Using Microsoft Teams for Public Meeting Participation

Microsoft Teams is a robust, secure virtual meeting platform developed by Microsoft and is free to all users. The Microsoft Teams client may be downloaded and installed to run natively on your PC, IOS, or Android device or may be run from any web browser without the need to download and install the client. Microsoft Teams is a platform which fulfills the Township of Moorestown Public Meetings compliance requirements found in N.J.A.C. (New Jersey Administrative Code) 5:39-1.

If you wish to participate in any Moorestown Public Meeting, it is highly recommended that you create a free Microsoft online account, if you do not have one already, and download and install the Microsoft Teams Client (hereafter referred to as MS Teams) directly on your device. Detailed instructions for creating a Microsoft account and using this account for MS Teams may be found by utilizing this link: [Sign up for Teams free - Office Support (microsoft.com)](). Please note that this is not a requirement and that you still may connect and participate in any public meeting by connecting as a guest, which does not require the use of a Microsoft Account.

The client may also be downloaded and installed on tablets and mobile devices by searching for MS Teams on the Windows Store, Apple App Store, or Google Play Store.

MS Teams will allow any member of the public to participate in a Moorestown Public meeting using video, PC audio, or phone audio via the teleconference feature. Any member of the public may connect to the meeting via MS Teams by utilizing the MS Teams meeting link which is specific to each meeting. You may access this link through our web site by navigating to [Agendas, Minutes, Meetings & Recordings | Moorestown Township, NJ - Official Website]() and clicking the link listed for the Township Council meeting. Each meeting may also be accessed via phone by dialing the teleconference phone

number at 1 (201) 523-5900, or toll-free by dialing 1 (833) 450-2679 and entering the meeting access

code which is found on the website under meeting notification and meeting participation instructions

which are included in the Agenda for each meeting. Please be aware that the meeting participation link

and meeting access number change, and are unique to, each meeting.

You may also use email to email comments or questions to Council members which will then be

answered and read into public record at the meeting. To send questions or comments prior to the

meeting (no later than 4pm the day of the meeting), you may email

councilmeetingcomments@moorestown.nj.us. Please type "council meeting comments" and the

meeting date in the subject line.

Using the MS Teams Client for Live Public Meeting Participation

Public meetings are held using the MS Teams client for audio and video participation by residents. You

may connect to the meeting directly by using the MS Teams meeting link. Once connected to the

meeting, you may mute your device's audio or video as needed. We kindly request that you mute your

audio as soon as you connect to the meeting and that you keep your audio muted until such time as the

mayor requests public comment or participation. When audio is muted, your device's microphone will

be temporarily disabled, and you will not be heard by other participants until you unmute your

microphone. Your MS Teams client video may also be temporarily disabled or enabled; when disabled,

your video feed will not be seen by other participants until your video feed is once again enabled. When

your MS Teams client video is disabled, your name will be displayed to other participants in lieu of your

video feed; if you did not sign in with a Microsoft account, or you chose to login as an anonymous guest

and did not provide a name, then the word Guest will be displayed in lieu of a video feed. The options to

mute audio and enable/disable video will be explained later in this document.

Disruptive Behavior

It is important that all public meetings be free from behavior which would be considered disruptive to the meeting process. Any participant that that is deemed by Council Members or the meeting moderator to be exhibiting offensive or disruptive behavior will immediately be temporarily removed from the meeting and placed in the meeting lobby or in a separate breakout room. Upon the discretion of Council, the offending participant may once again be re-admitted to the meeting to ask a question or provide comment, and to continue to participate in the remainder of the meeting. Should any participant continue to exhibit offensive or disruptive behavior, that participant may be permanently removed from the meeting and may be temporarily banned from future virtual meeting participation as per N.J.A.C. 5:39-1.

Connecting to the Public Meeting

Connecting as a Participant Using the MS Teams Client

To connect to the public meeting, please click the meeting link on the Moorestown Township website which may be found by navigating to https://www.moorestown.nj.us, clicking the Live Meetings option on the main menu, and the appropriate public meeting link which will be clearly labeled for that meeting. An example screen shot has been included for reference and illustrates the meeting link for Council Meetings.

