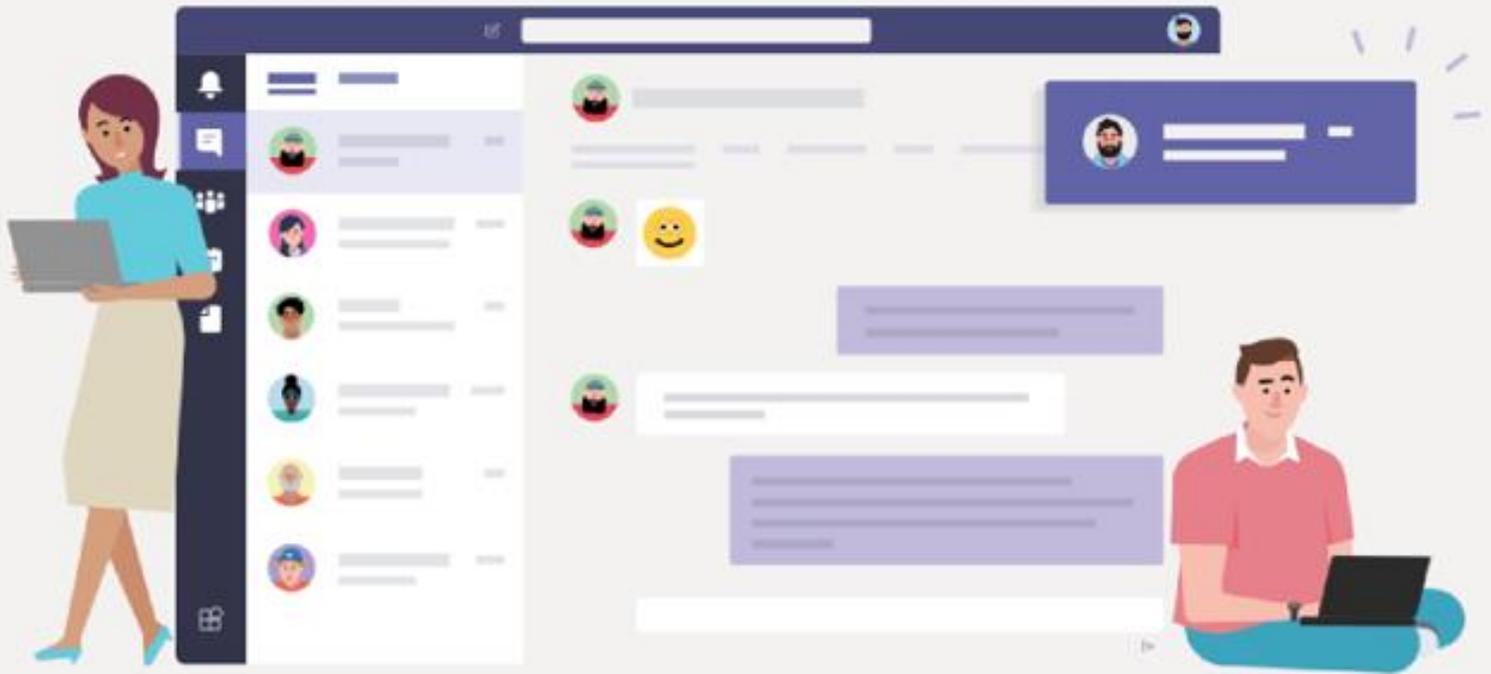


Microsoft Teams



TEAMS_CLASS MEETING GUIDELINE

Teams Live Events with LIVE CAPTIONING

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Speaker Guide

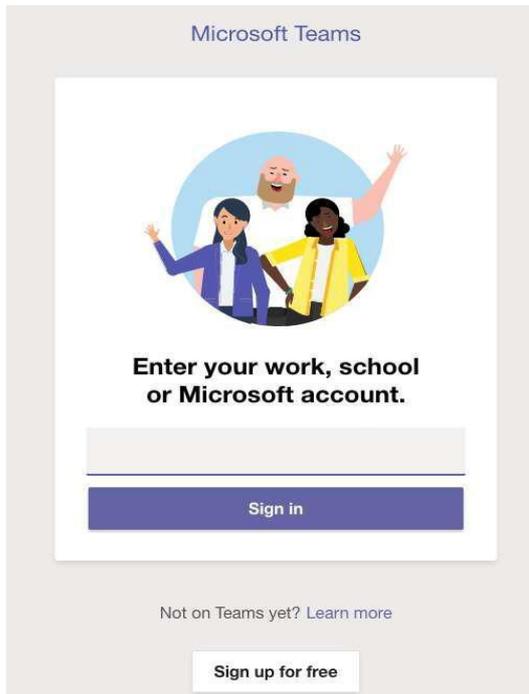
Important

- **Primary speaker/presenter will join as "Producer":** this will allow the option to speak or start/stop recording. Primary speaker will be using the Teams Desktop App to manage the recording/live Event and a separate browser window to manage the live captioning tool simultaneously.
- **Privacy:** Captions are available as soon as you start the speech recognition. For privacy reasons, please make sure to stop the speech recognition should you not be presenting.
- **Browser:**
 - Use the latest version of Edge or Google Chrome (IE does not work)
 - Allow microphone in browser (detailed instructions below)
 - Join the TEAMS meeting, but do not hit "Start" in Teams Desktop App until ready to start the live event. An event cannot be restarted.
 - Join the Live Captioning Tool and test live captioning in a separate browser window by selecting "Start Speech Recognition." A closed captioning support administrator will confirm the speech to text recognition.
 - After completing test, "Stop Speech Recognition" until ready to start the event.
- **Start/During Event (detailed instructions below):**
 - In live captioning tool browser window, select "Start Speech Recognition" and "Start VTT."
 - In Teams Desktop App, select "Start" to begin live event.
- **End Event:**
 - In Teams Desktop App, select "End" to stop the live event.
 - In live captioning tool browser window, select "Stop Speech Recognition" to stop the live captioning when the online training is over.

Best practices: Speech Recognition

- As a speaker, please join the live captioning tool for the time booked. Starting the speech recognition too early may result in difficulties.
- Speak clearly, slowly, and directly into the mic.
- Avoid locations with background noise.
- Avoid having multiple people speaking at the same time.
- Please repeat any possible attendee questions as only you as a presenter will be captioned in the live captioning tool
- Use the highest quality Teams-certified equipment available to you
<https://go.microsoft.com/fwlink/?linkid=2086056>
- Live captioning may lose connection during the meeting at which point the closed captioning support administrator may interrupt to request that you reset the connection by clicking on "Stop speech recognition" and "Start speech recognition" again.

