MS Teams: Live Events – Preparation and Operation

Teams Live Events are an extension of Teams meetings that allow you to broadcast video and meeting content to large online audiences (up to 20,000 participants). They are intended for 'few-to-many' communications, where the host (or hosts) leads and audience participation is restricted to viewing content shared by the host and, if Q&A has been enabled, contributing comments via moderated chat.

Before you start…

Consider whether you really need to host a Teams Live Event. A Teams Meeting may adequately meet your requirements. To help you decide, here are the main differences between Teams Live Events and Teams Meetings. For a full comparison see Appendix on page 10.

Teams Meetings	Teams Live Events
- Anyone can organise a Meeting - Up to 1000 attendees - The Organiser can set Meeting options and permissions as appropriate, eg allow attendees to share content, or bypass the lobby - Attendees can present if permissions are set to allow this - Attendees can interact and collaborate via video, audio and Meeting Chat, and can share screens - Participants communicate in real-time audio/video	- Must be created/set up by Media Services - Up to 20,000 attendees - Media Services must set up Event Options on your behalf, eg assign Producer and Presenter roles, or enable captions - Only nominated Producers and Presenters can share video and audio - Nominated Producers and Presenters must have Teams accounts, ie be able to sign into Teams - Attendees can only *view* content and, if enabled, submit questions via a moderated Q&A - There is a 20-30 second delay from the time media stream is broadcast to when attendees see it

If, after consideration, you decide you *do* need a Live Event, please follow the guidance below.

Schedule a Live Event

Creating the Event

A Live Event requires a license and so must be created by a member of Media Services team. This individual is the Event **Organiser**. Please contact Media Services well in advance of your Event.

Before contacting the Media Services team, you should have the following information to hand:

1. The Event **Title**, **Date** on which it will be held, and **Start and End Time**.

2. Who the **audience** will be. This will help the Organiser determine what **type** of the Teams Live Event you need, ie Specified people and groups, Org-wide (ie UoA-wide), or Public.

3. The names of everyone who will be involved in *managing* the Live Event. This will allow the Organiser to assign roles (eg Producers, Presenters) and tasks as required.

   - You will need one nominated **Producer**, and at least one back-up Producer.

   - The remainder of those involved in managing the Event will be **Presenters**. Some Presenters will be talking and/or presenting; others moderating the Q&A.

   - See table below for more about roles and their tasks and permissions.

The Media Services Organiser will use these details to create and schedule the Live Event.

Role	Tasks and Permissions	Notes
Producer	- Starts/Ends the Event - Selects and lines up content to present - Health-checks live stream - Can present, if required - Can see the Q&A pane	Producers and Presenters *must* have a MS Teams account and be able to sign into Teams. It is not enough that they have joined a Teams meeting previously.

Presenter	- Sees the Live Event in much the same way as a Teams Meeting
	- Can present
	   o Mutes and unmutes own microphone
	   o Switches on/off own camera
	- Can share content
	- Can view the Q&A and moderate questions – eg publish, dismiss, respond to
		It is therefore important that you check that anyone external to the University who is going to present has a Teams work account.
		
		If they do not, please ask the Media Services Team for advice.

Attendee	- Watch the Event once it is live - Can submit questions via the Q&A pane - Can promote other published questions by 'liking' them - Switch on live auto-captioning if joining from a desktop/laptop computer	An attendee cannot enter the Event until it has started.

Never hosted a Live Event before?

If you have never hosted a Live Event before, it is a good idea to ask Media Services to set up a test Event in advance of the 'real' one, so you and your team can become familiar with the interface and your roles. For example, you can decide on: the Event running order; who will act as Q&A Moderator; which Presenters will be 'on camera', which will share content, and which will do both.
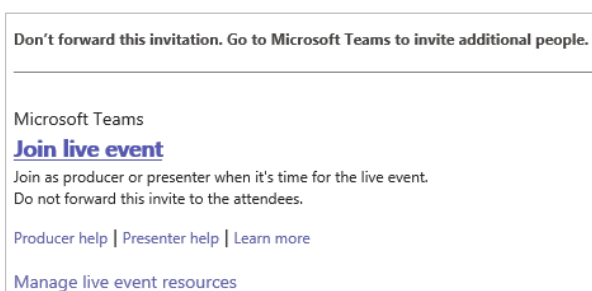
Producers/Presenters receive Live Event invitation

Once the Organiser has created the Live Event, all nominated Producers and Presenters will receive a Calendar invitation to the event.

