



# Adoption and Troubleshooting

## Module 5



# Objectives



Learn how to train your users and accelerate adoption



Learn about features specific to device types



Know how to troubleshoot Microsoft Teams Android devices

# Adoption



# End user documentation

Get started with Teams displays  
[aka.ms/TeamsDisplaysGetStarted](https://aka.ms/TeamsDisplaysGetStarted)

Get started with Teams panels  
[aka.ms/TeamsPanelsGetStarted](https://aka.ms/TeamsPanelsGetStarted)

Get started with Teams phones  
[aka.ms/TeamsPhonesGetStarted](https://aka.ms/TeamsPhonesGetStarted)

Get started with Teams Rooms  
[aka.ms/TeamsRoomsAGetStarted](https://aka.ms/TeamsRoomsAGetStarted)

## Get started with Teams Rooms on Android

*Microsoft Teams*

With Microsoft Teams Rooms on Android (previously called collaboration bars), transform your basic home office or the focus room at a work site into a professional conference space featuring high-quality audio and video.

### In this article

[Overview](#)

[Hardware](#)

[Sign in and pairing](#)

[Scheduling meetings](#)

[Make calls](#)

[Start instant meetings](#)

[Participate in meetings](#)

[Change the layout](#)

# Adoption tools

[aka.ms/TeamsCustomerSuccessKit](https://aka.ms/TeamsCustomerSuccessKit)

Download package that contains tons of great materials to help deploy Teams

[aka.ms/Teamstoolkit](https://aka.ms/Teamstoolkit)

Flipbook for customers to learn how to use and deploy Teams

[aka.ms/AdoptMicrosoftTeams](https://aka.ms/AdoptMicrosoftTeams)














Site that helps with adoption guidance for Microsoft Teams

[SuccessWithTeams.com](https://SuccessWithTeams.com)

In-depth guide for everything Teams (admin, migration, user education videos)

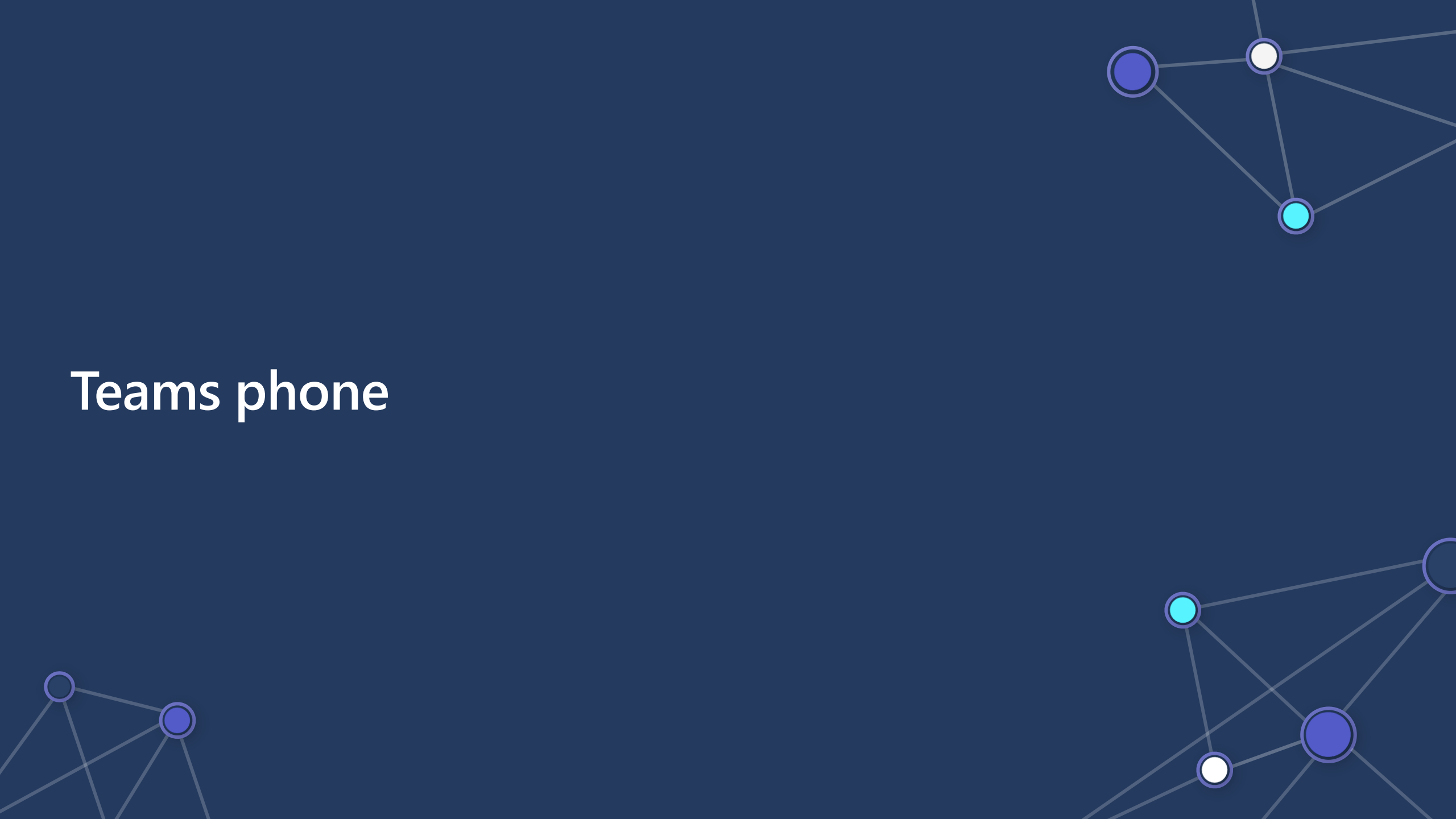
[adoption.microsoft.com](https://adoption.microsoft.com)

Envision, Onboard and Drive Value with Microsoft 365 Adoption Tools

-  01 Microsoft Teams User Quick Start Guide for Every Department.pdf
-  02 Microsoft Teams PowerPoint Guide for Quick Start.pptx
-  03 Microsoft Teams - Announcement Template.docx
-  04 Microsoft Teams Interactive Demo File URL
-  05 Microsoft Teams Poster.pdf
-  06 Microsoft Teams Editable Poster.docx
-  07 Microsoft Teams Editable Flyer.docx
-  08 Microsoft Teams Announcement Email.zip
-  09 Microsoft Teams Countdown Email.zip
-  10 Microsoft Teams Tips + Tricks Email 1.zip
-  11 Microsoft Teams Tips + Tricks Email 2.zip
-  12 Microsoft Teams Banners.zip
-  Microsoft Teams Countdown Template DOCX



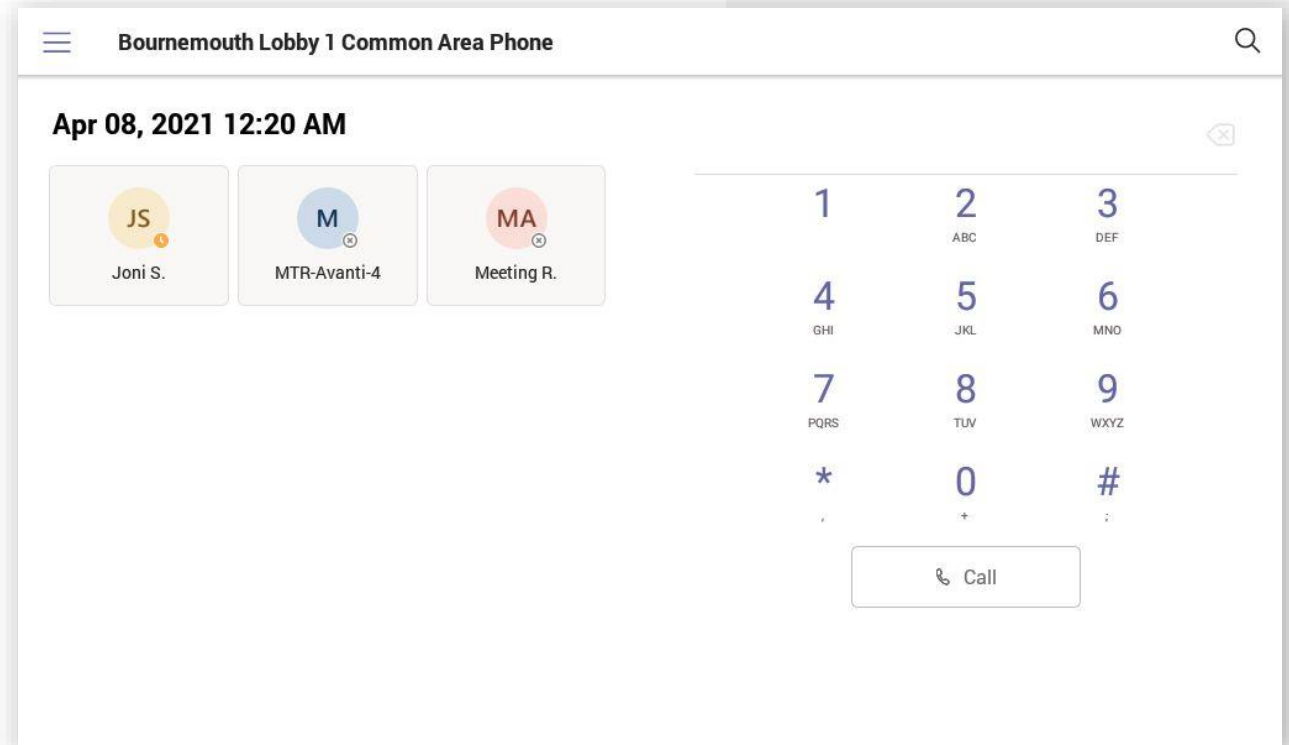
Teams phone



# Speed Dial on Common Area Phones

CAP Mode includes support for [speed dials](#)

Speed dial entries must be added via [Teams Desktop client](#)



# Sidecar

Entries in sidecar are **speed dial** entries

Speed dial entries can be added directly on **phone** or via **Teams** desktop client

