



ITN Conference Call Technology FAQ

Click on Your Question

What are the ITN's Call and Video Communication Technologies?	3
Teams	3
BlueJeans	3
Surface Hub.....	3
Legacy Communications Technologies	3
Microsoft Teams FAQ.....	4
How do I login to Teams?.....	4
Can I use Teams on a smart phone?	4
How do I manage my Availability Status?.....	5
How do I create Contact Groups?.....	6
How do I add Contacts?	7
How do I start a chat?	8
What is the Do Not Disturb status?	9
How do I send a file or image in a Chat?.....	9
How do I initiate an audio or video call?	10
How do I dial a phone number or check my voicemail?.....	11
How do I schedule a Teams meeting?	12
Can I create an unscheduled meeting?.....	12
How do I share my screen and content?	13
Can I give control of a presentation to another participant?	13
Can I record an audio or video call?.....	14
Blue Jeans FAQ.....	15
How do I join a scheduled Blue Jeans meeting using meeting link?.....	15
How do I join a Blue Jeans meeting using Blue Jeans Application?.....	16
Can I share my screen?	17

Can I attend a Blue Jeans meeting using telephone only?	18
How do I schedule a Blue Jeans meeting?	18
Microsoft Surface Hub FAQ	19
How do I turn on the Surface Hub?	19
How does the Surface Hub Touchscreen work?	20
How do I conducting a meeting on the Surface Hub?	20
How do I start an ad-hoc meeting?.....	21
How do I schedule meetings that will use the SurfaceHub?	21
How do I start a scheduled meeting?	22
How do I access content attached to a meeting invite on Surface Hub?	23
What does the Whiteboard do?	24
How does the SurfaceHub Keypad work?.....	25
How do I use the SurfaceHub Keyboard?	25
What if my connection is not clear?	26

WHAT ARE THE ITN'S CALL AND VIDEO COMMUNICATION TECHNOLOGIES?

Teams

Microsoft Teams allows you to instant message, conduct audio and video calls and participate in online meetings. Teams is the most appropriate technology when communicating with others internal to the ITN using IM, simple telephone calls, conference calls, or video conferences.

Each staff member has been assigned a phone number for use with the Teams application. Voicemail left at this number will arrive in your ITN email inbox. Both the phone line and the conference line cost nothing to use so long as calls are within North America. Calls to countries outside North America do carry a cost, for example calls to the UK is \$0.028/minute. If you plan on making such calls using Teams, please inform IT Support so that these calls will be expected. If calls are made from a Teams user to another Teams user they are free regardless of the location.

BlueJeans

BlueJeans is a cloud-based video conferencing and meeting solution. BlueJeans would be the most appropriate system to use when scheduling large video conferences, especially when some participants are external to the ITN.

Surface Hub

ITN office locations may have access to a Microsoft Surface Hub system. The Surface Hub is designed to support ad-hoc meetings or meetings scheduled through Outlook. When using the Surface in scheduled meetings, the Surface is invited to the meeting as a room resource, so that it will have meeting details and offer simple one-touch joining of these meetings. The Surface Hub also has built in apps that include Microsoft Edge, Word, PowerPoint, OneNote, and a sharable whiteboard. The whiteboard contents may be saved to email if notes need to be preserved.

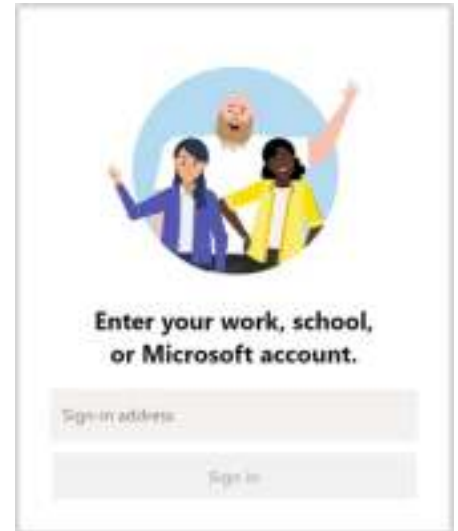
Legacy Communications Technologies


The ITN has used many different systems for collaborative communications. These have included Private Branch Exchange (PBX) telephone systems, email, instant messaging, Glance, H.323 video conferencing, and other platforms. In most cases, we have added platforms and individuals have gradually migrated away from using the old ones. Once platforms are out of general use, they are retired. This model minimizes disruption while offering the benefits of new technology to the ITN. We will be following it with our newest offerings. Legacy systems will not be discussed in this document, but their use has not been prohibited by the advent of next generation conferencing technologies.

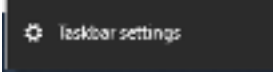
MICROSOFT TEAMS FAQ

How do I login to Teams?

- The Teams Windows client is installed by default on all ITN laptop and desktop computers. If you cannot find the Teams application please contact [IT Support](#) for assistance.
- In Windows, click the **Start** button and search for **Teams**.
- When the Teams login window appears, enter your **ITN email address and password** and click the sign in button.
- In most cases Teams is set to start automatically every time your computer restarts.



- When Teams is running, you will see a Teams icon on the Windows taskbar in the bottom of your screen 
- Closing the Teams window will not shut down the application, it will only minimize the window and can be re-opened by clicking the icon in the Windows notification area.

- To always show the Teams icon in the notification area, right-click on an empty space on the taskbar and select **Taskbar Settings**. Scroll down to the **Notifications area** and click **Select which icons appear on the taskbar**. 

