Meetings and Live Events in Microsoft Teams

This tutorial covers the media functionalities of Microsoft Teams in terms of meetings and live events and explains all the main features. This will help you to decide when to use each of them.

Meetings in Microsoft Teams

As a substitute for Skype for Business, Microsoft Teams has a lot of calling and meeting functionalities that extend communication to a new level in a modern workplace.

A meeting in Microsoft Teams can start spontaneously by just clicking on a button. It can also be planned ahead of time and scheduled by generating a meeting request that can be sent to other participants.

In the following section, you will learn how to schedule a meeting and how to use all the options to get the best out of the media functionalities of Microsoft Teams

How to schedule a Microsoft Teams meeting

Meetings can be scheduled directly from the Microsoft Teams application or from the desktop version of Microsoft Outlook if the Teams add-on has been installed on your computer and allowed by your administrator.

To schedule a meeting from Microsoft Teams, do the following:

1. Open the **Calendar**. The app is available in the App Bar.

2. Click on the purple icon that says **New meeting**:
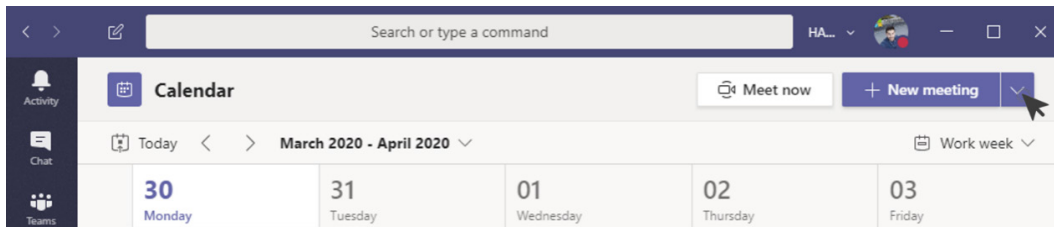
New meeting

3. On the form, fill in the following details for your meeting:

    (a) **Title**: The title of the meeting.

    (b) **Location**: The location for the meeting. You will be able to pick a meeting room or type a location in.

    (c) **Start**: Start time.

    (d) **End**: End time.

    (e) **Repeat**: Make this a recurrent event. If you select this option, you will have the possibility to define the meeting's recurrence.

    (f) **Time Zone**: In a multi-geo workplace, it is important to define the time zone. Users who are invited to the meeting in other time zones will see the time converted into their own location's time automatically.

    (g) **Details**: This field is ideal for providing information about the meeting so that anyone can prepare for it before joining.

    (h) **Channel**: Select the team and the channel where the meeting will occur.

   (i) **Attendees**: Add attendees to the meeting:

Scheduling form

4. Before scheduling the meeting, you can use the scheduling assistant to avoid meeting overlaps. If everything is OK, click on **Schedule**.

Alternatively, you can start a meeting spontaneously without scheduling it. To do so, you just need to click on the **Meet now** button in the Calendar app, and once the meeting has started, you will be able to add other participants.

Meetings can also be scheduled or started from a team context. If you want to have a meeting with all the members of a team or want to discuss a subject that is being handled by the team, it makes sense to schedule it directly from the team. This will create the meeting and keep all the meeting assets centralized in the team space, making it easier to access the information.

To schedule a meeting directly from a team, do the following:

1. Open the team and the channel where you want to have a meeting.

2. Click on the **Meet now** option located in the text bar:
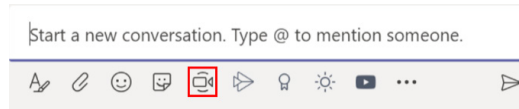
Meeting from the channel

3. A configuration pane will expand, as shown in the following screenshot. Here, you will have the option to add a subject to the meeting and to **Meet now** or **Schedule a meeting**. If you choose to schedule a meeting, a popup will open with the same options we saw when we scheduled a meeting from the Calendar app:
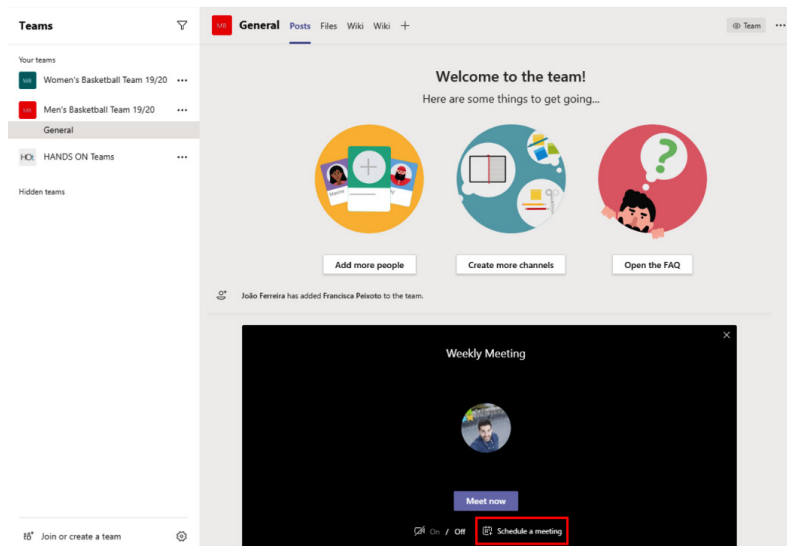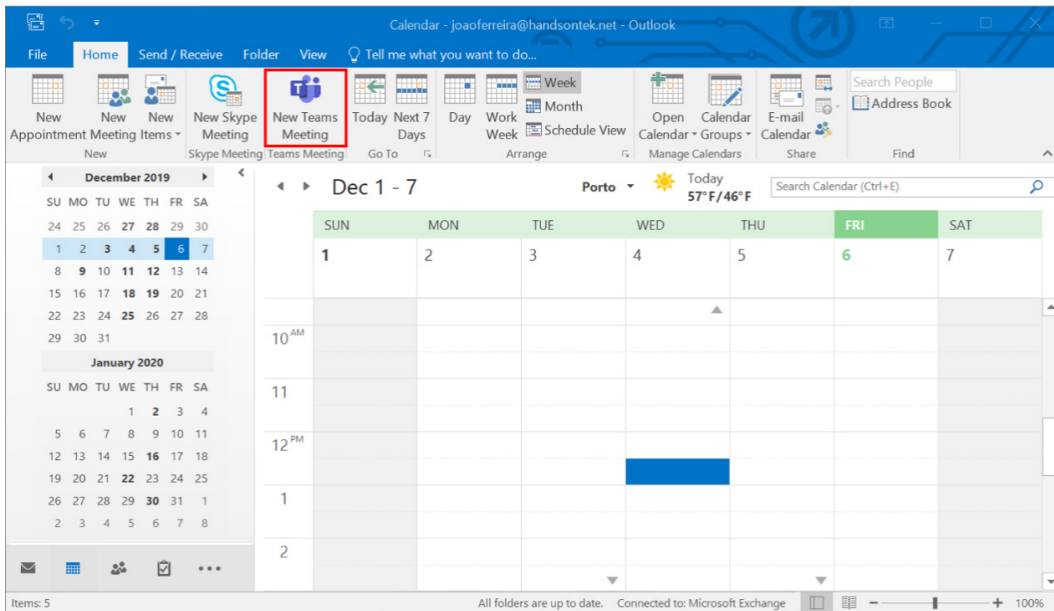

Scheduling a meeting from the channel

4. If you select **Meet now**, you will have the option to invite members from the team once the meeting has started. Each invited member will receive a notification on the app to join the meeting.

If you are replying to emails or checking your calendar in Outlook and have the need to schedule a meeting, there is an add-in that allows you to send out the meeting request without the need to switch to the Microsoft Teams context.

To schedule a meeting from Microsoft Outlook, do the following:

1. On Microsoft Outlook, open the Calendar app.

2. On the top bar, click on **New Teams Meeting**, as highlighted in the following screenshot:

Scheduling a meeting from Outlook

3. Type in the emails of the users you want invite to the meeting.

4. Type in the subject.

5. Select the location.

6. Select the date.

7. Personalize the meeting request if needed and click **Send**.

> **Note**
> Scheduling a meeting from Outlook doesn't give you the option to select a channel.

Each user that's added to the meeting request will receive an email with the link for the meeting. Users will be able to join the meeting either by clicking on the link in the meeting request or by clicking on the meeting in the Calendar app on Microsoft Teams.

How to customize Microsoft Teams meeting requests

Branding is one the most important aspects in the enterprise world. A company logo tells a lot about a business, and Microsoft Teams has taken this into consideration.
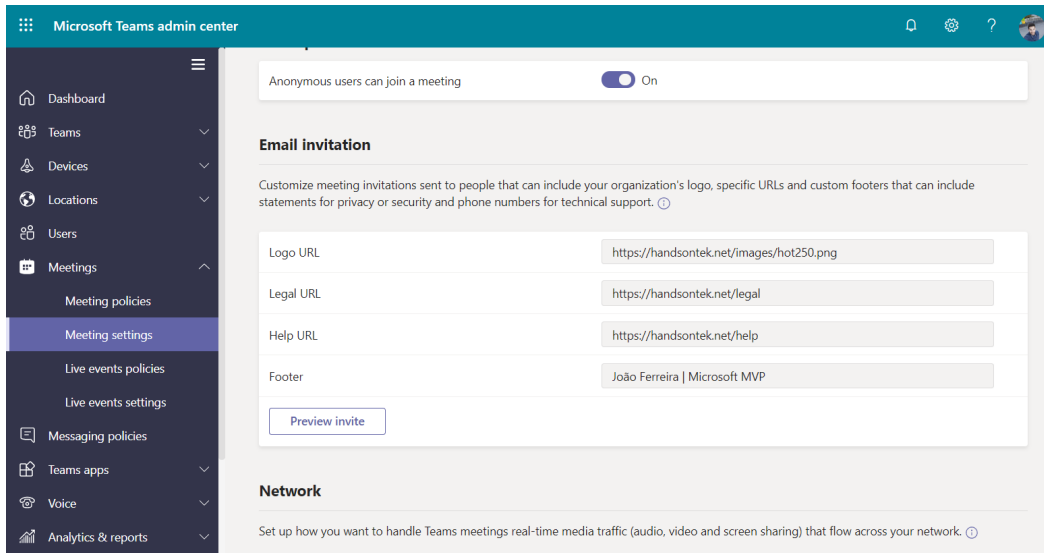
Teams allow us to customize meeting requests in such way that every time you invite someone external to the organization, they can be easily identified if we look at the logo of their organization or company. Also, by adding the company logo, you are creating brand awareness.

To customize the meeting requests for your organization, do the following:

> **Note**
> The following steps are only available for Microsoft Teams administrators.

1. Open **Microsoft Teams admin center**. You can do this by opening the Microsoft 365 Admin Center and then choosing **Teams** or by simply opening the following URL: `https://admin.teams.microsoft.com`

2. On the left panel, select **Meetings** and then **Meeting Settings**.

3. In the **Email invitation** section, you have the option to customize four fields related to your meeting requests:

Email customization form

These four fields are as follows:

(a) **Logo URL**: The URL where the logo is stored. You will need to publicly host the logo yourself. The logo format must be JPG with the dimensions 188 x 30 pixels.

(b) **Help URL**: Use this to add a URL where people can get help if something doesn't work as expected with the meeting.

(c) **Legal URL**: If your organization has a legal website where you want people to go to if they have legal concerns, enter the URL in this field.

(d) **Footer**: Small text that is displayed at the bottom of your meeting request.

Click on **Preview invite** to make sure it looks as you expect:


Customized meeting request

5. If everything is OK, scroll to the bottom of the page and click **Save**.

The customization options will not be available immediately. You will have to wait about an hour to see that it has been added to new meeting requests. This customization will be added to all meeting requests, irrespective of the place where they were created.

What are the available options during a meeting?

Now that you know how to schedule a meeting, it is time to learn more about the meeting interface and the available options you will find. The following screenshot shows all the main meeting components, numbered from 1 to 7.

