



Adoption and Troubleshooting

Module 5



Objectives



Learn how to train your users and accelerate adoption

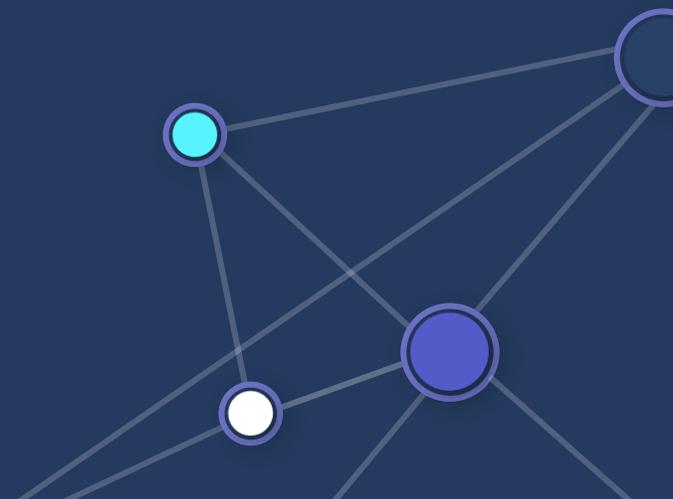
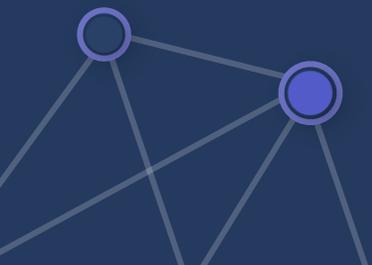
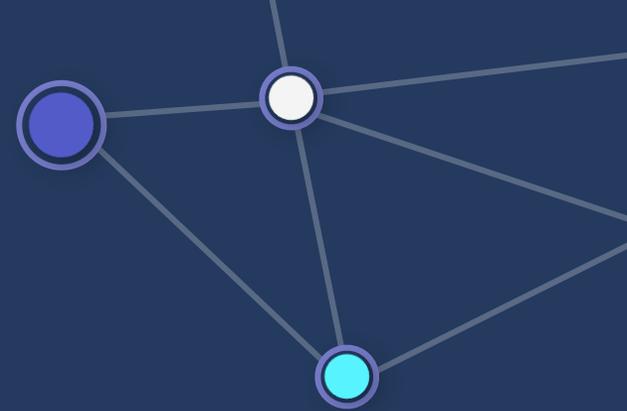


Learn about features specific to device types



Know how to troubleshoot Microsoft Teams Android devices

Adoption



End user documentation

Get started with Teams displays
aka.ms/TeamsDisplaysGetStarted

Get started with Teams panels
aka.ms/TeamsPanelsGetStarted

Get started with Teams phones
aka.ms/TeamsPhonesGetStarted

Get started with Teams Rooms
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

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

aka.ms/Teamstoolkit

Flipbook for customers to learn how to use and deploy Teams

aka.ms/AdoptMicrosoftTeams

Site that helps with adoption guidance for Microsoft Teams

SuccessWithTeams.com

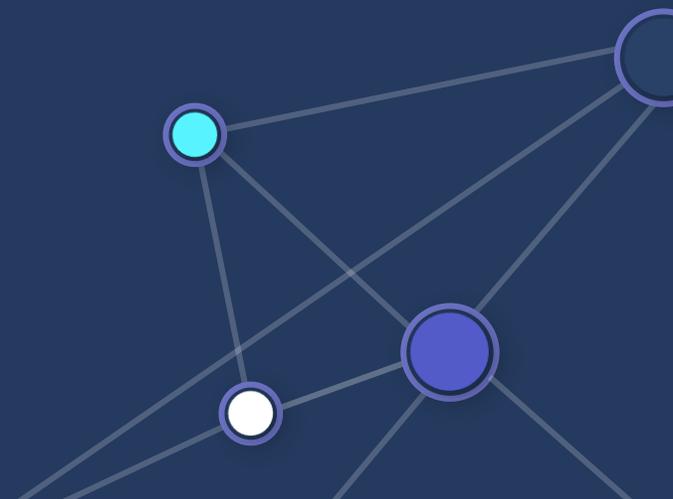
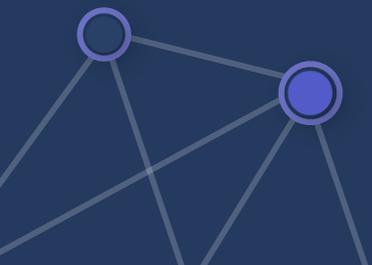
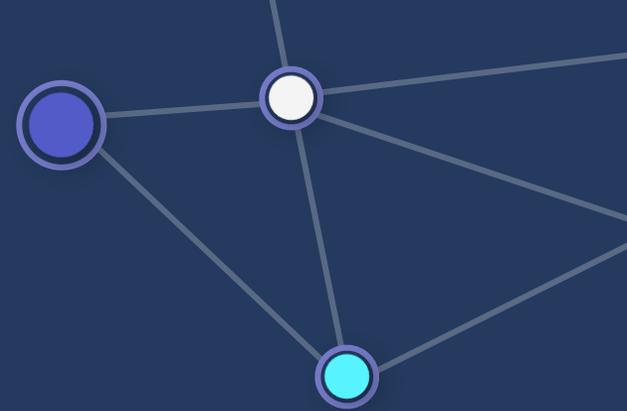
In-depth guide for everything Teams (admin, migration, user education videos)

