

National Video Conferencing Service

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Using Near Me on a PC with Teams installed (v1.2)

The Problem

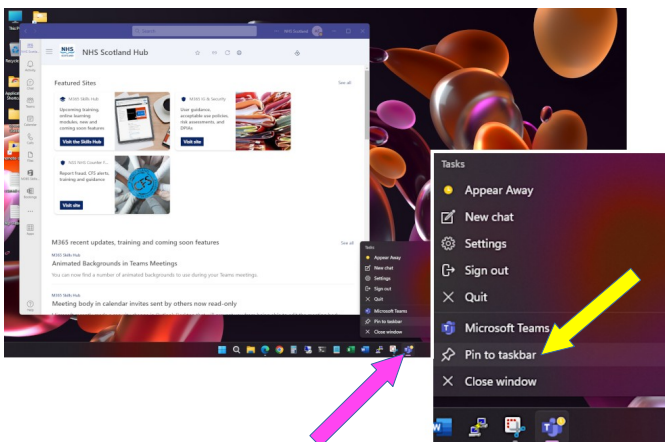
MS Teams can be a resource-hungry application even when running in the background. If you're trying to make another type of video call, such as a Near Me one, that can result in poorer video and audio quality for you and your patients. In addition, Teams has also been known to hold onto the cameras and microphones it has recently used, not letting them be released for Near Me use.

Preventing problems from occurring

Suggested Teams Setup

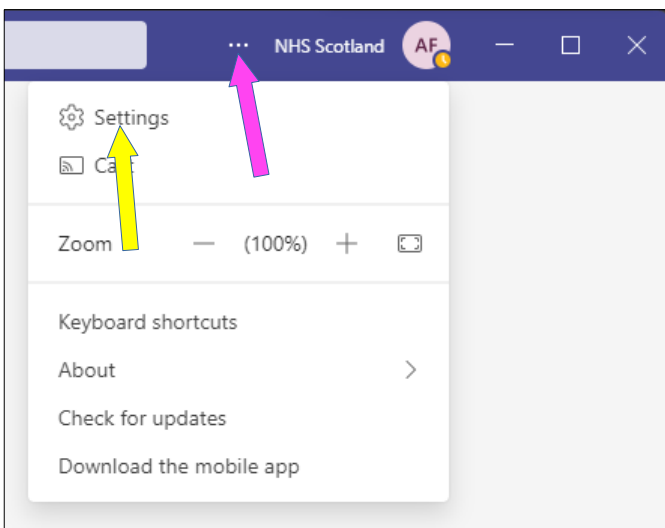
When Teams is first installed on your PC it is set to start automatically every time that PC is turned on. It also sets itself to run in the background if you attempt to close the application by simply clicking the X at the top right-hand side. We would suggest, if you use Near Me, that you change those settings.

First though, we want to make Teams as easy to start as we can, assuming you want to run the application rather than run it from within a browser tab (easily done by accessing <https://teams.microsoft.com>).

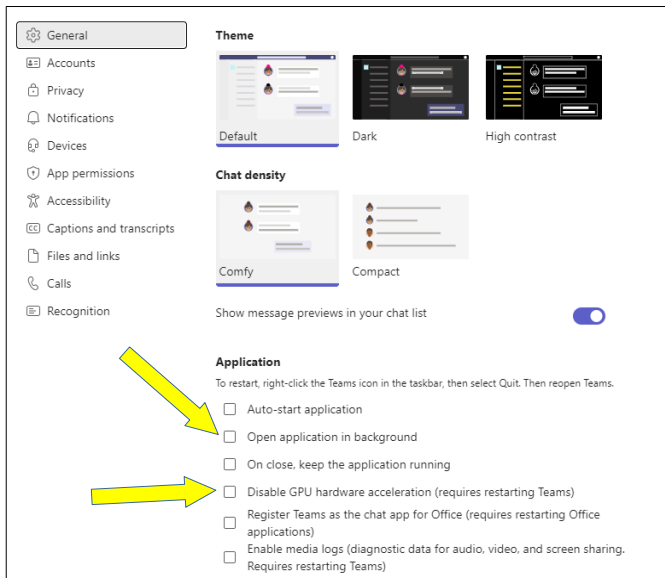


With Teams running, right click on its icon in your taskbar - the row of application icons you'll see at the bottom of your screen - pink arrow.

