

DEVICE & CONNECTION GUIDE

Last updated 4/3/20

MS TEAMS RUNS ON: WINDOWS PC; MAC; and LINUX

MOBILE DEVICES: ANDROID: PHONE AND TABLETS

iOS: iPhone and iPad

WEB BROWSERS: Internet Explorer 11; Microsoft Edge, RS2+; Chrome; Firefox; and Safari 11.1+

INTERNET & WIFI

We recommend using a secure and private internet connection (or cellular service on your mobile device). If you are in a corporate office, firewalls often block the video connection. Turn off WiFi and refresh your page on a cellular device, or try another secure WiFi network on your computer.

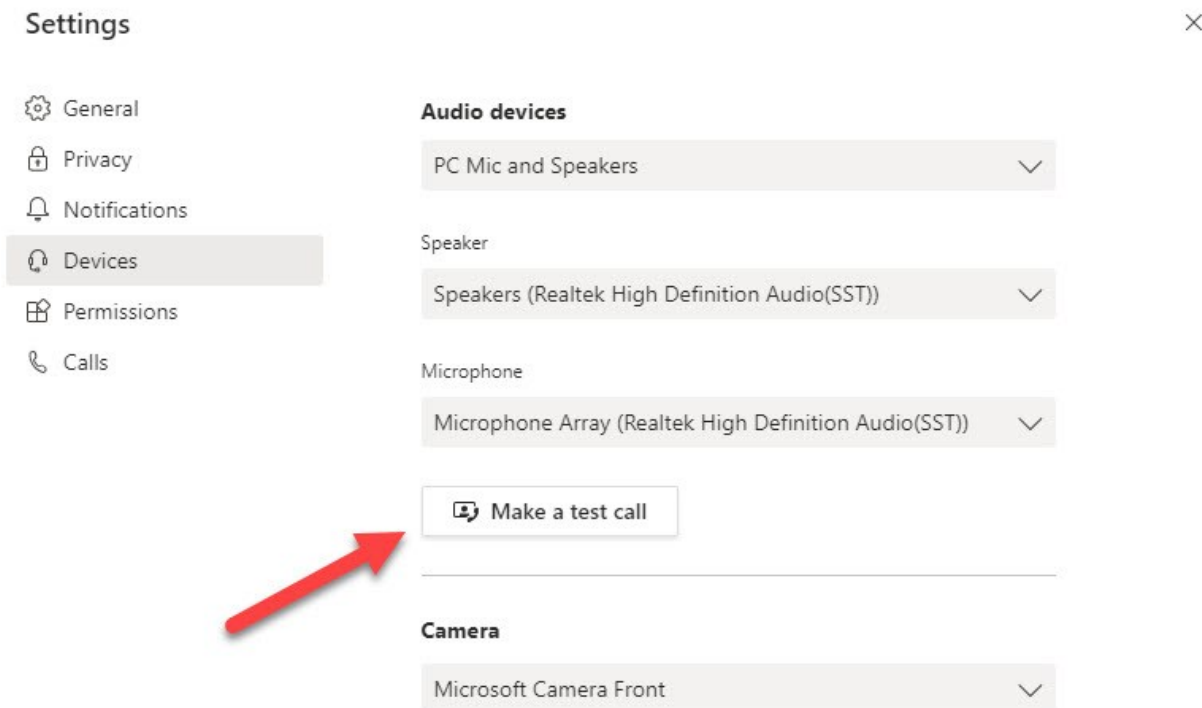
MS Teams runs in web browser or may be downloaded to a device. Anyone with an email account, such as Outlook, Gmail or others, can participate as a guest in Teams.

AUDIO & VIDEO

- Device must have **front-facing camera**
- Allow browser access to **camera and microphone**
- Earphones **must have a microphone**
- Turn device volume up

MAKING A TEAMS TEST CALL

To make a test call with the desktop client, click your avatar (picture) in the top bar and select Settings, then Devices. Make sure that the right audio devices are selected for the test and then click **Make a test call** (Figure 1).



test call option in Teams settings

Figure 1: The

Teams makes the test call to a bot. Unlike human beings, bots are always ready to accept a call. The bot answers and allows you to record some words before playing the words back to you to check if the quality is acceptable. At the end of the call, you see some test results (Figure 2).