Step-by-step guide



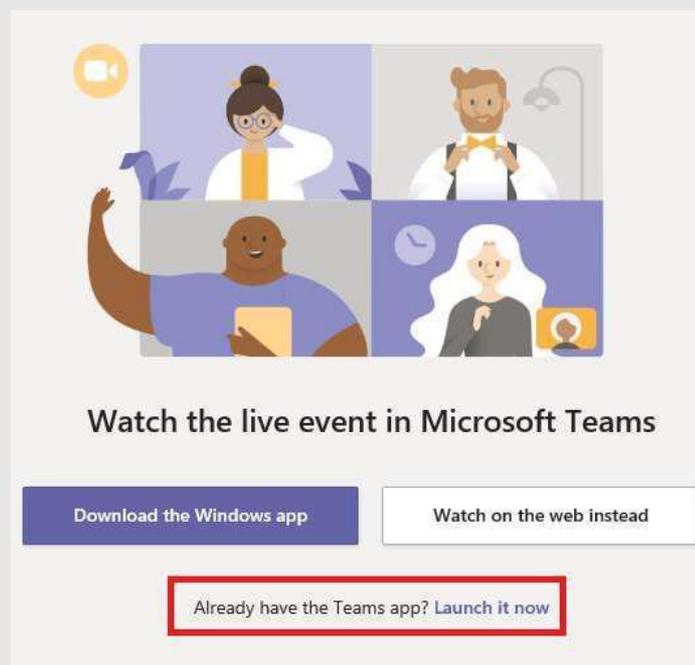
Step 1: Log in to the TEAMS Desktop App with your corporate Email credentials.

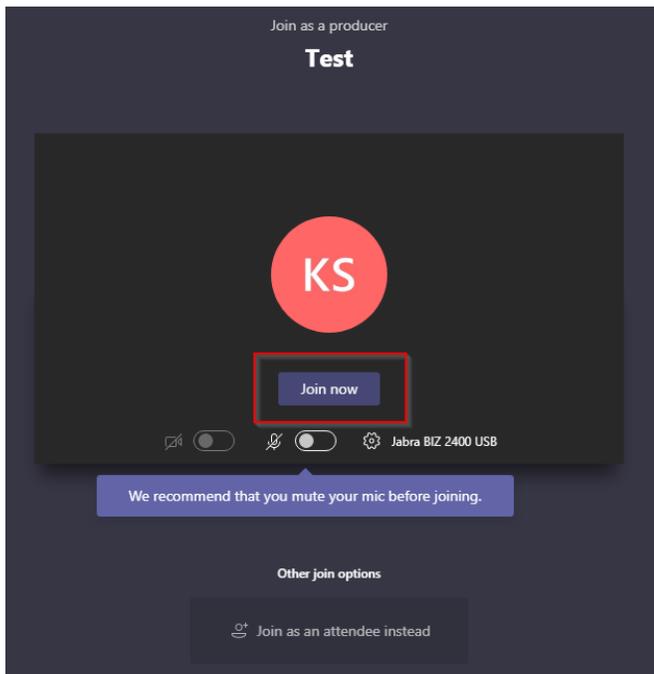
Step 2: Click on the join meeting link provided by the Teams calendar invite you received.

Step 3: You will be redirected to the meeting lobby first. The Live Support will help you to bypass the lobby and access the meeting.

Step 3: Click on Start now (or Download Windows-App if TEAMS is not yet on your desktop):

It is very important that the producer joins the meeting with the desktop app, otherwise, the producer will not have the option to speak or start/stop recording!



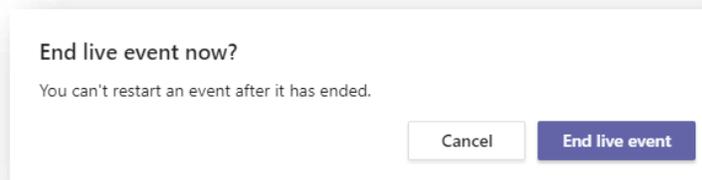


Step 4: Once the producer has clicked on the option to join with windows-app, the producer will be brought to the Teams app. Please join as Producer.



Step 5: Once the producer clicks on Join now, the producer will be led into the lobby, until live support admits him on the call.

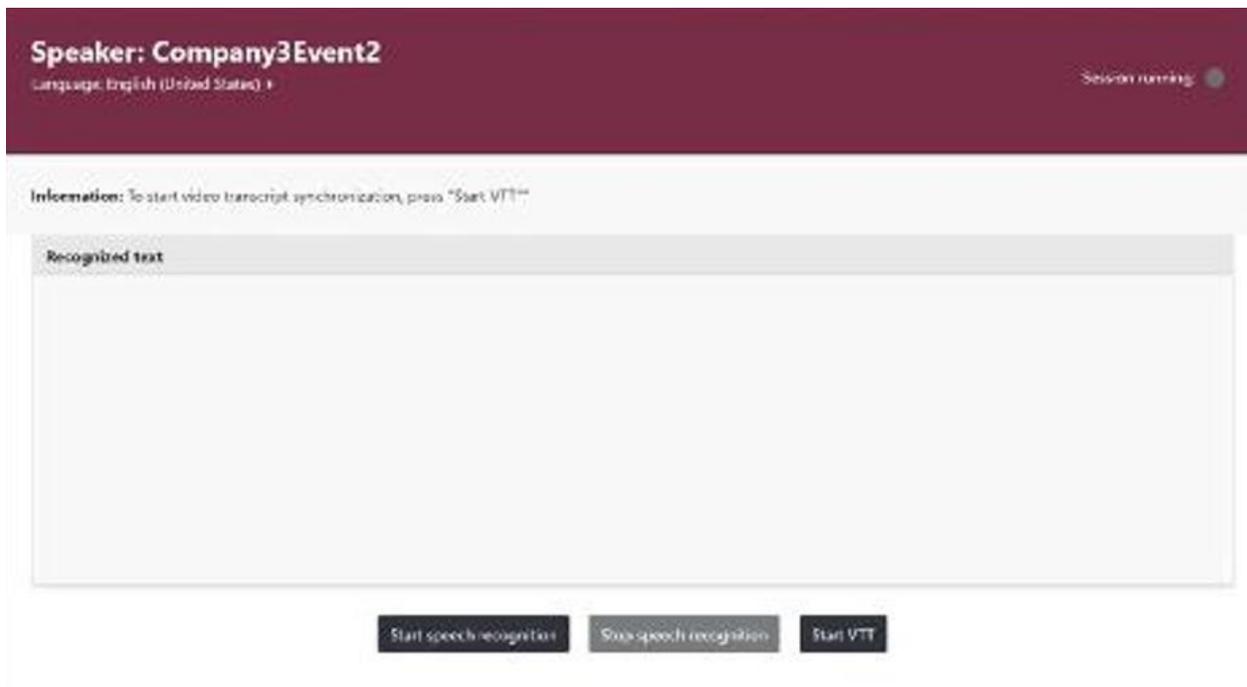
DO NOT CLICK ON 'END LIVE EVENT' WHEN YOU WANT TO LEAVE THE SESSION ONLY. In case the live event is stopped this way, it can't be restarted.



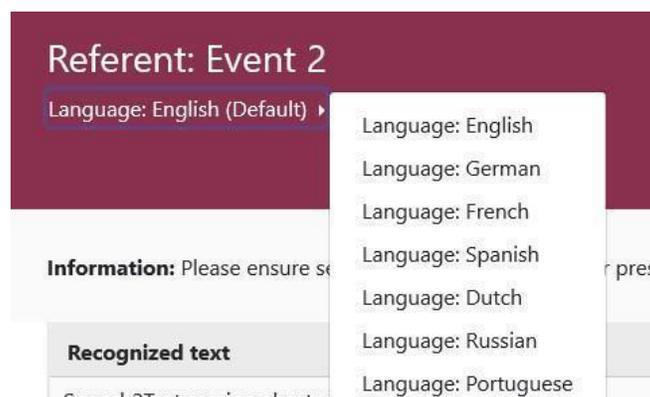
Step 6: Open the calendar invite to initiate live captioning tool.