Select 'Pin to taskbar' (as seen magnified). Now, any time you close Teams, it will be very simple to open again as you will always see that icon at the bottom of your screen.

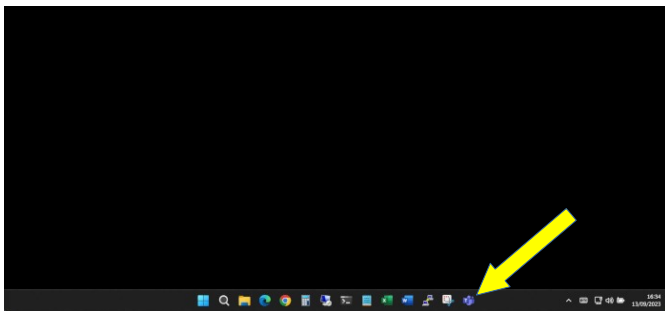


Next, access Teams' settings. To do so, click the three dots at the top RHS of the application (pink arrow) and click Settings from the drop-down menu (yellow arrow).

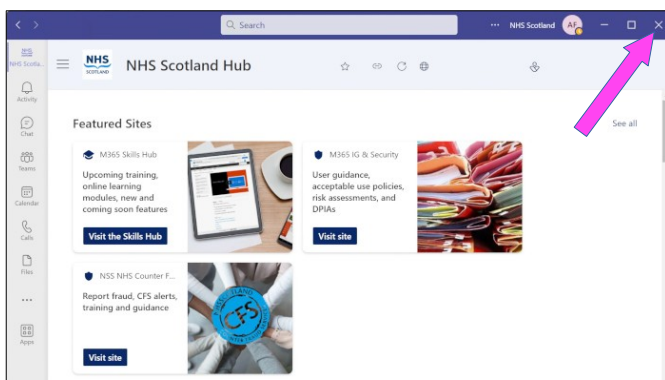


Once Settings is open, untick the boxes for 'Auto-start application' and 'On close, keep the application running'.

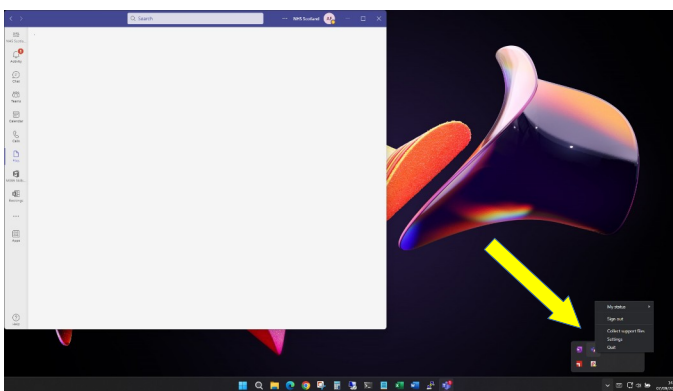
The settings will save automatically.



To open Teams, simply click on the Teams icon in your taskbar.



To completely close Teams, all you now need to do is click the **X** at the top right hand side of its main window.



If you do not want to change your Teams settings, we would still recommend closing it down prior to using Near Me. To do so, find the Teams icon in your taskbar's activity area (bottom RHS of your screen and you may need to click the wee downward arrow to find it), right click on it and choose Quit.

If you must have Teams running while using Near Me, the browser version should be used rather than the installed application. To do so, use the above instructions to Quit the application then open <https://teams.microsoft.com> in a new tab in the same browser you'll be using for Near Me.