AGENDAS, MINUTES, MEETINGS & RECORDINGS

For Agendas and Minutes prior to April 20, 2020, please visit the Agenda Center

To view meetings that were recorded prior to April 20, 2020, please click here

To participate in the latest Township Council Meeting using MS Teams, please click Township Council MS Teams Meeting Link

For instructions on using the MS Teams client to participate in meetings, please click here

Choosing How to Run the MS Teams client

You may choose to download and install the MS Teams client and run the MS Teams client on your device to join the meeting, or you may choose to run the MS Teams client through a web browser which does not require the installation of the client. Upon clicking the meeting link, you will be presented with the following options as illustrated in the following screen shot.
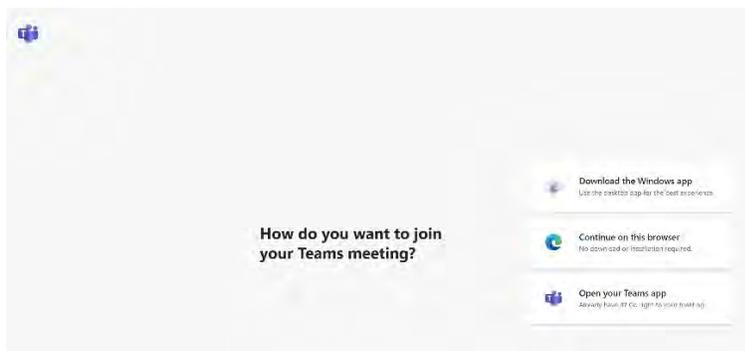
If you select "Download the Windows App" the MS Teams client will be downloaded to your local device and you may double-click on the app to begin the installation process. Please select the default options until the client has completed installation.

If you are using a Windows PC, once you install the MS Teams Client, it will automatically open upon starting up your PC and you may want to disable this feature. To disable MS Teams from opening on startup, please follow these instructions: [How to Disable Microsoft Teams on Startup in Windows 10 - Howchoo](#).

If you select "Continue on this Browser", the MS Teams client will appear in the web browser and you will be able to join the meeting by selecting the "Join" button. Your browser or device may request permission to access your local device's camera and or microphone, please be sure to click the appropriate option to grant MS Teams access to both devices. Your web camera and microphone will not function in the MS Teams client, if permission is not granted.

If you have already installed the MS Teams application, please select the "Open Your Teams App" option to start the MS Teams application.

MS Teams Options

Once the MS Teams client starts, and prior to joining the meeting, you will be presented with several options as illustrated in the following screen shot:
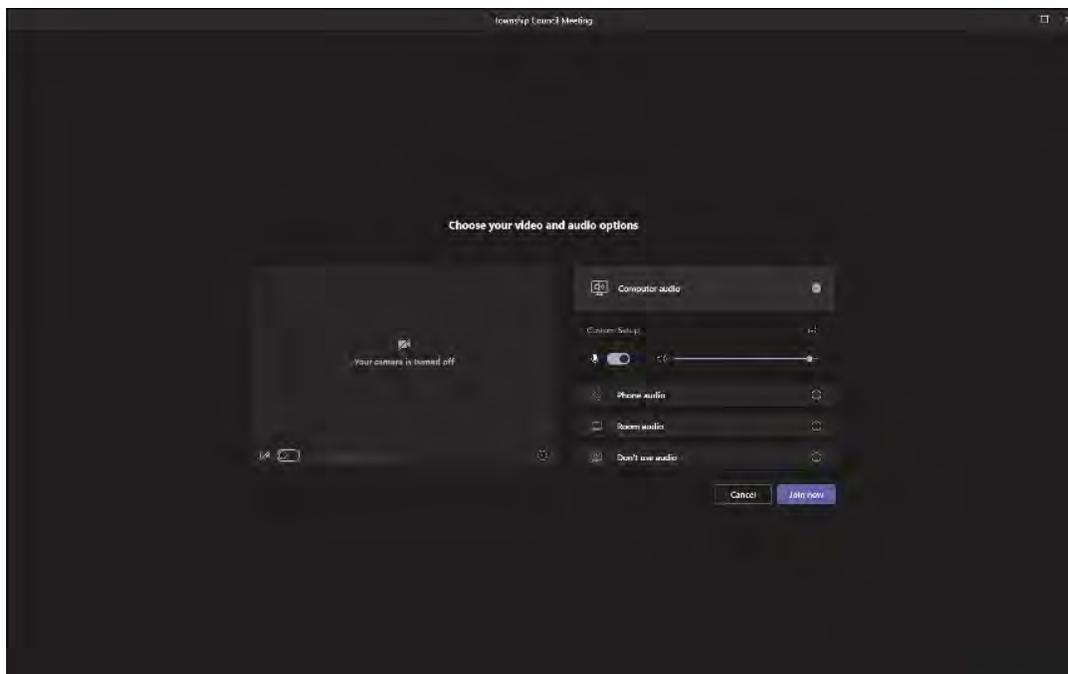
Video Camera

