



# Provide Technology

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## *Microsoft Teams Rooms User Guide*

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# 1 Document Control

## 1.1 Version Control

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## 1.2 References

Document Name and Location:	Author:
Logitech Support Website	N/A
Microsoft Support Website	N/A

## 1.3 Glossary

Document Name and Location:	Author:

## 1.4 Distribution List

{If this document is updated it must be circulated to the following people:}

	Name	Company	Role:
1.	<i>All staff via the Staff Intranet</i>	<i>Provide</i>	<i>N/A</i>
2.	<i>Paul Parker</i>	<i>Provide</i>	<i>Technology Service Desk Manager</i>
3.	<i>Ryan Alford</i>	<i>Provide</i>	<i>Technology Operations Manager</i>
4.	<i>Dale Cloete</i>	<i>Provide</i>	<i>Technology Training Lead</i>
5.			
6.			
7.			

## 2 Introduction

This user guide aims to provide instructions on how to host or join a meeting using a Microsoft Teams Room device. A Microsoft Teams Room is an AV-enabled meeting room which has been setup with a Logitech unit. It provides video conferencing facilities directly from Microsoft Teams without the need to login to a PC. Users are also able to schedule meetings, call participants and present from their own devices.

The benefits of using an MS teams enabled room are:

- A full HD experience with motorised camera that will automatically focus in on and move with the user to ensure a high-quality, meeting or video consultation experience.
- Large HD screens ensuring a fully immersive experience rather than focusing on a small image on a laptop screen.
- High quality sound through dedicated speakers and microphones rendering clear, natural, conversational sound.
- Simple one-touch joining of meetings and patient consultations meaning you can concentrate on the meeting/ consultation and less time on setting up and preparing the technology.

Whilst the MS Teams Room devices are designed to work with Microsoft Teams meetings, they can also be used to join Zoom and WebEx Meetings. The following table details the available functionality for each meeting type:

Meeting Type	Functionality		
	<a href="#">Join an existing meeting</a>	<a href="#">Booking a meeting</a>	<a href="#">Host an adhoc meeting</a>
Microsoft Teams	✓	✓	✓
Zoom	✓		
WebEx	✓		

Some MS Teams enabled rooms are also configured so that you can connect your laptop to the room video conferencing facilities to be able to use other video conferencing software such as Airmid, Accurx and Starleaf. This functionality is available in the Kestrel House Virtual consultation suite and other locations where Patient consultations take place (see section 4)

## 3 Microsoft Teams, Zoom and WebEx Meetings

### 3.1 Booking a Meeting

**Applicable to: Microsoft Teams Meetings**

- Schedule a new meeting as usual through Outlook on your desktop/ laptop device.
- Invite the participants you would like to attend by adding them in the scheduling assistant or in the **To:** field
- Add the Teams Room in which you'd like to host the meeting to the list of invited attendees, just like you'd add a colleague. For example, to host your meeting in the Oak Room, simply add [Provide.hgoakroom@nhs.net](mailto:Provide.hgoakroom@nhs.net) \*

- Remember to include the Microsoft Teams link in the invite so that both the room device and attendees will be able to join the meeting.
- Send the invite as usual
- You will receive a confirmation email from the room if the booking has been successful. If there is a booking conflict then the room will automatically reject the meeting (see [Troubleshooting and FAQ's](#) for further details on how to resolve this)

*\*MS Teams room devices can be booked up to 180 days in advance.*

### 3.2 Join an Existing Meeting

**Applicable to: Microsoft Teams, Zoom and WebEx Meetings**

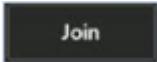
If you have already set up an MS Teams meeting or have been invited to an MS Teams, Zoom or WebEx Meeting and wish to attend from a MS Teams enabled room then please complete the following steps:

1. Open the calendar item in Outlook on your laptop/ computer
2. Add the room in the **To:** field and send the update. For example if you wish to add the Oak room then add **Provide.hqoakroom@nhs.net** .
3. If the meeting is accepted, it will appear on the room calendar shortly

Please note that you **do not** have to have created the meeting in order to add the room.

### 3.3 Attending a Meeting

**Applicable to: Microsoft Teams, Zoom and WebEx Meetings**

On the in-room Logitech touchscreen (small tablet device) tap on the  button for the meeting you wish to join:

- The TV screen will display your invited participants
- The camera installed under the screen will capture in-room video and will automatically move and focus on the person speaking.
- The microphone within the Camera unit will capture audio
- Audio from other participants will come from the speaker unit in the camera
- To leave the meeting tap on the  on the Logitech touchscreen.

### 3.4 Hosting an Adhoc meeting

**Applicable to: Microsoft Teams Meetings**

As well as joining an existing meeting you can also invite attendees for an adhoc (there and then) meeting:

- If the room is free, press New Meeting on the Logitech console:
- In the search box, enter the name of the person(s) you wish to add to the meeting. (Please note that it is only possible to add someone with an NHS Mail address to an adhoc meeting)
- Once you have added all the attendees tap on "Invite"
- The attendees you have selected will then be called via MS Teams.



