Microsoft

Module 8

Tips, tricks, & troubleshooting

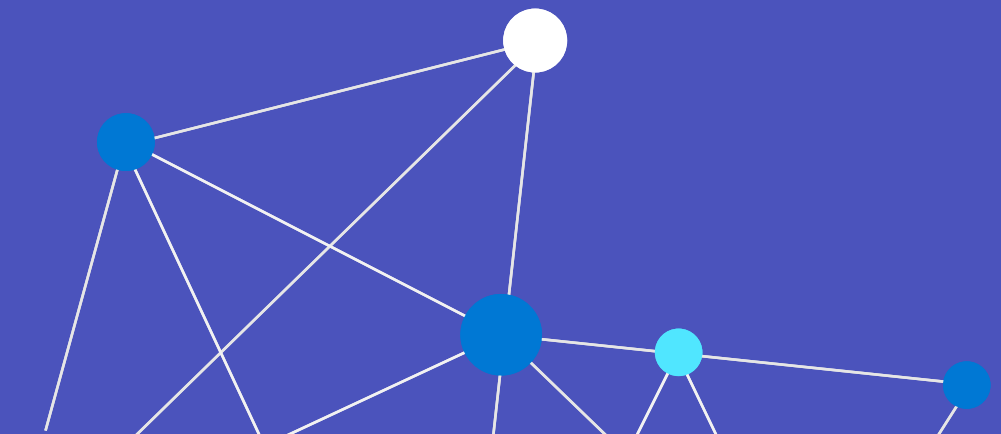
Objectives

Learn how to optimize the meeting experience within organizations

Have a better understanding of additional Teams Rooms features

Know how to troubleshoot Microsoft Teams Rooms

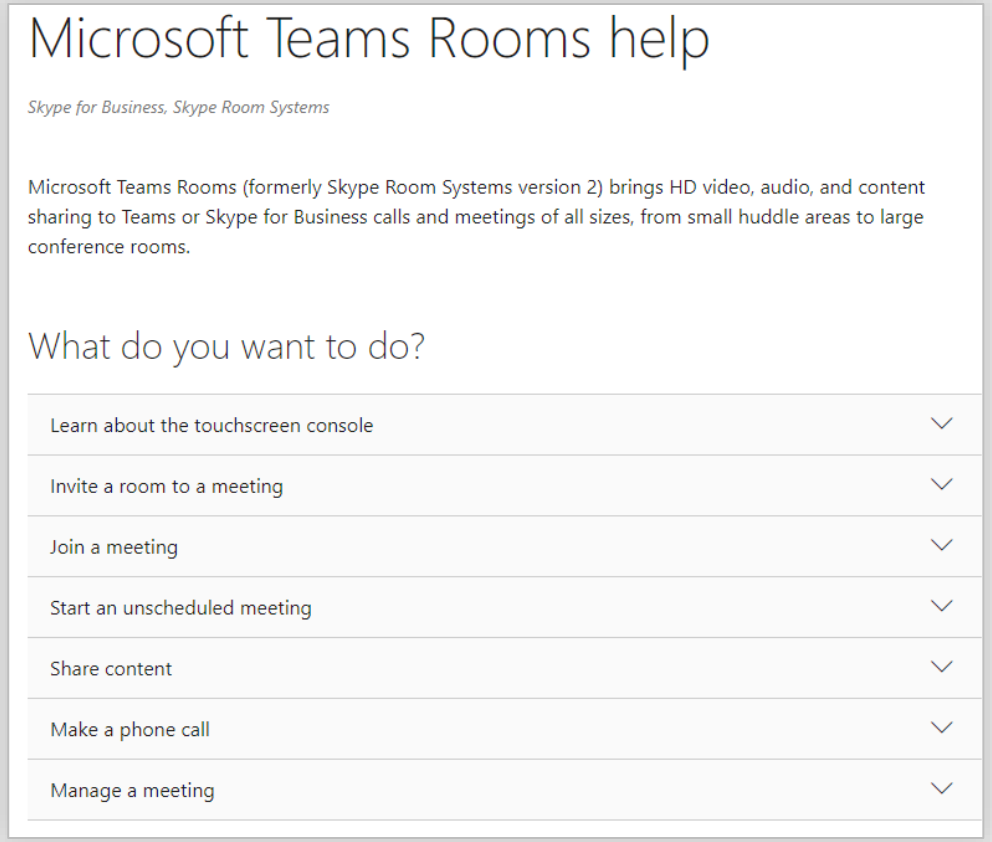
Adoption



Training

Microsoft Teams Rooms

- End User help can be found at aka.ms/TeamsRoomHelp
- An introductory video can be found at aka.ms/TeamsRoomVideo
- Interactive end user training : aka.ms/MicrosoftTeamsRoomsDemo
- Specific help for Microsoft Teams meetings



Training

Microsoft Teams

→ aka.ms/TeamsCustomerSuccessKit
A fantastic download package that contains tons of great materials to help deploy Teams