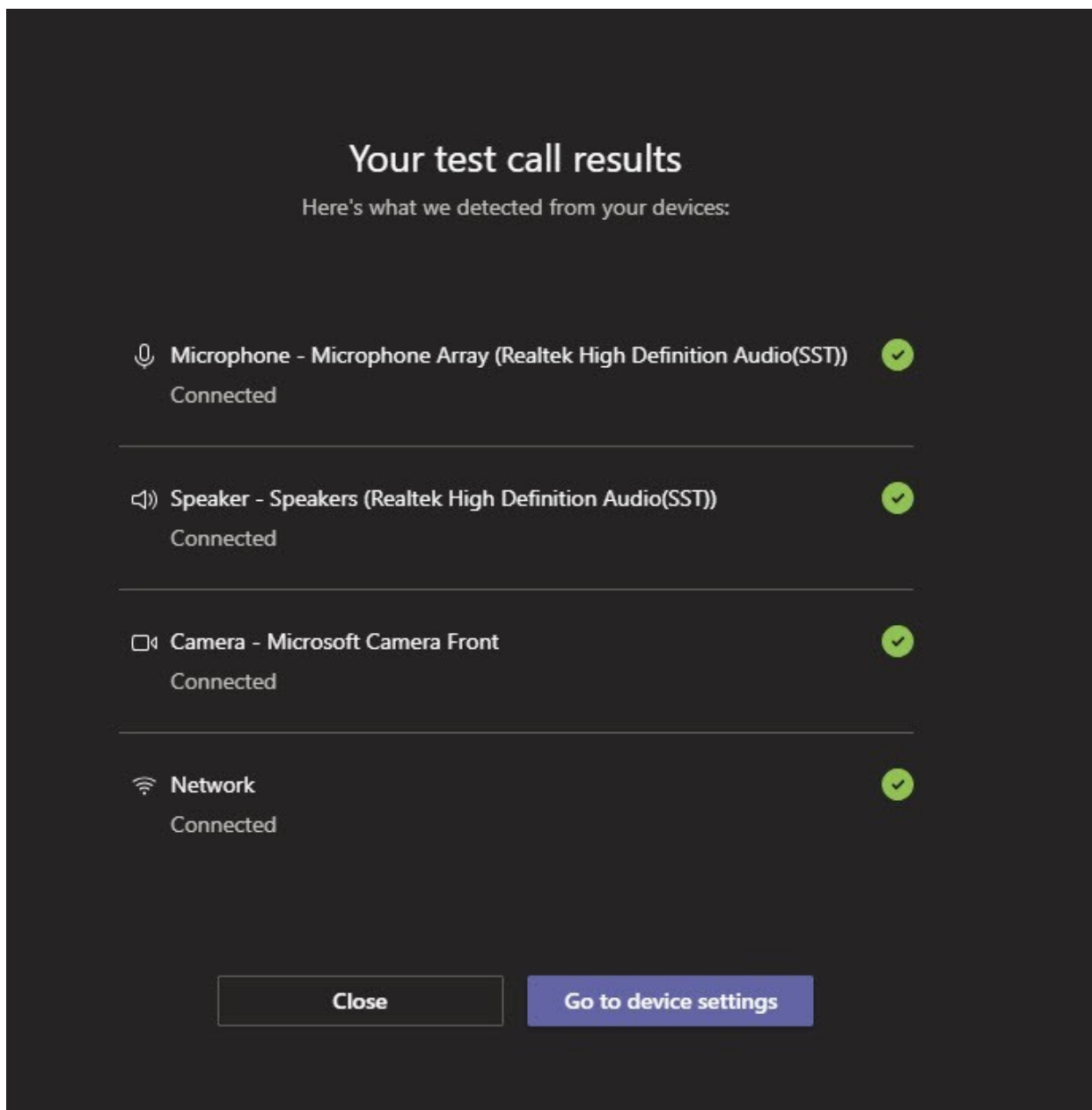


Figure 2: The results of a Teams test call

The test call verifies that you can connect to Teams to make a call in the same way as you'd call into a meeting. It tests the selected audio devices and it shows you what you see on the camera.