



Microsoft Teams

Meetings and calling for collaboration.

The following outlines the calling, meetings and Live Events functionality that is available to all M365 E3 customers who have enabled Office 365.

Under the M365 E3 licence that users have today, they can:

- Initiate voice, video, or chat to any Teams user inside your organisation. Further setup, but not additional licencing, is required to extend this outside your organisation.
- Setup Teams Meetings and share voice, video, or chat to anyone with an email address, internal and external

Over and above the M365 E3 licence there are 2 upgrades available with respect to calling:

- **Audio Conferencing:** When users have this licence, and they setup a Teams meeting, the meeting will also have a telephone number and pin code attached. This means that anyone can dial in to that meeting from a telephone and participate in voice-only. You only need a licence for those users who need to create meetings with a dial-in number.
- **Phone System:** This grants users access to a dial pad in the Teams client so that users can call someone from the Teams client using a telephone number. Likewise, the user will be granted a telephone number, which when dialled from a telephone, will cause the Teams client to 'ring' wherever that user is logged in. This licence does not include a dialling plan which can be purchased from a telco.

For more information on any of these capabilities please contact your Microsoft Account Team.



CALLING

Users in an organisation with Microsoft Teams have some capabilities to be able to call each other from any connected location from a variety of clients such as.

- iOS iPad, iPhone
- Android
- Web Clients
- Mac and PC clients

Calling can also be between organisations with external users provided the organisations are federated.

Basic calling capability is enabled on users via a calling policy provide the users is enabled for Teams. PSTN Calling features require the additional phone system license and a way to connect to the PSTN by either Direct Routing or a Calling plan. Direct Routing and Calling plans are an Enterprise Voice configuration and its best to have a further discussion with a qualified partner or Microsoft to further explore this option.

Calling policies can be configured following the information here –

<https://docs.microsoft.com/en-us/MicrosoftTeams/teams-calling-policy>

The following shows how to perform some of the calling functions in the Teams client

<https://support.office.com/en-us/article/meetings-and-calls-d92432d5-dd0f-4d17-8f69-06096b6b48a8?ui=en-US&rs=en-AU&ad=AU#ID0EAABAAA=Calls>

Full set of additional training links across all features –

<https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>

<https://docs.microsoft.com/en-us/microsoftteams/enduser-training>

TEAMS MEETINGS

Who can create Teams Meetings

To be able to create a Teams meeting event, a person needs to have a couple of things configured. Your IT admin can provide more information.

- An Office 365 Enterprise E1, E3, or E5 license or an Office 365 A3 or A5 license.
- Users with meeting features allowed in a meeting policy

PSTN – Audio conferencing requires either E5 or an Audio-Conferencing ad-on. This type of conferencing can also be configured as a pay as you go with calling credits. For more information on allowing dial-in and dial-out see here - <https://docs.microsoft.com/en-us/microsoftteams/audio-conferencing-in-office-365>

Enabling Teams Meetings

Once a user is correctly licensed, all the features within a Teams meeting can be controlled utilising Teams Meeting policies, information on configuring Meeting policies to be assigned to users can be found here - <https://docs.microsoft.com/en-us/microsoftteams/meeting-policies-in-teams>

*An important aspect of configuring the meetings policies is controlling the behaviour for external or guest participants to a Teams meeting. This can be found here <https://docs.microsoft.com/en-us/microsoftteams/meeting-policies-in-teams#meeting-policy-settings--participants--guests>

Running Teams Meetings

Microsoft Teams allows people to create a meeting by scheduling or ad-hoc and can invite up to 250 participants. As with calling Meetings can be accessed by a variety of clients, each meeting will allow the following:

- Chat
- Audio and Video
- Content sharing and co-authoring
- Recording
- Live Captioning

See the following for information covering meetings and calls, meet now (ad-hoc), scheduled meetings and tips for successful meetings.

<https://docs.microsoft.com/en-us/microsoftteams/tutorial-meetings-in-teams?tutorial-step=1>

Further information on performing various functions in a Team meeting can be found here – <https://support.office.com/en-us/article/meetings-and-calls-d92432d5-dd0f-4d17-8f69-06096b6b48a8?ui=en-US&rs=en-AU&ad=AU#ID0EAABAAA=Meetings>

As with any audio and video conferencing in Teams, the best experience will be when you have a good networking connection and you are using a certified Teams devices such as conferencing speakerphone or camera.

