



Tech That Works For U

Using the U's Audio and Video Conferencing Tools: Microsoft Teams and Zoom FAQs

Table of Contents

Frequently Asked Questions	3
Scheduling Meetings	3
Is there a Create Microsoft Teams Meeting or Create Zoom Meeting button in Outlook?	3
Can Microsoft Teams and Zoom meetings sync with other email clients besides Outlook? .	3
Can you add meeting reminders using Microsoft Teams or only in Outlook?	3
Can you invite people outside of the University to Microsoft Teams meetings?.....	4
Can I schedule Zoom meetings on someone else’s behalf?.....	4
How do I allow participants to share their screen or content during meetings?.....	4
Are waiting rooms or lobbies available for meetings?.....	4
Security	5
Are there risks of “zoom bombing on Teams?	5
With Zoom, what security settings does UM recommend?	5
Virtual Backgrounds	5
Are virtual backgrounds available?	5
Do I have to set the background for each meeting?	5
Does the University have Zoom backgrounds we can use?	5
During a Meeting	6
How do I see all the participants in the meeting or call?	6
How do I mute the chat?	6
Can you share files in a meeting?	6
How do alternative hosts work in Zoom? Do they replace me as host?.....	6
Recording a Meeting	7
How do I record a meeting or call?.....	7
Are participants informed that a meeting is recorded?.....	7
How do I share my recording?	7
After a Meeting	8
If people are still using the meeting chat after it has ended, can I mute the chat?	8
How do I save the chat from my Zoom meeting?	8
Other	8
When will Skype for Business be phased out?.....	8
Are webinar options available?	8
Is there a reason a department would need a departmental Zoom account?	8
Additional Resources	9
Where can I learn more about Microsoft Teams?.....	9
Where can I learn more about Zoom?.....	9

Frequently Asked Questions

Scheduling Meetings

Is there a Create Microsoft Teams Meeting or Create Zoom Meeting button in Outlook?

Microsoft Teams includes the Outlook add-in, which lets you create new Teams meetings directly from Outlook and Outlook on the web.

Outlook

1. To schedule a meeting in Outlook, open Outlook
2. Switch to the calendar view.
3. Click **New Meeting** and click **Teams Meeting** from the top ribbon.

Outlook on the web

1. To schedule a meeting in Outlook on the web, sign into <http://email.miami.edu>.
2. Switch to the calendar view.
3. Click **New Meeting**.
4. Click **Add online meeting**.
5. Select **Teams meeting**.

Zoom offers an Outlook add-in which lets you create new Zoom meetings directly from Outlook and Outlook on the web.

You can find information on using the Outlook add-in [here](#) and the Outlook for the web [here](#).

Can Microsoft Teams and Zoom meetings sync with other email clients besides Outlook?

Currently Microsoft Teams only sync with your Outlook calendar. Zoom meetings can be synced with Outlook and Google calendars. You can find information out Zoom Calendar Sync [here](#).

Can you add meeting reminders using Microsoft Teams or only in Outlook?

At this time, if you create your meeting inside of the Microsoft Teams client you cannot set meeting reminders. The meeting will automatically use the default reminder settings your Outlook calendar uses.

If you create a Microsoft Teams meeting using Outlook or Outlook on the web, then you can apply custom meeting reminders.

Can you invite people outside of the University to Microsoft Teams meetings?

Microsoft Teams lets you invite people outside your organization, including those who don't have a Teams license. You'll need their full email address to invite them.

1. Go to where it says **Add required attendees**. If anyone is an optional attendee, select **Optional** instead.
2. Type the person's full email address (ex: Joe@example.com).
3. Select **Invite**. They'll receive an email with a link to the meeting.

Can I schedule Zoom meetings on someone else's behalf?

You can schedule Zoom meetings on someone's behalf if you have been granted Scheduling privilege for their account.

