

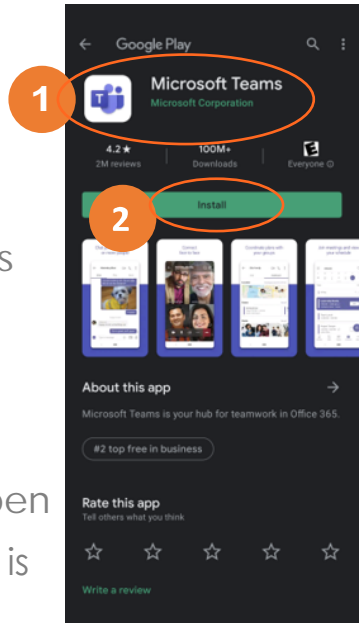
Microsoft Teams Meeting- Dealer/Technician

Download the Mobile App

Ensure you have the Microsoft Teams application downloaded on your smart phone.

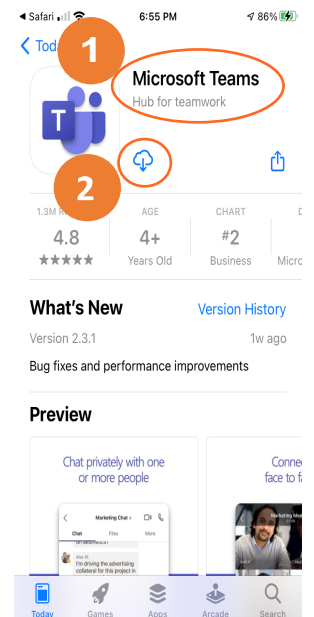
Android Users

1. Open Play Store and search Microsoft Teams
2. Click Install
3. The Install icon should read Open once the install is complete



iPhone Users

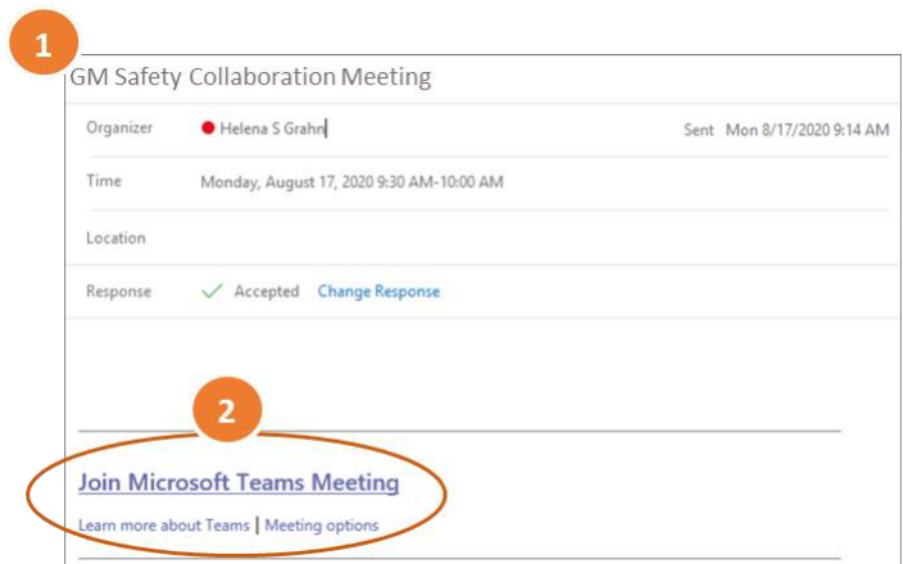
1. Open App Store and search Microsoft Teams
2. Click GET or the Cloud icon
3. The Install icon should read Open once the install is complete



Joining a Teams Meeting

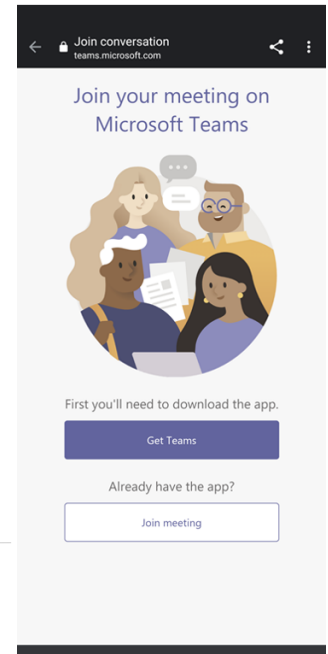
Once the Microsoft Teams App is installed on your phone, open the meeting invite that was emailed to you by the FSE/TAC.