You should **Accept** this invitation to add the Live Event to your Teams and Outlook Calendar.

The invitation includes:

- A link for Producers or Presenters to **Join live event**

- Links to Microsoft Help support for each role.

- The Advisory note: **Don't forward this invitation. Go to Microsoft Teams to invite additional people**.

Don't forward this invitation. Go to Microsoft Teams to invite additional people.

Microsoft Teams
Join live event
Join as producer or presenter when it's time for the live event.
Do not forward this invite to the attendees.

Producer help | Presenter help | Learn more

Manage live event resources

View Event Details in Teams Calendar

Once Producers and Presenters have accepted the Event, they should open the invitation in their **Teams Calendar** (*not* Outlook) to view the Event details dialog.

From the Event details dialog, Producers and Presenters can:

a) **Invite attendees** – by copying the attendee link and sharing it by email or other appropriate means.

b) Click **Join** to enter the Live Event in their role as Producer or Presenter.

   Click **Chat** to chat with other Producers or Presenters.

c) View a list of those involved in managing this Live Event, ie Organiser, Producer/s, Presenter/s.

Issue invitation for the Live Event to attendees

Click the **Get attendee link** so you can distribute it to attendees as you see fit – for example by pasting it into an Outlook Calendar invitation, a Teams Channel post, or on a website.

> ⚠️ Don't try to invite attendees via a Teams meeting. A new Teams meeting will have its own unique meeting link, which users might confuse with the Live Event attendee link.

Whatever method you use to distribute the Live Event link, you may want to include guidance for attendees. For example:

- This event will be hosted on Microsoft Teams Live Events. You can access the session using the link above.

- Use the Live Event's Q&A pane to post your questions – please only use this for questions, rather than general comments.

- Your questions will not appear until they are approved by a moderator – so don't worry if you don't see it popping up immediately.

- You can use reactions in the Q&A to show your support for specific questions posted by other users.

Hosting your Live Event

Pre-Live set up for Producers *and* Presenters

> ⚠️ All Producers and Presenters must **join** the Event on a **desktop/laptop** via the **Teams Desktop application**. It is not currently possible to join on the Teams web app.
>
> The Event must be manually controlled from Start to End by the Producer. Although you can have more than one Producer (eg as a Q&A Moderator), it is best to have one *main* Producer.

The Producers and Presenters should meet in the Live Event around 30 minutes before it starts in order to make sure everyone knows what their role is and what they will be doing during the session. To do this:

1. Open the Live Event in your **Teams Calendar** and click **Join**.

2. Just like joining a Teams Meeting, you have the option to turn off your camera and mute your mic *before* you join the Live Event. You should also pre-check your PC mic and speakers before joining.

   - Any Producer or Presenter who will not be actively speaking should mute their mic. If they do not, their audio will go live to attendees once they join.

   - Any Presenter or Producer who will not be presenting video should switch their camera off.

3. Click **Join now** when you are ready.

4. The Event won't be live straight away. Joining will just take you to the Producer or Presenter **Pre-Live** interface where you can get your content ready before going live.

5. **Presenters who will be presenting and/or sharing content should do so now** so that the Producer can queue it, ready for presentation.

6. Producers and Presenters can use the Conversation pane to chat privately before the Event starts, and also once the Event is live. This can be pulled out as a separate window.

## Managing the Event: Producer role and controls

Producer interface

Once a Producer joins an Event, they will see the Producer interface, with **Queue** (on left) and **Live event** (on right). Producers are required to **queue** pending content in these panes *before* **starting the Live Event**.

