



Microsoft Teams Hybrid Meetings and Rooms Workshop

Microsoft Teams Rooms Management

Agenda

01 Teams Rooms Management options

02 Teams admin center

03 Teams Rooms Pro Management

Managing Teams Rooms

Management options

Teams admin center is the single pane of glass for managing all Microsoft Teams devices

Teams Rooms Pro Management is a Microsoft managed service that provides AI-driven, around-the-clock support for Teams Rooms



Microsoft Teams admin center

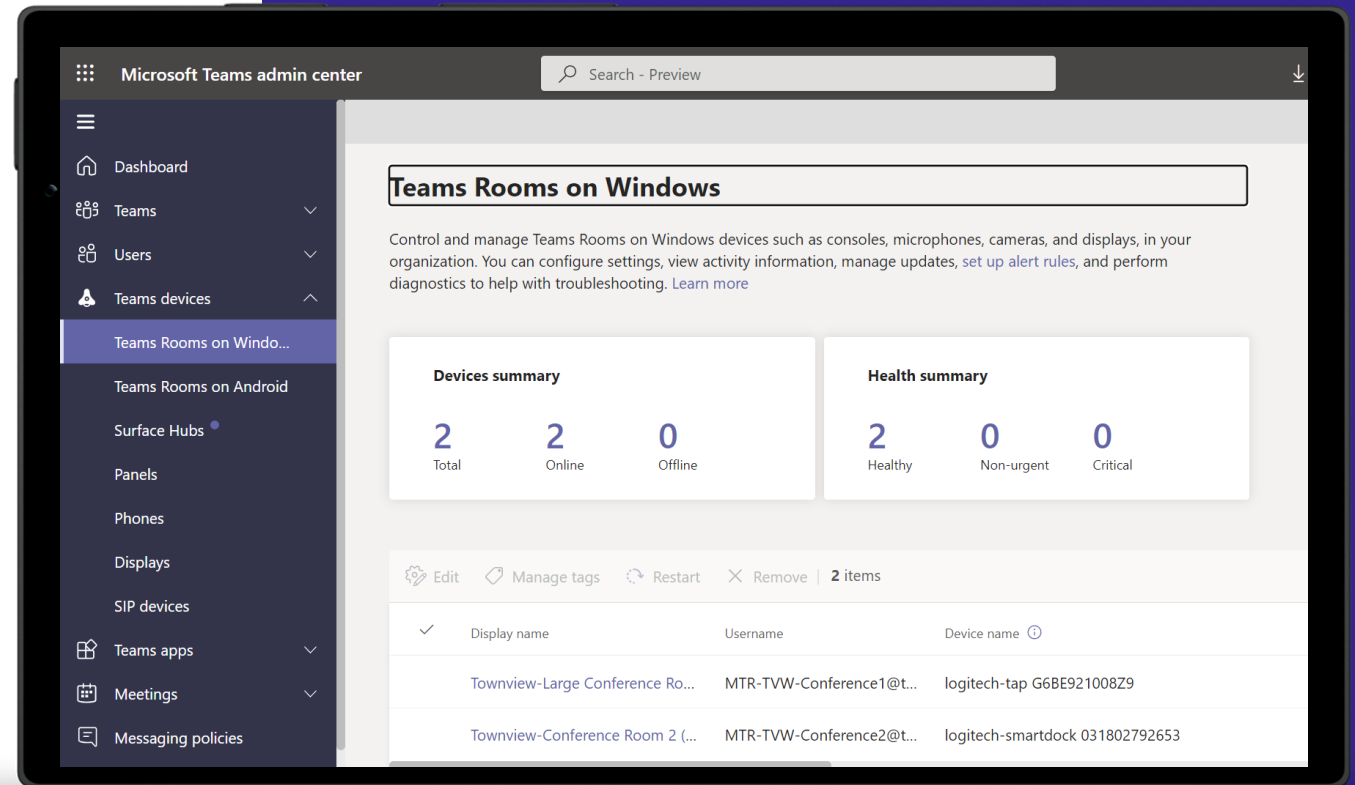
Teams admin center: Comprehensive self-management

Manage all your Teams **settings and devices** in one location

Device **auto-enrollment** in Teams admin center, with no additional action from IT required

Call quality analytics help **identify problems and root causes** of issues with active room health monitoring