Before joining the meeting, you will have the option to set up the devices that you will use to interact with the other participants; namely, your webcam, microphone, or other audio and video devices you may have in your environment:
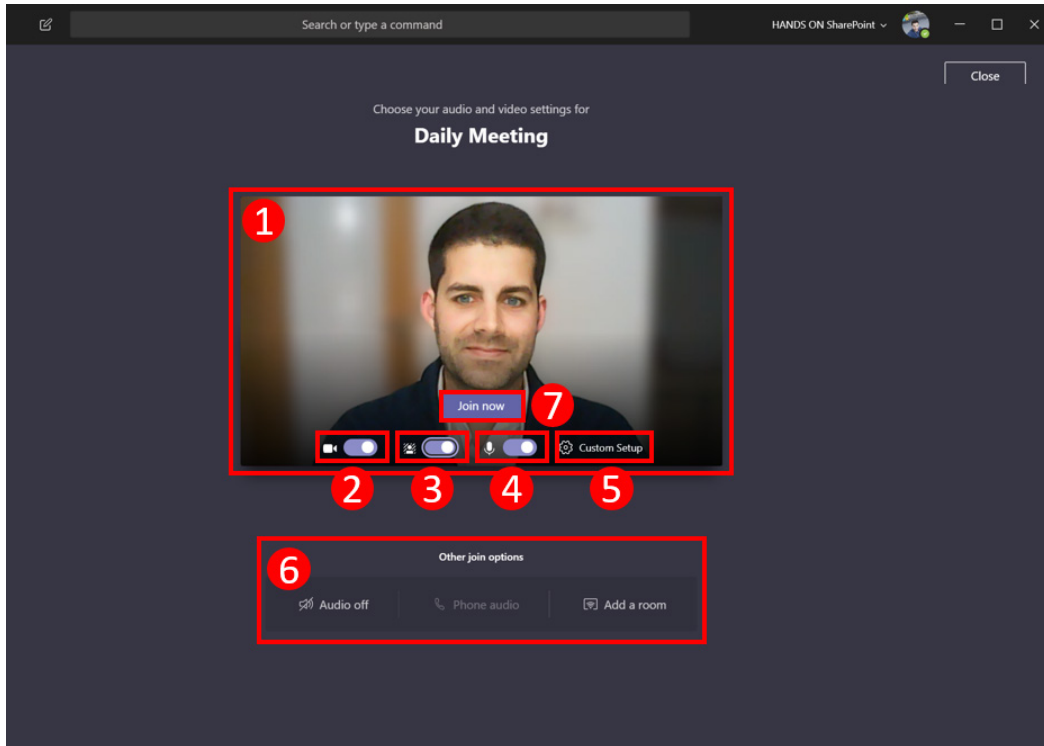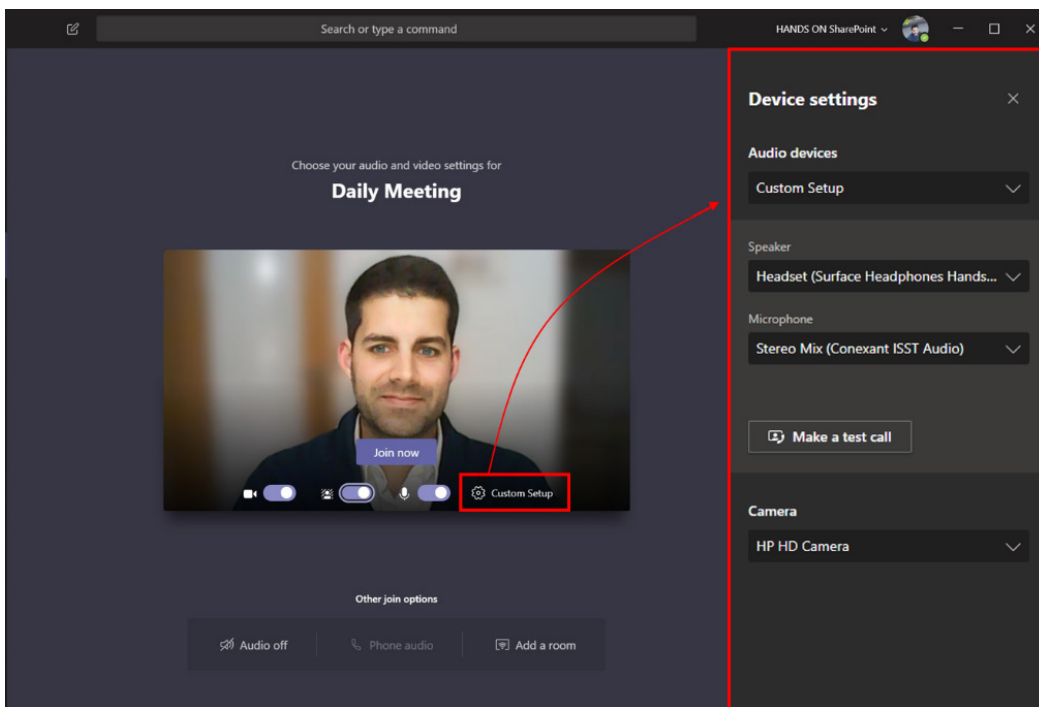

Meeting setup options

Let's take a look at the available components and what they do:

1. **Video preview**: In this area, you will be able to preview how the image of your webcam will look to the other participants.

2. **Webcam toggle**: Video is not mandatory during a Microsoft Teams meeting but if you have a webcam, I recommend that you use it. By default, it is turned on, but this option allows you to turn it off.

3. **Blur background**: This option is only available when the webcam is on and if supported by the hardware of your computer. It adds a blur effect to the background, focusing just on the person in the video. Alternatively, you can select a background image that will replace your entire background. This is particularly handy if you want to hide the elements in the room or open workspace where you are having the meeting. We will see more on this later on in this chapter.

4. **Microphone toggle**: Like the webcam, the microphone is not mandatory if you are joining a meeting just to listen. Make sure you turn off the mic. By default, it is on. Microsoft Teams automatically turns off the mic if four participants are already in the meeting. This behavior can be overwritten and you can turn it back on.

5. **Device settings**: This option allows you to select the devices you want to use during the call. If you have multiple speakers, microphones, or webcams connected to your computer, you will be able to select the ones you want to use in this menu. From here, you will also be able to perform a test call to make sure everything is configured properly so that you can join the call and interact with the other participants without any issues. This option might have different names; it may show your device name or it may say **Custom Setup** if you have customized the hardware to use:

Meeting custom setup

6. **Other join options**: There are a few other options you can configure when joining a meeting that are available in this bottom section:

   (a) **Audio off**: This option prevents echo if there is already a device with a microphone turned on in the room.

   (b)**Phone audio**: If the organizer of the meeting has a Microsoft 365 Audio Conferencing license, you will be able to join the call using a phone number.

   (c) **Add a room**: If you are in a Microsoft Teams room with certified devices for Microsoft Teams, you can add them to the meeting using this option. Typically, rooms are added using Bluetooth, so make sure you have it on your computer. A room usually includes a big screen, a wide camera, and ambient microphones so that everyone can participate without using their own devices/computers.

7. **Join now**: Once you have your environment prepared for the meeting, click on this button to join.
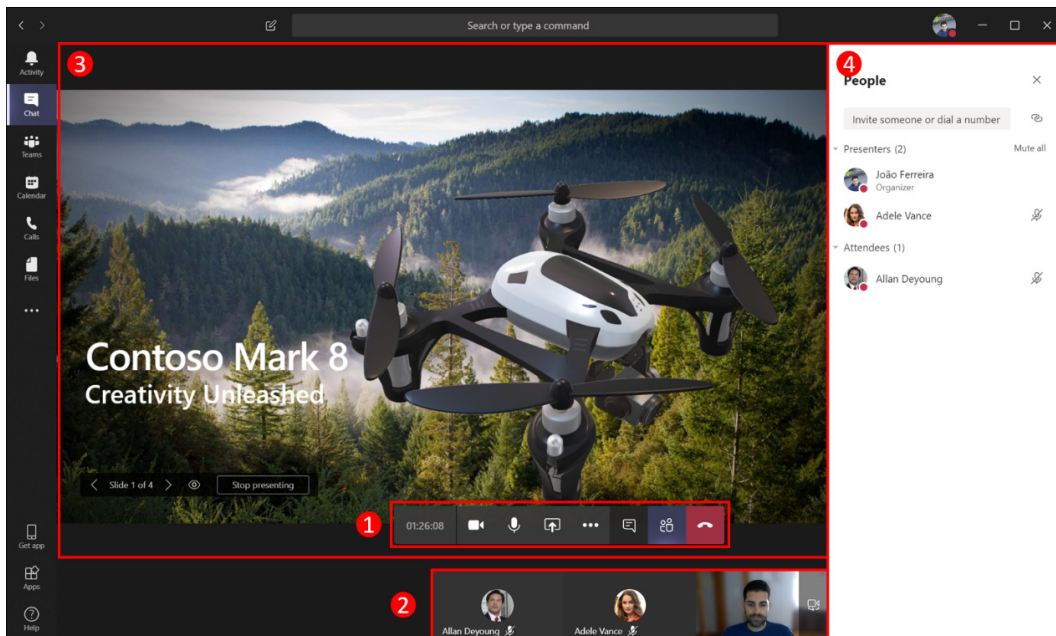
Meeting options

Now that you know how to prepare your own device to join a meeting, it is time to learn what the available options are once you are in the call.

During meetings, participants can assume two different roles:

- **Presenter**: A presenter has the option to share content, take control of a presentation or control the microphones of all participants, remove people from the meeting, or accept participants from the lobby.

- **Attendee**: An attendee is not able to share content. The attendee is able to interact with other members but will not be able to manage any of the meeting settings.

With these two profiles in mind, let's see what the interface looks like to them, depending of the actions they are taking during the meeting.

The following screenshot represents the view for presenters and attendees. It has all the main meeting options highlighted:

Meeting layout with options

Let's take a look at these options:

1. **Personal meeting controls**: This toolbar allows you to control the meeting at a personal level and displays the options according to the user profile during the meeting.

2. **Bottom pane**: This section can assume different behaviors, depending on what is being shared in the meeting. If someone is presenting, you will be able to see the attendees at a glance by the order in which they have joined the meeting. If no one is presenting during the meeting, you will be able to see your webcam image if you have it turned on. You will also be able to switch between webcams if the device you are using has more than one installed. The switch camera button appears at the top of your image as an overlay.

3. **Presenting area**: This section also assumes different behaviors if someone is presenting the content being displayed in this section; otherwise, it is used to display the images of the participants, regardless of whether they are using a webcam. The following screenshot displays the different behaviors assumed by the bottom pane and by the presenting area:

Meeting layout without content being presented

4. **Right pane**: The right pane is used to display all the participants or to allow people to participate in the written conversation during the meeting.

> **Bonus tip**
>
> When you join a meeting, Microsoft Teams changes its theme and displays everything in black. This is a visual way for you to identify that a meeting is occurring.

Personal meeting controls

The personal meeting controls are worth a closer look, and the following section explains all the available options and actions you can take from it. Each option is highlighted and, when necessary, is identified in terms of which profile it is available from:
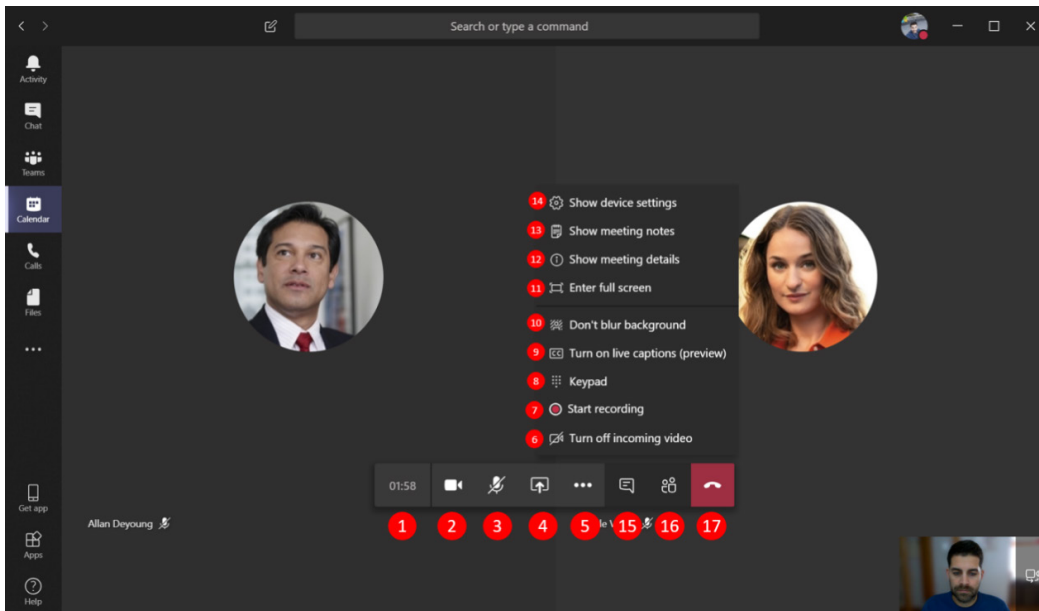

Personal meeting controls

Let's take a look at these options:

1. **Meeting duration**: This counter indicates the duration of the meeting. When hovered over, it displays the name of the meeting.

2. **Camera switch**: You can turn the webcam on or off at any time during a meeting using this option.

3. **Microphone switch**: Like the camera, the microphone can be turned on or off whenever you want during a meeting. This option is particularly handy if you need to have side conversations during a meeting. This way, your background noise will not disrupt the other participants.

4. **Share**: This allows you to share content in the presenting area with all the other participants. You can share your screen, applications, or even documents. This option is not available to attendees; only presenters have the option to share content in the meeting.

5. **More actions**: This option gives you access to more personal options that allow you to control extra meeting options. These extra options are displayed in a submenu that opens when the user clicks on this button. These options are explained in the following points, from numbers 6 to 14:
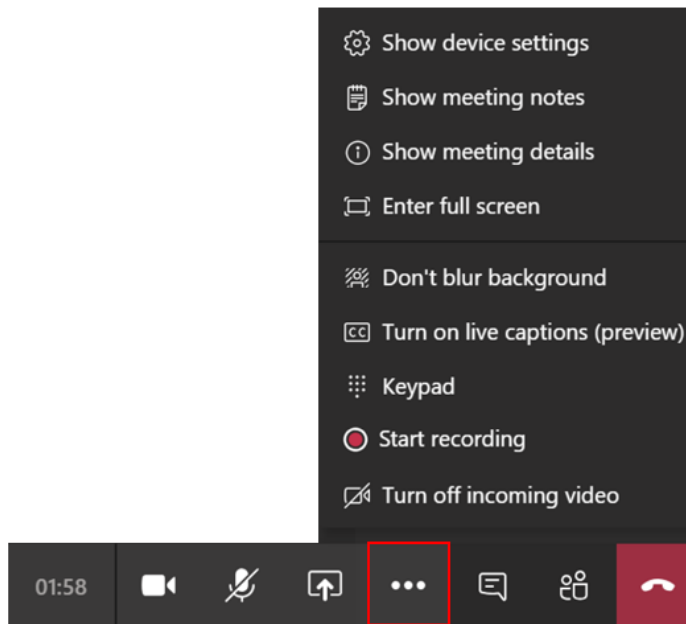

More actions menu

6. **Incoming video switch**: This option turns off any incoming video from other participants. It comes in handy when you have the need to free bandwidth on your network connection.

7. **Recording**: This option allows you to record a video of the meeting. Everything shared by any participant will be on the final video. You can find more information about the meeting recordings in the *Managing meeting recordings* section.

8. **Keypad**: During a meeting, if you have a need to dial a number, you can do so from this numeric keypad.

9. **Live captions**: Live captions translate anything that is being said by the other participants. Live captions appear at the bottom of the presenting area.

