

# MS Teams: FAQs for meeting rooms

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This guide includes answers to some of your most frequently asked questions about MS Teams, when conducting a MS Teams meeting within a meeting room. As we know, it sometimes doesn't go as smoothly as it should. A meeting room PC is similar to a lecture theatre PC. Here are hints and tips we think you might find useful.

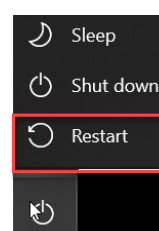
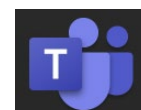
### FAQ – If Teams desktop app does not load

If you have logged on to the PC and Teams does not load automatically, try double-clicking on the MS Teams icon from the desktop.

If this doesn't help:

1. Click on the **Windows Logo** icon
2. Select **Power** then **Restart**
3. **Sign in** again and wait for your profile to load and connect
  - MS Teams should now load
  - Go to the **Calendar** and join your Teams meeting

or
4. **Try using the Teams web app**
  - Launch Outlook Web App (OWA) – [outlook.com/abdn.ac.uk](https://outlook.com/abdn.ac.uk)
  - Click the **App launcher** (the 'waffle' icon) and choose **Teams** from the available apps
  - Go to the **Calendar** and join your Teams meeting



If all else fails, shut down the PC from the **Windows Logo**> **Power**> **Shut down** and start again!



### FAQ – No volume control on PC

In a meeting room the volume on a PC is setup to be controlled from the Audio Visual panel, depending on which meeting room Audio Visual panel could be slightly different. Once logged in use the volume control on the Audio Visual panel. Below are the most used.



Figure 2



Figure 3

Figure 1

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## FAQ – Change your device settings

It's always a good idea before a Teams meeting to check that the settings for any devices you plan to use (e.g. speakers, microphone, or a headset) are correct and that the devices are working. This is particularly important if you have been switching between different devices, for example switching between a headset and your computer's built-in speakers.

1. Click the **three dots (ellipsis)** at the top right of the Teams window
2. Click **Settings**, then **Devices**
3. Check that the device(s) you want to use (i.e. Speaker (volume control from Audio Visual panel), Microphone, and Camera if available) are displayed in the relevant drop-down lists. If they aren't, click the relevant drop-down arrow and select the device you want.



**Note:** Click **Make a test call** and follow the prompts to check the call quality of your microphone

## FAQ – I copied files to the desktop but had to log out and files are gone

If files you copied from your H: drive onto the Desktop disappear after you **restart** your PC, you will need to copy them again. This is because your profile is wiped when you restart. Alternatively, use your OneDrive for Business which will be displayed in the File Explorer. Sign into your Office 365 account and from the **Apps launcher** select **OneDrive for Business** app.

## FAQ – I have to use the web version of Teams – which browsers can I use?

Supported browsers are: Microsoft Edge, and the latest versions of Chrome, Safari, and Firefox.

## FAQ – Where is Outlook Desktop app?

In a meeting room PC there is no Outlook Desktop app. You must use the Outlook Web app:

1. Launch OWA – [outlook.com/abdn.ac.uk](https://outlook.com/abdn.ac.uk)
2. Verify your Office 365 account with Multi-factor Authentication (MFA) - online security that requires you to provide more than one type of authentication when logging in.

## FAQ – People can hear you but you can't hear them?

Unfortunately, there isn't a magic wand for this intermittent problem. You can try:

- Leaving the meeting, logging out of Teams and relaunching to rejoin the meeting
- Restarting your PC, logging in and rejoin the meeting
- Otherwise, shut down then restart PC. Log in and rejoin the meeting

## Help within Teams

Type **/help** in the search bar or click the **Help** icon in the app bar to view Topics, Training and What's new.



## Help and Support

See [Guides and Links](#) in our MS Teams resource on Toolkit or contact the IT Service Desk: [myit.abdn.ac.uk](https://myit.abdn.ac.uk)