Speed dials are **ordered alphabetically** based upon display name

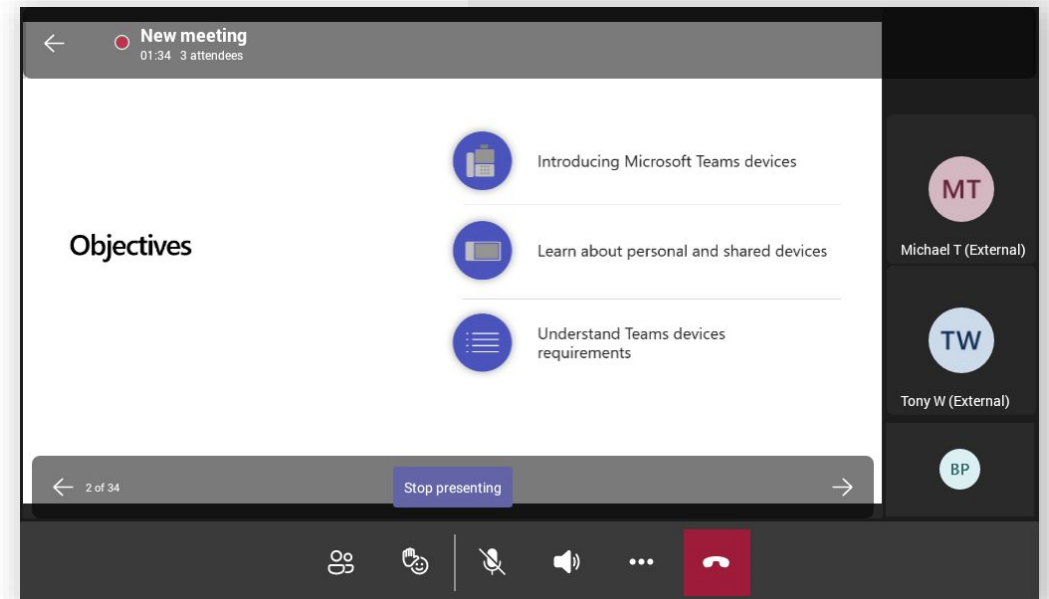
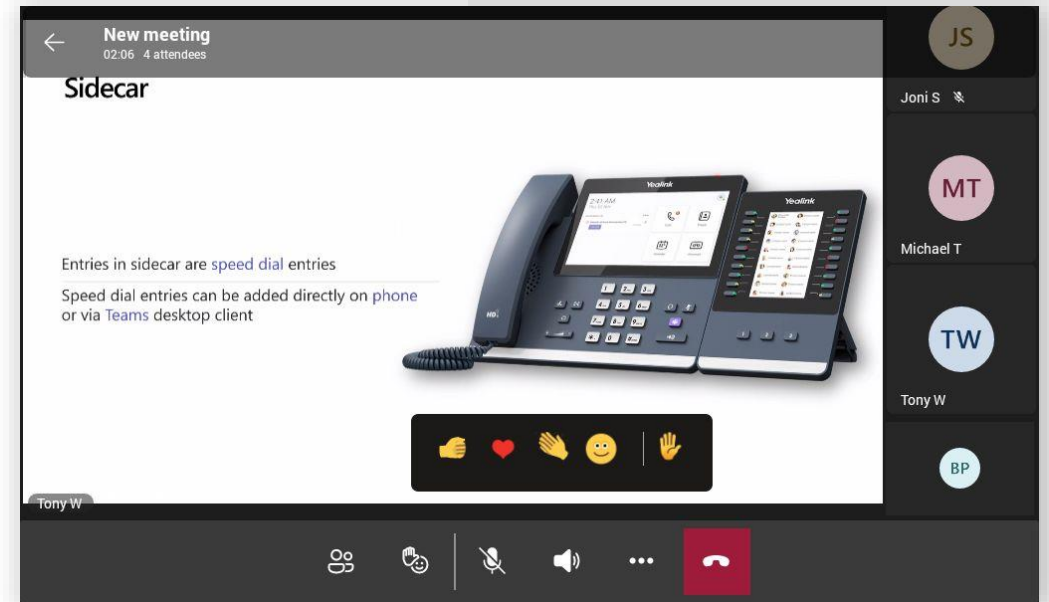




# Content sharing on phones

Enabled on devices with 7" screens or above

Supports viewing PowerPoint and desktop sharing



# Home screen

Enable/Disable



Home screen enabled



Home screen disabled



# Home screen

Enable/disable

Determines whether the [Home Screen feature](#) of the Teams IP Phones is enabled

```
New-CsTeamsIpPhonePolicy -Identity 'EnableHomeScreen' -AllowHomeScreen 'Enabled'
```

```
Grant-CsTeamsIpPhonePolicy -Identity 'Adele.Vance@contoso.com' -PolicyName 'EnableHomeScreen'
```

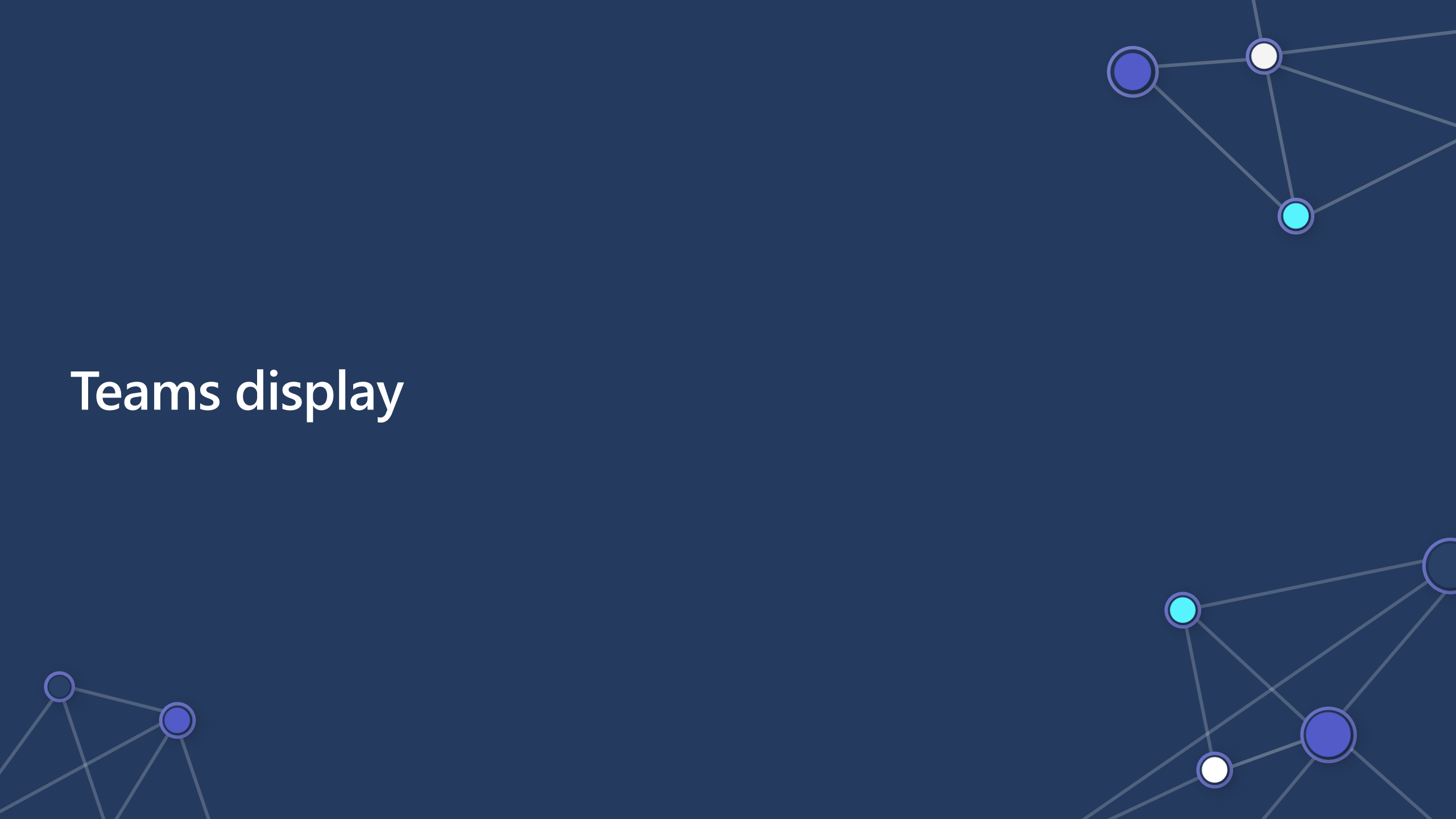
# Home screen

Enable/disable

End user can enable/disable home screen via phone settings if the policy is enabled.



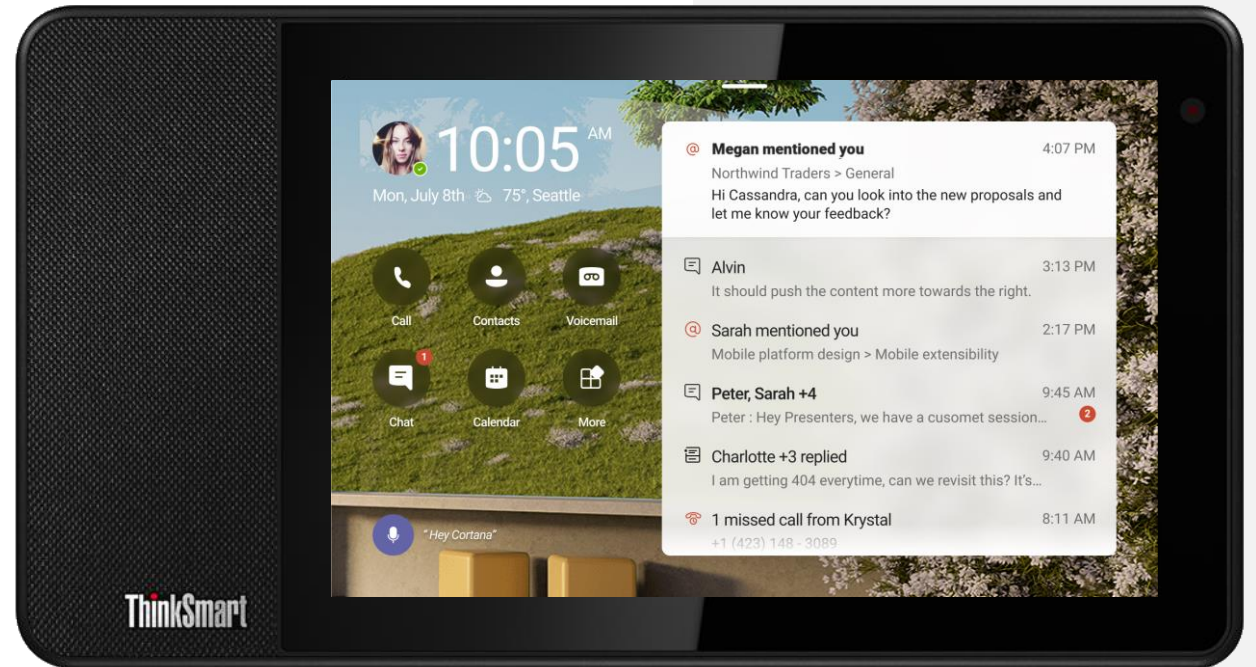
# Teams display



# Things to know...

Lenovo ThinkSmart View might ship in Teams phone mode. Strongly encouraged to [upgrade to Teams display mode](#).

Lenovo ThinkSmart View only supports Wi-Fi.