10. **Background blur switch**: Using video during a meeting is always a plus, but sometimes, the place where you are is not ideal or you simply don't want to share what is behind you. The blur option gives you the possibility to blur the background to hide everything except the person. In the following screenshot, you can see what it looks like with this option on and off:
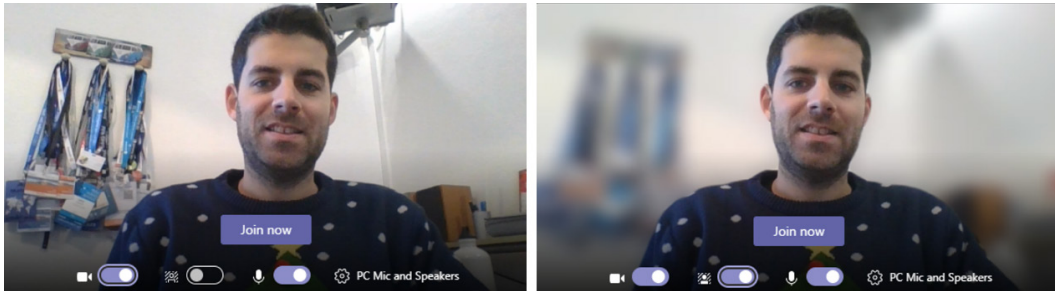
Background blur

As an alternative, and instead of bluring the background, you can select one of the availabe photos in the application that will replace your entire backgroud. The option to select the blur option or the image becomes available when you toggle the blur switch:
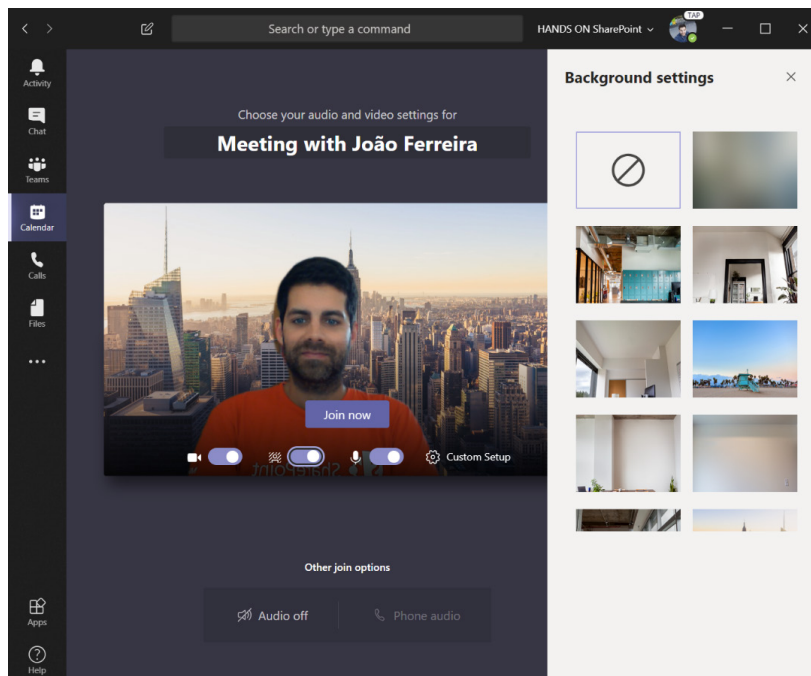
Background image

11. **Enter full screen**: This option maximizes the content of your call and removes all the window bars and menus, leaving just the call options.

12. **Show meeting details**: The meeting details option provides information related to the meeting, such as the subject, schedule, dial-in options, and also the possibility to copy the link to join to the clipboard.

13. **Show meeting notes**: This option is very handy and allows you to take notes during the meeting. The notes are stored in the meeting context and can be visualized by any participant at any given time. The notes option appears on the right pane and when they are created, a message is posted in the chat to let the other participants know that notes were created. To find out more about the meeting notes, read the *Managing meeting notes* section.

14. **Show device settings**: If you have the need to modify the device settings during a meeting, you can use this option. From the right pane, you will be able to manage microphone and camera settings.

15. **Show conversation**: This option makes the conversation visible on the right pane. From here, you will be able to interact using text with the other participants.

16. **Show participants**: From this option, you will be able to see all the participants in a list format. If you are a presenter, you will have extra options, namely, the possibility to promote an attendee to presenter, to make a presenter an attendee, or to mute participants. You will also be able to add or remove participants.

17. **Hang up**: This option will disconnect you from the call.

Sharing content during a meeting

Sharing content during a call is one of the best options when using the meeting functionality on Microsoft Teams. It can be used to present a PowerPoint Presentation , to share a screen, or even to perform remote assistance using the remote control functionality.

To share content during a meeting, you must be a presenter. Attendees do not have the possibility to share. As a presenter, in order to share content with other participants during a meeting:

Click on the share button (marked as **1** in the following screenshot) in the meeting toolbar.

A menu will appear at the bottom of the screen, where you will have the option to select what content you want to share, as shown in the following screenshot:
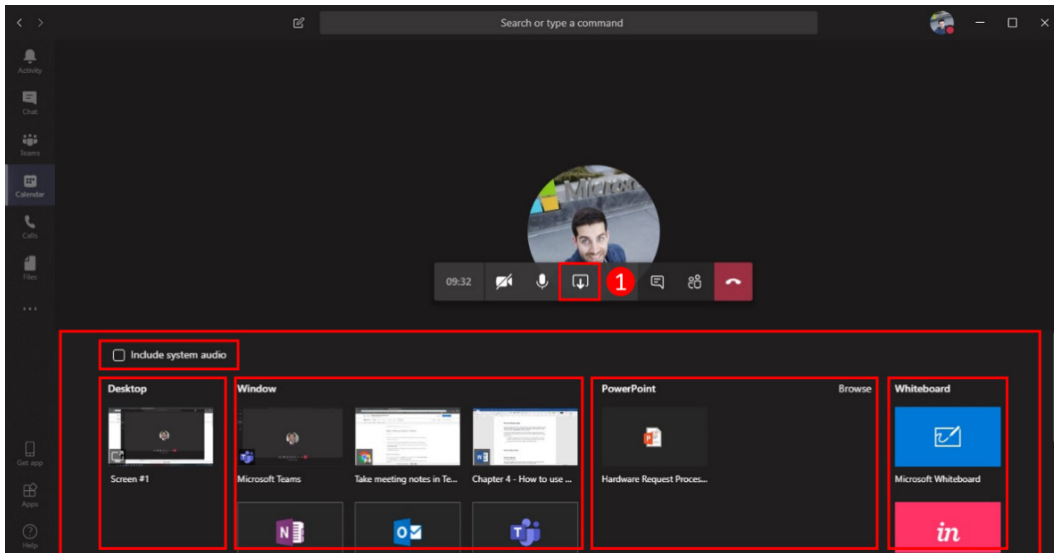

Sharing content

This functionality gives you the possibility to share content from different sources, such as the following:

- **Include system audio**: Optionally, you can include your system audio by checking this box.

- **Desktop**: Shares everything you are seeing on your desktop with the other participants. While sharing your desktop, a red rectangle is added to your screen to tell you the content is being shared.

  When a desktop is being shared, there is an optionto request remote control. If you are in a meeting and want to request remote control over the presenter desktop, you will need to click the button highlighted in the following screenshot:
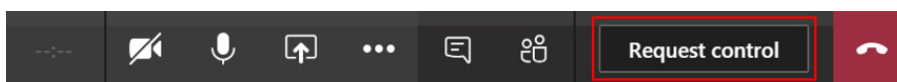
Request control button

The presenter needs to accept the remote control request by clicking **Allow** in the message that appears at the top of the stage area:
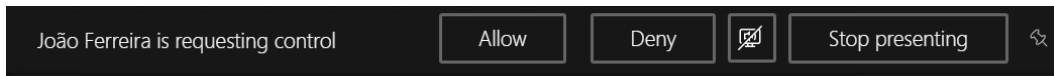
Requesting control message

- **Window**: If you do not want to share everything, you have the option to select just one window. This allows you to open other widows without sharing its content. When you open another window as a presenter, the other participants in the call will continue to see the window you shared initially, even though it's covered by other windows in your screen.

- **PowerPoint**: If you have a PowerPoint presentation to share during the meeting, you can do so directly from Microsoft Teams without opening the PowerPoint application. PowerPoint files can be shared from three different locations, as shown in the following screenshot:
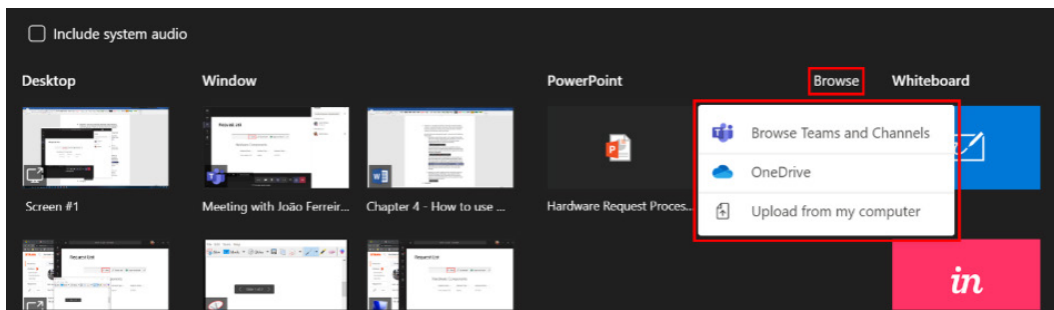
Sharing PowerPoint

- (a) **Browse Teams and Channels** : This option allows you to select a PowerPoint file that is stored in one of the teams or channels that you have access to.

- (b) **OneDrive**: If the PowerPoint Presentation is not stored in the Teams context but it is on your personal OneDrive, you can select it using this option.

- (c) **Upload from my computer**: If the presentation is local to your computer, you can upload it to be shared using this option.

By default, all meeting participants are able to interact with the PowerPoint Presentation being shared:

(a) **Presenters** are able to take control and change the PowerPoint slides. The following screenshot displays the presentation controls for all the second presenters. The PowerPoint controllers are only displayed when the user hovers over the presentation:


PowerPoint controls

As a main presenter, you can block the option for others to change the slides. The following screenshot displays the controls for the main presenter. The option to block slide interaction from other attendees is highlighted and is represented by an eye icon:

PowerPoint presenter controls

This option does not block the possibility for other presenters to take control. Every time someone takes presentation control, the main presenter is notified by a message displayed at the top of the presenting area, with the possibly for them to take control back again:
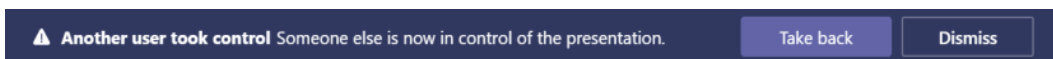
Taking presentation control back

At any given time during the presentation, you can also take control back by clicking the take back control button in the presentation controls.

(b) **Attendees** are able to change the slides if the presenter hasn't blocked that feature. The following screenshot displays the default controls for attendees. When the presenter locks the option to change the slide, an attendee will only see the number of the slide without the navigation arrows.

Limited presentation controls

- **Whiteboard**: Whiteboard allows you to take handwritten notes or draw during a meeting while everyone is watching it. The following screenshot displays the Whiteboard application with some handwritten content on it:
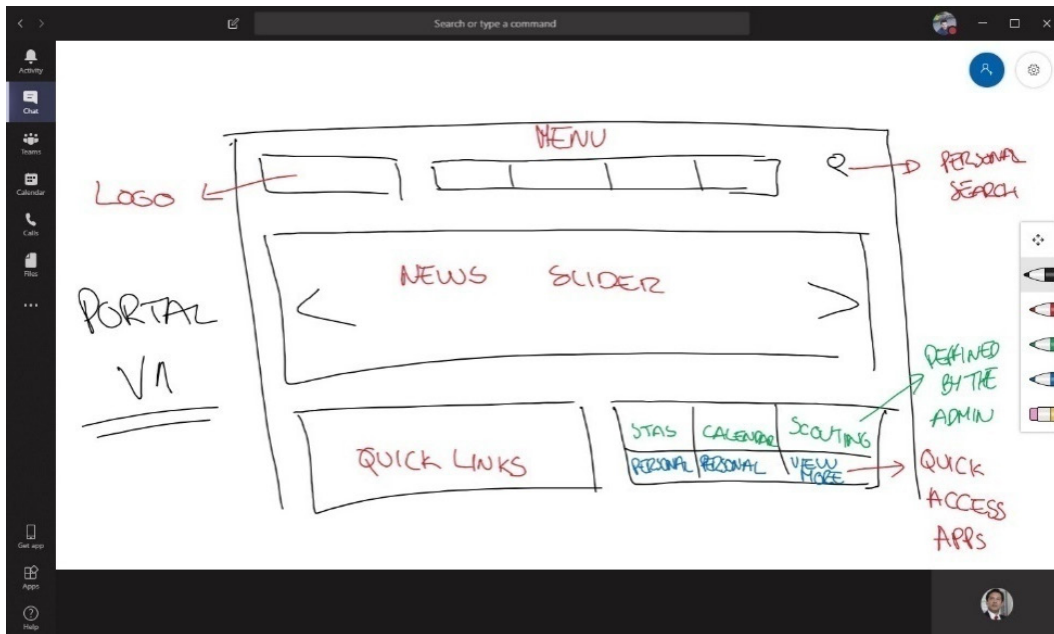
Whiteboard

To get the best out of the sharing features of Microsoft Teams, it is recommended that you use the client version, even though Google Chrome and Edge Chromium are able to support the sharing functionality. If you use the browser, you will lose the option to share individual windows.

Managing meeting recordings

All the meetings you have on Microsoft Teams, with or without sharing content, have the possibility to be recorded. When a recording starts, all the participants are notified and a red icon is displayed next to the meeting clock to inform everyone that the meeting is being recorded, as shown in the following screenshot:
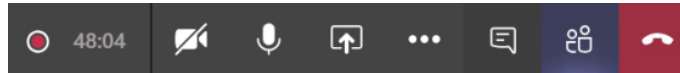
Meeting bar with the recording information

The participants are notified with a recording disclaimer, as shown in the following screenshot:
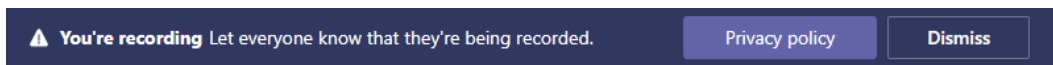
Recording notification

Even when the meeting is done only using audio, the recording is done in a video format and is hosted right after the meeting in a cloud service called Microsoft Stream.

Note that all meeting recordings are made in the cloud and the person that starts it doesn't need to remain in the meeting.

