

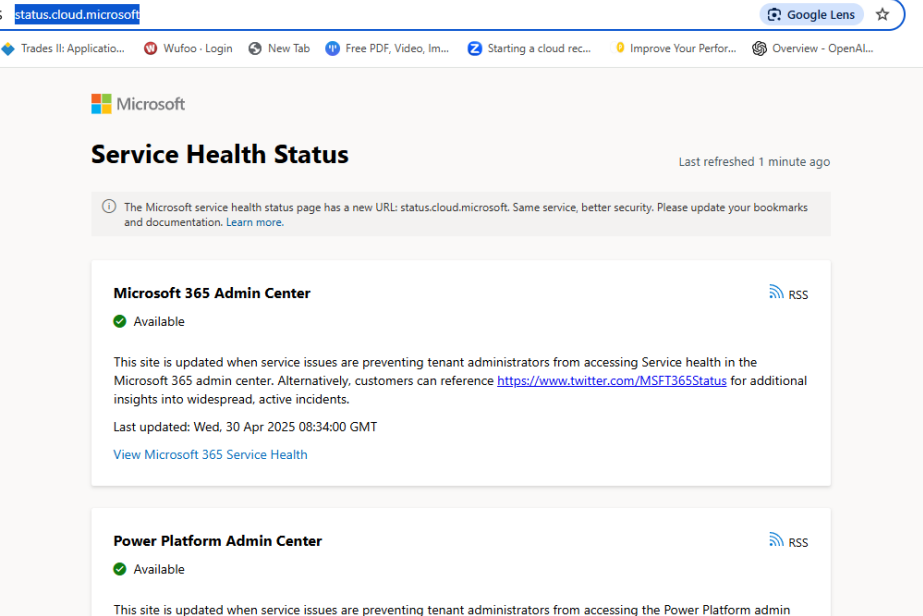
# William Angliss Institute

## TSS-OSAP Skills Assessment Program

Microsoft Teams User Guide for Candidates

### Prior to attending online technical interview

<p><b>Hardware</b></p>	<p>Hardware requirements:</p> <ul style="list-style-type: none"> <li>• A stable internet connection – broadband wired or wireless or 4G/5G</li> <li>• Windows or Apple computer with web camera, speakers and a microphone.</li> <li>• Mobile Device - iOS or Android</li> <li>• USB Speaker Microphone All-in-One</li> <li>• Power adaptor for computer</li> <li>• Power charger for phone</li> </ul> <p>Recommended:</p> <ul style="list-style-type: none"> <li>• Processor: 1.6 GHz dual-core (Windows/Mac), ARM64 (mobile).</li> <li>• RAM: 8 GB or higher.</li> <li>• Camera: 1080p HD webcam.</li> <li>• Noise-cancelling microphone and stereo speakers.</li> </ul>
<p><b>Software</b></p>	<p>Operating Systems:</p> <ul style="list-style-type: none"> <li>• Windows: Windows 10, Windows 11.</li> <li>• Mac: macOS Ventura (13.0) or later.</li> <li>• Mobile: iOS 15 or later, Android 9 or later.</li> </ul> <p>Latest Teams App:</p> <ul style="list-style-type: none"> <li>• Desktop app (Windows/Mac/Linux) - <a href="https://www.microsoft.com/en-au/microsoft-teams/download-app">https://www.microsoft.com/en-au/microsoft-teams/download-app</a></li> <li>• Mobile app (iOS/Android), or</li> <li>• Supported browser (Edge, Chrome, Safari) - <a href="https://www.microsoft.com/en-au/microsoft-teams/log-in">https://www.microsoft.com/en-au/microsoft-teams/log-in</a></li> </ul> <p>Dependencies:</p> <ul style="list-style-type: none"> <li>• Updated audio/video drivers.</li> </ul>

