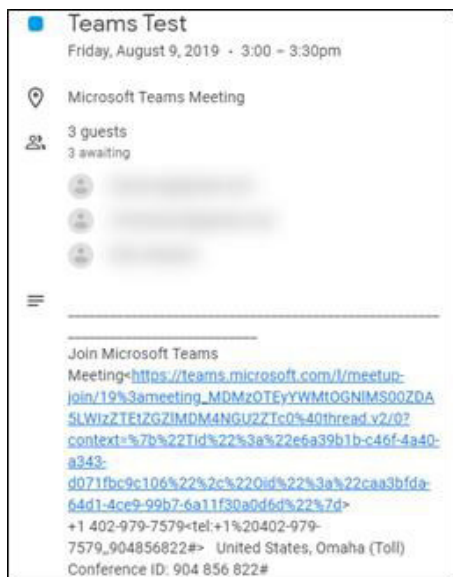


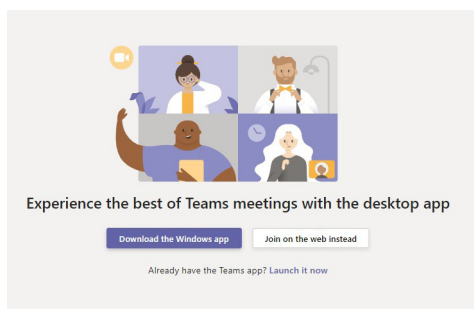
# Joining Teams Meetings Externally Laptops/Desktops

## Join the Meeting

1. Click the Join Microsoft Teams Meeting link from your invite.



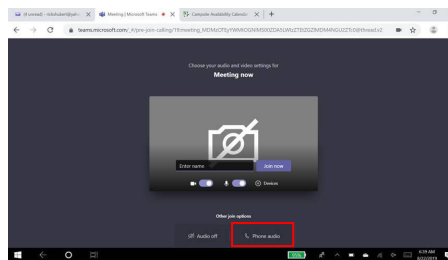
2. Choose Join via the web instead.



## Choose how you will join the meeting

### Join Teams and dial in by phone

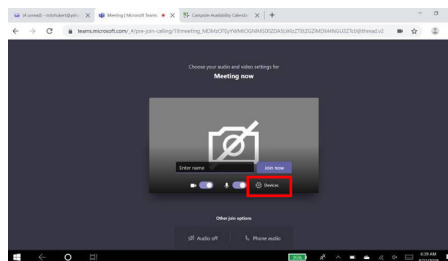
3. Click on the **Phone Audio** button at the bottom of the screen under Other Join Options.



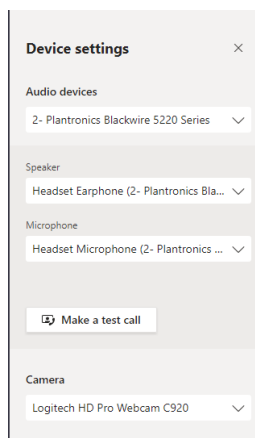
4. Dial the provided conference number and conference ID.
5. Press \*6 on your phone to mute/unmute your line.

### Join Teams using a headset or the computer's microphone/speakers

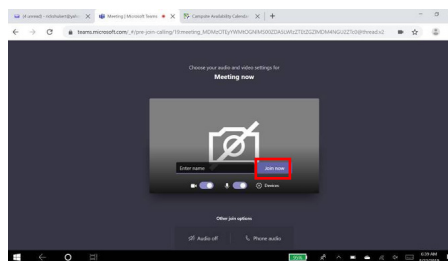
6. Click the Device's icon.



7. Choose your appropriate Audio/Video settings. (options will differ depending on devices)



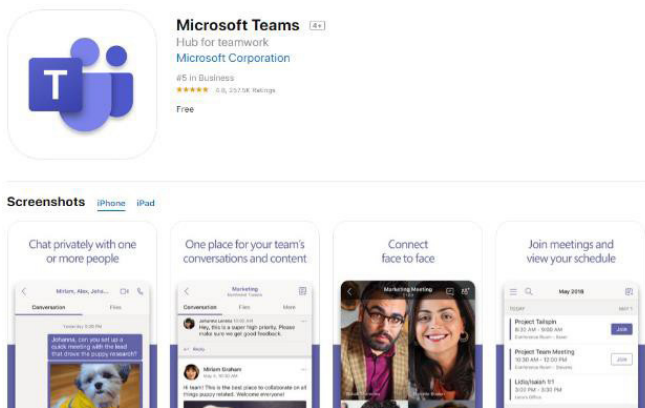
8. Click the **“Join now”** button to enter the meeting.