The meeting recording can be found in the meeting chat or in Microsoft Stream. To get the meeting recording from the Teams context, do the following:

1. Click on **Chat**.
2. In the recent list, select the meeting you want to get a record of.

3. Look for it in the **Chat** section. It will look similar to what is displayed in the following screenshot:
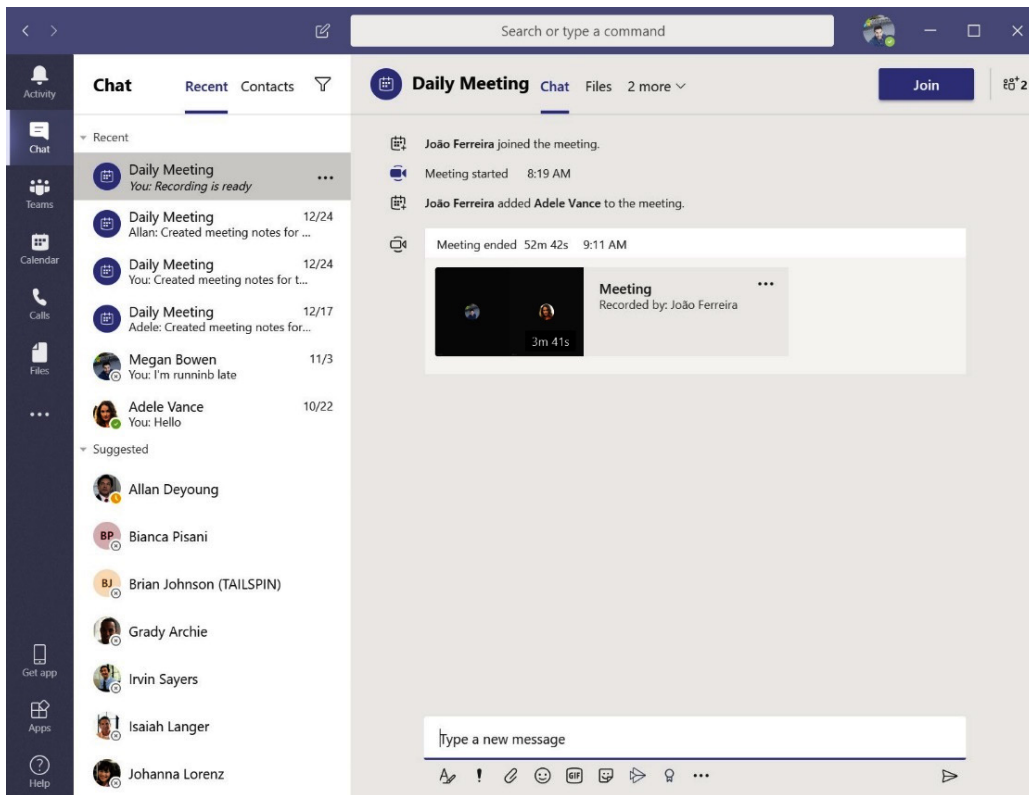
Recording post

4. To watch the recording, you just need to click on the video thumbnail and a popup will open with it.

To access the meeting recordings using Microsoft Stream, you need to do the following:

1. Open Microsoft Stream in the browser.
2. On the menu, click on **My content** and then **Meetings**.

3. All the meetings that you have recorded or that have been shared with you will be visible in this section, as shown in the following screenshot:
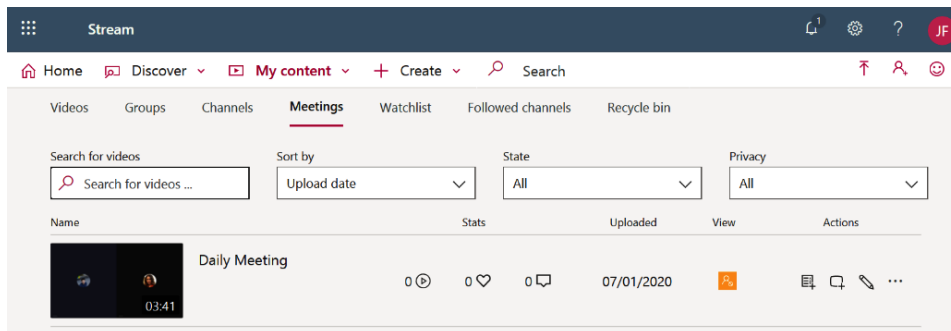
Recording on Microsoft Stream

Once the record is available, you will have access to a set of actions that will help you share the video with colleagues who were not able to attend the meeting.

To provide the best experience to people watching the recording, it is recommended that you edit the settings of the video and the metadata. To do so, you will need to click on the pencil icon under the **Actions** section. From there, you will get access to four main groups of options that you can use to make sure the recording reflects exactly what you want and that everyone watching it gets the right message. Let's take a look at what these four options are:
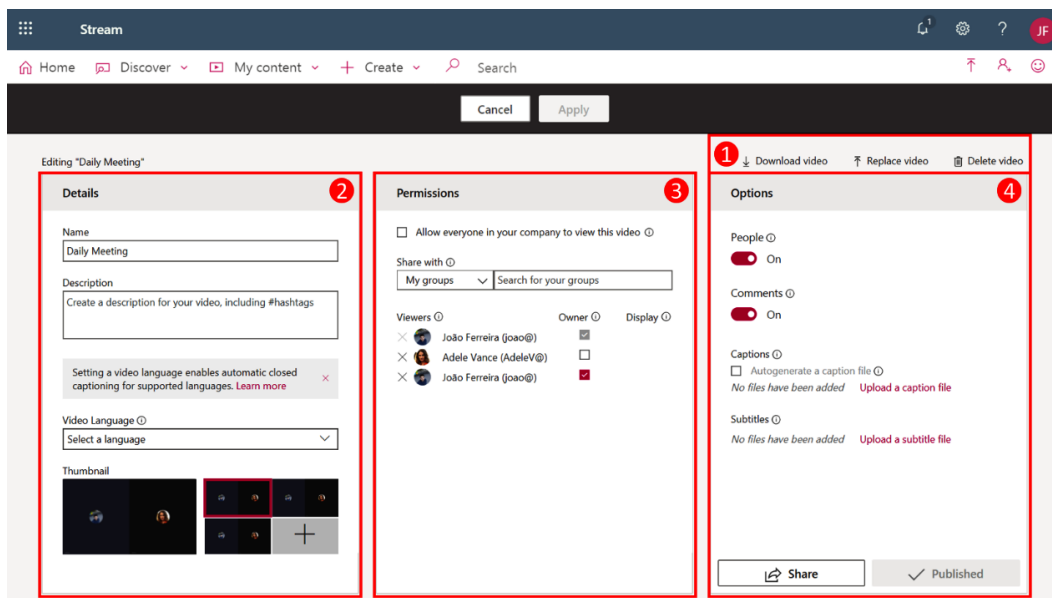
Managing a recording with Microsoft Stream

The following is an explanation of these options:

1. **Main actions**: In this section, you will be able to download the video locally to your computer, delete it for all the users if the recording is no longer relevant, or replace the video with another video file. The replace option is handy, especially when something went wrong with the original recording. This way, you will be able to replace it and people will be able to access the meeting content after it has occurred.

2. **Details**: By default, the details section only has the name filled in, and it inherits the name of the meeting. In this section, you are able to modify the name, add a description, and select the video language. The video language is a useful setting. Once it has been defined, it will generate a caption file automatically, making your video easy to find.

3. **Permissions**: By default, all the meeting participants inside your organization will have access to the video, but if you want to have fine control, you can by sharing it globally or restricting access to a certain group of people.

> **Note**
>
> Participants who are external to the organization will not have access to the video recording, even though it becomes visible in the meeting chat. This is caused by a current limitation of Microsoft Stream that only works with accounts that belong to the same organization. As a workaround, to share a video with external members, you can download the mp4 video file of the recording and store it inside a Team document library where external users have access.

4. **Options**: This section allows you to enhance the experience of the video. The **People** option creates a timeline showing who is presenting the video. This option also allows the viewer to jump to specific points where each person appears. From this section, you can also enable or disable the social interaction in the video by enabling or disabling the comments. Finally, you can upload your own subtitles, if necessary, to provide a transcript of the video in several languages.

Microsoft Stream also provides an editing feature that is handy for trimming Microsoft Teams recordings. To edit the final videos of your meetings, do the following:

1. Open Microsoft Stream in the browser by going to `https://web.microsoftstream.com/`.

2. On the menu, click on **My content** and then **Meetings**.

3. Under the actions, click on **....**

4. In the submenu, click on **Trim Video**:
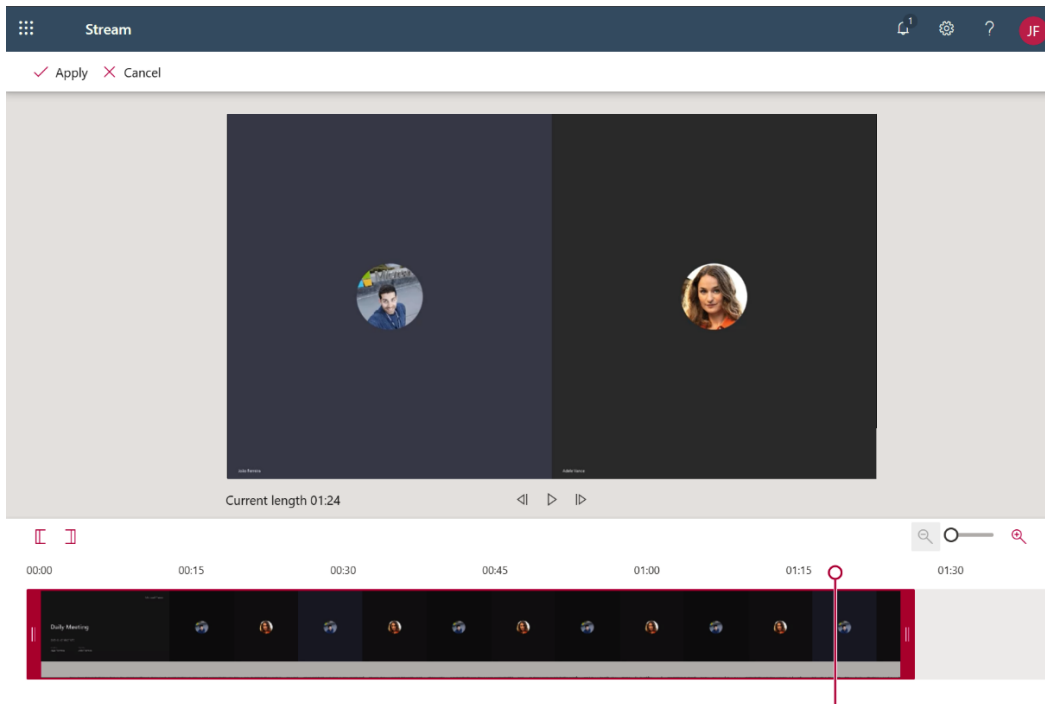
Trim video

5. Drag and drop the left and right selectors to define the beginning and the end of the video.

6. Once you are happy with the result, click **Apply**. The original video will be replaced by the new shortest version.

> **Note**
>
> Microsoft Stream does not allow you to split a video and create a final video using multiple subsections of the original video. To do something like that, you will need to download the video, edit it using a third-party tool, and replace the original video with the new one.

The meeting recordings always start with a screen displaying information related to the meetings and the video itself. On the first frames of the video, you will see the title of the meeting, the date, including the time zone, the name of the organizer, and the name of the presenter who clicked on the record button, as shown in the following screenshot:
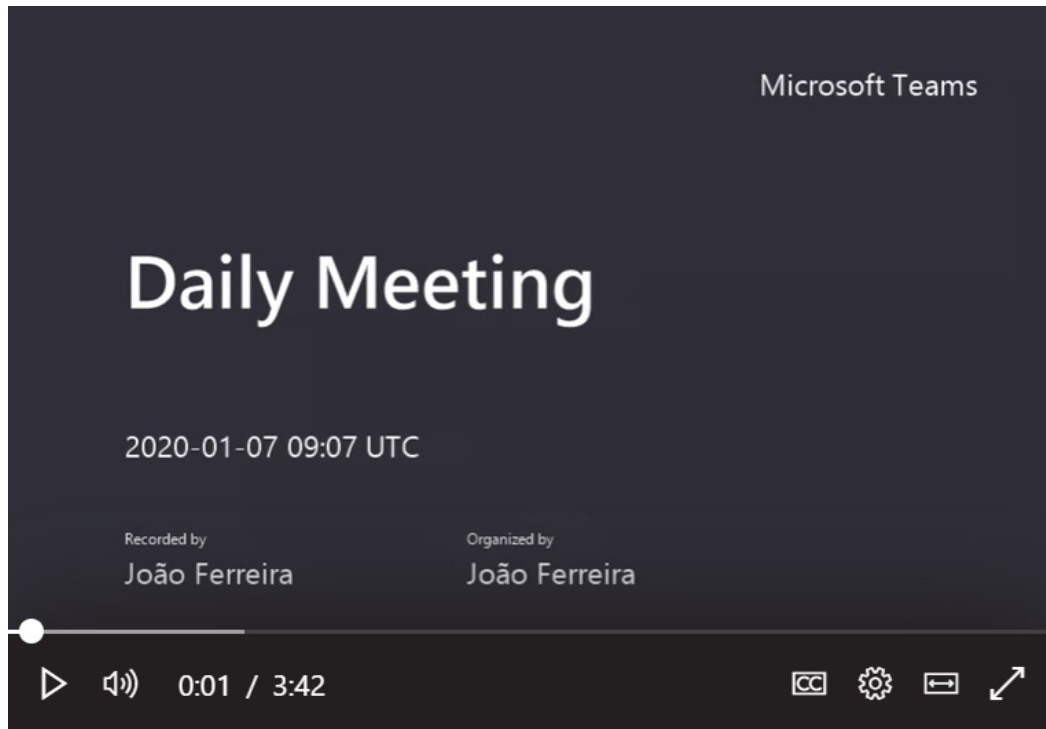
Meeting recording start screen

How to take meeting notes

Meeting notes are always available during a meeting. However, they are not immediately visible when the meeting starts. To take notes, do the following:

1. During the meeting, click on the three dots (**…**) in the Personal meeting control bar.
2. In the submenu, click on **Show meeting notes**.