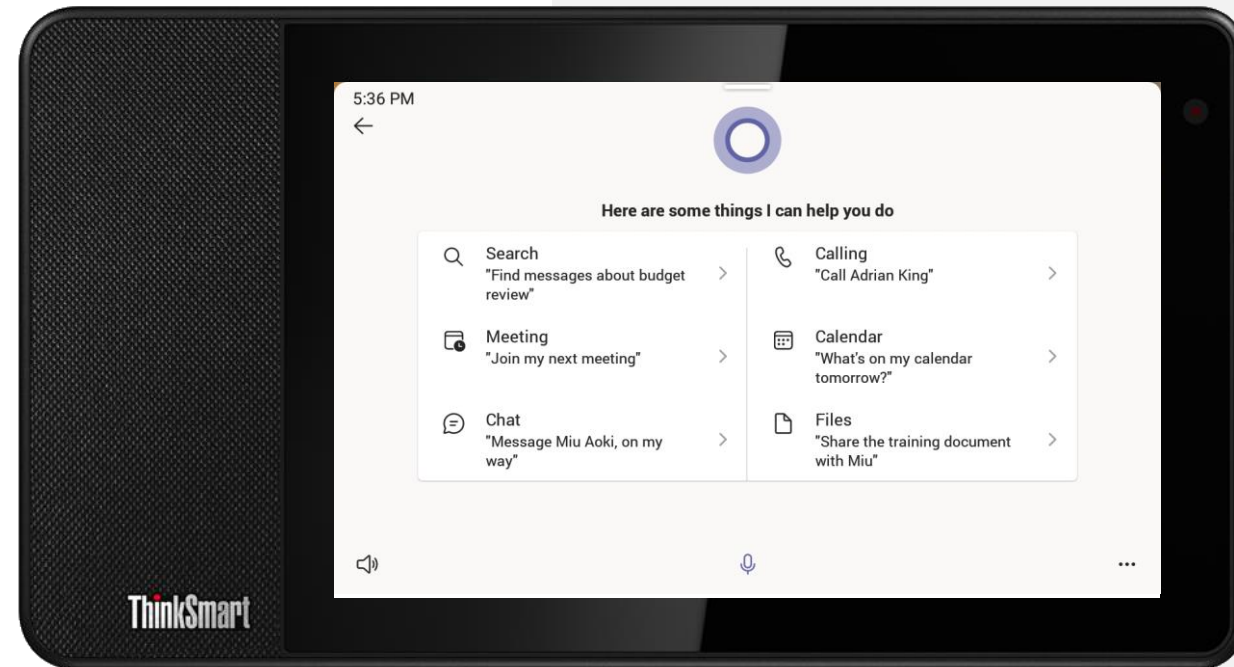


# Cortana

To begin, either select Cortana microphone icon; say "**Cortana**" or "**Hey Cortana**".

Tell Cortana what to do. You can say things like:

- Go home
- Go to Calls
- Call Adrian King
- Add Ajay to the call
- Send a message to Tom
- Join my meeting
- What is the weather?



# Cortana

Tenant admins can control who in their tenant can use Cortana voice assistance

Cortana is enabled by default

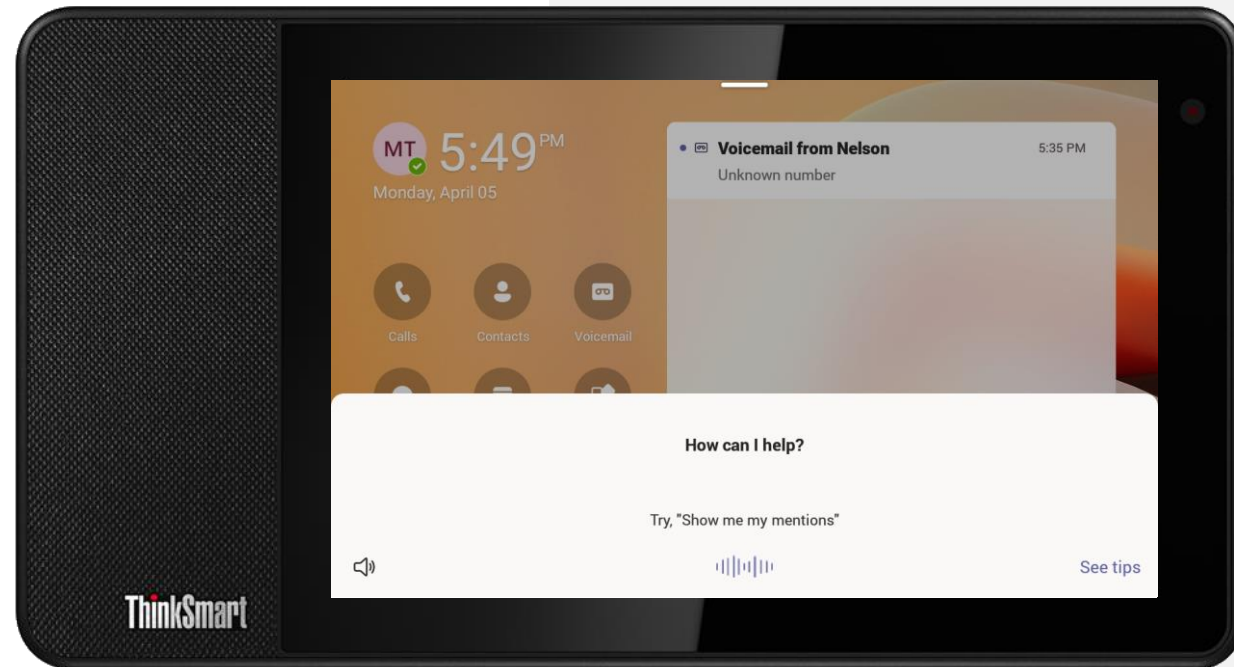
---

Disable or edit Cortana tenant-wide settings via PowerShell

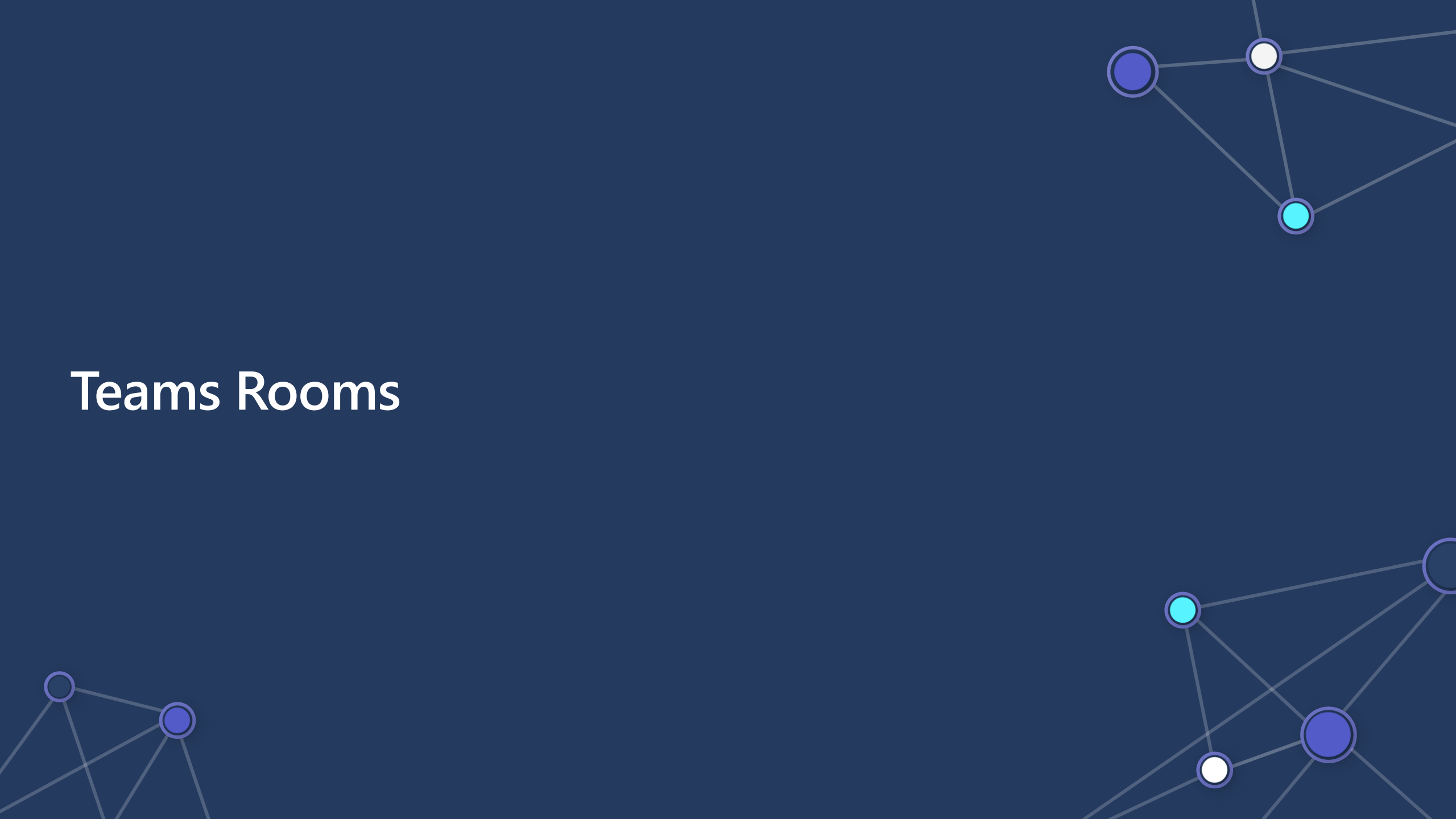
Users can enable/disable Cortana via Settings

---

New-CsTeamsCortanaPolicy  
Get-CsTeamsCortanaPolicy  
Grant-CsTeamsCortanaPolicy  
Set-CsTeamsCortanaPolicy  
Remove-CsTeamsCortanaPolicy