Your webcam or connected video camera is controlled by the controls listed to the left side of the screen. You may enable or disable your webcam or connected camera by clicking on the video camera icon. Enabling your device's camera will also enable video preview in the box above the camera icon. The video preview will present your current camera view, this is the image that meeting participants and

members of the public will see when you connect. Meeting participants and members of the public WILL NOT see your camera view until you click the Join button.

Microphone

Prior to connecting to the meeting, you will also be presented with audio options; these audio options control your microphone. The microphone that MS Teams uses may either be a microphone that is built into your device, an externally connect microphone, or a microphone included in a headset that is connected to your device. Prior to connecting to the meeting, we kindly request that you please select the "Don't Use Audio" function. Selecting this function will not disable your microphone, it will simply mute your microphone by default prior to joining the meeting, which will assist in minimizing meeting disruptions and distractions. You may always unmute your microphone once you join the meeting and the meeting has begun by clicking the microphone icon shown in the MS Teams meeting control bar. The "Don't Use Microphone" option is illustrated in the following screen shot.
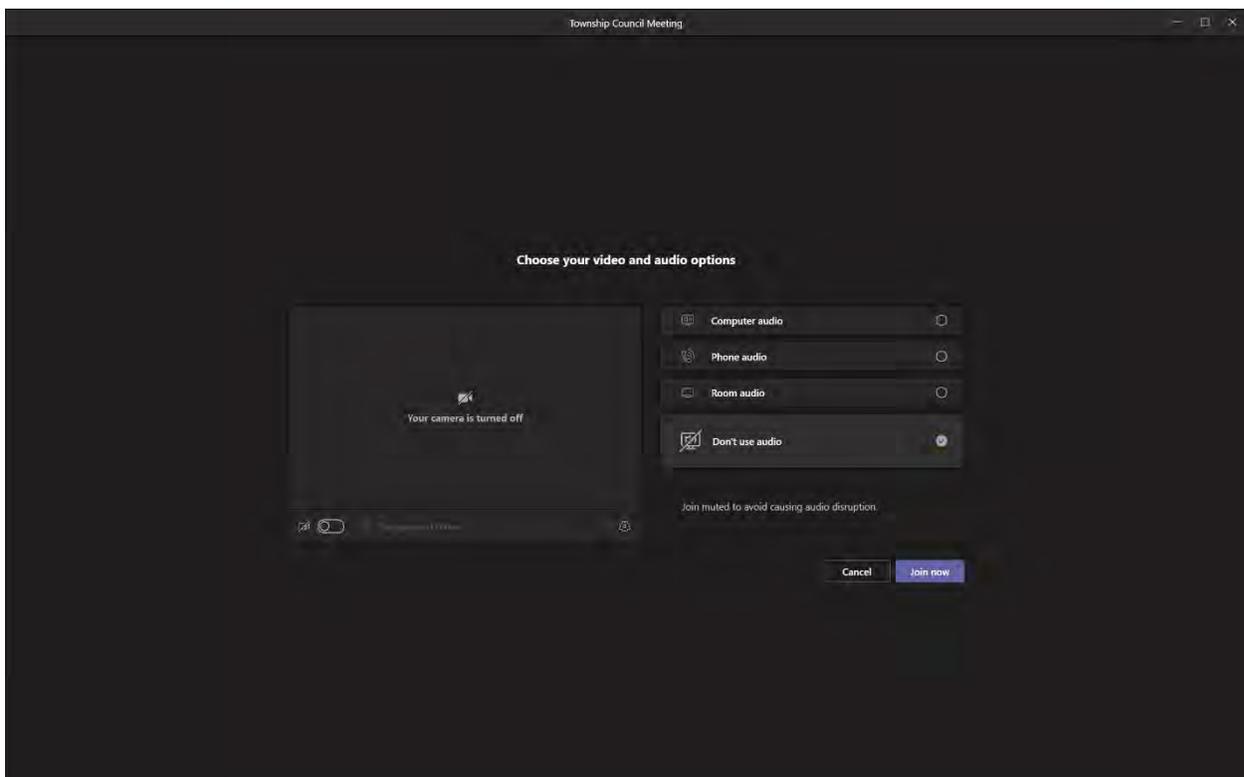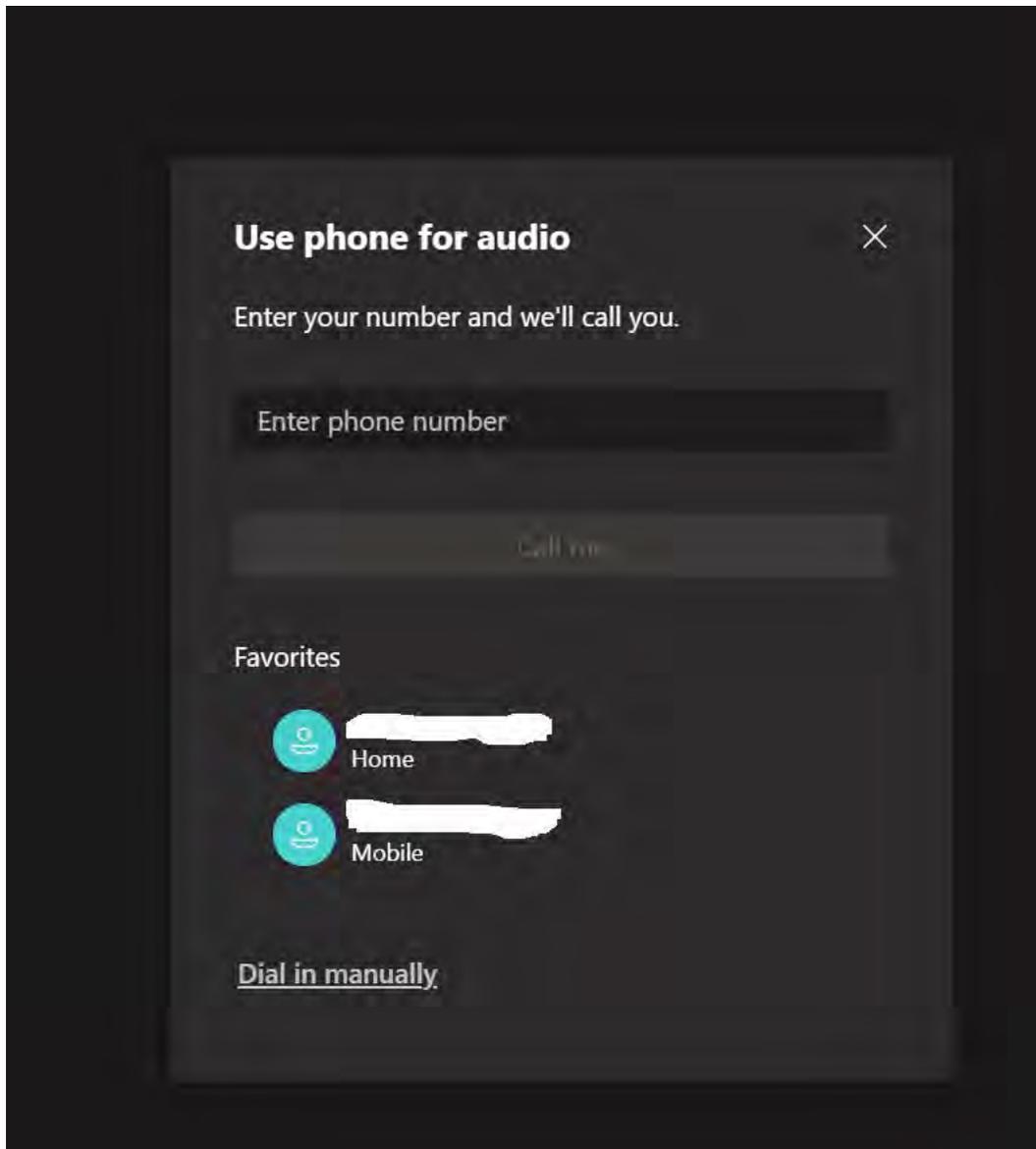
Using Your Phone to Connect to the Meeting