Please click [here](#) for more information on assigning Scheduling privileges. Once assigned Scheduling privileges, follow the [scheduling privilege PDF guide](#) to learn about scheduling for another user.

How do I allow participants to share their screen or content during meetings?

In Microsoft Teams, any participant can share their screen by default. If you're organizing a meeting with multiple attendees, you may want to assign roles to each participant to determine who can do what in the meeting. For more information, please visit [Share content in a meeting in Teams](#) and [Roles in a Teams meeting](#).

Zoom allows for screen sharing during a meeting or call. The host and attendee can screen share by clicking the Share Screen icon. The host does not need to grant screen share access for another participant to share their screen. The host can prevent participants from accessing screen share. For more information, please visit [Sharing your screen](#).

Are waiting rooms or lobbies available for meetings?

You can set up or disable a waiting room/lobby in both Microsoft Teams and Zoom. For more information please [click here for Microsoft Teams](#) and [click here for Zoom](#).

Security

Are there risks of “zoom bombing on Teams?”

Teams sessions and meetings are open to anyone with the "Join Microsoft Teams Meeting" link. If you are scheduling a Teams meeting, do not share the link publicly.

Additionally, you can enable a meeting lobby. If you choose to have people wait in the lobby, you (and anyone else allowed to admit people from the lobby) will see a list of people in the lobby. For more information on configuring a meeting lobby, please visit [Change participant settings for a Teams meeting](#).

With Zoom, what security settings does UM recommend?

By default, UM has certain security settings applied to all Zoom meetings like requiring meeting passwords. Additionally you can also try [muting participants on entry](#), [preventing participants from screen sharing](#), or [requiring only authenticated users join meetings](#) if you're only inviting internal users.

Virtual Backgrounds

Are virtual backgrounds available?

Virtual backgrounds are available in Microsoft Teams and Zoom. Currently Teams includes a number of backgrounds. You cannot apply a custom background yet. Background effects are only available for scheduled meetings. For more information, please visit [Change your background for a Teams meeting](#).

Zoom has preset backgrounds as well as allows you create your own background. Background effects are only available with computers with adequate CPU and GPU requirements. Changes to your virtual backgrounds carryover from meeting to meeting. For more information, please visit [Virtual Background](#).

Do I have to set the background for each meeting?

You will have to set a background for each Microsoft Teams meeting. In Zoom, changes to your virtual backgrounds carryover from meeting to meeting. For more information on Zoom backgrounds, please visit [Virtual Background](#).

Does the University have Zoom backgrounds we can use?

Yes, you can find University provided Zoom backgrounds [here](#).


During a Meeting

How do I see all the participants in the meeting or call?

Click the **Show Participants** button in Teams and the **Participants** button in Zoom to view the meeting/call participants.

How do I mute the chat?

When you mute a chat in Microsoft Teams, you'll still be included in the conversation, but won't get notifications from it.

1. Select **Chat**  to open the chat list.
2. Find the name of the chat you want to mute.
3. Click **More options** > **Mute**. If you change your mind, just select it again and unmute it.


If you're the meeting host in Zoom, you can change the in-meeting chat settings.

1. While in a meeting, click **Chat** in the meeting controls.
2. Click **More** to display in-meeting chat settings.
3. Under "Allow attendees to chat with", select **No one** and it will disable the in-meeting chat.

Can you share files in a meeting?

You can share files using the Chat function in Microsoft Teams and Zoom.

Microsoft Teams

1. In Teams, click **Chat**.
2. Click **Choose file**  beneath the box where you type a message. This will upload a copy of your original file.

Zoom

1. During a Zoom meeting click on **Chat**.
2. Select **More** and choose the option to Share file in meeting to send a file.
3. A message will appear in the chat stating the file was successfully sent.
4. The participants will see a notice when a file is sent and will be given the option to download the file.
5. Once Download is selected, they will be able to view the file.

How do alternative hosts work in Zoom? Do they replace me as host?