<p><b>Internet bandwidth requirements</b></p>	<p>Please check internet speed in advance of a Zoom session using the bandwidth test at <a href="http://speedtest.net">http://speedtest.net</a> or the Google <a href="#">Internet Speed Test</a></p> <p><b>Bandwidth for 1:1 video meetings:</b></p> <p>Minimum:</p> <ul style="list-style-type: none"> <li>• 1:1 Calls: 1.2 Mbps (up/down).</li> <li>• Group Calls: 2 Mbps (up/down).</li> <li>• Video Calls: 2.5 Mbps (HD), 4 Mbps (1080p).</li> <li>• Screen Sharing: 4 Mbps.</li> </ul> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Use a wired Ethernet connection for reliability.</li> <li>• Disable bandwidth-heavy apps during meetings.</li> </ul>
<p><b>Check Teams Service Status</b></p>	<p>Verify if Teams is operational to rule out service outages.</p> <p><b>Public Status Page:</b></p> <ul style="list-style-type: none"> <li>• Visit <a href="https://status.cloud.microsoft/">https://status.cloud.microsoft/</a> for real-time service updates.</li> </ul> 

## Test audio and video

Test audio and video before meetings to ensure functionality.

### Steps:

Open Settings:

- In Teams, click your profile picture > Settings > Devices.

Select Devices:

- Choose the correct Microphone, Speaker, and Camera.

Test Call:

- Click Make a test call to record and playback audio/video.
- Verify audio clarity and video feed.

Pre-Meeting Check:

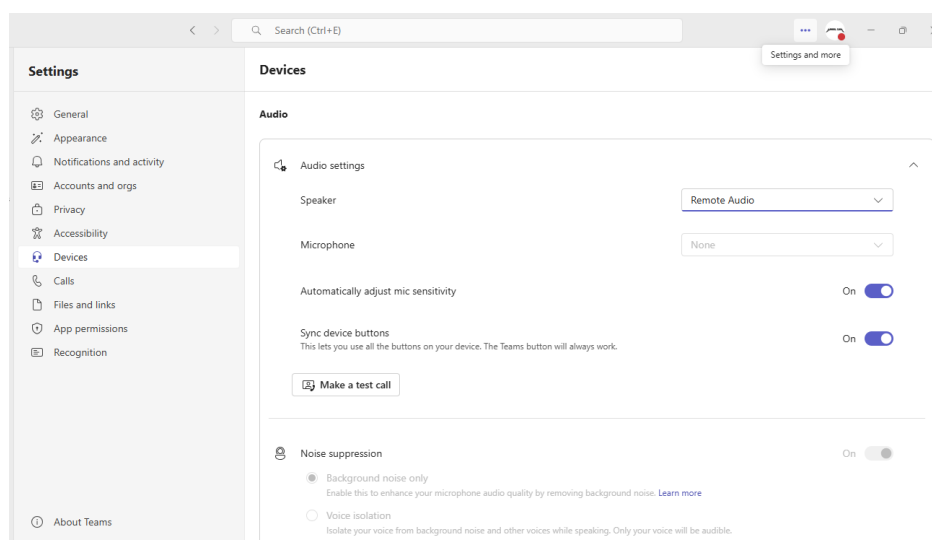
- In the pre-join screen, toggle microphone/camera and test audio levels.
- Enable Background Blur or Noise Suppression if needed.

Adjust Settings:

- Enable High-Quality Video or Noise Suppression in Settings > General.

Notes

- Update drivers if devices fail.
- Test on a stable network to avoid latency.



## Joining a Microsoft Team Meeting

### Joining a Meeting

Locate the [Join the meeting now](#) invite link from your email appointment confirmation.

How to Join a Microsoft Teams Meeting from a Web Browser

- Open the meeting invite or link provided to you.
- Click on the meeting link. It will redirect you to the Microsoft Teams web page.
- Select Continue on this browser (no need to download the app).
- Allow access to your microphone and camera when prompted.
- Enter your name and adjust your audio/video settings.
- Click Join Now to enter the meeting.

Via Calendar:

- Open Teams Calendar, find the meeting, and click Join.

Via Meeting ID:

- In Teams, click Join > enter the meeting ID and passcode (if required).

Pre-Join Settings:

- Test audio/video, enable background blur, or mute microphone before joining.

## Activating Captions

### Steps to Activate Live Captions

Join a Meeting:

- Start/join a meeting on the desktop app.

Enable Captions:

- Click More Actions (...) > Language and Speech > Turn on Live Captions.