[Speakerphones](#)

[Conference Phones](#)

[Cameras](#)

It's always best to have a connection that isn't passing through proxy and firewall and is on a wired managed network. You can test your audio / video quality with a test call or using a network connection tool <https://www.powershellgallery.com/packages/NetworkTestingCompanion/1.5.2>

In addition to standard meeting functionality if the Audio Conferencing add-on is available, then each meeting can also include the ability for people to dial into and dial out from a meeting. This includes the ability to invite an attendee via their phone number once a meeting has started. Information on configuring this can be found here.

<https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams>



LIVE EVENTS

Microsoft Teams live events are an extension of Teams meetings that enable you to schedule and produce events that stream to large online audiences!

Who can create live events

To be able to create a live event, a person needs to have the following things. Your IT admin can provide more information.

- An Office 365 Enterprise E1, E3, or E5 license or an Office 365 A3 or A5 license.
- Permission to create live events in Microsoft Teams admin center.
- Permission to create live events in Microsoft Stream (for events produced using an external broadcasting app or device).
- Full team membership in the org (can't be a guest or from another org).
- Private meeting scheduling, screensharing, and IP video sharing, turned on in Team meeting policy.

Who can attend Live Events?

Public events

If an event is public, anyone who has the link can attend without logging in.

Private events

If attendance is restricted to your org or to specific people and groups, attendees will need to log in to join.

If the event is produced in Teams, they'll need a license that includes Teams. If it's produced externally, they'll need one that includes Microsoft Stream.

Here is a link to a document with extensive information on Teams Live Events. The document contains all the information below with the addition of an embedded PDF with some training slides. Hopefully this can offer you a source of part or full information to give to customers in response to the large number of Live Event queries during the current climate.

[Teams Live Events Document](#)

Helpful Information for Live Events:

Firstly, Microsoft is here to help and provided you can give enough notice Microsoft can provide remote assistance to help you to run your event.

Microsoft has a site where you can request remote assistance support to run your live event, this assistance allows for:

- 1) technical briefing calls on capabilities, technical questions
- 2) one practice event/trial run
- 3) pre-brief call before the live event
- 4) support during the event
- 5) post event analytics follow up

Documentation Page here : <https://docs.microsoft.com/en-us/stream/live-events-assistance>

Assistance How do I sign up?

1. Your upcoming live event must be using Microsoft [live events](#) on Teams, Stream, or Yammer
2. Please give us as much advance notice as possible since capacity is limited during preview (first come, first serve)
3. Fill out this form with specifics about the upcoming event:
<aka.ms/LiveEventAssist>
4. A live event assistant will contact you in 1-2 business days and try their best to accommodate your preferred date/time

<https://resources.techcommunity.microsoft.com/live-events/assistance>

Key Considerations for Live Events

There are four key aspects to the production of a Live Event in Microsoft Teams.

1. **Enabling Live Events**
2. **Planning**
3. **Running the Live Event (Best Practices)**
4. **Network**

Enabling Live Events

Live events require the following –

- An Office 365 Enterprise E1, E3, or E5 license or an Office 365 A3 or A5 license.
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- Permission to create live events in Microsoft Stream (for events produced using an external broadcasting app or device).
- Full team membership in the org (can't be a guest or from another org).
- Private meeting scheduling, screensharing, and IP video sharing, turned on in Team meeting policy.

Policy control here –

<https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/set-teams-live-events-policies-using-powershell>

<https://docs.microsoft.com/en-us/MicrosoftTeams/teams-live-events/set-up-for-teams-live-events>

Planning

Plan for your event group communication—real-time communications are critical for live events. The inner event chat is a good way to stay in touch.

Teams live events use video-based screen sharing (VBSS). Use the following planning guidelines to ensure you get the best experience:

- Make sure producers and presenters are assigned the right **TeamsMeetingPolicy** with the correct settings for **IPVideo** and **ScreenSharing**. If **ScreenSharingMode** or **IPVideo** are set to **None**, producers and presenters won't be able to share their screens.
- Ensure network bandwidth requirements account for media traffic:

| Video codec | Resolution and aspect ratio | Max video payload bitrate (kbps) | Min video payload bitrate (kbps) |
|-------------|--|----------------------------------|----------------------------------|
| H.264 | 1920x1080 (16:9) (The aspect ratio depends on the sharer's monitor resolution, and will not always be 16:9) | 4000 | 1500 |

Running A Live Event

Running a Teams Live Event is a fairly straight forward and intuitive process, however there are some general tips that can help avoid potential problems and enhance the experience. At a high level this can be summarised as this.

