



Managing Microsoft Teams Phones



Device management touchpoints



Teams admin center



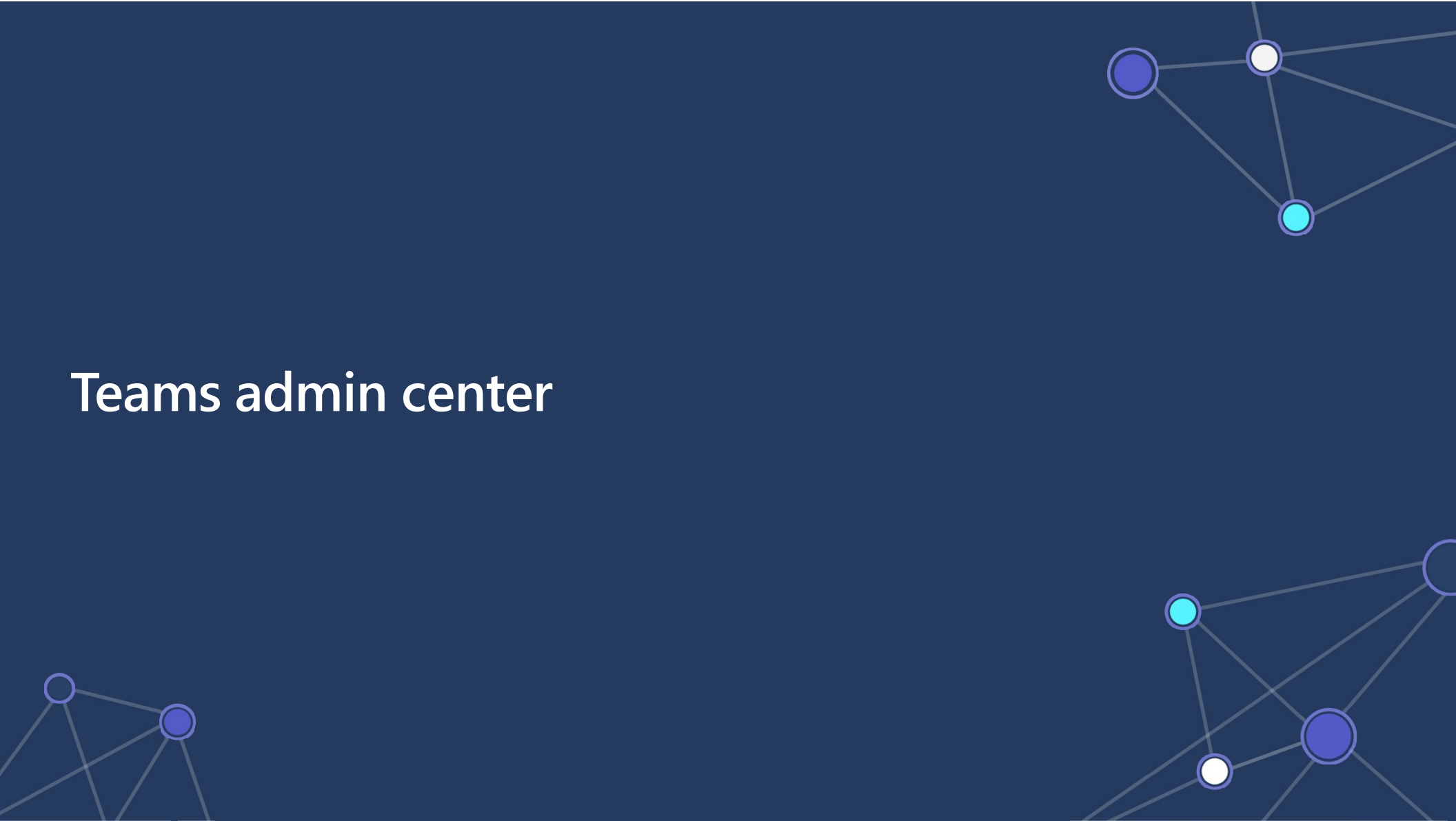
Azure Active Directory portal



Endpoint Manager admin center



Teams admin center



Teams admin center

One place to manage all your Teams devices

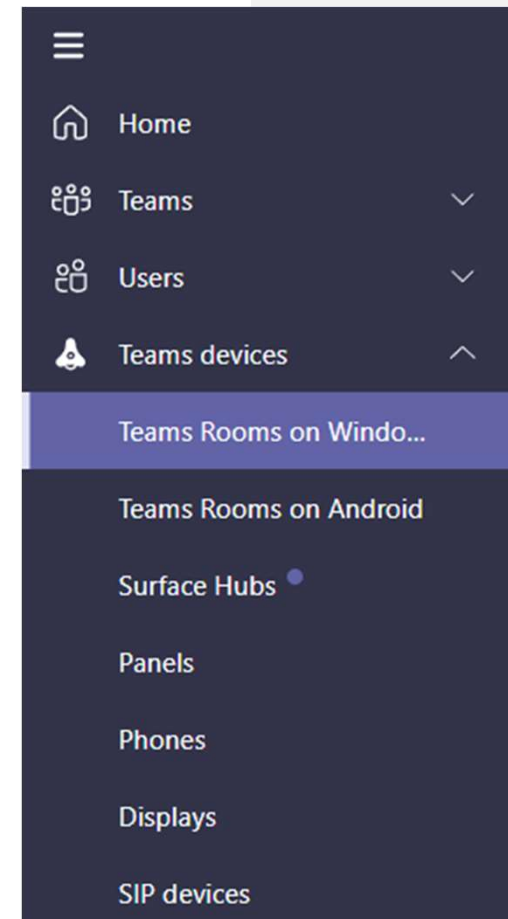
Granular device management

Inspect device health

Log Collection

Meeting history

Performance statistics (network, audio, etc.)



Teams admin center roles

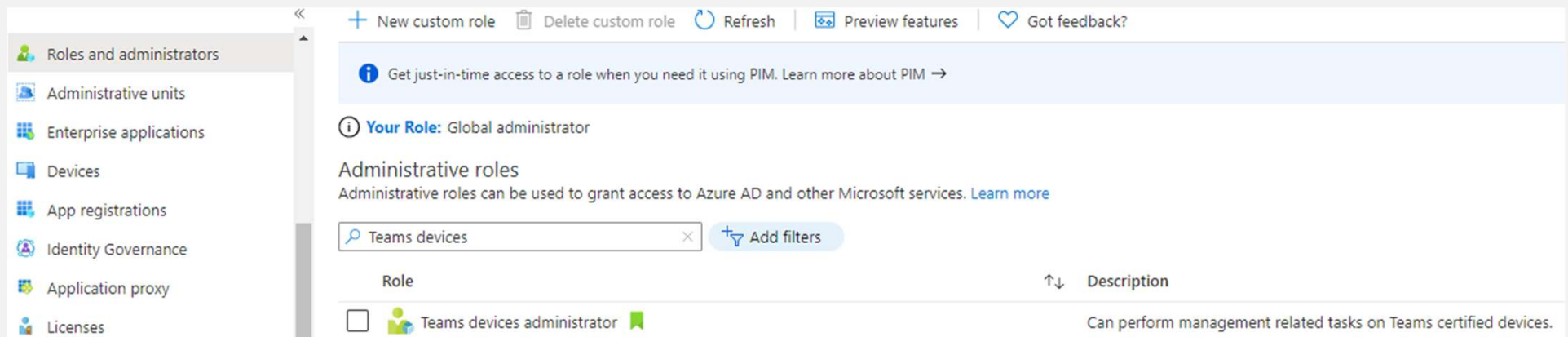
Microsoft 365 Global administrator

Teams administrator

Teams devices administrator

Assigned via
[Azure AD portal](#)