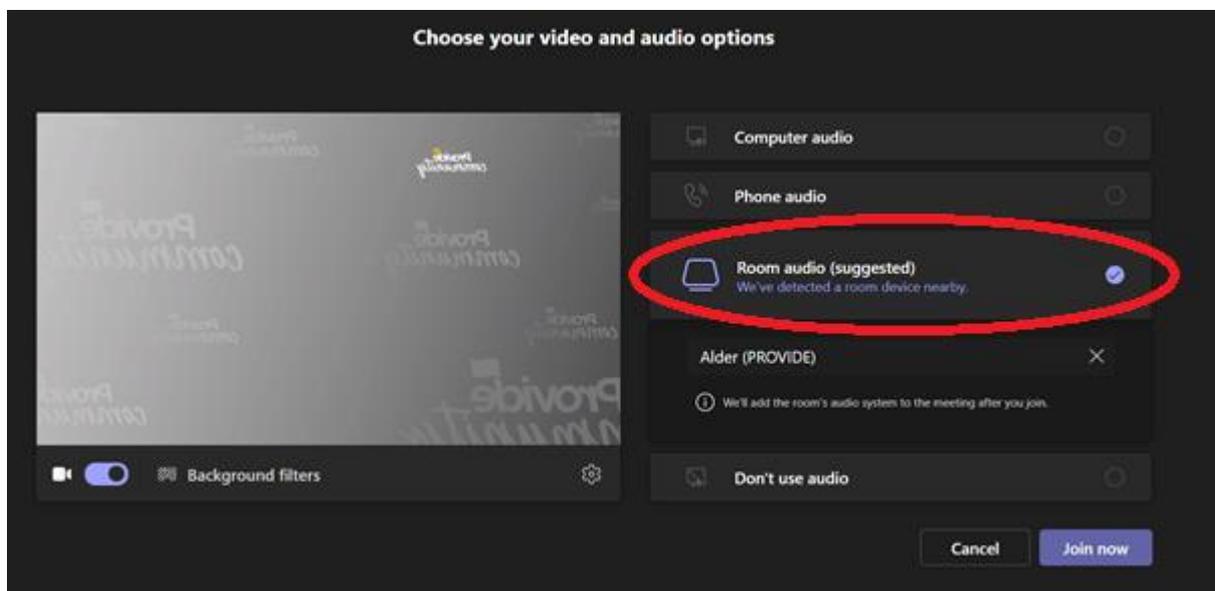
### 3.5 Proximity join a meeting room from your laptop or mobile phone

**Applicable to: Microsoft Teams Meetings**

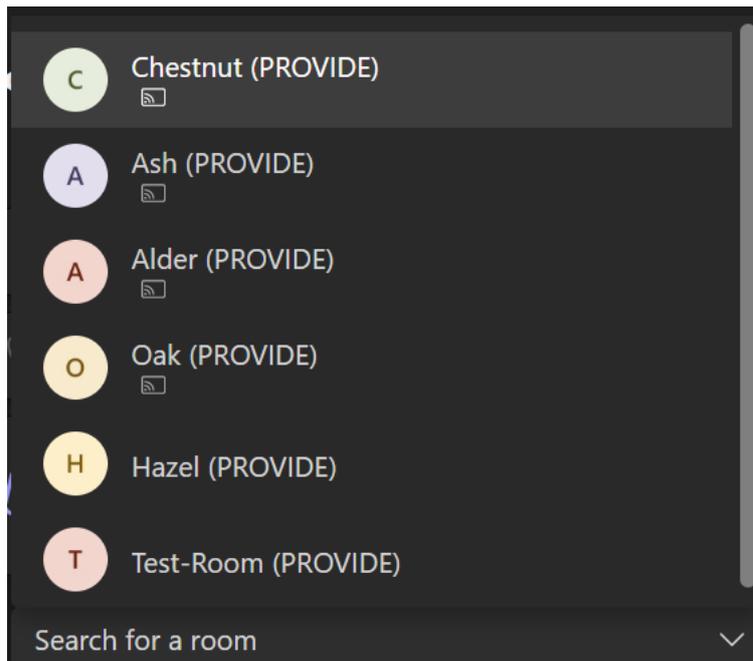
You can also include an MS Teams enabled room in a team's meeting via something known as Proximity join. As you join a scheduled Teams meeting on your laptop, the Teams client uses Bluetooth to find a nearby teams enabled meeting room and nudges it to see if it's free. If it is free (not currently in a meeting) it offers to add the room to your meeting, then join. **Please note that you must have Bluetooth switched on your laptop or mobile phone for this feature to work.**

To Join a meeting using proximity join on your laptop:

- Open the meeting invite in outlook as usual and click on the MS Teams link to launch the meeting.
- When you get to the "Choose your video and audio options" screen you may find that teams suggest joining via an MS Teams room device if one is nearby and available (If teams does not suggest a room tick the "Room Audio" box and search for the room you would like to join the meeting in):



- In the example above the Alder room has been automatically selected but if this is not the correct room then click on the X button next to the room name and a list of available rooms will be displayed:



Alternatively, start typing the name of the room for which you would like to use the MS Teams room's device.