Step 7: Click on the Captioning link in the calendar invite.

Step 8: If you log in for the first time, you will have to set a password (info in email from @teamsclass.com). Log in using your own email address and the password you chose. After setting the password, click on the captioning link in the calendar invite to log in. The following window will open up (see screenshot).

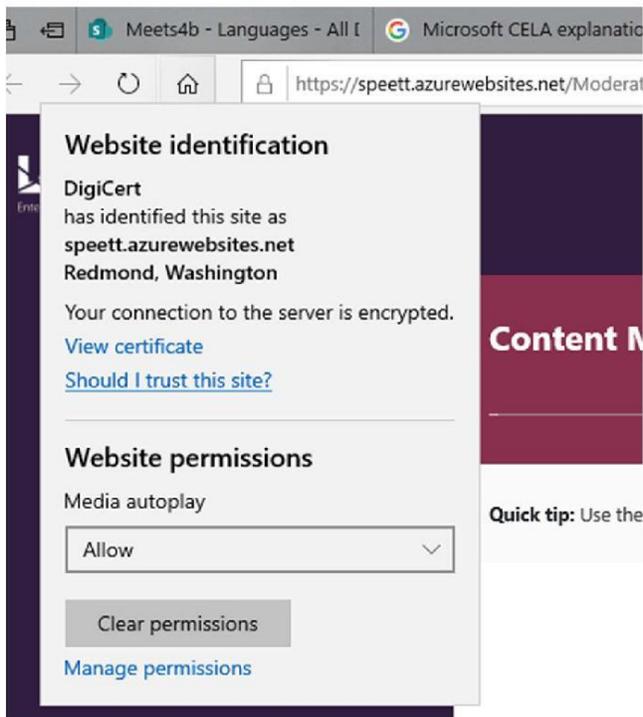
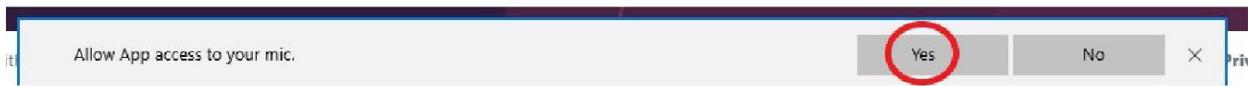


Step 9: Please check the language of your session before you start. A delay may show up if you switch the language during the session.



Step 10:

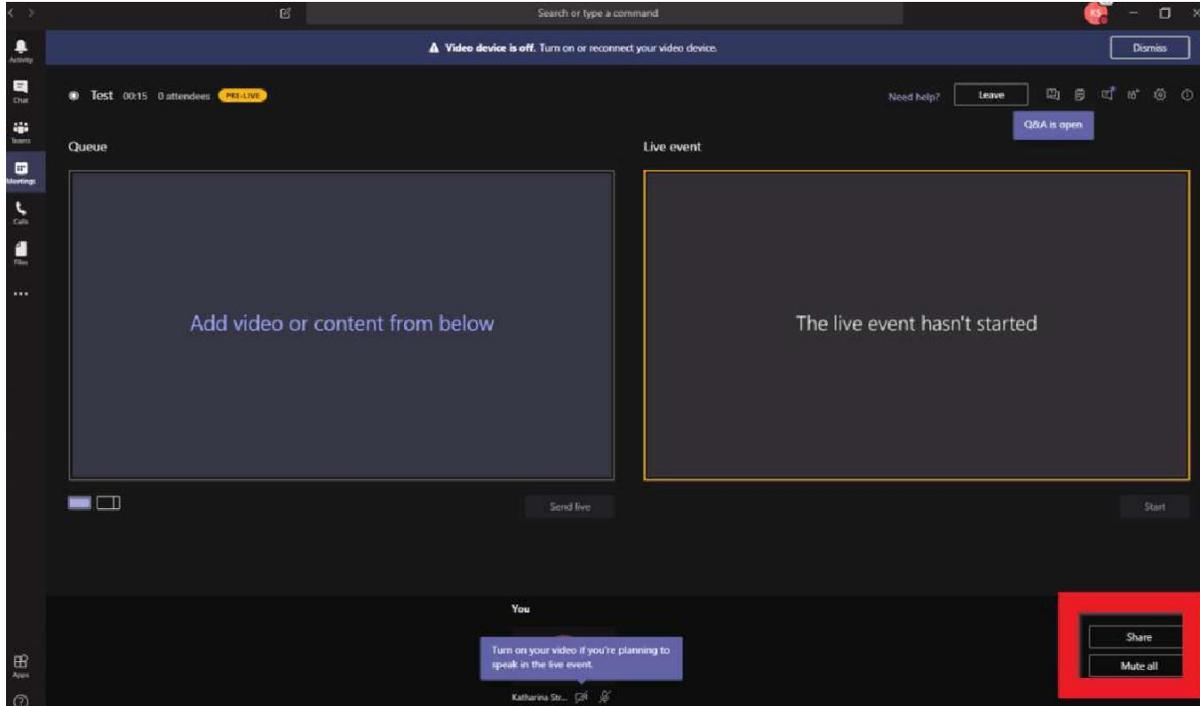
- Before you start the session, please test the functionality
 - Click on start speech recognition
 - Allow App to access your mic
- Take the necessary settings in the browser
- Inform the closed captioning support administrator that you are testing
- The captions are live and visible to attendees using live captioning



Step 11:

Below the producer will find the presenter console:

- To share content with the attendees, the producer must share their screen (it is crucial to use two monitors!). To share content, the producer must click on Share (highlighted below).



Step 12: Once the producer has clicked on Share, they can then choose what to show to the attendees. A selection of programs from the screen is displayed, e.g. a desktop, a video, or files like PPT.

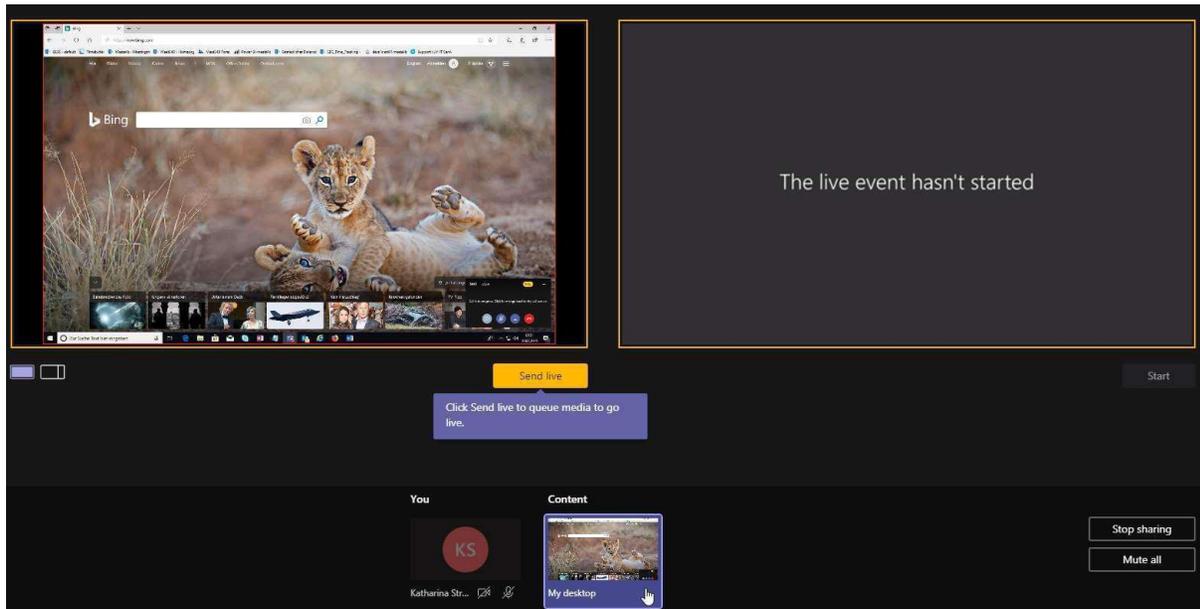
If producer would like to share a video, please check the option Include System audio.