3. By default, the notes are displayed in the right pane, as shown in the following screenshot, but you can make them fullscreen if you click on the **View notes tab** link:
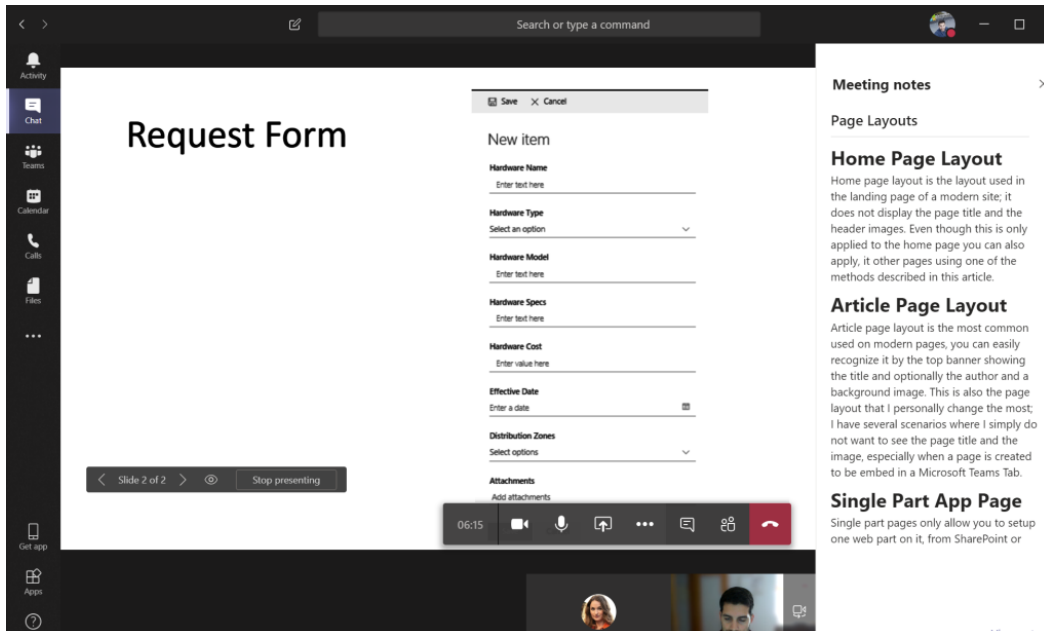
Notes during a meeting

Managing meeting notes, files, and whiteboards

During a meeting, you can share or produce different types of content, namely notes, files, or whiteboards. Each add value to the meeting, not just when it is occurring, but also once it finishes as all this material continues to be available so that it can be consulted in the context of the meeting where it was produced or shared.

To open a meeting and access the content produced during a Teams meeting, you can use the recent section in the chat app, as we saw previously, or you can use the search feature. Once you've found the desired meeting and clicked on it, you will get access to all its contents, including the chat.

The following screenshot shows all the meeting tabs that give you access to the assets highlighted. Each of the tabs will display the corresponding content on the stage area and you will be able to modify or share it with someone else:
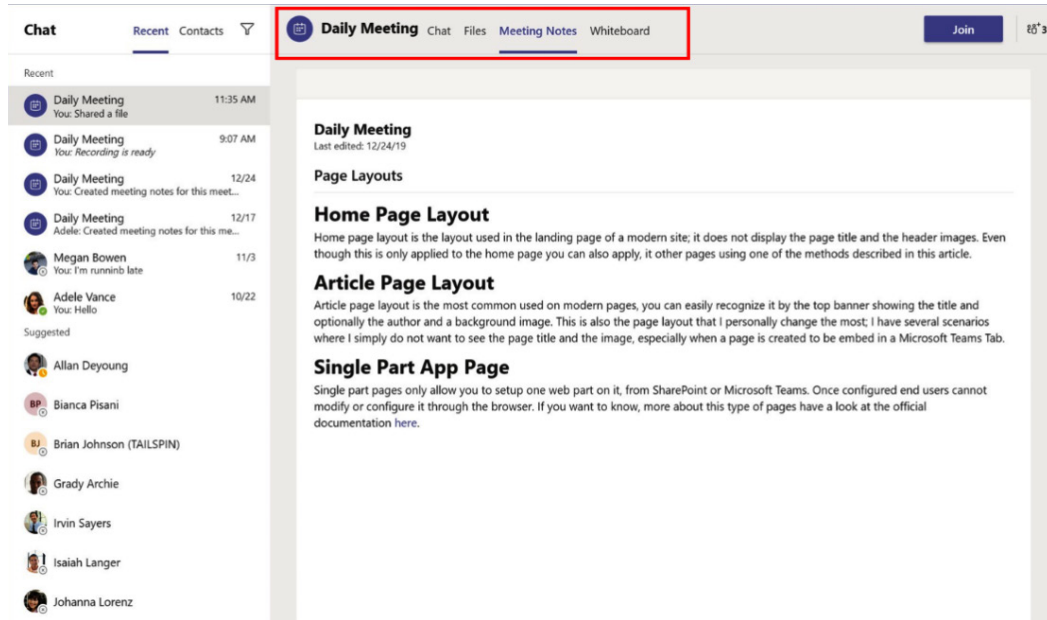
Notes after a meeting

Meetings on the mobile app

If you are on the go and need to attend a Microsoft Teams meeting, you can do so using the mobile app on your phone. The meeting options are not the same ones you have when joining using the computer, but you will still be able to interact with the other participants and see all the content being shared.

To join a meeting using the mobile version of Teams, you need to do the following:

1. Open Teams and tap **Calendar**.

2. From the agenda, choose the meeting you want to attend and tap **Join**.

3. Once connected, to get access to the meeting controls, you can tap anywhere on the screen.

Even though the screen is smaller, most of the options that you can find in the desktop version are just one tap away. The following screenshots highlight the features available when using a mobile phone to attend a meeting:
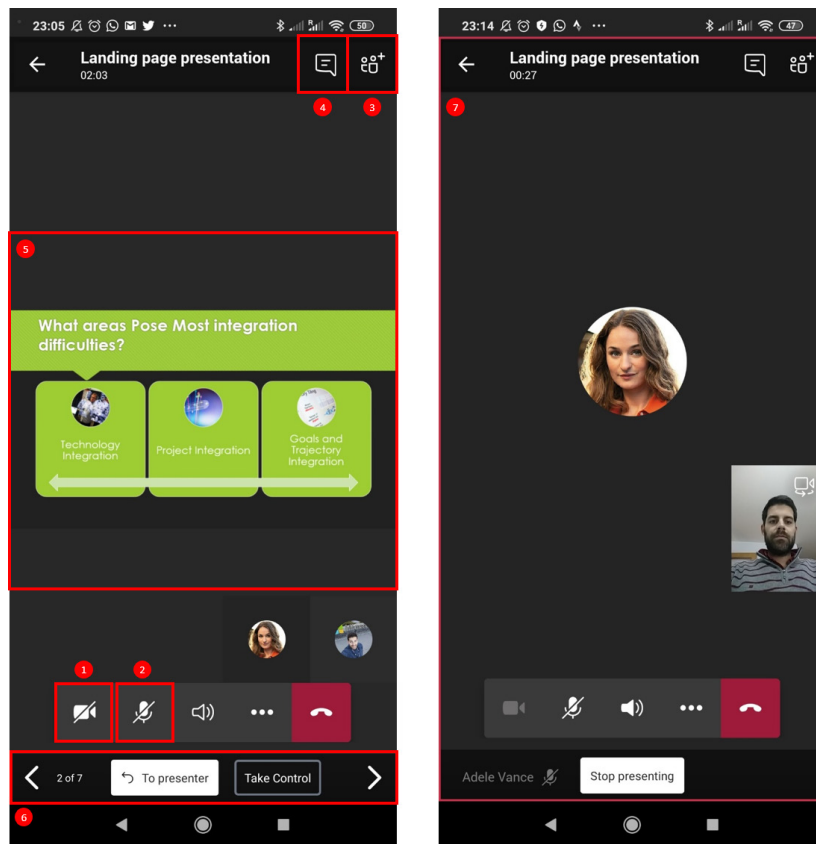
Microsoft Teams meeting mobile view

These features are as follows:

1. Turn on/off the video using your cellphone cameras.
2. Mute/Unmute yourself.
3. Add people to the meeting.
4. Access the chat and share files.
5. To view the content being shared, you can pinch to zoom in/out.
6. Take control of a PowerPoint presentation.
7. Share your mobile phone screen.

When sharing your screen from a mobile device, a red rectangle will be added to identify the area being shared. At any given time, you can open other apps without disconnecting the call. The Microsoft Teams mobile app will continue to record everything on the screen. The following screenshot illustrates what mobile sharing looks like to other participants in the call using the desktop version of Teams:
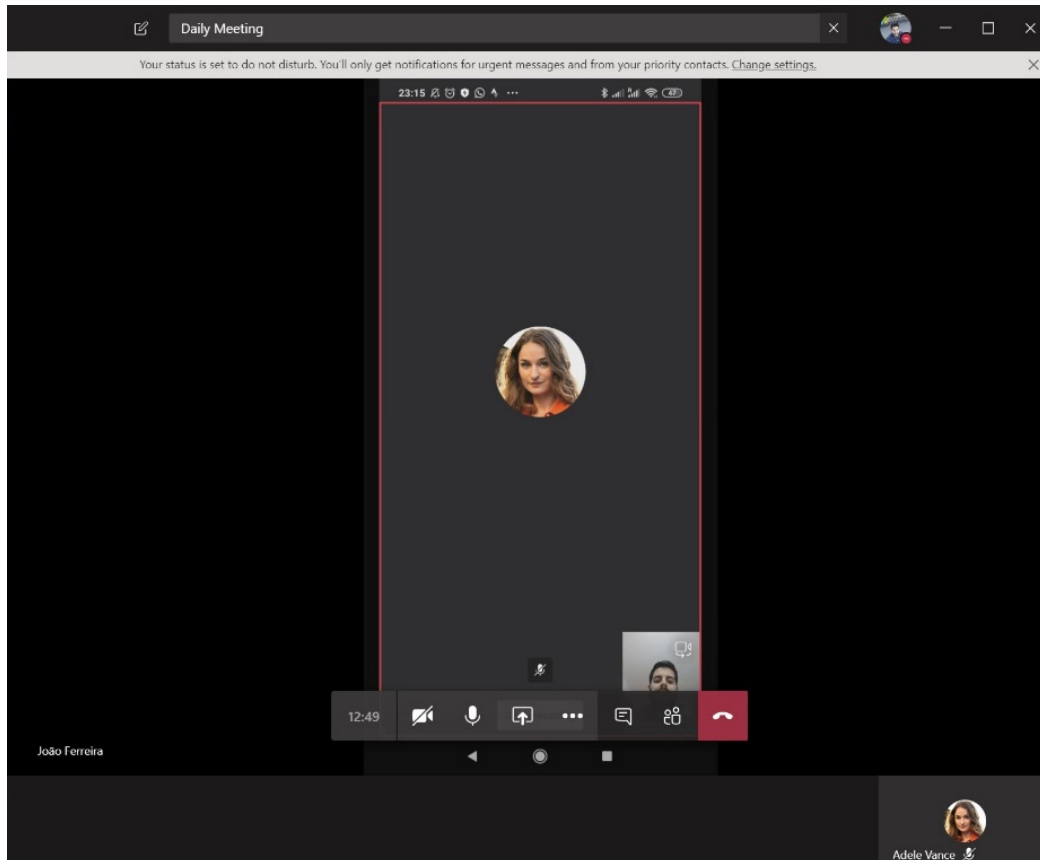
Sharing screen from the Microsoft Teams mobile app

Occasionally, meetings go over the scheduled time or you simply have a schedule conflict and cannot be on the computer for the entire meeting. Microsoft Teams has a built-in feature to help you with scenarios like this, which allows you to switch from the desktop to your mobile device so that you can continue the meeting with no downtime and work on the go.

To transfer meetings between devices, do the following:

1. While connected to the meeting on your computer, open Microsoft Teams on your phone and tap the **Calendar**.

2. At the top of the app, you will see a message with a **Join** button and a message stating **Join to share content from this device**, as shown in the following screenshot. Tap the **Join** button:
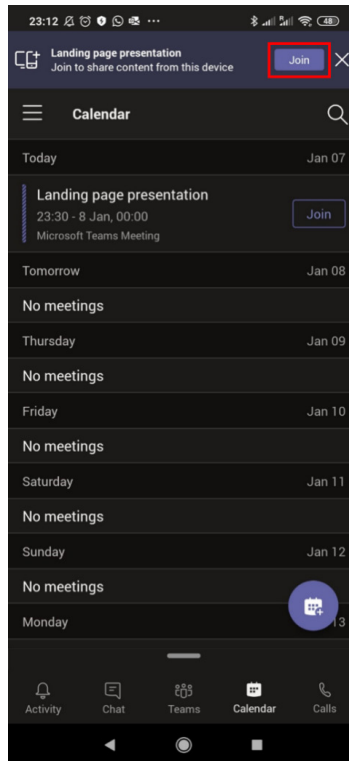
Joining a meeting from the Microsoft Teams mobile app

3. Disconnect from the meeting on your computer and you are good to go!
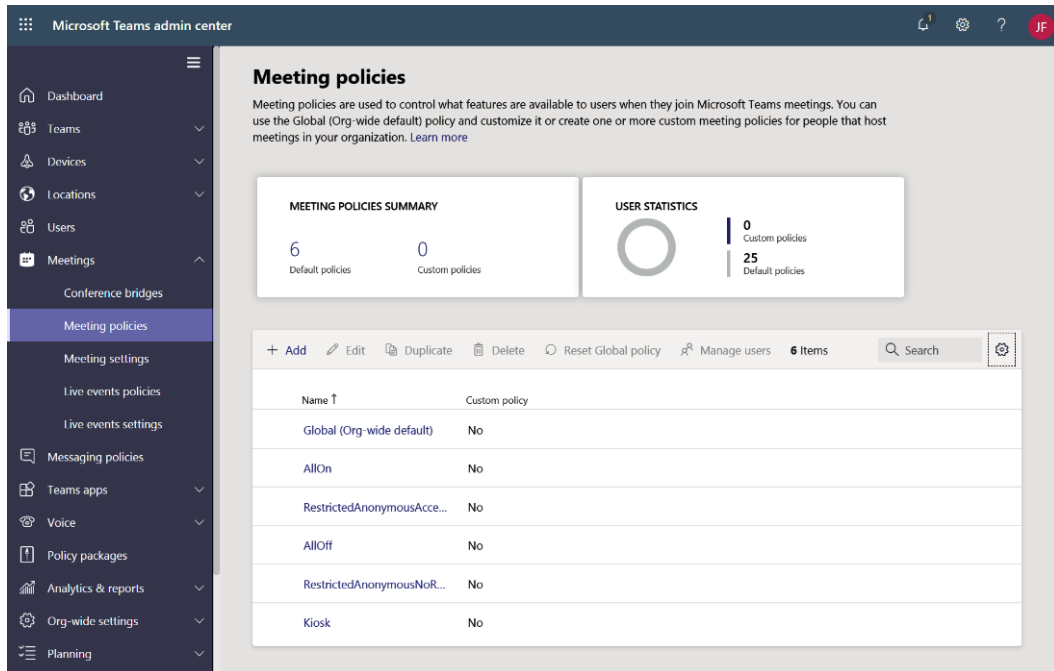
Managing meetings as an admin

Some of the meeting options described in this chapter can be controlled by the admin and might not be available for everyone in the organization. This section covers what you need to know about meetings from the administrator's perspective.

