



Microsoft Teams | Best Practices For Sutphen Customers

Sutphen recognizes the need to offer virtual experiences as we all adapt and overcome the current, ever-changing circumstances.

This one-page document will outline Sutphen's virtual outlet, Microsoft Teams, with numerous best practices, points of note and recommendations.

Best Practices:

- Once your dealer or project coordinator/engineer sends you the calendar invitation, accept the invitation.
- On the day of the virtual meeting, go to your email's calendar feature and click on the link prompting you to "Join Microsoft Teams Meeting."
- Once within the meeting, your dealer or project coordinator/engineer will admit you into the meeting.
- Now that you are admitted into the meeting, you will be able to see the group. Unmute yourself via the gray bar in the lower middle of the screen to speak. Near the unmute button is a screen hide option. To block your screen, click it, to unblock your screen click the same button.

Recommendations:

- If there are multiple devices on the call within the same location, there may be an echo. If there is an echo, distance from each other to break the echo.
- Be sure that you have charging capabilities close at hand. Between the connection and video images, your battery may drain at a more rapid pace.

Points of Note:

- Your computer will need to have video streaming capabilities and the ability to connect via audio.
- When the person who is administering the final inspection does not talk frequently enough, their video feed may cut. This does not mean that they were lost. Microsoft Team prioritizes the talking over video feed. If you want to see the truck again, have the person at the Sutphen facility speak.
- You are able to record the virtual meeting for future reference. If you would like to record the meeting, view the features within the lower middle gray bar.
- If you would like to a trial run before the final inspection, communicate with your dealer and project coordinator/engineer for a brief test to ensure compatibility.

Helpful Links:

- <https://support.microsoft.com/en-us/office/using-video-in-microsoft-teams-3647fc29-7b92-4c26-8c2d-8a596904cdae>