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

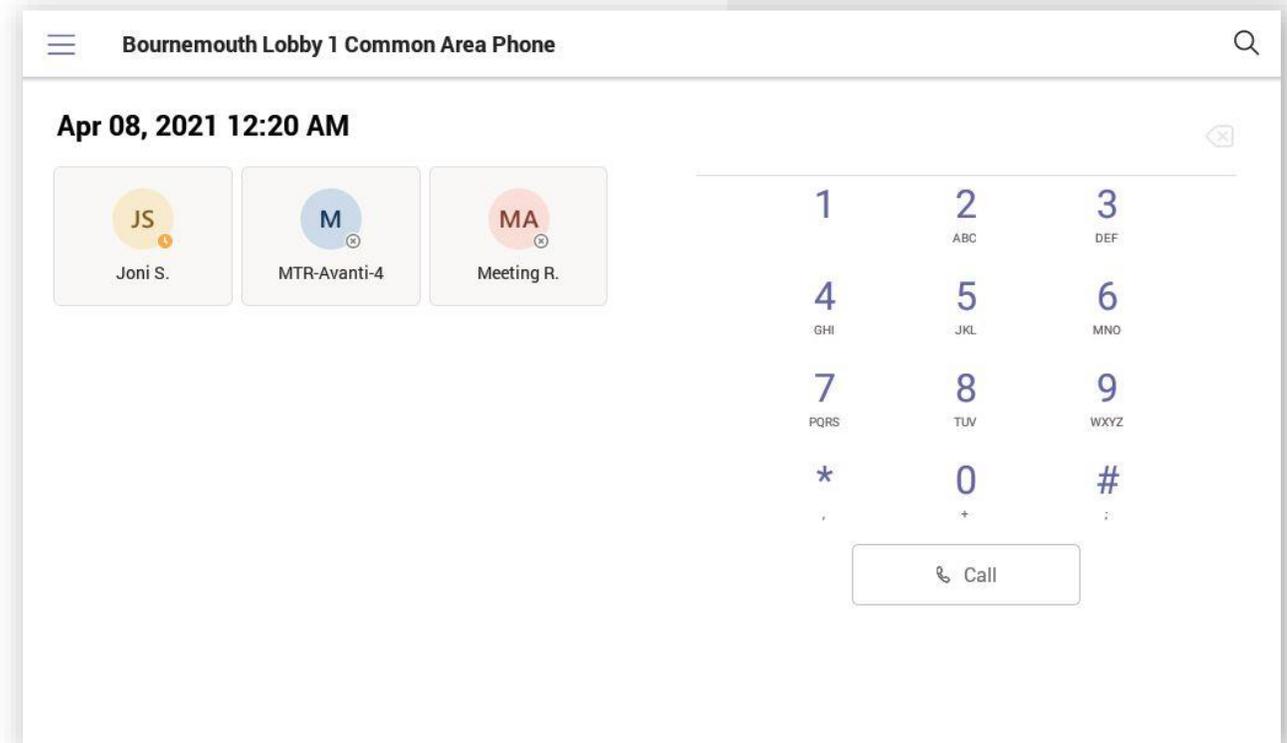
Teams phone



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

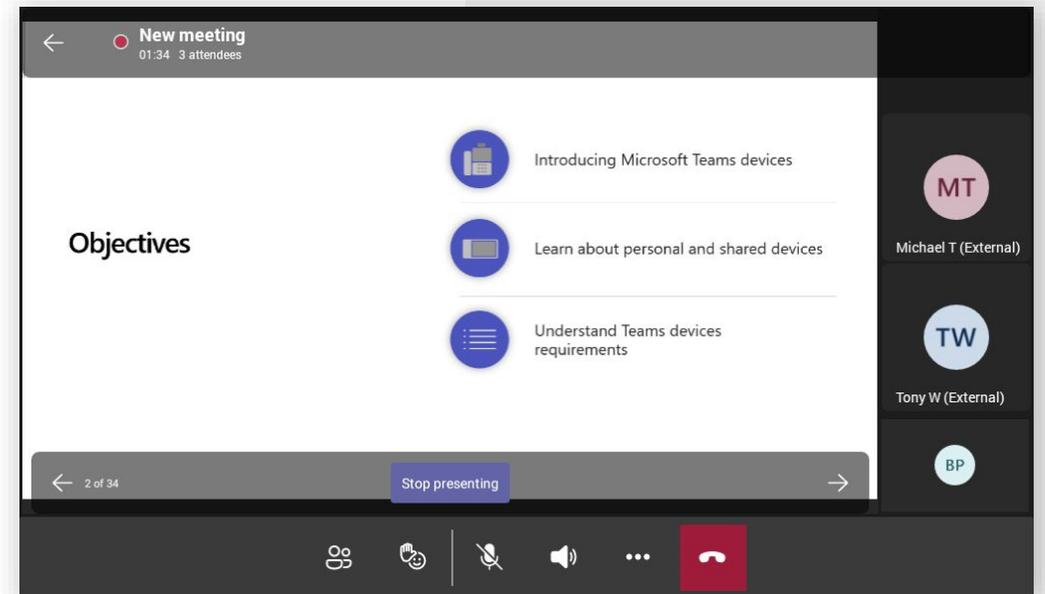
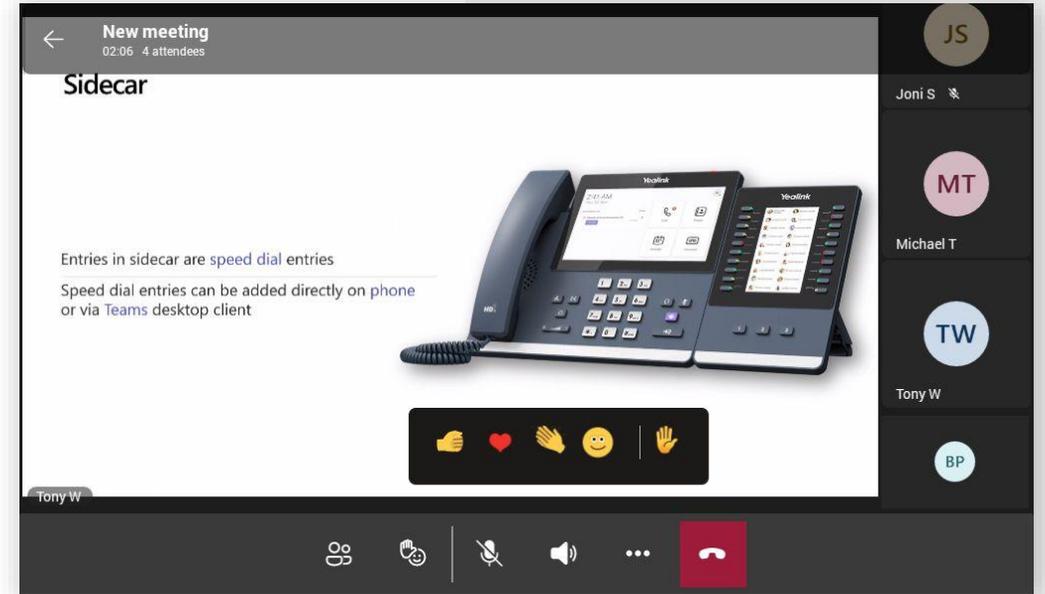
Speed dials are [ordered alphabetically](#) based upon display name