1. From your **Outlook calendar/email message**, open the Teams meeting invitation
2. Click **Join Microsoft Teams Meeting**



Once you have used the hyperlink in the email to join the meeting you will be prompted to Get Teams or Join Meeting. If you do not already have the application installed, click Get Teams and it will automatically take you to the Play store/app store.

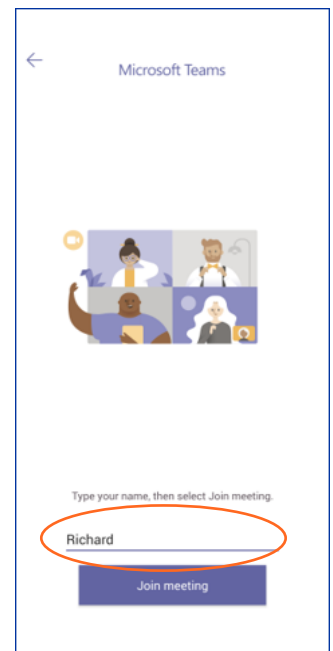
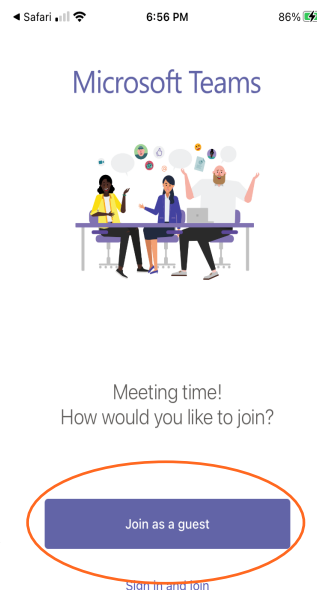
TIP: After installing Microsoft Teams you may have to go back to your email and select the meeting hyper-link again.



Now you can click Join Meeting.

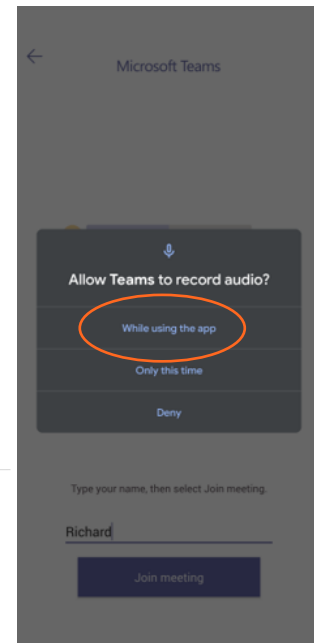
If you have not signed into Microsoft Teams with a Microsoft Account you will be prompted to enter a name to show up on screen in the meeting.

It is not necessary to sign into Microsoft Teams in order to join a Teams Meeting.



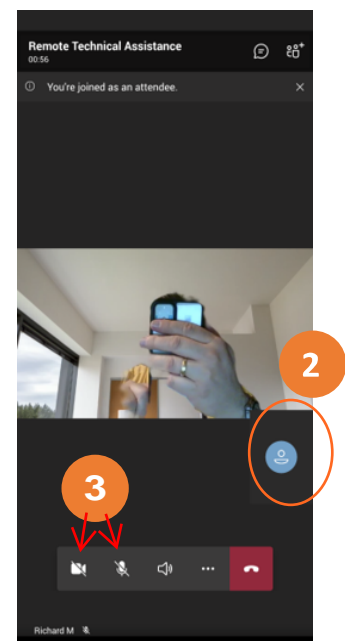
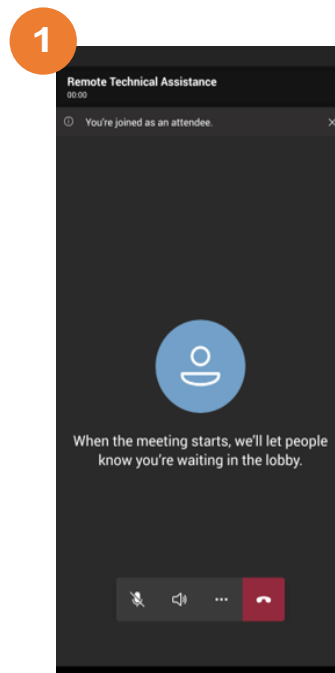
Android Users

The first time you join a meeting, your device will ask you to give permission to the application to record audio. Select While using the app