As mentioned previously in this document, you may use any phone to connect to the meeting to listen and participate in the meeting via voice communication. Again, each meeting may also be accessed via phone by dialing the teleconference phone number at 1 (201) 523-5900, or toll-free by dialing 1 (833) 450-2679 and entering the meeting access code which is found on the website under meeting notification and meeting participation instructions which are included in the Agenda for each meeting.

If you are attempting to connect and participate in the meeting using the MS Teams client and you are experiencing issues with your device's microphone, you may connect to the meeting using the MS Teams client for video while using any cell or land line phone for audio. To do this, select the "Phone Audio" option as illustrated int the following screen shot:
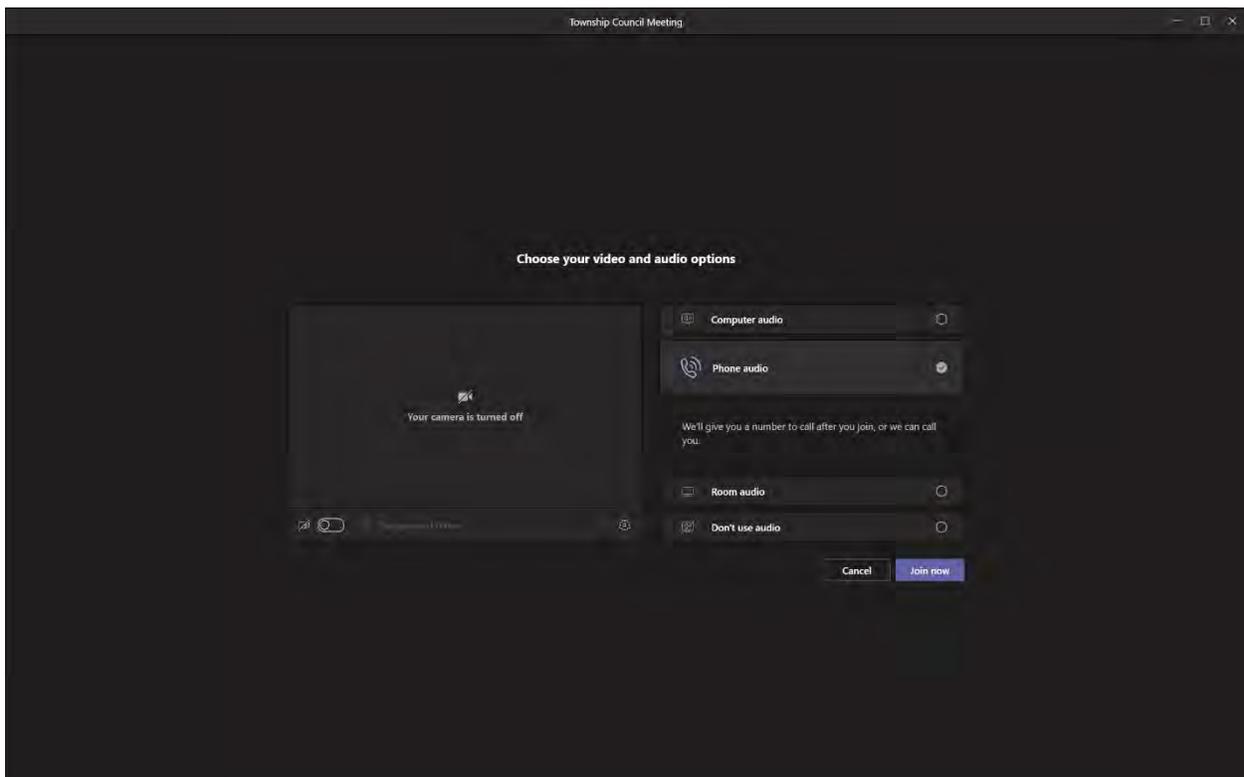