Note: no upload is possible, only screen sharing!

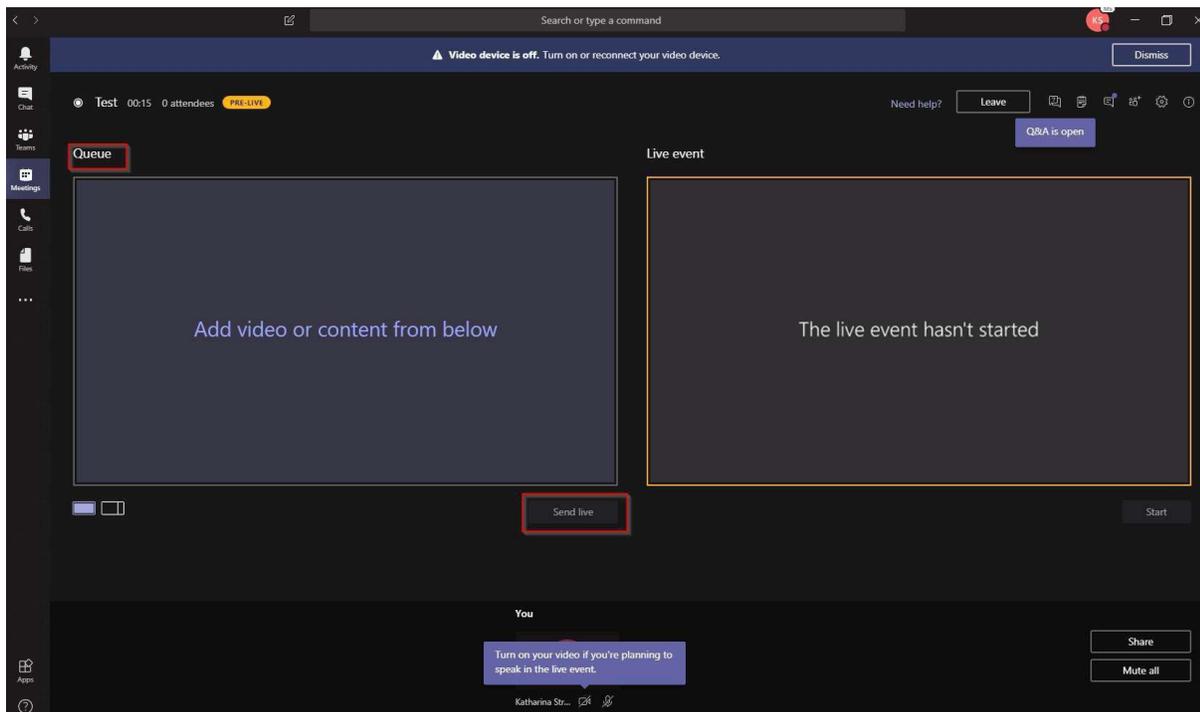


Step 13: Once you have decided which content to share, please click on the content icon below and the Queue will then have a larger version of the shared content. The queue contains the one content you choose to share. That means it is ready to be shared and pushed live to the audience.

Note: It is currently not visible to the audience, only to the producers and operator!

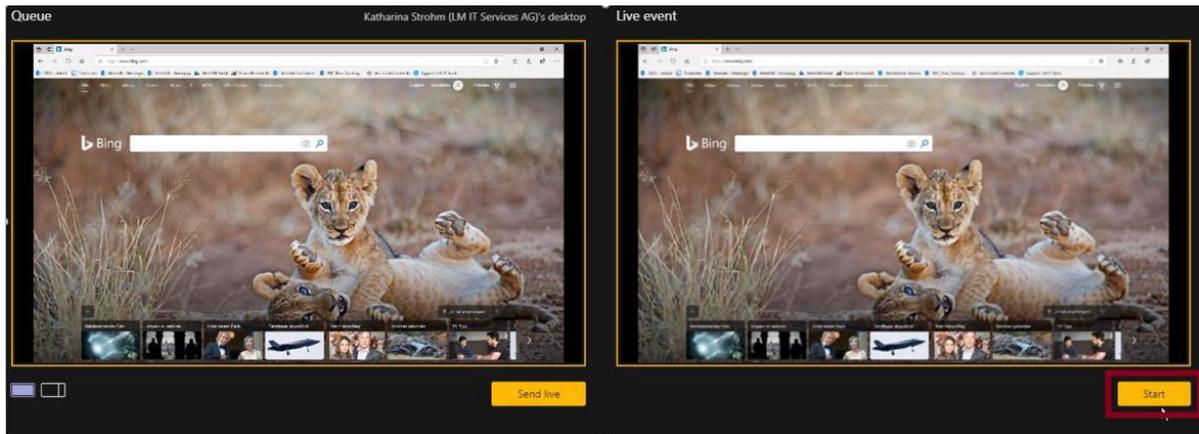


Step 14: To push the content live in the queue, please click on Send live (highlighted below).



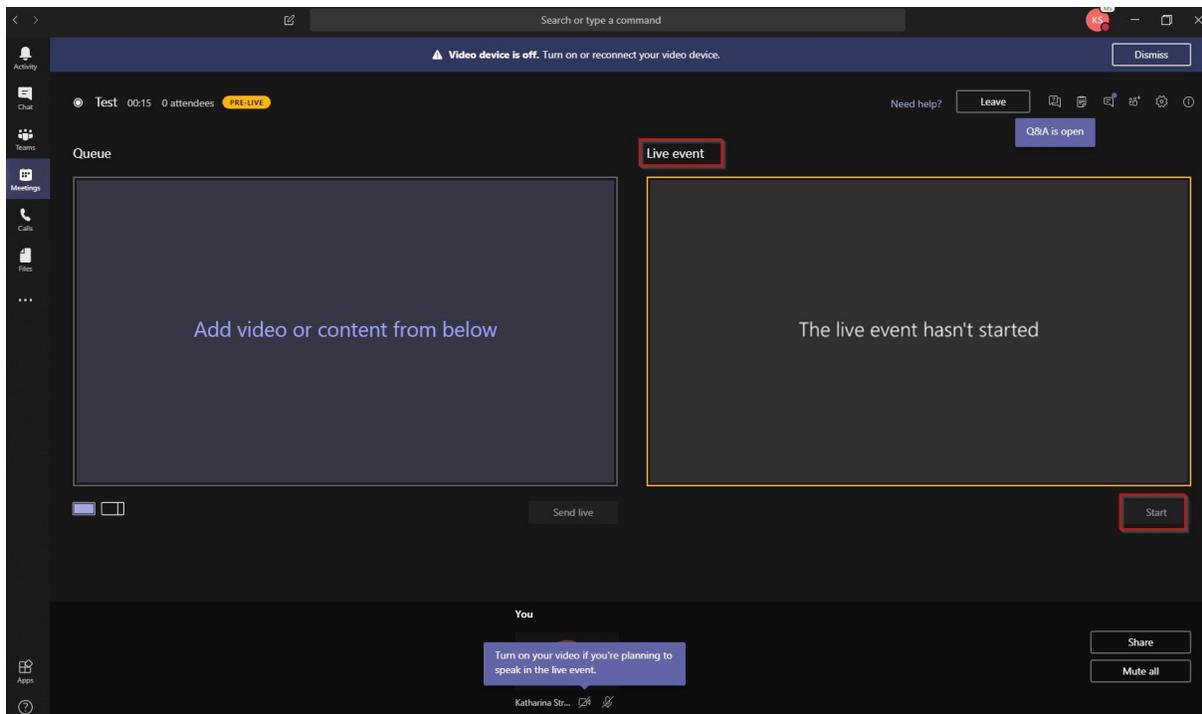
Step 15: Once Send live has been clicked, the content will be duplicated on the other side Live event.

