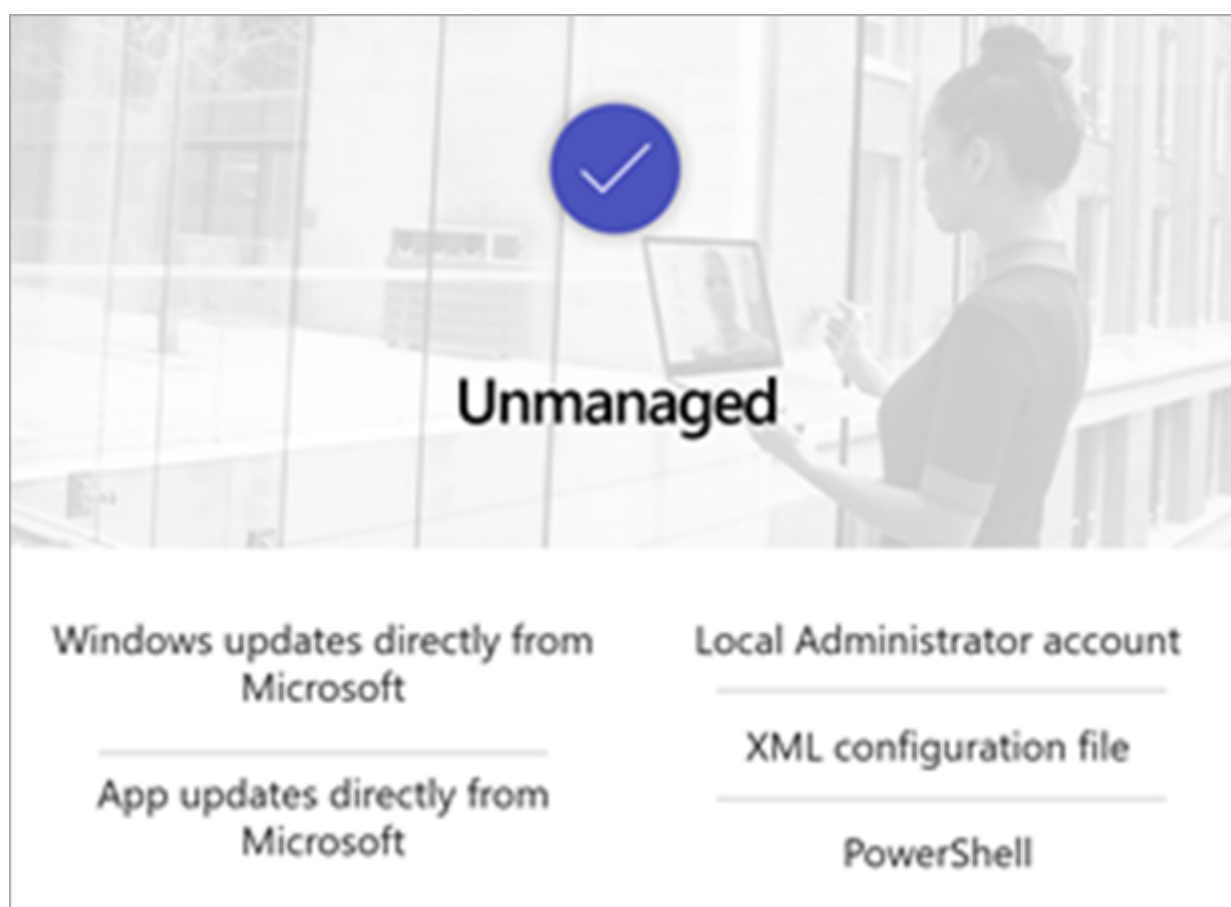✓   100 XP   ▶

