



GUIDE

CSN TEAMS VIDEOCONFERENCE ROOMS

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1. Before getting started

Here is the code to connect to the CSN-Visiteurs network:

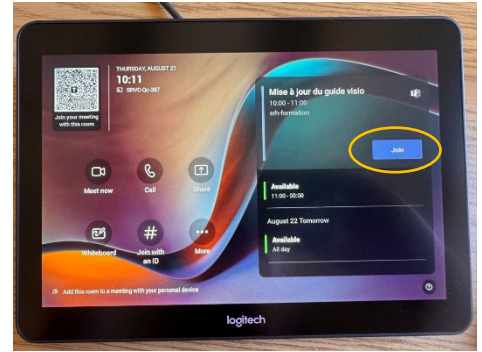
User: **unions**
Password: **forces**

Best Practices

- 1.1 Are you holding a meeting in a room equipped with the CSN videoconferencing system?
[Create an event with a Teams link and invite the room!](#)
 - Click [here](#) to learn how.
 - 1.2 No Teams link was created for your meeting?
[Create an instant meeting and invite the people who will be sharing content on the screen.](#)
 - Click [here](#) to learn how.
 - 1.3 You have a Teams (or Zoom) link but the room wasn't invited?
[Join the room to the existing meeting!](#)
 - Click [here](#) to learn how.
 - 1.4 During the meeting, you can share content from your computer by joining the meeting via the Teams link or by creating an instant meeting. [There's no need to connect your computer to the HDMI cable](#) on the table.
 - Click [here](#) to learn how.
- The cable on the table is used to share:
- a video; or
 - your computer's content by giving you a second screen

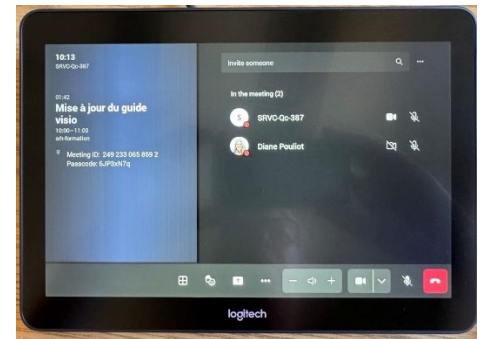
2. How to join a Teams meeting when the room has been invited

- 2.1 From the tablet in the room, select the meeting you've been invited to and click « Join ».



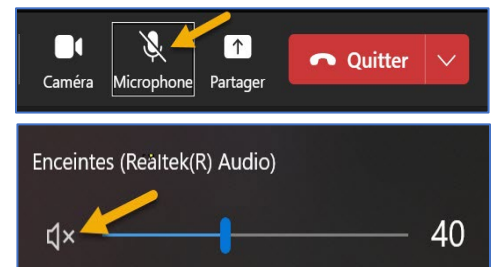
- 2.2 The meeting will open on the tablet.

- The Teams meeting and its participants will be visible on the room's TV screen.



- 2.3 If you are in the room and want to join the Teams meeting to share content, it's important **to mute your computer's microphone and speakers to avoid echo.**

- This way, you can share content without needing to plug in the HDMI cable on the table.



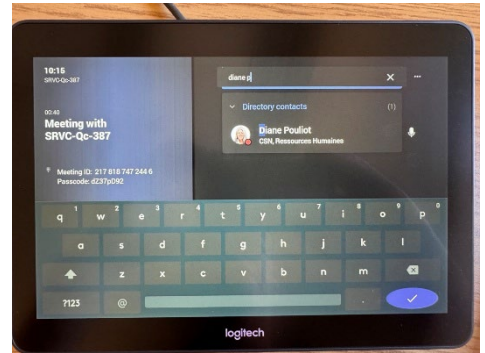
3. How to create an instant Teams meeting

- 3.1 From the tablet in the room, click on « Meet now ».



Invite someone working at CSN or that has a CSN email

- 3.2 Enter the name in the « Invite someone » field at the top right of the tablet;
- By clicking on the name found, the person will be invited to join the Teams meeting;
 - The person may also be in the room and will be able to share content without needing to plug in the cable to the computer.