- In the example above the rooms with an  icon underneath are rooms that have been detected nearby. Click on the room that you wish to join the meeting in.
- Click on  to join the meeting using the MS Teams rooms device.
- You will need to accept the call on the MS teams rooms console or using the room's remote control (see [section 3.8](#))

When you join the meeting the MS Teams application on your laptop will automatically mute the microphone and turn off the camera (as you will be using the room camera and microphone – please note it is not advisable to switch the mic back on whilst in the room as it will produce feedback noise). You can either leave (hang up) the meeting on your laptop or you can choose to stay logged in for example if you need to carry out certain functions that are not available through the MS Teams rooms console e.g. record the meeting or participate using the meeting chat functionality (see [Section 3.6](#) for further details of supported and non-supported functionality)

Proximity join also works from a mobile phone. For example, if you have joined an MS Teams meeting from your mobile phone and walk past an MS Teams enabled meeting room that is currently free you can transfer the meeting to the room. For instructions on how to join or transfer a meeting from a mobile phone see [Appendix 2](#).

### 3.6 Functions and Limitations

***Applicable to: Microsoft Teams Meetings***

Please note that not all Microsoft Teams functionality is available through the MS Teams room console. The following table details what functionality can be used through the room console:

Function	Available on Room Console	Solution/ Workaround
Mute the Microphone	✓ Yes	
Mute other Meeting participants	✓ Yes	
Turn off the Camera	✓ Yes	
Raise your Hand	✓ Yes	
Share Screen	✓ Yes*	<i>*When connected to laptop via in room HDMI Cable. Share entire screen only</i>
View participants in a meeting	✓ Yes	
Record a meeting	✗ No	Join meeting/ consultation with a laptop as well
Share/ receive a file	✗ No	Join meeting/ consultation with a laptop as well
Set a Background/ Blur Background	✗ No	None. Please ensure that the area behind you is free of clutter and that there is no confidential information on display.
Send/ receive message or links through the chat function	✗ No	Join meeting/ consultation with a laptop as well
Can set up/ use Breakout rooms	✗ No	Join meeting/ consultation with a laptop as well
Use a whiteboard or other Microsoft Apps	✗ No	Join meeting/ consultation with a laptop as well

### 3.7 In call Touch Screen Controls

**Applicable to: Microsoft Teams Meetings**

#### 3.7.1 Screen Share

You can share the contents of your laptop screen by connecting the in-room HDMI cable to your laptop and tapping on the Screen share () button on the Logitech touchscreen. **Please note that this will share the entire contents of your laptop screen. It is not possible to select a particular application or window to share so please be careful to close down any confidential information, emails etc before sharing your screen. To minimise this risk, you can choose to extend your desktop and drag content across to the TV screen (MS teams) (see [Section 5 – Troubleshooting and FAQ's](#) for instructions on how to do this)**

### 3.7.2 Room Camera On/Off and Microphone Mute

If you wish to switch off the in-room camera so that other participants cannot see the attendees in the room then tap on the  button on the touchscreen. To mute the room microphone, tap on the  button on the touchscreen.

In larger rooms with an external microphone you can also press the mute button on top of the mic as illustrated below:



In smaller rooms with a Logitech Meetup camera a red light will appear on the camera to signify that the microphone is muted as illustrated to the right. A mute icon is displayed on the TV Screen for all devices.

### 3.7.3 Muting Participants

You can mute a participant by selecting the person's name under the Participant's list on the console and then Mute participant. You can mute everyone in the call by selecting



### 3.7.4 Adding additional Participants

This is useful if you want to include someone in the meeting who did not receive the original invite. Under Call Actions on the console screen select "Add Participants" then search for the person in the NHS Mail directory to add them to the meeting. Please note that you can only add attendees from the NHS Mail directory. If you need to add an external attendee you will need to forward them the calendar invite with the MS Teams link to join.

### 3.7.5 Change Layout

Select Layout on the room console . Toggle between different layouts for your room display (TV Screen). Note: If you are in a room with a single display, you can choose between showing just shared content or showing content and a row of people. If you are

in a room with two displays, one will show content and the other will show people. Selecting Layout will swap which display shows which content.

### 3.7.6 In Room Speaker Volume

Select - or + to adjust the in-room speaker volume.