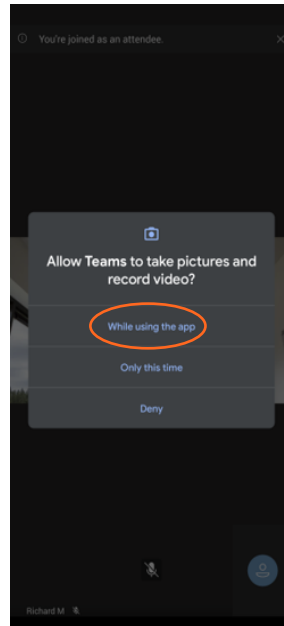
Android & iPhone Users

1. Once you join the meeting, you will enter the lobby until the host admits you into the room
2. A default logo will appear until you turn on your camera
3. Turn on camera and unmute your microphone



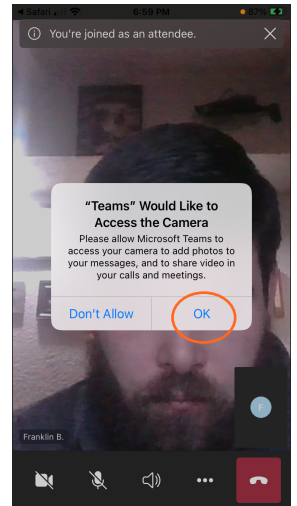
Android Users

The first time you turn on your camera, your device will ask you to give permission to the application to record video. Select While using the app



iPhone Users

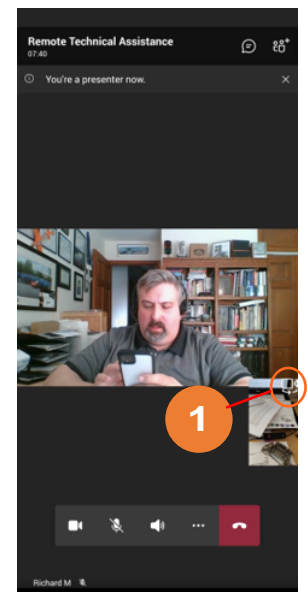
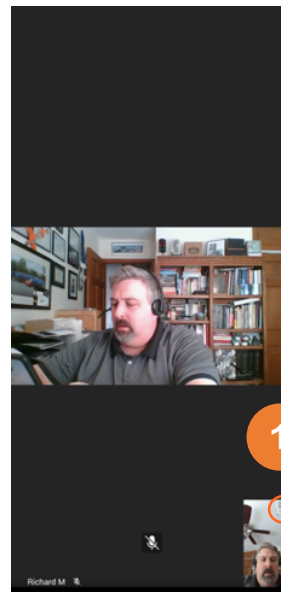
The first time you turn on your camera, your device will ask you to give permission to the application to access your camera. Select OK



The application defaults to the selfie camera for the meeting.

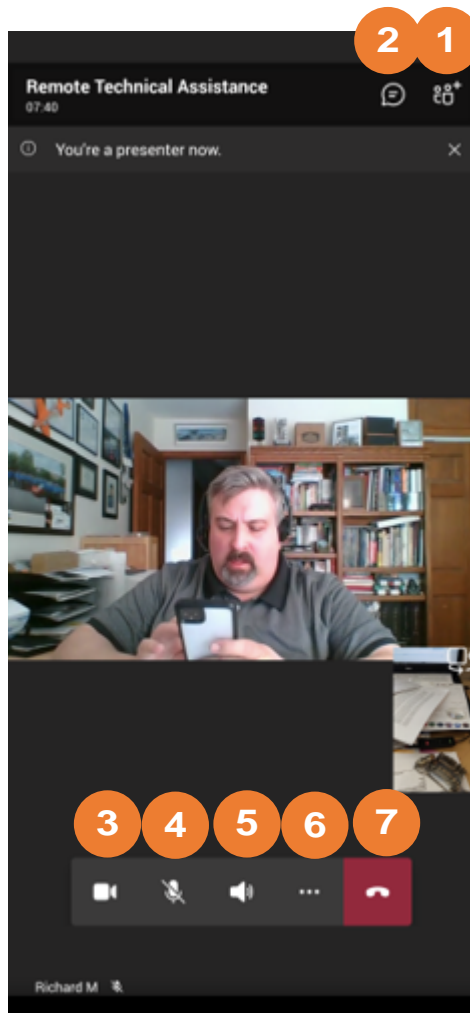
1. You can change to the camera on the back of the phone by pressing the small icon in the corner of your selfie view

This will change the video source to the back camera and allow you to point your camera at areas of interest while seeing the image you are sharing.