Securely **delegate access** to a Microsoft-approved partner



Teams Devices management

Easy setup

Device auto-enrollment

Granular management

Track and manage the device inventory

Create and assign configuration profiles

Organize views and tagging

Perform schedule tasks as SW updates

Perform bulk actions such as device settings application

Active monitoring and diagnosis

Inspect health status including connected peripherals

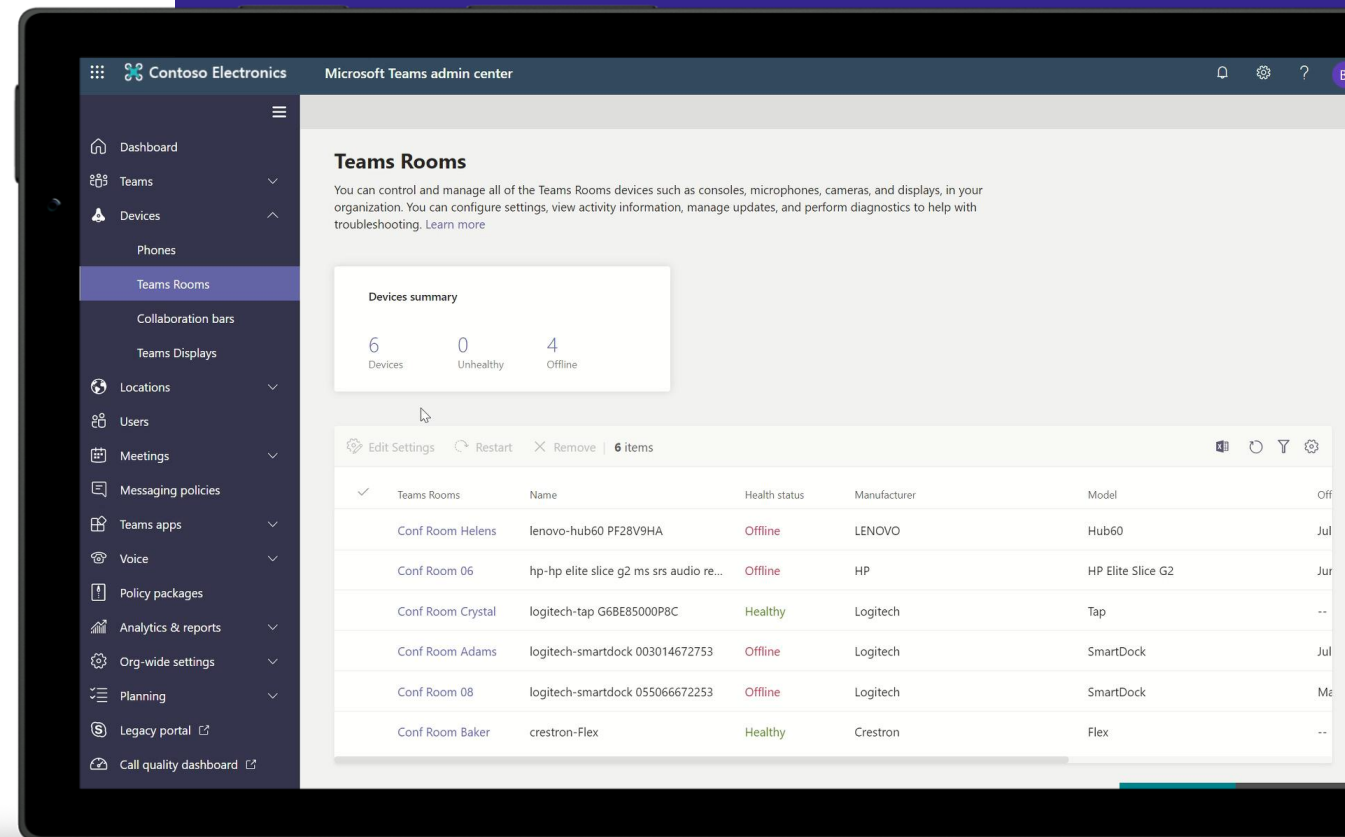
Automatic alerts based on device health status

Inspect call quality for all meetings

Delegated secured administration

New device admin role

Securely managed by a Microsoft partner



Teams admin center management capabilities by license

	Microsoft Teams Rooms Basic	Microsoft Teams Rooms Pro
Automatic device updates	✓	✓
Basic device analytics	✓	✓
Basic device health	✓	✓
Call quality dashboard	✓	✓
Create and view workspaces	✓	✓
Real-time telemetry	✓	✓
Regular feature updates	✓	✓
Remote sign-in and sign-out	✓	✓
Android device configurations		✓
Device alerts		✓
Device analytics - health and utilization		✓
Device detail view		✓
Device health details		✓
Device tags		✓
Graph APIs		✓
Remote restart		✓
Windows device peripherals management		✓
Windows device settings		✓

Microsoft Teams Rooms Pro Management

Microsoft Teams Rooms management made simple with Microsoft Teams Rooms Pro Management



A **comprehensive Teams Rooms Management portal** that compliments the Teams Admin Center