The **content** tray (bottom) displays content waiting to be queued, including content shared by the Presenters.
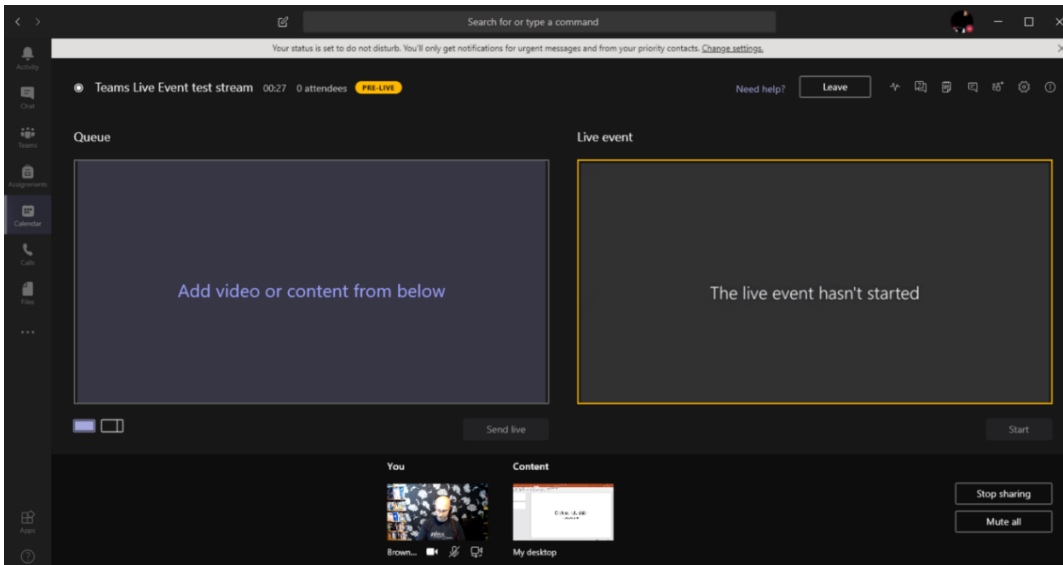
The Live Event Options toolbar is located in the top right corner.
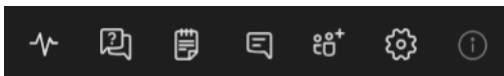
This allows the Producer to access (left to right): Network and devices health and performance, Q&A pane, Meeting notes, Meeting chat (between Producers and Presenters), Participants, and Device Settings.

Queue content

Below the queue pane, on the left, are two small buttons that allow the Producer to choose how the content will be displayed. Choose from:

Single Source (button on the left) OR **Content Left** (button on the right)

1. To display *either* a Presenter *or* content (eg presentation), click the **Single Source** button, then from the area at the foot of the interface, click on the thumbnail corresponding to the content you want to queue.

    - The content will be displayed in the queue pane.

    To display content (eg presentation) *and* a Presenter (talking head), click the **Content Left** button.

    - Click the large area on the left of the **Queue** pane to indicate you are assigning content. Then from the area at the foot of the interface, click on the relevant Content thumbnail.

    - Click the small area on the right of the **Queue** window to indicate you are assigning a Presenter. Then click the relevant Presenter thumbnail.

2. Check that the layout you see in the Queue pane is what you want and expect.

3. Click **Send Live**

    - The content will appear in the **Live event** pane – although note that it will not be visible to attendees until you start the Live Event.

4. Add the next piece of content to the Queue pane as required.

Start the Live Event

⚠️ Do *not* **Start** the Live Event until you have content queued and ready in the **Live event** pane!

1. Make sure all those who will *not* be presenting at the start – including yourself – are **muted**.

    - If necessary, you can click **Mute All** to mute **all** Producers/Presenters – but make sure the first Presenter knows to unmute themselves before they start to present.

2. If you will not be presenting video, switch your camera off.

3. Only once you are ready, should you click the yellow **Start** button beneath the **Live event** pane to start the Live Event.

4. At the prompt, click **Continue**. **Note**: This action is **not** reversible!

5. The border of the **Live event** pane will turn red to indicate the event is live, and that the content showing in the pane is being broadcast.

    - The **recording** of the Live Event will start automatically.

6. The Start button changes to becomes a red **End** button. You will use this to end the Live Event.

💡 Bear in mind that there is a broadcast **delay** of around 20-30 seconds for attendees which, unless you are saving questions until the end, can impact any Q&A in your event.

During the Live Event

You can check what content is being broadcast live at any point by looking for the red border around it – this includes any camera and any content that is being shared.

If *you*, as Producer, need to share your content (such as a PowerPoint presentation) use the **Share/Stop sharing** button.

Producers and Presenters can use the conversation pane and meeting notes to communicate with each other during the event, for example to make sure people are ready when prompted, or to discuss any changes or issues that occur. Only they will see what is posted here. Content is available after the Event.

