

## Microsoft Teams FAQs

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Description: This document is a running FAQ on Microsoft Teams and it's usage at the State of Connecticut.

### Frequently Asked Questions

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#### **Q. How do I join a Teams Meeting?**

**A.** The organizer of the Teams Meeting will send you an invite, through email. You will have a "Join Teams Meeting" link inside of the calendar invite. You may also be sent a Teams Meeting calendar invite through an attached .ics file. Simply click on the attached .ics file, and this will populate your Outlook calendar with the Teams Meeting.

#### **Q. How many attendees can join a Teams Meeting?**

**A.** The limit is 250 attendees. There is an option for "Go Live" events, that can be used for up to 10,000 attendees, in the event of the need for reaching a mass audience (this requires an Administrator to configure).

- ✓ Teams Meeting chat limitations on meetings reach a peak at 220
- ✓ Suggestion is to move to a Go Live event for meetings over 220 attendees
- ✓ Footprints Ticket to COOP if it is related to COVID 19; Otherwise O365 Team Assignment

#### **Q. How many attendees can join a Teams Meeting with Video (web camera)?**

**A.** Only 4 concurrent attendees can use the video feature in a Teams Meeting at one-time.

#### **Q. Can you hold a video chat/call/meeting with external users/guests not in the State Tenant?**

**A.** Yes.

- ✓ Create the Microsoft Teams meeting on your calendar
- ✓ Send the invite to guest/external user through email: (1) copy the link to the meeting from your calendar and paste into an email, or (2) go to the calendar invite for the Teams Meeting, then do a "File, Save As, .ics file type". After you have saved the .ics file, send an email to guest/external user and attach the .ics file type;
- ✓ The guest/external user will simply click "Join the Meeting" from the email sent – and will be prompted to open Microsoft Teams in a browser – where they will enter their name and then join the meeting.

#### **Q. Which internet browsers are supported for use in Microsoft Teams?**

**A.** Microsoft Edge (Chromium Based), and Google Chrome are fully supported browsers. Others are supported in some fashion – but not completely. More information is [here](#).

#### **Q. How do you record a Microsoft Teams meeting?**

**A.** In the meeting, go to the meeting controls and select **More options** \*\*\* > **Start recording**.

#### **Q. Who can start or stop a Microsoft Teams recording?**

**A.** Anyone who meets the following criteria can start or stop a recording, even if the meeting organizer isn't present. Criteria: *Has an Office 365 Enterprise E1, E3, or E5 license; Has a recording license from an IT admin; Isn't a guest or from another organization*