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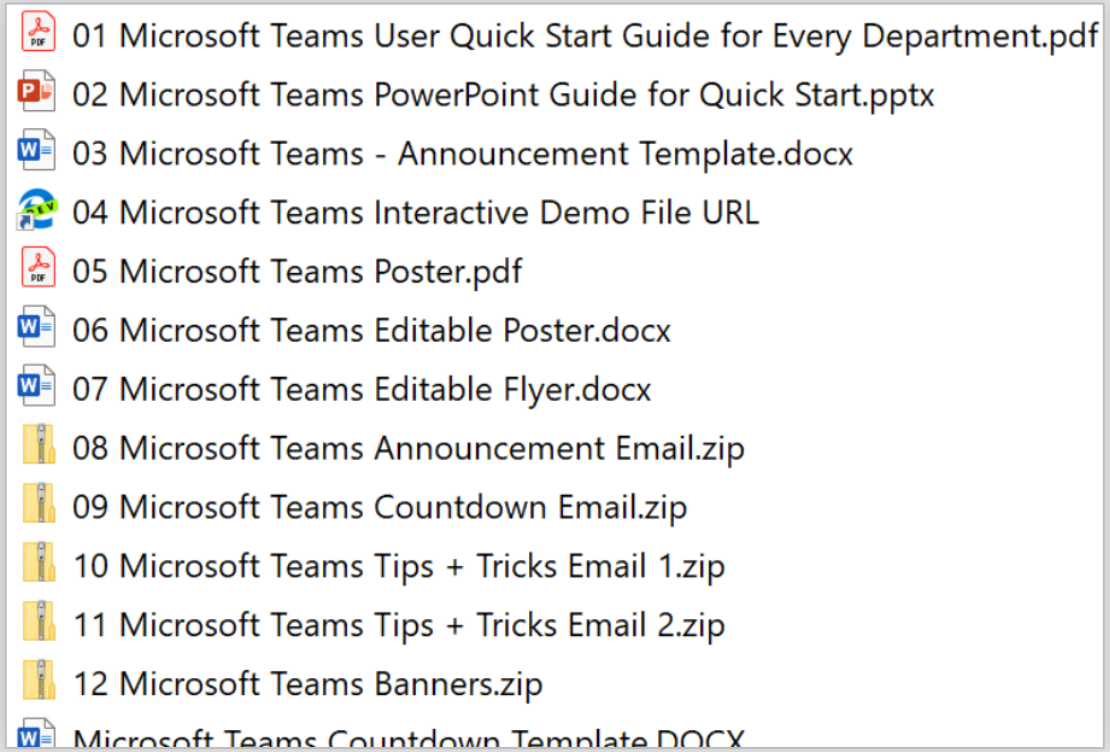
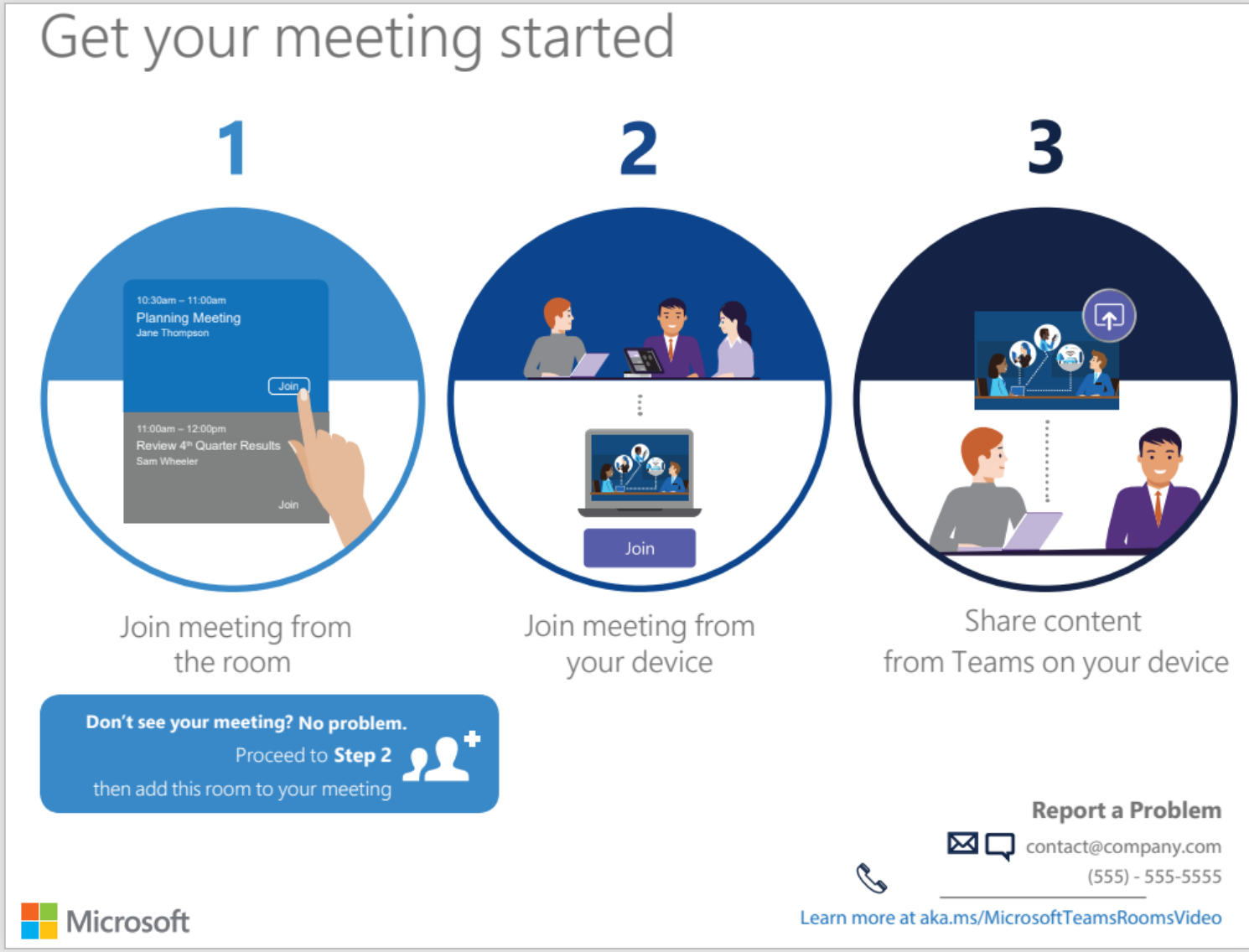
→ aka.ms/Teamstoolkit
Flipbook for customers to learn how to use and deploy Teams

→ SuccessWithTeams.com
In-depth guide for everything Teams (admin, migration, user education videos)



In-room signage

Add signs to conference rooms to assist users who are new to Teams Rooms



Teams meetings coming soon to this room!

Need to join a Teams meeting now? Here's how:

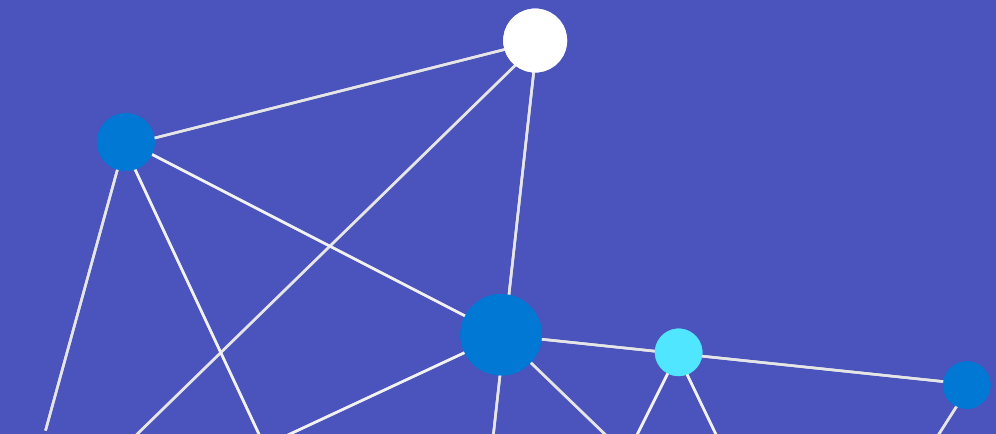
1. Join the Teams meeting from **your** device
2. Mute both your and
3. Tap on the room device
4. Dial the number in the meeting invite
5. Enter Conference ID #

Tap in Teams on your device to share content

In-room signage

Add help directly to the device

Meeting limits and expiration



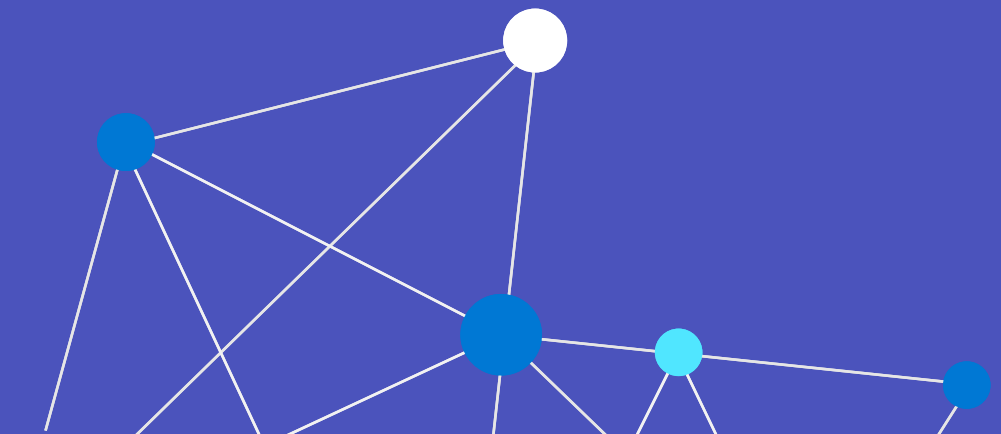
Meeting limits

Feature	Maximum limit
Number of people in a meeting	**300**
Max PowerPoint file size	**2GB**