Assigned via [Microsoft 365 admin center](#)



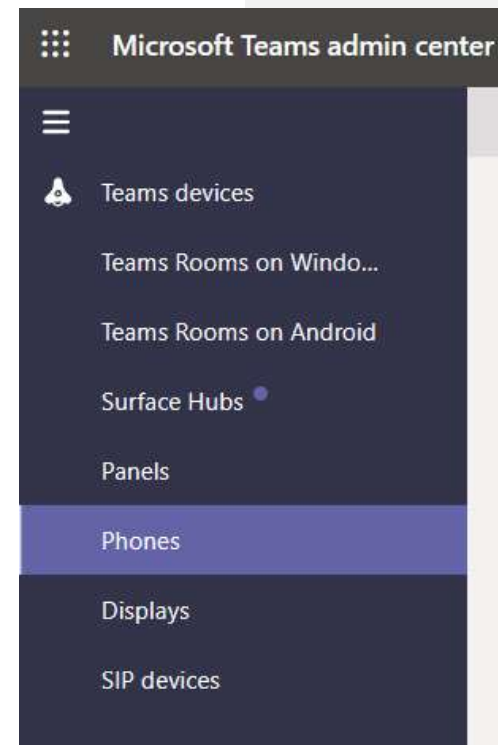
Introducing Teams devices administrator

Limited to managing Teams devices

Can **not** limit to a specific device type

Can **not** view call quality or call history data

To view call quality data or call analytics, you need to be assigned one of the **Teams Communications** roles.



Managing Teams devices



See summary of all devices

Apply configurations and tags

Update firmware

Devices summary

7

Devices

0

Critical

5

Non-Urgent

1

Offline

All phones

User phonesCommon area phonesConference phonesConfiguration profiles

EditAssign configurationManage tagsUpdateUpgradeRestartRemove

Showing 7 devices

Search by device name

✓	Display name	Username	Device name	Health status ⓘ	Manufacturer	Model	Action	IP address
	Zurich Lobby 2 Common A...	CAP-ZRH-Lobby2@teams...	audiocodes-c470hd ws131...	⚠ Non-Urgent	AudioCodes	C470HD	1 Update available	192.168.1.1
	Bournemouth Lobby 2 Co...	CAP-BOU-Lobby2@teams...	poly-ccx500 64167fe160ea	⚠ Non-Urgent	Poly	CCX500	1 Update available	192.168.1.2
	Bournemouth Lobby 1 Co...	CAP-BOU-Lobby1@teams...	yealink-t58a 81585190275...	Offline	Yealink	T58A	1 Update available	192.168.1.3

Configuration profiles

Manage **settings** and **features**
for Teams devices

Assign a profile to one or many
devices

Common Area Phone

Configuration profile for common area phones

General

Device lock	<input type="checkbox"/> Off
Language	English (United States) ▾
Timezone	(UTC-12:00) International Date Line West ▾
Date format	DD/MM/YYYY ▾
Time format	12 Hours (AM/PM) ▾

Device settings

Display screen saver	<input type="checkbox"/> Off
Display backlight brightness	<input type="range"/>
Display backlight timeout	15 minutes ▾
Display high contrast	<input type="checkbox"/> Off
Silent mode	<input type="checkbox"/> Off
Office hours	08:00 ▾ 17:00 ▾
Power saving	<input checked="" type="checkbox"/> On
Screen capture	<input type="checkbox"/> Off

Configuration profiles

Assign profile to devices

All phonesUser phonesCommon area phonesConference phonesConfiguration profiles

EditAssign configurationManage tagsUpdateUpgradeRestartRemove1 device selected

Search by device name

✓	Display name	Username	Device name	Health
✓	Nestor Wilke	NestorW@teamsroomslab...	yealink-t58a 81584190674...	⚠ N

Assign a configuration

Select configuration profile for these devices

US

US-St. Petersburg

Selected devices (1)

Y8

yealink-t58a 8158419067401460
8158419067401460

IP address

192.168.1.144

Tags

Group, organize, and **more easily manage** the devices you've deployed.

Device tags are assigned to the **account** that's logged into a device.

Filter based off tags.

Add, edit, delete tags via **Actions** menu →

The screenshot displays the 'Manage tags' interface. At the top, it says '10 items'. Below this is a descriptive paragraph: 'Tags apply to all devices and are linked to user accounts that are used to sign in to a device. They are used to organize devices in your organization and to help with identifying a location, grouping and filtering devices, apply software updates, and with call quality monitoring.' Below the text is a table with a header row containing '+ Add' and '10 tags'. The table lists several tags: Accounting, Avanti, Florida, North America, Sales, and Tampa Bay, each with a three-dot menu icon to its right. An 'Actions' dropdown menu is open, showing two options: '+ Provision new devices' and 'All device tags' (which is highlighted with a blue background).

+ Add 10 tags	
Accounting	...
Avanti	...
Florida	...
North America	...
Sales	...
Tampa Bay	...

Actions ▾

- + Provision new devices
- All device tags

Manage individual devices



Review installed [software versions](#)

View device [details](#)

See and [troubleshoot](#) call history

Review [maintenance](#) history

<div><div> Edit</div><div> Assign configuration</div><div> Manage tags</div><div> Update</div><div> Restart</div><div> Remove</div></div> <div>Showing 1 device</div> <div><div> Search by device name</div><div></div></div>							
✓	Display name	Username	Device name	Health status ⓘ	Manufacturer	Model	Action
✓	Nestor Wilke	NestorW@teamsroomslab...	lenovo-lenovocd-18781y h...	Non-Urgent	LENOVO	LenovoCD-18781Y	1 Update ava

Manage individual device

Call history overview


See device details

Add tags

Remove device

Actions ▾

Nestor Wilke
LenovoCD-18781Y




Download device logs

Update software

Restart

Refresh details


Health status
 **Non-Urgent**

Offline since
--

Device name
lenovo-lenovocd-18781y hua...

Username
NestorW@teamsroomslab.com

7-DAY QUALITY



Good

Poor

Unknown

7-DAY ACTIVITY

1
Meeting

9
Calls

Manage individual device

Review software versions

Install updates, if necessary

Health			
Details			
Activity			
History			
Software health			
✓	Software type	Current version	Health status
	Teams Admin Agent	1.0.0.202006290446.product	Up to date
	Firmware	CD-18781Y.210107.106-us...	See available updates
	Company Portal App	5.0.4927.0	Up to date
	OEM Agent App	20201228-1620-1.34-relea...	Up to date
	Teams App	1449/1.0.95.2020092307	Up to date

Manage individual device

See and view details of device, such as assigned tags

Health

Details

Activity

History

More details

Username

NestorW@teamsroomslab.com

Tags ⓘ

✎ Florida

✎ Townview

Manufacturer and model

LENOVO - LenovoCD-18781Y

IP address

192.168.1.114

Organization asset tag

8675309

OEM serial number/ MAC address

hua0anbf

Notes

Cost Center: 33701

Manage individual device

See all calls on device

Click on call to see details

Health

Details

Activity

History

Activity

✓


Start time (UTC)