Meeting features are managed through policies and can be applied to users individually. This means that you can enable different features for different users.

To manage existent meeting policies or create new ones, do the following:

1. Open **Microsoft Teams admin center.** You can do this by opening the Microsoft 365 Admin Center and then choosing Teams or by simply going to the following URL: `https://admin.teams.microsoft.com`

2. On the left menu, click on **Meetings** and then **Meeting policies**:

Meeting policies

3. To create a new policy, click on **Add**. To manage an existing one, click on one of the policy's names.

4. Each policy is defined by a name, a description, and a bunch of settings that are divided into four different groups that allow you to turn on/off meeting features. The following screenshots illustrate each of the groups and their respective features. Let's take a look:

- **General**: In this group, you will find the general settings for the meeting related to scheduling:
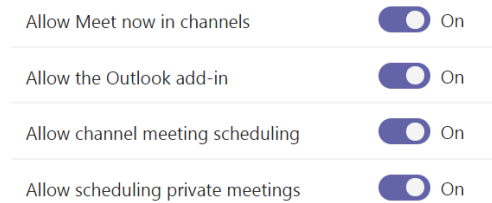
General meeting options

- **Audio and video**: In this group, you will find settings related to the audio and video that are used during a Teams meeting:
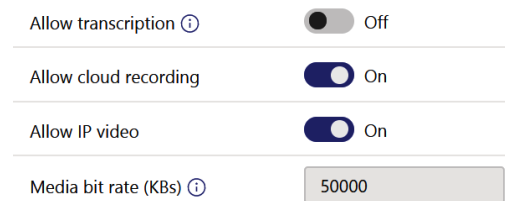
Audio and video options

- **Content sharing**: In this group, you will find settings for the different types of content that can be used during a Teams meeting that are held in your organization:
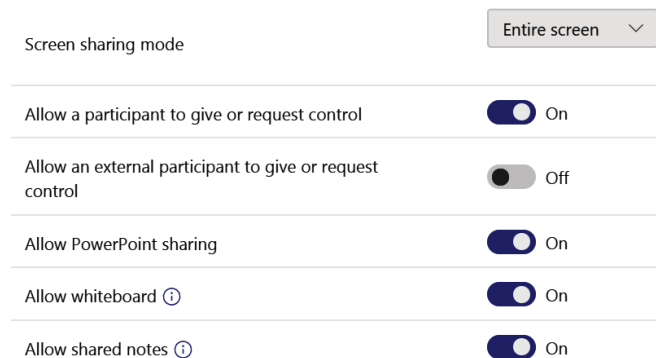
Content sharing options

- **Participants and guests**: In this group, you will find participant and guest settings that allow you to control access to Teams meetings:

Participant's options

Each newly created policy needs to be applied to users to take effect. To apply a new policy to an existing user, do the following:

1. Once in the **Microsoft Teams admin center**, click on **Users**, located in the left menu.

2. Select the users you want to apply the new policy to.

3. Click on **Edit settings**.

4. Change the desired policy, as shown in the following screenshot:

Appling a meeting policy to users

5. Click on **Save**.

Audio Conferencing

Audio Conferencing is an add-on to Microsoft Teams that allow users to join meetings by dialing a number from their phones. This feature is included with the Office 365 E5 plan, but on Office 365 E1 and E3, it is sold separately.

Audio Conferencing comes in handy in a variety of scenarios, such as the following:

- When the meeting is audio only.

- The user doesn't have access to a computer or a mobile phone with the Microsoft Teams app installed.

- The network bandwidth is not good enough for audio to be used.

The custom license for Audio Conferencing is only necessary for those users who will schedule meetings. Users attending meetings are not required to have the same license.

> **Note**
>
> Audio Conferencing is not available in all countries. To check if it is available in your region, go to `https://docs.microsoft.com/en-us/microsoftteams/country-and-region-availability-for-audio-conferencing-and-calling-plans/country-and-region-availability-for-audio-conferencing-and-calling-plans`.

When a user has an Audio Conferencing license assigned to them, the meeting request that's sent for any meeting will include the dial-in details, as shown in the following screenshot:

Join Microsoft Teams Meeting

+1 437-703-4268   Canada, Toronto (Toll)

Conference ID: 607 334 911#

Local numbers | Reset PIN | Learn more about Teams | Meeting options

Meeting request with dial-in options

The meeting request will show a default number, but the participant has the ability to use a local number. The list of local numbers is available through the **Local numbers** link in the meeting request. Once a participant dials the phone number, they will be asked to introduce the conference ID so that they can be connected to the correct meeting.

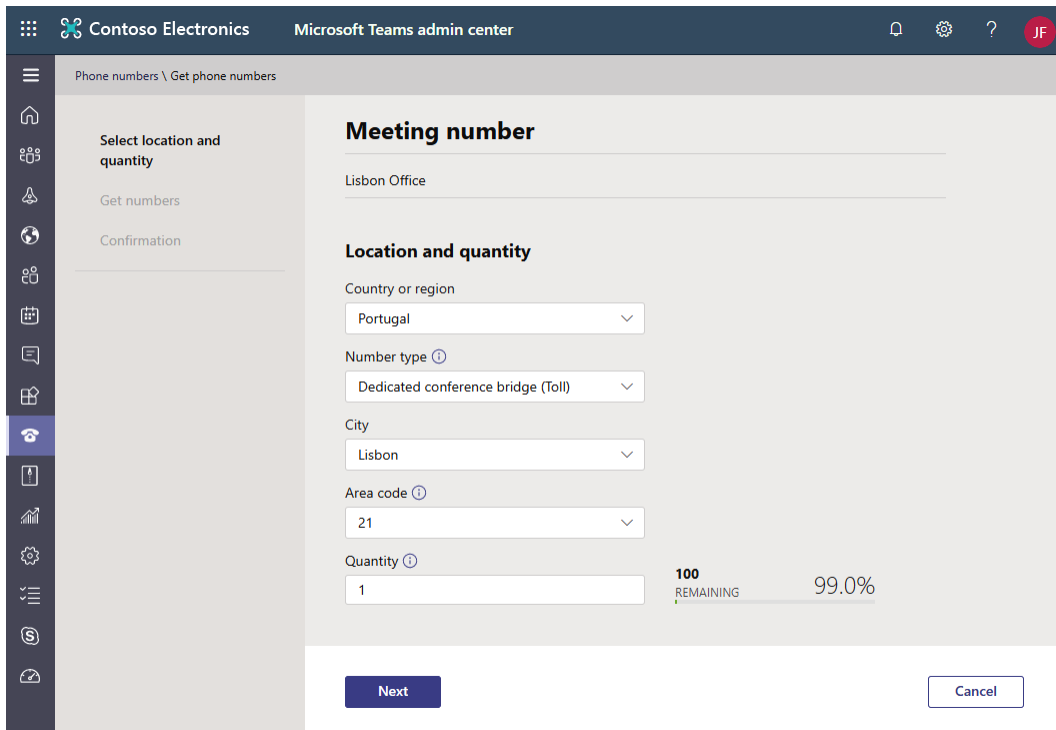# Audio Conferencing for administrators

Audio Conferencing might require configuration from the Microsoft Teams administrator in order to get the call information in the meeting requests. In this section, you will find basic instructions that will help you get started with the Audio Conferencing and conferencing bridge configurations.

To configure Audio Conferencing, do the following:

1. Open the Microsoft 365 Admin Center.

2. In the left navigation bar, go to **Voice** and then **Phone numbers**.

3. Click on **Add**. The options beyond this point might be different, depending on the country you select. The following screenshot includes the fields for Portugal.

4. Provide an order name and a friendly description.

5. Select your country.

6. Select the number type. Microsoft Teams uses different number types, depending on how you plan to use them in your organization:

    (a) **Call queue (Toll)**: These are service numbers that are used when you are creating a call queue and will be used on resource accounts.

    (b) **Call queue (Toll Free)**: These are service numbers that are used when you are creating a call queue and will be used on resource accounts.

    (c) **Auto attendant (Toll)**: These are service numbers that are used when you are creating an auto attendant and will be assigned to a resource account.

(d) **Auto attendant (Toll Free)**: These are service numbers that are used when you are creating an auto attendant and will be assigned to a resource account.

(e) **Dedicated conference bridge (Toll)**: These are service numbers that are used on conference bridges so that users can dial in to meetings.

(f) **Dedicated conference bridge (Toll Free)**: These are service numbers that are used on conference bridges so that users can dial in to meetings.

Fill in all the other options in the form, as shown in the following screenshot:

New meeting number

7. Click on **Next** and wait for a number to be assigned to you.

8. If everything looks OK with your number, click on **Place order**. You have 10 minutes to do this, after which the number will return to the pool of available numbers:
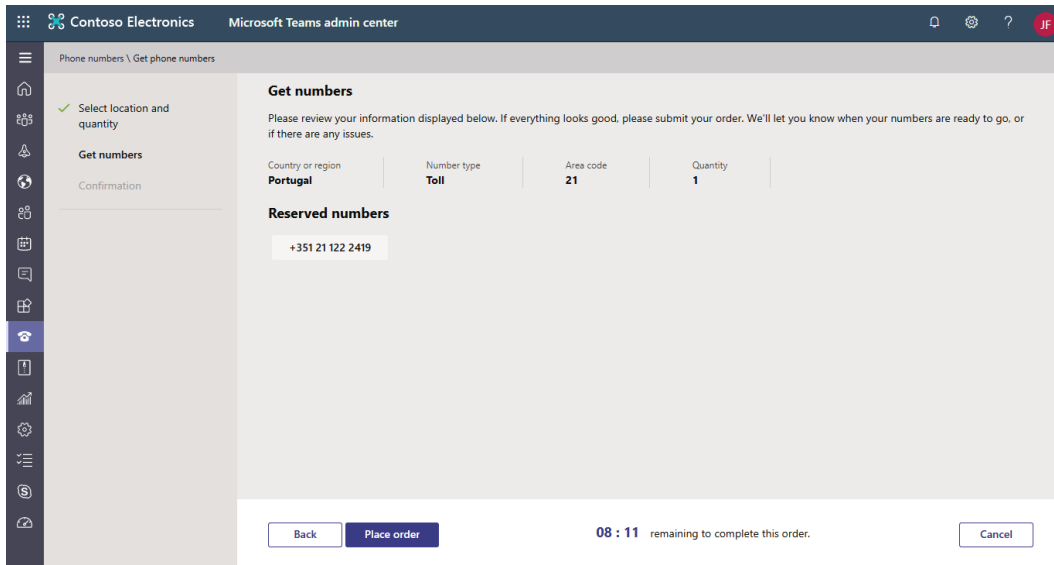
Placing a number order

9. Click on **Finish**.

Now that you have your new number to use, it is time to configure the Audio Conferencing bridge. A conferencing bridge is the hub for your phone numbers and can contain one or multiple numbers for multiple countries.

The numbers included in the Conferencing Bridge are the ones that will be included in the meeting request. Bridges can have two types of numbers:
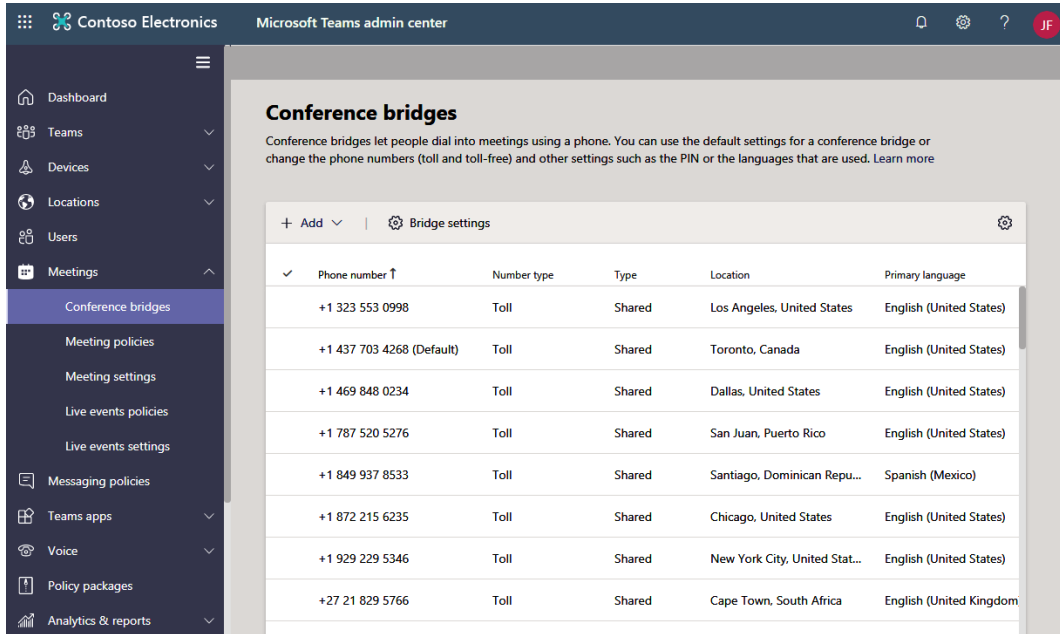
- **Dedicated**: Numbers available for users inside the organization
- **Shared**: Numbers that can be shared with another organization

> **Note**
>
> Once the organization has been enabled for Audio Conferencing, numbers for different countries are automatically assigned, but you can modify the Conferencing Bridge and add more numbers.

1. Open the Microsoft 365 Admin Center.
2. In the left navigation bar, go to **Meetings** and then **Conference bridges**.

3. Click on **Add** and select the type of number you wish to use:

Adding a new conference bridge

4. Select the number from the list and click **Apply**.

Now that Audio Conferencing has been configured, your users can include the call information in the meeting. We will now move on to configuring live events in Microsoft Teams.