- Find Microsoft Teams in the list of icons and click the toggle button to turn on.

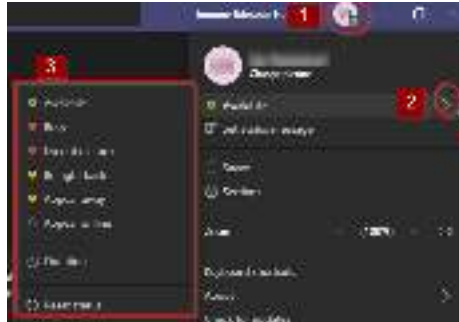
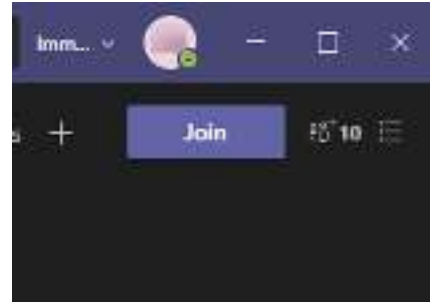


Can I use Teams on a smart phone?

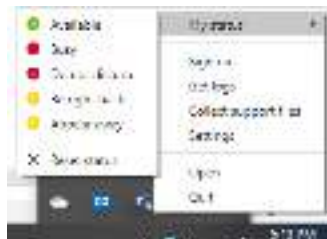
- Teams for iPhone and Android can be downloaded from the respective apps stores free of charge.

How do I manage my Availability Status?

- Status is based on your Outlook Calendar availability, but also according to your current activity.
- Status is only indicated for those with the Teams client running, otherwise it will show **Offline**.
- You can manually change your availability by using the drop-down status menu by clicking on your Teams profile icon in the top right corner of the Teams application.



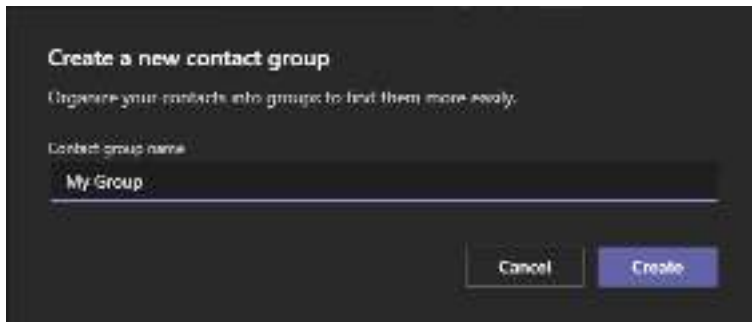
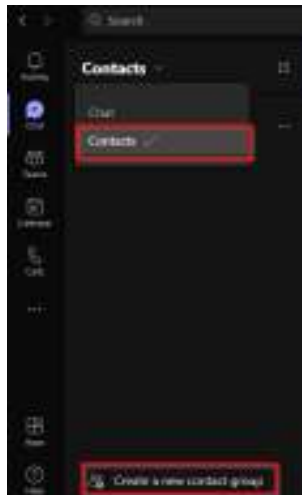
- You can also change your status by clicking on the Teams small icon in the Windows notification area. Right-click the icon to quickly update your status or exit Teams.



- Teams automatically changes your status from green to inactive yellow if you are available but don't use your mouse or keypad for a period of time.
- **Do Not Disturb** is very useful when making a presentation so that messages will not appear before an audience. See [WHAT IS THE DO NOT DISTURB STATUS?](#)
- Generally, you should let Teams manage your availability status. Use **Reset status** to return to Teams managed status updates.

How do I create Contact Groups?

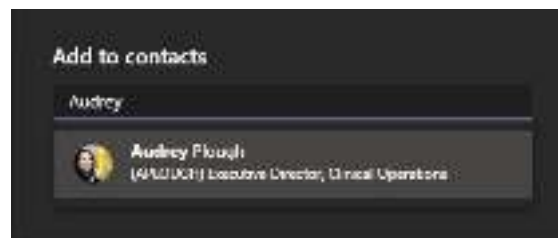
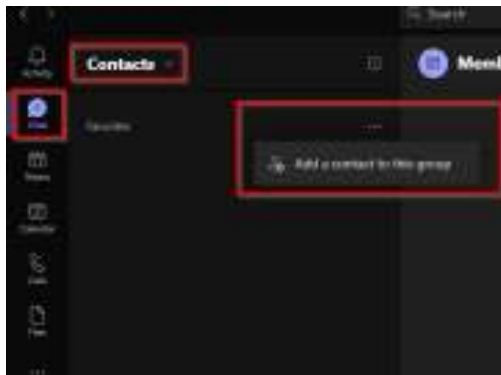
- It can be helpful to create contact groups to help organize frequent team members you interact with.
- In the main Teams window, Click **Chat**, click the **Contacts** tab, and at the bottom of the tab, click **Create a new contact group**. Name your group and click **Create**. You can always rename or delete your group later.



