



Microsoft Teams

**FAQ**

# TABLE OF CONTENTS

<b>FAQ</b> .....	0
FAQ.....	2
How to install Teams desktop client? .....	2
How to download MS Teams app to my cell phone? .....	6
Can I join Skype meetings with Teams app?.....	6
Will my Skype for Business app be removed after the migration? .....	6
Will my contacts created in Skype for Business be migrated to Teams?.....	6
<b>Yes. All contacts and groups created in Skype for Business will be migrated and they can be located by clicking on the dropdown arrow next to “Chat”</b> .....	6
Why is my “New Teams Meeting” icon in Outlook toolbar gone? .....	6
Why can’t I create Teams meetings? / Why is my Chat button missing on Teams?.....	6
How do I invite a party outside LA County to join the team I created on Teams? .....	6
Why are the features on Skype for Business no longer available? .....	6
What will happen to my PSTN conferencing license (dial-in phone number for attendees to call into meetings) after migration?.....	7
Where do I find chat button on my cell phone?.....	7
What is the recommended web browser to run Teams?.....	7
Why don’t I have a dial-in phone number for attendees to call into the Teams meetings I schedule? ....	7
Does Teams have a retention policy?.....	7
What is the naming convention for teams? .....	7
Why do I see a notice that says no available camera is found and no microphone was found among the devices when I join Teams meetings? .....	7
What is the limit number of participants in a Teams meeting? .....	7
Teams has a limit 350 participants in a meeting. ....	7
How to use Teams? .....	7

# FAQ

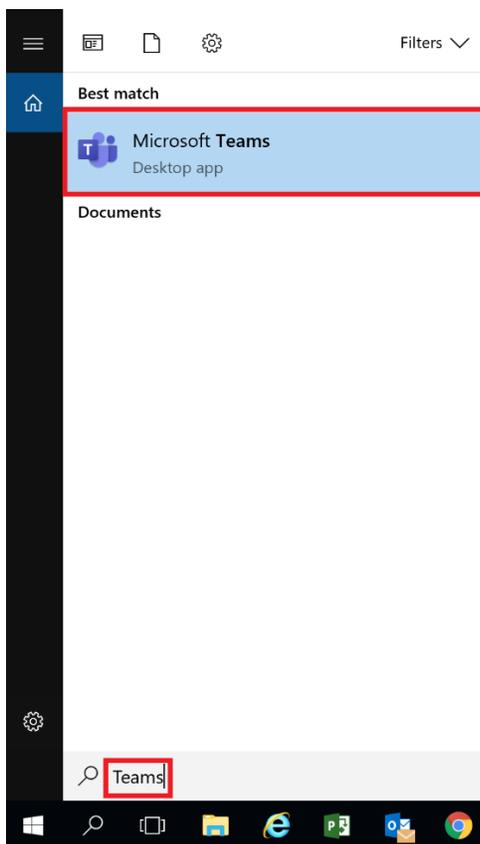
## How to install Teams desktop client?

Employees can install MS Teams desktop client from <https://portal.office.com> without Local Admin right. Please see below for instructions.

Before you install Teams on your Windows computer, click on  (Search Windows) icon and type in **Teams** to check if Teams desktop client is installed.