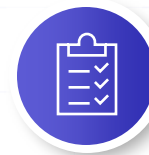
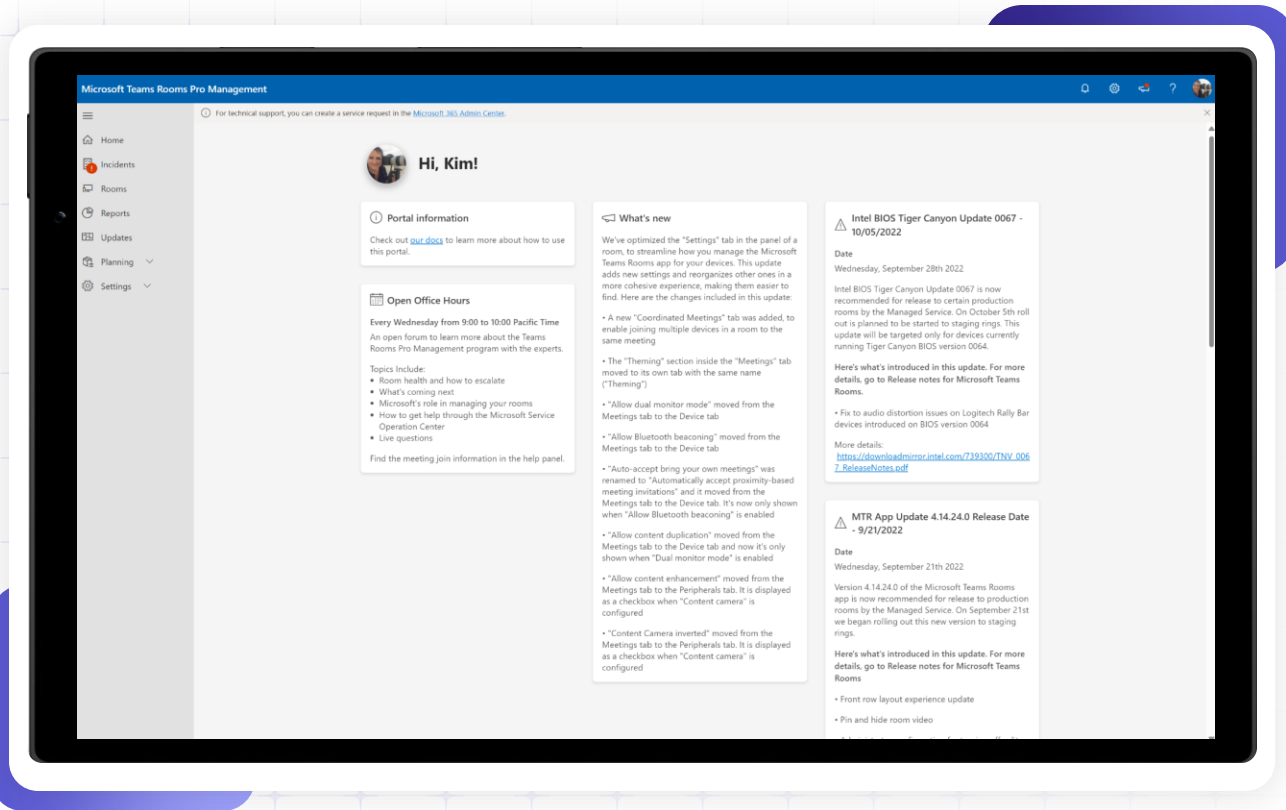


AI-powered platform delivering proactive management, insights and planning



Teams Rooms Partners across the globe to assist with planning, deployment, and management

Comprehensive management with Teams Rooms Pro Management Portal



Planning and inventory



Monitoring and operations



Update management



Reporting and insights

AI-based proactive management platform

Devices supported with Teams Rooms Pro Management



Teams-certified Windows devices and peripherals including Surface¹ Hub



Teams-certified Android devices and peripherals



Displays are not yet supported but on the feature roadmap

Supported devices as of December 2022
¹ Microsoft Surface Hub v1 and S2 or later supported..

Teams Rooms

Complete systems to transform meeting spaces, from small huddle areas to large conference rooms. Improve meeting productivity with a package that provides a rich and collaborative Teams meeting experience that's simple to use, deploy, and manage. Support flexible work and enable remote participants to see and hear everyone in the room.

