Checklist

Preparation: Technical Setup

1. Test your internet connection

Open your browser and paste this link into the address bar (alternatively, you can click this link). http://www.it-borger.dk/verktojer/bredbaandsmaaleren (only in Danish)

Compare your results with the chart below.

Minimal requirements	Download Mbps	Upload Mbps
Group Video calling	500 Kbps	1Mbps
HD Group video calling	1Mbps	2Mbps

If your internet speed is below the minimal requirements, please contact Servicedesk!

2. Verify correct device setup in Microsoft Teams

Microsoft Teams offer an audio/video call quality test. Follow the steps below to ensure that you have correctly set up your devices (microphone, speaker and camera).

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- Open Teams
- Click your profile picture in the right top screen
- Click "Settings"
- Go to "Devices Section"
- Press "Make a test call"

Settings		
🖏 General	Audio devices	
🕆 Privacy	Plantronics Blackwire 3220 Series	\sim
Q Notifications		
O Devices	Speaker	
Permissions	Øresnegl på headset (Plantronics Blackwire 3220 Series)	\sim
& Calls	Microphone	
	Mikrofon på headset (Plantronics Blackwire 3220 Series)	\sim
	(I) Make a test call	
	Secondary ringer	
	None	\sim
	Camera	
	Integrated Camera	\sim

- Follow the instructions and see the results afterwards.

- If all results are green, everything is as it should be.

Microphone - Mikrofon på headset (Plantronics Blackwire 3220 Series) Connected Speaker - Øresnegl på headset (Plantronics Blackwire 3220 Series)	~
디)) Speaker - Øresnegl på headset (Plantronics Blackwire 3220 Series)	
Connected	0
□4 Camera - Integrated Camera Connected	0
ক্ন Network Connected	0
Close Go to device settings	

3. Troubleshoot device setup in Microsoft Teams If the test encountered any problems in your setup you can see it on your test call results as shown below.

	Your test call results Here's what we detected from your devices:	
Q	Microphone - Mikrofon på headset (Plantronics Blackwire 3220 Series) Muted	A
ත් 	Speaker - Øresnegl på headset (Plantronics Blackwire 3220 Series) Connected	 ✓
Đ	Camera - Integrated Camera Connected	S
ę	Network Connected	0
	Close Go to device settings	