Prepare

- Make sure you connect to the highest bandwidth and most reliable network connection you can
- Make sure your environment is conducive to a good meeting – lighting / audio / no background distractions etc.
- Plan the presentation sections, content and if, how and when questions will be addressed via Q&A
- Divide the tasks between multiple people, make sure the computer producing the event is
 - connected to the best network possible, no impeded access by firewall and proxy to the service, wired connection is best (remember connecting to a wi-fi network may work in testing, but when a room fills up the wi-fi can be congested)
 - dedicated to only running the meeting production and does not have other multiple tasks running that compete for network, CPU or memory
 - using a suitable quality video device for the purpose of the meeting
 - using a quality audio device that is teams certified

Organizer Checklist <https://support.office.com/en-gb/article/Teams-live-event-organizer-checklist-44a80886-0fd9-42e5-8e7c-836c798096f8>

Practice

- At minimum do at least a bare bones practice run testing
 - Audio



- Video
- Content
- Participants experience and view (understand the potential delay from live to attendee feed)
- Multiple components and roles such as producer, moderator(s) and presenter(s)

Produce

- For a larger event
 - Run a different PC for each of the roles and have multiple people
 - Q&A Moderator
 - Producer for content switching and control
- Make sure each person knows their role and is familiar with and ready to work as a Team for the event
- After the event has run – take a look at the reports available for the Live Event - <https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-live-event-usage-report>
- Communicate where the recording is available if people missed the event or had difficulties attending

Microsoft has a best practice guide with more information for running Live Events - <https://support.office.com/en-us/article/Best-practices-for-producing-a-Teams-live-event-e500370e-4dd1-4187-8b48-af10ef02cf42>

Network

As with any Audio and Video collaboration the network is important. In a Teams live event there are two areas for attention –

1. The Producer / Presenter team network connections
2. The attendee network connections

Health and Performance

You can check your health and performance of your devices while you're producing a live event, select Health and performance in your dashboard. There you can review variety of metrics read more <https://support.office.com/en-us/article/Produce-a-live-event-using-Teams-591bd694-121d-405c-b26d-730315e45a22>

Production / Producer

It's important to make sure the producer and production teams are connected well.

- Avoid wi-fi networks – connect to a wired connection
- Connect on a managed network where possible with QOS
A non-shared network connection can also be utilised in some cases.
- Run the test tool to check that your network connection is not impeded by firewall or proxy <https://docs.microsoft.com/en-us/microsoftteams/use-network-testing-companion>
- Don't run anything else that will consume unnecessary network or processor on the presentation computer

Producer capabilities

- If you want to broadcast a Teams meeting, bringing remote presenters and screen sharing into the event, you can produce your live event in Teams.



- If you're running an event with a production crew, you can use an external app or device to produce your event. This method is powered by Microsoft Stream.
- Producer capabilities can vary depending on the production method you use refer

<https://support.office.com/en-us/article/Produce-a-live-event-using-Teams-591bd694-121d-405c-b26d-730315e45a22>

Attendees

- When you have a large number of attendees that are on the same network – in a corporate network everyone can be sharing the same internet link and can become congested
- Use eCDN solutions to reduce the load on a shared corporate network (these solutions from Collective and Hive will reduce network load by allowing peering connection for attendees)
 - Collective Trial information can be obtained here - <https://portal.kollective.app/>
 - Hive Trial information here - <https://www.hivestreaming.com/partners/integration-partners/microsoft/>
- When possible use a room to watch the live streaming event and have multiple attendees watch a single feed such as for a remote site with limited bandwidth (keeping social distancing in mind)

As a final mitigation for attendees you can record important meetings so that attendees can watch when they have a good network connection and can play back without issues.

Training Materials

There are many documents and video's available –

<https://support.office.com/en-us/article/Produce-a-live-event-using-Teams-591bd694-121d-405c-b26d-730315e45a22>

<https://microsoft.sharepoint.com/sites/collaborate/sitepages/live-events-get-started.aspx>

<https://support.office.com/en-us/article/Video-Plan-and-schedule-a-live-event-f92363a0-6d98-46d2-bdd9-f2248075e502>