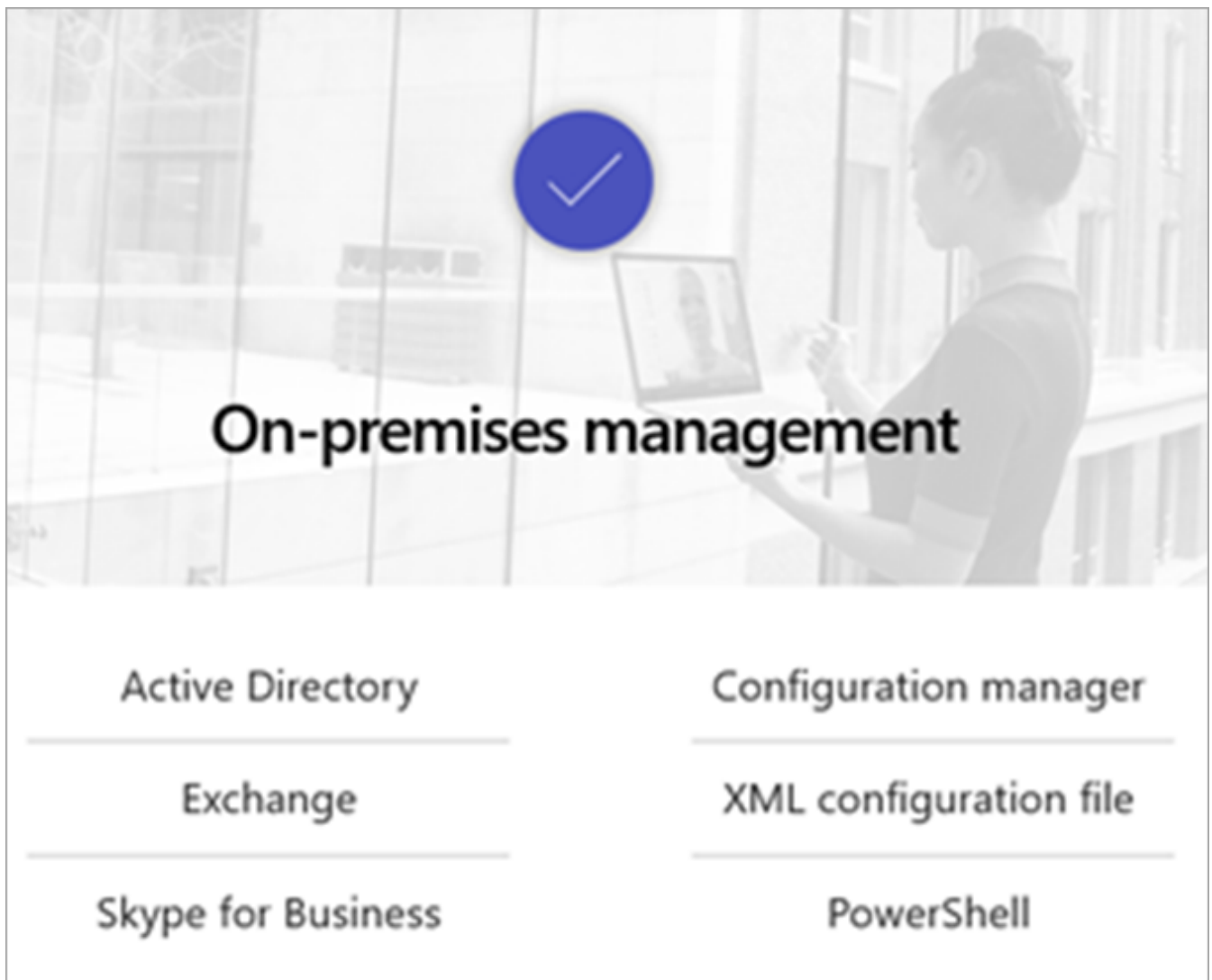# Explore management options for Teams Rooms