# Joining Teams Meetings Externally Mobile

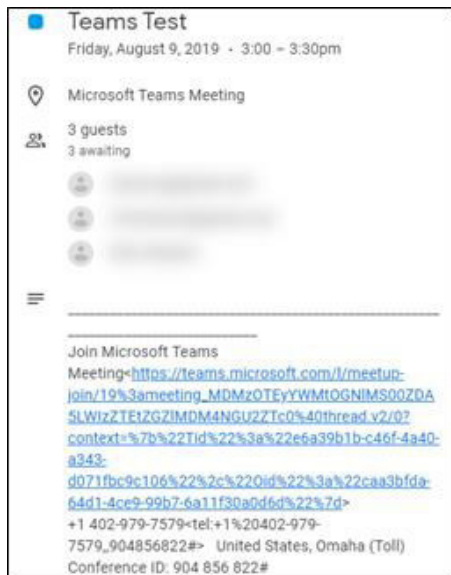
## Download the Teams app

1. [Apple](#) / [Android](#) device  
(Apple or Google credentials required to install apps)

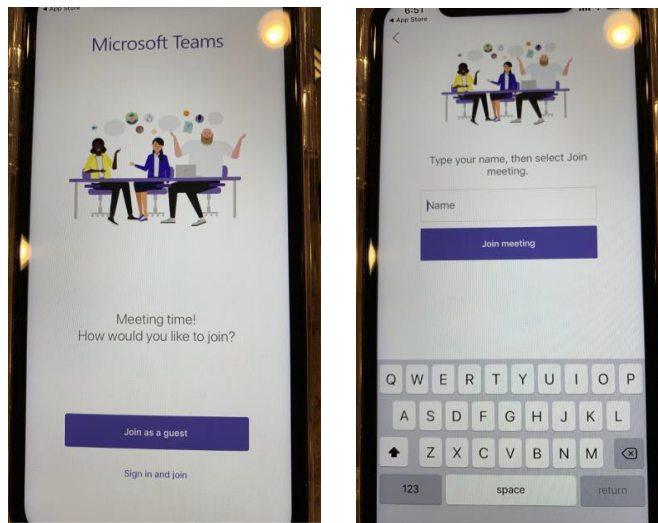


## Join the meeting

2. Click the Join Microsoft Teams Meeting link from your invite.



3. Choose **Join as guest** and enter your name.

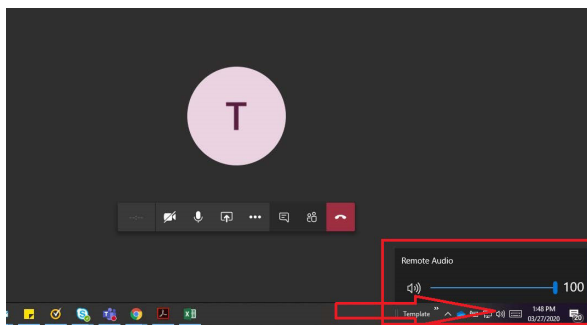


4. Enable/disable audio and video features as needed.

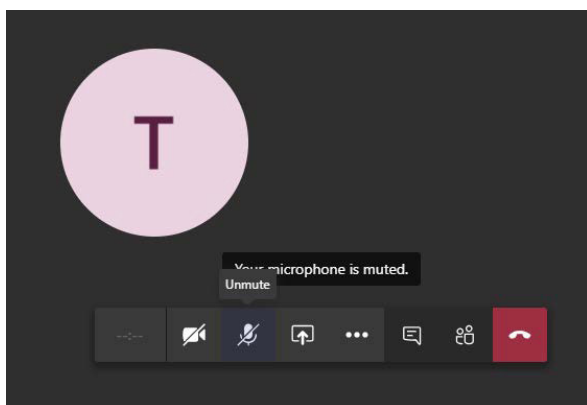


# Microsoft Teams Audio Troubleshooting

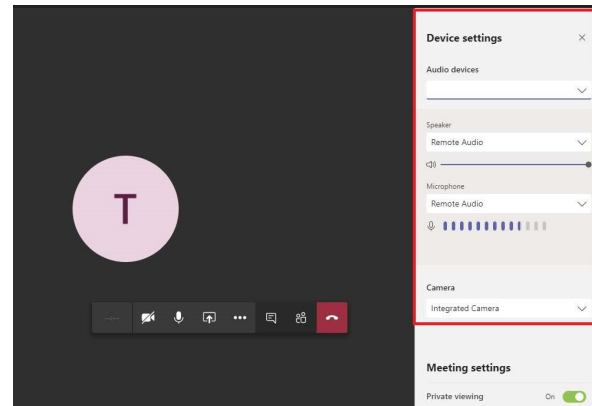
When in a TEAMS meeting, make sure that you mute your own microphone if you aren't speaking to avoid background noise and echoing.