Refine results

Category

- Headsets
- Speakerphones
- Desk phones & Teams displays
- Teams Rooms**
- Monitors
- Web cameras
- Room systems accessories

Space >

Brand >

Type >

Accessory type >

Attribute >

Mic >

Featured

Yealink
MeetingBar A20 with CTP18 touch panel
\$1899.00
[Shop now >](#)

Showing 1-21 of 26 results

View: 21 - Sort by: Most recent -

Jabra PanaCast 50 Room System
\$4399.00
A simple, complete meeting room solution engineered to bring hybrid teams together naturally.
[Shop now >](#)

Neat Board
\$5790.00
A complete meeting room package in a simple and elegant all-in-one device for small meeting rooms or huddle spaces.
[Shop now >](#)

Neat Bar + Pad
\$3470.00
Quickly join and easily host Microsoft Teams meetings with Neat Bar for small sized rooms.
[Shop now >](#)

Poly Studio room kits
\$3149.00 - \$3649.00
Take your Teams meetings to the next level with Poly Studio Room Kits for Microsoft Teams Rooms.
[Shop now >](#)

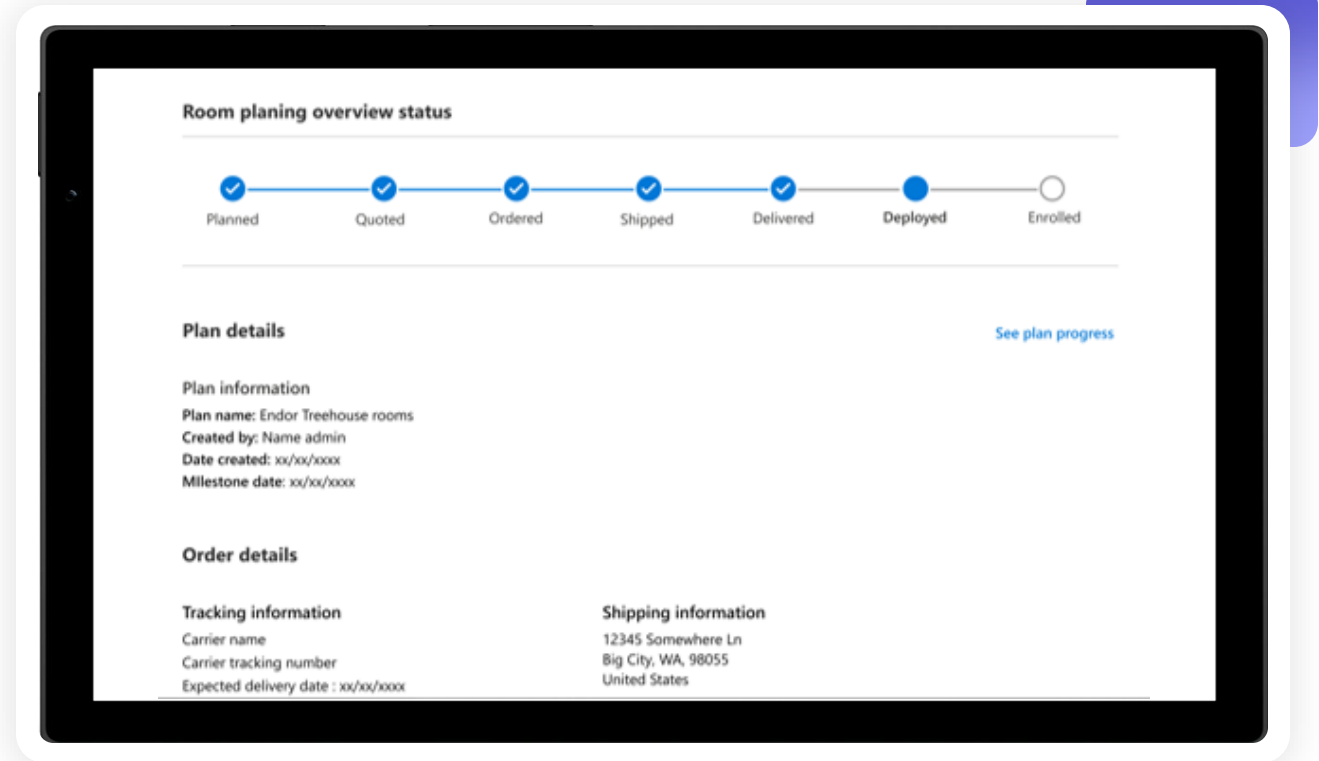
Lenovo ThinkSmart Core full room kit
\$5505.63
Modular collaboration solution designed for Teams meetings, featuring the ThinkSmart Core, ThinkSmart Cam and ThinkSmart Bar XL.
[Shop now >](#)