5 minutes

The unmanaged option. The easiest way to manage Teams Rooms is to let it manage itself. When run in an unmanaged configuration, all Windows updates and Teams Rooms application updates come directly from Microsoft. Teams Rooms runs a scheduled task nightly at 2:00 in the morning to download and install any pending updates. The Teams Rooms compute module needs access to the Microsoft update servers on the Internet. You use the local administrator account to sign into the machine when necessary.
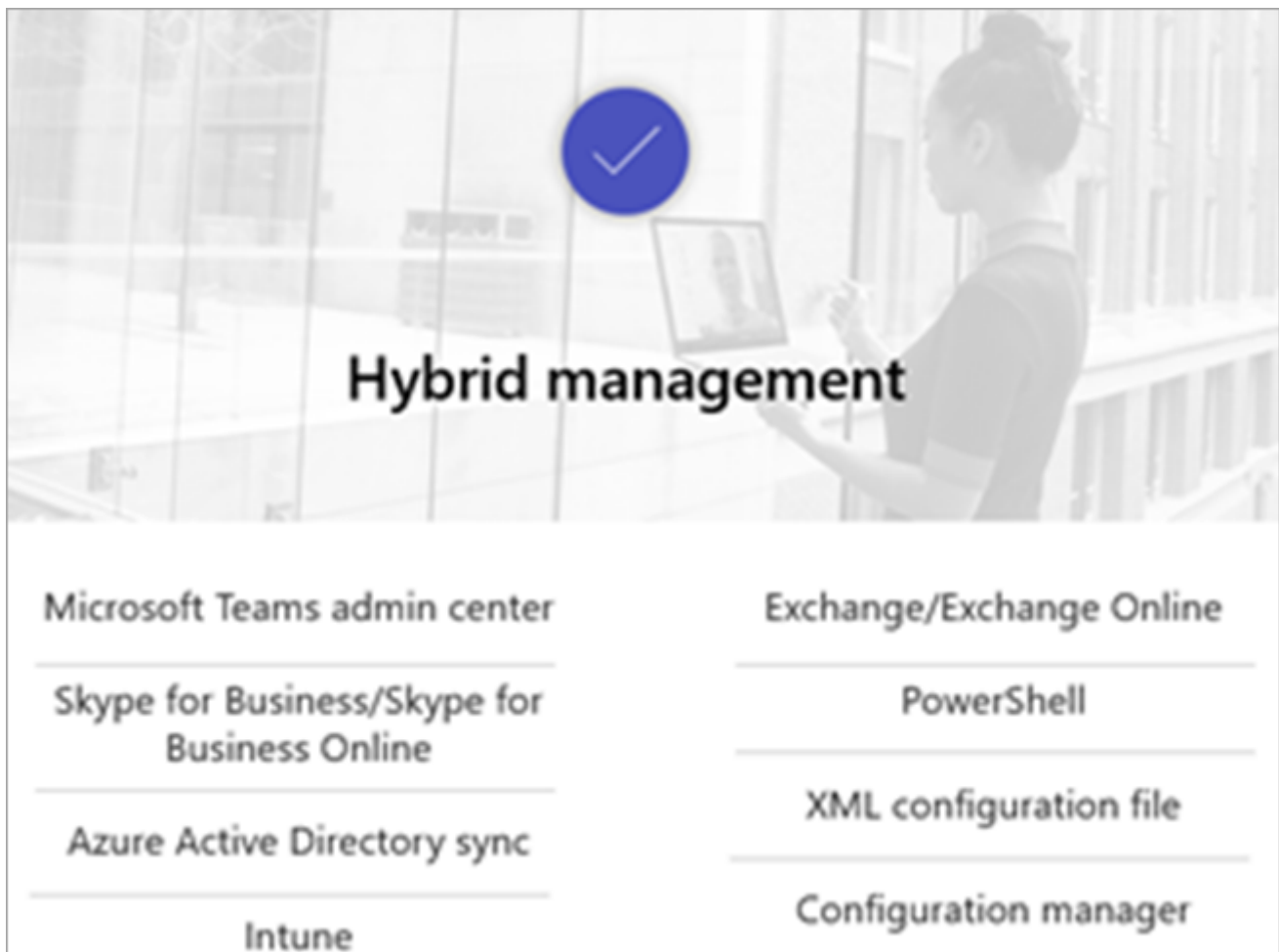

The on-premises management option. In a strictly on-premises environment, you can use the local management tools you're already familiar with.