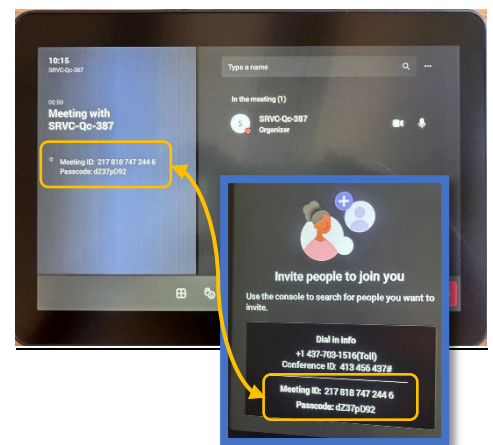


Invite someone from outside the organization

- 3.3 Share the Meeting ID and Passcode displayed on the tablet with the participant you wish to invite.

Important!

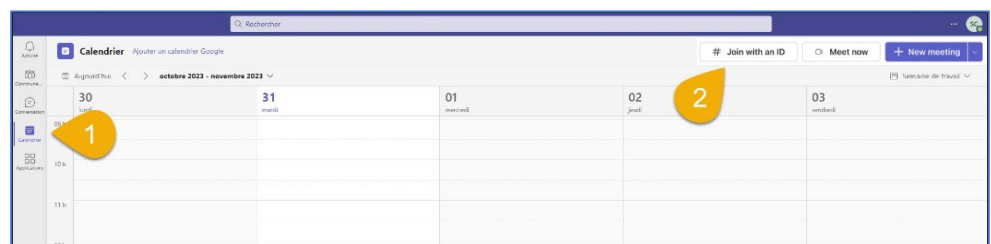
- The Meeting ID is made up of 12 digits;
- It may appear on two lines;
- Let the person know that the passcode is case-sensitive and must be entered exactly as shown.



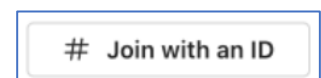
- 3.4 The participant can join in different ways:

a) If the person **has a Teams account**:

- They open their calendar in the Teams app;

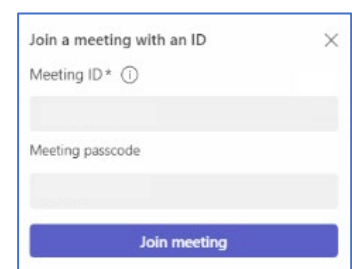


- They select the “Join with an ID” icon at the top of the Teams screen.



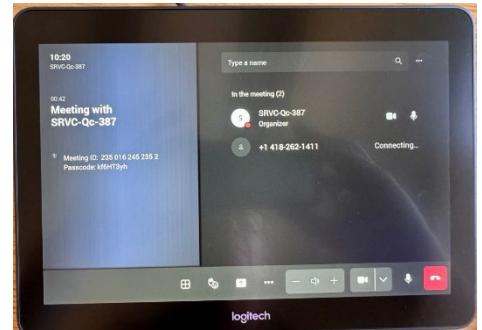
The window on the right will appear:

- The participant must enter the Meeting ID and Meeting passcode you provided, then click “Join meeting”;
- The Teams meeting will open, and they can join.



b) If the participant wants to join by phone using **audio only**:

- Enter the phone number in the « Type a name » field at the top right of the tablet;
- Click on the dialed number;
- The participant will then be able to join the Teams meeting using audio only.



c) If the person **does not have a Teams account**:

- Click [here](#) to learn how to create one.

4. How to connect the room to an existing meeting (Teams or Zoom) it wasn't invited to

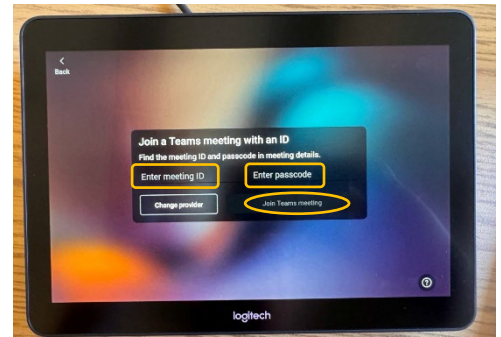
4.1 From the tablet in the room, click on « **Join with an ID** ».