Meeting expiration

Meeting type	Meeting expires after this much time	Each time you start or update a meeting, expiration extends by this much time
Meet now	Start time + 8 hours	**N/A**
Regular with no end time	Start time + 60 days	**60 days**
Regular with end time	End time + 60 days	**60 days**
Recurring with no end time	Start time + 60 days	**60 days**
Recurring with end time	End time of last occurrence + 60 days	**60 days**

Cloud meeting recording

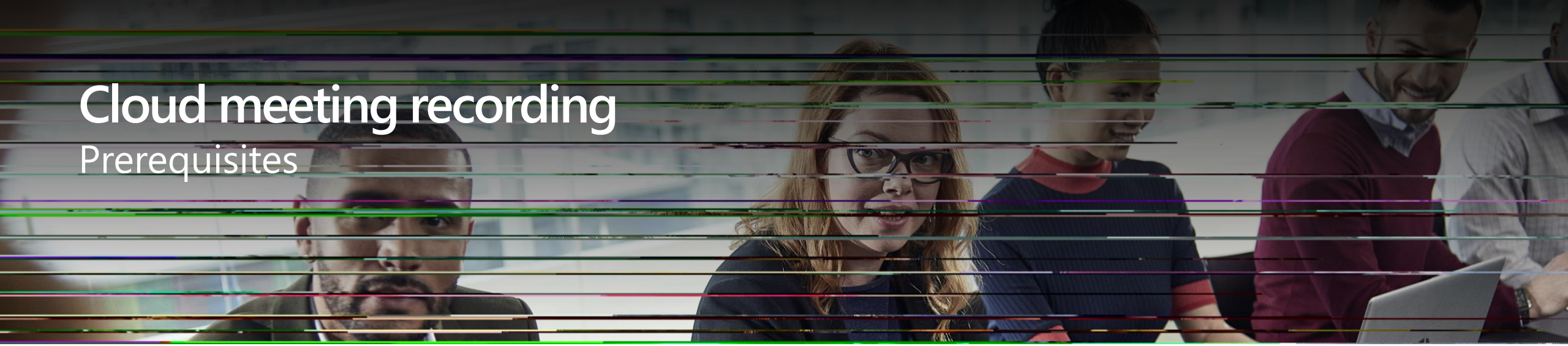


Cloud meeting recording

Users can record their Teams meetings and group calls to capture audio, video, and screen sharing activity

Option for recordings to have automatic transcription, so that users can play back meeting recordings with closed captions and search for important discussion items in the transcript

The recording happens in the cloud and is saved to Microsoft Stream, so users can share it securely across their organization



Cloud meeting recording

Prerequisites

Microsoft Stream must be enabled for the tenant.

User has an Office 365 E1, E3, E5, A1, A3, A5, M365 Business, Business Premium or Business Essentials

User needs to be licensed for Microsoft Stream[1]

User has Microsoft Stream upload video permissions

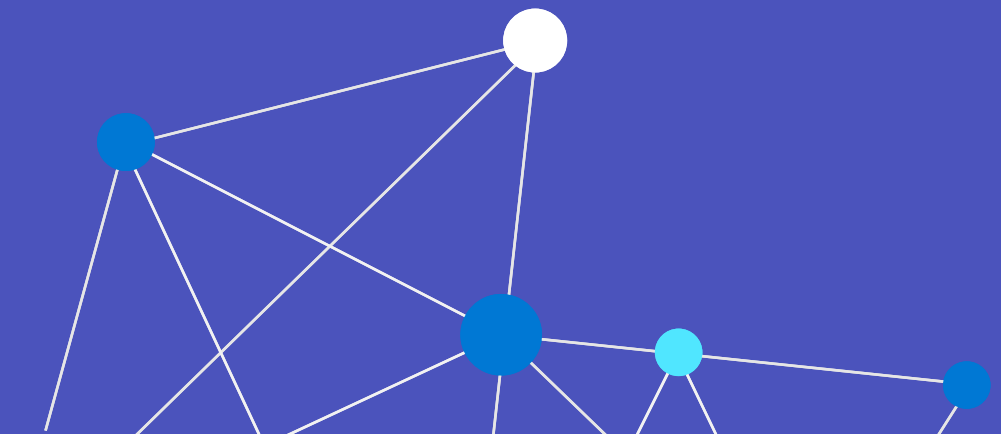
User has consented to the company guidelines, if set up by the admin

User has sufficient storage in Microsoft Stream for recordings to be saved

User has TeamsMeetingPolicy-AllowCloudRecording setting set to true

User is not an anonymous, Guest, or federated user in the meeting

Meeting policies



Meeting settings

Why

Meeting settings are used to control whether anonymous users can join Teams meetings

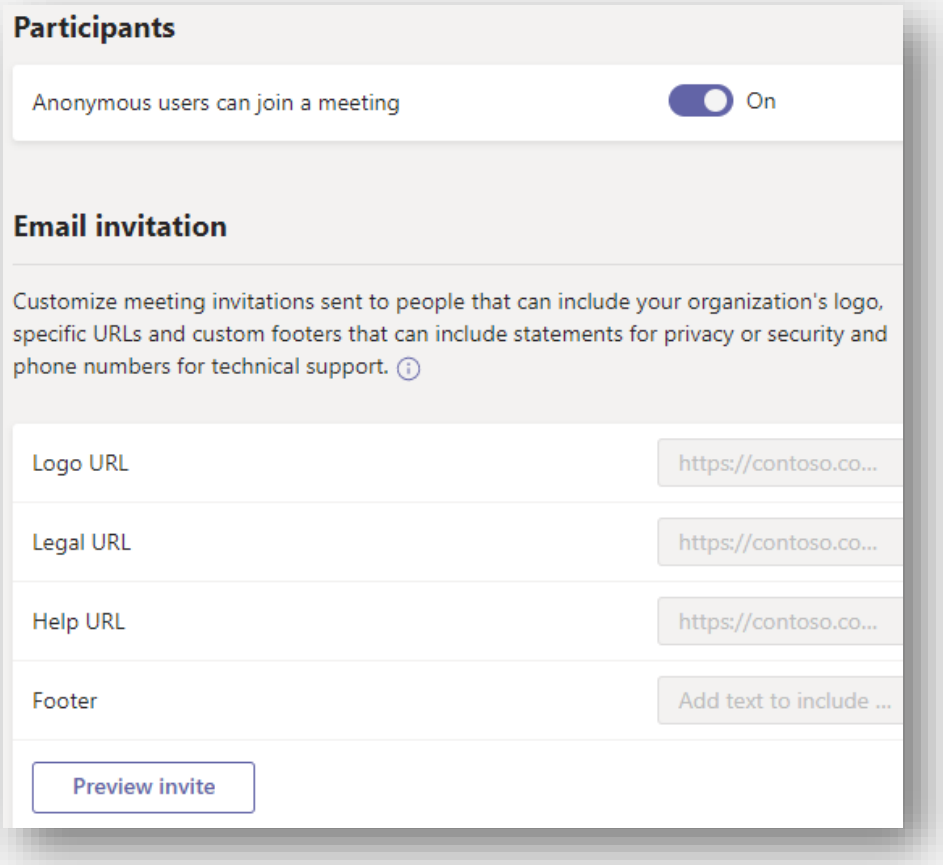
How

Teams settings are configured via the Microsoft Teams Admin Center and Skype for Business PowerShell