There are other tools you could use too such as Microsoft System Center Operations Manager to track CPU, RAM, and get alerts on specific events.
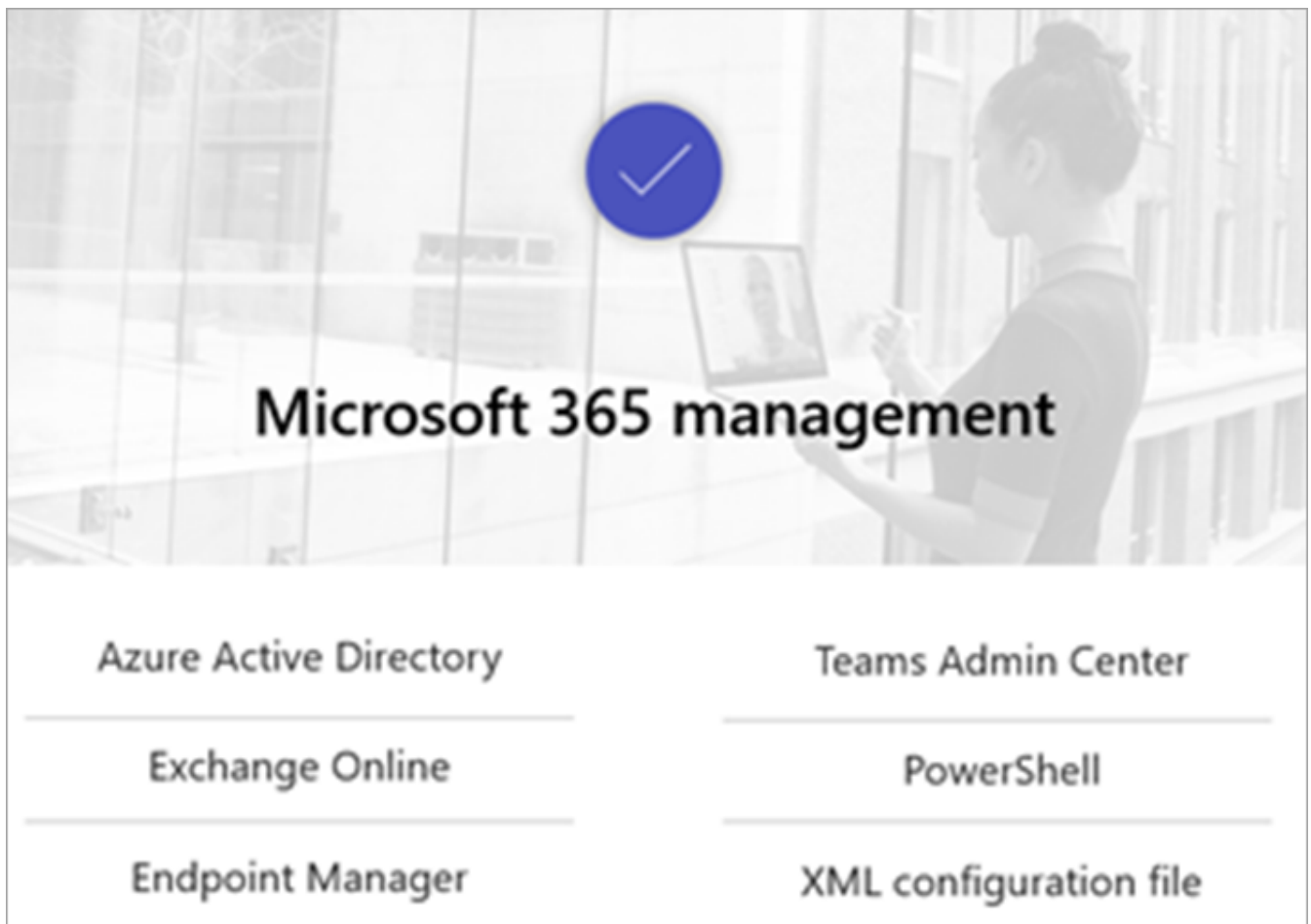
On-premises management