4.2 Select the meeting provider (**Teams or Zoom**), then click on « **Next** ».

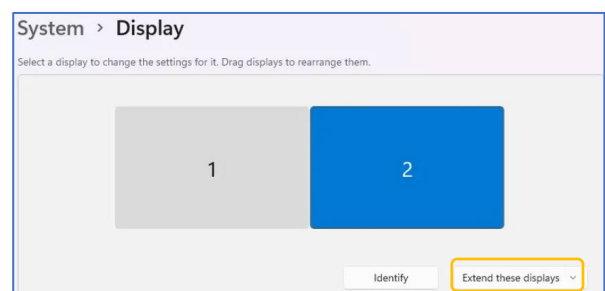
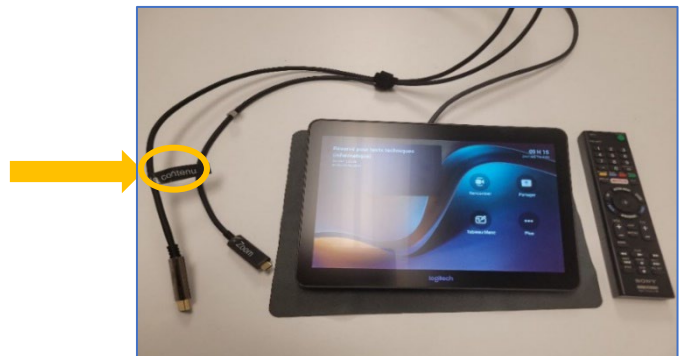


- 4.3 Enter the meeting ID and passcode in the appropriate fields, then select « **Join meeting** ».



5. How to share content from your computer

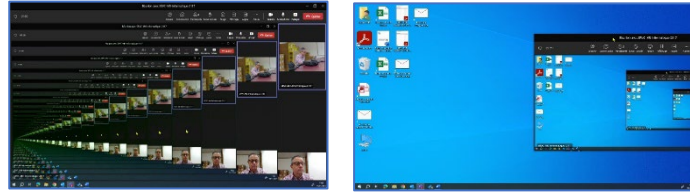
- 5.1 Connect to the room's meeting
- See [How to join a Teams meeting when the room has been invited](#); or
 - See [How to create an instant Teams meeting](#)
- 5.2 You can share documents using the button at the top right of your Teams screen **without needing to connect a cable**.
- 5.3 To **share a video**, you must plug the HDMI cable labeled “**Contenu**” (on the table) into your computer.
- 5.4 If you **connect the HDMI cable** to your laptop, the TV screen will **automatically** start **sharing** your screen. You do not need to click the Share button in Teams to begin sharing.
- The room's TV will then act as a second screen;
 - If the TV displays a duplicate of your computer screen, you may want to change your display settings to “**Extend these displays**”.



6. How to troubleshoot potential issues

Multiple screens on the TV

If you see multiple screens appearing on the TV, don't worry — it simply means that you've shared the Teams meeting screen from your computer to the TV screen.



To fix the issue:

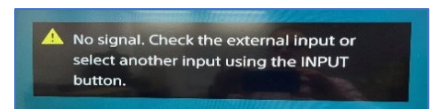
- Click on the **black bar at the very top of the TV screen** and drag that window back to your laptop screen.

Sound echo

If you hear an **echo**, it means someone in the room joined the Teams meeting from their computer and left their microphone or speakers on. Simply mute them, and the echo will stop.

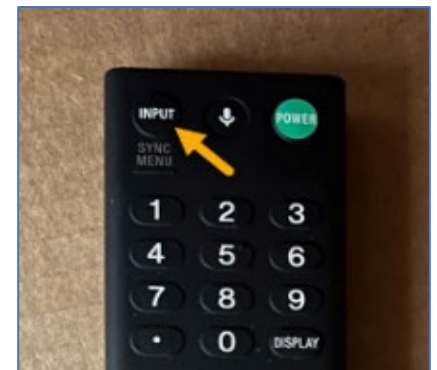
Blue screen

If the TV screen stays blue and you see the following message:



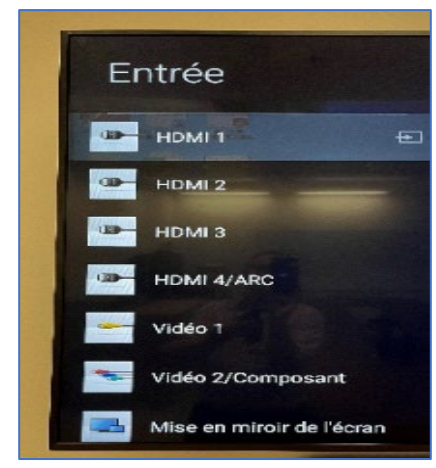
Do not touch the cables behind the TV!

