

# GSD. MS Teams - No Video or Audio Options in Teams Meeting Web Application

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General Information:

Possible symptoms/errors:

What to Do if there is No Video or Audio Options in Teams Meeting Web Application.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Some browsers such as Internet Explorer 11, Safari, and Firefox, support the Microsoft Teams web app but do not support some of the Teams calling and meeting features. However, if audio and video participation in meetings are not possible via the browser, Microsoft offers the possibility to dial-in via user's company phone.

If user does not have a corporate phone or they want to work with audio and video hardware comfortably, they should download the Teams Client to participate in Teams-Meetings smoothly with the audio and video function. It can be downloaded by end user here:

<https://teams.microsoft.com/download>.

Note: Users can download Teams without the need for administrator rights and use it even if they have not been migrated yet. Details:

If user still want to join the meeting via Teams web app in their browser, it is recommended to install and use Google Chrome or Microsoft Edge and join the meeting with all audio and video functionalities.

Microsoft Edge can be installed via Software Center.

If it is not listed or available in the Software Center or, there is no Software Center installed on user's computer, they should contact Global DTI ServiceDesk.

For Google Chrome installation, user can contact their onsite support or their local IT.

User can access Microsoft Teams online via <http://teams.microsoft.com/>

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

Teams online: <http://teams.microsoft.com/Teams> download: <https://teams.microsoft.com/download>