# Teams Rooms



# Console

Placed on table and controls meetings/calls

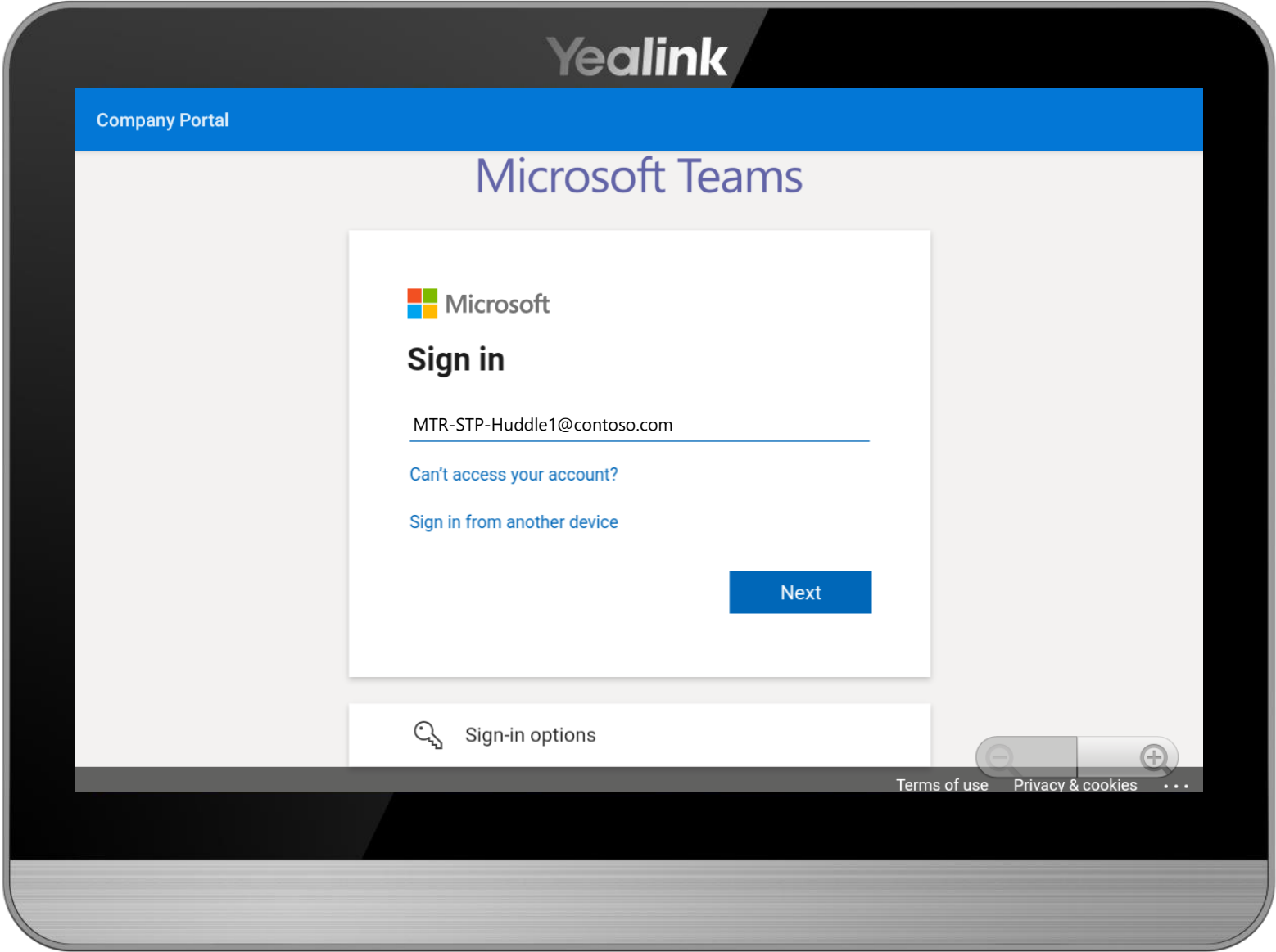
Console is **paired** with a **specific** Teams Rooms device

Once console is paired, **controls are moved** from the display to the console

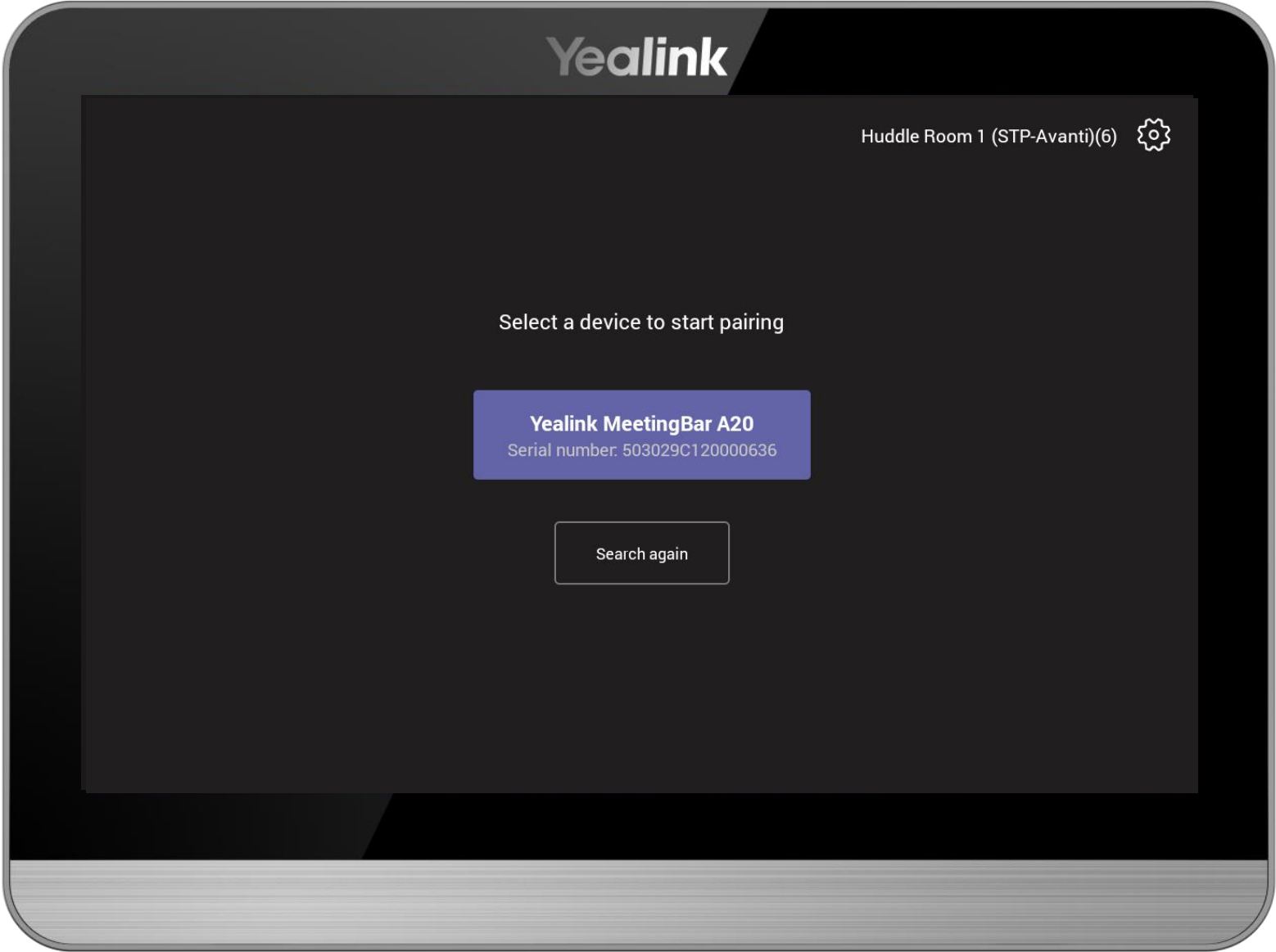
A console is **not required**. You can also use a touch-enabled display or a remote control



# Pairing console

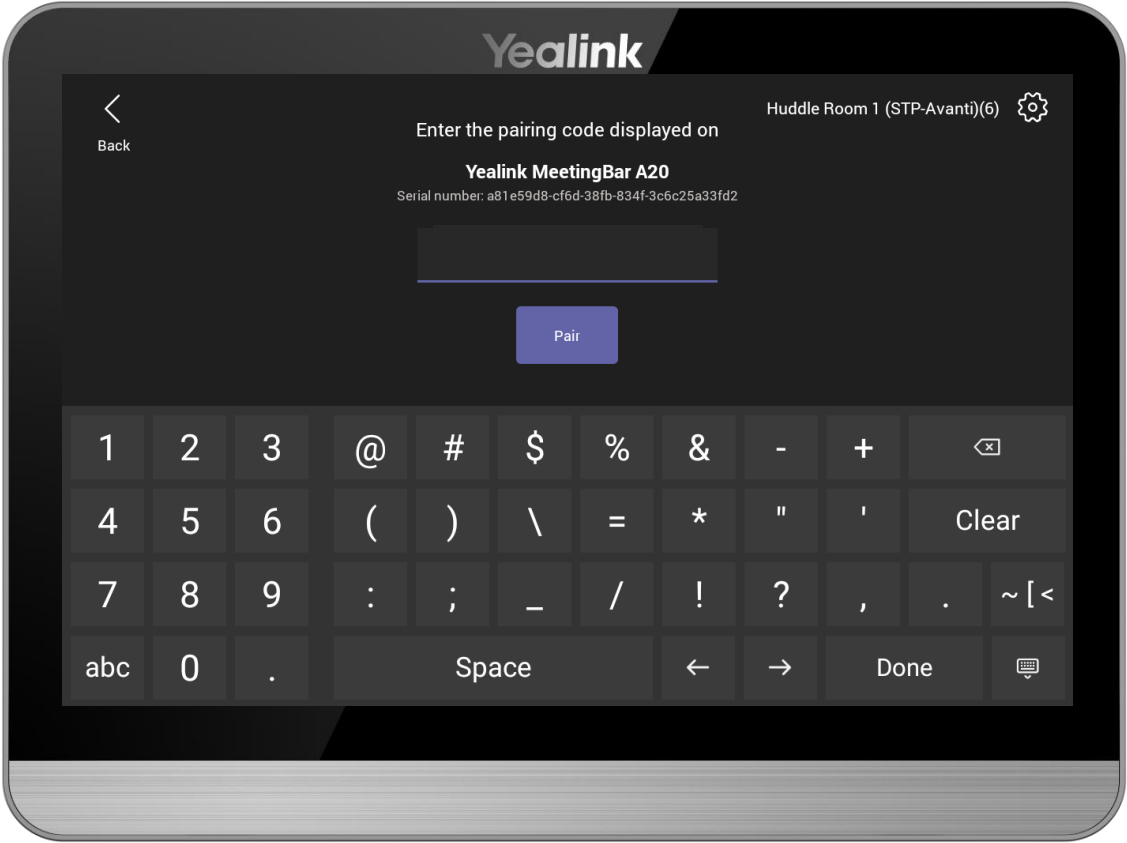
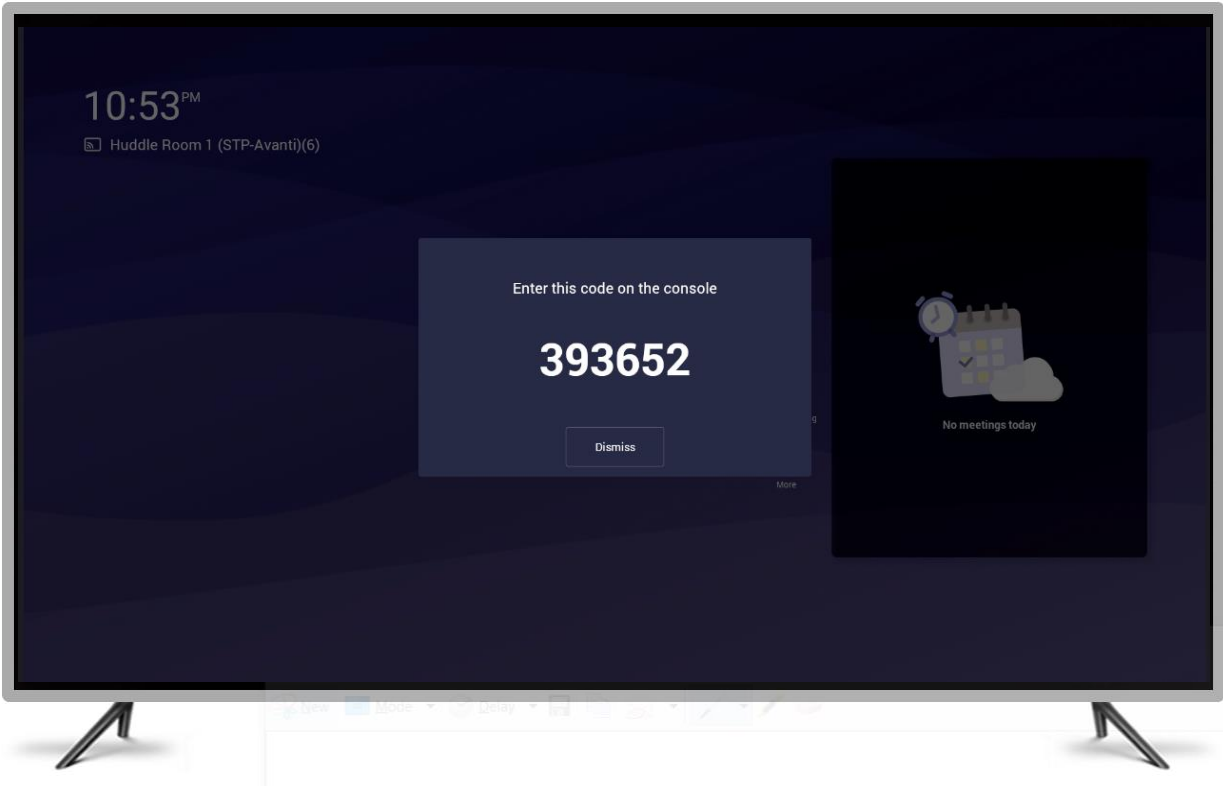