### 3.7.7 Raising your hand

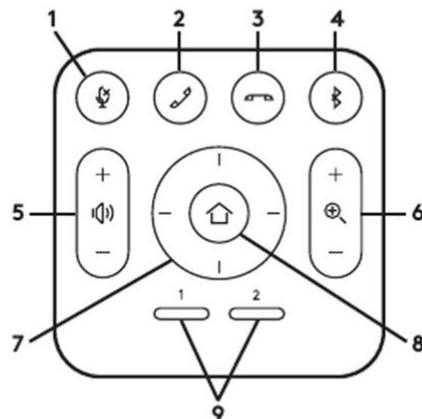
Select the  button on the room console to raise your hand if for example you wish to ask a question during a meeting. A yellow frame will appear around the main TV screen whilst your hand is up. Select the button again to put your hand down.

## 3.8 Remote control functions

**APPLICABLE TO: MICROSOFT TEAMS, ZOOM, WEBEX MEETINGS and Other Patient Consultation Video Conferencing software**

Each room has a remote control which can also be used to control various settings and functions during the call.

### REMOTE



- |                       |  |
|-----------------------|--|
| 1. Microphone mute    | 7. Camera pan/tilt   |
| 2. Call answer        | 8. Camera home   |
| 3. Call end           | 9. Camera preset **  |
| 4. Bluetooth® pairing | * Please note that not all applications support call answer and end buttons. |
| 5. Volume up/down     |  |
| 6. Zoom in/out        |  |

When joining a MS Teams, Zoom or Webex meeting via the Logitech console the camera will automatically move and focus on the person speaking in the room. There may be a short delay before this happens. If you wish to further adjust the camera you can do so using the remote.

Please note that each remote control is paired to the appropriate room equipment and are not interchangeable.

### 3.9 Zoom and WebEx Specific in call functions

When joining a Zoom or Webex meeting you will have the following in Call functions on the Logitech console: *Turn off/on the camera, Mute/ unmute the mic, increase and decrease volume*

By toggling the following switch on the Logitech console, you will have access to further in call functions:



#### Show Meeting on this device

The following functions are then available on the room console\*:

Function	Available on Zoom	Available on Webex
View Meeting Participants	✓	✓
Participate in chat	✓	
Participate in Q&A		✓
Send Reactions	✓	✓
Set a Background	✓	

*\*Please note that this functionality is subject to change with future software updates.*

## 4 Patient Video Consultation Systems (e.g Airmid and AccuRx)

In locations that patient video consultations are taking place you have the ability to link your laptop to a room's conference camera and display, making it easy for you to meet, present, and stream over any service (e.g. AccuRx and AirMid, StarLeaf etc). In these rooms an HDMI and USB cable links a laptop to the room's display, camera, and audio device and there will be a switch in the room to allow you to switch across to your own device.

The switch will look as follows and is generally located on top of the cabinet under the TV screen (unless otherwise specified):



#### To Switch to your laptop:

- 1) Connect both the Supplied USB and HDMI cables to your laptop.
- 2) Press the Laptop Switch which is usually located on the top of the cabinet (Please make sure you have connected the cables first)
- 3) There may be a short pause before your laptop connects to the room's conference camera and screen.

You will then be able to join the meeting/ virtual consultation as usual from your laptop:

- The TV screen will display your invited participants
- The camera installed under the screen will capture in-room video\*
- The microphone within the Camera unit will capture audio
- Audio from other participants will come from the speaker unit in the camera

Once you have finished your Virtual consultation/ meeting using your laptop, please remember to press the switch again so that the next person can use the MS Teams Room equipment.

Please note that when using the switch to connect to your laptop, you will not be able to use the Logitech touchscreen to control your meeting. You can however use the remote function to zoom, pan and mute amongst other features. Please refer to [Section 3.8](#) for further details.

*\*When connected to your laptop you may need to manually move and zoom the camera if it is not in an optimal viewing position. Please see [Section 3.8](#) for further details.*

## 5 Troubleshooting and FAQ's

### **I have forwarded an MS Teams meeting invite to a Rooms device but it is not showing on the console for me to join.**

There may be a short delay before the meeting request is received by the MS Teams rooms device dependant on factors such as internal network congestion and external factors such as network traffic to and from NHS Mail. Please wait a few moments and the meeting should appear. Please also check to ensure that the MS Teams rooms device has accepted the meeting (you will receive an email to say whether the booking has been successful)

### **I have forwarded a Zoom/ Webex Meeting to the meeting room address but it is not showing up on the Logitech Console to join.**

Please see above. For a Zoom or Webex meeting to be recognised by the device the link to join the meeting **must** be in the body of the calendar invite. If it has been added anywhere else (for example in the location or subject field) you will need to copy and paste the link into the main body of the invite when forwarding.

*Please note that If the organiser of the meeting has set it up so that you need to log in with a username and password when joining you will not be able to join this meeting on a MS Teams rooms device.*

### **I'm trying to join an MS teams meeting/ Virtual Consultation listed on the room console but there is no "Join" button – just a button with three dots (...)**

This will be because the room device has not recognised the meeting as an MS teams meeting. The most likely cause of this will be because a link to the meeting has not been included in the main body of the meeting invite. Insert the link to the online meeting in the main body and send round an update. The room device will now detect that it is an online meeting and will allow you to join it.