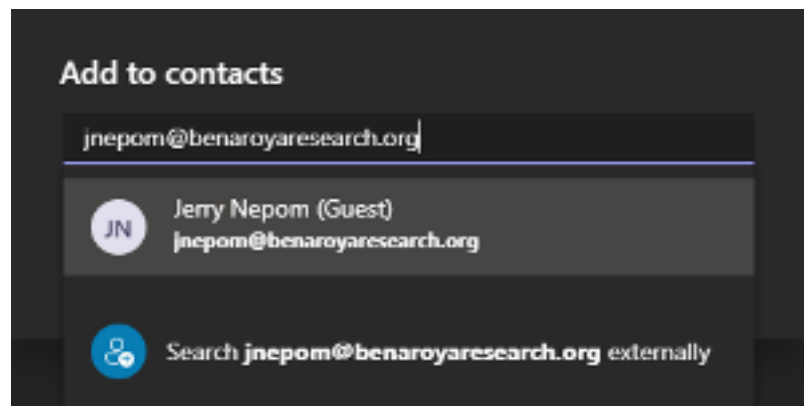
- Your new group is created, you can start adding contacts to it.

How do I add Contacts?


- In the main Teams window, click **Chat**, click **Contacts**, and then click **More options** *** beside the group's name. Click **Add a contact to this group**, type the name of a team member, select the name and then click **Add**.

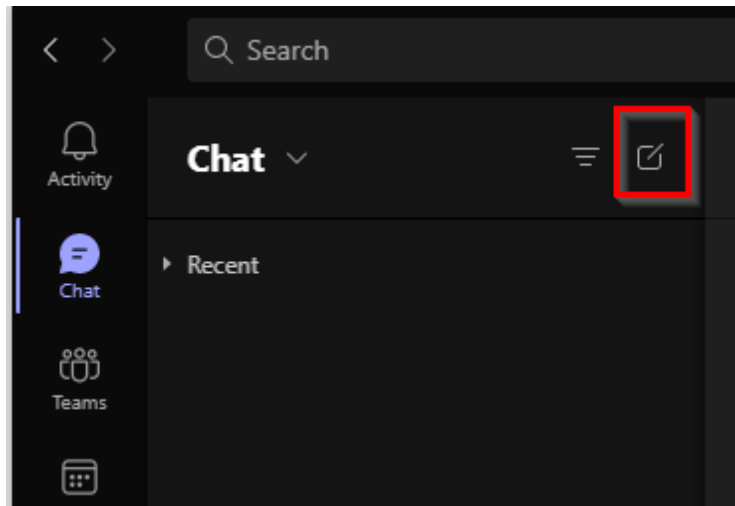



- Similarly, you can add external contacts, but when searching you must enter the external contact's full email address.

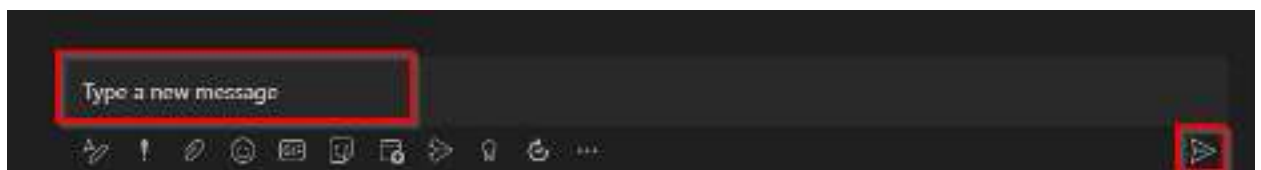


How do I start a chat?

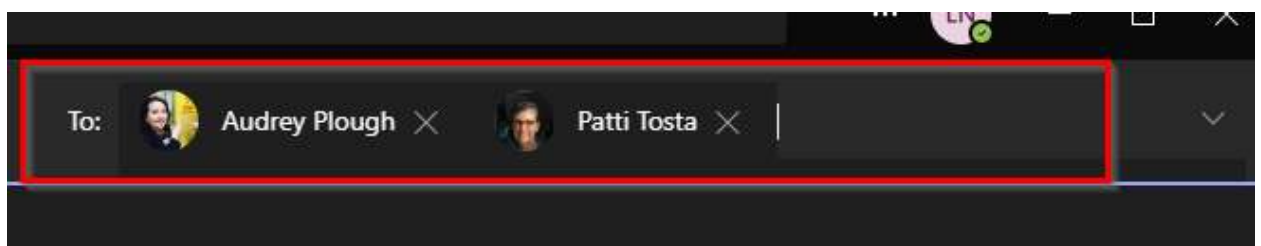
- You start one-on-one and group chats the same way: by selecting **New chat**  at the top of your chat list.



- Once you've entered a person's name in the search field and selected them, you can compose a message and hit the Enter key or click the Send  icon.

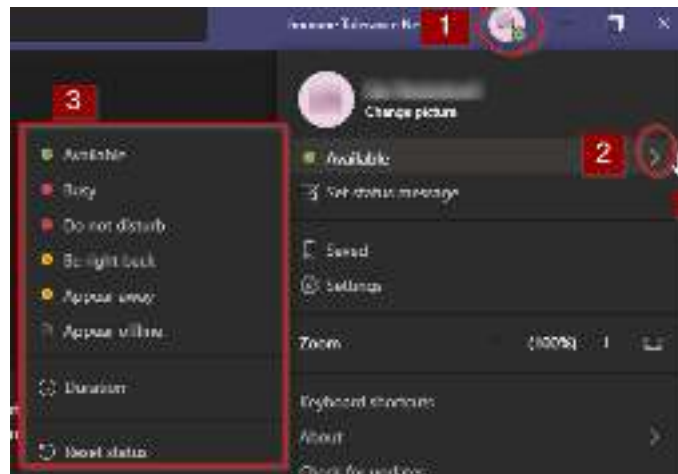


- To start a chat with multiple people, type the individual's names and select them




What is the Do Not Disturb status?