Note: The content is not yet visible to the attendees!

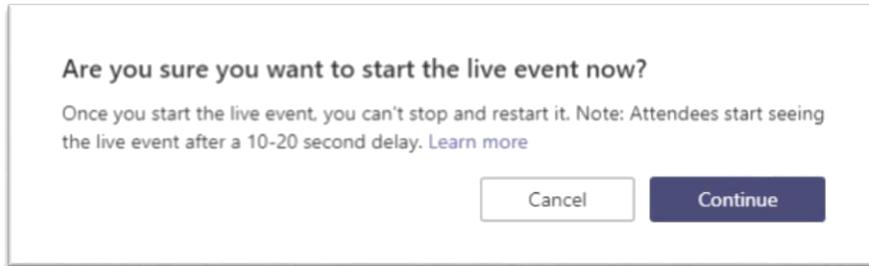


Step 16: In order to push the content live for the attendees to view and the recording to begin, please click on Start.

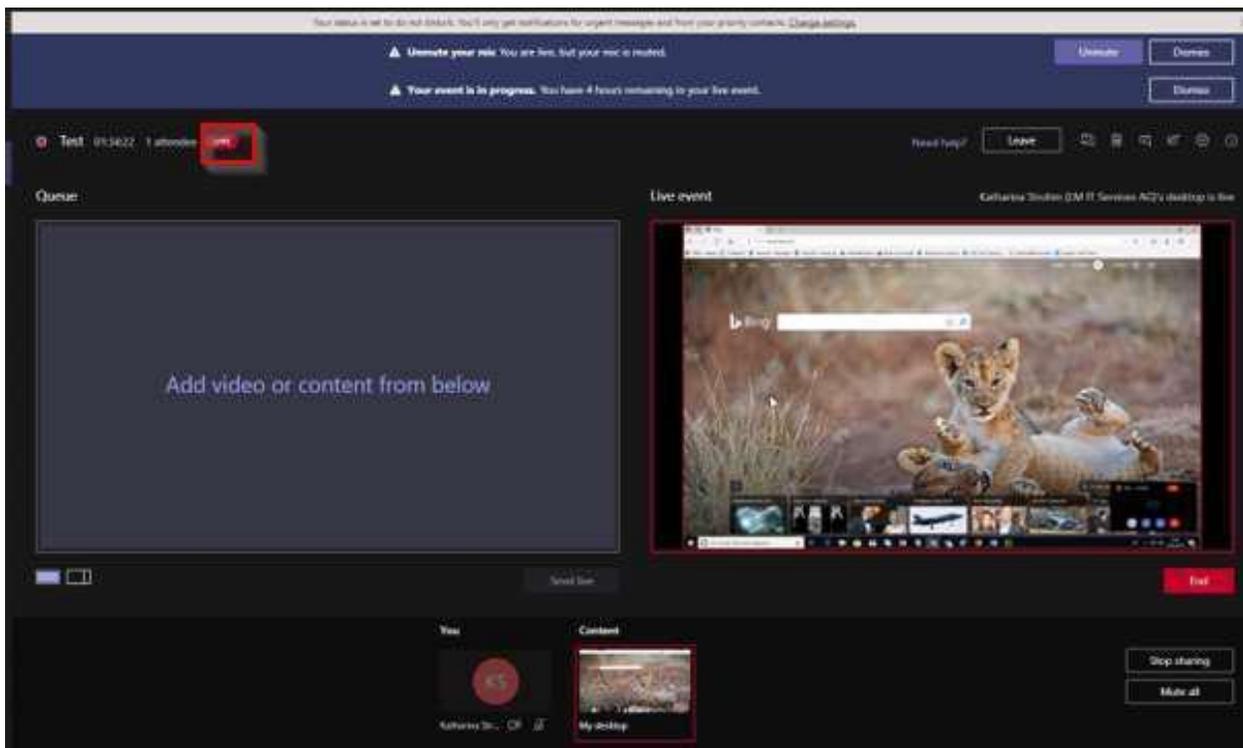
Note: It is important that the producers are ready to go live, because once the recording begins, there is no option to pause the recording. Stopping the recording will result in termination of the recording and there is no possibility to restart the recording!



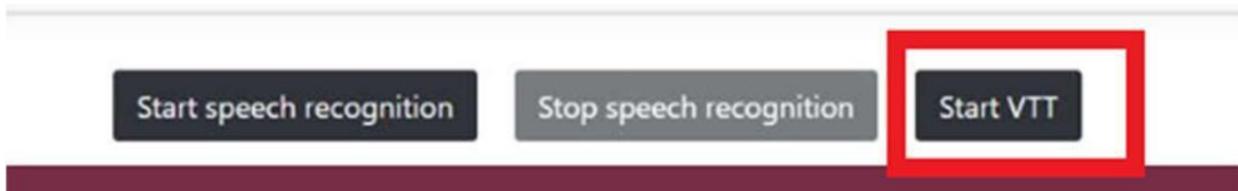
Once clicking *Start*, the producer will be prompted with this message that **the event will now begin and that the recording cannot restart should it be ended.**



Once the event is live and the recording has started, the status will change from *Pre-live* (orange) to *Live* (red)



Step 17: In the live captioning tool, click on "Start VTT" when you are ready to start the session in TEAMS_CLASS. From this point on the captions will be used for the on demand.



Note: Live captioning may lose connection during the meeting at which point the closed captioning support administrator may interrupt to request that you reset the connection by clicking on “Stop speech recognition” and “Start speech recognition” again.

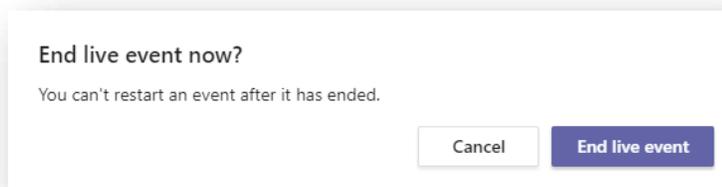
Step 18: When the dot is green, and the session is running, please speak slowly, loudly and clearly to ensure a good caption.