### **I booked a meeting room for a physical meeting but some participants now want to join by MS teams. What do I need to do to connect via the MS Teams rooms device?**

You will need to forward the invite to the MS Teams rooms device using the assigned email address. Please ensure that the invite contains a Microsoft Teams link in the main body.

### **I set up a meeting/ virtual consultation but the room has rejected it**

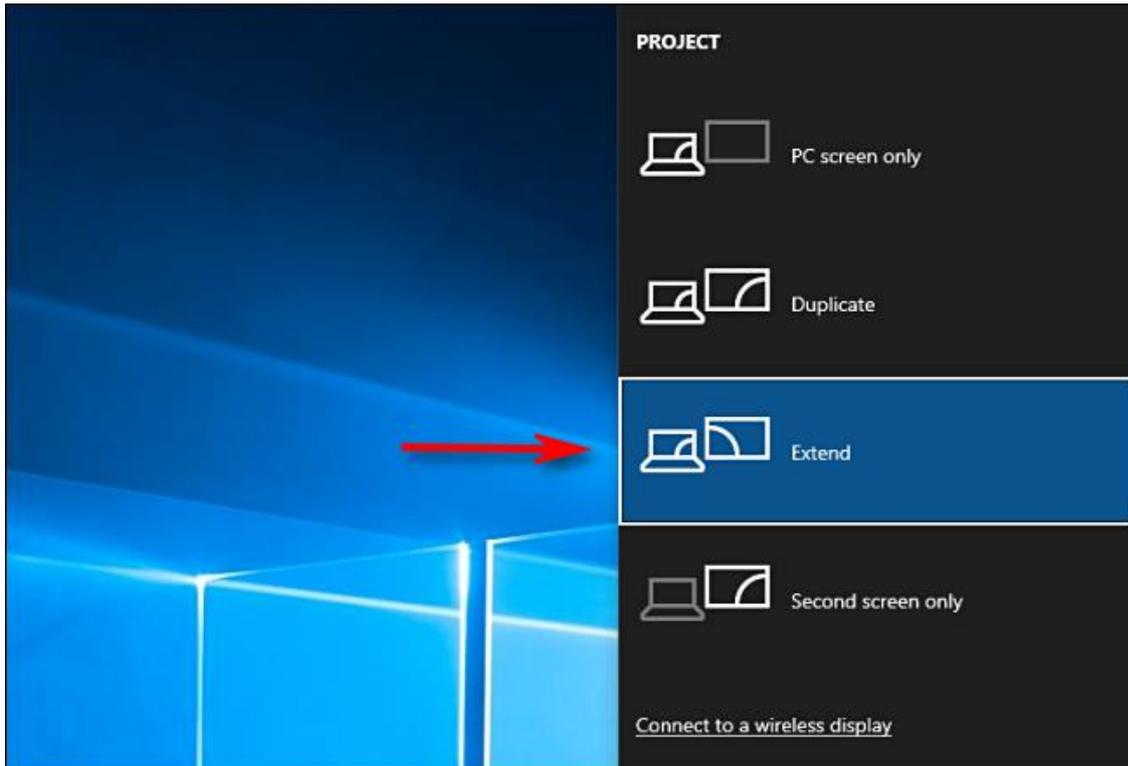
The most likely cause is that a meeting or virtual consultation is scheduled for the same date and time you are wanting to book. The device will automatically reject any meeting that clashes with one already booked. If the meeting it clashes with is no longer going ahead it will need to be cancelled first before you can book.

If you need to make changes to an existing meeting or virtual consultation then it is always best to amend the existing booking rather than creating a new one.

### **I am wanting to share the contents of my laptop screen but keep getting notifications appearing that I don't want others to see**

A solution is to extend your display instead of duplicating it. This will mean that remote participants will see a blank desktop screen free from pop ups and other applications. You can then drag any content you want to share from your laptop screen to the TV screen.

To enable Extend mode, press Windows + P to open up the "Project" menu. Select "Extend" by clicking or using the arrow keys and the Enter key.



### **I am wanting to set a background when joining a meeting but cannot find a way of doing this.**

This function is not currently supported by MS Teams rooms devices. Please ensure that the area behind you is free of clutter and that there is no confidential information on display.

### **I am wanting to join an MS Teams/ Webex/ Zoom meeting from the room console but it is unresponsive and the TV screen is blank**

There are a few possible causes:

- 1) Make sure that the TV is switched on
- 2) If you are in a room with the ability to link your laptop to use the conferencing equipment, please try pressing the switch in the room as it may not have been switched back to allow you to use the console (see [Section 4](#))
- 3) If the above does not rectify the issue – you can try to reboot the device. On the console – tap on “**More**” and “**Restart Device**”. The device will take a few minutes to restart.
- 4) If you are still unable to use the device please contact the Technology Service Desk (See [Section 6. Support](#))

## **6 Support**

If you experience an issue with using the MS Teams rooms equipment and the troubleshooting section does not cover/ resolve this please contact the Technology Service Desk on 0300 303 9955 Option 1.