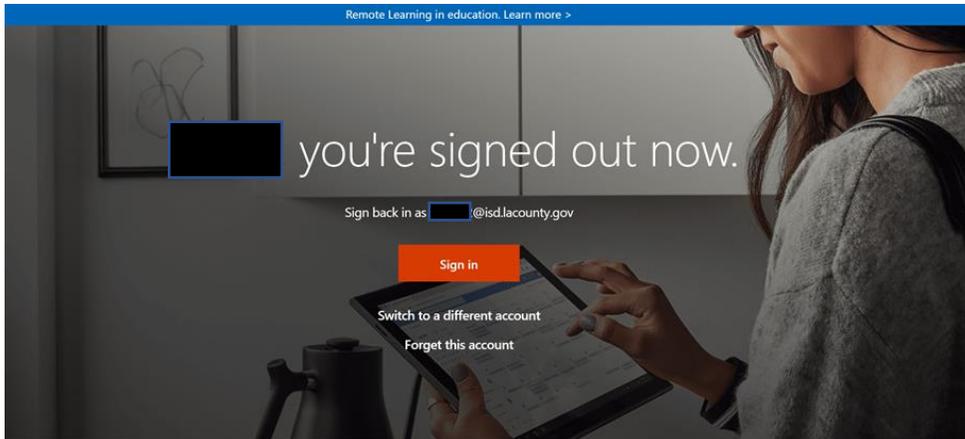


If Microsoft Teams shows under Best Match, you are all set! Otherwise, follow the directions below.



## Install Microsoft Teams Desktop Client

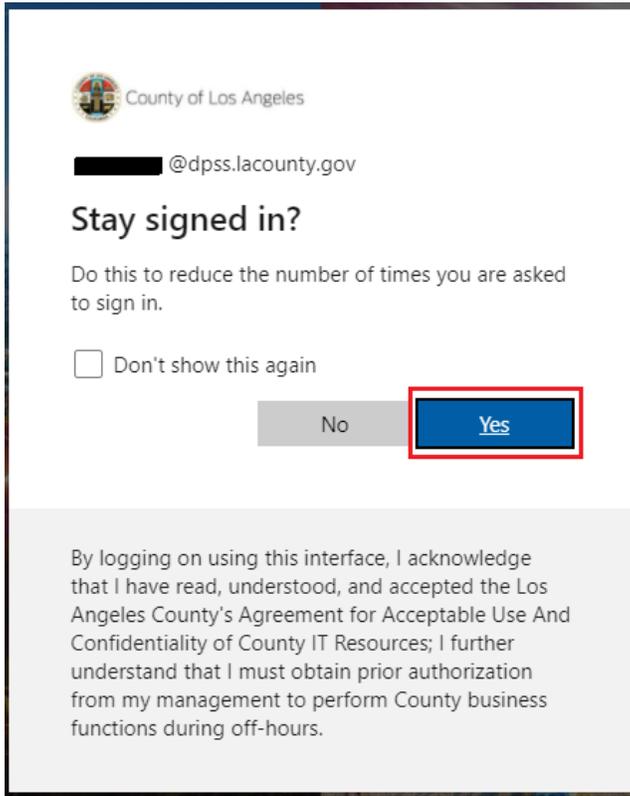
1. Go to the Office 365 sign in page at <https://portal.office.com>
2. Click on **Sign in**



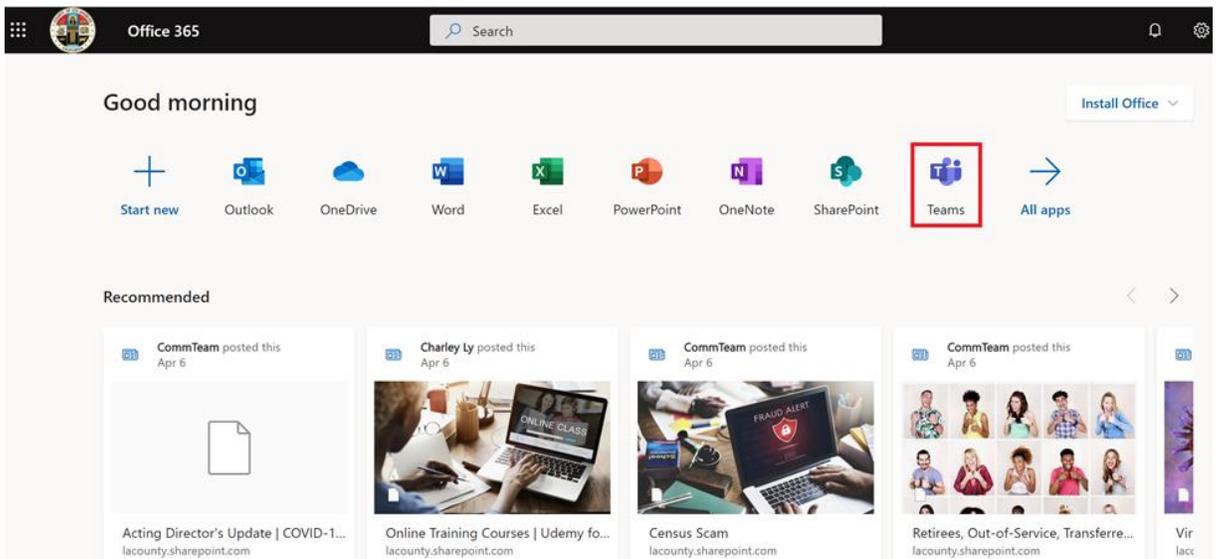
3. Log in with your Office 365 email credentials.