- Take the remote control and press the **"INPUT"** button.



- Then select the HDMI number with a small arrow next to it.

The TV screen will activate, and you can proceed with your meeting.



Audio/video sync issue when playing a video

Plug in the “Contenu” cable to share the video. This will resolve the sync issue.

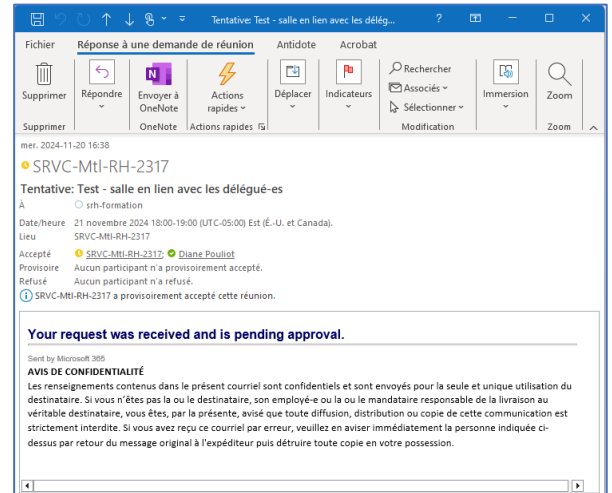
ADDITIONAL INFORMATION

Room Delegates

As a room delegate, you may be contacted to reserve a meeting room. If the room is available, you should inform the person making the reservation to:

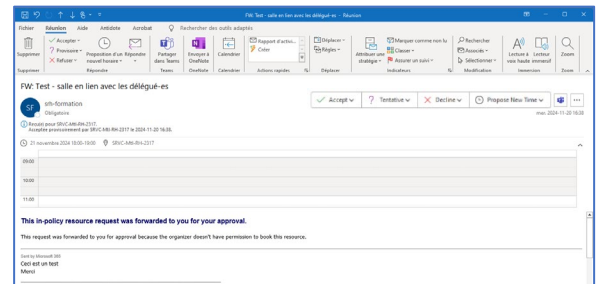
- Create an Outlook invitation;
- Invite the selected videoconference room (SRVC).

The person who sends the Outlook invitation will receive the following confirmation email:

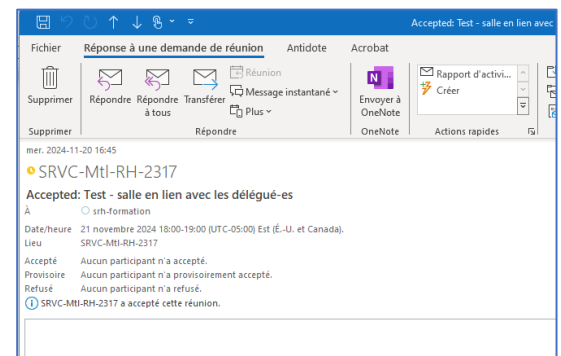


As a delegate, you will receive the request as follows:

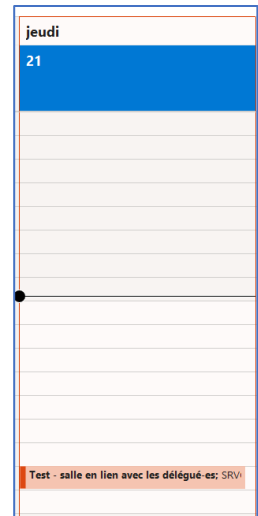
- Click Accept.
- Click Tentative if you are missing information.



The following email is then sent to the person who made the request:



The meeting is added to the room's calendar.



The subject line of the invitation will appear on the SRVC room's screen.

How to create a Teams meeting and invite a CSN videoconference room

Make sure the videoconference room is available at the desired date and time. For confederal rooms in Montréal, please follow the Confederal Room Booking Policy [Politique de réservation des salles confédérales \(immeuble de la CSN à Montréal\)](#).):

- Open the Outlook application;
- Go to the Calendar;
- Create a Teams meeting;

Then, fill in the meeting fields as follows:

- **Title** = Add the meeting title;
*****Important** Do not include any confidential information in the title, as it will appear on the room's screen.
- **Required** = Add the room where the meeting will take place (e.g., SRVC-Mtl-RH-2317);
 - Always choose rooms that begin with SRVC, not SR — rooms ending in VC are equipped with videoconferencing systems
 - You must have already reserved the room
 - If it's a confederal room in Montréal, follow the procedure outlined in Policy [Politique de réservation des salles confédérales Immeuble de la CSN à Montréal](#), before adding the room to your invitation
- Add the names of the invited participants;
- **Start time** = Enter the meeting's start date and time;
- **End time** = Enter the meeting's end date and time.

