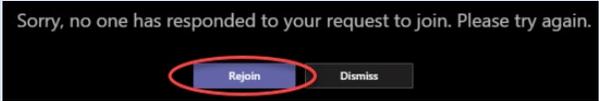
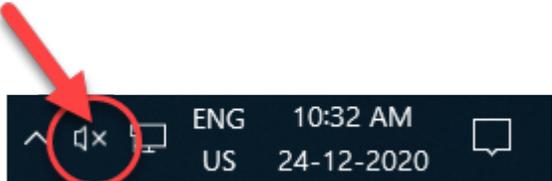
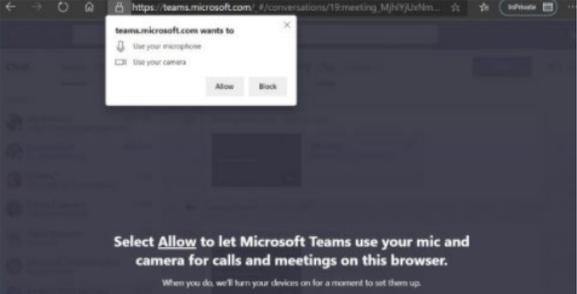
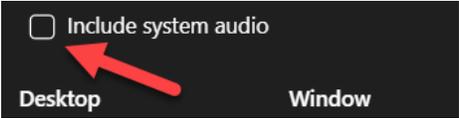


# TEAMS TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
"I managed to connect to the hearing but was suddenly disconnected."	Your network connection lagged or was interrupted.	Try connecting again. If that doesn't work, unplug and restart your internet router and computer. If you are using a phone, restart your phone.
"The video and sound kept cutting in and out."	Someone's network connection is too slow or is being interrupted.  If the image and sound quality are interrupted, ask whether other participants can still hear you. If so, continue speaking as the image will reappear once bandwidth returns to normal.	Ask if other parties can hear and see the video to determine if you or another user has the issue. If it is you, try turning off incoming video "More Actions/options" – this will allow your computer to free up some resources to focus on the audio  Or,  Try to connect to the network using an Ethernet cable instead of Wi-Fi.
"There is an echo."	A participant's speaker is too close to the microphone.	They should move the speaker away from their microphone. Participants should also mute their mic when they are not speaking. <b>We recommend using a headset to avoid feedback.</b>
"There is background noise."	A participant did not mute their microphone. 	Participants must make sure to mute their microphones when they are not speaking.  If you are wearing a headset, adjust your microphone so that it is not touching any clothing.
"I have been waiting in the virtual lobby for almost 30 minutes, and I have been removed from the lobby."	If you have joined early or the court is delayed (25 minutes or longer) and you have not been admitted, you will be removed from the lobby and will need to rejoin.	Please rejoin the meeting.  
"I am unable to hear the participants."	Device speaker settings.	Try adjusting device speaker settings or audio control. They may be turned off or are set low.  

<p>"I am unable to share my audio/video in Teams on my smartphone."</p>	<p>Make sure your webcam and microphone are selected before joining or starting a call. When you join, you will see a toggle switch for your microphone and camera. Make sure both are turned on.</p> <p>If that still does not work, then the problem might be due to permissions/privacy settings.</p> <p>Your browser/device settings may ask if it is okay for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting.</p>	<p>Check your device settings</p>   
<p>"Teams keeps freezing or is unresponsive."</p>		<p>Try force quitting the app and launching it again.</p> <p>If you are on a mobile device try restarting your device and rejoining the teams meeting. If that doesn't work, try restarting your computer or device.</p>
<p>"I am having issues with incoming audio."</p>		<p>If you are using the Teams desktop software or mobile apps you can switch on real-time closed captioning to fill in audio gaps. From the Teams meeting window, click or tap to the <b>three-dots/more-actions</b> icon. A menu appears. Select "Turn on live captions." Once activated, the closed captioning will only appear for you <i>(desktop version of Teams only)</i></p>
<p>"Some features/options are unavailable to me on Teams."</p>		<p>Ensure you are <b>using the desktop software</b> for Teams — <b>not the web browser version of Teams</b>. Joining Teams on the web browser limits features.</p>
<p>"I am unable to present/share."  (Note: <b><u>Only if directed by the Court</u></b> )</p>	<p>You may have been assigned the attendee role, which limits access to presenter features.</p>	<p>You will need to be promoted by the organizer to present.</p> <p>Select share. Select the document you want to share on the screen for <b><u>all participants to see</u></b>. This option may only be available if the Court gives permission for participants to share;</p> <p>After you select what you want to show, a red border surrounds what you are sharing. Select Stop sharing to stop showing your screen</p>

<p>"I am trying to present a video and there is no sound"</p> <p>(Note: <b><u>Only if directed by the Court</u></b> )</p>		<p>If you are presenting evidence with audio you must select "<b><u>Include System audio</u></b>"</p> 
<p>"I only view four participant videos – other participants are able to view nine"</p>	<p>You are using Teams on the web (Edge or Chrome browser)</p>	<p>For a larger gallery use the <b>desktop version of Teams</b>.</p>
<p>"I cannot see one of the participants by video"</p>	<p>Teams prioritizes participants who have their video turned on and those who're speaking the most.</p>	<p>You can <i>pin</i> a speaker or multiple speakers so that their video appearance is more prominent or stays visible regardless of speaking order.</p> <p><b>COMPUTER</b> - right click the participant and select <b>Pin</b>. If you change your mind, right click again and select <b>Unpin</b>.</p> <p><b>SMARTPHONE/TABLET</b> – tap and hold the participant and select <b>Pin</b>. If you change your mind, tap and hold and select <b>Unpin</b>.</p> <p>The video will be pinned to <u>your view</u> regardless of who's talking. You can pin as many video participants as will fit <u>on your screen</u>.</p>
<p>"Someone's cropped out of the video or it only shows part of their face"</p>	<p>Teams crops some videos to make them fit your screen better.</p>	<p>Right click on the cropped video and select <b>Fit to frame</b> to see the entire video.</p>

**NOTE: If you have been unable to resolve your issue using the Teams Troubleshooting Guide:**

1. Leave the hearing, and sign back in using the email invitation link.
2. If you are still experiencing issues, restart your device and try again.
3. If the issue persists, please delete and re-download the application.