Once you have selected the "Phone Audio" function, you may click the "Join now" button and you will be presented with the following options:

You may enter a phone number in the dialog box using the following format "1 (area code) XXX-XXXX" and the MS Teams client audio function will dial that number and connect your phone's audio to the meeting. If you choose to use this function in lieu of your PC's microphone and speakers, please make sure to turn the volume down or mute your PC's speakers; failure to do this will cause audio feedback and will force the meeting moderator to mute you.

MS Teams Control Bar and Functions

Once you have joined the meeting, you will be able to view and hear the public meeting in progress and you will also be able to use the MS Teams client to participate in the meeting via audio and video by asking questions or offering comments. Once the meeting is joined you will be presented with the MS Teams meeting toolbar which allows you to control your video, microphone, view meeting participants, and use the raise hand feature to indicate to the meeting's organizers that you wish to ask a question or voice a comment or concern at the appropriate time.
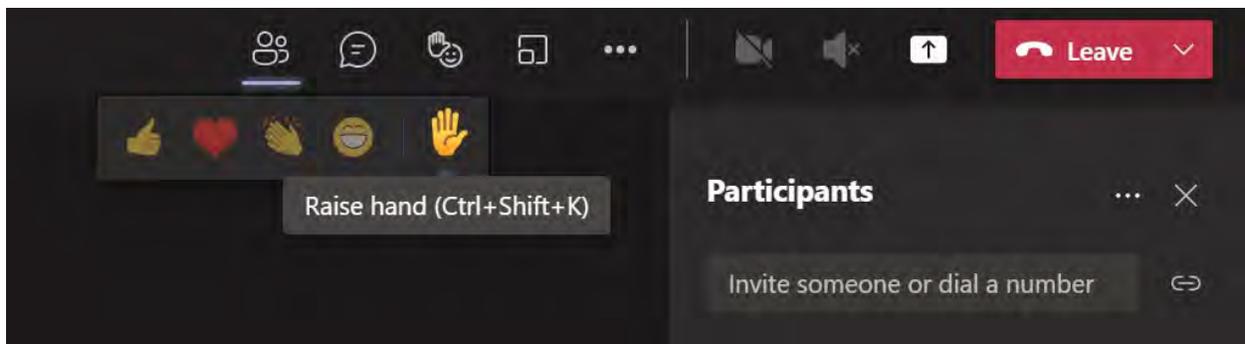
Using the Raise Hand Feature

The Raise Hand feature indicates to the meeting organizers that you wish to ask a question or voice a comment or concern once the public comment session is opened by the Mayor or meeting official. You may raise your hand by clicking on the raise hand icon or by pressing the appropriate keyboard shortcut as illustrated in the above screen shot. The Mayor will indicate that the public comment session has opened and individuals which have used the raise hand function will be recognized to offer participation in the order that they selected the raise hand feature. When you have been recognized for public comment, please make sure to unmute your microphone by pressing the microphone icon in the toolbar. As per NJ Administrative Code, you must speak your name and address for public record before voicing a comment, concern, or asking a question.