# Pairing console





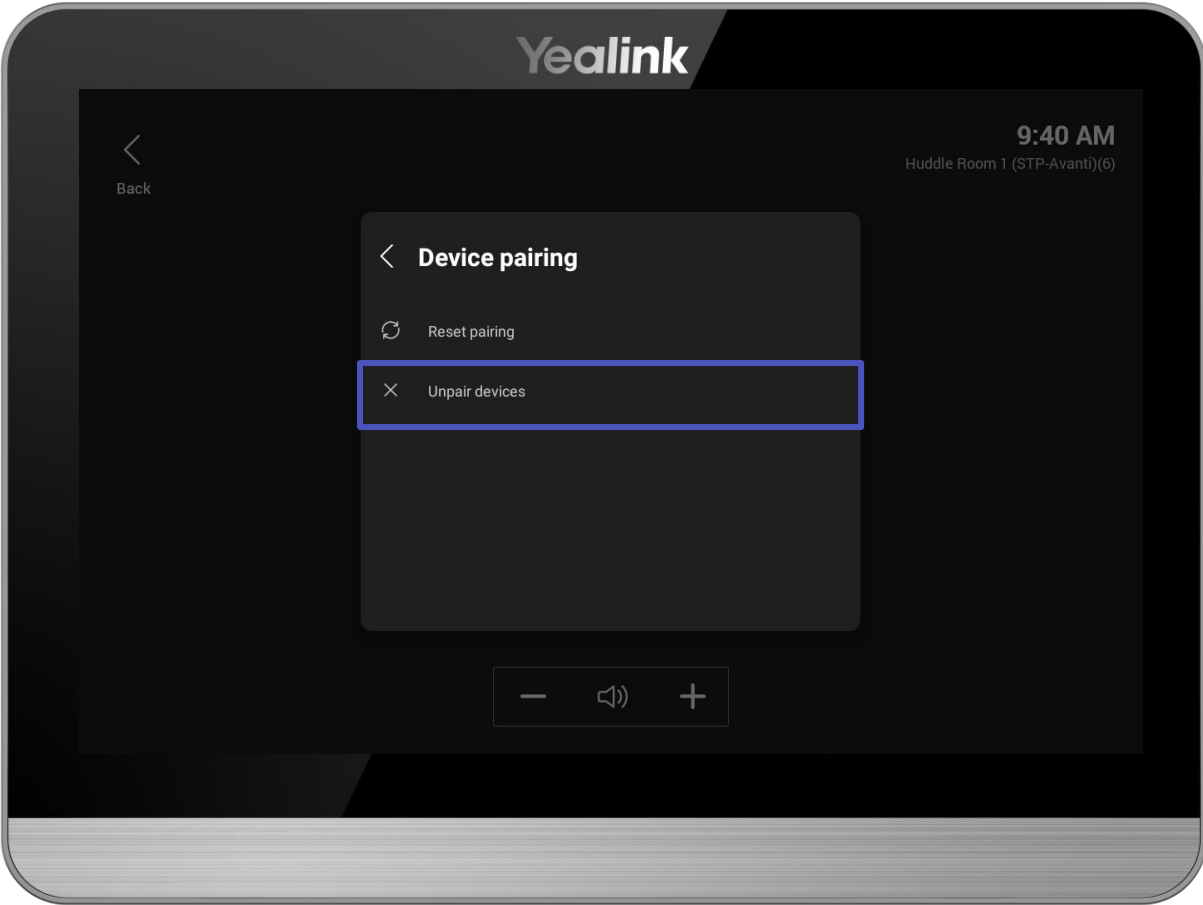
# Pairing console



# Pairing console



Paired



Unpair

# Console management

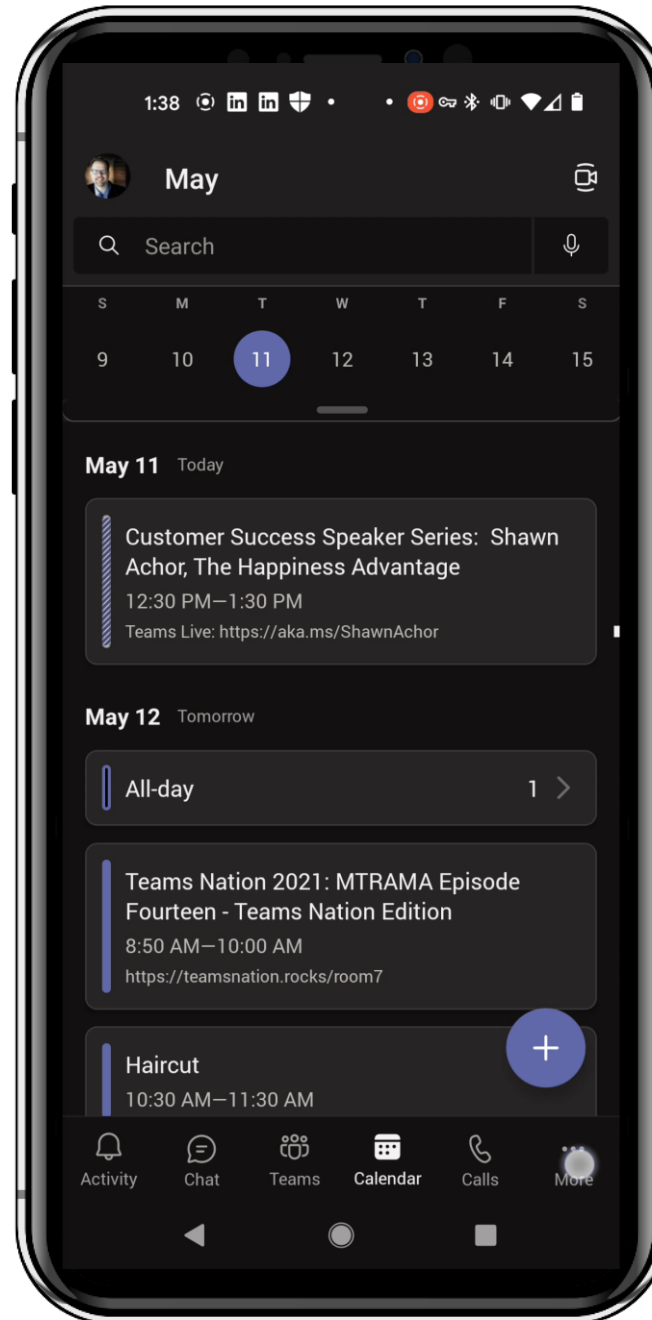
Manage via Teams admin center

The screenshot displays the Microsoft Teams admin center interface. The left-hand navigation pane includes links to Dashboard, Teams, Devices, IP phones, Teams Rooms, Collaboration bars (which is the active section), Teams displays, Teams panels, Locations, Users, Meetings, Messaging policies, Teams apps, and Voice. The main content area is titled 'Collaboration bars' and contains a descriptive paragraph about managing certified Collaboration bars. Below this is a 'Devices summary' card showing 2 Devices, 0 Critical, 0 Non-Urgent, and 0 Offline. A tabbed interface allows switching between 'All Collaboration bars', 'Touch consoles' (the selected tab), and 'Configuration profiles'. At the top of the table is a toolbar with actions: Edit, Manage tags, Update, Restart, and Remove, along with a 'Showing 2 devices' indicator. The table lists two devices with columns for a checkbox, Display name, Username, Device name, Health status, and Pairing status.

	Display name	Username	Device name	Health status ⓘ	Pairing status
<input checked="" type="checkbox"/>	Montreal Teams Rooms	MTR-MTL-Huddle1@team...	poly-polytc8 81201554983...	Healthy	Paired
<input checked="" type="checkbox"/>	Huddle Room 1 (STP-Avan...	MTR-STP-Avanti-2@teams...	yealink-ctp18 80:5e:c0:db:...	Healthy	Paired

# Cast

Project content **directly** from your device to the display **without** setting up a meeting.