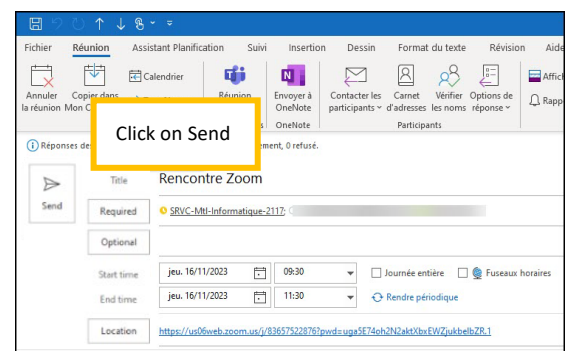
A screenshot of the Outlook 'Nouvelle réunion test' (New meeting test) form. The form is titled 'Nouvelle réunion test' and is from 'Yolande.Hudon@csn.qc.ca'. It has fields for 'Obligatoire' (SRVC-Mtl-RH-2317; Sylvain Côté, Cindy Vanier), 'Facultatif' (srh-formation), 'Heure de début' (ven. 2023-11-17, 15:00), 'Heure de fin' (ven. 2023-11-17, 15:30), and 'Emplacement' (Réunion Microsoft Teams: SRVC-Mtl-RH-2317). Below the form, there is a section titled 'Réunion Microsoft Teams' with instructions on how to join the meeting, including a link to 'Cliquez ici pour rejoindre la réunion' and details about the meeting ID (288 321 052 684) and secret (Xcx7CU). It also provides information on how to join with a videoconferencing device, including a link to 'Autres instructions VTC'.

How to organize a ZOOM meeting

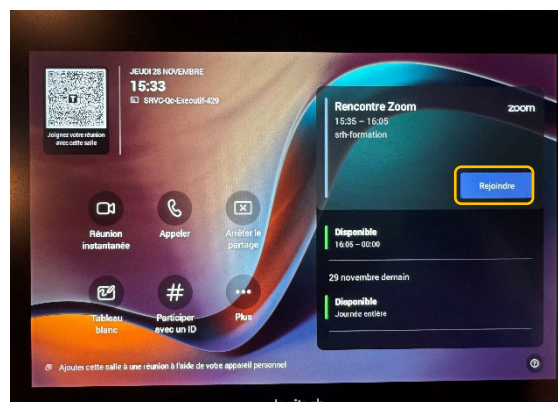
- Create a ZOOM meeting and copy the Invite Link;
- Then create a Teams meeting;
- Modify the Teams invitation as follows:
 - In the **Required** field: Add the participants and the videoconference room
 - In the **Location** field: Delete the default content and paste the Zoom Invite Link instead
 - In the **Details** section: Delete all Teams-related content
 - Click **Send**

The image shows two windows side-by-side. The left window is the Microsoft Teams 'Rencontre Zoom' invitation editor. It has fields for 'Required' (with a dropdown), 'Optional', 'Start time', 'End time', and 'Location'. A yellow box with an arrow points to the 'Required' field with the annotation 'Add the participants and the videoconference room in the Required field' (1). Another yellow box with an arrow points to the 'Location' field with the annotation 'Delete the content of the Location field' (2). A third yellow box with an arrow points to the 'Location' field with the annotation 'Then paste the Zoom Invite Link in the Location field' (4). A fourth yellow box with an arrow points to the 'Details' section with the annotation 'Then delete the content located in this area' (5). The right window is the Zoom meeting page for '836 5752 2876'. A yellow box with an arrow points to the 'Invite Link' field with the annotation 'Copy the Zoom Invite Link' (3). The Zoom page also shows 'Meeting ID', 'Security', 'Invitees', and 'Add to' options.

- Here is the window as it should appear after the modifications:



- Once this is done, the Zoom meeting will appear on the room's screen (you'll see the Zoom logo on the right). When you arrive in the room, simply tap « Join » on the tablet to start the meeting.