Yealink MVC intelligent speaker systems
\$2292.00 - \$4698.00
Bring everything you need to interact, connect, and collaborate with internal and external users seamlessly and intelligently.
[Shop now >](#)

aka.ms/teamsdevices

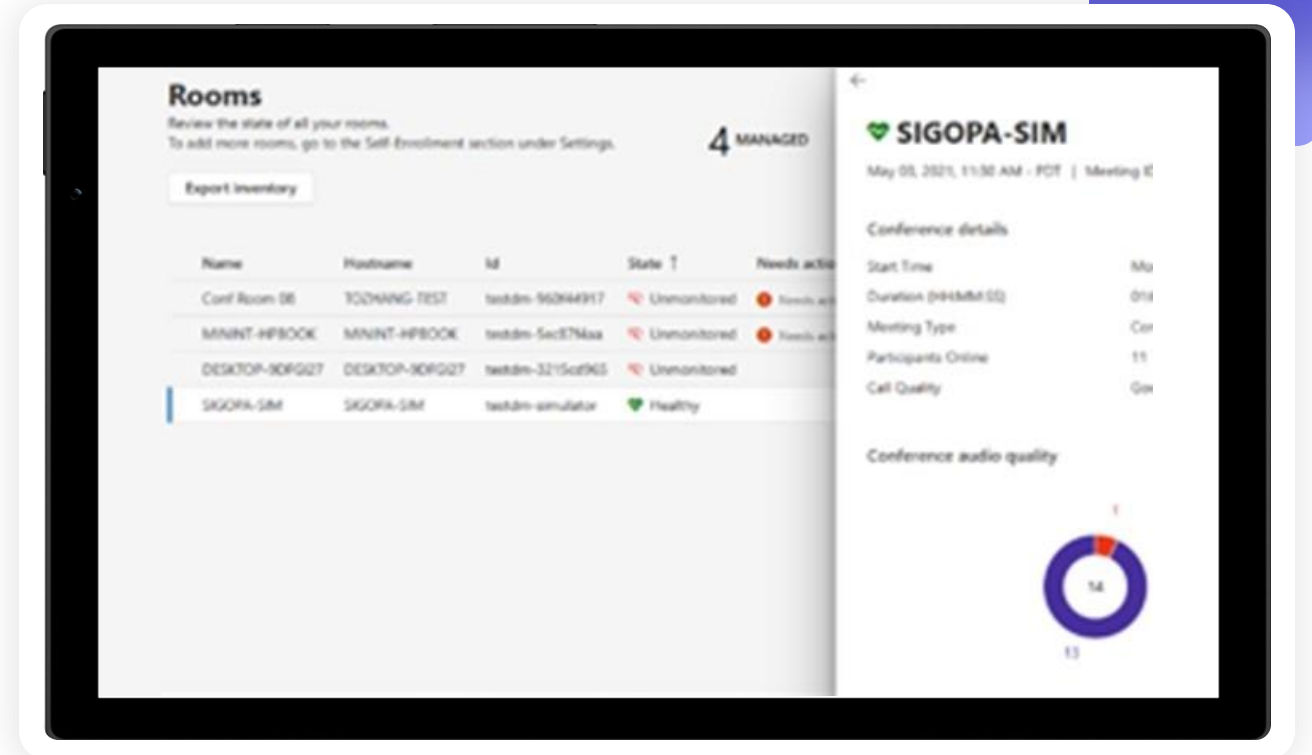
Planning and inventory

- Simplify and automate planning and inventory management
- Automatically discover information in your directory and environment
- Maintain your inventory by dynamically adding important assets to the inventory manifest
- Build standards based on smart recommendations from your environment
- Publish standards to a region, site, or building
- Share room plans with partners



Monitoring and operations

- 24x7x365 system oversight and predictive analysis that identifies and remediates problems
- Optimized configuration automatically applied to your specific room environment
- Detailed insights into room reliability and usage
- Seamless escalation of reliability issues to OEM hardware vendors
- ServiceNow integration to allow IT ticketing system integration



Categories of health signals

The portal groups dynamically generated health signals and incidents into key areas

- ✓ Account management (e.g., sign-ins)
- ✓ OS, firmware, and apps
- ✓ Configuration and settings
- ✓ Hardware & peripherals
- ✓ Display
- ✓ Security
- ✓ Connectivity
- ✓ Outage
- ✓ Other

Guatemala (6)
GuatemalaMtr | guatemalamtr

Status Settings Activity Actions Security Updates Groups Call History

① The Camera signal has been happening with high frequency. We have been tracking them with this ticket [GJ58RE-88V8WG](#).

This room is online with all signals enabled and active.