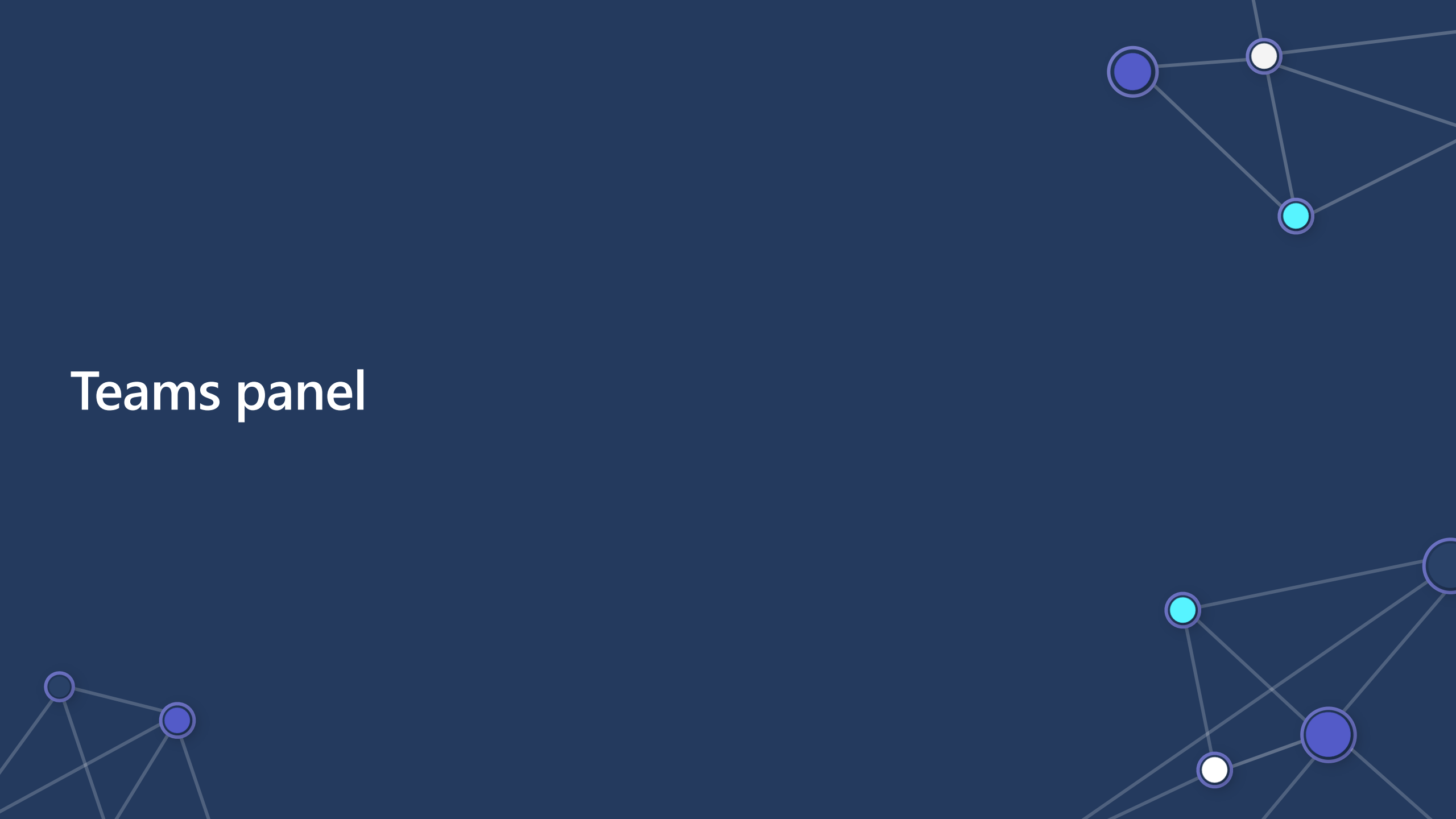


# Cast

Teams Rooms



Teams panel



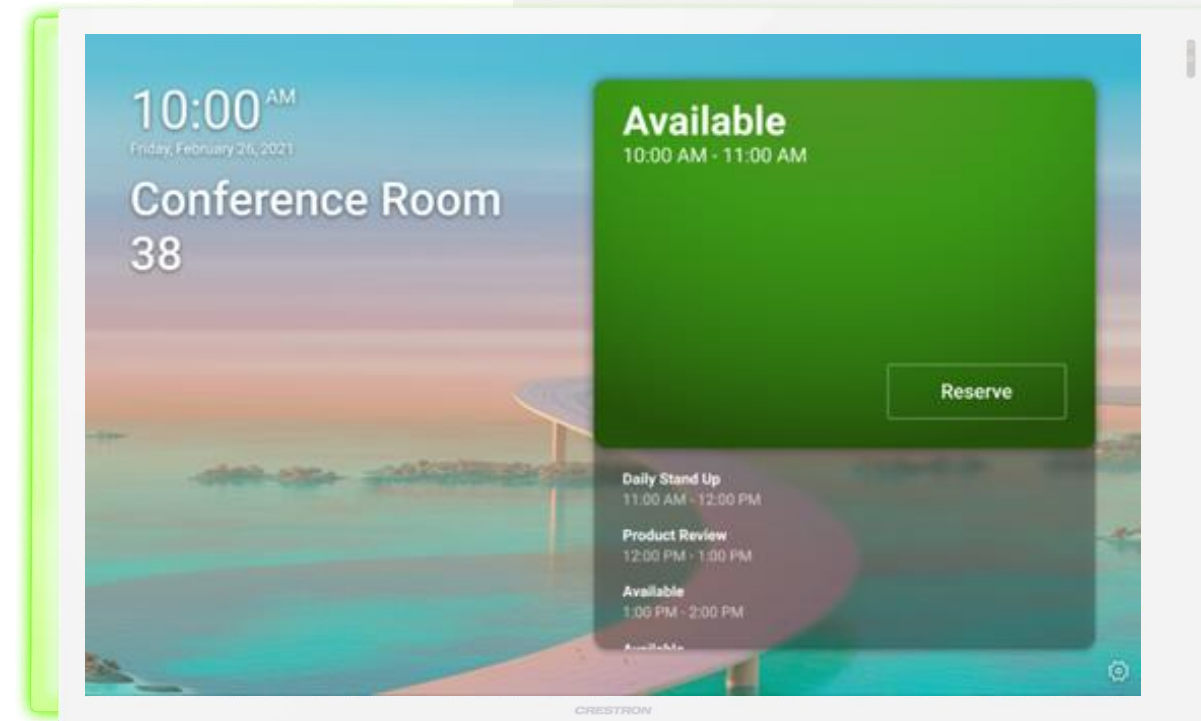


# Teams panel

It can take up to **90 seconds** for the panel to show newly scheduled meetings.

For a scheduled meeting that is marked as private, **Private meeting** is displayed instead of the actual meeting title.

Some Teams panels require **POE+** (802.3at, 30 Watt)

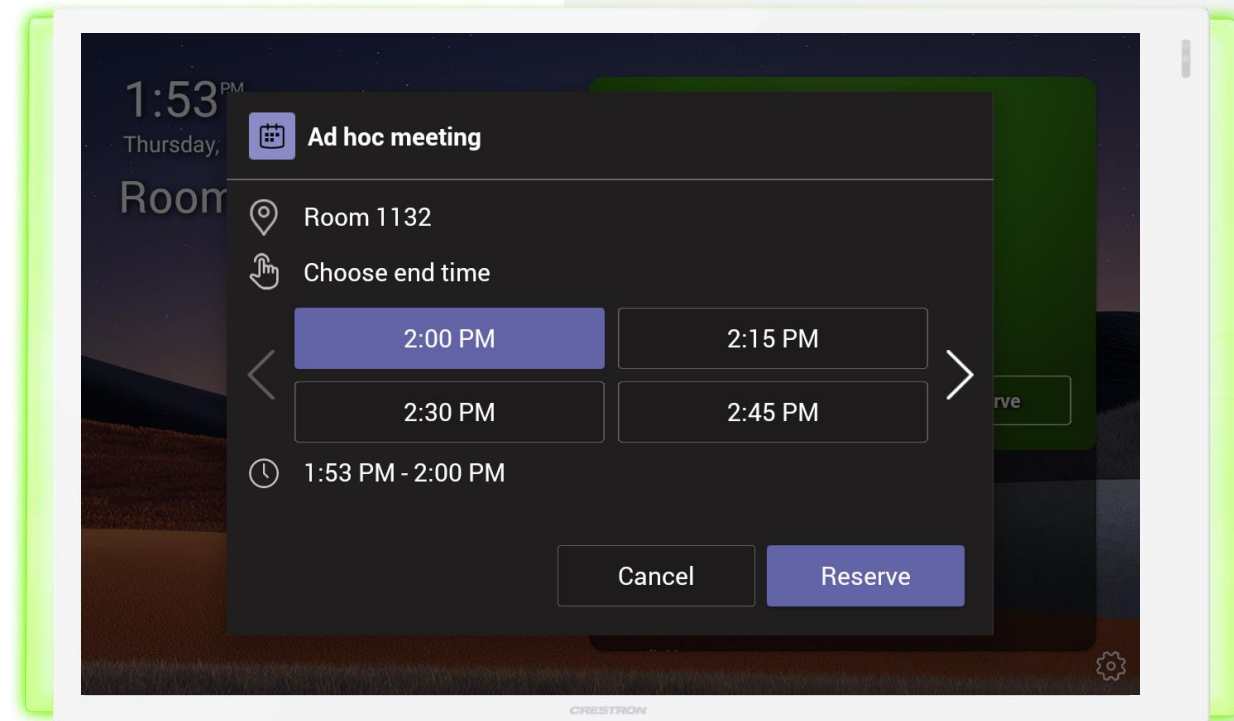


# Teams panel

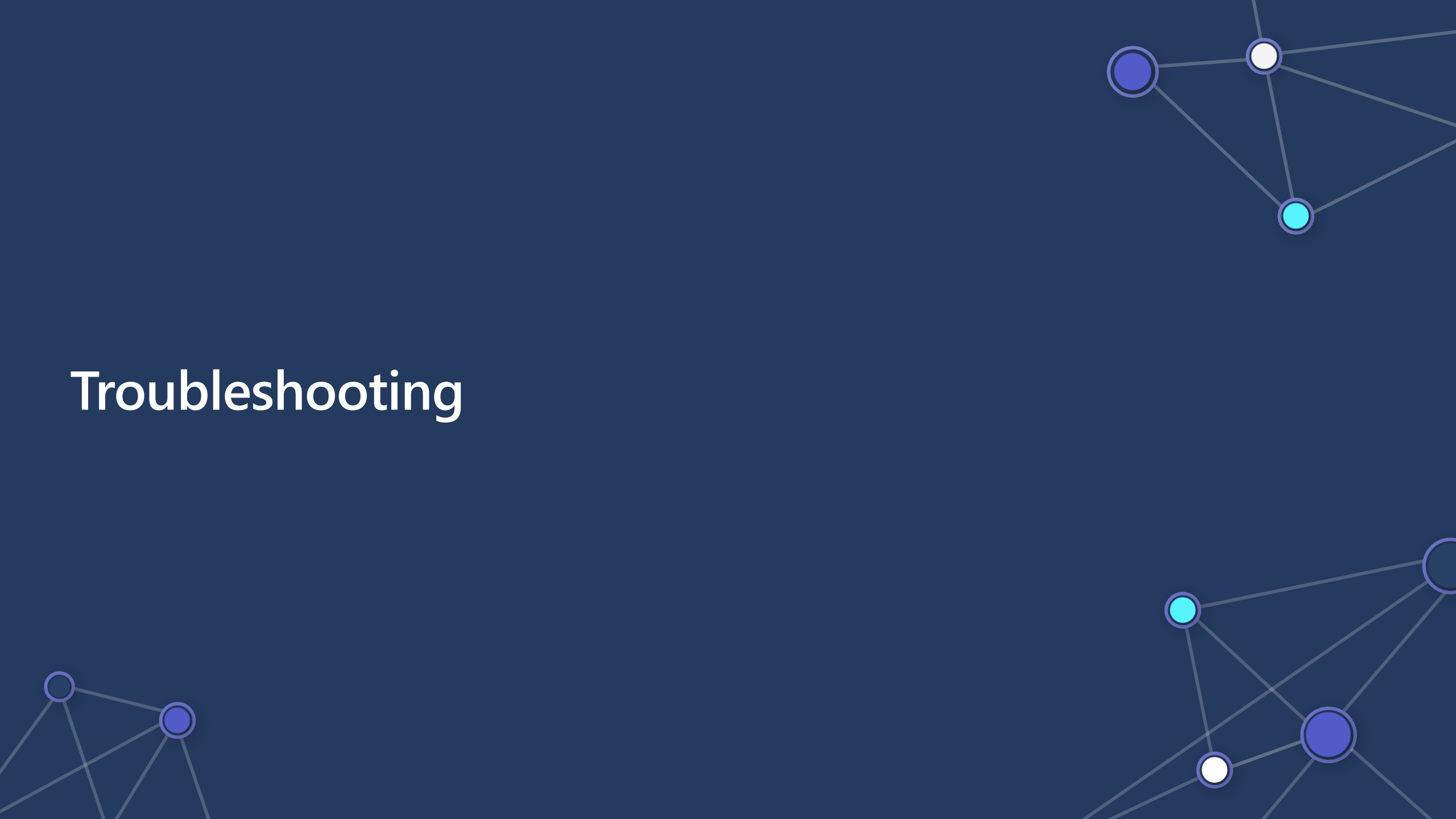
The end time defaults to the **next 15-minute interval** that is at least five minutes after the current time.