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'
```

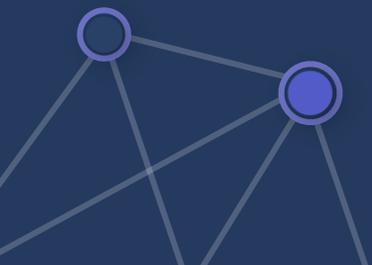
Home screen

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.

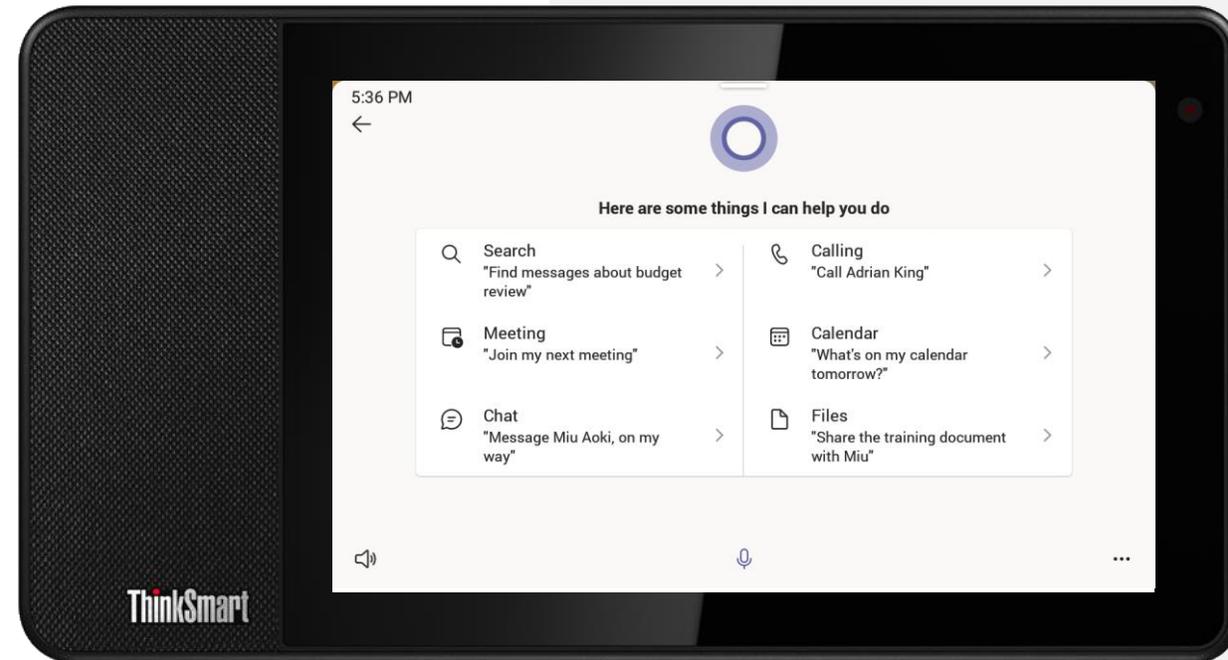
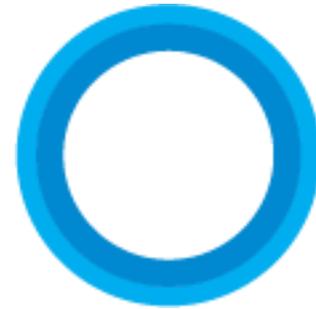


Cortana

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

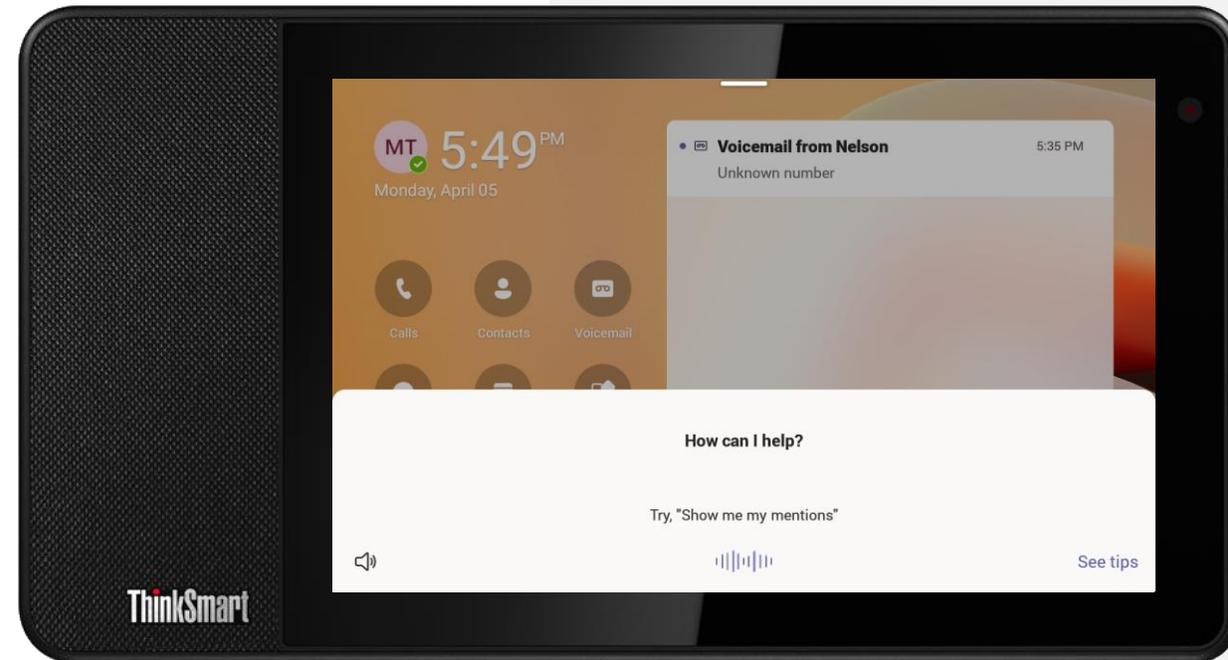
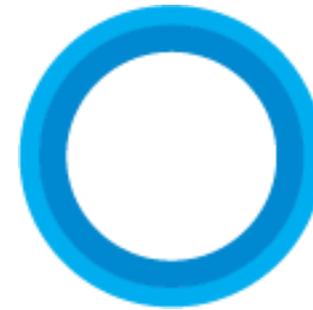
Tenant admins can control who in their tenant can use Cortana voice assistance

Cortana is enabled by default

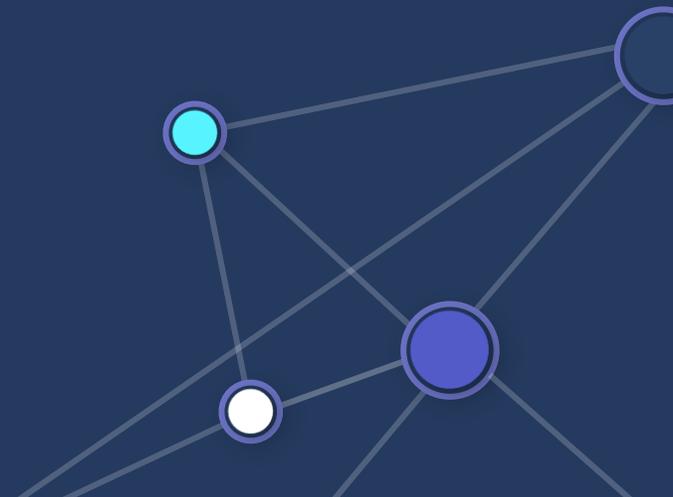
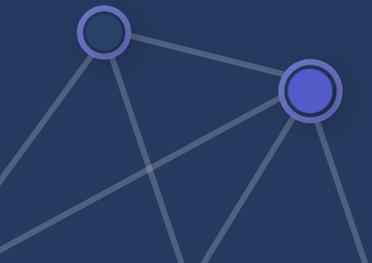
Disable or edit Cortana tenant-wide settings via PowerShell

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