- If a contact's status is set to **Do Not Disturb**, they will not receive popup notifications on their screen of chat messages sent to them.
- You can set a notification for when a contact's status returns to **Available**.
 - In the Chat window **Right-Click** on their contact name and select **Notify when available**. When the contact returns to an Available status you will get a pop-up notification on screen.
- If you do not want to receive new chat notifications on your screen, set your status to **Do Not Disturb**. This is helpful if you are hosting a meeting and sharing your screen.

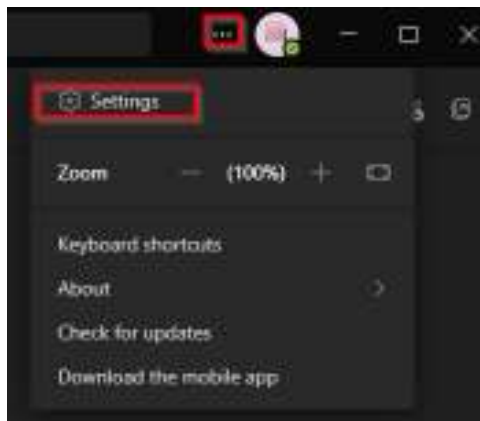


How do I send a file or image in a Chat?

- Drag-and-drop a saved file into the text input area.
- Click **Choose file**  beneath the compose box.
- Copy and paste a saved file or image into the text input area.

How do I initiate an audio or video call?

- If you have a microphone, a headset (or speaker) and a webcam, you can use Teams to make and receive audio and video calls. Teams automatically detects your audio and video devices.
- To configure audio and video devices:
 - Click the ellipses in the main Teams window (next to your profile picture)
 - Select Settings → Devices



- To make a call
 - Locate your contact.
 - Click the **Audio** or **Video** icon



- Once in progress, you can control the call by putting it on hold or muting your audio/video.



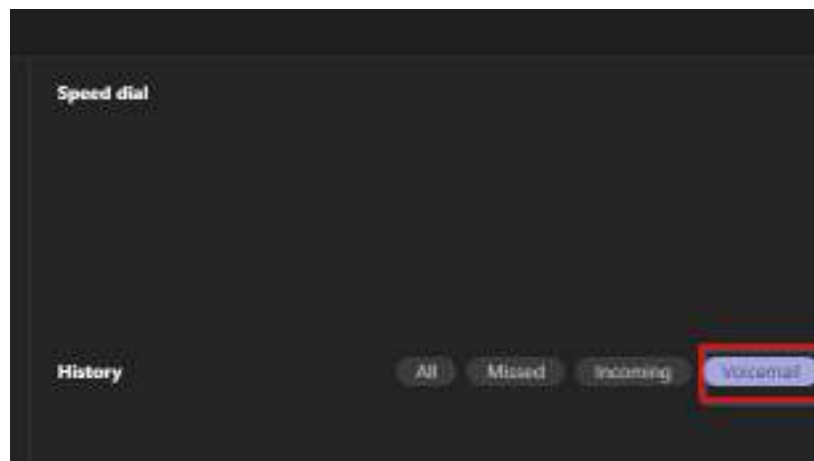
- To end the call, close the window or click the **Leave** button.

How do I dial a phone number or check my voicemail?

- To dial a number from Teams, go to **Calls** 📞 , and then enter the number of the person you want to reach by using the dial pad located on the left. Then click **Call** 📞 .



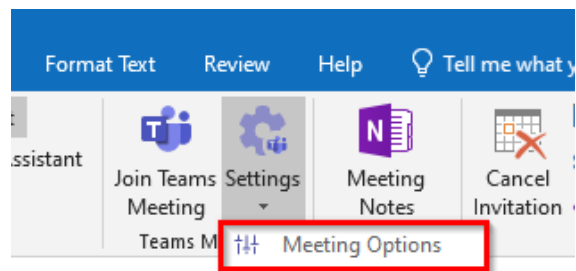
- To access your voicemail, go to **Calls** 📞 > **History** and then select **Voicemail**.



How do I schedule a Teams meeting?

The meeting feature gives you the capability to collaborate by making presentations online and sharing your desktop screen, programs, messages, and files between meeting participants.

- When scheduling a meeting using Outlook Calendar, Click the **New Teams Meeting** button on the top ribbon in the Outlook new Meeting window.
 - A Teams meeting link and call in information is automatically added to the bottom of your meeting invitation.
 - With the meeting request created, you then have access to the **Meeting Options** button on the ribbon where you can set preferences and permissions.

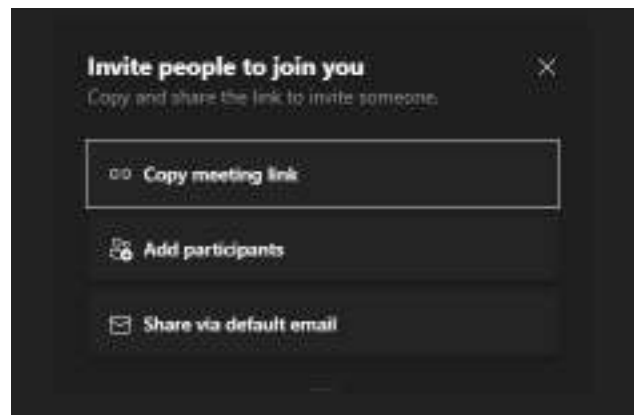
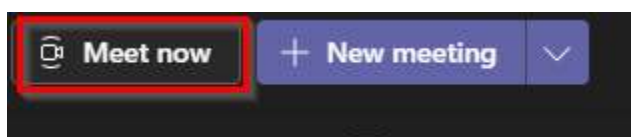


invitation yet.