An exception is when the start time of the next meeting is **within five minutes** from the current time. In such cases, you can book the space until the next meeting start time.

You can not set a start time. The meeting start time is **now**.



# Troubleshooting



# Log collection with Teams admin center

Adele Vance

T58A

Y8

Download device logs

Update software

Restart

Refresh details

Health status

Healthy

Offline since

--

Device name

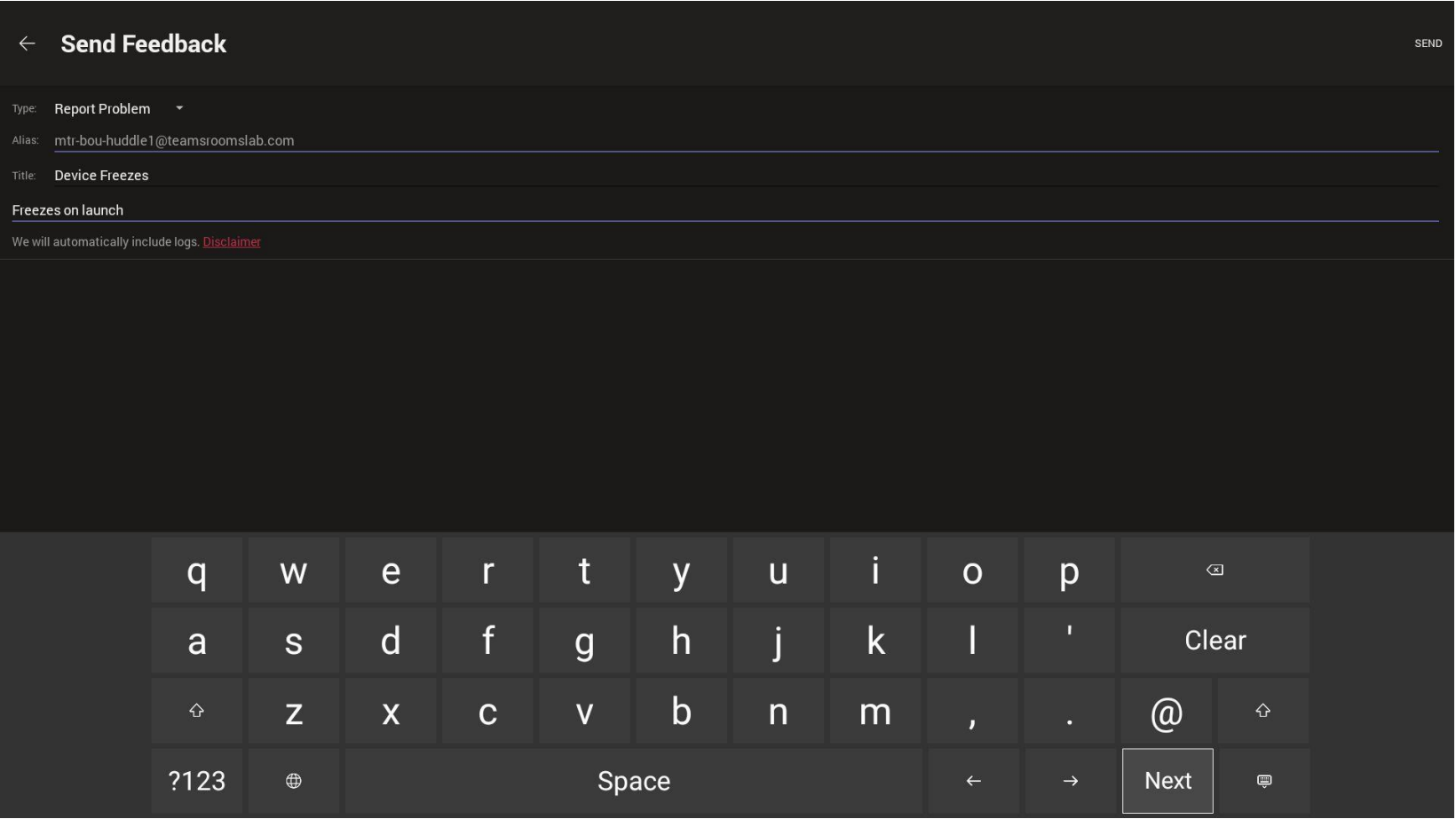
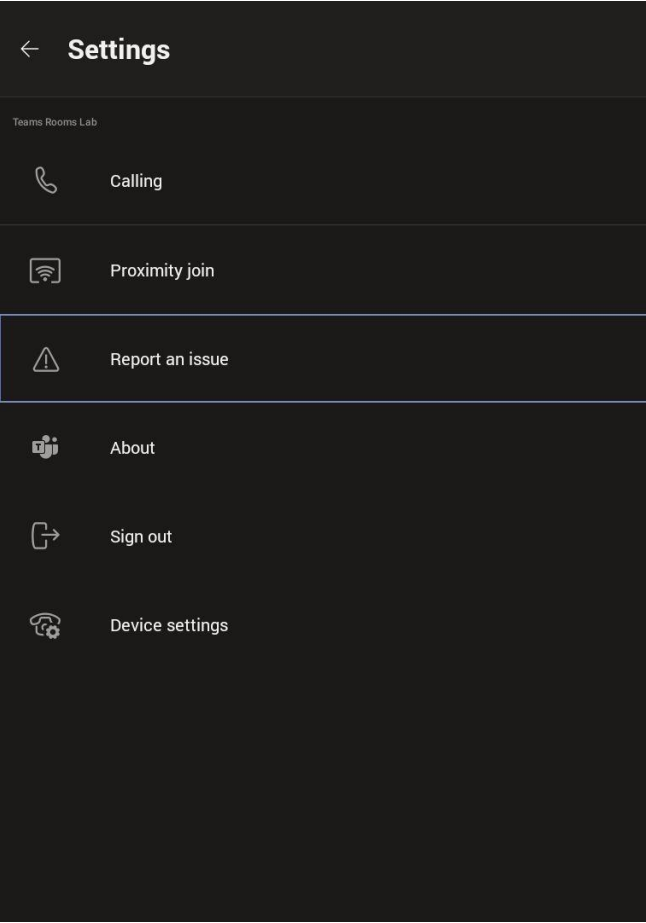
yealink-t58a 8158419067401...

Username

adelev@teamsroomslab.com

History						
History						
✓	Action	Status	Scheduled at	Modified on	Diagnostics file	Initiated by
	Device Diagnostics	Completed	-	Mar 4, 2021, 12:45 PM	Download	Michael Tressler

# Upload logs with Report an issue



# Log analysis

Expand [.zip](#) files  
Open [\\*.log](#) file

Keyword	Events
AdminAgentService	Admin agent events
AuthorizationService	Authorization flows
Calling	Calling Issues
Devicemgm	Device management
Enrolling	Intune enrollment and admin agent
GetAdalAccess	AD access token for admin agent
MAMAcquire	MAM mobile application management events
SharedSecret	Device secret