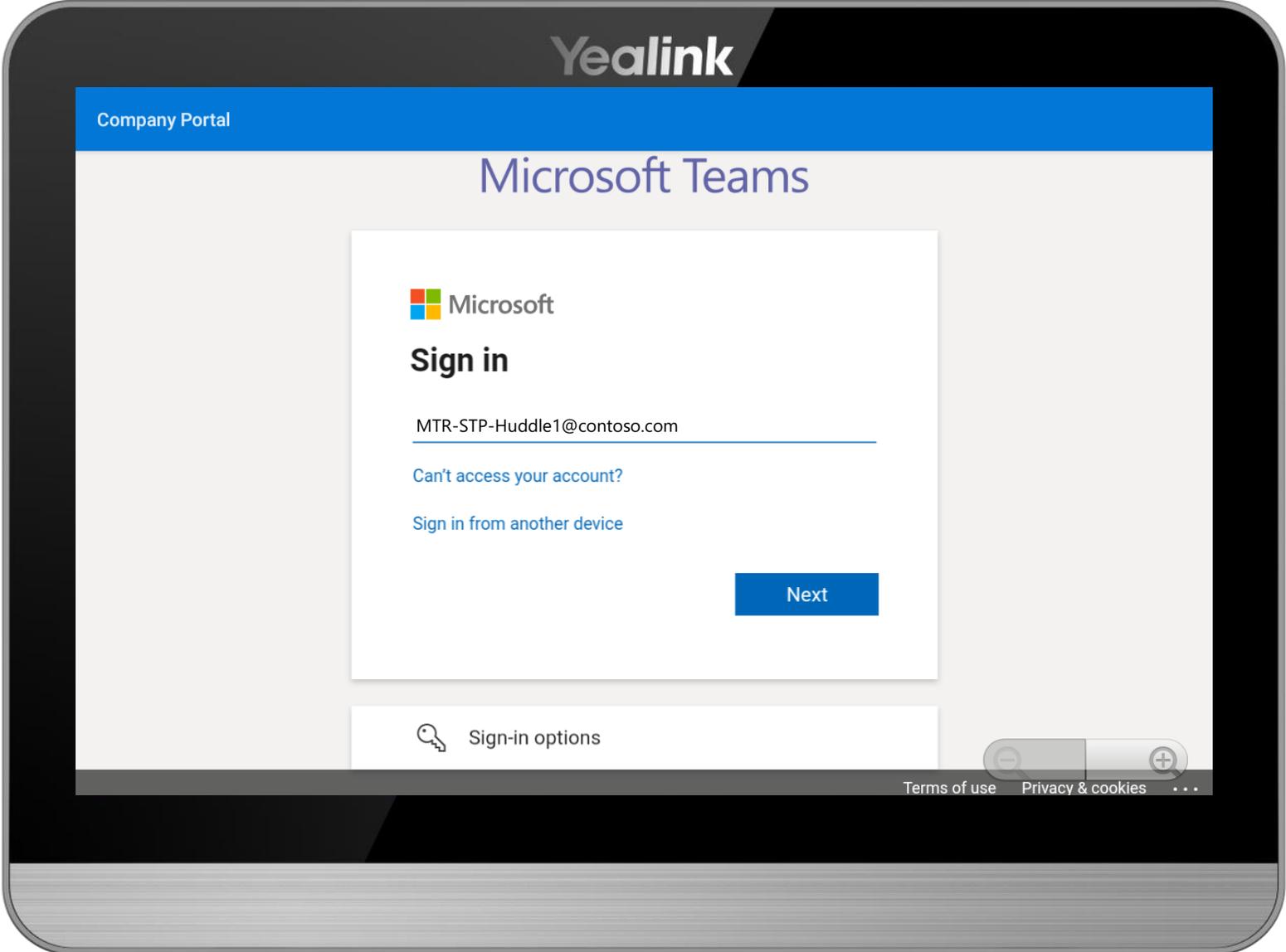
Console is **paired** with a **specific** Teams Rooms device

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

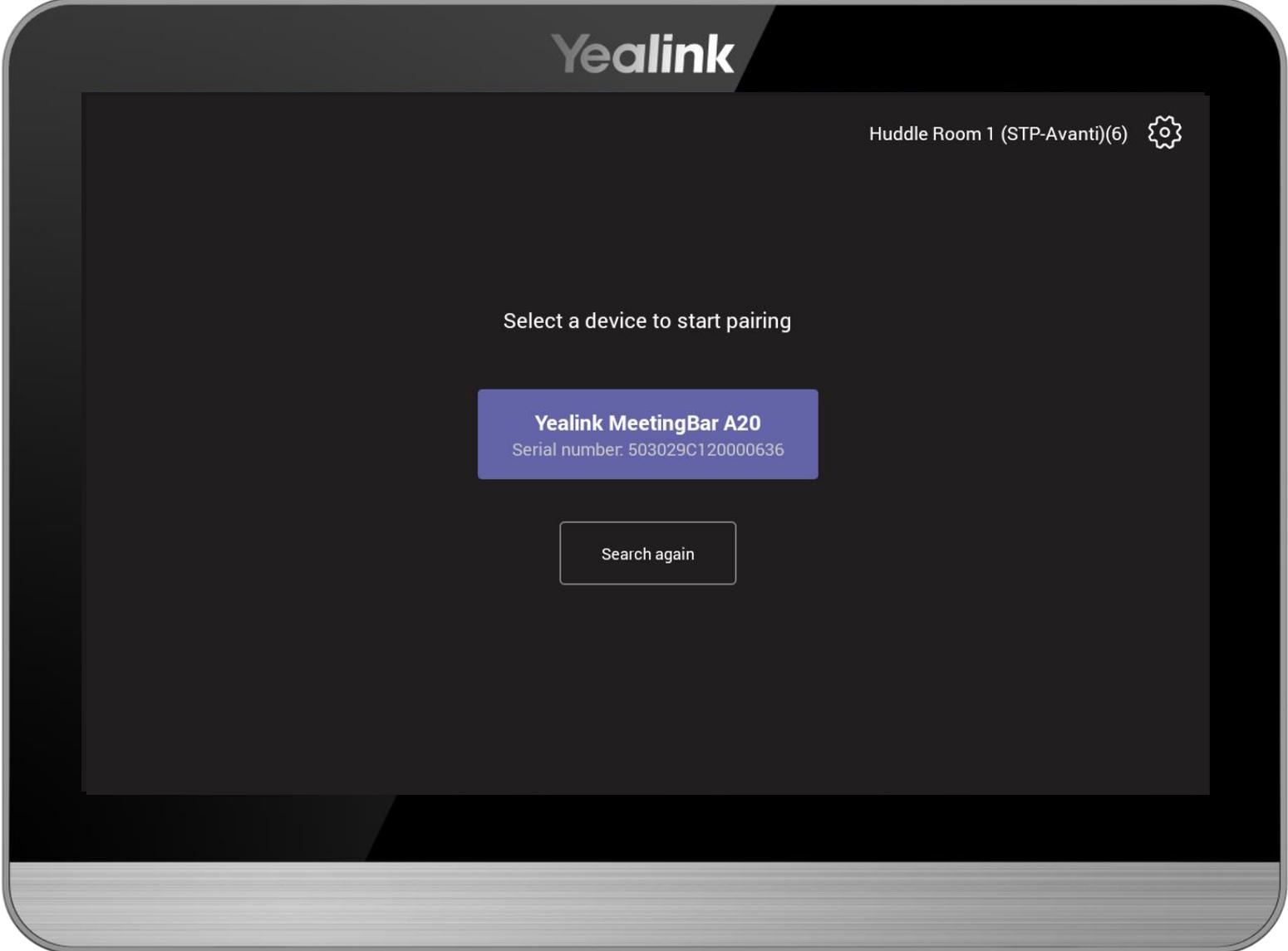
A console is **not required**. You can also use a touch-enabled display or a remote control



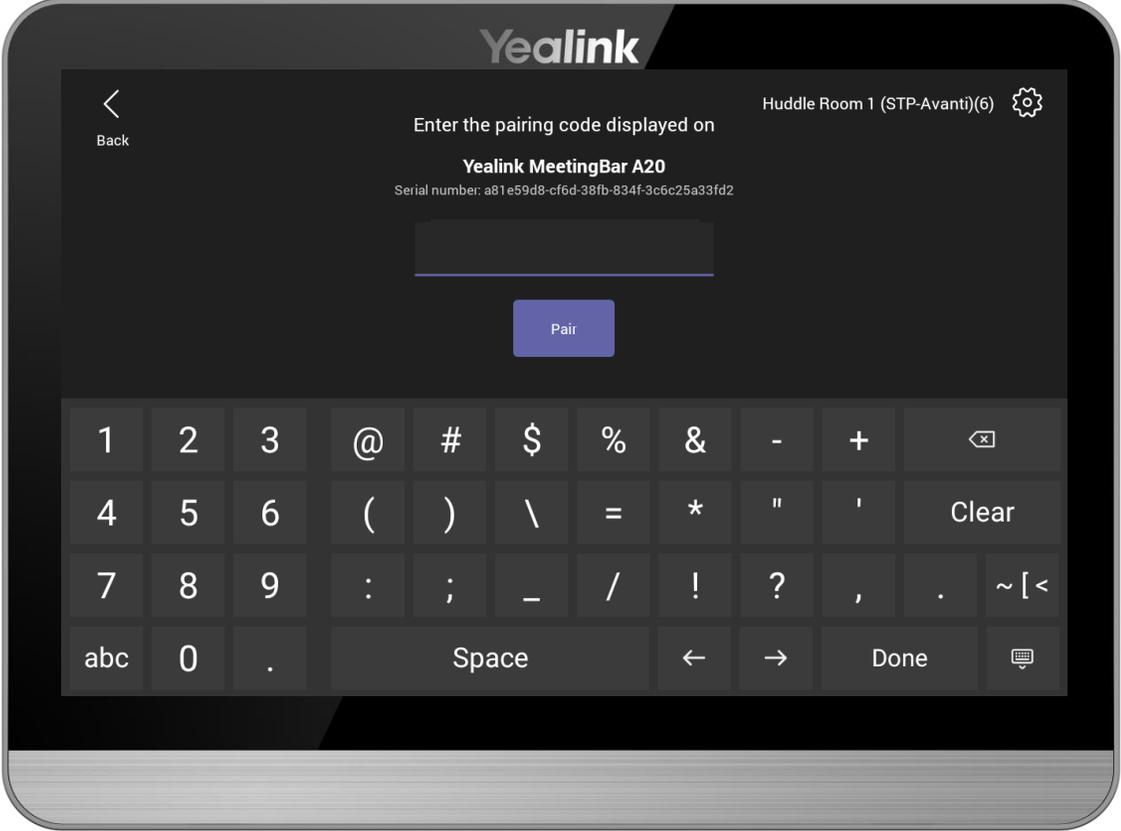
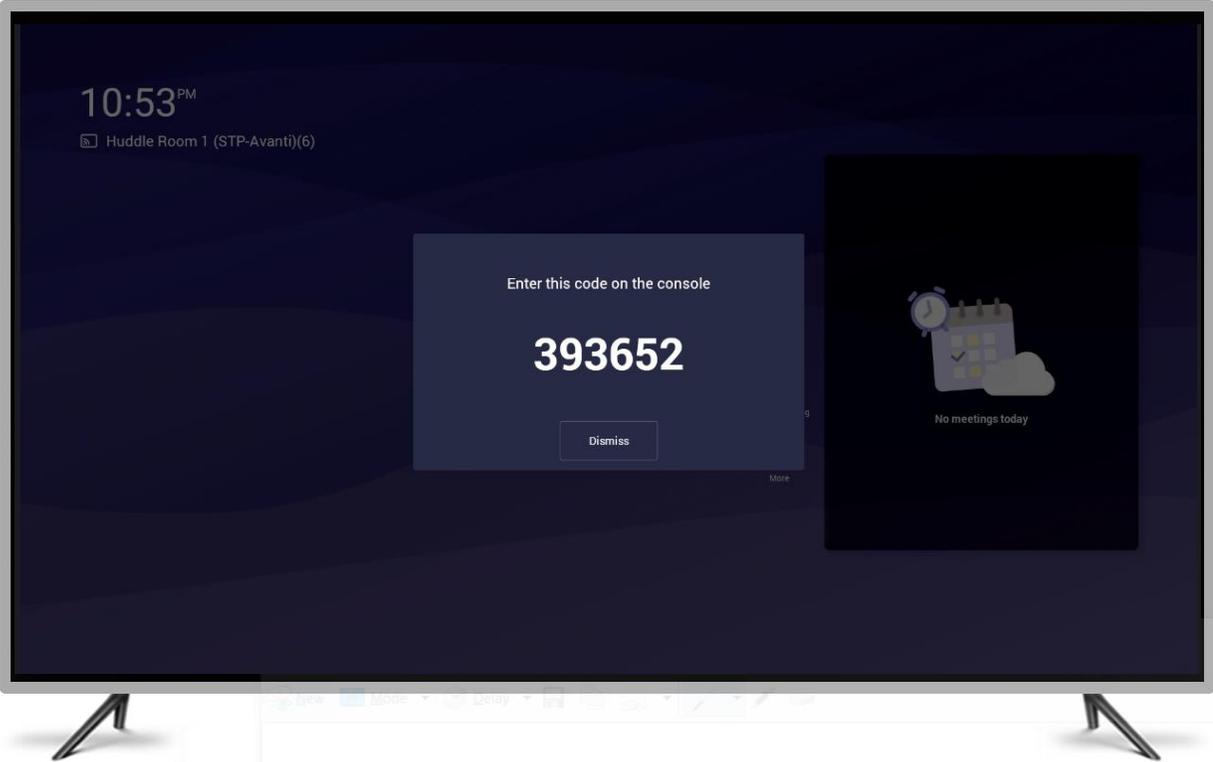
Pairing console



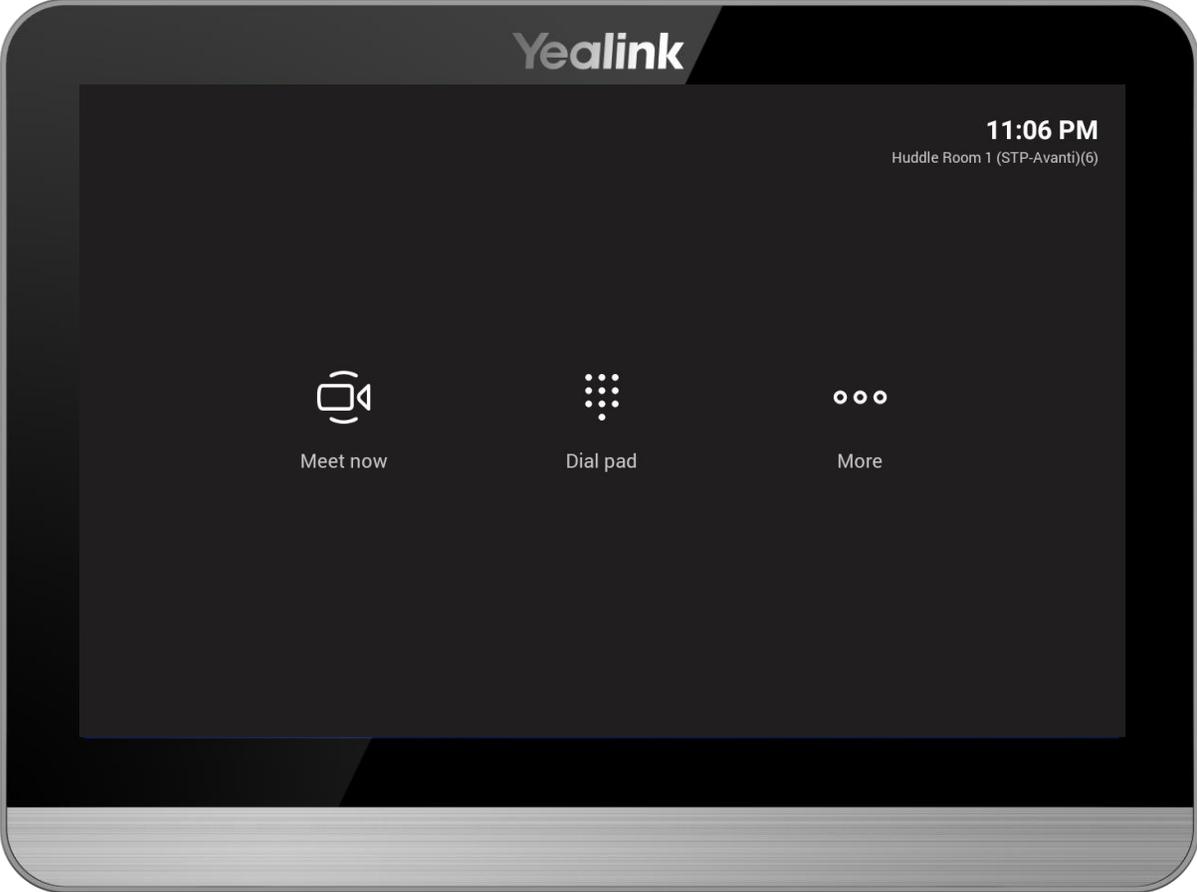
Pairing console



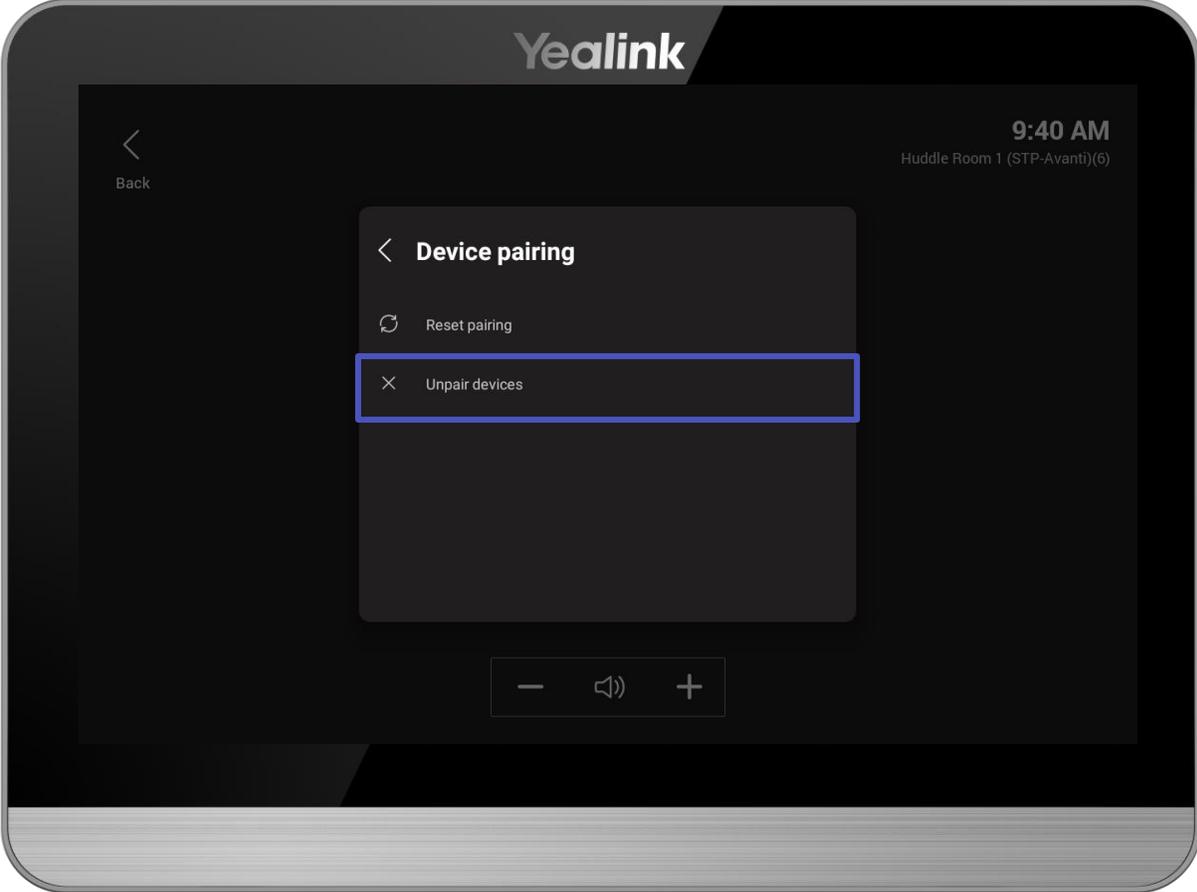
Pairing console



Pairing console



Paired



Unpair

Console management

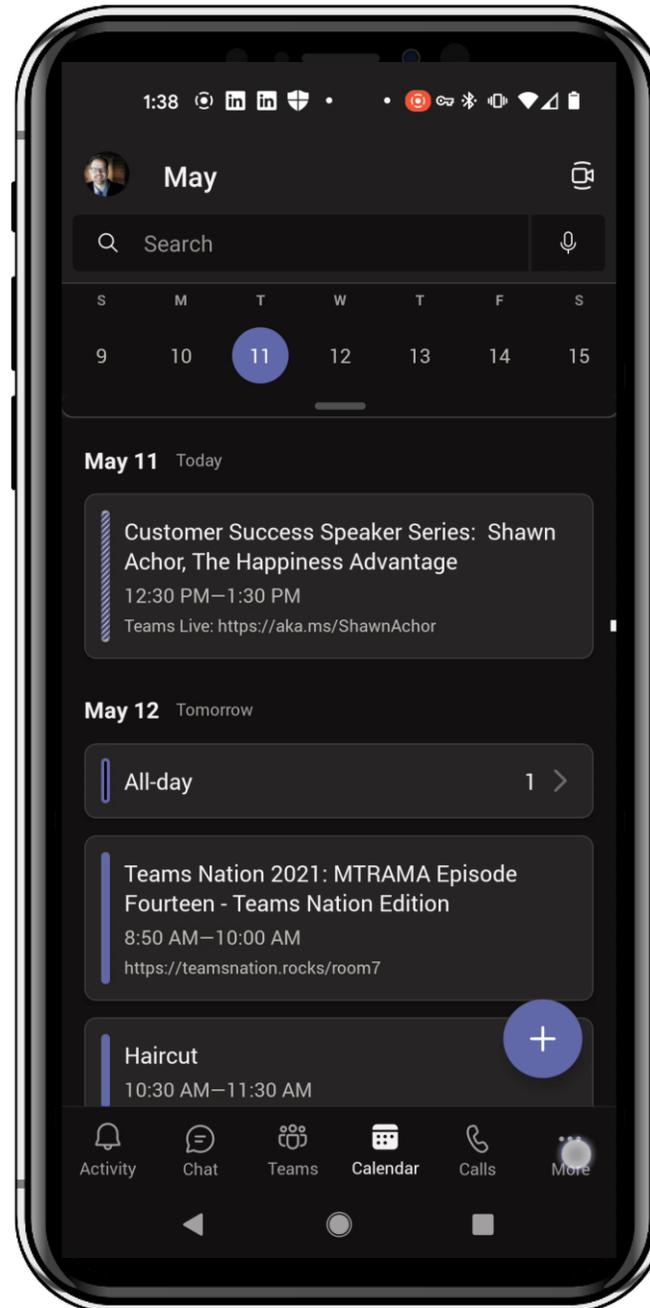
Manage via Teams admin center

