Joining online meetings, webinars and other events in Microsoft Teams

There are various ways you can join online meetings, webinars and other events in Microsoft Teams. Please select the type of device you'd prefer to use to join to proceed to instructions and further advice.

There is a free Microsoft Teams app available in the App Store for iPhones and iPads or the Play Store for Android devices. You must use the Teams app to join on a mobile or tablet; you can't join in a web browser on these devices. Please choose from the following options to proceed.

1. Before the meeting, webinar or event takes place, download the Microsoft Teams app from the Apple App Store or Google Play Store.

2. Open the Teams app and follow the instructions to sign in using your Lancaster University account details.

3. At the time of the meeting, open the email invite on your device and select **Join Microsoft Teams Meeting** (or select the join link from where it has been posted e.g. Moodle).

4. The Teams app will open automatically. Continue to join the meeting.

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Teams is available using a web browser or as a downloadable app. The recommended method will depend on whether you are a member of staff or student of Lancaster University. Please choose from the following options to proceed.

1. Before the meeting, webinar or event takes place, download the Microsoft Teams app from the Microsoft download centre (admin rights are not needed on ISS supported PCs to install the Teams app).
2. Open the Teams app and follow the instructions to sign in using your Lancaster University account details.

3. At the time of the meeting, open the email invite and select Join Microsoft Teams Meeting (or select the join link from where it has been posted e.g. Moodle).

4. Teams will open in a web browser. Select Open Microsoft Teams when prompted.

5. The Teams app will open. Follow the instructions to join the meeting.

Make sure you are not connected to the university VPN when joining as this may cause connectivity issues.

You must be using the latest version of either the Microsoft Edge or Google Chrome web browsers to follow these instructions. You can download the latest version of Microsoft Edge for free from Microsoft or download the latest version of Google Chrome for free from Google. Both browsers work on PC and Mac; Chrome is also available on Linux.

You won’t be able to access the meeting space unless you are using the latest version of one of these browsers, so please ensure you are running one before the meeting, webinar or event.

1. At the time of the meeting, webinar or event, open the email invite and select Join Microsoft Teams Meeting (or select the join link from where it has been posted e.g. Moodle).

2. Teams will open in a web browser. Select Join on the web.

If you are prompted for permissions to access your webcam and microphone, select Accept.

3. Enter your name.

4. Select Join Now.

General advice for joining

Try to ensure you are in a quiet location so that your device does not pick up excessive background noise. You may wish to consider using headphones depending on where you are located.

It’s advisable to ensure your device has a strong Wi-Fi signal or is connected using an ethernet cable before joining.

If you are actively contributing to the meeting, webinar or event, you will need to ensure that you have a webcam and/or microphone set up beforehand and that these are working correctly. Laptops generally have these built in, so it’s advisable to use a laptop if possible (ideally not with a docking station). If you are using a desktop PC you may need to purchase and install a webcam.

Frequently asked questions
You can still join teams calls, but there are some key tips you should be aware of. It's recommended to keep camera use and screen sharing to a minimum if you do have a poor connection. For more information and tips, see Using IT services on low-bandwidth connections.

If your meeting host has enabled this option, you will see a phone number in the invite and you can call in to your meeting via telephone. This is only recommended if you are unable to join via Teams on your mobile (using the app), tablet, PC or Mac in line with the instructions above.

If you need to join using the phone number, at the time of the meeting, webinar or event, open the email invite and dial the phone number given. Follow any verbal instructions.

If you are calling in using a telephone, you should use a landline if possible. If you have to use a mobile you should ensure you are in an area of strong signal and that you are not moving between signal areas during the call.

If nothing happens when you click the Join Meeting link, try copying the URL and pasting it directly into Google Chrome or Microsoft Edge.

1. Click on the three dots ... next to your icon/picture and select Settings.
2. Click on Devices.
3. Check that your Audio and Camera devices are set up as required. You should see a preview of your camera if connected properly.
4. You also have the option to make a test call, to check both the camera and microphone are picking up correctly, and the speakers are playing your audio back as expected.

When launching the call:

1. Check that Video and Microphone options are toggled to on.
2. You can click the three dots ... options menu and select Devices cog to open up your audio and camera preferences again.
1. Make sure you Allow the browser to use your microphone when the pop-up appears.
2. Click on the Devices cog to open up your audio and camera preferences.
3. Check that your Audio and Camera devices are set up as required.

Sound, camera and microphone issues within Teams are frustrating when they occur but are often caused by simple things that can be easily, and best, checked by the person with the problem. They prove frustrating because there are so many different places within Teams and your device where you can manage these settings, which may all need checking - which can take time.

One way to identify the problem is to have a test call with someone to help you identify what isn't working properly, it might be their system and not yours. Take a look at the advice below for further suggestions to check.

1. Check the volume settings on your computer.
2. Ask the participant to check on their meeting window that the **Microphone** button is not toggled off (on mute). If it is, they should click it.

3. Check your speakers are selected:
   a. Click the three dots ... menu and select **Show Device Settings**.
   b. Check you have selected the correct speaker for the call under **Audio devices**. If not, click the drop down list under **Speaker** and select the correct audio device, then click **OK**.

4. Check the participant has their microphone selected:
   a. Ask the participant to click their three dots ... menu and select **Show Device Settings**.
   b. They should check they have selected the correct microphone for the call under **Audio devices**. If not, they can click the drop down list under **Microphone** and select the correct audio device, then click **OK**.