## Appendix 1 - Quick Reference Guide for Microsoft Teams Rooms Applicable to: Microsoft Teams Meetings



### JOIN A MEETING

Join a scheduled meeting with a single touch.



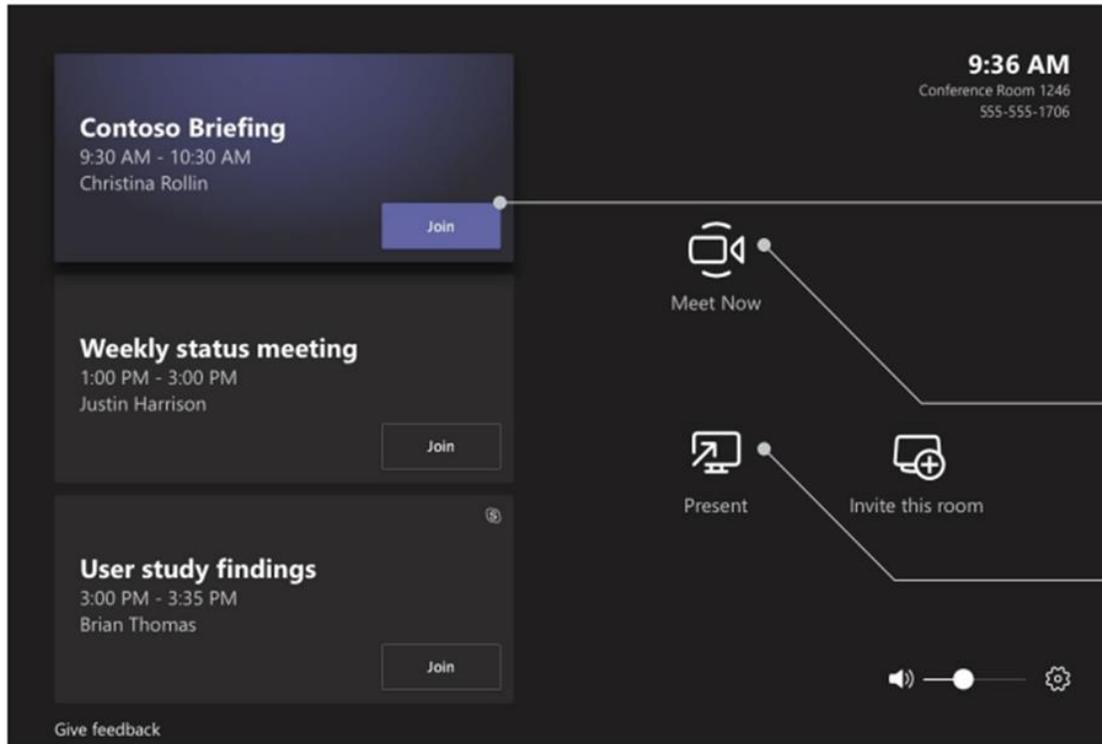
### START A MEETING

Easily start a new meeting and add invitees.



### PRESENT

Share content from the connected console.

