



MS TEAMS – QUESTIONS AND ANSWERS

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1. How to log in to MS Teams?

In order to use the application, you should log in to the Office 365 Portal <https://teams.microsoft.com>. The application works both online (in a web browser), and stationary after downloading from the Portal (in the lower left corner you have a button to download and install the application on your computer). There is also a version for smartphones or tablets.

Logging in to the Office 365 Portal takes place in accordance with the data used in other university systems:

- students log in using data from the virtual dean's office, login in the following format:

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2. How best to use MS Teams?

It's best to use Microsoft Teams (saved on your own computer) or a web browser - Internet Explorer or Chrome - these browsers offer the full functionality of MS Teams. If you are working on an Apple (Mac) computer, remember the Safari browser does not support many MS Teams functions - switch to Chrome. You can also download the application and install it on your phone - all class notifications will be at hand.

Under the West Pomeranian Business School license, you can download and install the application on up to 5 devices (this also applies to other Microsoft products - e.g. Word, Excel or Powerpoint).



3. What to do when it "throws me out of the connection"?

If you are connected to a meeting and the system is kicking you out of it, try to check the following:

- Your internet connection - for the correct and comfortable operation of MS Teams, a stable network connection with a throughput of at least 5 Mb / s (megabits per second) is recommended. See if other users (e.g. other household members) are using YouTube at that time or are logged in to online games, etc.)
- If your connection to the Internet is slower, it is worth considering turning off the camera (image transmission uses a large part of our link).
- Switch to the application - being on an online connection (in a web browser) and on MS Teams on a browser, you double your internet connection
- Check your computer - e.g. if other applications are running on the computer (e.g. browser while downloading a large file, system update, etc.) which may slow down or block.

At the very end, it's always a good idea to reset your computer, install or reopen the application and dial back in. Do not panic. You can do it :)

4. How do I check the microphone and camera settings?

After logging into MS Teams in your web browser, when you start a meeting, you may need to allow the browser (usually near the address bar - on the right) to use the camera and microphone.

If you work on the application, check if you have the option of using MS Teams with a camera and microphone.

- In Windows, the microphone and camera will often be blocked by default for certain applications, including MS Teams. To change these settings, go to the system settings (the option is visible in the main menu after clicking the Windows icon) and select "Privacy" in the main window, and then enable the use of the camera and microphone



- On iOS, the microphone and camera will often be locked by default for certain applications, including MS Teams. To change these settings, go to the system settings (option visible in the main menu in the upper left corner after clicking the Apple icon) in the "System Preferences" window and select "Security and Privacy", and then enable the use of the camera and microphone for MS Teams

You can always check the microphone and camera settings before joining the meeting (before clicking the "Join now" button).

5. What if I can't share my screen?

If you present during the class and would like to "Share the screen" to show your presentation, check:

- If the lecturer allowed to share the screen with other meeting participants (if it is blocked, you will see the message "You do not have permission to share the screen" in the application - it is worth reporting this fact to the lecturer.
- Check if your system is blocking screen sharing:
 - ☐ In Windows, go to the system settings (option visible in the main menu after clicking the Windows icon) and select "Accessibility" in the main window, and then enable computer control
 - ☐ In iOS, go to the system settings (option visible in the main menu in the upper left corner after clicking the Apple icon) in the "System Preferences" window and select "Accessibility", and then enable the computer control for MS Teams

6. How to make a call (text, voice or video) with a selected person (another student, lecturer) - chat?

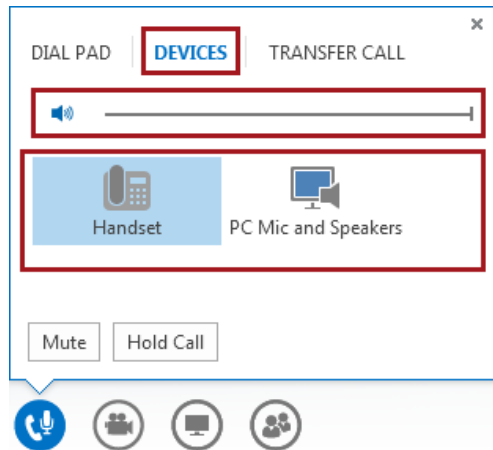
The Chat tab allows you to have conversations with other users using the chat function. In order to start a chat, select the "Chat" icon on the left sidebar of the application and use the search field at the top of the screen by entering the user's name. You can also use the Start chat button next to the search field.

7. What if I can't hear others in the MS Teams meeting?

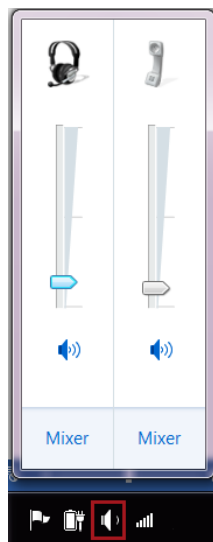
If you cannot hear the sound, check the following:



- If you're using Teams on the Windows 8.1 operating system, some audio and video devices may not work if device drivers are not installed correctly.
- Under Teams Meeting, point to the phone / microphone icon, and then select the Device tab. Make sure the correct device is selected and the volume is high. If necessary, adjust the volume using the speaker icon.



- Also check the speakers and volume on your computer. Select the sound button in the lower right corner of the computer and use the sliders to change the volume of the respective device.



- If the device is connected to a USB, connect it directly to the computer.

8. What to do if I have problems opening MS Teams?

Most of the problems with the operation of the application installed on the computer are related to the settings / configuration remembered in files on the computer disk. Refreshing MS Teams allows the application to work better.



The most common problems:

- The application takes a long time to load or does not launch at all
- Problem with logging in to another organization (e.g. my company, another university)
- Unable to switch between organizations (e.g. when you received an invitation from another organization)

if you are working on a computer with Microsoft Windows installed

1. We turn off the Teams application, if necessary in the taskbar (lower right corner of the screen) select the Teams icon with the right mouse button and select "end".
2. We're rebooting Teams. You may need to log in again.

If Apple macOS is installed on your computer

1. Disable Teams by right-clicking its icon in the Dock and selecting "quit".
2. We're rebooting Teams. You may need to log in again.