

MICROSOFT TEAMS TROUBLE SHOOTING CHEAT SHEET

PROBLEM	SOLUTION
I CAN'T HEAR THE PRESENTER	<ul style="list-style-type: none"> • LEAVE THE TEAMS MEETING AND RESTART YOUR COMPUTER. • CALL THE PHONE NUMBER/CONFERENCE ID # PROVIDED IN YOUR "WELCOME TO SAN JOAQUIN COUNTY" EMAIL (AT THE END OF YOUR TEAM MEETING LINK) • COPY AND PASTE THE LINK ONTO A WEB BROWSER INSTEAD OF USING THE TEAMS APP (OR VICE VERSA) • USE HEADPHONES IF THE AUDIO IS LOW
I CAN'T SEE THE PRESENTER OR THE PRESENTER'S SCREEN	LOG IN ON A DESKTOP OR LAPTOP. DO NOT USE THE TEAMS APP ON AN IPAD/PHONE
I CAN'T USE THE CHAT FUNCTION	LOG IN ON A DESKTOP OR LAPTOP
I DO NOT HAVE A COMPUTER, LAPTOP OR A STABLE INTERNET CONNECTION	PLEASE CONTACT YOUR DEPARTMENT ASAP: https://www.sjgov.org/government/department-list
THE TEAMS SCREEN/PRESENTER IS GETTING CUT OFF	RIGHT CLICK ON YOUR TEAM'S SCREEN AND SELECT "FIT TO FRAME".

QUICK TIPS

- DO NOT USE THE TEAMS APP ON AN IPAD/PHONE - CHAT FUNCTION IS SOMETIMES UNAVAILABLE
- FAMILIARIZE YOURSELF WITH THE TEAMS APP
- TEST THE TEAMS LINK AND MAKE SURE YOU ARE ABLE TO OPEN THE LINK
- RESTART/PREP YOUR COMPUTER THE MORNING OF NEW EMPLOYEE ORIENTATION
- MAKE SURE YOU HAVE A STABLE INTERNET CONNECTION (NO PHONE HOT SPOTS)

For tech assistance, please call 209-953-7563