

# MS Teams Meetings Etiquette & Best Practices

## SETTING UP YOUR AUDIO, VIDEO AND ENVIRONMENT

- ❗ **Compatible browsers** for the best experience using MS Teams: Internet Explorer 11, Microsoft Edge, Google Chrome, Firefox, Safari 11.1+. Consider a wired network connection for stability rather than Wi-Fi connection. Avoid all other streaming or bandwidth competition during the meeting.
- ❗ **Use a headset with built-in microphone.** This provides the optimal audio experience for both you and other meeting attendees. If a headset isn't available, use your device's built-in audio/mic. Call in via phone only as a last resort. If you DO call in, make sure your computer/laptop's mic and speakers are muted.
- ❗ **MS Teams requires a suitable headset or microphone** that combines a good suppression of noise with a high sound quality (particularly important for presenters). Headset or microphone to be connected via USB port. (There are many options on the market when purchasing a suitable headset or microphone, i.e. Sennheiser, Logitech, Koss, Jabra, Plantronics). A good meeting experience is dependent on the use of a suitable headset/microphone.
- ❗ **When using a video camera.** This requires a USB 2.0 video camera. Avoid sitting with your back to a window or bright light source. This causes a silhouette appearance where others cannot see you or determine your identity. *We recommend use of camera to be enabled only if you are presenting or when speaking.*
- ❗ **Think about the background.** Whatever is in the room behind you might not be appropriate for a meeting or could be distracting to others. Cameras pointed up at ceiling fans are also a visual distraction. Consider using the 'blur my background feature' in MS Teams.
- ❗ **Close doors to avoid unexpected visitors or noise.** Many of us are working in a home environment where others may pass by or inadvertently interrupt.

## JOINING A MEETING

- ✓ **Join a few minutes early if possible.** This allows you to make sure everything is working and gives time to make any adjustments.
- ✓ **Mute other devices and apps.** Make sure to mute your cell phone and close any other apps on your computer/laptop that might send distracting notifications.
- ✓ **Enter meeting with your mic muted .** Others might already be engaged in conversation.

## ATTENDING AND PARTICIPATING IN A MEETING

- ✓ **To join a MS Team meeting,** click on the link provided by the meeting organizer. You can choose to either join on the web or download the desktop or mobile app. If you already have the MS Teams app, the meeting will open there automatically. You do not need an MS account to join Councils' meetings.
- ❗ **If you're unable to use the Teams app or Teams on the web,** you can join the meeting by calling the phone number provided in the link. *Joining meeting by phone should be limited to those occasions when the meeting participant is experiencing issues with the app or web.*
- ✓ **Keep your mic muted.** Most important: Keep your mic muted unless you need to speak or are leading the meeting. If your audio becomes distracting, anyone in the meeting can mute any attendee. You will need to unmute yourself to begin speaking when needed. Those attending via call-in only will need to press \*6 to unmute themselves, if this occurs.
- ✓ **Camera use.** Using (or not using) your camera is up to you. A limited number of windows will show for attendees of the meeting. These automatically show/hide based on participation. Don't walk around with



your camera on (mobile device) when speaking. *We recommend use of camera to be enabled only if you are presenting or when speaking.*

- ✓ **Use chat window.** Consider, especially for large meetings, asking your questions in the chat window. Tag individuals in chat. Tag other attendees (using @username format) in the chat window when your comment is directed towards a specific attendee to distinguish between a general comment.
- ✓ **Be clear, concise.** Speak in a concise and clear manner into the microphone so that everyone can hear what you are saying. Please ensure you unmute your mic before speaking.
- ⊘ **Avoid talking over others.** Unlike an in-person meeting, its sometimes difficult to distinguish between multiple conversations leading to confusion. To speak, you can use the new 'raise hand' feature by tapping on the 3-dot button from the bottom bar and then selecting the raise hand option from the menu. The meeting Co-Chair or moderator will advise on when it is your turn to speak.
- ⊘ **Please do not share meeting invitation (link) with others** if you are invited to a meeting of the Councils. Meetings of the Joint Councils, PSSDC and PSCIOC are for members only and those that have been asked to attend as invited observers.
- ⊘ **Meeting recording.** All meetings of the Councils are not recorded as per Councils' policy.

[Teams tips eBook](#)