Can I create an unscheduled meeting?

For impromptu meetings, the **Meet Now** feature in Teams allows you to hold meetings without the need to schedule it in Outlook.


- Go to **Calendar** in the main Teams window and select **Meet Now**
 - Click **Start meeting** then **Join now** and you'll be presented with options to add participants.



How do I share my screen and content?

You can share content with colleagues either from the chat window or during a Teams meeting. This presentable content can include your desktop screen, a single program window, a whiteboard, or a PowerPoint slideshow.

Caution: When you share your desktop, everyone participating can see your entire desktop including notifications. If you have confidential information or documents that you don't want people to see, close them or use program window sharing instead.

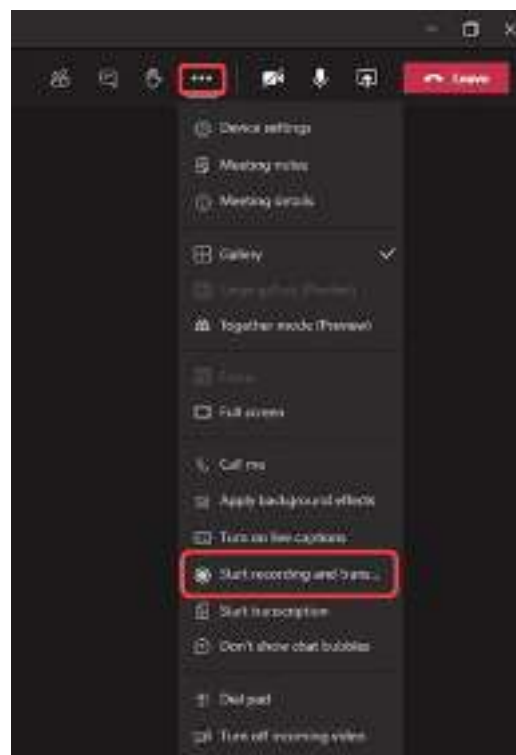
- From within a chat or meeting window, click **Share content**  and select what content you want to share.
- When you share a program window or desktop screen:
 - A **red border** will surround what you are sharing.
 - Your presence status will also change to **Presentation**, and will stop Teams from showing notifications to you.
 - Your participants will receive an alert to notify them that you are sharing content.
- Initially, only the person who started presenting can control the content. You can allow any participant to share control and you can take back full control at any time.
- Click **Stop Presenting** when you are done sharing content.

Can I give control of a presentation to another participant?

- When presenting, click **Give Control** on the sharing toolbar at the top of the screen to share control of your desktop or programs with a specific participant.
 - To revoke control rights, select **Take Back Control** on the sharing toolbar.
- To take control while another person is sharing, select **Request control**. The person sharing can then approve or deny your request.
 - When you're done, select **Release control** to stop sharing control.

Can I record an audio or video call?

- When you record a Teams call, you capture audio, video, IM, screen sharing etc.
 - Any of the presenters can start a recording of a meeting but only one can record at a time during a call or meeting.
 - To start recording, go to the meeting controls and select **More options** *** > **Start recording and transcription**
 - To stop recording, go to the meeting controls and select **More options** *** > **Stop recording and transcription**.
- The recording is then processed and saved to SharePoint if it was a channel meeting, or OneDrive if it was any other type of meeting.

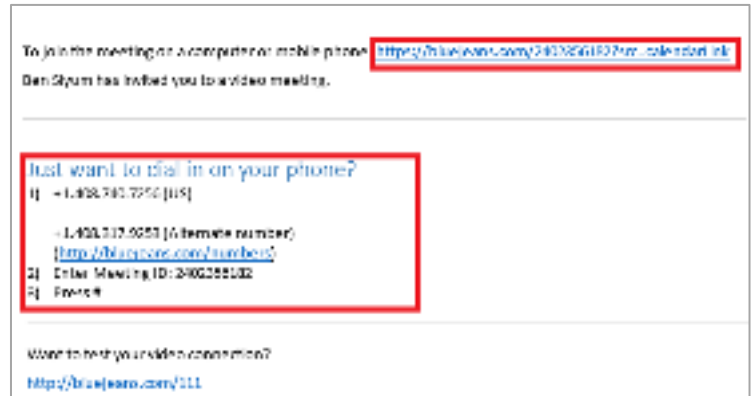


BLUE JEANS FAQ

How do I join a scheduled Blue Jeans meeting using meeting link?

When a Blue Jeans meeting is scheduled, you'll receive an email invite with connection information which looks like the below.