# Device registration



It can take up to 8 minutes for the device to register

The device ID is **unique** for each phone

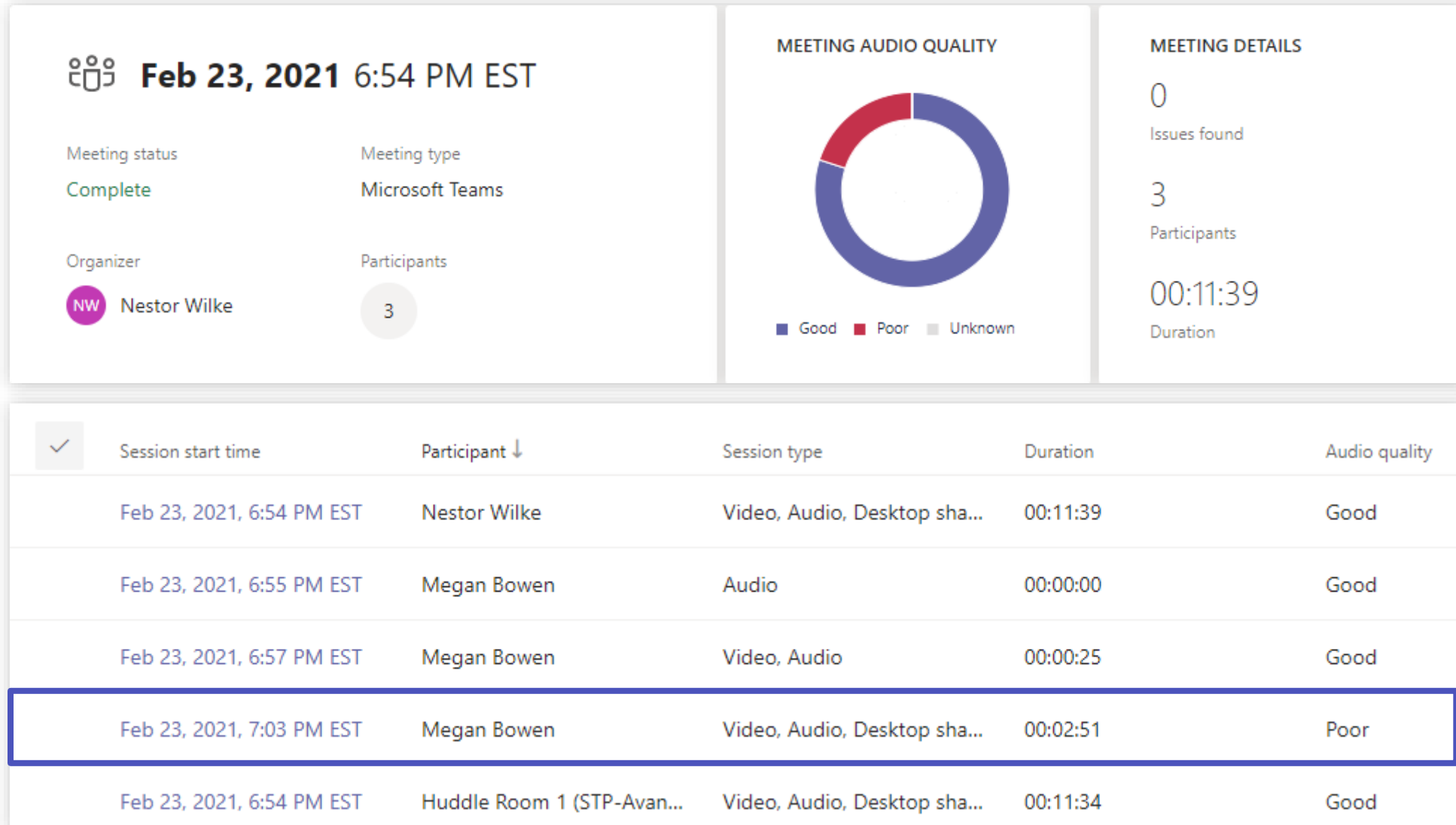
- Mapped to the **MAC address**

A **Shared Secret token** is also generated


- It has **no expiration**
- Revoked when the device is **blocked** or **removed** from Teams admin center

Device registration is triggered by a **factory reset** or **removal** from Teams admin center


# Troubleshoot poor call



# Troubleshoot poor call




**Megan Bowen**  
MeganB@teamsroomslab.com





**Response code: 410**  
00:05:23


Audio quality  
**Poor**

Poor call quality was caused by the network.

Device

System

Connectivity

Network

Metric	Target
Latency (RTT or Round-trip Time)	<500ms
Burst packet loss	<10% during any 200ms interval
Packet loss	loss <10% during any 15s interval
Packet inter-arrival Jitter	<30ms during any 15s interval
Packet reorder	<0.05% out-of-order packets

## Network stream from Megan Bowen to Service

Average round-trip time	234 ms
Maximum round-trip time	462 ms

## Network stream from Service to Megan Bowen

Average round-trip time	234 ms
Maximum round-trip time	462 ms
Average jitter	105 ms
Maximum jitter	610 ms
Average packet loss rate	9.88%
Maximum packet loss rate	87.36%

# Best practice when requesting help

Is the device running the **most recent updates**?

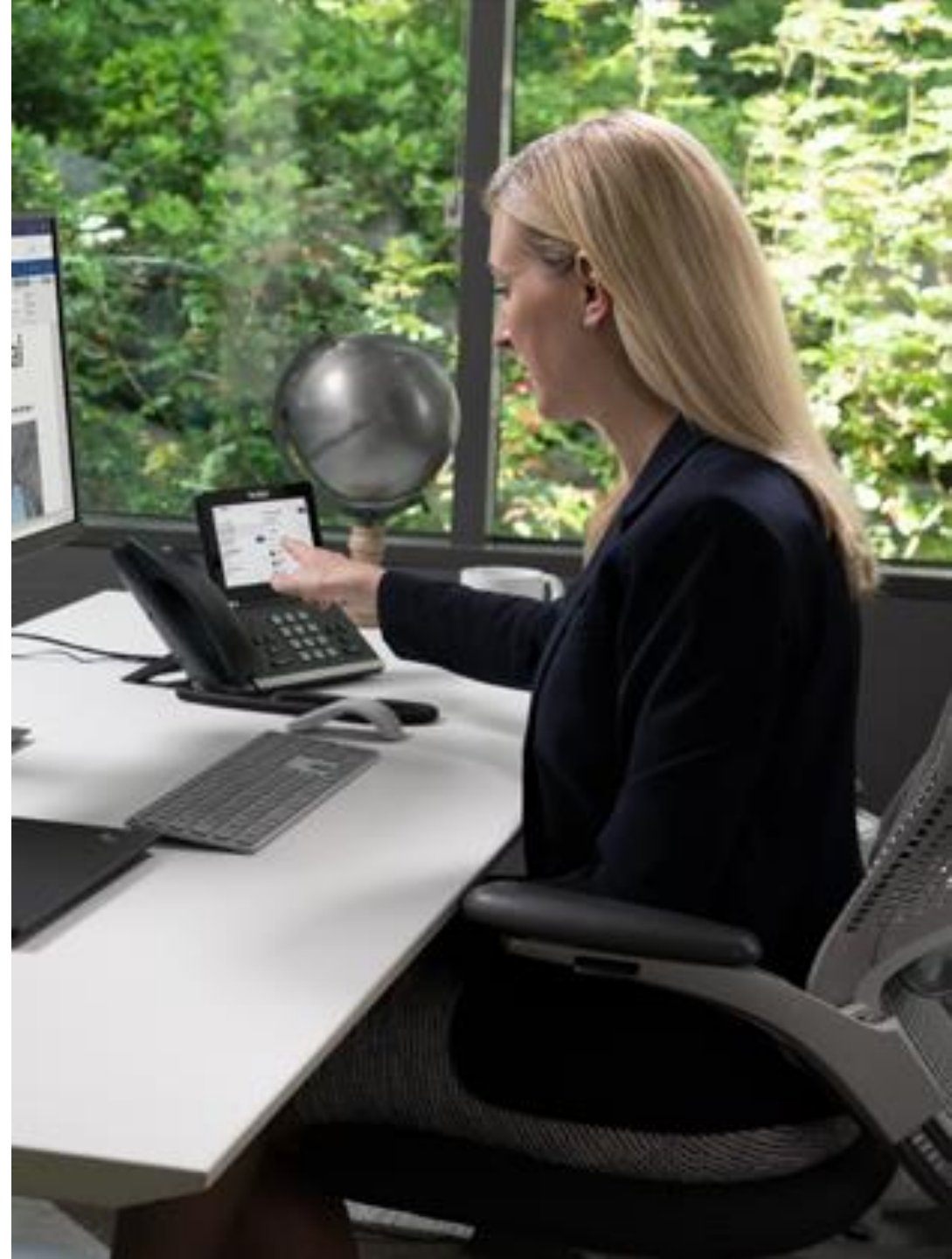
Provide a **clear problem** statement in your ticket

Can you **reproduce** the issue and **how many users** are impacted?

Attach the downloaded **device logs** and any other information that the support engineer will find helpful

A **video** or **screenshot** of the issue helps in understanding the issue

Raise at the **correct severity** based upon impact



# Summary



# Summary



Became aware of training and adoption resources

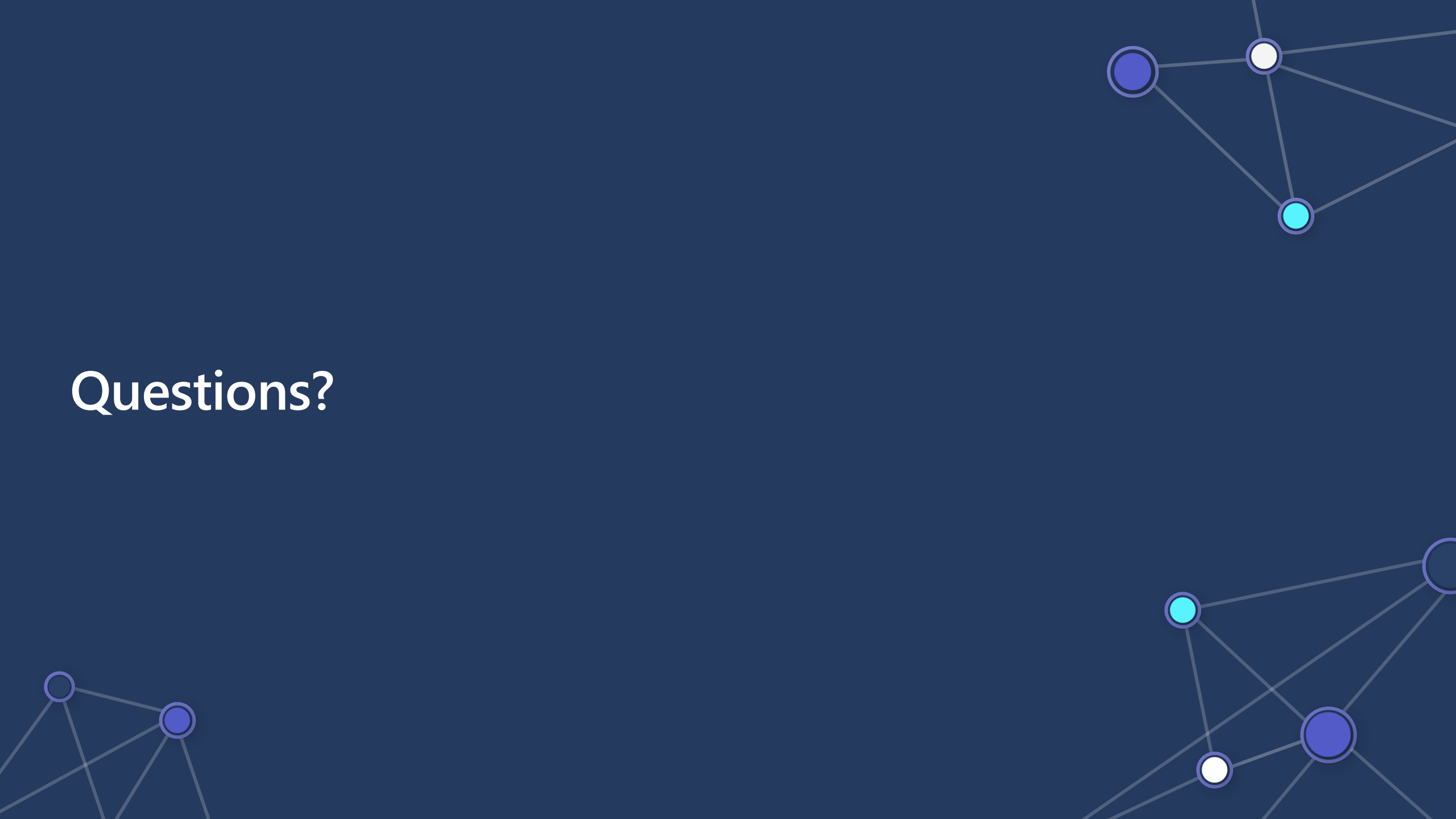
Learned about device-specific features

Saw troubleshooting steps for specific issues

Saw how to troubleshoot call quality issues using Teams admin center



Questions?





Thank you.