Details:
https://aka.ms/teams-meeting-settings

Considerations

Meeting settings will be used for all Teams meetings that users schedule in your organization.
Should anonymous participants be allowed?



Meeting policies

Why

Meeting policies are used to control what features are available to users when they join Teams meetings

How

Teams settings are configured via the Microsoft Teams Admin Center and Skype for Business PowerShell

Details: https://aka.ms/teams-meeting-policies

Considerations

You can use the default policy or create one or more custom meeting policies for people that host meetings in your organization

Meeting polices can be used to limit the ability for users to schedule meetings and to limit meeting features such as audio, video, content sharing or meeting recording

Limiting features might reduce users' ability to collaborate effectively

Does your organization have any requirements around guest or anonymous communication

Meeting policies

Assigned to users

Scheduling

Enable/disable meet now, Outlook add-in, channel meeting scheduling and scheduling of private meetings

Audio & video

Allow transcript, recording, video

Set bandwidth limit

Configure Content Sharing

- Share entire screen, app only or disable completely
- Allow requesting control for internal and/or external users
- Enable/disable PowerPoint sharing, whiteboard and shared notes

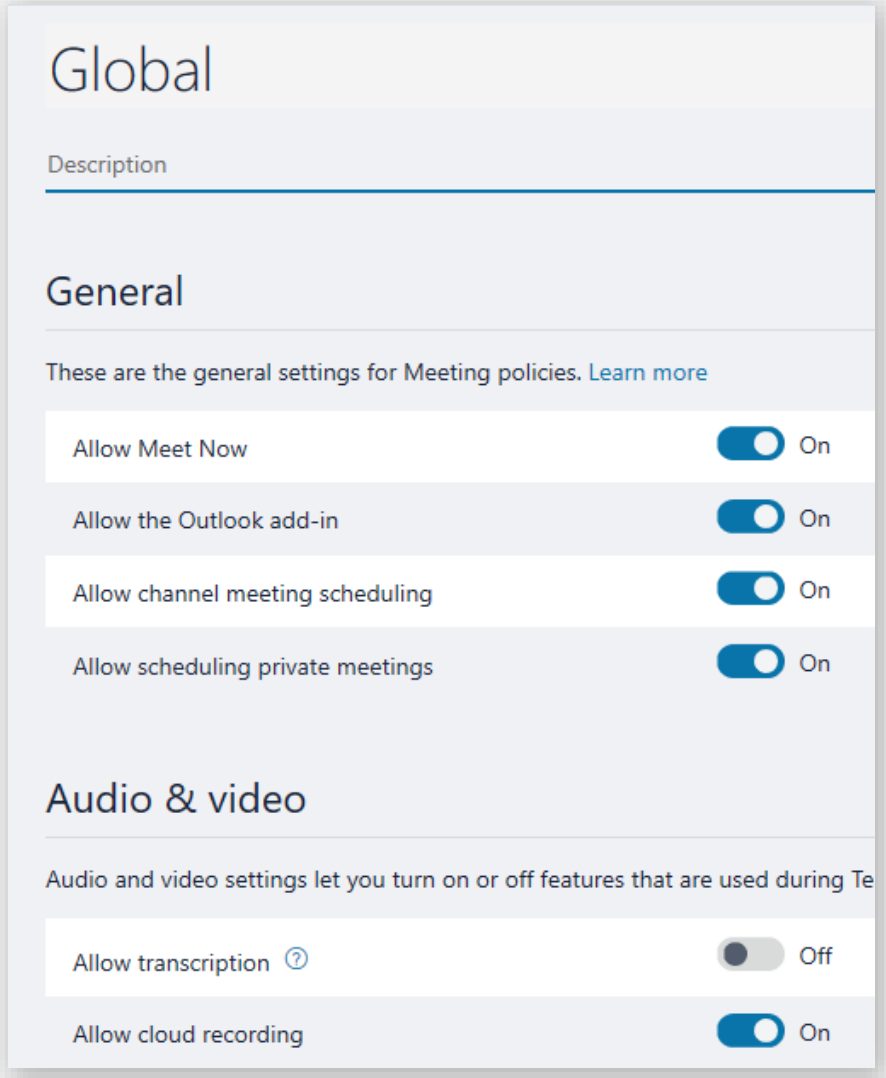
Participant and guest

Enable/disable anonymous users to

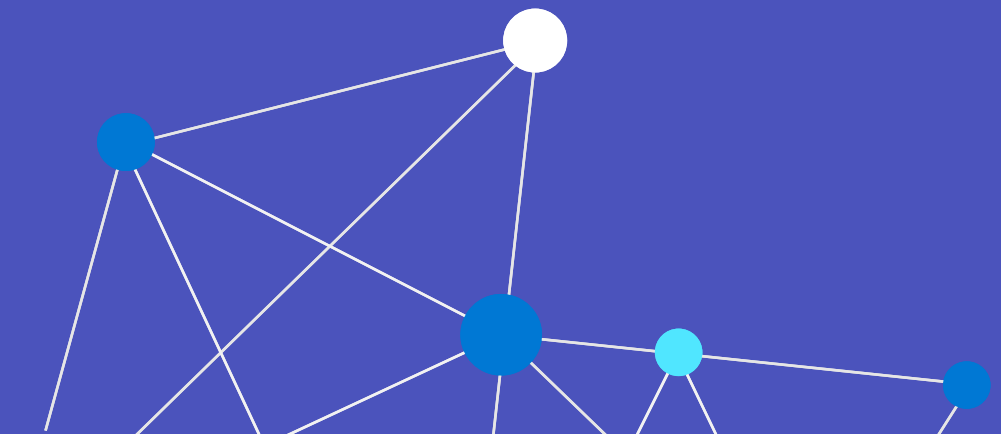
- Dial out (Powershell)
- Start meetings

Automatically admit

- Everyone
- Everyone in your organization
- Everyone in your organization and federated organizations



Proximity join



Proximity beaconing

When a Teams app on a PC or mobile device is close to an available Microsoft Teams Rooms, the proximity sensor in the Teams app detects the Microsoft Teams Rooms in the meeting room and can add Microsoft Teams Rooms to the meeting as a participant.