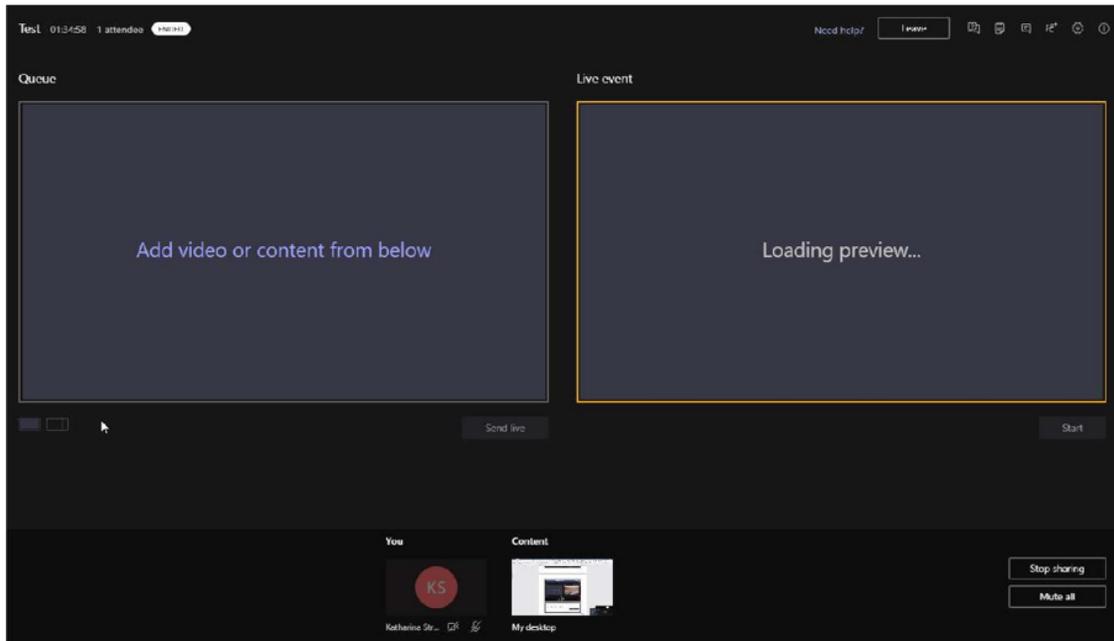
Step 19: When you finish the session keep in mind to stop the speech recognition, otherwise the tool continues to write down what you say.



Step 20: To end recording in Teams desktop app, click on End and the producer will be prompted and asked again if they would like to end the live event. If you have clicked on this button the meeting cannot be restarted again.



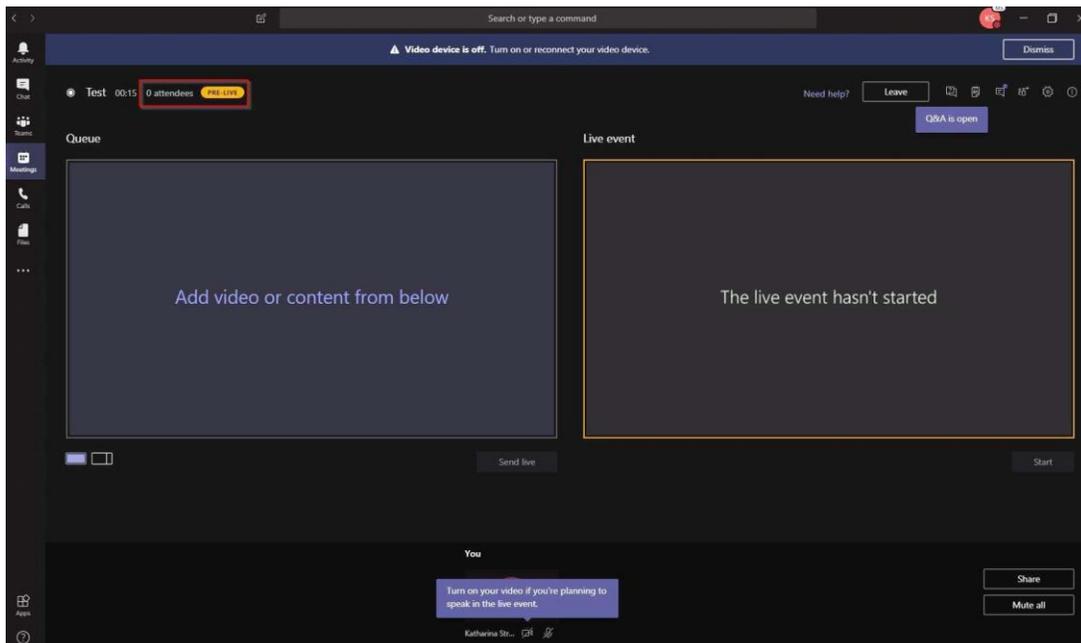
Once the producer has confirmed the termination of the recording, the presenter console will look as below (and the status will go from Live (red) to Ended (white)):



Facts and features

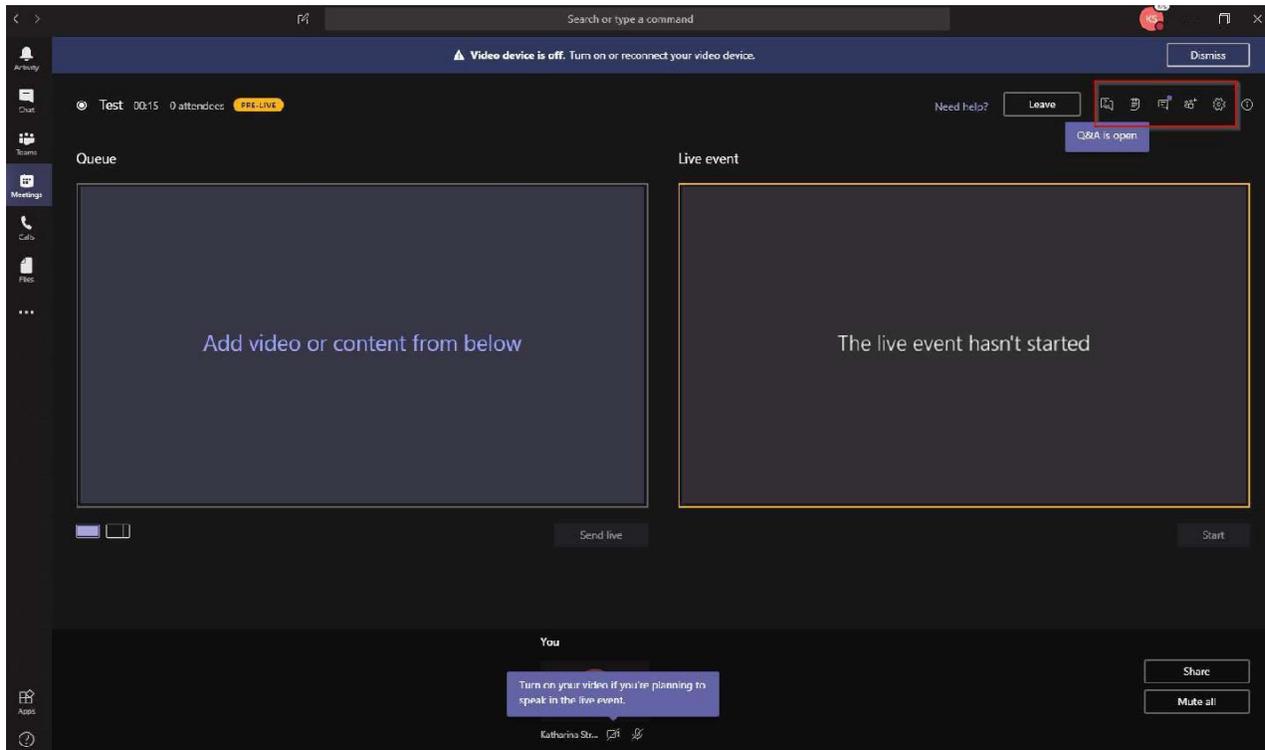
Once the recording has begun, the producers can share the screens that they would like and every producer has the same options. Once the recording begins, the queue will no longer be used. This means, when sharing new content, this will automatically appear to the audience.