A screenshot of the Office 365 password entry page. At the top left is the County of Los Angeles logo. Below it, the text "County of Los Angeles" is displayed. Underneath, there is a back arrow, a redacted email address, and "@dpss.lacounty.gov". The main heading is "Enter password". Below this is a password input field with the placeholder text "Password" and a red border. To the left of the input field is a link that says "Forgot my password". To the right of the input field is a blue "Sign in" button with a red border. At the bottom of the page, there is a grey box containing the following text: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

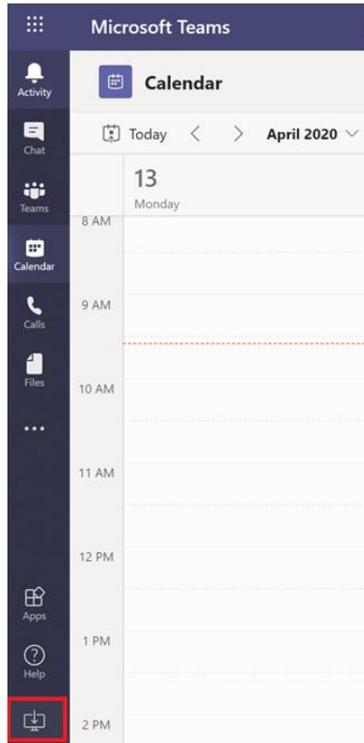
4. Click on **Yes**.



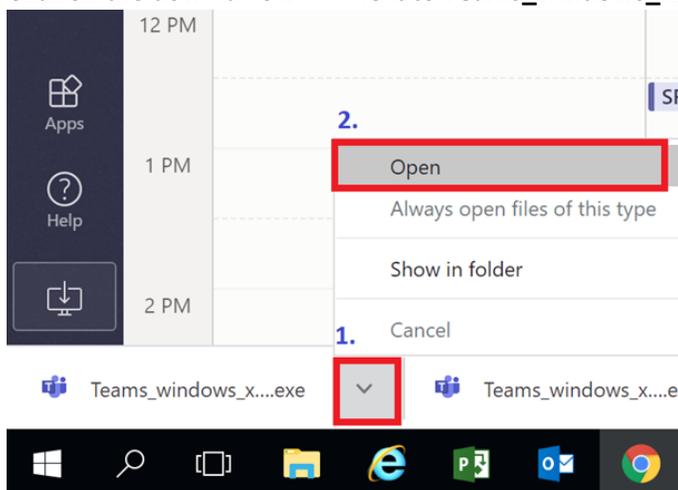
5. Select **Teams**.



6. Click  ([Download Desktop App](#)) icon on the left panel to download Teams desktop client.



7. Click on the down arrow  next to `Teams_windows_x...exe` box and select [Open](#).



8. When prompted with the pop-up window, click [Save File](#).
9. Now that you've downloaded Teams, log in with your Office 365 email credentials to get started!