Up to ten Presenters or Producers (including you) can share video or content at once. Any camera that is 'on' can be selected and switched to.

Ending the Live Event

⚠️ Remember – once a Live Event ends, it cannot be restarted!

1. At the end, it's a good idea to present a finishing slide to indicate that the Event is over.

2. Mute all microphones and wait for 20-30 seconds.

3. Press **End** to close the Live Event

4. Producers and Presenters can remain in the production meeting for a round up discussion or debrief if they wish.

5. Once you are ready to leave the Event, click **Leave**.

Managing the Event: Presenter role and controls

> If your Presenter role is purely that of Q&A Moderator, and you will *not* be presenting, please follow the guidance for **Moderators** below.

Once a Presenter joins an Event, they will see the Presenter interface. This looks like a normal Teams meeting.

The meeting Toolbar has the usual, familiar controls **and two additional icons** – one to indicate that the meeting is **Pre-Live**, and the other to access the **Q&A**.
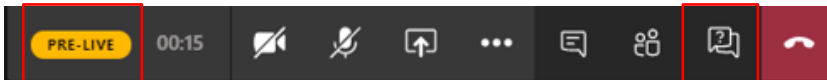
Pre-Live

1. If you are going to be presenting 'on camera' during the Live Event, switch your camera on. If you will only be sharing content (eg PowerPoint presentation), you can switch your camera off.

2. **Mute your microphone**.

   - If you need to chat with other Presenters or Producers, use the Chat feature. The attendees will not see this.

3. Until you share content, you'll see your own camera feed (if your camera is on) or profile picture in the bottom right corner of the screen.

   - As the session is still Pre-Live, the only people that will see your feed are the Producer/s and other Presenter/s.

4. If you are going to be sharing content during the Event (eg a PowerPoint/document/media), click the usual Teams **Share Content** icon and choose the window you want to display.

   - Your shared content will be displayed in the centre of the screen, and the Producer will see it in their content tray allowing them to queue it.

5. If you'll be sharing video, or other content that has audio, it's important to tick the **Include system audio** checkbox, otherwise the attendees won't be able to hear. At present, this option is only available on a PC.
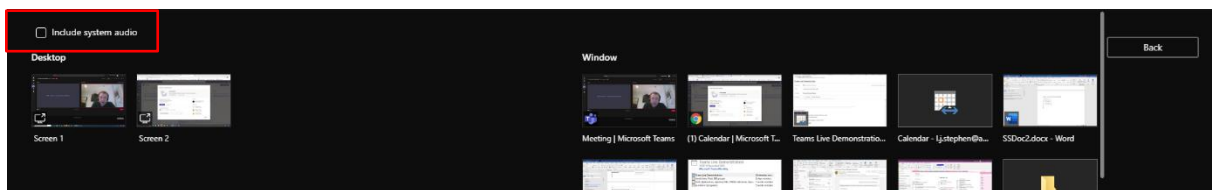
6. If you will be moderating the Q&A as well as presenting, open the Q&A pane in readiness.

During the Live Event

1. Once the Live Event has started, the yellow Pre-Live icon will change to a red **Live** icon:

2. If you are going to be presenting 'on camera', make sure your camera is on in readiness.

3. The Producer will notify you via Chat just before your feed goes live.

4. Once your feed is live, there will be a red line round your feed in the bottom right corner of the screen.

5. Unmute your microphone if you will be speaking to camera.

6. If you are presenting a PowerPoint presentation, start to do so and talk through your presentation just as you would in a regular Teams meeting.

7. When you have finished presenting, the red line round your feed in the bottom right corner of the screen will disappear indicating your feed is no longer live.

8. Switch off your camera and mute your microphone.

Event End

Only the Producer can end a Live Event.

1. When the Live Event is over, the red Live icon will change to a white **Ended** icon.

2. At this point there may be a debrief with other Presenters and Producers. This will normally have been pre-agreed.

3. When you are ready to leave the Event, click the red **Leave/Hang up** icon.

Managing the Event: Moderator role and controls

> Although any Producer or Presenter can moderate questions, this role should be pre-agreed before the Event goes live.

– The Q&A pane is opened by first clicking the Q&A icon, then **Open**. Once open, the pane can be popped out as a separate window if required.