Meeting participants

Duration

Audio quality


Feb 23, 2021, 6:54 PM EST

 3 Participants

00:11:39

Poor


Feb 23, 2021, 6:24 PM EST

 3 Participants

00:06:56

Poor


Feb 23, 2021, 6:09 PM EST

 2 Participants

00:06:02

Good


Feb 23, 2021, 3:29 PM EST

 2 Participants

00:00:00

Good


Feb 22, 2021, 6:06 PM EST

 2 Participants

00:06:50

Good


Feb 22, 2021, 5:59 PM EST

 2 Participants

00:03:32

Good


Feb 22, 2021, 5:51 PM EST

 2 Participants

00:07:09

Good


Feb 22, 2021, 5:23 PM EST

 2 Participants

00:00:05

Good


Feb 22, 2021, 5:22 PM EST

 2 Participants

00:00:06

Good


Feb 22, 2021, 5:06 PM EST

 2 Participants

00:15:09

Good

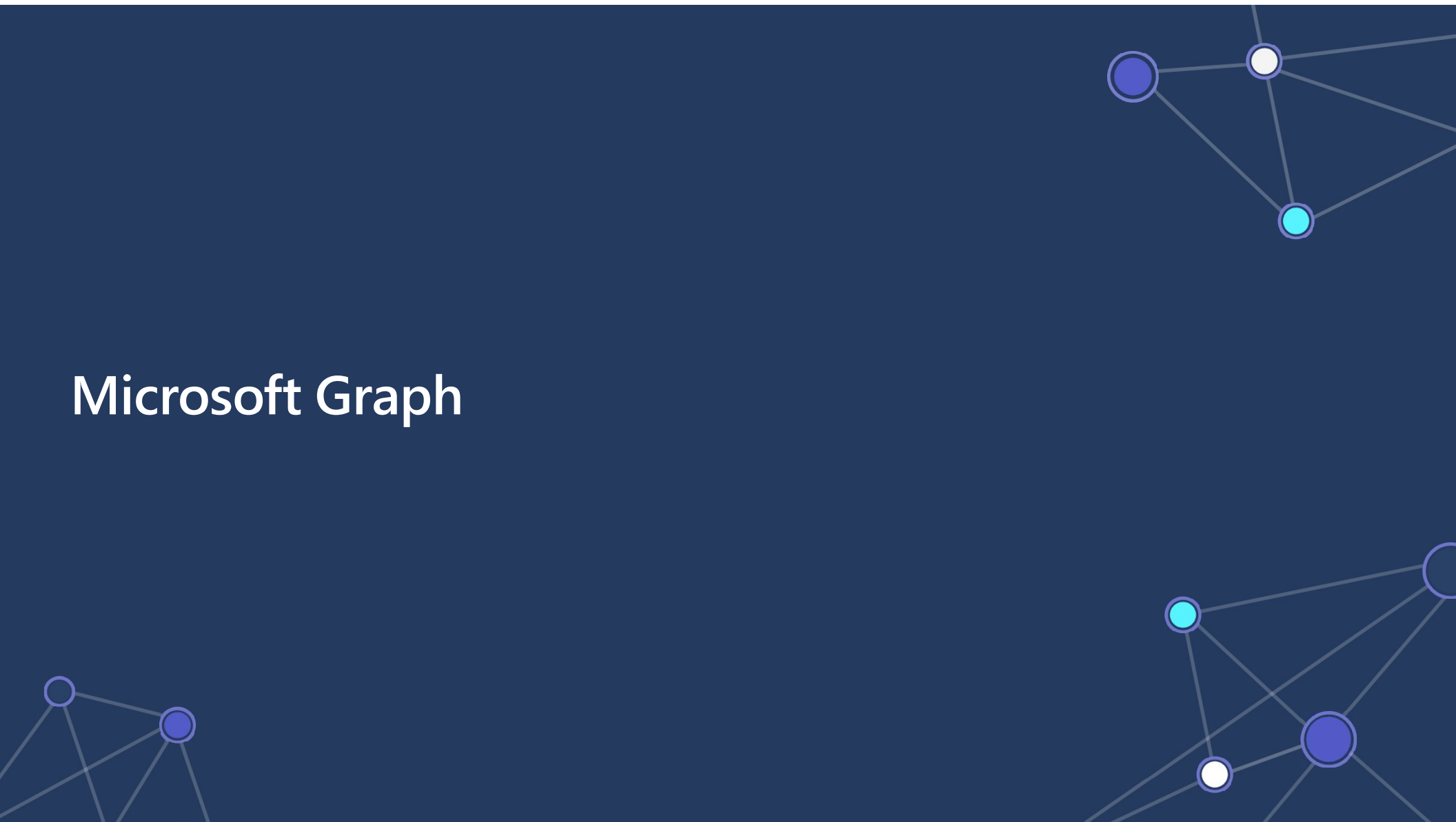
Feb 22, 2021, 4:51 PM EST

 2 Participants

00:03:07

Good

Microsoft Graph



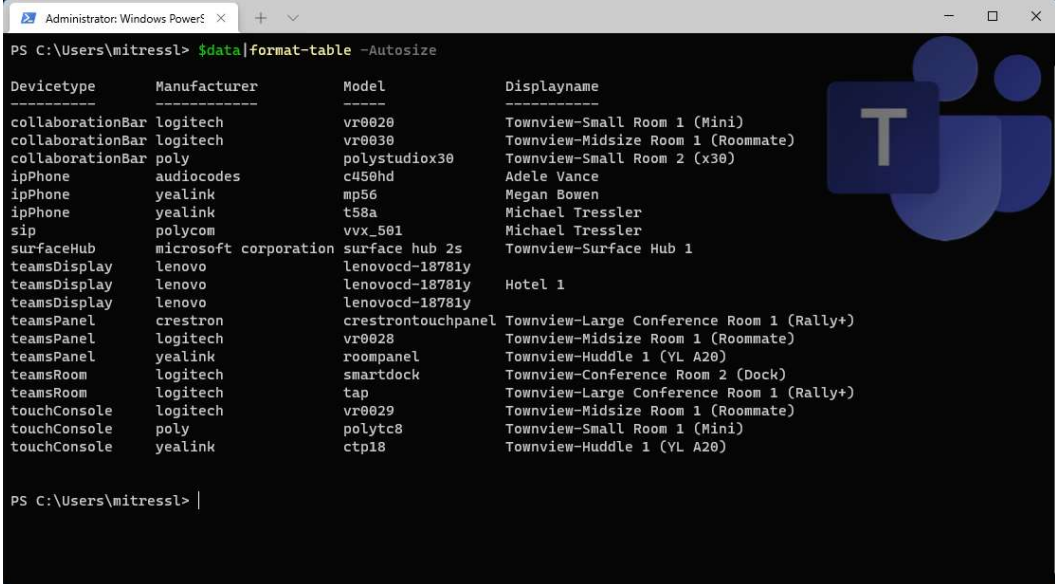
Microsoft Graph

Microsoft Graph provides a unified programmability model that you can use to access the tremendous amount of data in Microsoft 365, Windows 10, and Enterprise Mobility + Security

Can be accessed using HTTP, C#, JavaScript, Objective-C, Java, Go, PowerShell....