5. If you are still having issues, restart Teams and see if that fixes the issue.

6. If that hasn’t fixed it, check for updates on your device. Please note, if on a University device, you will want to connect to the VPN before doing this/be using a secure PC.

7. If you have speakers plugged into your device, e.g. USB speakers, headphones, check they are plugged in correctly. You can unplug them and try them in a different socket too – it’s a common issue – and restart your computer.

8. If you are still experiencing issues, check the default settings in Teams:
   a. Click the … **three dots** button in the top right and select **Settings** from the drop down menu.
      1. In the **Devices** tab, check the settings are accurate.
      2. In the **App Permissions** tab, make sure at least the **Media (Camera, microphone and speakers)** section has permissions to be used by Teams.
   3. In the **General** tab you may wish to also consider unchecking the 'Disable GPU hardware acceleration' option - remember to restart Teams if you do this.

9. If this hasn’t fixed your issue, check your device’s settings are using the correct speaker:
   a. From the Windows **search** box, in the bottom left of the screen, type **Sound settings** and click the **Sound setting** option. Check your output device (speakers) are set appropriately. If you are not using an external headset and camera then they should be set to the devices built into the laptop. Adjust the master **volume** so it is not too low.
   b. From the taskbar at the bottom right of your screen, click the speaker icon - you may see a small chevron icon ‘^’ that allows you to toggle between Output devices here, check it is set to the correct one. Make sure your volume is turned up so you can hear it.

**Mac sound settings (speakers etc)**

1. Check the participant has their camera turned on.

2. Check the participant has the correct camera selected:
   a. Ask the participant to click the ... option button and select **Show Device Settings**.
   b. Check they have selected the correct camera for the call under **Camera**. If not, they should click the drop down list under **Camera** and select the correct video device, then click **OK**.

3. If you are still having issues, restart Teams and see if that fixes the issue. The issue is likely to be with the participant, they can follow further instructions below.

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1. Check that you have started sharing video with the participant by toggling the **Video** setting to on.

2. Check your camera is selected:
a. Click the ... options button and select Show Device Setting.
b. Check you have selected the correct camera for the call under Camera. If not, click the drop down list under Camera and select the correct video device, then click OK.

3. If you are still having issues, restart Teams and see if that fixes the issue.

4. If that hasn't fixed it, check for updates on your device. Please note, if on a University device, you will want to connect to the VPN before doing this/be using a secure PC.

5. If you don't have a built in webcam, check your peripheral device, e.g. USB camera, is plugged in correctly. You can unplug it and try in a different socket too – it’s a common issue – and restart your computer.

6. If you are still experiencing issues, check the default settings in Teams:
   a. Click the ... three dots button in the top right and select Settings from the drop down menu.
      1. In the Devices tab, check the settings are accurate.
      2. In the App Permissions tab, make sure at least the Media (Camera, microphone and speakers) section has permissions to be used by Teams.
      3. In the General tab you may wish to also consider unchecking the 'Disable GPU hardware acceleration' option - remember to restart Teams if you do this.

7. If this hasn't fixed your issue, check your camera privacy settings allow Teams to access your camera. If using Windows:
   a. search for Privacy from the Start menu and select Privacy Settings.
   b. From the list at the left, select Camera
   c. Make sure the camera access is turned on, the toggles under Allow apps to access your camera and allow desktop apps to access your camera are both turned on.

   1. Check that the Microphone button is not toggled off (muted). If it is, click it.

   2. Check your Microphone settings:
      a. Click the ... options button and select Show Device Setting.
      b. Check you have selected the correct microphone for the call under Audio devices. If not, click the drop down list under Microphone and select the correct audio device, then click OK.

   3. Ask the participant to check the volume settings on their computer:
      a. Ask the participant to click their ... options button and select Show Device Setting.
      b. Check they have selected the correct speaker for the call under Audio devices. If not, they should should click the drop down list under Speaker and select the correct audio device, then click OK.

   4. If you have a microphone plugged into your device, e.g. USB microphone or headset, check they are plugged in correctly. You can unplug them and try them in a different socket too – it’s often a common issue and restart your computer.

   5. If that hasn’t fixed it, check for updates on your device. Please note, if on a University device, you will want to connect to the VPN before doing this/be using a secure PC.

   6. If you are still experiencing issues, check the default settings in Teams:
      a. Click the ... three dots button in the top right and select Settings from the drop down menu.
         1. In the Devices tab, check the settings are accurate.
         2. In the App Permissions tab, make sure at least the Media (Camera, microphone and speakers) section has permissions to be used by Teams.
         3. In the General tab you may wish to also consider unchecking the 'Disable GPU hardware acceleration' option - remember to restart Teams if you do this.

   7. If this hasn’t fixed your issue, check your device’s settings are using the correct microphone:
      a. From the Windows search box, in the bottom left of the screen, type Sound settings and click the Sound setting option.
      b. Check your microphone is selected as the input device.
      c. You should also see a blue bar moving on the microphone indicator. If you choose advanced sound options you can adjust the volume of the microphone.

Setting the microphone on a Mac
Please contact the ISS Service Desk.

This must be turned on by the attendee rather than the presenter. To do this:

1. From within the meeting, click the **threedots** button and then select **Turn on live captions**

The live captioning service is automated and uses a computer to attempt to translate voice into text. Numerous variables can affect accuracy, and as such, services of this nature should never relied upon to be 100% accurate.