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.

<table>
<thead>
<tr>
<th>Minimal requirements</th>
<th>Download Mbps</th>
<th>Upload Mbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Video calling</td>
<td>500 Kbps</td>
<td>1 Mbps</td>
</tr>
<tr>
<td>HD Group video calling</td>
<td>1 Mbps</td>
<td>2 Mbps</td>
</tr>
</tbody>
</table>

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.