Programmatic access to Teams admin center

Currently in beta.



```
Administrator: Windows PowerShell
PS C:\Users\mitressl> $data|format-table -AutoSize
```

Devicetype	Manufacturer	Model	Displayname
collaborationBar	logitech	vr0020	Townview-Small Room 1 (Mini)
collaborationBar	logitech	vr0030	Townview-Midsize Room 1 (Roommate)
collaborationBar	poly	polystudiox30	Townview-Small Room 2 (x30)
ipPhone	audiocodes	c450hd	Adele Vance
ipPhone	yealink	mp56	Megan Bowen
ipPhone	yealink	t58a	Michael Tressler
sip	polycom	vvx_501	Michael Tressler
surfaceHub	microsoft corporation	surface hub 2s	Townview-Surface Hub 1
teamsDisplay	lenovo	lenovocd-18781y	
teamsDisplay	lenovo	lenovocd-18781y	Hotel 1
teamsDisplay	lenovo	lenovocd-18781y	
teamsPanel	crestron	crestrontouchpanel	Townview-Large Conference Room 1 (Rally+)
teamsPanel	logitech	vr0028	Townview-Midsize Room 1 (Roommate)
teamsPanel	yealink	roompanel	Townview-Huddle 1 (YL A20)
teamsRoom	logitech	smartdock	Townview-Conference Room 2 (Dock)
teamsRoom	logitech	tap	Townview-Large Conference Room 1 (Rally+)
touchConsole	logitech	vr0029	Townview-Midsize Room 1 (Roommate)
touchConsole	poly	polytc8	Townview-Small Room 1 (Mini)
touchConsole	yealink	ctp18	Townview-Huddle 1 (YL A20)

```
PS C:\Users\mitressl> |
```

Graph Methods

Method	Description
List	Get a list of all Microsoft Teams-enabled devices provisioned for a tenant.
Get	Get the properties of a Microsoft Teams-enabled device.
Restart	Restart the specified Microsoft Teams-enabled device.
Run Diagnostics	Run and generate diagnostic logs for the specified Microsoft Teams-enabled device.
Update Software	Update the software for a Microsoft Teams-enabled device.
List Operations	Get a list of operations that are running on a Teams-enabled device.

```
{
  "@odata.context": "https://graph.microsoft.com/beta/$metadata#teamwork/devices",
  "@odata.count": 19,
  "value": [
    {
      "id": "54687218-399e-4396-a53e-e365fd7727d4",
      "deviceType": "iPhone",
      "notes": null,
      "companyAssetTag": null,
      "healthStatus": "nonUrgent",
      "activityState": "unknown",
      "createdDateTime": "2022-03-09T02:16:40Z",
      "lastModifiedDateTime": "2022-03-09T16:31:12Z",
      "createdBy": null,
      "lastModifiedBy": null,
      "hardwareDetail": {
        "serialNumber": "sc10268774",
        "uniqueId": "sc10268774",
        "macAddresses": [],
        "manufacturer": "audiocodes",
        "model": "c450hd"
      },
      "currentUser": {
        "id": "f2565bcf-97b4-43c3-ba99-ac88c1b50913",
        "displayName": "Adele Vance",
        "userIdentityType": "aadUser"
      }
    }
  ],
}
```

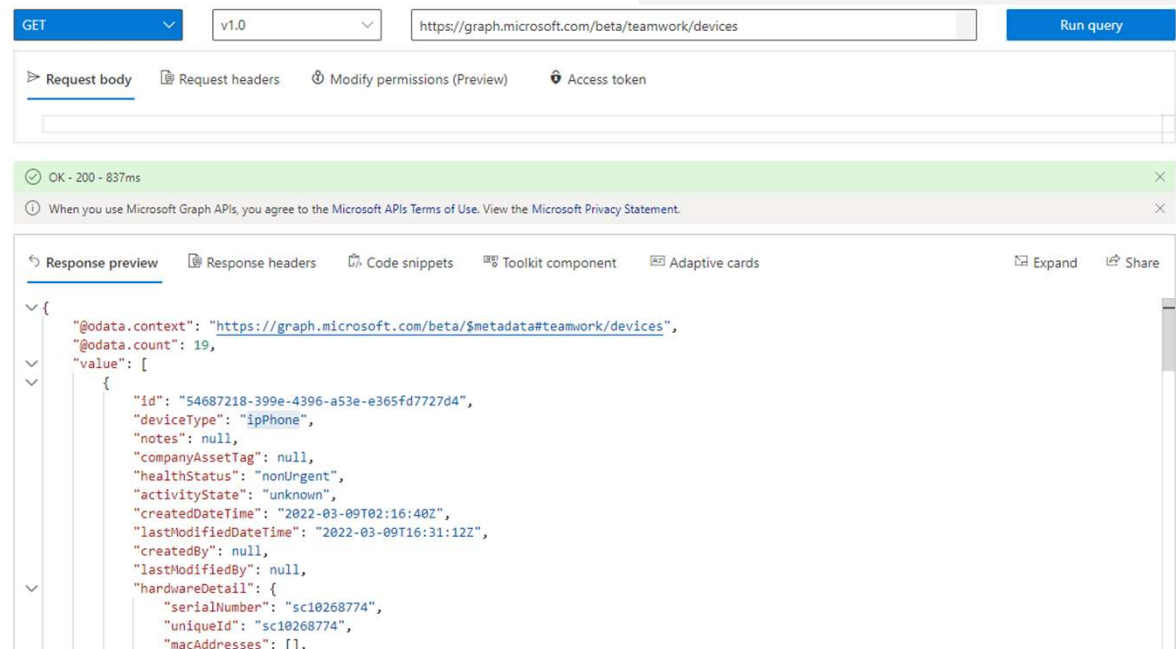
Graph Explorer

Use [Graph Explorer](#) to test queries.

Easy way to test Graph

Need to make sure you have proper credentials:

[TeamworkDevice.Read.All](#)
[TeamworkDevice.ReadWrite.All](#)



Connect to Graph via PowerShell

Install the [Microsoft Graph PowerShell Module](#)

```
C:\> Connect-MgGraph -Scopes 'TeamworkDevice.Read.All'
```

```
Welcome To Microsoft Graph!
```

```
C:\> Select-MgProfile -Name 'beta'
```

```
C:\> Get-MgTeamworkDevice
```

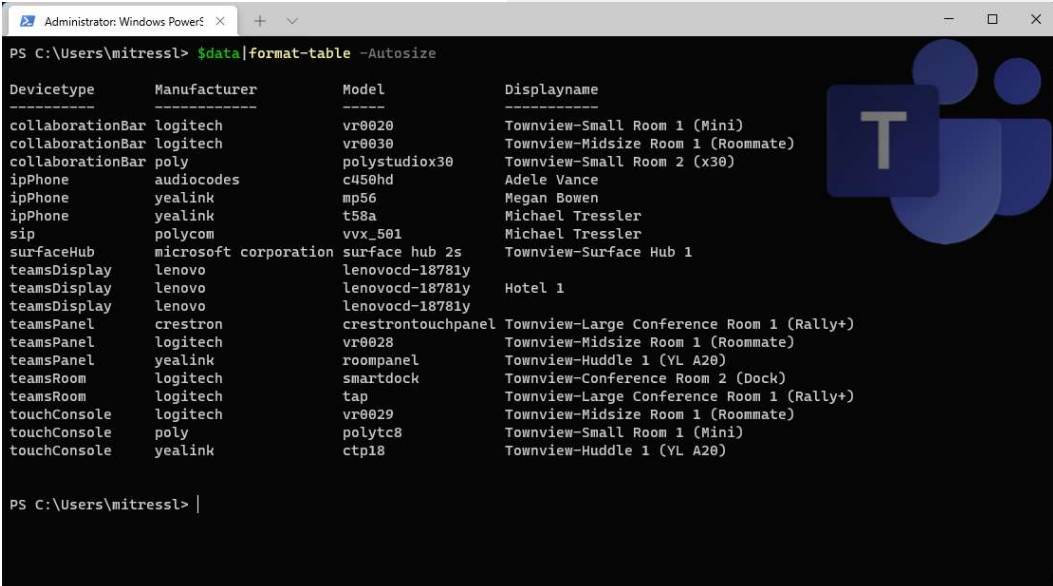
Id	ActivityState	CompanyAssetTag	CreatedDateTime	DeviceType	HealthStatus
--	-----	-----	-----	-----	-----
54687218-399e-4396-a53e-e365fd7727d4	unknown		3/9/2022 2:16:40 AM	iPhone	nonUrgent
e57c0d43-697e-48c0-ac59-a9ca411d8a73	unknown		3/7/2022 4:37:36 PM	collaborationBar	healthy
a566902e-f5c0-4345-96db-adfe90e46274	unknown		2/28/2022 2:04:54 PM	collaborationBar	nonUrgent