The screenshot displays the Microsoft Teams admin center interface. The left-hand navigation pane includes options such as Dashboard, Teams, Devices, IP phones, Teams Rooms, Collaboration bars (highlighted), Teams displays, Teams panels, Locations, Users, Meetings, Messaging policies, Teams apps, and Voice. The main content area is titled "Collaboration bars" and provides instructions on managing certified Collaboration bars. A "Devices summary" card shows 2 Devices, 0 Critical, 0 Non-Urgent, and 0 Offline. Below this, there are tabs for "All Collaboration bars", "Touch consoles" (selected), and "Configuration profiles". A toolbar at the top of the table offers actions like Edit, Manage tags, Update, Restart, and Remove. The table lists two devices with their respective display names, usernames, device names, health statuses, and pairing statuses.

✓	Display name	Username	Device name	Health status ⓘ	Pairing status
	Montreal Teams Rooms	MTR-MTL-Huddle1@team...	poly-polytc8 81201554983...	Healthy	Paired
	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.

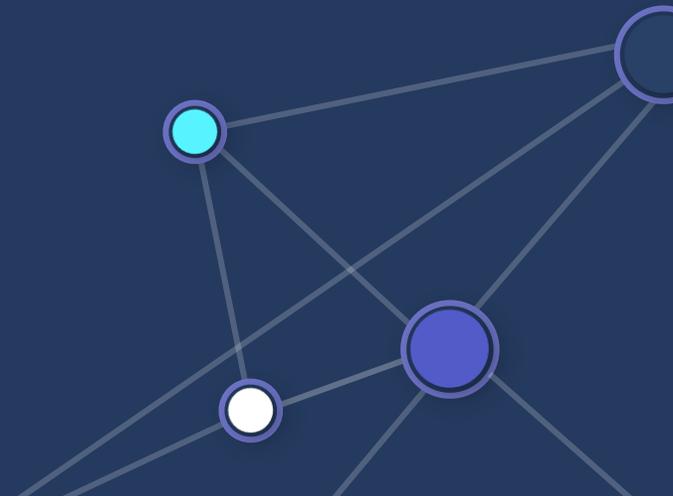
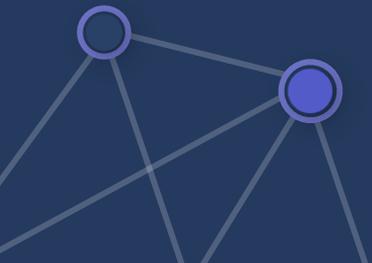


Cast

Teams Rooms



Teams panel

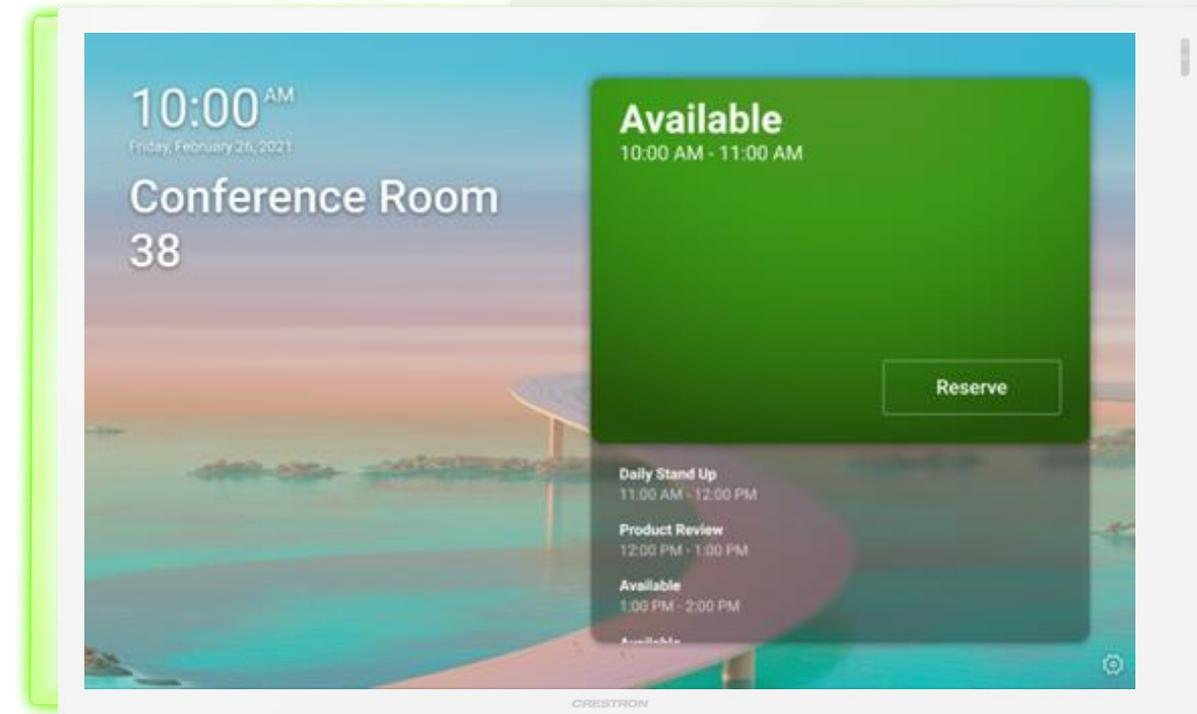


Teams panel

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)

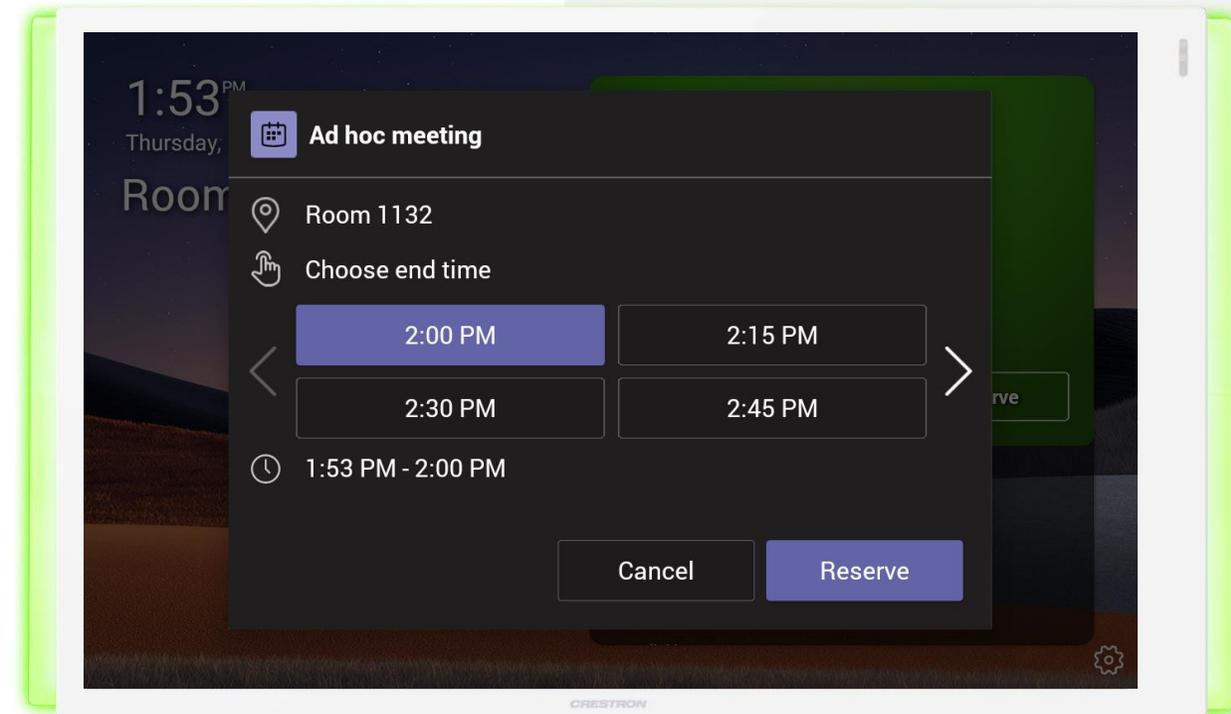


Teams panel

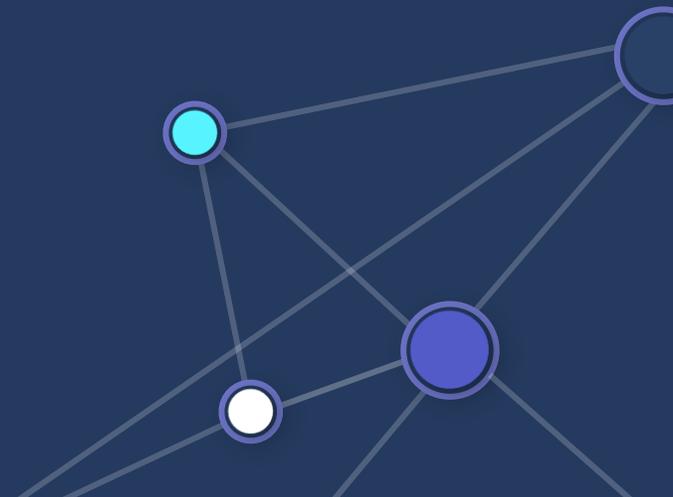
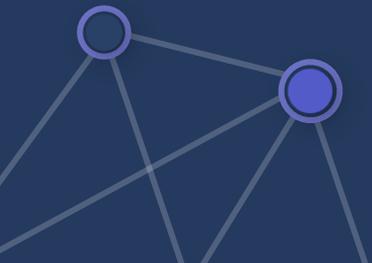