Live events on Microsoft Teams

Live events on Microsoft Teams are an extension of meetings and should be used every time you have the need to broadcast for a large audience. Meetings on Microsoft Teams only supports 250 attendees. If you are planning a meeting that exceeds this number, you must use live events instead, which supports up to 10,000 attendees.

Live events are, by definition, a one-to-many communication since the presenters have the rights to speak and share content and all the other attendees can only listen and interact with the presenters through the moderated Q&A.

Live event profiles

By reading the live events introduction, you can probably tell that it might be too complicated for a single person to manage everything that happens during the event. If you have had this thought, then you are right: when looking at live events, you will find four different profiles:

- **Organizer**: This is the person who is responsible for scheduling and inviting presenters and producers to the event and is also responsible for defining the live event permissions. Once the event is over, the organizer will get access to the final reports showing the attendees and the questions that were asked during the event.

- **Presenter**: As the name suggests, the presenter will have the rights to present video, audio, or a desktop window. A live event can have one or more presenters.

- **Producer**: A producer is responsible for starting and stopping the live event, as well as managing everything related to the media presentation, including selecting what video is going live at any moment.

- **Attendee**: An attendee can watch the event and participate through the moderated Q&A. Live events allow attendees to join using authenticated means or anonymously, depending on the event's permissions.

The full experience of live events is only accessible to all profiles through the desktop version of Microsoft Teams. If you are a producer or a presenter, it is mandatory to use the desktop client. If you are an attendee, you can join using the desktop, web, or mobile clients of Teams.

How to create a live event

Live events must be created on Microsoft Teams, and the process is similar to scheduling a meeting. To create a live event, do the following:
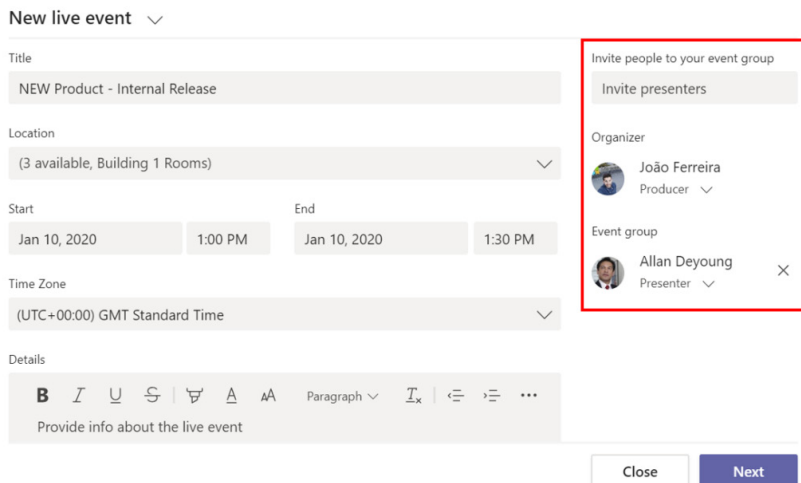
1. On the desktop Teams client, open the **Calendar**.
2. Click on the arrow next to the **New meeting** button.

3. On the popup, select **New live event**. By default, **New meeting** is selected:
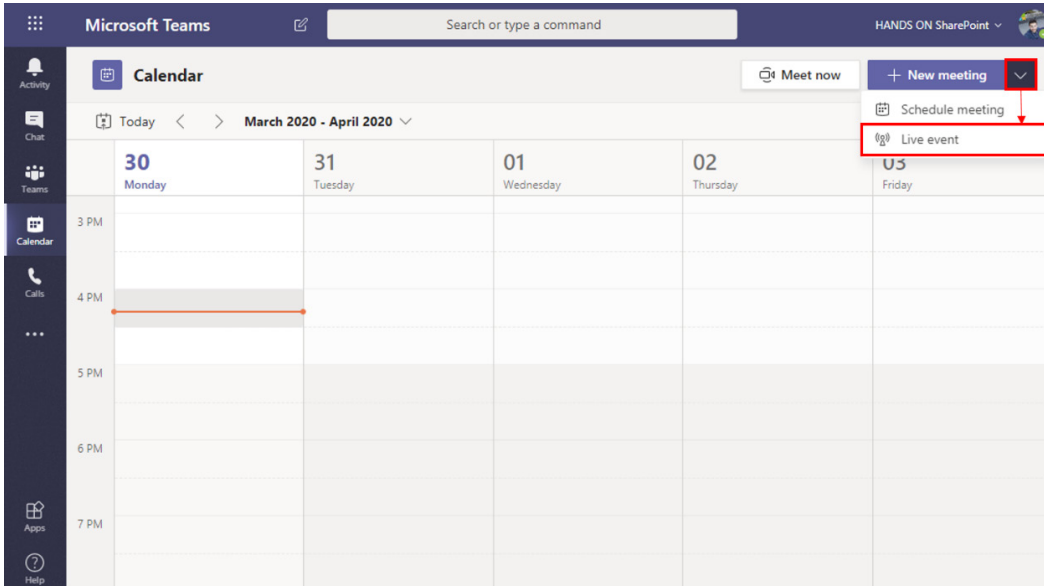
New live event

4. Fill in the form with the event's details.

5. Define your role for the event.

6. Invite other producers and presenters. The organizer can assume one of these two roles:

Presenters and producers

7. Click **Next**.

8. Select the event permissions. Here, you will find three different options, as follows:

    (a) **People and Groups**: As the event organizer, you need to invite the people and groups that will have permission to watch the event.

    (b) **Org-wide**: Everyone in the organization will have access to the event, and the attendees will be identified by the corporate account. Org-wide events require the user to sign in.

    (c) **Public**: Everyone with the link will be able to join without authentication:

Live event permissions

9. Select the production options for the event. Here, you can choose Teams or a third-party app or device. If you select Teams, there are a few settings you can configure for the live event and for the content generated after it, as follows:

    (a) **Record availability**: You can select the profiles that the recording will be available to after the meeting. Depending on the configurations made by the administrator, one or more options can be locked or not even exist. To find out more, please read the *Managing live events as an admin* section.

(b) **Captions**: During the event, you can enable captions for the attendees to follow. To use this option, you will have to define the spoken language. From here, you will be able to select up to six different languages for the captions.

(c) **Attendee engagement report**: This option generates a report of the behavior of the attendees during the live event.

(d) **Q&A**: This option enables a Q&A session during the live event. Attendees will be able to ask a question and the presenter or the producer will be able to reply to it privately or publicly:
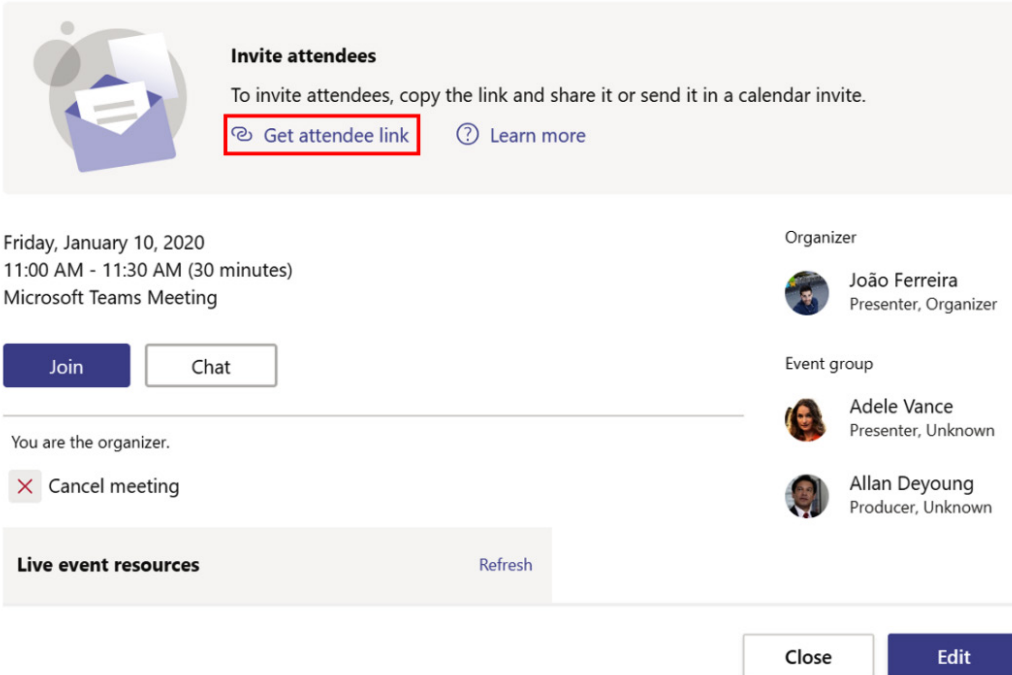

Production options

10. Define the URL for the support. The default value can be modified by the administrator.

11. Click on **Schedule**.

12. Once scheduled, you will see the details of the event with the option to get an attendee link that you can use to invite people to the event, for example, through a newsletter or a blog post:

Internal release of the product

Get attendee link

What are the available options during a live event?

Live events will be displayed differently, depending of the participant role, and show different screens with different options for each of them.

Unlike meetings, live events have the possibility for dry runs to be performed so as to make sure that everything works as expected once the event goes live. Only producers and presenters have access to this pre-live stage of the event. If an attendee joins the event during the pre-live, they will wait in a virtual lobby until the event starts.

Producer

The following screenshot represents the screen of a producer during the pre-live stage, with the main options highlighted:
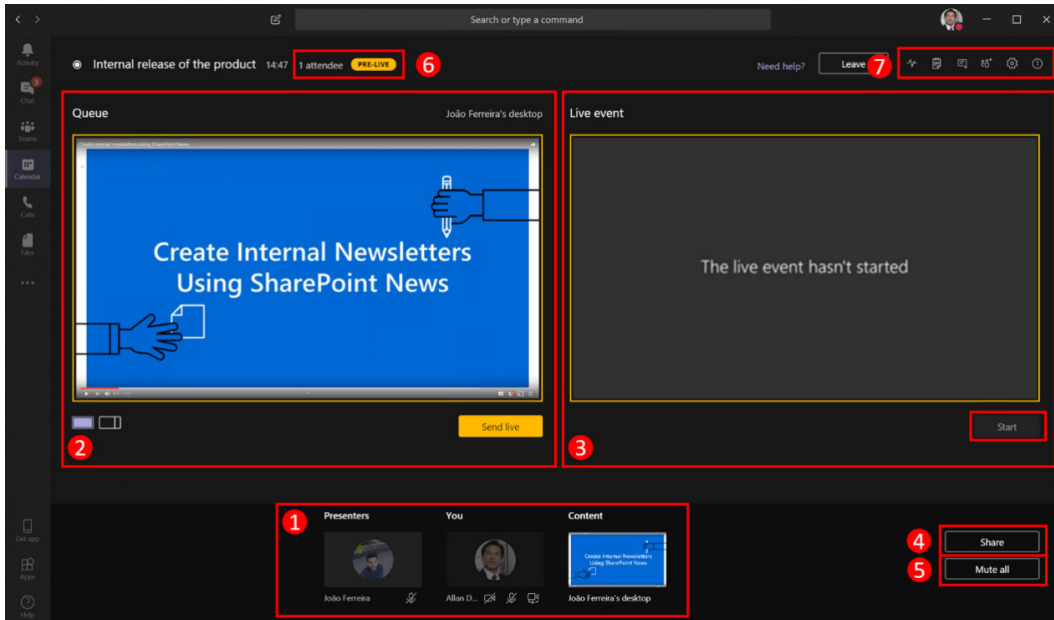
Producer view

Let's explain each of these options:

1. **Content selector**: In this section, you will see all the presenters and the content being shared. Once you click on the content, it is sent to the queue. In this section, you will also see yourself and your controls for the camera and microphone.

2. **Queue**: This is the preview of the content waiting to be sent live. Here, you can see how things will look before sending them to the event.

3. **Live event**: An image of what is being shared in the event at the moment. This section only displays content once you've sent something from the queue to the live event. To start a live event, it is mandatory to have something already being shared, otherwise the **Start** button will remain disabled, as shown in the preceding screenshot.

4. **Share**: The producer also has the option to share content from your computer. If you want to do so, click on the **Share** button.

5. **Mute all**: The producer has the option to mute all the participants in the live event. If you have the need to do this, press the **Mute all** button.

6. **Live event information**: In this section, you will get information about the status of the event and the number of attendees. The attendees counter will work even if you are not live yet. This will let you know how many attendees are waiting for it to start.

7. **Personal and event options**: In this section, you will find your personal settings for the event, such as the option to configure the microphone and webcams. These options are available when you press the cog well. In this bar, you will also find options for the event, such as Q&A, notes, and chat, among others. The first icon in this group is a tool that you can use to monitor the status of your internet connection before going live to make sure you have sufficient bandwidth to stream and manage the content:

> **Bonus tip**
>
> Microsoft Teams marks the event with a yellow label when it is not live and wraps the content that is not live with a yellow border. Once the event is live, a red label is added to the event and the content being shared is marked with a red border. If you are a visual person, this will definitely help you understand what is live and what is not.
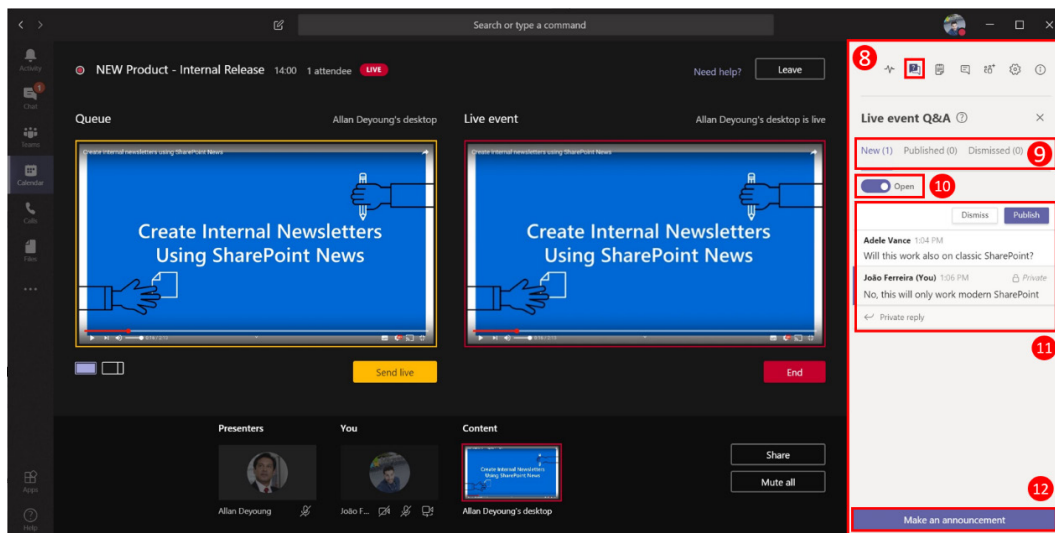
Producer Q&A

8. **Q&A**: The Q&A is displayed in the right pane on Microsoft Teams and will indicate whether it's enabled for the event. You can get access to it by clicking the second button shown for the event options.