Connect to Graph via PowerShell

```
$Devices = Get-MgTeamworkDevice | sort-object
@{Expression={$_.DeviceType,$_.hardwaredetail.Manufacturer,$_.hardwaredetail.Model};Ascending=$True}

$data =@()

foreach ($Device in $Devices)
{
    $row = "" | Select-Object Devicetype,Manufacturer,Model,Displayname
    $row.deviceType = $Device.deviceType
    $row.Manufacturer = $Device.hardwaredetail.manufacturer
    $row.Model = $Device.hardwaredetail.model
    $row.Displayname = $Device.currentuser.displayName
    $data+=$row
}
$data|format-table -Autosize
```

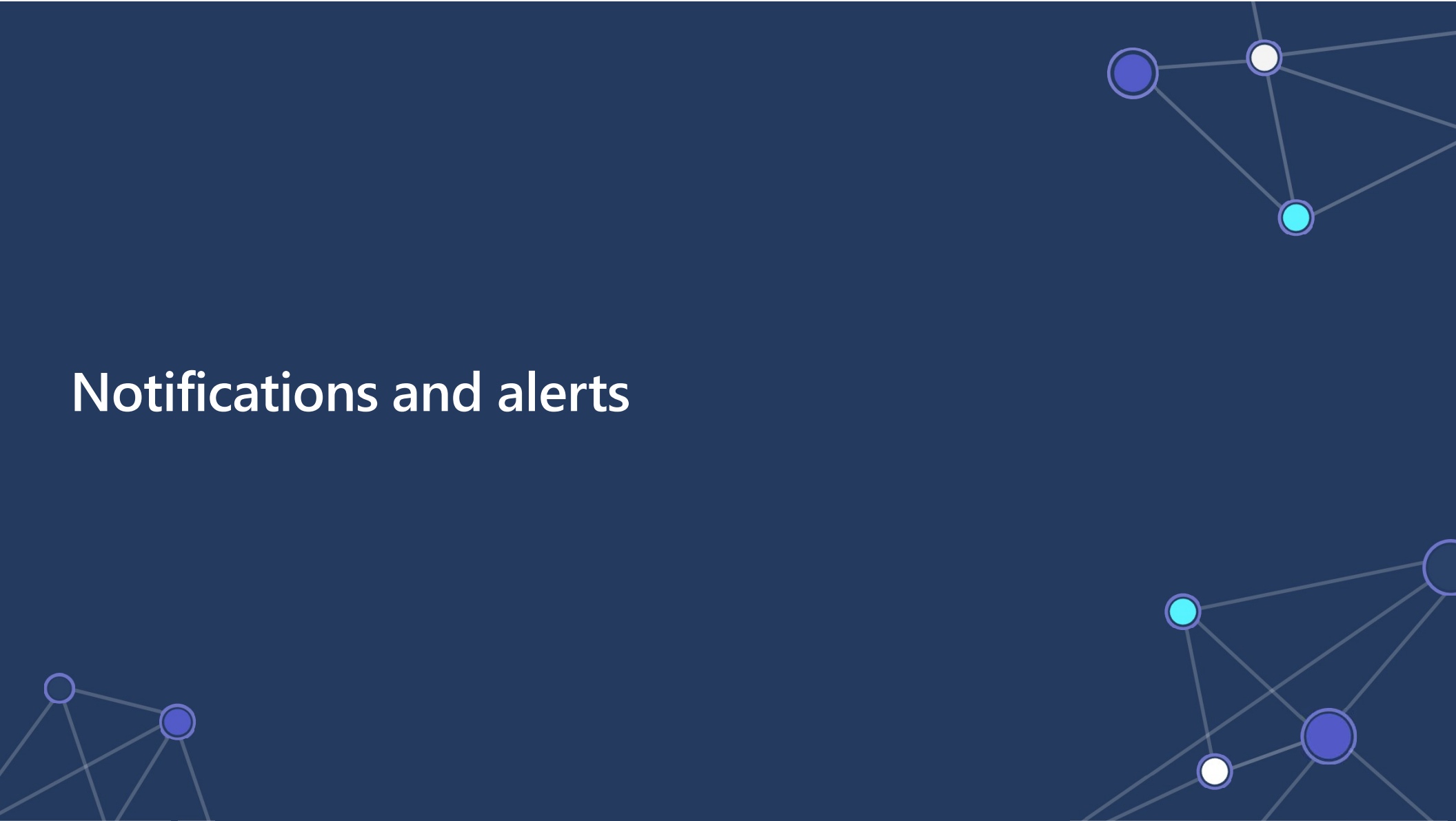


```
PS C:\Users\mitressl> $data|format-table -Autosize
```

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collaborationBar	logitech	vr0020	Townview-Small Room 1 (Mini)
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ipPhone	audiocodes	c450hd	Adele Vance
ipPhone	yealink	mp56	Megan Bowen
ipPhone	yealink	t58a	Michael Tressler
sip	polycom	vvx_501	Michael Tressler
surfaceHub	microsoft corporation	surface hub 2s	Townview-Surface Hub 1
teamsDisplay	lenovo	lenovocd-18781y	
teamsDisplay	lenovo	lenovocd-18781y	Hotel 1
teamsDisplay	lenovo	lenovocd-18781y	
teamsPanel	crestron	crestrontouchpanel	Townview-Large Conference Room 1 (Rally+)
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touchConsole	poly	polytc8	Townview-Small Room 1 (Mini)
touchConsole	yealink	ctpi8	Townview-Huddle 1 (YL A20)

```
PS C:\Users\mitressl> |
```

Notifications and alerts



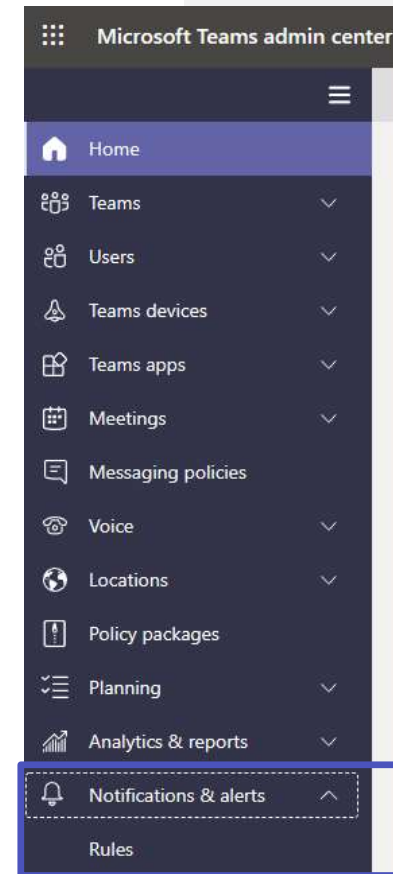
Notifications and alerts

Triggers a notification when a device goes [offline](#)

Covers all supported device types in Teams admin center

Define [important devices](#)

Notified via [Teams message](#) or via [webhook](#)



Notifications and alerts

Notifications are sent for defined device [users](#)

Focus on [VIP users](#) and [important](#) spaces

New Team and channel defined for alerts

Webhook sends a JSON payload

Device users ⓘ

+ Add | 10 items

Conference Room (AMS-RAI) ⓘ ×

Huddle Room 1 (STP-Avanti)(6) ⓘ ×

Adele Vance ⓘ ×

Focus Room (IND-500) ⓘ ×

Huddle Room 2 (STP-Avanti)(6) ⓘ ×

Focus Room 3 (STP-Avanti)(4) ⓘ ×

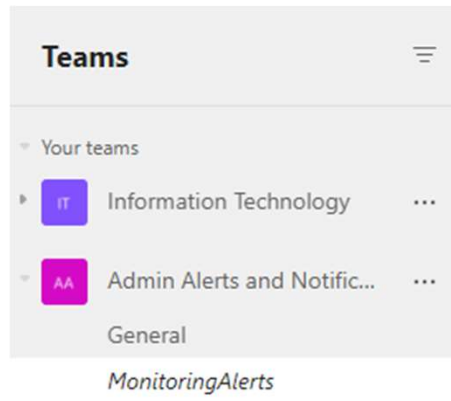
Conference Room (IND-500) ⓘ ×

Actions

You can define the notification options through which you will be notified.