The highlighted is the amount of attendees currently viewing the live event. There is no option to see which attendees are in the meeting.



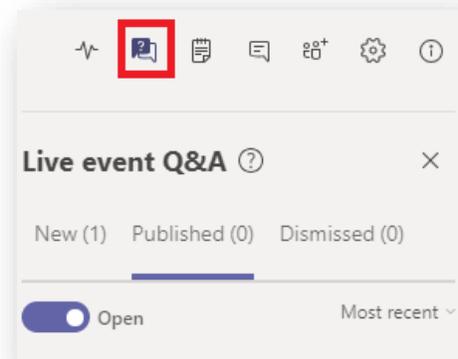
Features

Below, the highlighted are also important features for the producers before, during and after the session begins:

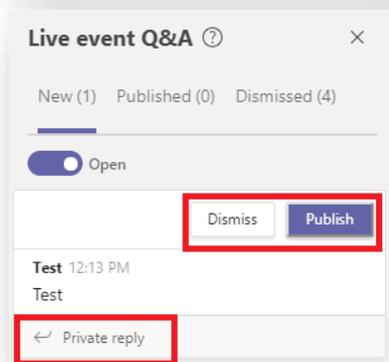


Q&A

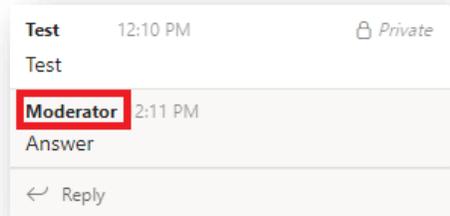
The attendees will not have the option to speak during the live event. They will only have the option to ask questions / send comments. The producer can find these under the Q&A tab (highlighted right):



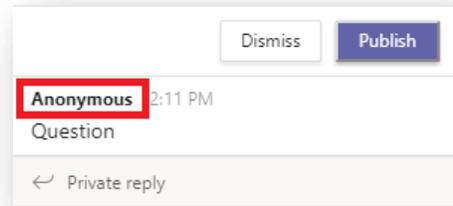
Once the attendee has asked a question, the producer will see it under New. They can dismiss a question (attendees will not be notified), publish it for all to see and reply publicly (for the producer it will appear under Published) or reply privately.



Note: When the producer replies to the question, the title of the producer will switch to moderator



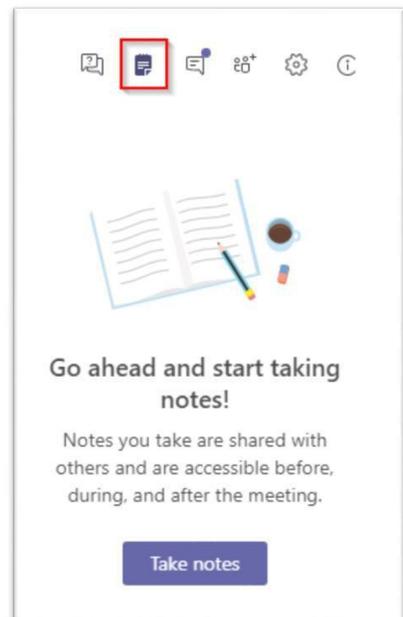
The attendee also has the option to ask questions anonymously. Again, the producer has the option to publish, dismiss or reply privately.



Attendees can only reply to or message you in a private thread. There will be a delay from when the video/audio stream begins to when the attendees can view and hear it.

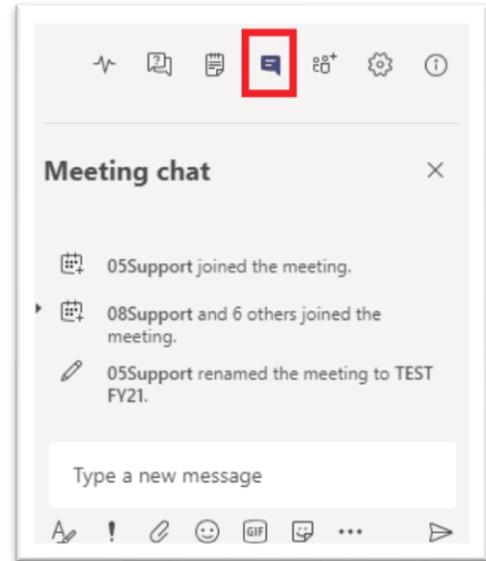
Meeting Notes

Here the producers have the option to keep notes during the event. All producers have access to the same notes.



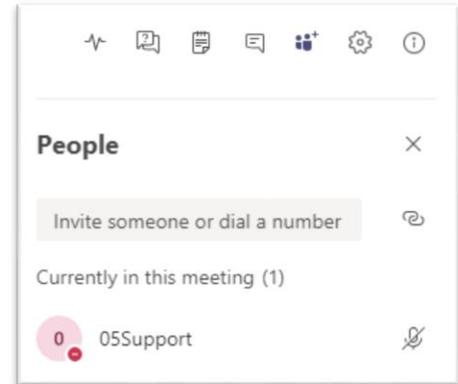
Conversations

Here the producers have the option to chat during the event without the attendees' awareness. The producers can chat with the operator (for example) if any questions arise



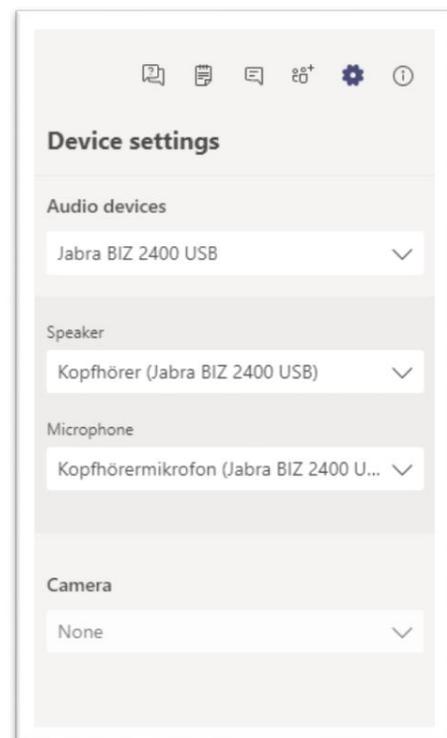
Participants

This tab will show if the operator is in the meeting and if the producers are in the meeting. If a producer is not in the session, this will show as *No action*.