The end time defaults to the [next 15-minute interval](#) that is at least five minutes after the current time.

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



- [Download device logs](#)
- [Update software](#)
- [Restart](#)
- [Refresh details](#)

Health status
Healthy

Offline since
--

Device name
yealink-t58a 8158419067401...

Username
adelev@teamsroomslab.com

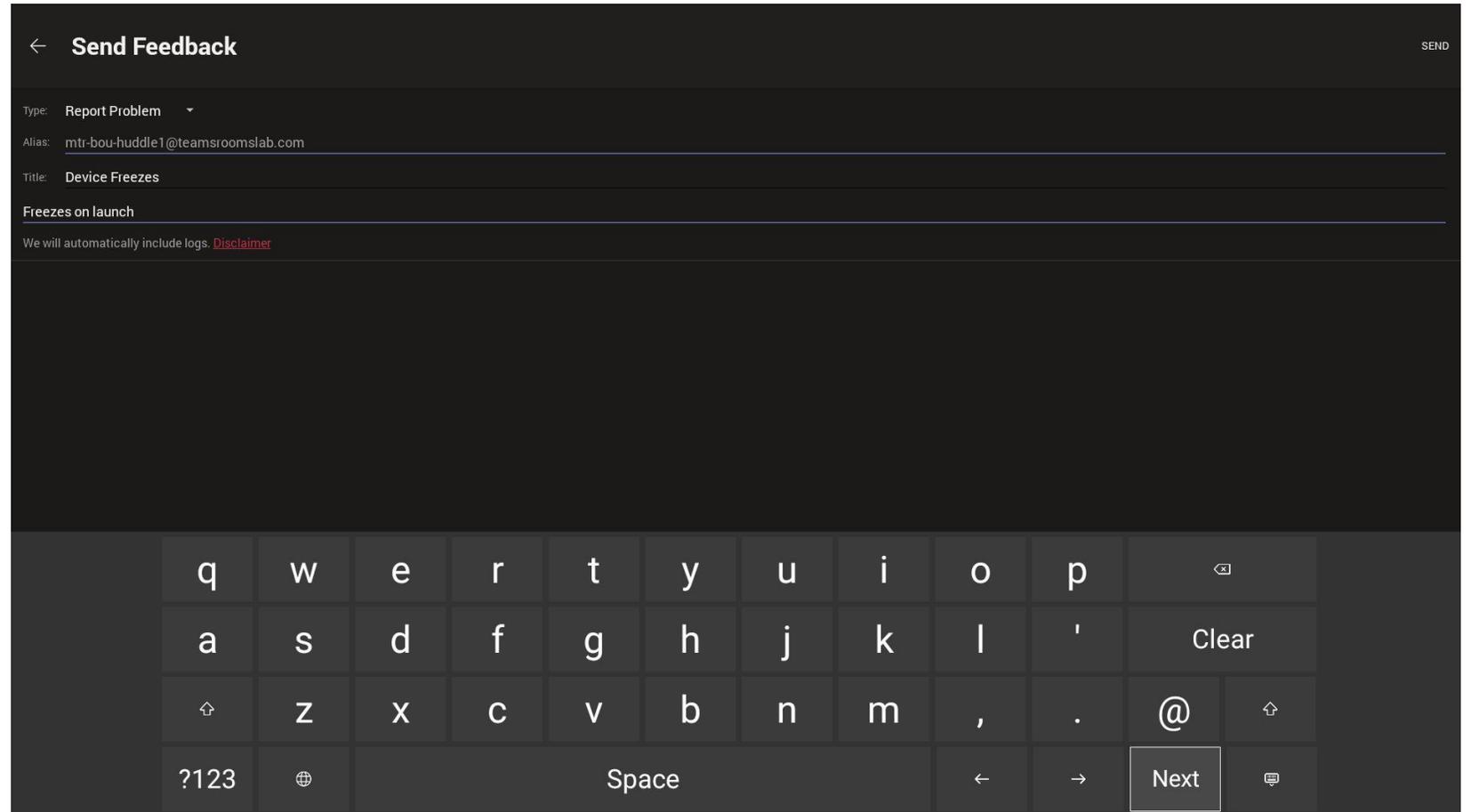
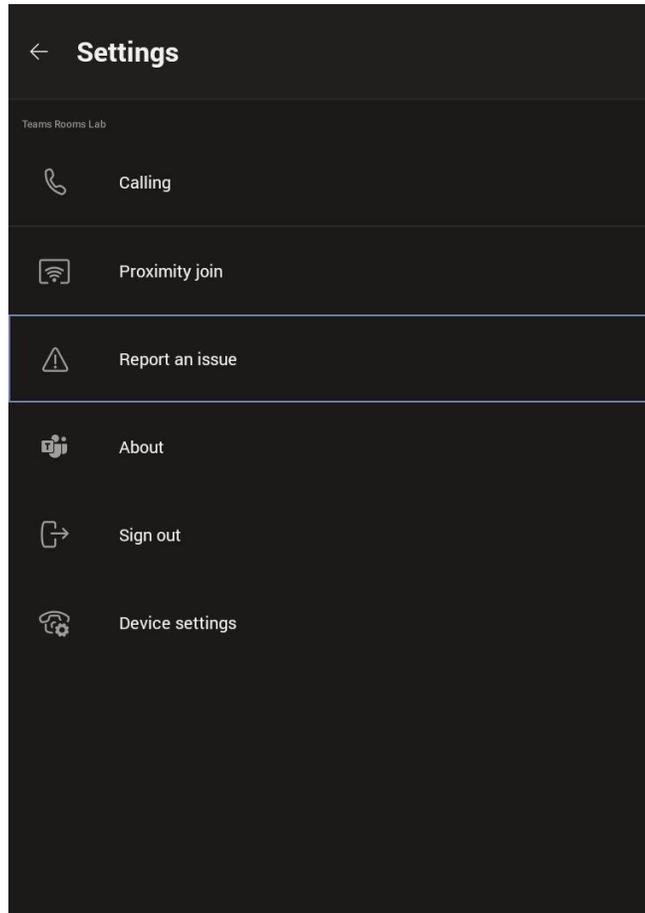
Health Details Activity **History**

History

Search

✓	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

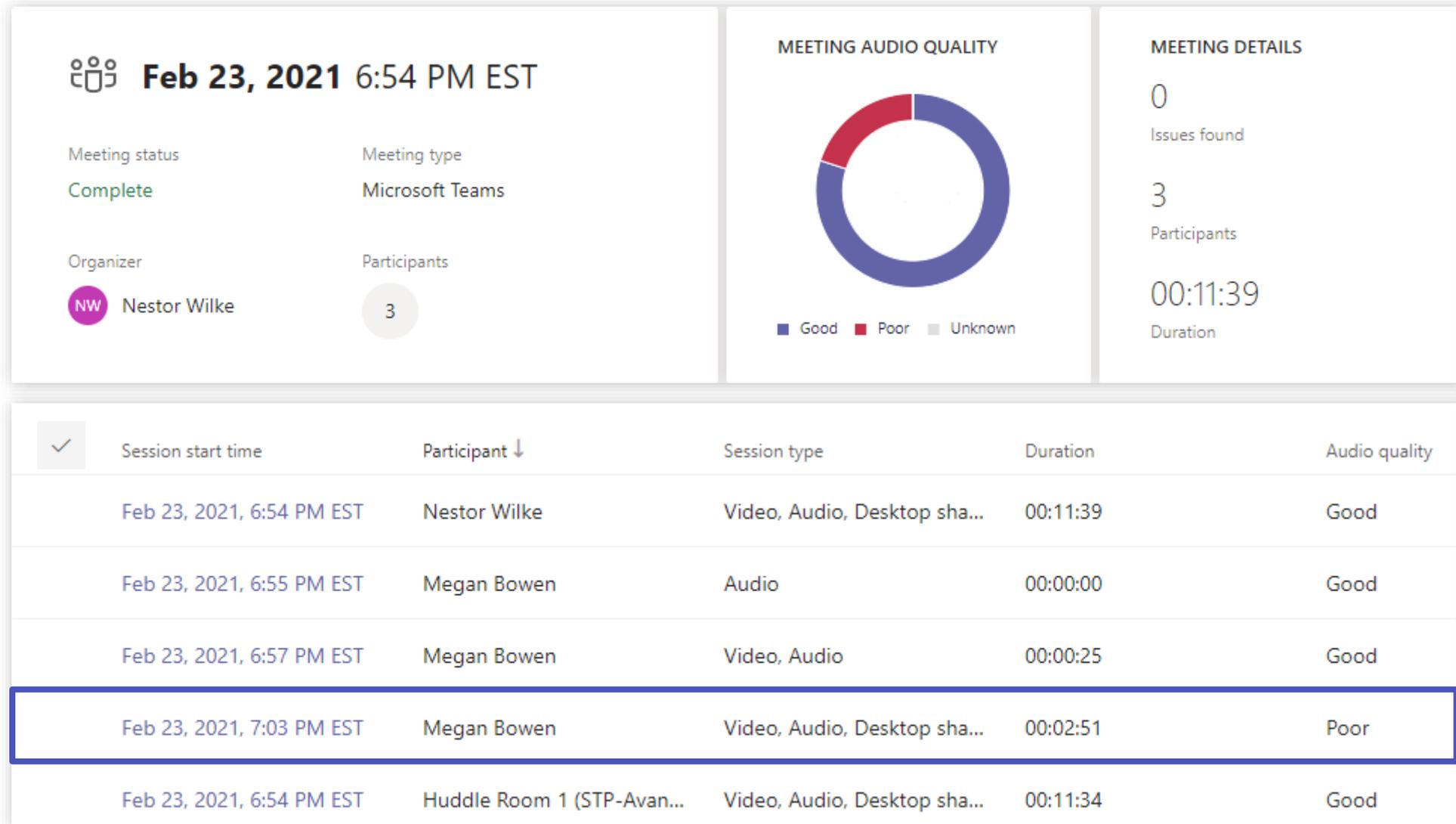
- Mapped to the **MAC address**

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**?