Type	Target ⓘ
<input checked="" type="checkbox"/> Channel alert	<div>MonitoringAlerts</div> <div>A new team named "Admin Alerts and Notifications" and a channel named "Monitoring Alert" will be created in Teams where all notifications will be sent.</div>
<input type="checkbox"/> Webhook	<div>Insert webhook address</div>

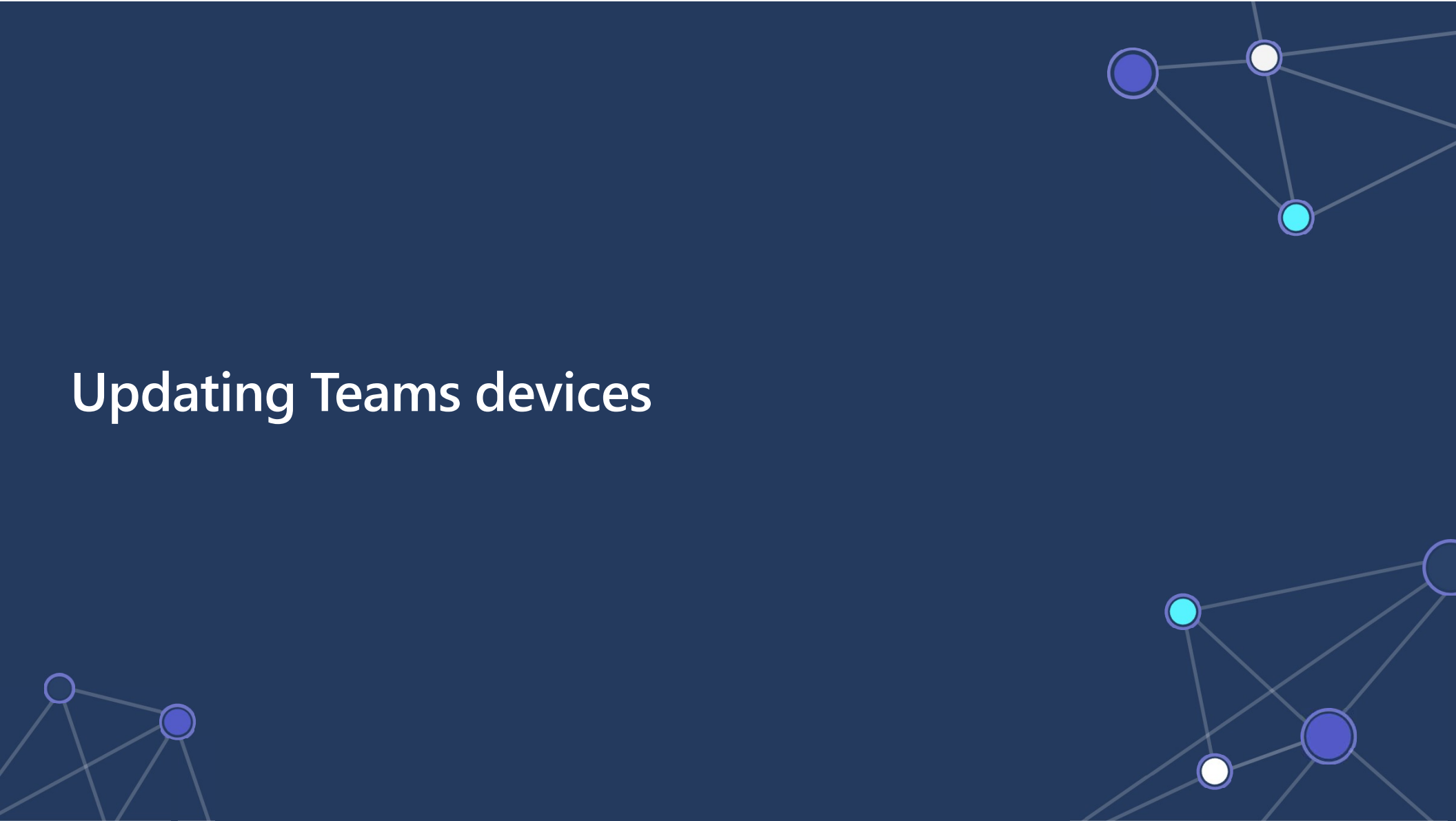
Notifications and alerts



```
{
  "AlertTitle": "sample_device_name of
  User_Name has become offline",
  "DeviceLoggedInUserId": User_GUID ,
  "DeviceId": Device_GUID ,
  "MetricValues":
    {
      DeviceHealthStatus": "offline"
    },

  "RuleName": "Device state rule" ,
  "RuleDescription": ":"Alerts when device
  health status is detected as offline" ,
  "RuleFrequency": "Real-time" ,
  "RuleType": "Device Management" ,
  "TenantId": Tenant_GUID ,
  "RuleCondition": "DeviceHealthStatus =
  Offline" ,
  "AlertRaisedAt": "2021-04-28T12:49:06Z"
}
```