9. **Question groups**: The questions you receive during a live event are private and are organized into three different groups, as shown in the preceding screenshot. They are moved to the groups when you publish or dismiss them.

10. **Q&A status**: The producer has the option to decide when to open the Q&A. If you do not want to have it open during the entire event, you can use this toggle to close it.

11. **Questions queue**: In this section, you will be able to see all the questions sent during the event, reply to them, publish them to everyone, and see or dismiss them. You also have the option to reply to a question without publishing it. Private replies are labeled private with a locker icon and will only be shared with the attendee who made it.

12. **Make an announcement**: The announcement option allows you to write on the Q&A panel for the attendees.

When you click on the start button, Microsoft Teams will show a warning message to inform users that a live event cannot exceed 4 hours. Attendees will see it with a 10-20 second delay:

Are you sure you want to start the live event now?

Once you start, you can't stop and restart. The event can last up to 4 hours from start time and attendees will watch at a 10-20 second delay. Learn more

Cancel   Continue

Starting a live event

Presenter

The presenter options during a live event are the same as the ones explained previously in the *What are the available options during a meeting?* section.

Compared to the options available during a meeting, the presenter loses the ability to share a PowerPoint presentation directly and share whiteboards. The UI also gets two new options, which are highlighted in the following screenshot:
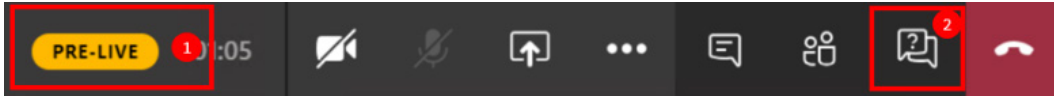
Presenter controls

These options are as follows:

1. **Status**: This label allows you to understand what the status of the event is using three different words mapped with colors:

    Pre-Live: Yellow

    Live: Red

    Ended: Gray

2. **Q&A**: Opens the Q&A panel in the right pane. The presenter has the same controls as the producer when it comes to managing the questions that are sent by the attendees.

Attendee

Attendees only have the option to view the content being shared and, if enabled, interact with the presenters and producers through the Q&A. The following screenshot demonstrates what the window looks like to an attendee during the live event:
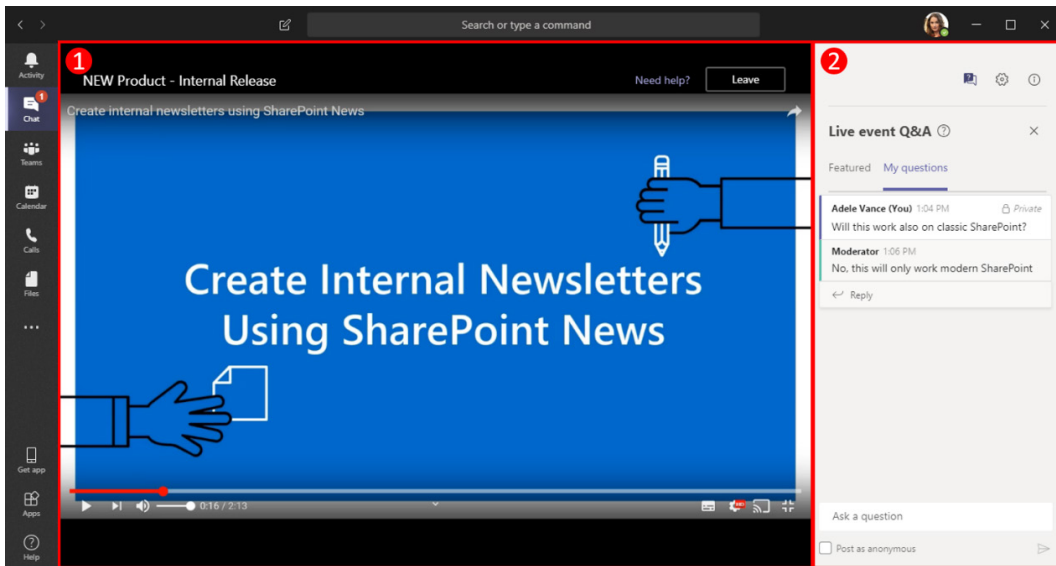
Attendee view

There are two areas here, as follows:

1. **Stage**: In this area, the attendee will see the content being shared and have the option to leave the event if they want to.

2. **Q&A**: The Q&A panel is also displayed in the right panel but with limited options. An attendee will be able to see their own questions and the replies to them and the ones that the producer or the presenter have made public by publishing them. An attendee has the option to make anonymous questions. To do this, they just need to check the box under the text area.

Getting live event reports and the recording

A live event produces a video of the recording and a series of reports that you can use to analyze the behavior of the attendees and measure the success of the event.

The organizer and the presenters will have access to this data through Microsoft Teams once the event is over.

To download them, do the following:

1. Open Microsoft Teams and click on the Calendar.

2. Click on the live event on the Calendar.

3. On the event popup, scroll to the **Live event resources** section:

NEW Product - Internal Release

Live event resources   ⌄

Recording   ↓

Q&A report   ↓

Attendee engagement report   ↓

Recording for attendees   Disable

▾ Transcript

   English (United States)   ↓

   Spanish (Spain)   ↓

   Chinese (Simplified, PRC)   ↓

   German (Germany)   ↓
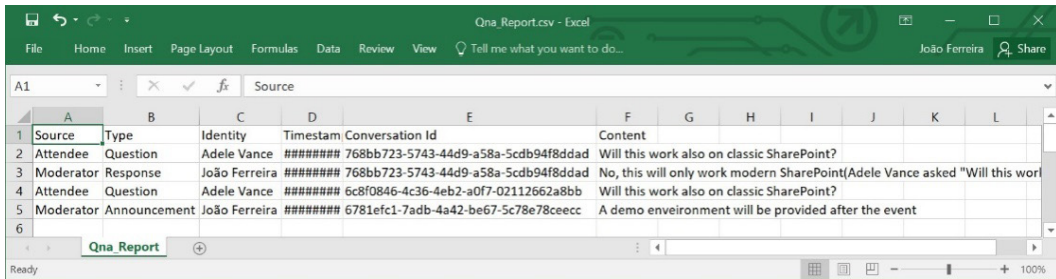
▾ Advanced options

   Backup recording   ↓

                                   Refresh   Delete all

                       Close   **Edit**

Live event ressources

For each live event, Microsoft Teams can produce several types of resources, and all of them must be downloaded to be viewed:

- **Videos**: Each live event produces two recordings so that in case something goes wrong, there is always a backup available. Videos are produced using the mp4 video format.

- **Reports**: After the event, Microsoft Teams generates two reports, one with all the questions that were asked during the event, and another with the behavior of the attendees during the event. Both reports are produced using the CSV file format and can be viewed using Excel, as shown in the following screenshot:


Live event report

- **Transcripts**: Transcripts are the subtitles you can add to your videos. Microsoft Teams produces transcripts for all the languages selected when the event is first created (up to six). The transcripts are produced using the VTT file format.

The recordings from a live event are not stored in Microsoft Stream, but you can use the generated video file and transcripts to upload them and make them available on the media platform.

You can distinguish between a live event on a Microsoft Teams Calendar from a meeting by looking at the antenna icon that the live event displays:
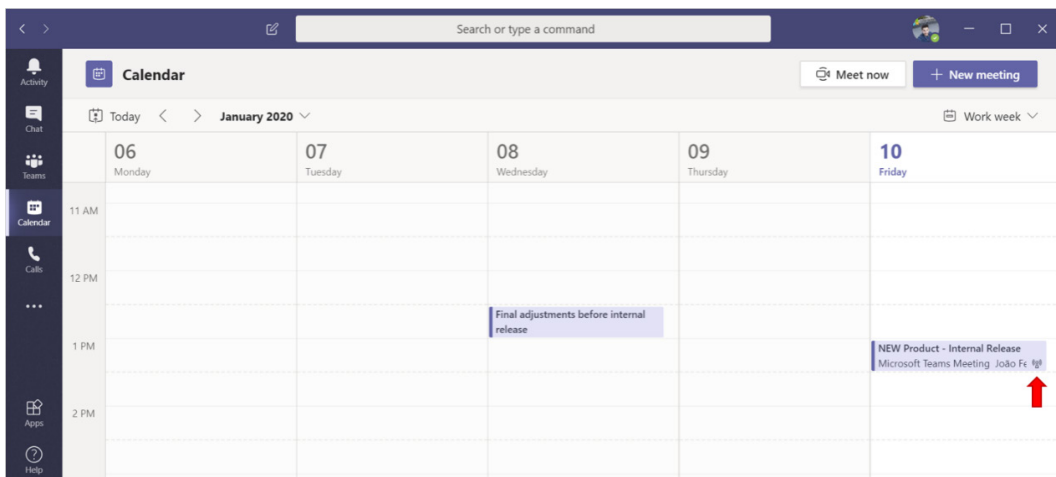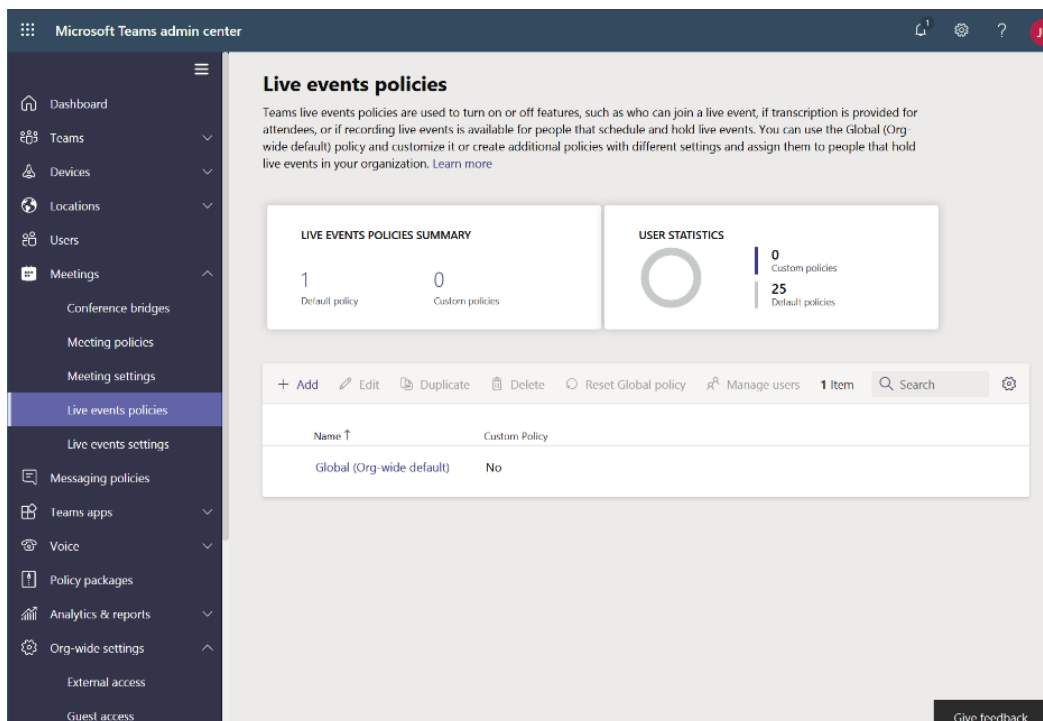

Live event icon

Managing live events as an admin

You may not see all the options described in this tutorial for live events; some of them can be controlled by the administrator using policies.

If you are an administrator and want to enable or disable live event features, do the following:

1. Open **Microsoft Teams admin center**. You can do this by opening the Microsoft 365 Admin Center and then choosing **Teams** or by simply opening the following URL: `https://admin.teams.microsoft.com`

2. On the left menu, click on **Meetings** and then **Live events policies**:

Live event policies

3. To create a new policy, click on **Add**. To manage an existing one, click one of the policy's names.

Each policy is defined by a name, a description, and four settings that allow you to turn on/off features and define who has access to live events, as illustrated in the following screenshot:

Allow scheduling	⬤ On
Allow transcription for attendees	⬤ On
Who can join scheduled live events	Everyone ⌄
Who can record an event	Always record ⌄

Live event policy options

By clicking the **Who can join scheduled live events** setting, you will see three different options that will restrict the options available when scheduling the event:

- **Everyone**: All users, including external and anonymous users, will have permission to join the live event. To create public live events, this option must be selected.

- **Everyone in the organization**: All users from your organization will be able to join the live event.

- **Specific users or groups**: You will have to define the users or groups who will have access to the live event when scheduling.

By clicking the **Who can record an event** option, you will see that three options are available:

- **Always record**: The video will always be recorded, and the organizer and the presenters will have access to it once the meeting is finished.

- **Never record**: The live event will not be recorded.

- **Organizer can record**: The organizer has the option to decide whether the live event is recorded.

Meetings and live events limitations

Live events and meetings features have a few limitations that you should be aware of before using them. In the following table, you will find the important limit numbers that you should take into consideration when choosing between meetings and live events.

Please note that as Microsoft Teams evolves, these numbers may increase:

	Meetings	Live Events
Max number of people	250	10,000
Max length	NA	4h
Max number of concurrent events	NA	15
Max PowerPoint file size	2 GB	NA
Max streaming resolution	NA	720p
Max number of presenters	NA	10
Max number of people using Audio Conferencing	250	NA

Summary

In this tutorial, you have learned how to use Microsoft Teams to schedule meetings and organize live events using all the features included in the product. You were provided with a full description of all the features included in both functionalities and are now ready to decide when to use each of them.