

## REMOTE SERVICE

Here are the steps to use the remote control feature in Microsoft Teams during a meeting or call:

1. **Start or join a Teams meeting** with the person whose screen you need to control.
2. **Ask them to share their screen** by clicking **Share content** (the screen icon) in the meeting controls and selecting the screen or window they want to share.
3. Once their screen is visible, **hover over the shared screen** and click **Request control** from the toolbar at the top.
4. The other person will receive a prompt to approve your request. They must click **Accept** to grant you control.
5. After approval, you can interact with their screen as if you were using their device. Both of you will have control, so communicate to avoid conflicts.
6. When finished, click **Release control** on the toolbar to stop controlling their screen.

Here are some troubleshooting tips if the Request control option is grayed out in Microsoft Teams:

- **Check Meeting Policies:** Your Teams admin must enable the option for participants to give or request control. In the Teams admin center, under **Meetings > Meeting policies > Content sharing**, ensure that both **Participants can give or request control** and **External participants can give or request control** are enabled. If these are disabled, the option will remain grayed out<sup>1</sup>.
- **Use the Desktop App:** The remote control feature is not supported in the web version of Teams. Both you and the other participant should use the Teams desktop client for this feature to work<sup>2</sup>.
- **Enable Hardware Acceleration:** The feature requires GPU hardware acceleration. If your system does not support it or it's disabled, the control option may not work. Check your system by visiting `edge://gpu/` in Microsoft Edge or `chrome://gpu/` in Chrome. If you see "Software only" or "hardware acceleration unavailable," you may need to enable it or update your hardware drivers<sup>[3]</sup>.
- **Update Teams and Drivers:** Ensure that both Teams and your graphics drivers are up to date, as outdated software can cause compatibility issues.

### Here are the steps to enable hardware acceleration on Windows for Microsoft Teams:

1. **Open Microsoft Teams:** Launch the Teams desktop app on your Windows device.
2. **Access Settings:** Click on your profile picture in the top-right corner and select **Settings** from the dropdown menu.
3. **Navigate to General Settings:** In the left-hand menu, click **General**.
4. **Enable Hardware Acceleration:** Scroll down to the **Application** section and look for the option labeled **Disable hardware acceleration**. If this box is checked, uncheck it to enable hardware acceleration.
5. **Restart Teams:** After making the change, close and restart Microsoft Teams for the setting to take effect.
6. **Verify the Change:** Go back to the same setting to ensure the checkbox remains unchecked, confirming hardware acceleration is enabled.