Updating Teams devices

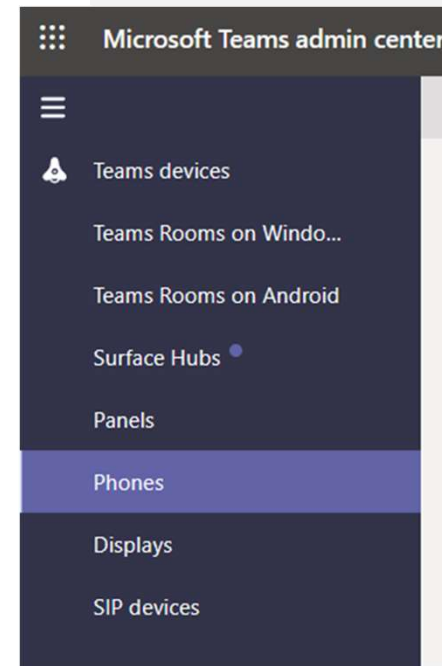


Teams admin center or vendor utilities

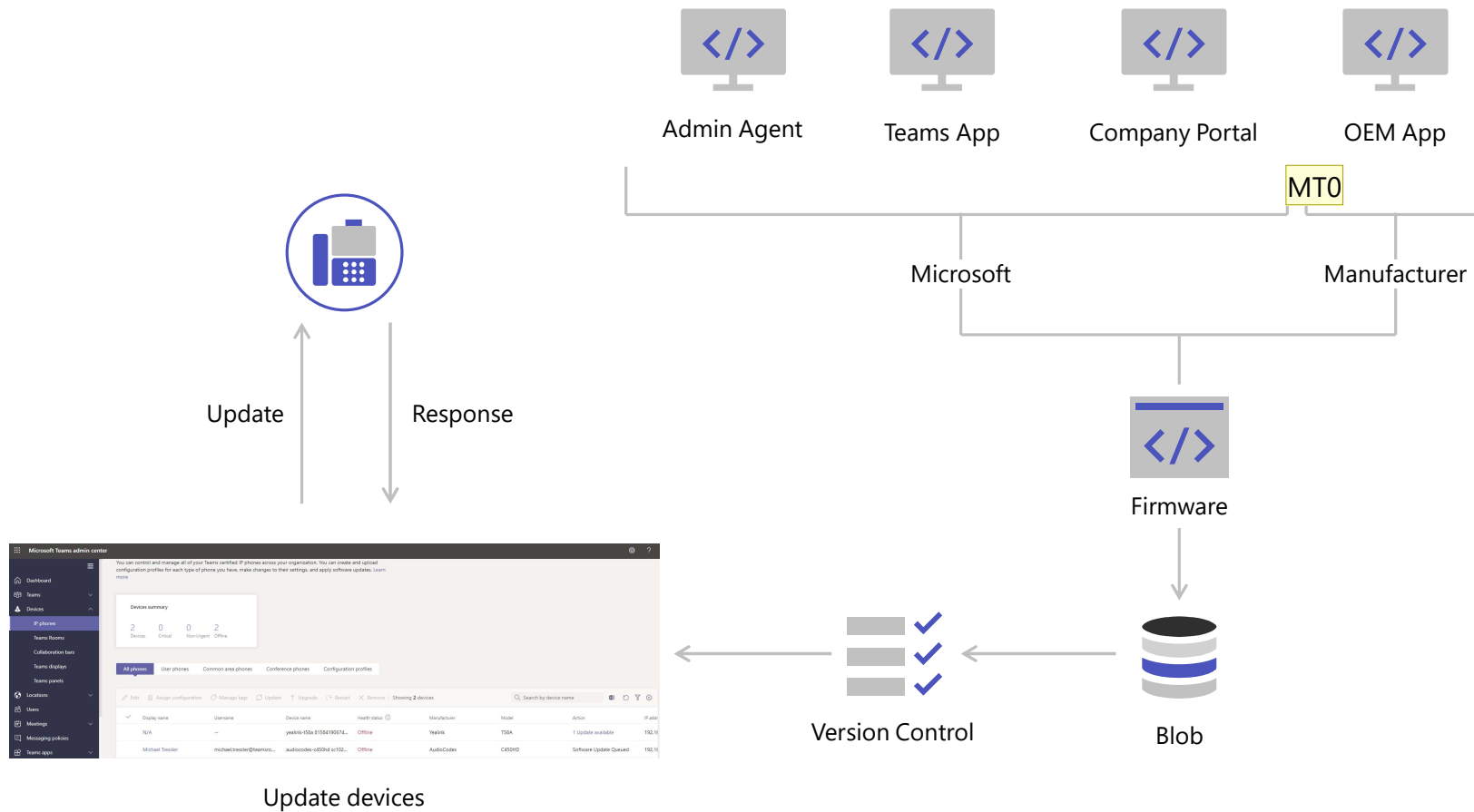
Updating via Teams admin center provides a **Microsoft certified** firmware image.

Teams admin center is OEM **agnostic**

OEM-specific tools can be used to push special firmware such as ones with a specific fix. These **may not** be Microsoft certified firmware



Firmware updates



Slide 28

MT0 [@Tony Woodruff] Should we also include Android OS with OEM?
Michael Tressler, 2021-04-29T13:30:31.641

Updating

Teams admin center shows which devices need a firmware update

All phones User phones Common area phones Conference phones Configuration profiles							
✎ Edit 📄 Assign configuration 🏷️ Manage tags ↻ Update ⬆️ Upgrade 🔄 Restart ✕ Remove Showing 2 devices							
✓	Display name	Username	Device name	Health status ⓘ	Manufacturer	Model	Action
	Adele Vance	adelev@teamsroomslab.c...	yealink-t58a 80:5e:c0:78:36...	⚠️ Non-Urgent	Yealink	T58A	1 Update available
	Megan Bowen	MeganB@teamsroomslab...	audiocodes-c450hd sc102...	⚠️ Non-Urgent	AudioCodes	C450HD	1 Update available