Adjust Language:

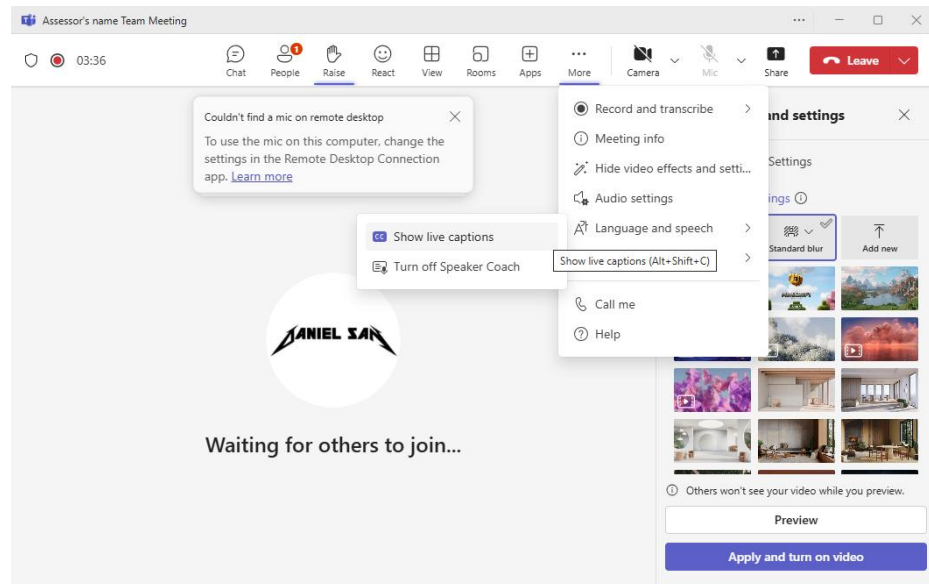
- Click the Settings icon next to captions and select Spoken Language.

View Captions:

- Captions appear at the bottom, visible only to you.

Notes

- Captions: Available in free (English) and paid versions (multiple languages). Not saved.
- Speak clearly and minimise noise for accuracy.



Assessor's name Team Meeting 06:02

Chat People Raise React View Rooms Apps More Camera Mic Share Leave

Couldn't find a mic on remote desktop  
To use the mic on this computer, change the settings in the Remote Desktop Connection app. [Learn more](#)

**JANIEL SAN**

Waiting for others to join...

Captions will be shown in **English (UK)**.

**Video effects and settings**

Video effects Settings

Green screen settings

None Standard blur Add new

Others won't see your video while you preview.

Preview

Apply and turn on video

**Troubleshooting  
Common Issues**

**Issue 1: Unable to Join a Meeting**

Symptoms: Error messages, stuck in lobby, or link not working.

Solutions:

- Check the Link: Ensure the meeting link is correct and not expired. Try joining via the Teams Calendar or meeting ID/passcode.
- Update Teams: Ensure you're using the latest version of Teams (check for updates in the app or download from [teams.microsoft.com](https://teams.microsoft.com)).
- Network Issues: Test your internet connection. Switch to a wired connection or restart your router.
- Permissions: Verify you're invited or have the correct tenant access. Contact the organiser to adjust Meeting Options (e.g., allow external users).

**Issue 2: Audio/Video Not Working**

Symptoms: Microphone muted, camera off, or no sound.

Solutions:

- Check Device Settings: In Teams, go to Settings > Devices and select the correct microphone, speaker, and camera.
- Test Audio: Before joining, use the Test Call feature (Settings > Devices > Make a test call).
- Permissions: Ensure Teams has permission to access your camera/microphone in your device's settings (e.g., Windows Privacy Settings).
- Driver Updates: Update audio/video drivers from your device manufacturer's website.

**Issue 3: Captions Not Available**

Symptoms: No option to start captions during a meeting.

Solutions:

- Check License: Captions are available in free versions but limited to English.
- Admin Settings: Ensure your admin has enabled transcription/captions in the Teams admin center (Meetings > Meeting Policies > Allow Transcription).

#### **Issue 4: Meeting Recording Fails**

Symptoms: Recording doesn't start, or the file is missing.

Solutions:

- Permissions: Only organisers, co-organisers, or presenters can record. Check your role in Meeting Options.
- Storage: Ensure the organiser's OneDrive has sufficient space (recordings are saved there).
- Policy: Verify that recording is enabled in the Teams admin center (Meetings > Meeting Policies > Allow Cloud Recording).
- Restart: Stop and restart the recording or re-join the meeting.