## How to download MS Teams app to my cell phone?

Employees with County issued phones can do the following to install MS Teams app:

Tap Comp Portal -> Log into O365 -> View All Apps -> Scroll down to find Microsoft Teams -> Tap to select app -> Install -> Go to Home screen to check progress

## Can I join Skype meetings with Teams app?

No, you can only join Skype meetings with Skype client. After being switched to Teams Only mode, remember to use Skype web or desktop client to join Skype meetings. When joining a Skype meeting from Teams calendar, Teams will recognize the Skype meeting invite and will automatically launch Skype.

## Will my Skype for Business app be removed after the migration?

No, Skype for Business app will not be removed so you can continue to join Skype meetings scheduled by Skype for Business users. You can also view history and calendar on Skype for Business.

## Will my contacts created in Skype for Business be migrated to Teams?

Yes. All contacts and groups created in Skype for Business will be migrated and they can be located by clicking on the dropdown arrow next to "Chat".

## Why is my "New Teams Meeting" icon in Outlook toolbar gone?

The sequence of launching Teams and Outlook decides if "New Teams Meeting" icon will appear on Outlook toolbar. Teams needs to be fully launched before opening Outlook. If "New Teams Meeting" icon in Outlook toolbar disappears, make sure Teams is fully launched -> close Outlook -> reopen Outlook.

## Why can't I create Teams meetings? / Why is my Chat button missing on Teams?

Creating Teams meetings and Chat features are only available for user that have been successfully migrated to Teams. You will receive a notice when your account is scheduled for the Teams migration. If you did not receive the Teams migration notice, your account has not been migrated, although your workstation may have the Teams application installed.

## How do I invite a party outside LA County to join the team I created on Teams?

Teams users can invite a party outside LA County to chat in the channel. However, viewing files shared in the channel for parties outside LA County is not available yet.

## Why are the features on Skype for Business no longer available?

Once a user is migrated to Teams, Chat and Calls features will be moved to Teams. Users can only view history and calendar on Skype for Business or join Skype meetings scheduled by Skype users with Skype for Business (web or desktop) client.

What will happen to my PSTN conferencing license (dial-in phone number for attendees to call into meetings) after migration?

Users will continue to have PSTN conferencing license on Teams if they have it on Skype for Business. The dial-in phone number should appear on your Teams meeting invitation. Users do not have to do anything for the migration.

Where do I find chat button on my cell phone?

Click on ellipses icon in Teams app and Chat button will show.

What is the recommended web browser to run Teams?

The latest version of Google Chrome or Edge Chromium

Why don't I have a dial-in phone number for attendees to call into the Teams meetings I schedule?

Only Manager and Supervisor accounts have a dial-in phone number for attendees to call in to join a Teams meeting. Other staff do not have a PSTN conferencing license assigned to their account; therefore, their meeting invitation will not include a dial-in phone number.

Does Teams have a retention policy?

Currently, Teams has the following retention policies:

- Teams chat: 30 days
- Teams channel conversations: 3 years

What is the naming convention for teams?

Abbreviation of the Department space – space (e.g. DPSS – Budget Team)

Why do I see a notice that says no available camera is found and no microphone was found among the devices when I join Teams meetings?

Employees who use virtual desktop such as AppStream:

Use web client on <https://portal.office.com> or download Teams desktop client onto their PC and join the meeting directly.

All others:

Check to ensure the camera and microphone are working on your PC/laptop.

What is the limit number of participants in a Teams meeting?

Teams has a limit 350 participants in a meeting.

How to use Teams?

Utilize available resources below:

DPSS Web Portal in the Microsoft section <http://intra.dpss.lacounty.gov/dpss/policy/guides.cfm>

Microsoft 365 Learning Pathways Website <https://lacounty.sharepoint.com/sites/O365Learn>