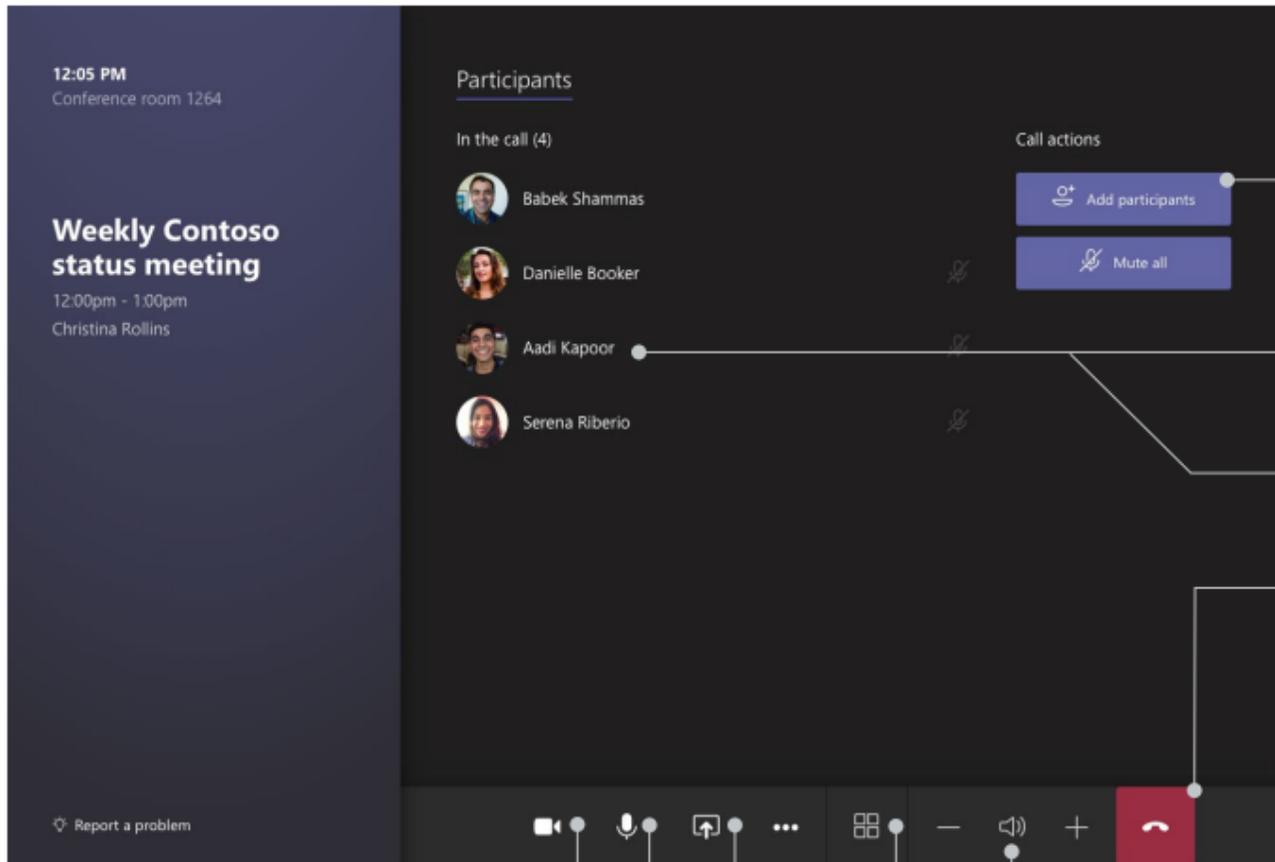


Join a scheduled meeting by tapping the calendar entry.

Select **Meet Now** to start a new meeting. Enter a name or number to invite people. After invitees are added to the list, select **Invite**. Your meeting will begin automatically.

To share content, plug the HDMI cable connected to the console into your laptop. If content is not automatically projected to the room, select **Present** on the room console. You may also share content by joining the Teams meeting from your device.

# MEETING CONTROLS



Tap **Add participants** to select people you want to invite to the meeting. Select names to add to the invitation list, then tap **Invite**.

To remove someone from a meeting, select their name on the room console, then **Remove participant**.

Mute participants selecting participant's name, and then **Mute participant**.

**Leave the meeting.**

Select - or + to adjust the in-room speaker volume. Press speaker icon to Mute/Unmute.

Select **Layout** on the room console. Toggle between different layouts for your room display. Note: If you have a single display, you can choose between showing just shared content or showing content and a row of people. If you have two displays, one will show content and the other will show people. Selecting Layout will swap which display shows which.

Select **Camera** on the room console to turn the in-room camera on and off. Choose which video device you want to use, or tap **Camera Off** to stop streaming the room's video

Activate **Content Sharing** via HDMI cable or content camera within the room.

Manage audio by selecting **Mic** on the room console to mute or unmute the room mic.

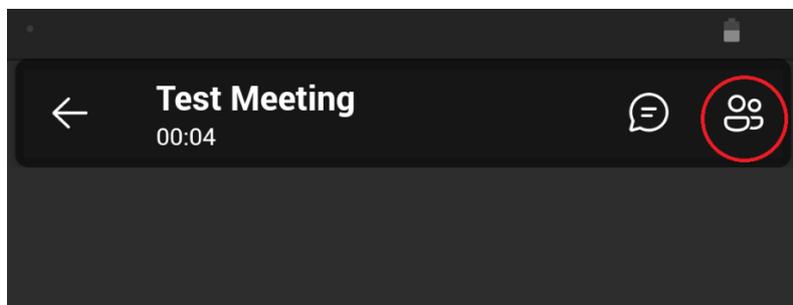
## Appendix 2 – Proximity Joining a meeting from your mobile phone