Active tickets Show all signals

🔇 Suppress

>	Problem	Ticket	Status	Action	Severity
	Recorded		✓ Healthy		
∨	Account management	2 active	✗ Unhealthy		
	Sign in (Teams)	GJ58RE-BFWXXT	✗ Unhealthy	⚙ System Investigating	Critical
	Sign in (Skype for Business)	GJ58RE-EHFQYD	✗ Unhealthy	⚙ System Investigating	Critical
	OS, firmware, and apps		✓ Healthy		
	Configuration and settings		✓ Healthy		
∨	Hardware and peripherals	1 active, 1 recently r...	✗ Unhealthy	🚨 1 needs action	
	Camera	GJ58RE-88V8WG	✗ Unhealthy ⚠	🚨 Needs action	Important
	Conference speaker	GJ58RE-202GTZ	✓ Healthy	Resolved	Important
	Display		✓ Healthy		
	Security		✓ Healthy		
>	Connectivity	1 active	✗ Unhealthy	🚨 1 needs action	

[Record an issue](#) [Suppress room](#) [Unenroll](#)

Keeping a pulse on Microsoft Surface Hubs

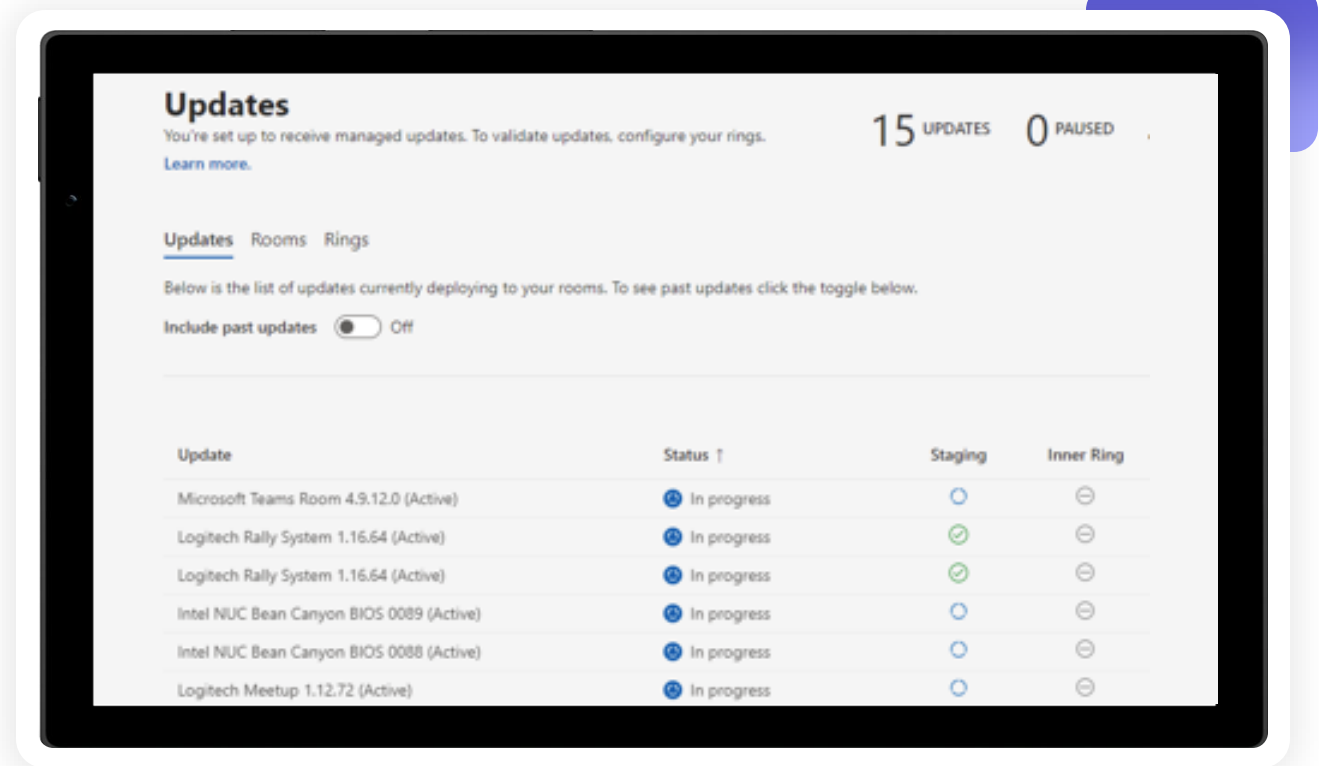
The Teams Rooms Pro Management portal allows you to get device-specific health signals from Surface Hub devices so users can always be productive