- Click the link from the email invitation
 - If you're using **Chrome**, you'll be required to install Blue Jeans Extension by clicking **Add to Chrome**.
 - If you are using **Microsoft Internet Explorer**, you'll need to **install the Blue Jeans Launcher** shown below:



- Once Launcher/Extensions is installed, a Blue Jeans window will pop up



- Select your Audio/Video option and you are ready to join the meeting: Click **Join Meeting**



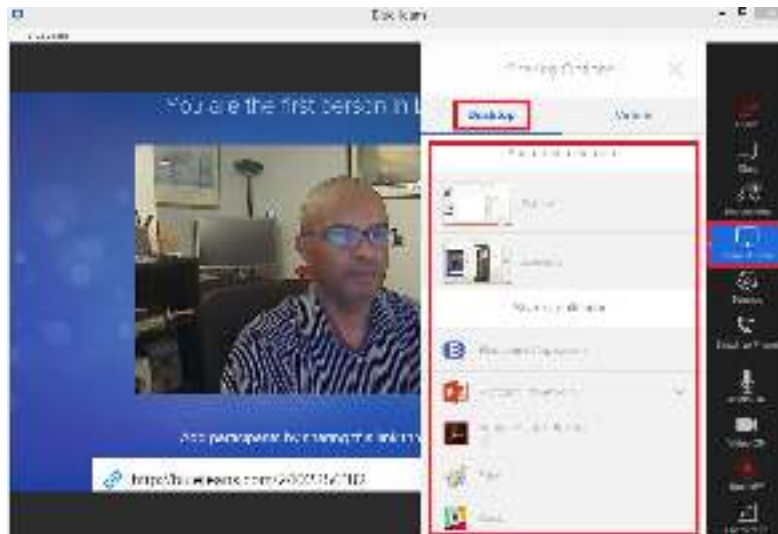
- While connected if you want to make changes to your audio or video, please click **settings** and make those changes accordingly.

How do I join a Blue Jeans meeting using Blue Jeans Application?

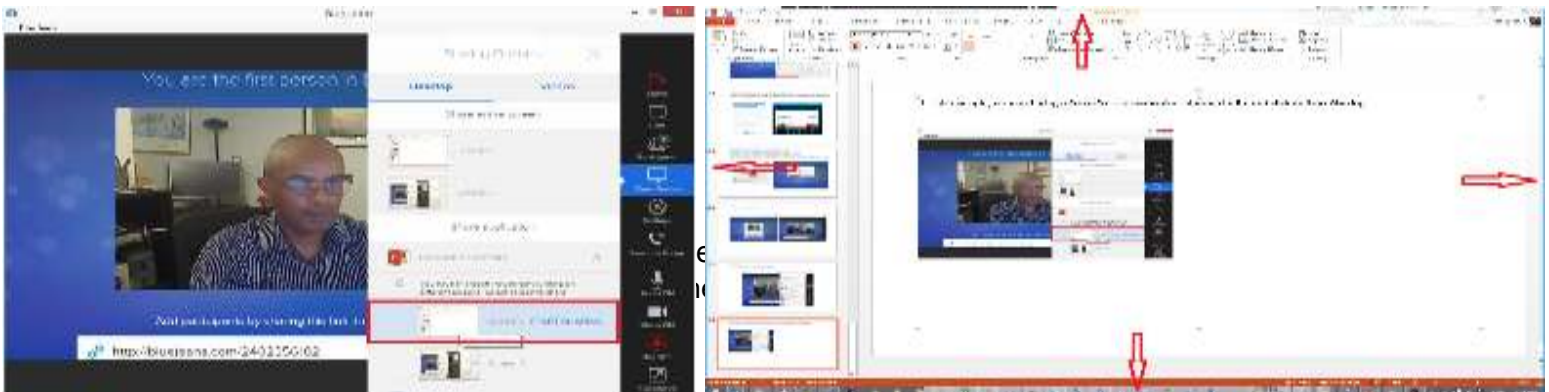
- The Blue Jeans application needs to be installed on your computer. Click here: <https://swdl.bluejeans.com/desktop/win/1.15/1.15.49/BlueJeans.1.15.49u.msi>
- Click on the installed Blue Jeans Application and Click on **Join Meeting**
- Or you can click the link on your meeting invite and choose to connect using Blue Jean Application.
 - You'll be asked to allow Blue jeans to open the Blue Jeans application, click Allow.
- Click on Computer audio & video

Can I share my screen?

- Click on **Share Screen -> Desktop -> select from options**



- In this example, we are sharing a PowerPoint presentation: choose the file and click on **Start Sharing**
- Sharing will start and you'll notice blue ribbon around the PowerPoint being presented



Can I attend a Blue Jeans meeting using telephone only?

- When a Blue Jeans meeting is scheduled, you'll receive an email invite with connection information which looks like the below.



Want to test your video connection?

<http://bluejeans.com/111>

- **Dial the provided number**, Enter provided **Meeting ID** and **press #**
- Once connected **Mute your session** to prevent your phone from generating an echo.
- Unmute when you want to participate in the discussion and mute when done.

How do I schedule a Blue Jeans meeting?

Individuals who schedule large conference calls that require the use of Blue Jeans have received instructions and call codes from ITN IT. If you believe that you will need to set up a Blue Jeans meeting and haven't received training and information on how to do that, please contact ITN IT at itsupport@immunetolerance.org for instructions.

MICROSOFT SURFACE HUB FAQ

Surface Hub is designed to support meetings, whether participants are around the world or in one room. Whether you use it for an ad-hoc meeting or one that you schedule through Outlook, you can invite people to join you during the meeting with Skype for Business.

Surface Hub software features include:

- Skype for Business: Include Surface Hub in your Skype for Business meeting request. You can present the Surface Hub screen to remote participants, who can view it in their own Skype for Business window. If a remote user has something to present, it appears on the Surface Hub screen.
- OneNote Whiteboard: Draw and write on a whiteboard similar to a OneNote page. Copy text and drawings from documents or webpages to the whiteboard, then annotate them. When you're done, mail the page to yourself and anyone else who needs it.
- Apps: Built-in apps include web versions of Microsoft Edge, Word, Excel, PowerPoint, and OneNote.
- Connect: Project audio and video to your Surface Hub from your computer, tablet, or phone using either cables provided by your Surface Hub administrator or Miracast.