– Questions submitted by attendees are held by the Moderator, who decides whether or not to **Publish** them or **Dismiss** them.

– Questions are not visible to attendees until the Moderator has published them.

– The Moderator can reply to questions during the Live Event, or collate questions and provide responses once the presentation is over.

– The Moderator can send a private reply to an attendee, even if the question is not published.

– Moderators can sort **Published** questions by **Most recent** or **Most liked**.

– Producers, Presenters and Moderators can make an announcement to all participants by clicking on **Make an announcement** at the bottom of the Q&A panel.

– Attendees can **like** a published question instead of asking the same question. This can help flag popular questions to the moderator.
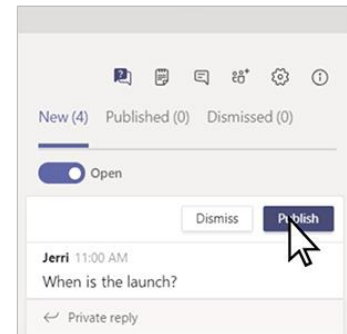
Live Event Resources

Once the Live Event is over, Producers and Presenters can download Event Resources including a recording of the Event, and Q&A report.

Open the invitation in your **Teams Calendar** (*not* Outlook) to view the Event details dialog. Then click the **Live Event resources** drop down, to download:

- Video recording
- Q&A report
- Attendee engagement report
- Transcript
- In Advanced options – Backup recording

Once the recording has been checked, you can publish it in a variety of ways depending on the purpose of the Live Event. Media Services publish some events to YouTube, others may use MS Stream or Panopto.

Further Help and Support

- [Microsoft Support for Live Events](#)
- Media Services Team – mediaservices@abdn.ac.uk

Appendix: Teams Meeting/Live Event Comparison guide

Comparison Table	Teams Meeting	Teams Live Event
Capacity	Up to 1000 participants	Up to 20,000 audience members
Organiser	Anyone can set up a Teams meeting	Only a member of the Media Services or Events team can set up a Live Event
Edit	You can edit any meeting you have organised (including date/time, and permissions)	Has to be edited by the Organiser
Roles within a Meeting	- Organiser - Presenter - Attendee If required, roles can be changed mid meeting by the Organiser	Must be set up by Organiser (Media Services Team) as part of creating the Event. 1 Organiser 2 Producers (recommended) - Presenters must be nominated - They can share camera and/or content and can moderate Q&A - All **must** have Teams accounts and be able to sign into the Teams desktop app on a computer
External participants	You can invite any external participant, who can then join the Meeting as a guest	If some of your Event attendees are external, you must ask the Organiser for a **Public** Live event. An external can be a Producer/presenter but they **must** have a Teams account and be able to sign into the Teams desktop app on a computer.
Options for joining	Meeting Organiser decides who can bypass the lobby via the Meeting Options. Choose from: - Everyone - People in organisation, trusted organisations and guests - People in organisation and guests - Only you	Those who have been set up as Producer or Presenter can meet before the event goes live. Everyone else joins as an attendee and must wait for the event to start.
Options for presenting	The Meeting Organiser sets who can present via the Meeting Options before the meeting. They can also allow any attendee (who has a Teams account) to present at any point during the meeting.	The Organiser sets up the Presenters when the Event is created, and only that person can make any subsequent changes.

Comparison Table	Teams Meeting	Teams Live Event
Options for muting	The Organiser or any Presenter can mute Meeting participants individually or Mute all. The Organiser can choose to prevent attendees from unmuting.	Event attendees have no audio/video and can only use Q&A. Their questions are monitored and may/may not be published by the Presenters.
Conversation during meeting	All Meeting participants can use Chat. The conversation is kept in the Chat History of the meeting and is available afterwards.	Attendees can only use Q&A. There is no interaction between attendees. There is a private Chat for Producers/Presenters.
Live captions	Any participant can switch on live captions to view themselves.	The availability of captions and translation is set up when the Event is created by the Organiser. Any attendee can choose to switch captions/subtitles on/off.
Dial into meeting	Only possible if the Organiser's account has been enabled for Microsoft Audio Conferencing.	Teams Live Events will generate a call in number if Microsoft Audio Conferencing has been enabled on the Organiser's account. This is only available to Producers and Presenters. Attendees can't access this feature.