Active Directory	Configuration manager
Exchange	XML configuration file
Skype for Business	PowerShell

The hybrid management option. If you're in a hybrid environment, you could use all the on-premises tools along with management options provided by Microsoft 365. In a hybrid configuration, you could use Intune and Azure Active Directory (Azure AD) which provide additional management options for Teams Rooms.

Hybrid management

Microsoft Teams admin center	Exchange/Exchange Online
Skype for Business/Skype for Business Online	PowerShell
Azure Active Directory sync	XML configuration file
Intune	Configuration manager

The Microsoft 365 management option. In a cloud-only implementation, you'll need to use online tools such as the Exchange Online admin center. A Teams-only implementation of Teams Rooms greatly simplifies management and gives you access to a constantly evolving, modern management platform.

If you are in a Teams only configuration on Teams Rooms - even if you have On-Premises Active Directory - you're best served to configure Teams Rooms to be managed solely by Microsoft 365 management tools. This includes creating the Teams Rooms resource account directly in Azure AD.

Microsoft 365 management

Azure Active Directory	Teams Admin Center
Exchange Online	PowerShell
Endpoint Manager	XML configuration file

The Microsoft Teams Rooms Premium managed service option. Microsoft Teams Rooms Premium is a cloud-based IT management and monitoring service that keeps Microsoft Teams Rooms and their peripherals up to date and proactively monitored.

Microsoft Teams Rooms Premium consists of several features such as inventory management, update management, troubleshooting and remediation, and many more. These features and services make up the Microsoft Teams Rooms managed service. In addition to the managed services, Teams Rooms Premium includes the Teams Rooms standard license.

The Microsoft Teams Rooms managed service is for organizations wanting to improve their meeting room experience and rapidly scale their footprint by offering proactive management for Microsoft Teams Rooms devices. The service allows organizations to save time, money, and expertise that would otherwise be spent on "do it yourself" room management. The Microsoft Teams Rooms managed service is built on a strong foundation of Microsoft's expertise in software-enabled management of endpoints, machine learning, and intelligent automation. The Microsoft Teams Rooms managed service helps organizations deliver a high-quality experience across multiple remote sites and can accommodate any pace of growth an organization might require.

Here's an overview of the capabilities of the Microsoft Teams Rooms Premium managed service.

Capabilities	Description
Room planning and rollout	Room planning capabilities that allow you to understand your room equipment inventory and make decisions on equipment standards for new room deployments
Monitoring and troubleshooting	Room health monitoring that detects problems with the room system and peripherals and provides a proactive incident management response driven by Microsoft
Update management	Management and delivery of application and firmware updates for room systems and their peripherals performed by Microsoft.
Insights and recommendations	Insights into customer health, usage, utilization, and equipment reliability.
Compliance and certifications	Meets all applicable standards for Microsoft Online Services.
Customer support	24x7x365 ticket support through the dedicated Microsoft Teams Rooms managed service Service Operation Center (SOC). Escalation on your behalf to other primary vendors when applicable.
Supported devices	Certified Microsoft Teams Rooms systems and their peripherals.

Learn more

- Microsoft Teams Rooms Premium
- Microsoft Teams Rooms managed service customer support

Next unit: Manage Teams Rooms with Teams admin center

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