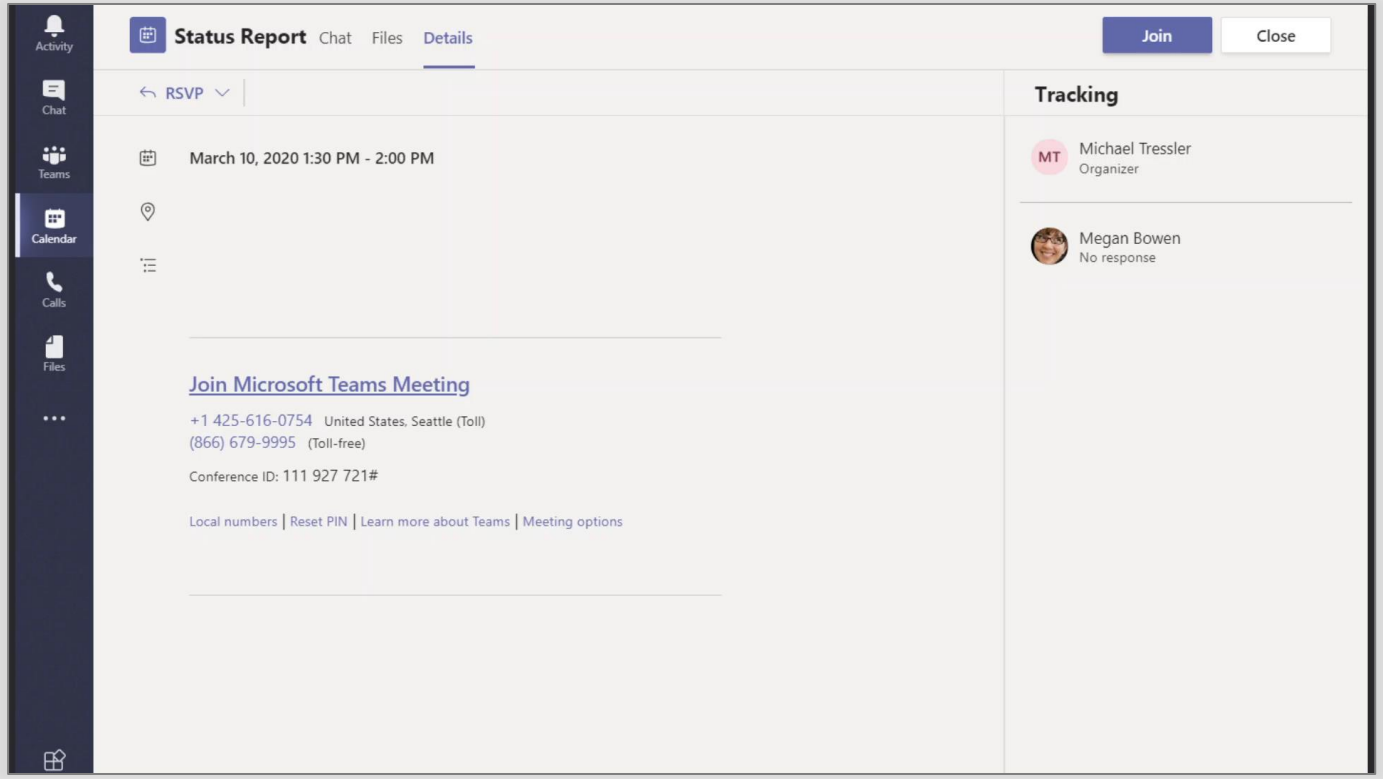
Inside the meeting room, the Front of Room and console will show that a user will have to accept the incoming join. You simply need to access an invitation on the console to bring the room system into the meeting.

The PC or mobile app will automatically go into content-only mode allowing the room to provide audio & video into the meeting without echo and feedback generated by the other clients in the room.

Proximity join

As you walk into an available Teams Room, you can easily add it to your meeting by clicking "**Join and add this room**"

You must be in the Join screen.