View Meeting Participants

You may also view current public meeting participants by clicking the group icon located to the far left side of the MS Teams control bar. This will display a list of all current public meeting participants using the MS Teams client or connected via phone. This can be a useful feature to keep track of participants which are currently speaking as the participant's icon will flash as they are speaking.

Leaving the Meeting

To leave the meeting, please click the "Leave" button located in the upper right corner of the MS Teams toolbar. This will disconnect you from the meeting. If you leave the meeting accidently, you may still reconnect to the meeting by clicking on the original meeting link found on the website as long as the meeting is still in progress.

Troubleshooting Common Issues

Participants Cannot Hear You

Participants are stating that they cannot hear you. This normally occurs because the device's microphone is muted, please click the microphone button to unmute your microphone. This also may occur if you are using your phone to participate in the meeting and the meeting moderator has manually muted you. If you are using a phone to participate in the meeting and the meeting moderator manually mutes your microphone, you will hear a recording stating that you have been muted and to press *6 to unmute your device. If this occurs, please make sure to press *6 on your phone before speaking. You also may not be heard due to your device not properly recognizing your microphone. Please check the device options in MS Teams to make sure that your microphone device appears in the list of available devices. Please see "Device Options" listed later in this document.

Participants Cannot See My Camera Feed

Participants are indicating that they cannot see your camera feed. This normally occurs because the

camera has been disabled or is not recognized by MS Teams. Please make sure to enable your camera by

clicking on the camera icon located in the MS Teams toolbar. If this does not resolve the issue, please

make sure that your device is recognized by MS Teams by checking the device options. Please see

"Device Options" listed later in this document.

Device Options

To access MS Teams Device Options, please click the three dots located in the MS Teams toolbar, this is