- ✓ Pen battery level
- ✓ Cart battery level
- ✓ Data on how its used



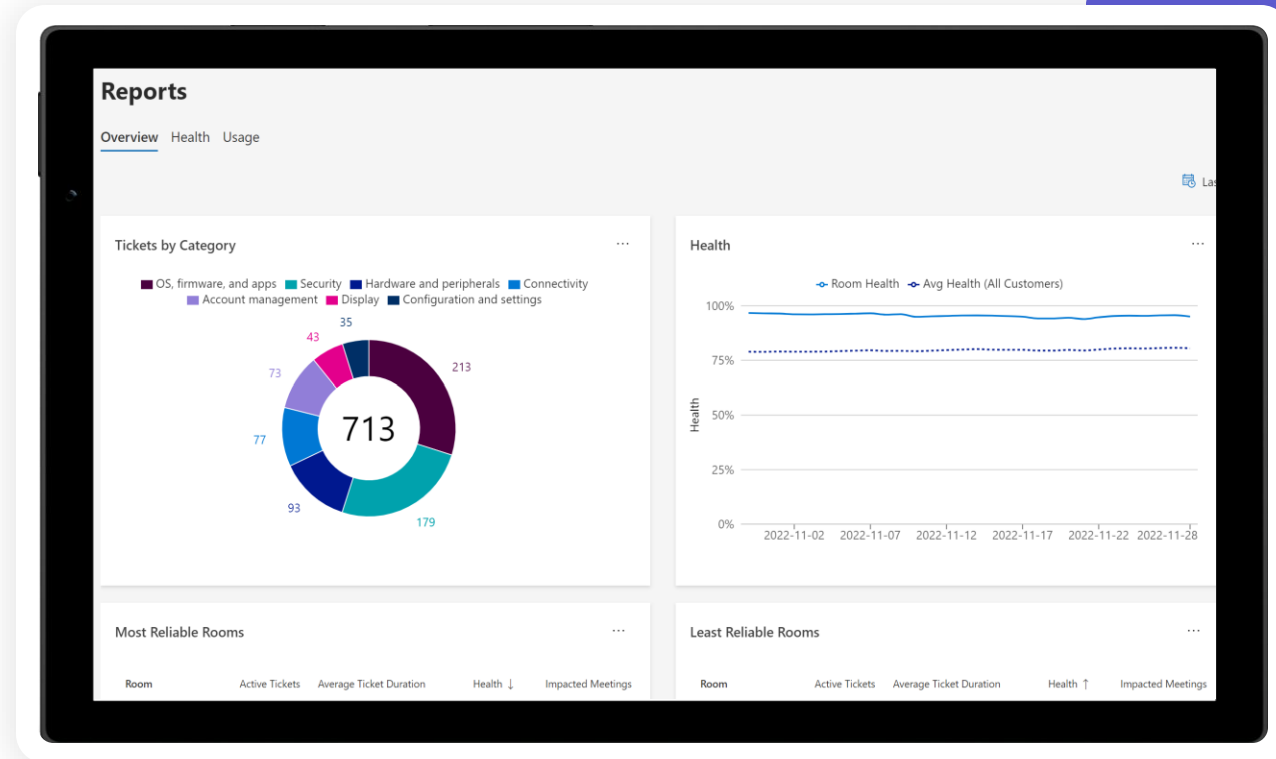
Managed updates

- Updates run on your behalf, customized to your environment
- Deployment rings so you can stage the order in which rooms are updated
- Validation and monitoring of updates delivered through Windows update following ring deployment policy



Reports and insights

- Correlated incident data across the ecosystem proactively develops strategies to prevent reoccurrence
- Incident trend history including room reliability history
- Detailed insights into inventory, room health, online meetings and room usage
- Reveal difficult-to-find environmental information with automated insights
- Compare your performance to other customers using the management service



Teams Rooms Pro Management portal capabilities summary

Microsoft Teams Rooms Pro Management portal

Mixed device environment in one pane of glass

Enrollment and inventory for Windows, Android, and Surface Hub devices in the Teams Rooms Pro Management portal.

Room health monitoring & alerts

Proactive monitoring and device health signals and alerts. IT can control what they want to be alerted. The service monitors applications, operating system, device, and firmware health.

Incident ticket generation

Incident ticket and alert management with integration with ServiceNow for incident coordination. Other integrations coming soon.

Update management

Automated configuration and delivery of the Microsoft Teams Rooms application and management of related Windows updates through configurable Rings for easy, controlled change management.

Detailed system and configuration information

Comprehensive, device details report across the fleet (e.g., firmware, software, settings) exported to Excel.

Remote configuration and management

Remotely monitoring devices is supported. Remote device configuration and troubleshooting will be available in the first half of 2023.

Standards and room planner

Use the wizard-like guide to make room planning and deployments easier using suggested equipment standards and data on existing equipment.