Settings pane

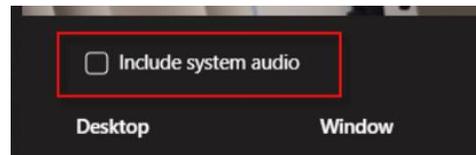
This pane will show which device is currently being used and will give the producer the option to change speaker, microphone or camera; if necessary.



Audio Stream

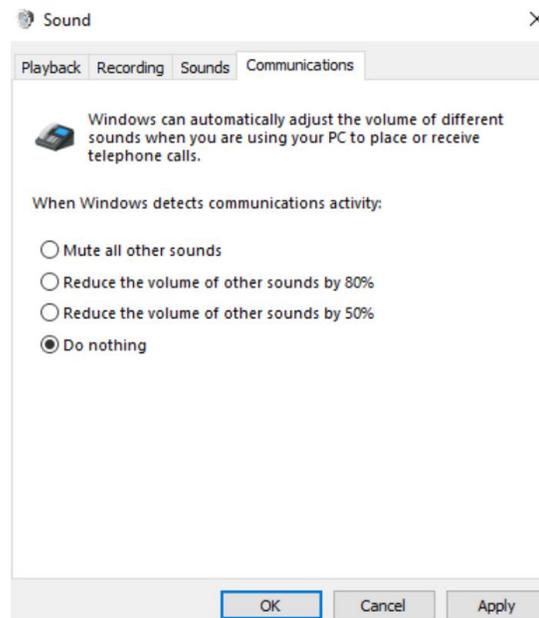
Sharing your system audio lets you stream sound from your computer to meeting participants through Teams. You can use it to play a video or audio clip as part of a presentation.

To share your system audio, select Share in your meeting controls and then Include system audio. When you share, all your system audio, including notifications, will be included in the meeting.



To increase the audio quality please update the system sound settings and deactivate the notifications/alerts.

Go to your systems sound settings, find your Sound Control Panel, select Communications and then Do nothing. Finally, apply the changes so others will be able to hear your shared audio loud and clear.



Notes:

- You won't be able to include your computer's audio while sharing a PowerPoint file or Whiteboard.
- Teams and your computer need to be set to the same speaker. Adjust your computer's audio output in your system settings and your Teams audio output in your device settings in Teams.
- To avoid echo, remember to keep only one device's mic and speaker on in a room.

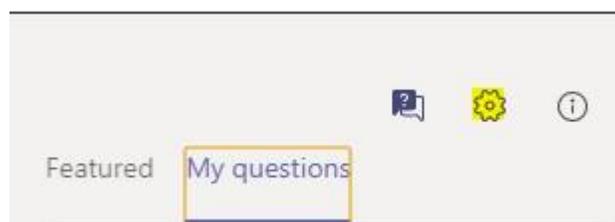
- Try to minimize the number of apps you run while you're sharing your system audio. If your computer is running too many apps, your audio could suffer.

Further information and troubleshooting can be found here <https://support.microsoft.com/en-us/office/share-system-audio-in-a-teams-meeting-or-live-event-dddede9f-e3d0-4330-873a-fa061a0d8e3b?ui=en-us&rs=en-us&ad=us>

Attendee Guide

Best practices and requirements:

1. **Operating systems:** Windows 7 and later (32-bit and 64-bit), macOS X 10.10 and later
2. **Mobile operating systems:** Android 4.4 and later, iOS 10 and later. The mobile app is required to join with mobile device.
3. **Use Teams desktop app or one of the following browsers:**
 - a. Chrome (last 3 versions), Edge RS2 and later, Firefox (last 3 versions), Internet Explorer 11 Linux and Safari are not supported for live events.
4. Please use a stable internet connection.
5. Enable third-party cookies in your browser of choice to watch a live event.
 - a. Office 365 guests and members of federated organizations cannot currently attend live events.
6. Close all unnecessary applications, reduce strain on bandwidth.
 - a. If needed check your network performance with the tool you can download here: <https://www.microsoft.com/en-us/download/details.aspx?id=53885>
7. Troubleshoot network requirements for Teams with your IT service.
8. Check your audio device settings in Windows as well as the Teams event (wheel icon).



Our **support team** is there to help you during the Teams Live Event.

You can reach us via email at support@teamsclass.com

Step-by-step guide

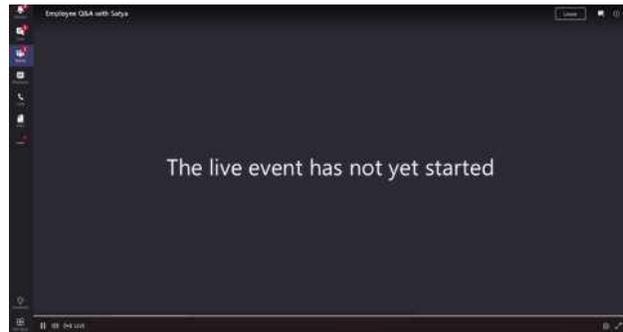
Please continue reading for a step-by-step guide on how to join a particular Microsoft Teams Live Event that you have registered for:

Step 1: Click on the join-link in the respective registration confirmation email to access the TEAMS_CLASS lobby.

Step 2:

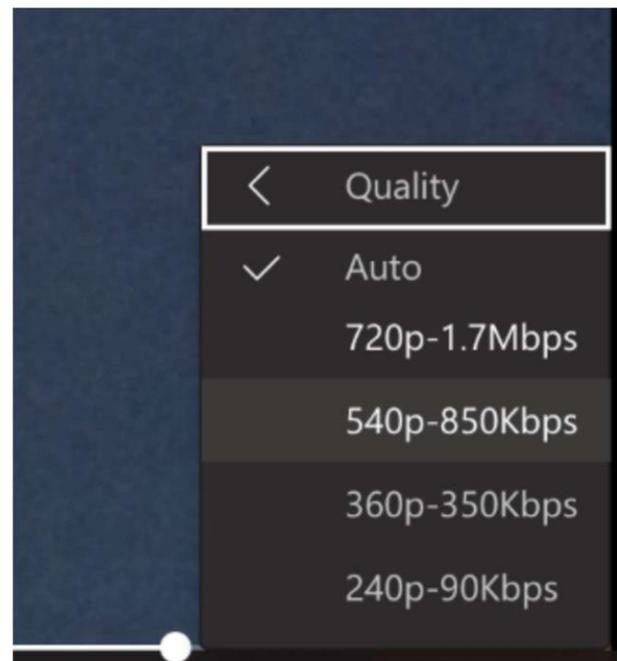
1. Click on the join button, which is available 30 minutes before event start.
 - a. If you wish to join via browser, please copy & paste the link into the address bar and click on "watch on the internet instead" when you see the dialogue popping up.
 - b. For users who would like to remain anonymous, please join the event using an MSE-enabled web browser like Chrome, Firefox, or Edge.
2. For captions, click on the link stated in the lobby.

Step 3: Once joined you will see this message if the broadcast is yet to start.



Step 4: You can stream the recording from here, too, should you join late (only as long as the live event is still running).

Step 5: If the live event begins in low resolution, you might need to manually reset it to a higher resolution.



Step 6:

- You can now engage in watching the presentation and interacting with the presenters by using the Q&A section.
- If you are using the Teams desktop app your name will be shown, otherwise you can choose a name or stay anonymous when posting questions.
- The presenters will receive these in a private thread.
 - They can then reply to you privately or publish your question to answer it publicly.
 - Other attendees will not be able to see your name.