Proximity join

Mobile

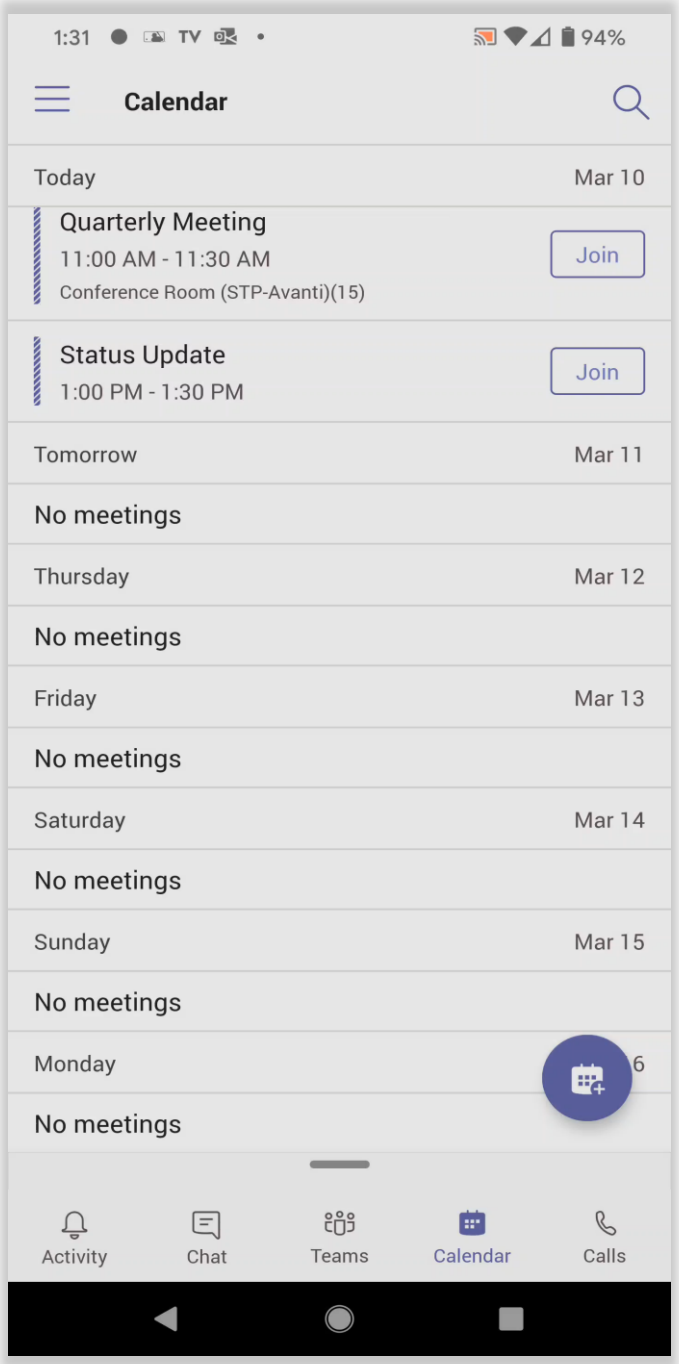
Join a meeting

Tap arrow next to Join Now

Tap Join and add a room

Wait for rooms to populate

Select one and click check mark

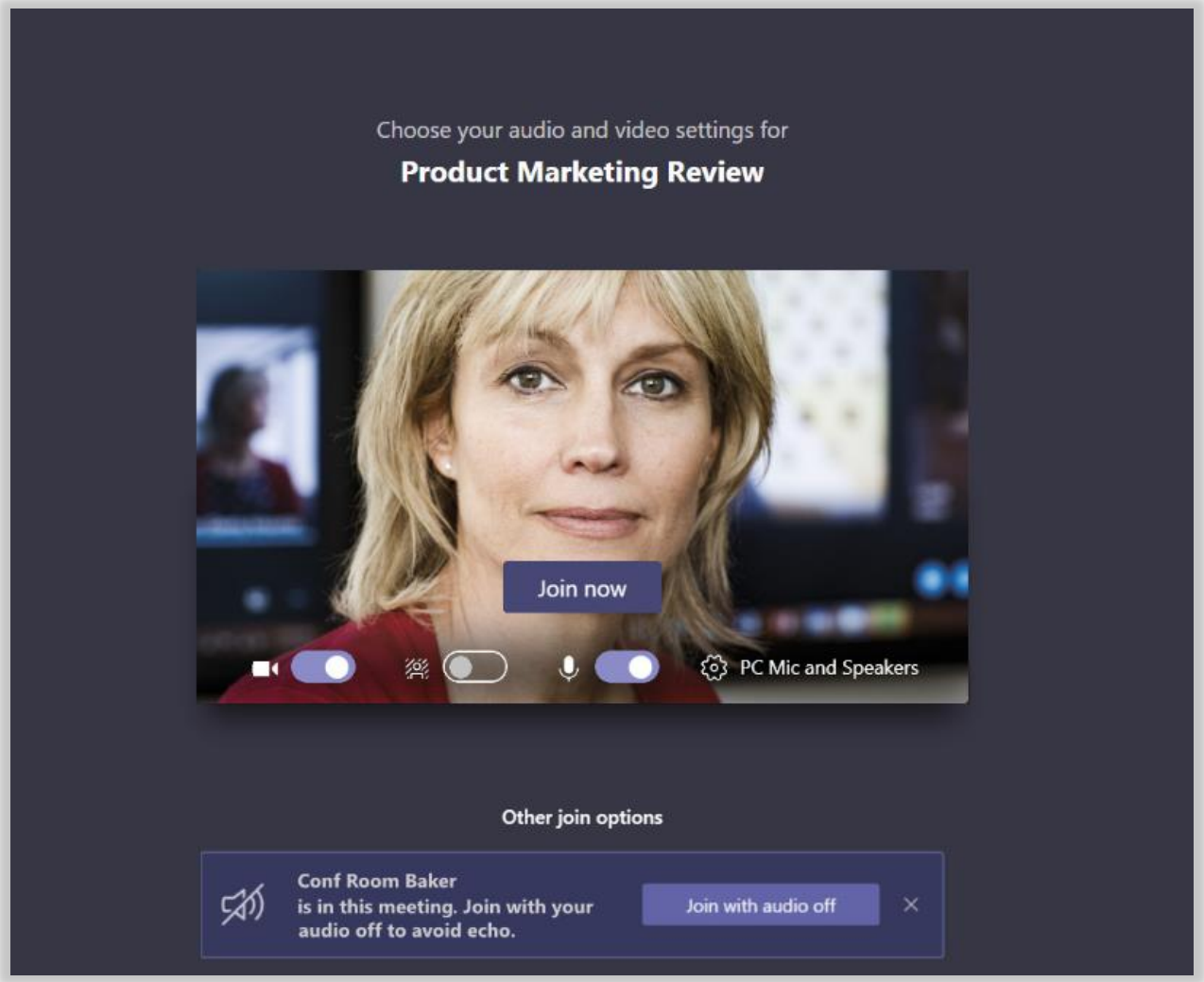


Proximity join

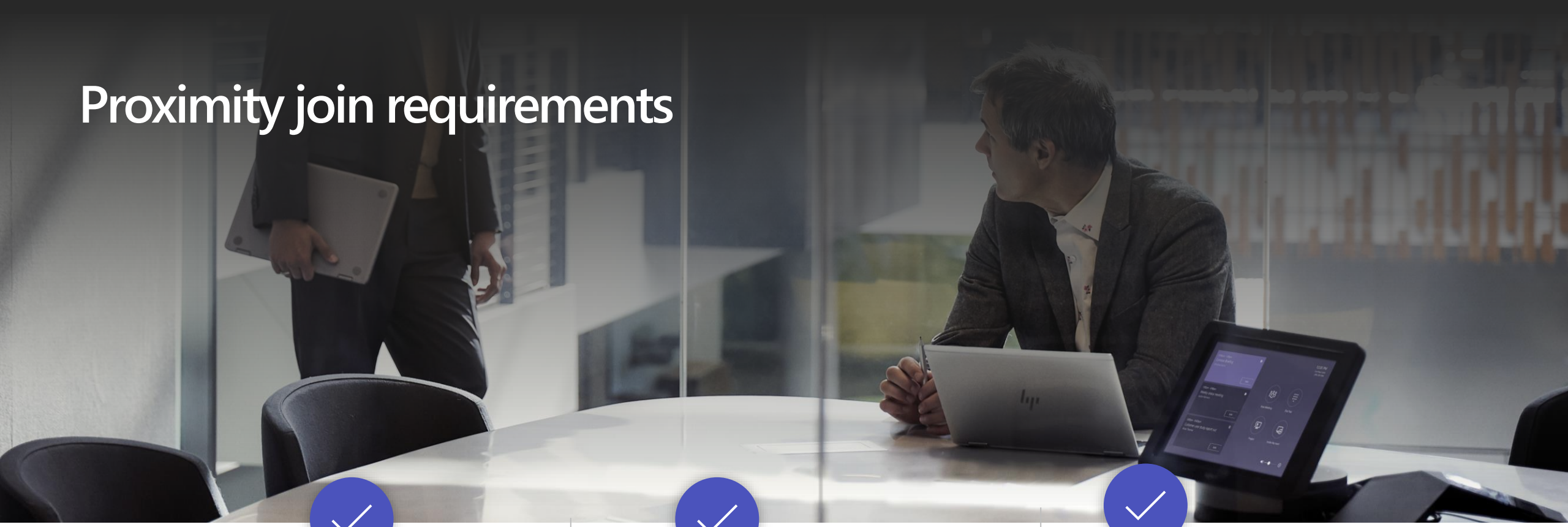
Mute

Proximity Join can also be used to detect if you are in a meeting room with an active Teams Rooms call

It will prompt you to join with your audio disabled



Proximity join requirements



- Windows 10, Android, iOS
- User status not set to Do Not Disturb
- Teams Rooms not already in a meeting or scheduled at this time