Troubleshooting and remediation

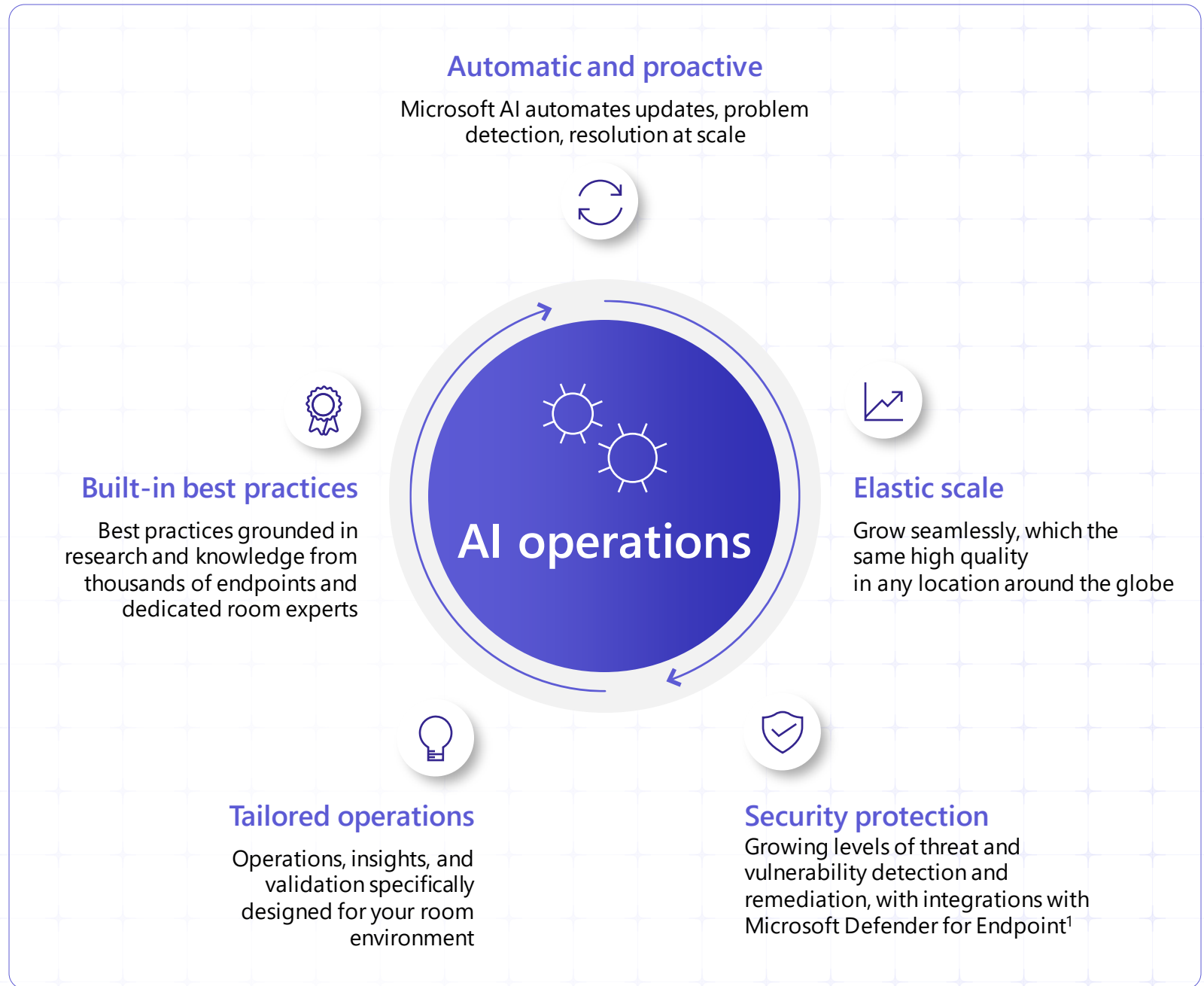
Automated diagnostics and auto-remediation where appropriate.

Proactive insights and recommendations

Get analytics and insights on room health, usage, and equipment reliability so issues can be addressed before they become a problem.

AI Operations platform power

Intelligent software enables proactive management, and issue remediation



¹ Some security notifications, such as needed password updates, are enabled. More proactive security will come with the integrations with Microsoft Defender for Endpoints in the first half of 2023.

Globally available



The management portal is available in all countries as Teams Room Pro. See the supported country list [here](#).



The Teams Management Portal is not supported in GCC and GCC High environments.

Additional Resources

Microsoft Teams Rooms Pro Management

- Check out [The Teams Rooms Tour](#) for planning guidance and example device configurations by room size
- Get started with a [60-day Teams Rooms Pro trial](#)
- Find [Management service details on Microsoft Learn](#)
- [Get Support](#) for Teams Rooms Pro Management

aka.ms/Teamsroomspro



Questions?

Thank you.



Got Feedback?
aka.ms/HybridMeetingsandRoomsWorkshop/Feedback