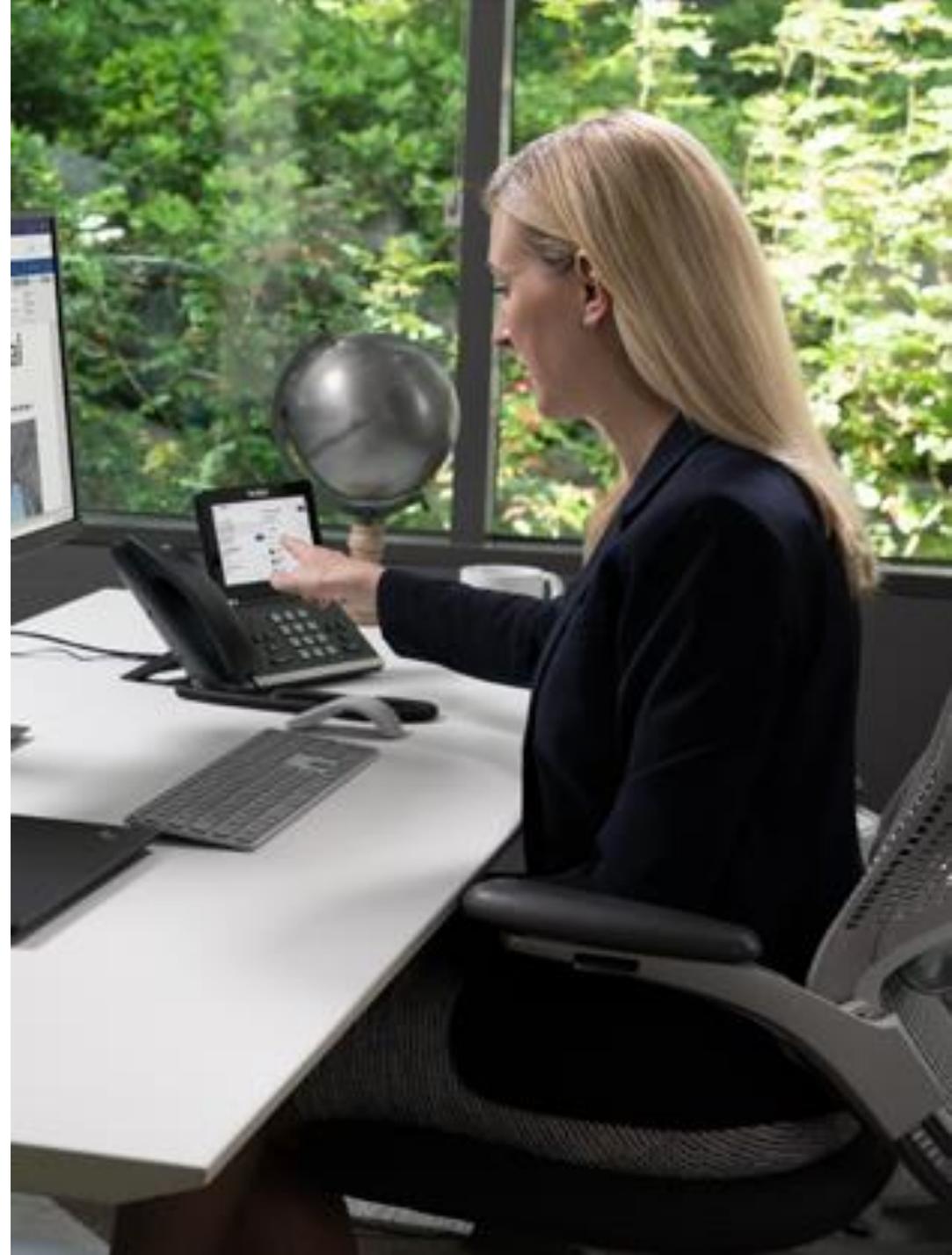
Provide a **clear problem** statement in your ticket

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

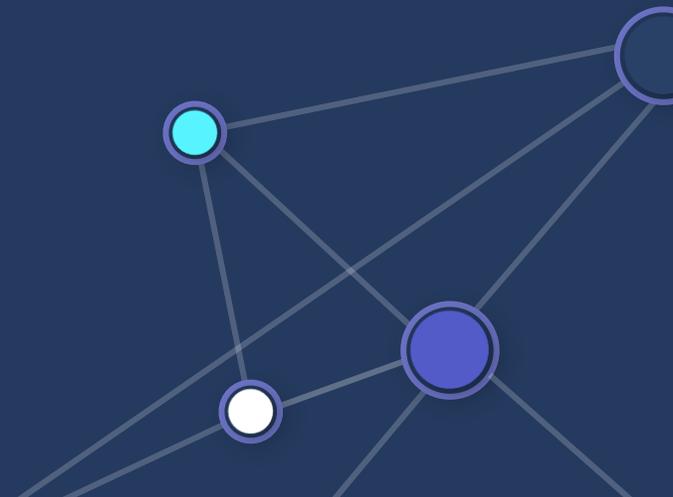
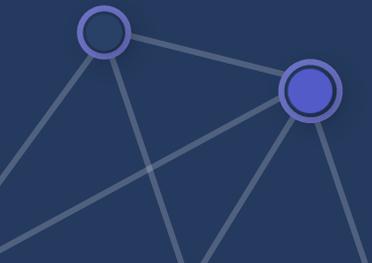
Attach the downloaded **device logs** and any other information that the support engineer will find helpful

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

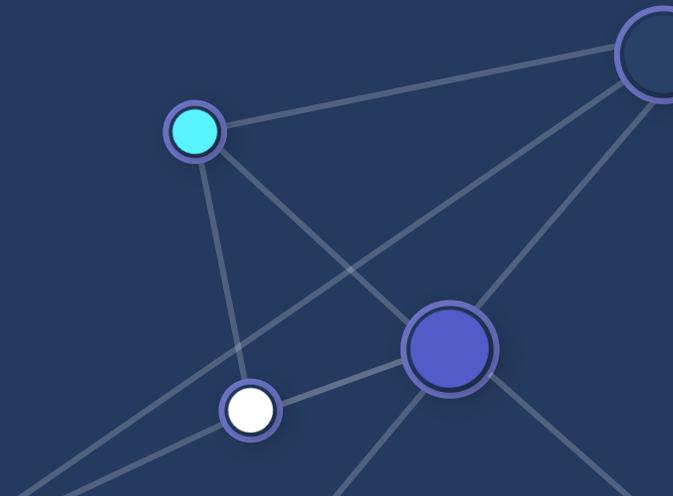
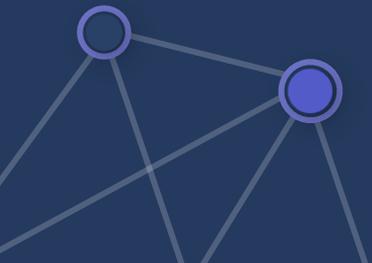
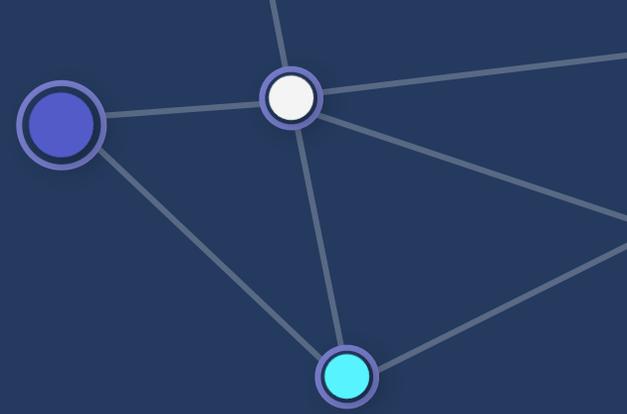
Learned about device-specific features

Saw troubleshooting steps for specific issues

Saw how to troubleshoot call quality issues using Teams admin center



Questions?





Thank you.

