Avidian

Transition to Microsoft Teams for Communication and Support

Please keep in mind these steps may be different for your organization

We have transitioned to **Microsoft Teams** for all communication needs, including phone calls, meetings, and remote support via the **Teams Control** feature.

To ensure seamless collaboration and support, please work with your IT department to implement the necessary configurations. If you would like Avidian Support to view your Avidian Applications and assist remotely, your IT team must enable specific settings within your Microsoft Teams environment.

General Setup Guidelines

Please note that your organization's configuration may vary. We recommend working closely with your IT administrator to tailor these settings appropriately.

1. Microsoft Teams Installation

- Ensure Microsoft Teams is installed and updated on all workstations.

2. Remote Control Configuration

- Configure Teams settings to allow remote control during support sessions.
- Verify that firewall and security settings permit Teams communications and remote-control sessions.

## Microsoft Teams Configuration for Remote Access and Sharing

These steps are intended for IT administrators. Please keep in mind that exact steps may differ depending on your organization's policies and setup.

Part 1: Enable External Access

Purpose: Allow users to chat, call, and meet with people outside your organization.

Steps:

1. Sign in to the Teams Admin Center: https://admin.teams.microsoft.com
2. Navigate to: **Users → External Access**
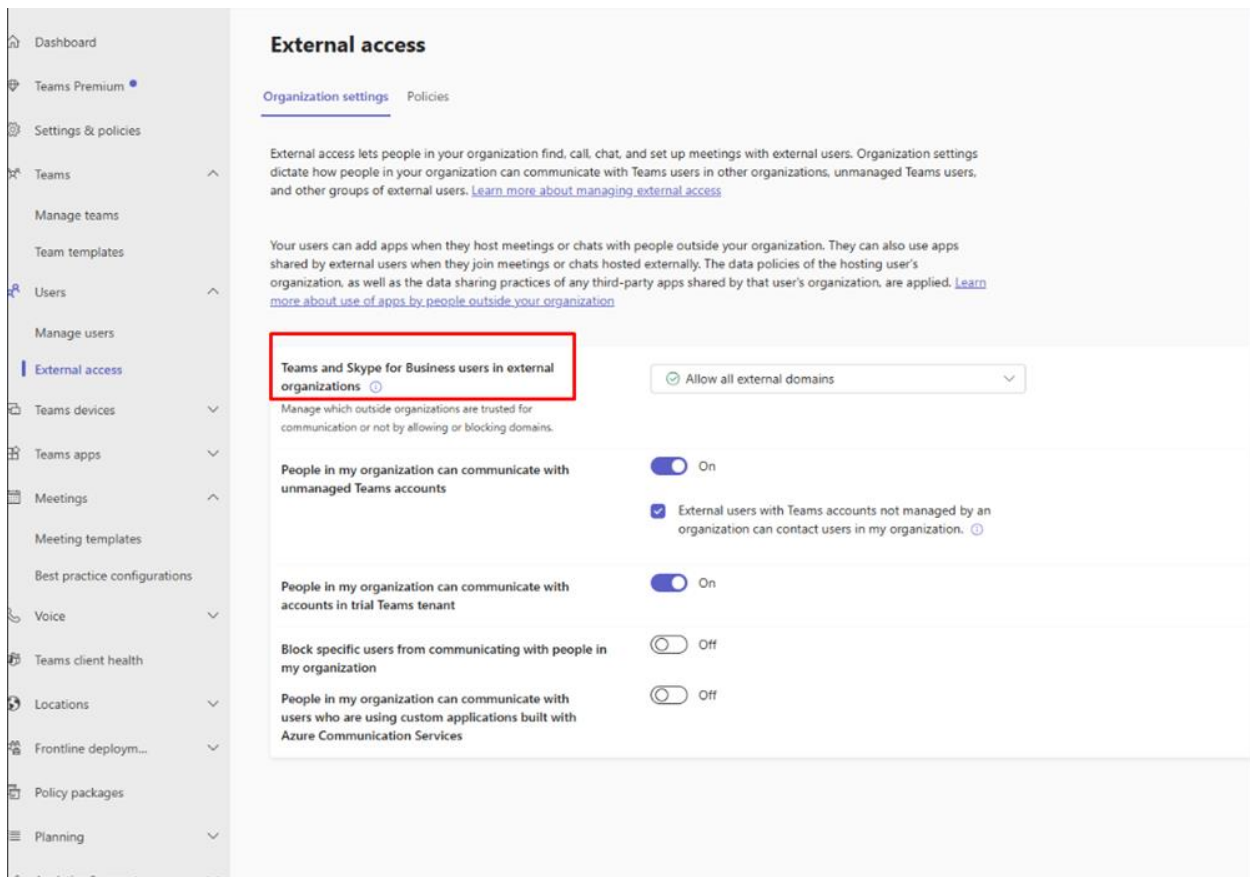
3. Configure External Access:
   - Toggle **"Users can communicate with Skype for Business and Teams users"** to **On**.
   - Choose one of the following:
     - **Allow all external domains** – for broad collaboration.
     - **Allow specific domains** – add **Avidian.com**.
     - **Block specific domains** – to restrict unwanted external communication.
4. Save changes.
   Note: Changes may take up to 24 hours to propagate.

Part 2: Enable Remote Control (Screen Sharing)

Purpose: Allow external users (e.g., Avidian Support) to request or be given control during screen sharing in meetings.

Steps:

1. In the Teams Admin Center, go to:
   Meetings → Meeting Policies → Global (Org-wide)
2. Under **Content Sharing**, set
   "Allow an external participant to give or request control" to **On**.
3. During a meeting, this will allow the external user to:
   - Share their screen.
   - Request or be given control of the workstation by clicking **'Give Control'**.