Proximity join

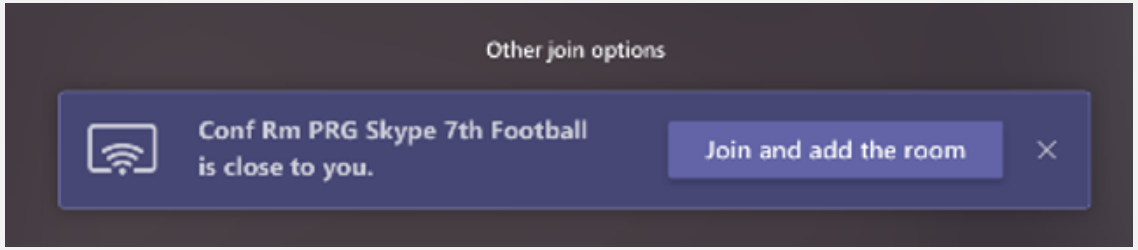
Bluetooth

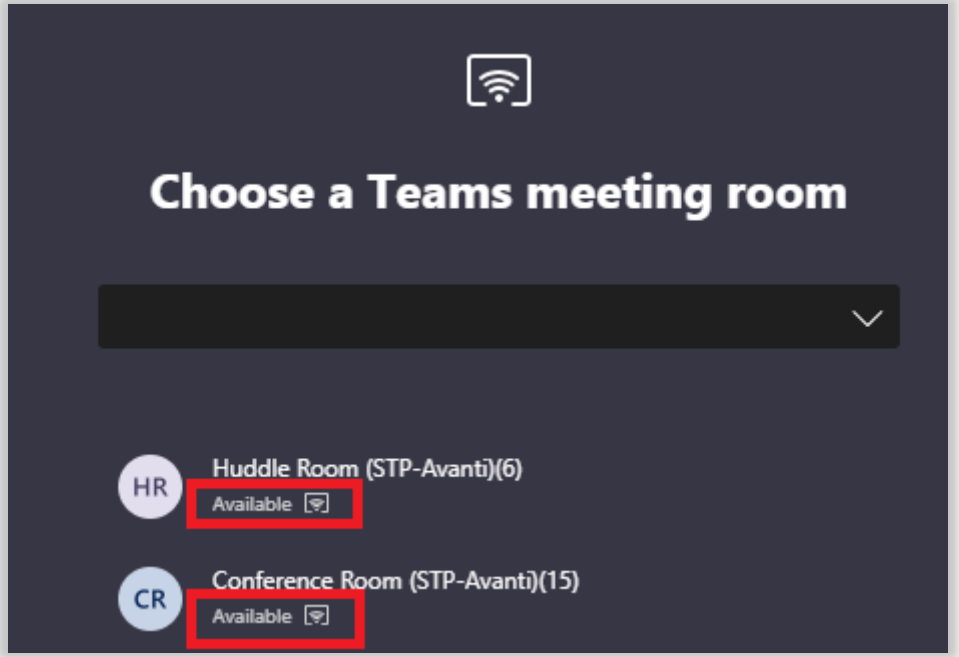
The Bluetooth Low Energy beacon comes from the compute module

This can often be far away, hidden in a desk or behind a monitor

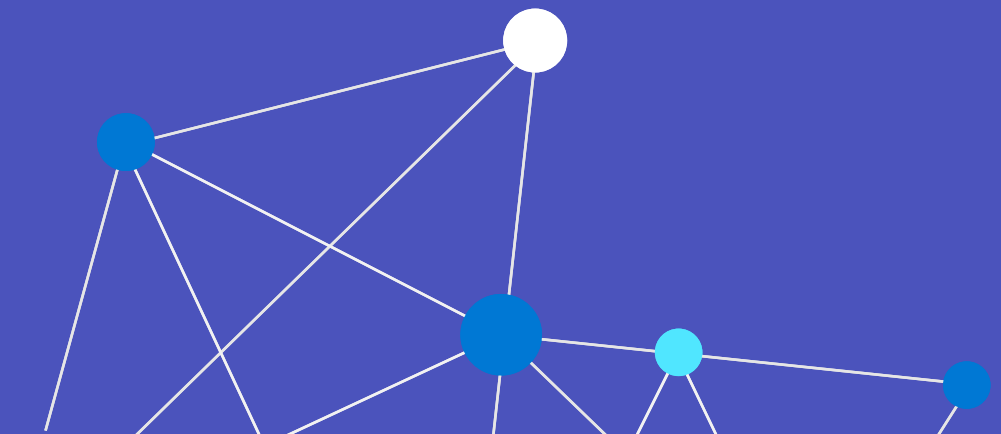
A strong Bluetooth beacon will show the ribbon

A weak Bluetooth signal will show a wireless icon for nearby rooms in the **Add a room** screen





Operations



Updates and monitoring

Windows and Teams Rooms app auto update

Firmware updates

Teams Admin Center

Azure Monitor

Microsoft Endpoint Manager

Walk rooms to validate cabling, cameras, monitors, etc.