Updating


Updates can be **automatic** or **manual**

Automatic updates can be **deferred** before being applied

Update status

Firmware auto-update

Auto-update frequency

As soon as available 

As soon as available

Defer by 30 days

Defer by 90 days

Updating

Manual updates can be **immediate** or **scheduled**

Devices can update Teams app **independently** of firmware

Update status

poly-ccx500 64167ff8f372

Firmware auto-update



Manual updates



Schedule

☒ Off

☐ Software component
Firmware

Current version
6.2.23.0304

New version
7.0.2.1072

Published on
Apr 4, 2021, 8:00 PM

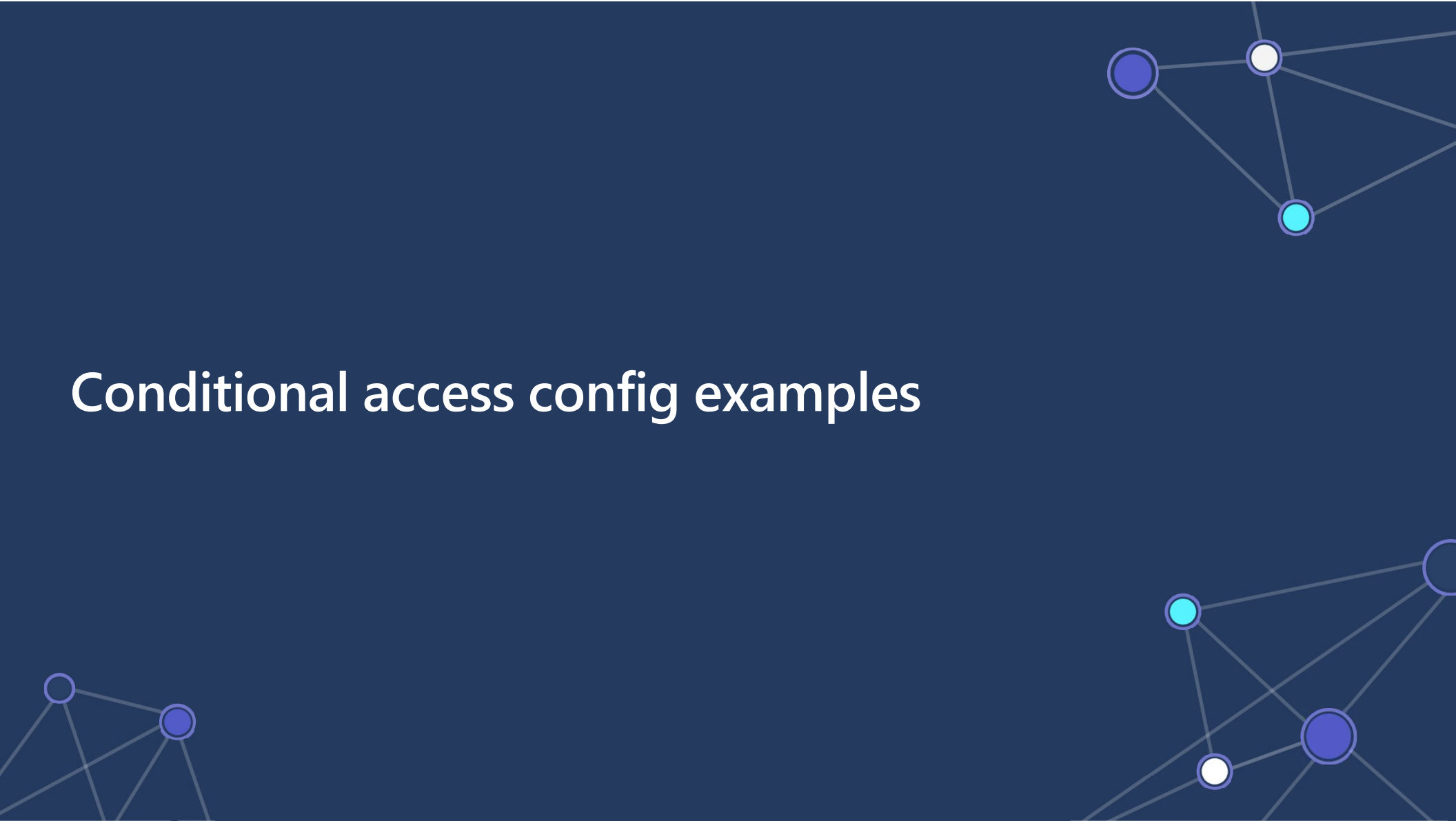
☐ Software component
Teams App

Current version
1449/1.0.94.2020111101

New version
1449/1.0.94.2020121001

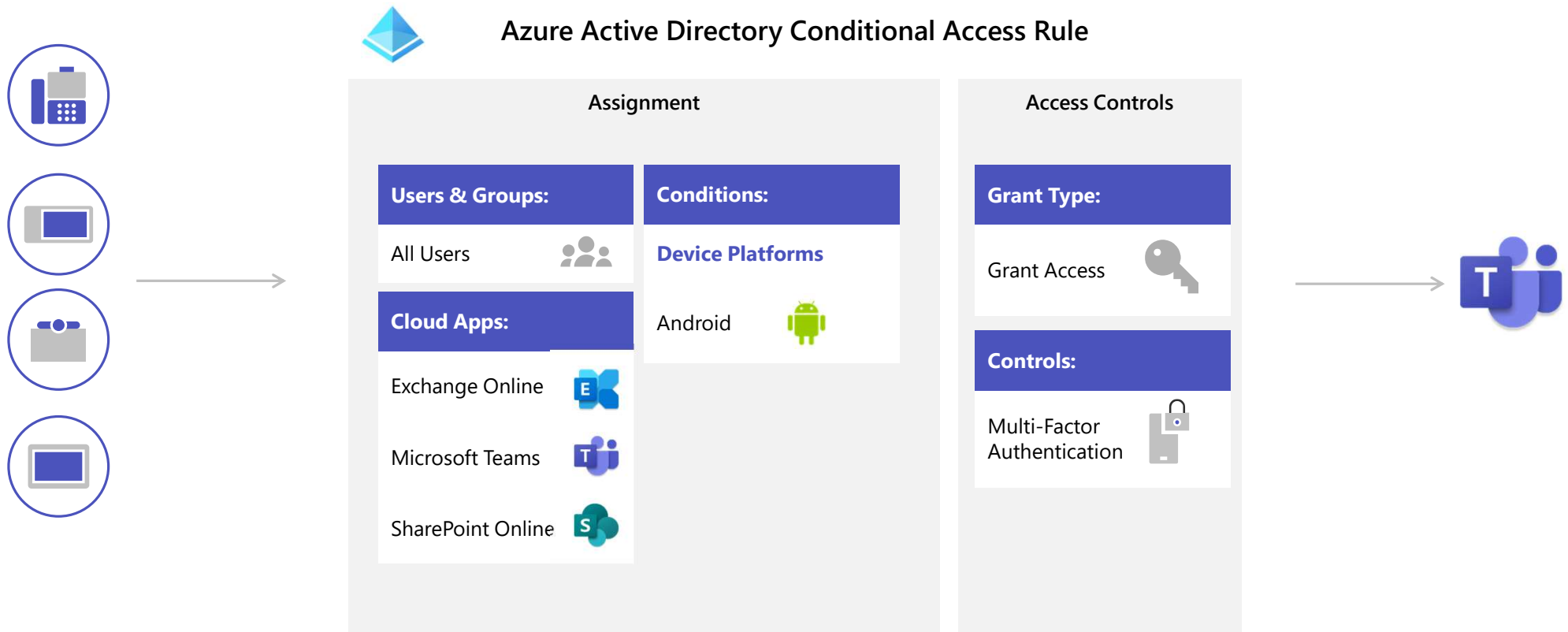
Published on
Jan 14, 2021, 7:00 PM

Conditional access config examples



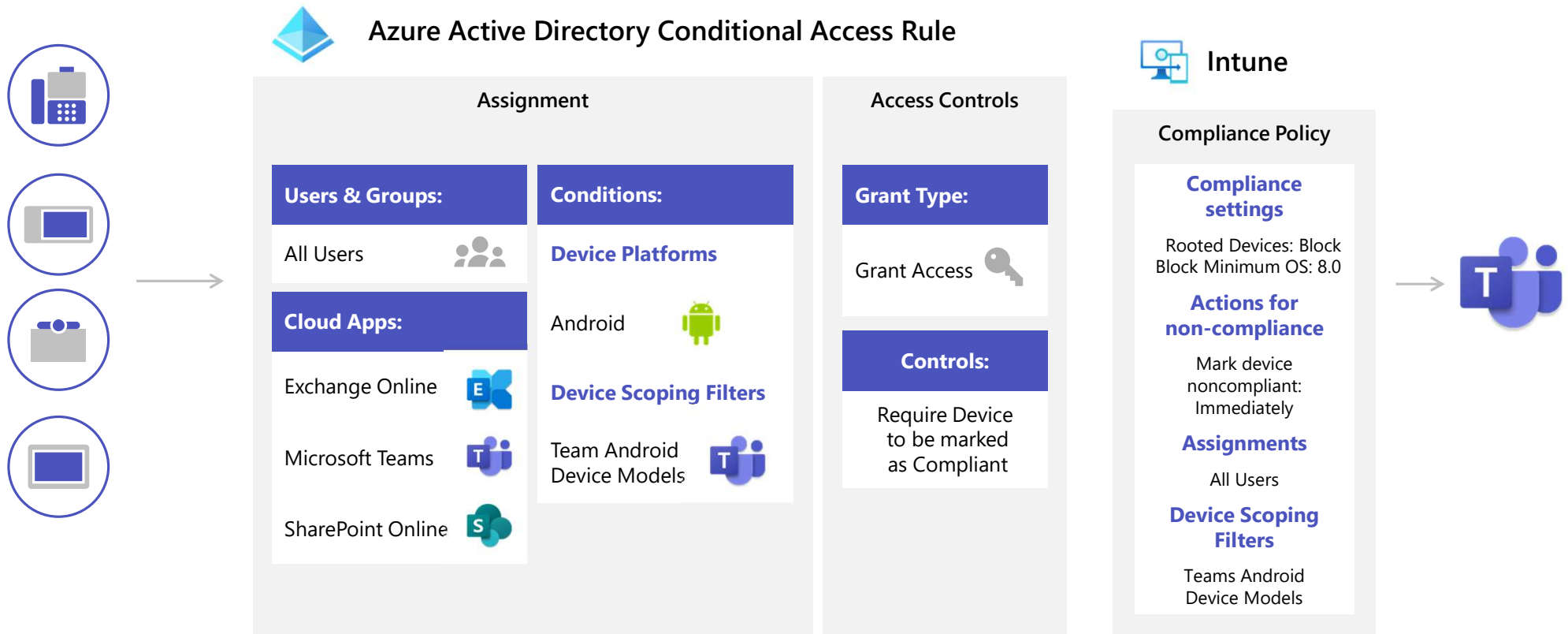
User sign-in conditional access

Multi-factor authentication



User sign-in conditional access

Intune compliance



User sign-in conditional access

Intune compliance + Trusted location

