Be sure to mute your microphone when you are not speaking.** The image below depicts the microphone in the "on" position. If you wish to mute your microphone, click the icon to toggle the microphone to the "off" position.

- **When you do want to speak, be sure to check that your microphone is in the "on" position**. This is a common mistake made during meetings.


- **Consider using the chat feature** to capture meeting content, votes, and to let others know if you are experiencing technical issues that are preventing you from fully participating in the meeting. The chat icon is shown below.
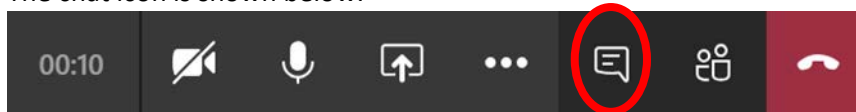
- **Check your device settings** by selecting the gear icon on the far right (shown below) to select and test your video and audio devices.
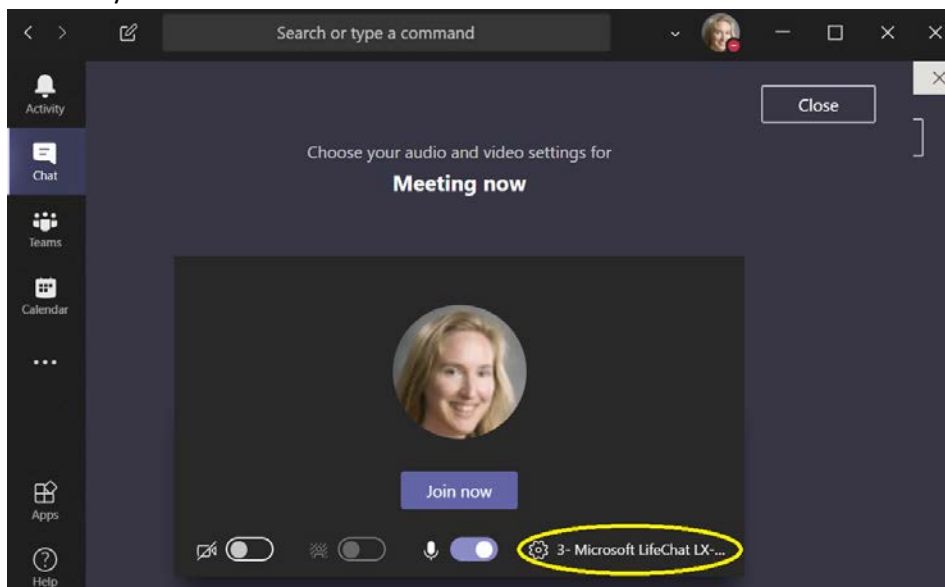

  You can select the options that are available to you from each drop down shown below, including attached devices like headsets and mounted cameras.
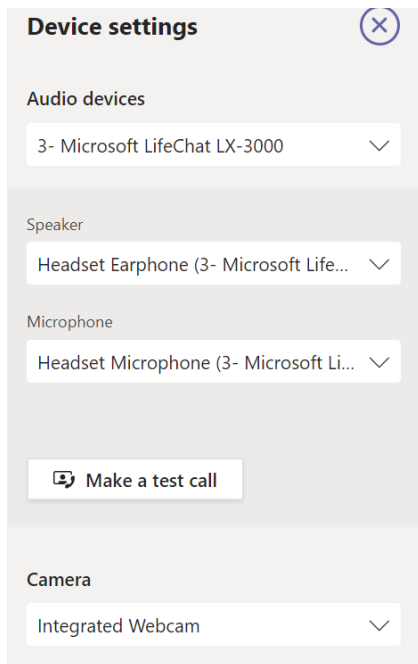
Making a test call will allow you to make sure that your equipment is working properly to ensure a smooth transition to your Microsoft Teams meeting.

**If You and Your Meeting Teammates are Hearing Echoes:**

- **Turn off Audio**. The "Audio" button is located just below the "Join Now" window. Echoes can be generated in situations where there are multiple meeting participants in close physical proximity to each other.
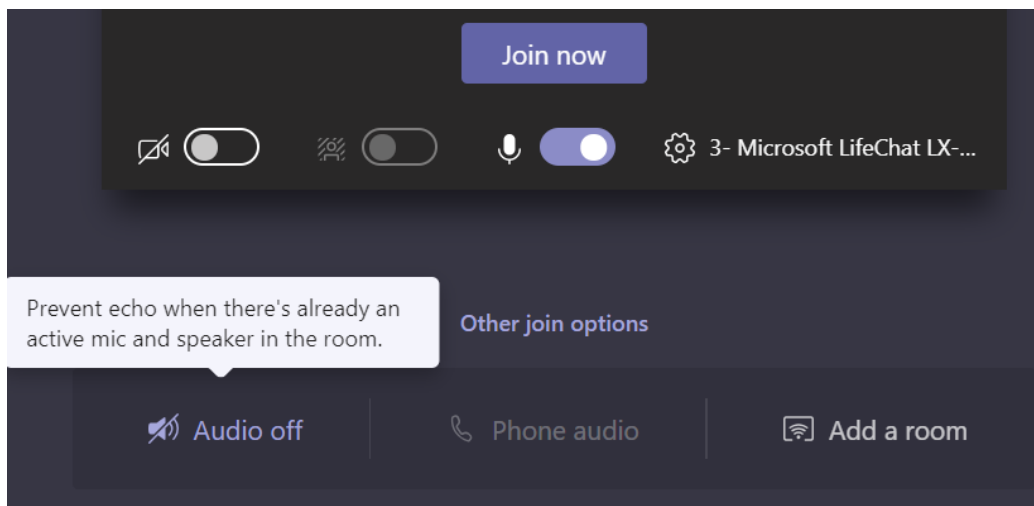
If You Wish to Use a Meeting Room's Audio and Video Capabilities