The alternative host option allows you to schedule meetings and designate another user on the to start the meeting on the host's behalf. This user will receive an email notifying them that they've been added as an alternative host, with a link to start the meeting.

Alternative hosts share the same controls as co-hosts but can also start the meeting. Hosts can assign alternative hosts when they schedule a meeting. For more information, please visit [Alternative host](#) and [roles in a meeting](#).

Recording a Meeting

How do I record a meeting or call?

You can record meetings and group calls, but recording one-on-one calls isn't supported yet. The recording happens in the cloud, and is saved to [Microsoft Stream](#), so you can share it securely across your organization. For more information, please visit [Record a meeting in Teams](#).

You can record your Zoom meeting or webinar locally to your computer or to the Zoom. Only hosts can record meetings unless they grant the ability to record to a participant. Files stored on the cloud can be accessed on your desktop or from the web. Locally recorded meetings and webinars can only be accessed on the computer that recorded the meeting.

Please visit [Local recording](#), [Cloud recording](#) and [Automatic recording](#) for more information.

Are participants informed that a meeting is recorded?

In both Microsoft Teams and Zoom, hosts and participants will see a recording indicator indicating recording is active.

Zoom also offers the option of enabling a recording disclaimer. Attendees can be prompted to provide their consent to be recorded in a meeting or a webinar. If the recording disclaimer is enabled, attendees will receive a notification when a recording starts or if they join a session that is already being recorded. The attendee can either consent to stay in the session or leave.

After the session a report listing the attendees who provided consent can be generated. Please visit [Enabling the recording disclaimer](#) for more information.

How do I share my recording?


There are several ways to share a Microsoft Teams meeting recording. Please visit [Play and share a meeting recording in Teams](#) for more information.

You can share Zoom Cloud recordings through zoom.miami.edu. Please visit [Managing cloud recordings](#) for more information. Local recordings can also be shared by uploading them to third party video streaming service like Microsoft Stream. Please visit [Sharing a Local Recording](#) for more information.

After a Meeting

If people are still using the meeting chat after it has ended, can I mute the chat?

Since the meeting chat can continue – even after the meeting has ended – you can mute the chat to stop receiving notifications.

1. Select **Chat**  to open the chat list.
2. Find the name of the chat you want to mute.
3. Click **More options** > **Mute**. If you change your mind, just select it again and unmute it.

How do I save the chat from my Zoom meeting?

You can automatically or manually save in-meeting chat to your computer or the Zoom Cloud. If you save the chat locally to your computer, it will save any chats that you can see-- those sent directly to you and those sent to everyone in the meeting or webinar. If you save the chat to the cloud, it will only save chats that were sent to everyone and messages sent while you were cloud recording. Please visit [Saving in-meeting chat](#) for more information.

Other

When will Skype for Business be phased out?

Skype for Business Online will be retired on July 31, 2021. Microsoft Teams will be replacing the service.

Are webinar options available?

Microsoft Teams offers 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. Please visit [Get started with Microsoft Teams live events](#) for more information.

You can livestream a Zoom meeting to Facebook, YouTube, or any other service that provides a streaming URL. Please visit [Live Streaming Meetings or Webinars Using a Custom Service](#) for more information.

The University has purchased several Zoom webinar licenses, which can host up to 10,000 attendees, to accommodate the growing need for large-format Zoom meetings and webinars. If you are interested in learning more about Zoom webinars or requesting one, please visit [UMIT's Zoom Meeting and Webinar Service service page](#).

Is there a reason a department would need a departmental Zoom account?

Since all University employees and students have access to Zoom, there is no general reason to have a departmental Zoom account. That said, if you have a specific use case you can contact the UMIT Service Desk at help@miami.edu or 305-284-6565 and the Zoom Support Team can discuss further.

Additional Resources

Where can I learn more about Microsoft Teams?

Please visit the [UMIT's Microsoft Teams service page](#).

Where can I learn more about Zoom?

Please visit [UMIT's Zoom service page](#).