the more actions function and will display the MS Teams client advanced options menu.
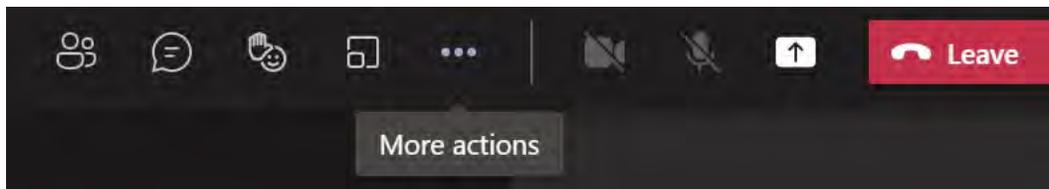
Click the "Device Settings" option to display the MS Teams device settings.
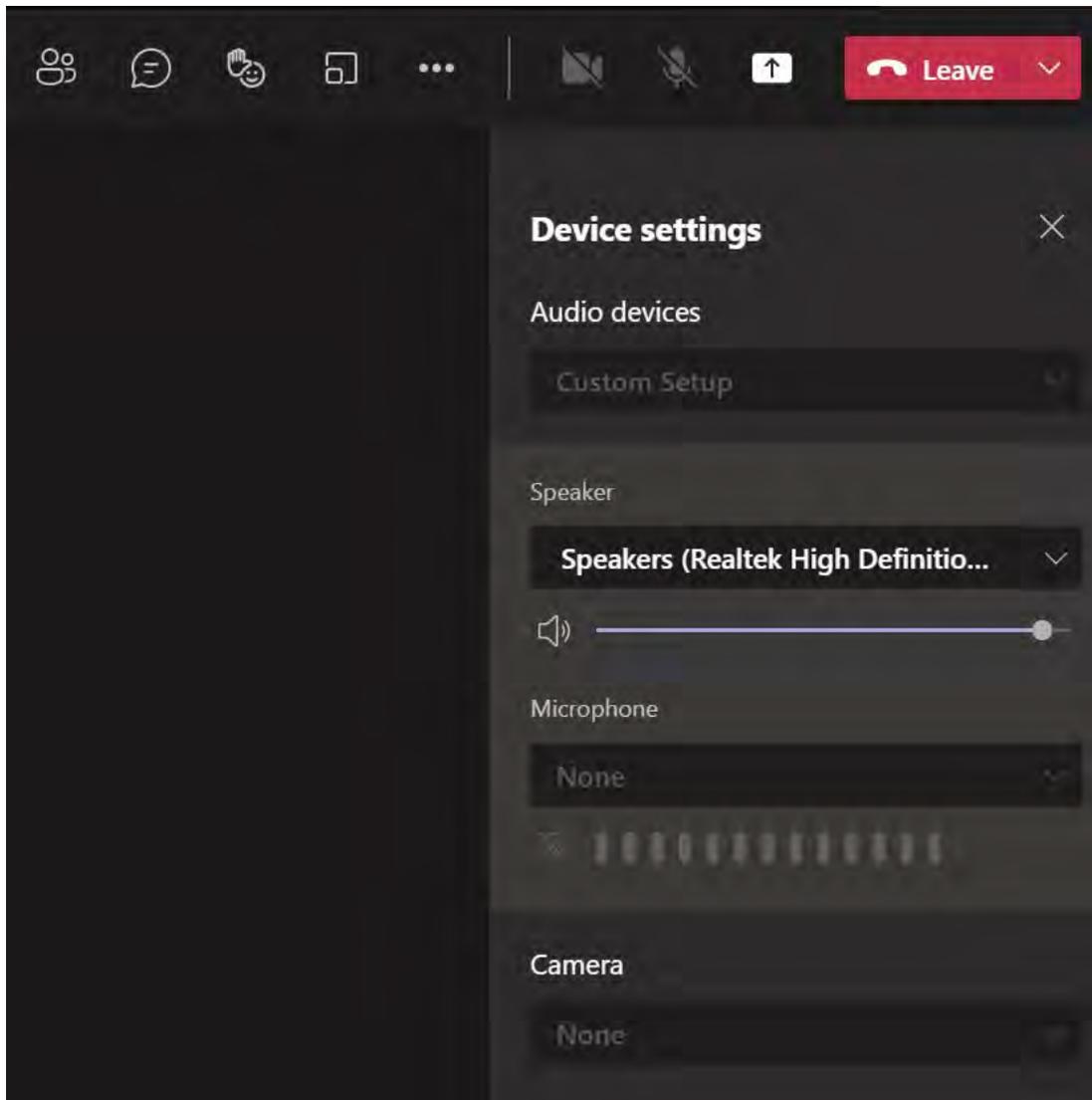
This will display your speaker, microphone, and camera settings as illustrated in the above screen shot.

For MS Teams to recognize and use your devices, they must be listed in the device options.

Speaker

Your device's speaker should be listed here. You may also control the speaker's volume by adjusting the volume slider. If your device's speakers are not listed, no audio output will be produced by the MS Teams client. If the device is not listed, please contact your device manufacturer.

Microphone

If your microphone device is not listed, then the MS Teams client will receive no audio input and participants will not be able to hear your audio. If your microphone device is listed, but you see no change in the speaker level icon bar located directly under the microphone, then the microphone is not working properly. If you are using a USB or externally connected microphone or headset, please unplug and plug the device back into the USB or external port and check the device settings again. If no device appears, or no audio input is indicated by the icon bar, then please contact the device manufacturer or check your device settings or drivers.

Camera

Your device's built-in or external camera should appear here, and a video preview of your camera's input should be displayed on the screen. If neither of these functions are available, then the camera is not recognized by the MS Teams client. If you are using an external USB camera, please unplug the camera from the USB port and plug the camera back into the same or different USB port. Please note that it may take your device up to three minutes to recognize the device. Once the device is recognized, it should appear in the device list and be ready to use by the MS Teams client. If the device still does not appear, please contact the device manufacturer, or update the device driver.