Organizing Virtual Breakout Sessions in a Teams Meeting

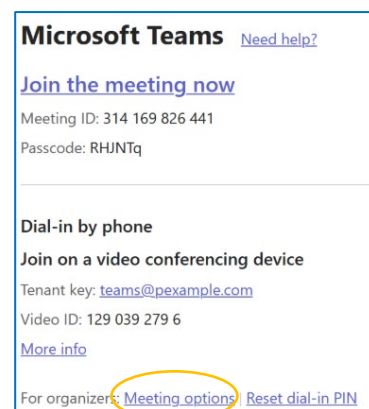
You must be the **organizer** or **co-organizer** of the meeting in order to create and manage breakout rooms.

- Click the following link to view the full procedure provided by Microsoft Support:

<https://support.microsoft.com/en-us/topic/create-and-manage-breakout-rooms-during-class-meetings-18b340cd-1106-4fa5-a852-5676614f7e7d>

Meeting Options

- In the Teams meeting invitation, click on **Meeting options** at the end of the link.
- Choose **co-organizers**;
 - This allows multiple people to access the attendance report and manage breakout sessions during the meeting
 - People authorized as co-organizers must be listed in the Required field of the invitation.

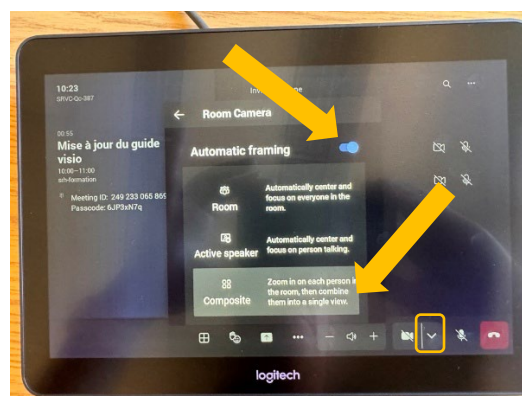


Camera Framing

It is possible to adjust the camera framing, which by default shows the entire room.

If there are only a few people in the room, the **Composite mode** is useful — it zooms in on each person and combines them into a single view.

- On the tablet, tap the arrow between the microphone and camera icons to access the different modes.
- Scroll through the available modes and select the one you prefer.



Creating a Teams Account

A person who does not have a Teams account can create one.

They can connect from their computer, tablet, or smartphone using their preferred browser by going to:
<https://www.microsoft.com/en-ca/microsoft-teams/free>

The following page will appear:

- Click “Sign up for free”.

A second window will appear:

- Click “Sign up for free” again.

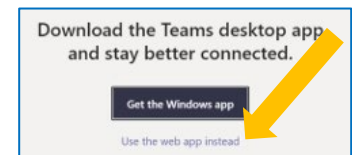
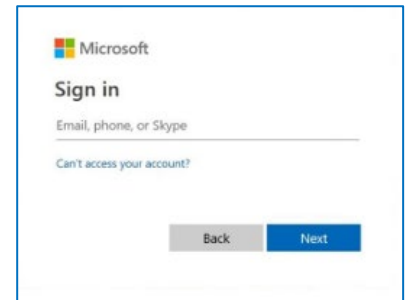
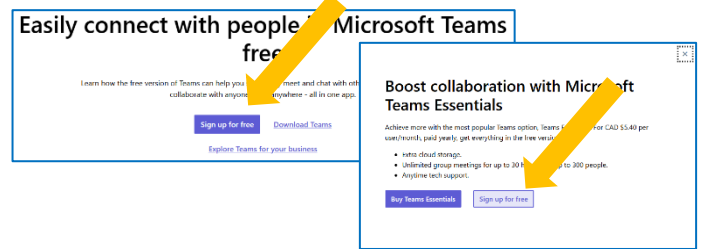
The Sign in window will open:

- The external participant must enter either an email address, or a mobile phone number, then click “Next”.
- They must then create a password to make it easier to access Teams in the future.

Depending on the method used to create the account, a confirmation message will be sent to verify that the email or phone number is valid.

The next page will open:

- The participant can choose to download the Windows app or select “Use the web app instead.”



If you need help

Here's the path to follow to find a solution to your issue:

1. Consult this guide for using videoconference rooms.
2. Contact your team's Teams superuser.
3. Contact the Teams superuser listed in the "Bottin des ressources".
4. Call the "Service de l'informatique" at extension 2124.