How do I turn on the Surface Hub?


When someone enters the room, Surface Hub wakes up and displays the Welcome screen. When it stops detecting movement, it goes to sleep.

NOTE: If your Surface Hub seems to be asleep when you're in the room or does not respond as expected, try the following:

- On the keypad on the side of your Surface Hub, press the Source button to toggle through the possible video input sources.
- Swipe up from the bottom of the screen.
- If a menu appears, select Exit Full Screen.

How does the Surface Hub Touchscreen work?

Surface Hub is designed for touch.

- Start a meeting, invite more people to join you, open an apps, write on the whiteboard, send the results of the meeting to yourself and others ... you can do it all with touch.
- When you need to enter text, a touch keyboard appears.
- Several people can use the touchscreen at once.
 - In pen mode, three pens can write on the whiteboard at once
 - Touch mode supports up to 100 touch points at once. Use touch to write on the whiteboard and select items in any app.
 - To switch between pen and touch mode, select the Touch/Pen toggle  at the bottom of the screen.

How do I conducting a meeting on the Surface Hub?

The Welcome screen appears when your Surface Hub wakes up. When you close a session, your Surface Hub resets itself and the Welcome screen reappears.

All activities and sessions on your Surface Hub are considered meetings, either ad-hoc or scheduled. Aside from scheduling, there is no difference between them. All of your Surface Hub's features and applications are available in both.

You can use Skype for Business to invite more participants during any meeting.

Your meeting session stays open until you close it, even if another meeting is scheduled after yours and you run late. At the end of the meeting, you must close the session. Be sure to email any meeting notes you want to keep before you close the session. To protect your privacy, Surface Hub deletes all the notes from your meeting when you close the session.

If the previous meeting was left running, you'll need to close it before you start your meeting. This will delete all data from that meeting. If it was a scheduled meeting, select Email, the organizer's email address is filled in automatically. If the previous meeting was ad-hoc but you know who was using the Surface Hub, select Email and enter the person's email address.

How do I start an ad-hoc meeting?

- To start an ad-hoc meeting, select one of these icons:

icon	Description
	Call: Starts a meeting by inviting remote participants to join, using Skype for Business.
	Whiteboard: Launches the Whiteboard app. You can also open the whiteboard by taking a pen from its dock. See Whiteboard , below.
	Connect: Projects your laptop, tablet, or smartphone screen to your Surface Hub. See Connect , below.

- Press the Start key on the Surface Hub keyboard
- You can then invite others to join your meeting through Skype for Business.

How do I schedule meetings that will use the SurfaceHub?

- Setup a scheduled Skype for Business meeting in Outlook, with the Surface Hub(s) that will be involved invited as a room. All ITN offices have installed Microsoft Surface Hub units in each large conference rooms:
 - Bethesda:
Device Name: Bethesda Team VC
Email: beateamvc@immunetolerance.org
 - San Francisco:
Device Name: China Basin Conference Room VC
Email: sfcbconfvc@immunetolerance.org
 - Seattle:
Device Name: Seattle Robbins VC
Email: searobbinsvc@immunetolerance.org
- Remote participants can join the Skype for Business meeting using Skype for Business on another Surface Hub or their own device.
- PowerPoint files attached to your Skype for Business meeting request will be available to your Surface Hub during the meeting.

How do I start a scheduled meeting?

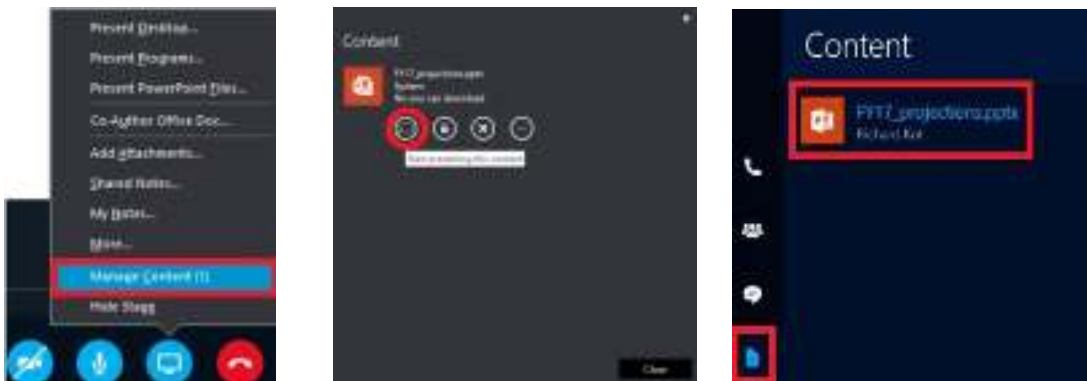
- Upcoming scheduled meetings are listed on your Surface Hub in Notifications and on the Welcome screen.
- To join a scheduled meeting, select it from the Surface Hub screen and click “Join.”
- During the meeting you can take notes and make drawings on the whiteboard. At the end of the meeting, send these notes to anyone who needs them as a OneNote page or a .png image file.
- During a Skype for Business meeting, additional icons appear on the sides of the screen:

	People: Shows the people participating in the Skype for Business call.
	Messaging: Displays IM conversations among participants.
	Content: Shows the list of documents that have been uploaded to the meeting space.