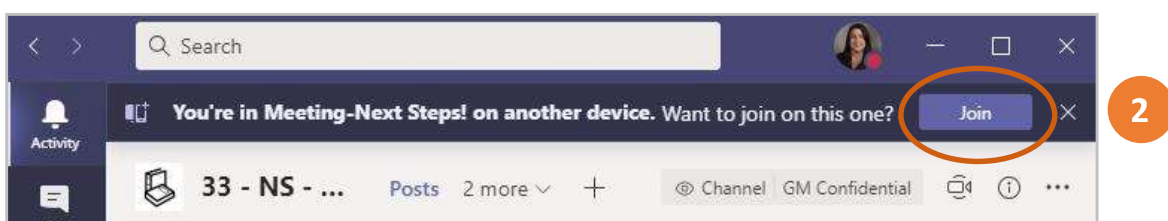
Teams Meeting Layout

1. **Participant Pane** Show / Hide – Active Speakers will appear with a purple glow around their photo
2. **Conversation** Show / Hide – Use the **Conversation** button to respond to chat notifications in the meeting
3. **Camera** On / Off
4. **Mute** On / Off
5. **Audio** options such as speaker phone and ear speaker
6. Ellipsis (3 dots)- Houses multiple options, including Share screen
7. **Leave** to exit the meeting



Transfer a Meeting Between Devices

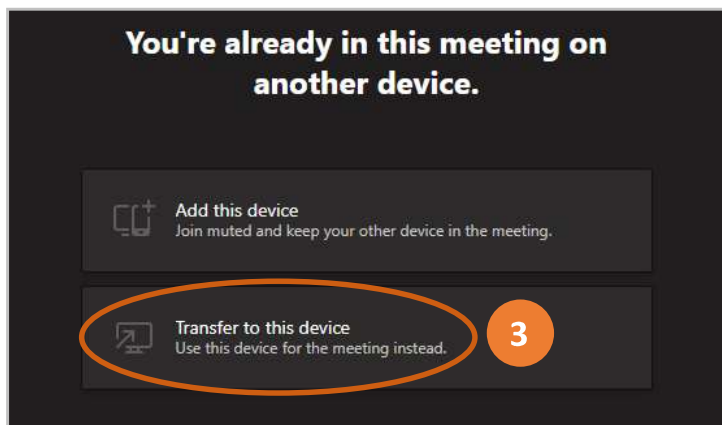
Microsoft Teams provides you with the ability to seamlessly transfer a meeting from one device to another. You just need to ensure you have the Teams application on both devices first.



1. Open Teams (mobile app or desktop app) on the second device. You will see a banner at the top of the screen stating that the meeting is in progress.

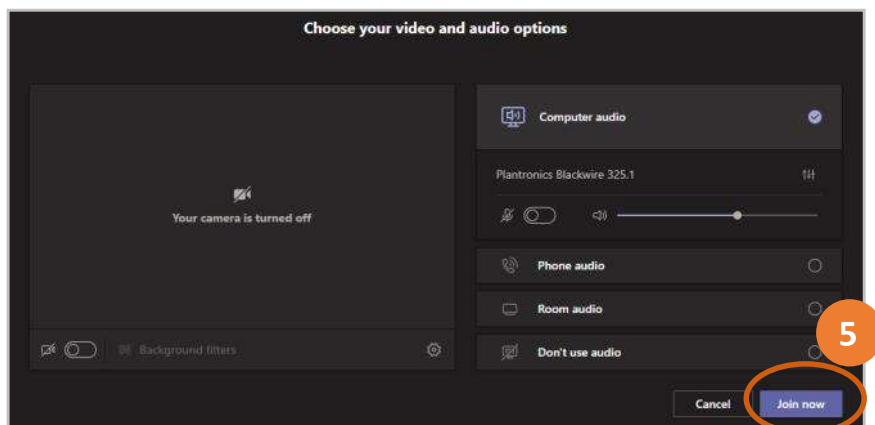
2. Click **Join**

3. Select **Transfer to this device**



4. Adjust your audio/video settings, as needed

5. Click **Join now** or **Transfer now** (depending on the device)



Best Practices

Wifi vs. Cell connection

Recommend using the best connection

Lighting Tips

1) Improve the lighting by turning on all nearby room lights, shop lights, etc.

2) Have a flashlight on hand in case we need to look at an area that tends to have no lighting. i.e under a seat, etc. We can move the phone and flashlight around to get a clearer picture.

Phone position

Best practice is to hold the phone in the landscape position. This will allow a better picture for the operator on the FSE/TAC side.

Picture zoom

You can zoom into the video by "pinching" the screen, as you would with a picture on your phone.

Audio

Ear buds are recommended for the best audio clarity during the call

Sharing PicoScope, GDS, SI screens

FSE/TAC will instruct to join via your PC to allow for better screen sharing, as using the video on your phone for this is not ideal. If you have access to an external web-cam, this can be very useful