### Applicable to: Microsoft Teams Meetings

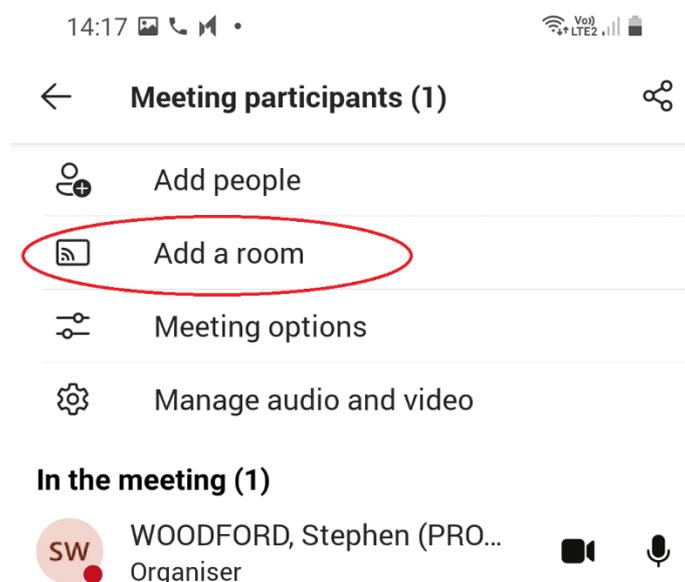
As described in section 3.5 it is possible to join a pre-scheduled meeting on an MS Teams rooms device by transferring it from a laptop or mobile phone. This feature is known as proximity join.

The following instructions will help you to transfer a meeting to an MS Teams enabled meeting/ consultation room using a mobile phone. These instructions assume that you have joined an MS Teams meeting on your mobile phone using the MS Teams application. **For these instructions to work you must have Bluetooth enabled on your mobile phone (on Samsung phones – Settings – Connections – Bluetooth  )**

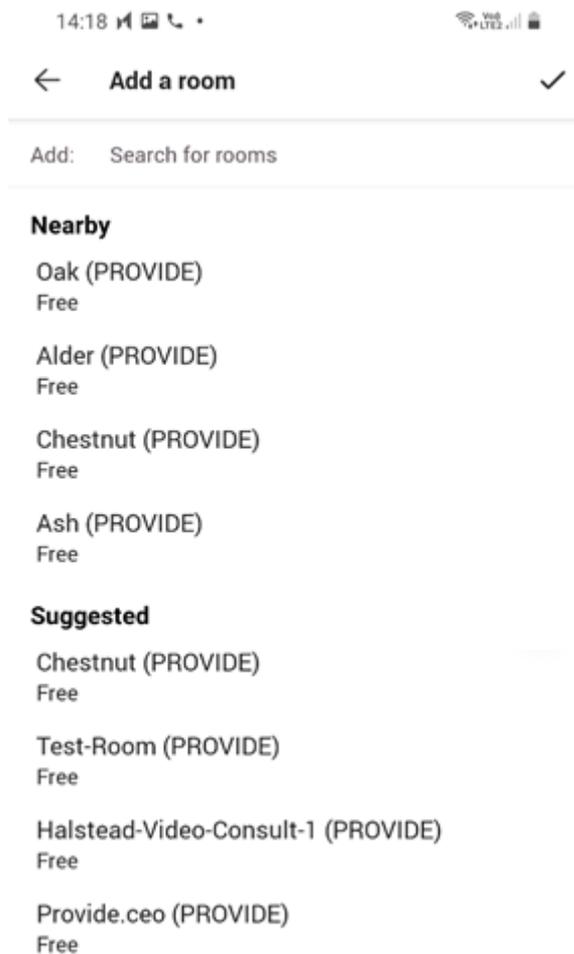
- 1) Whilst you are on an MS Teams call, tap on the people icon at the top right of the screen:



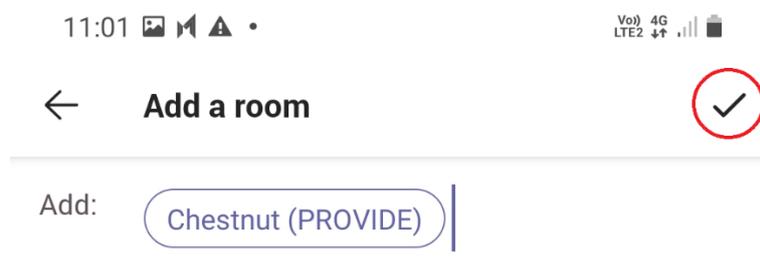
- 2) On the next screen that appears tap on “Add a room”



- 3) On the next screen a list of nearby MS Teams enabled rooms will be displayed and whether they are free or not. You can also search for a specific room here if you cannot see the room you wish to add.



- 4) Tap on the room that you wish to add to the meeting and then tap on the “tick” in the right-hand corner of the screen.



- 5) You'll now see on the next screen that the room has been added to the call:

## In the meeting (2)

 SW	WOODFORD, Stephen (PRO... Organiser		
 C	Chestnut (PROVIDE)		

- 6) You will need to accept the call on the MS team's rooms console or using the room's remote control (see section 3.8)
- 7) When you join the meeting the MS Teams application on your phone will automatically switch off the camera and mute the microphone (as you will be using the room microphone – please note it is not advisable to switch the mic back on whilst in the room as it will produce feedback). You can either leave (hang up) the meeting on your mobile phone or you can choose to stay logged in for example if you need to carry out certain functions that are not available through the MS Teams rooms console e.g. record the meeting, participate using the meeting chat functionality (see Section 3.6 for further details of supported and non-supported functionality)