How do I access content attached to a meeting invite on Surface Hub?

Prior to an attachment being visible on the Surface Hub, the Skype for Business meeting originator must present the content while connected to the meeting.

- Select Present -> Manage Content on the meeting originator's Skype for Business client.
- PowerPoint content that was attached to the Skype for Business meeting will be displayed.
 - Choose the PowerPoint file you would like to share
 - Select the Start Presenting this content icon on the far left

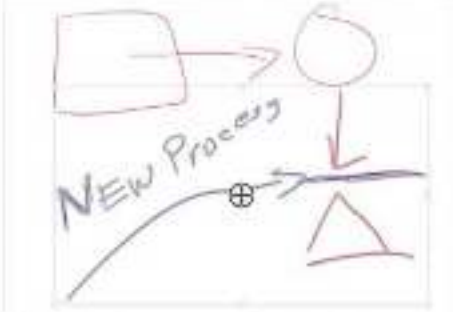


- To begin displaying this content on the Surface Hub, a user must first request a PIN. This is done to protect your content from unauthorized viewing. On the Surface Hub, select Content from the menu at the left edge of the Surface Hub screen, and then choose the PowerPoint file you wish to view. Select the Get a Content Pin button to request a new PIN from the content owner.
 - Choose the content owner that is present and then select Send. This individual should be present in the same room as the Surface Hub for quick PIN retrieval. Once you receive the PIN, enter it and the PowerPoint presentation will start.
- Share content with remote participants from the Surface Hub:
 - Select **Present** to start sharing, select **Stop Presenting** when you're done.
- During a Skype for Business session, remote users can share PowerPoint files with the Surface Hub as well as all participants. Any shared files will be shown on the Surface Hub in the Content tab.
 - To begin sharing a file with the meeting participants, click **Present** within your Skype for Business desktop client and choose "**Present PowerPoint Files...**"
 - Once you've chosen your file and clicked "Open", the file will be automatically shared and uploaded to the meeting space.

What does the Whiteboard do?

At any time, you can go to the **Start Screen** to access the whiteboard, start a call, open apps and more.



Icons	Description
	<p>Color: Select black, red, green, blue, or purple. The color you choose applies to touch or pen marks from all participants. A solid circle marks the color you're using.</p>
	<p>Erase: Erase using touch or a pen. When Erase is selected, the tip of the pen works as an eraser. The flat end of the pen always works as an eraser.</p>
	<p>Lasso: Circle an area to select all the images within it. Images that are entirely inside the lassoed area are outlined in gray and defined by a box.</p>  <p>Select and drag any corner of the selected area to resize the image.</p> <p>Select Move and drag it to relocate the lassoed section.</p> <p>Press and hold a lassoed section with a pen or finger to cut or copy a lassoed image or to paste an image from the clipboard.</p>
	<p>Touch toggle: Switch between pen and touch.</p>
	<p>Undo: Undo the last action.</p>
	<p>Trash: Erase everything on the whiteboard.</p>

How does the SurfaceHub Keypad work?

A keypad is on the right side of you Surface Hub, and has these buttons:

Icon	Description	Icon	Description
	Power: Turns Surface Hub on or off. You'll rarely need to do this. Surface Hub automatically goes to sleep when it detects no activity in the room and wakes up when someone enters.		Volume up: Increases volume.
	Source selection: Cycles through all video input sources—keyboard computer, DisplayPort, HDMI port, and VGA port.		Volume down: Decreases volume.
	Brightness up: Increases screen brightness.		
	Brightness down: Decreases screen brightness.		

How do I use the SurfaceHub Keyboard?

Surface hub comes with a wireless keyboard that has a touchpad as well as special keys on the top row, down the left side, and above the touchpad:



Icon	Description	Icon	Description
	Left click: Use the left-click button on a mouse.		Search: Launches Cortana, if available. Otherwise, it searches for items with Bing.
	Volume up: Increases volume.		Task view: Let you choose between open apps and other apps.
	Volume down: Decreases volume.		End screen: Start the room down for making a call or for tapping End call on the touch screen.
	Mute: Mutes speakers.		

Icon	Description
	Call/Make up a call or end a Skype for Business call
	People/Add a person: Opens the people pane.
	Messaging: Opens the messaging sidebar.
	Contacts: Opens the contacts pane.
	Mute/Unmute mic: Toggles to mute and unmute the microphone.
	Privacy mode: Toggles to turn the camera on and off.
	Snap sidebar: Moves the sidebar to the app or to side of the screen.
	Room calendar: Toggles the room free/busy calendar.
	Action center: Opens the action center.
	Screen sharing: Toggles to present your screen to other participants or stop presenting it.
	Full screen / exit full screen: Toggles the active app in and out of full-screen mode.
	Send to whiteboard: Takes a screenshot of the selected app and pastes it to the whiteboard.

WHAT IF MY CONNECTION IS NOT CLEAR?

- For best connections, plugin with a wired internet instead of wireless.
- Use a headset or earbuds to eliminate echo or ambient noise.



- Mute yourself when not speaking.
- No need to dial in by phone when connected via a computer or mobile device. Simply plug in your headset and you're good to go. Multiple audio sources can create feedback.
- Ensure a good camera angle and adequate lighting.
- If you hear your own voice echoing, the sound is coming from one of the other attendees. Look for the name that is highlighted in participant list when you hear the echo. Ask that person to mute his/her mic. As the moderator, you can mute that person on his/her behalf.