- **Click "Add a Room."** The "Add a Room" button is located just below the "Join Now" window. If you will be leading your meeting from a conference room that has a computer and associated

video and sound system (non-phone-based), then Microsoft Teams will allow you to use the room's audio and video capabilities by clicking the "Add a Room" icon.
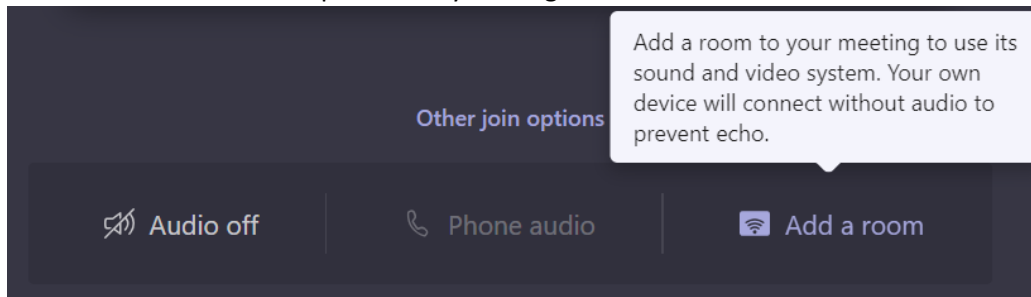
If your meeting toolbar disappears during a Microsoft Teams meeting:

- Just swipe your pointer over the meeting window and the toolbar will reappear.


General Meeting Etiquette

- **Mute your microphone** when you are not speaking to avoid having background noises disrupt others.
- **If you are using video, consider blurring your background** – especially if there are activities going on behind you that could distract participants. To blur your background, click the icon shown below.
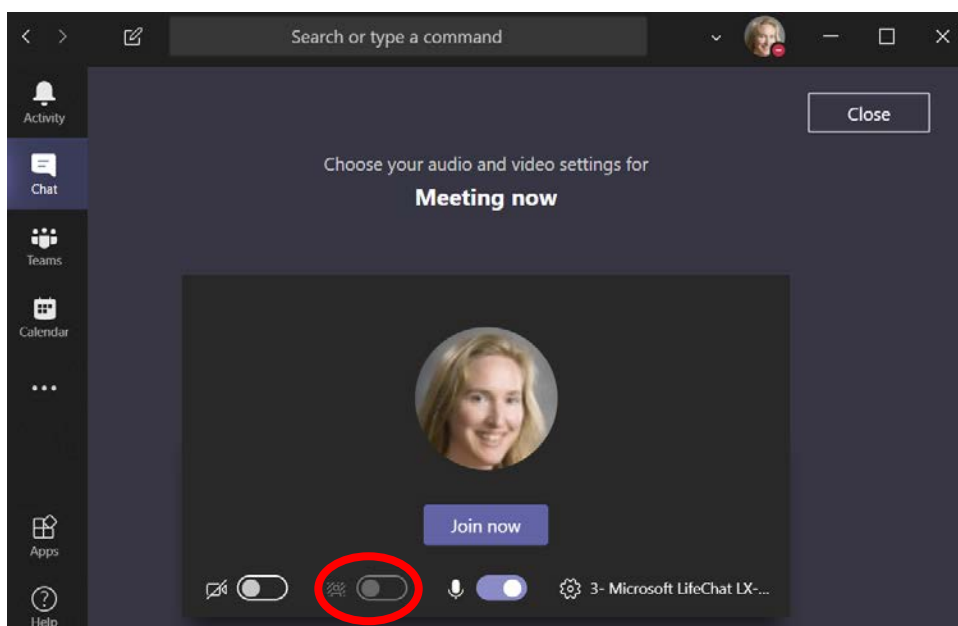
- **If you are looking for feedback from a large number of people (like a vote on a proposal), utilize the "Chat" feature**. This will prevent people from trying to talk over each other, and you can get a more rapid and complete response from participants.
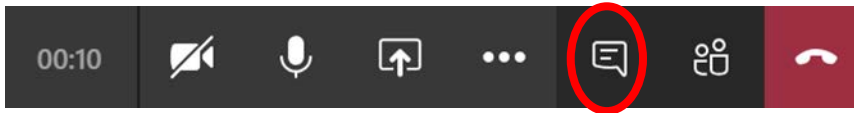
- **Be sure to open the chat window to check on participants' questions and comments.** Meeting participants often use the chat feature to let others know if they are experiencing technical issues.