In-room equipment

Walk rooms to validate environment

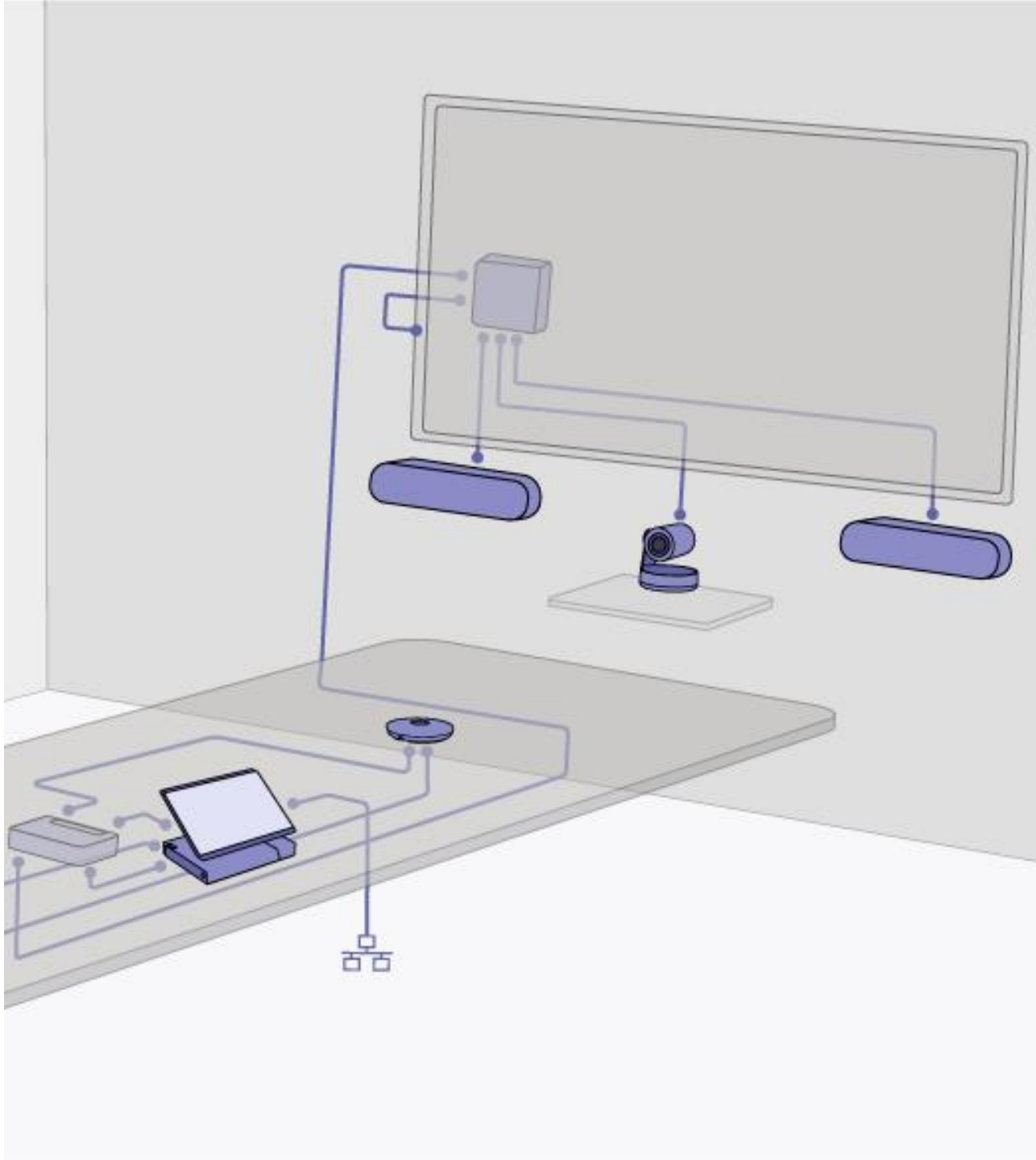
Is cabling still tightly connected

Are cameras connected and functional?

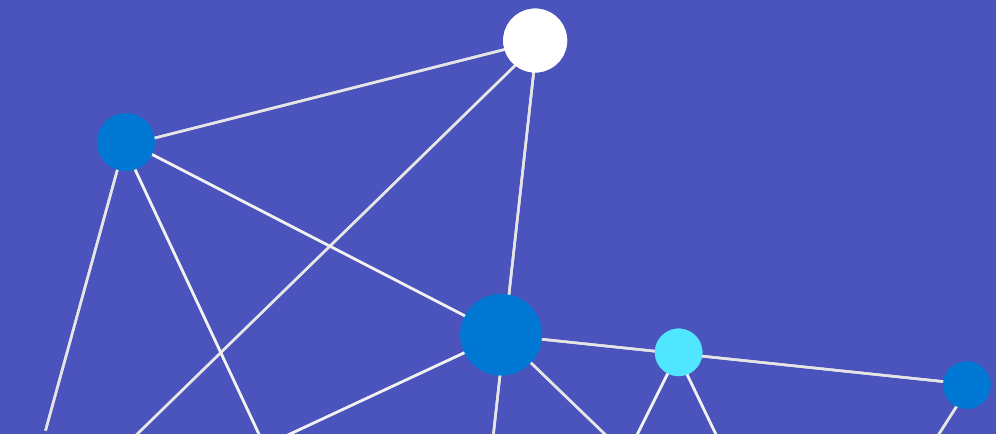
Is the device signed in?

Wipe down the console touch screen

Are HDMI ingress cables damaged?



Troubleshooting



Teams Rooms App issues

Issue

Teams Rooms app is not up to date

Resolutions

Sign in as Admin, go to Windows Store, and update apps

If the app won’t update, use the Microsoft Teams Rooms Recovery Tool

Teams Rooms App issues

Issue

Resource Account can not sign into Microsoft Teams

Resolutions

Sign in as Admin and log in to Microsoft Teams with the Resource Account via the browser. If this works, then likely a proxy/DNS/Licensing issue.

Possible proxy authentication issue

Install and configure the Microsoft Teams Rooms App into the Admin profile to test

Typo on username/password for device account

Skype for Business Online DNS settings required, even in Teams-only usage

For Skype for Business on-premises, make sure Enterprise Root Certificate has been imported

Teams Rooms App issues

Issue

Skype account doesn't automatically log in

Resolutions

Make sure a policy isn't applied that disables AutoAdmin Login

HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon
AutoAdminLogon = (dword) 1

Make sure the password is blank

Make sure that a password expiration policy hasn't applied

Video display issue

Issue

Video image is blurry, colors aren’t accurate, or just doesn’t look right

Resolutions

Make sure you are using the correct cabling as required by the manufacturer

Verify cables are tightly connected

Make sure that cable isn’t broken or damaged in any way

Update firmware

Verify front of room displays don’t have burn in and their colors are properly calibrated

Video display issue

Issue

Displays don’t turn on automatically

Resolutions

Make sure that the display is enabled to support HDMI CEC

Make sure that the display (TV) supports CEC Power On commands

If the display (most likely a TV) does not support HDMI CEC Power On commands, add an HDMI controller

Enable PC Mode on display

Network issues

Issue

Video is choppy or low resolution

Resource Account keeps signing in and out

Audio has echoes, stutters, or drops

Resolutions

Bypass the proxy!

Do **not** use wireless networking

Local Internet and DNS egress

Check cabling, switch port, etc.

Verify appropriate firewall ports are open

General issues

Issue

Performance is poor

Resolutions

Unnecessary Intune or Group Policies applied

Uninstall unnecessary Antivirus/malware/VPN clients

Is the device still set to automatically restart every night?

Update BIOS and firmware

Content camera issues

Issue

Performance is poor

Resolutions

Make sure that the board is white and not black or green, etc.

Make sure the content camera can properly detect the border of the board

Use dark pens – black, blue

Make sure camera is at the appropriate distance from the board

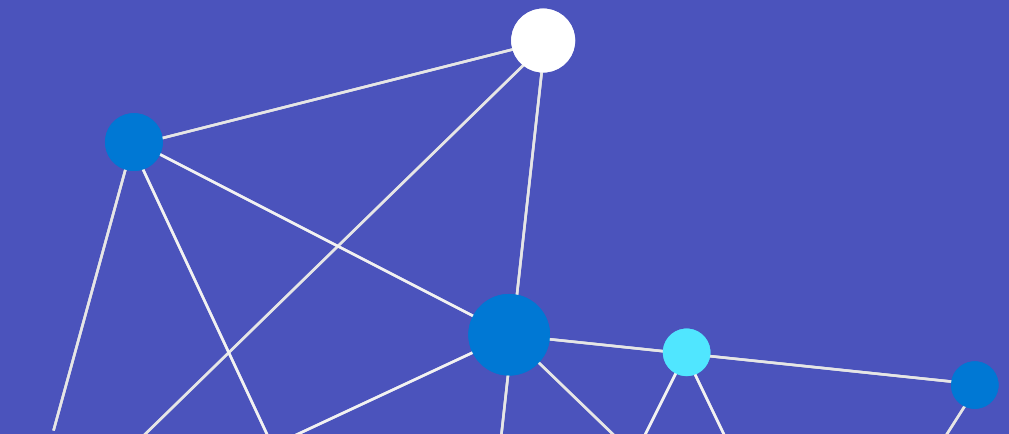
Summary

We reviewed the meeting lifecycle and end user adoption strategies

Reviewed meeting policies, meeting recording, and proximity beacon details.

Went through various troubleshooting scenarios and potential fixes.

Questions?



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