1. If you can't hear others in the meeting, make sure that your sound is on and turned up.
2. If others in the meeting can't hear you, make sure that you don't have the mute on your microphone, and if you do, click the microphone to unmute. The microphone will be crossed through like the image below if your microphone is muted:



3. You can check your microphone settings by clicking the three dots (more options), and click "show device settings." When the side bar pops up, make sure that all audio/microphone is on, not muted, and turned up.

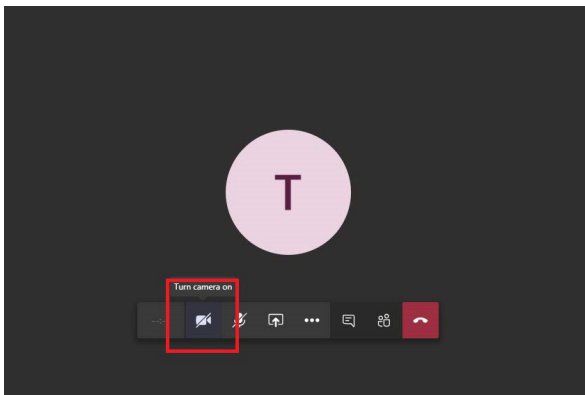


- If you are still having issues with audio, try exiting and reentering the meeting, and follow these steps again.

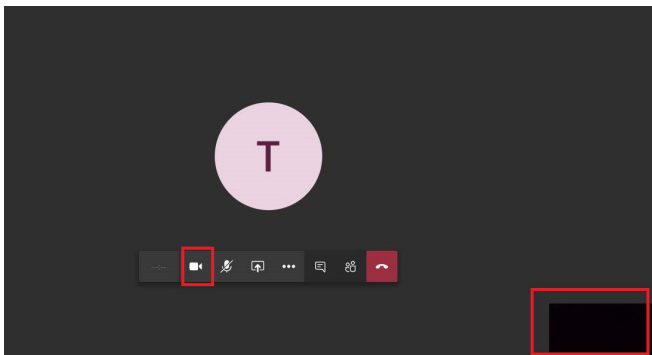
# Microsoft Teams Video Troubleshooting

## Microsoft Teams Video Troubleshooting

1. If others can't see you in the meeting, make sure that your video is turned on by moving your mouse over the video button. It will be crossed through if it's turned off.

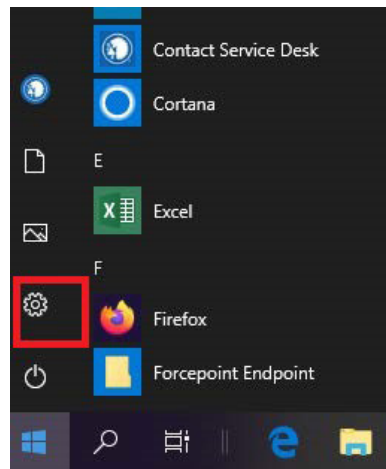


- Click the button and the cross will come off and video will start.

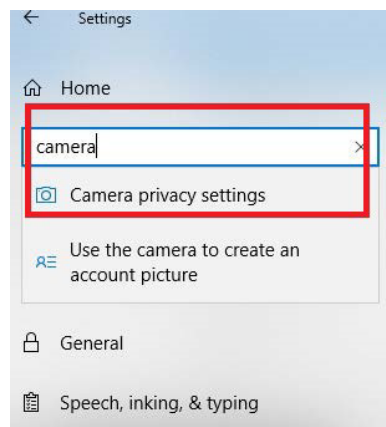


2. Make sure that your computer's settings are allowing access to your camera.

- First, go into your computer settings.



- Second, type in "camera" into the search bar and click "camera privacy settings".



- Lastly, make sure you're allowing apps to access your camera, and if you have the TEAMS app make sure you give it access to your camera.

### Camera

#### Allow apps to access your camera

If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access only blocks apps from accessing your camera. It does not block Windows.



#### Choose which apps can access your camera

Turning off an app prevents it from directly accessing your camera. It does not prevent it from requesting to open the built-in Windows Camera app, which only captures images when you ask it to do so. To prevent apps from also accessing the camera using the built-in Windows Camera app, you must also turn off access to the Camera app in the following list.

Camera	<input checked="" type="checkbox"/> On
CameraBarcodeScannerPreview	<input type="checkbox"/> Off
Cortana	<input type="checkbox"/> Off
Microsoft Edge <small>Site still needs permission</small>	<input checked="" type="checkbox"/> On