

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/verktøjer/bredbaandsmaaleren> (only in Danish)

Compare your results with the chart below.

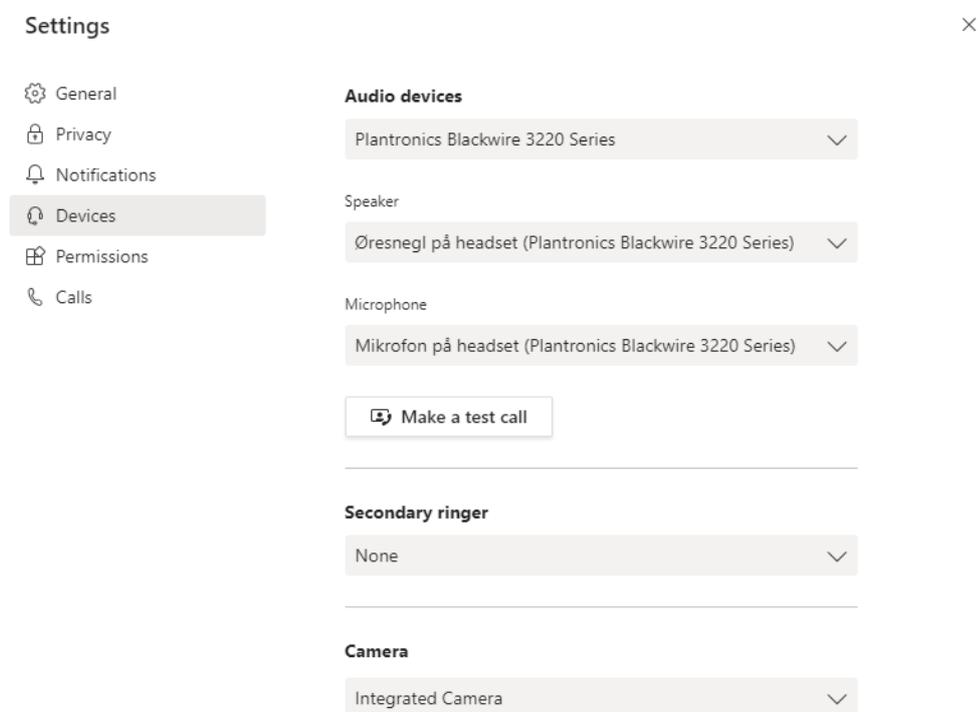
Minimal requirements	Download Mbps	Upload Mbps
Group Video calling	500 Kbps	1Mbps
HD Group video calling	1Mbps	2Mbps

If your internet speed is below the minimal requirements, please contact [Servicedesk!](#)

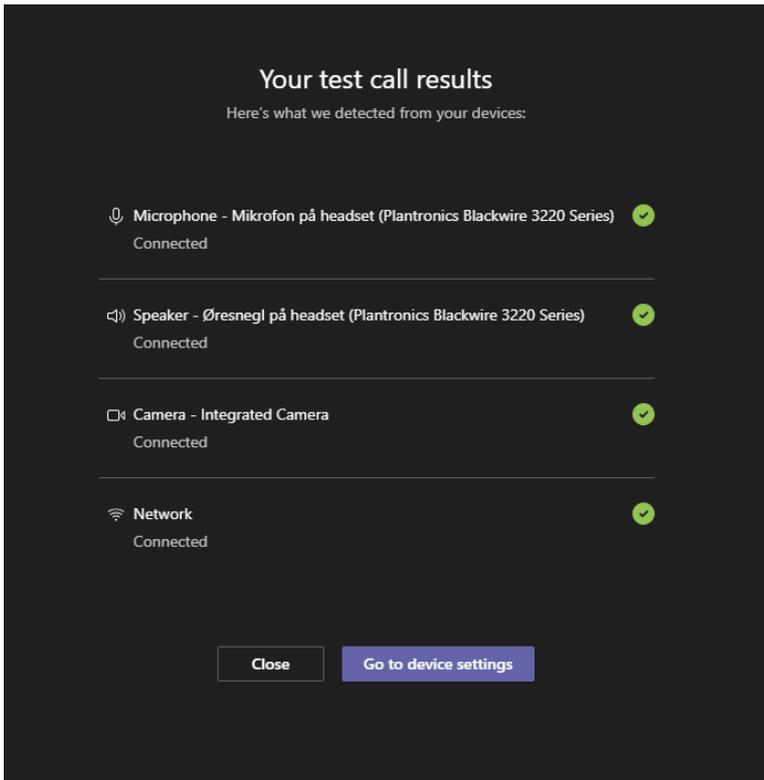
2. Verify correct device setup in Microsoft Teams

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).

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



- Follow the instructions and see the results afterwards.
- If all results are green, everything is as it should be.



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.

