Neat Implementation Guide

For Microsoft Teams

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Microsoft Teams Room licensing

In preparation for the set up of a Neat device as a Microsoft Teams Room (MTR), make sure that an appropriate license is on hand to apply to the resource account assigned to the device. Depending on the in-house process for acquiring Microsoft licenses, purchase and availability of licenses can take a significant amount of time. Please confirm that licenses are available before the intended date of setup and testing of the Neat device.

Neat MTR devices implemented in a shared space will need to be provided with a Microsoft Teams Room license. Microsoft Teams Room license can be purchased in two levels. Pro and Basic.

- Microsoft Teams Room Pro: provides a full rich conferencing experience including intelligent audio and video, dual screen support, advanced device management, Intune licensing, phone system licensing, and more. For best conferencing experience, MTR Pro licenses are recommended to use with Neat MTR devices.
- Microsoft Teams Room Basic: provides a core meeting experience for MTR devices. This is a free license but provides a limited feature set. This license can be assigned up to 25 MTR devices. Any additional licenses would need to be a Teams Room Pro license.

For additional information on Microsoft Teams Licenses and a comparison matrix of features between the Basic and Pro licenses, visit: https://learn.microsoft.com/en-us/microsoftteams/rooms/rooms-licensing .

If you have Teams Rooms Standard or Teams Room Premium legacy licenses, these can continue to be used until their expiration date.

Using a Neat MTR device with a personal account using a user license (for example an E3 license) will currently work but is not supported by Microsoft. Microsoft has announced that this use of personal licenses on MTR devices will be disabled July 1st, 2023 (a 90-day grace period granted by Microsoft ends on September 30, 2023).

If you plan to use your MTR device to make/receive PSTN calls, additional licensing may be needed for PSTN connectivity. PSTN connectivity options - https://learn.microsoft.com/en-us/microsoftteams/pstn-connectivity

Neat Frame is in a category of Teams Devices known as a Microsoft Teams Display. Being a different category of device, Frame runs a Microsoft Teams Display specific software from Microsoft. For more information on Microsoft Teams Display and the device license requirements see: https://learn.microsoft.com/en-us/microsoftteams/devices/teams-displays.

For additional detail, Neat has provided an additional data sheet regarding Microsoft licensing with Neat devices - https://neat.no/resources/microsoft-teams-licensing/.

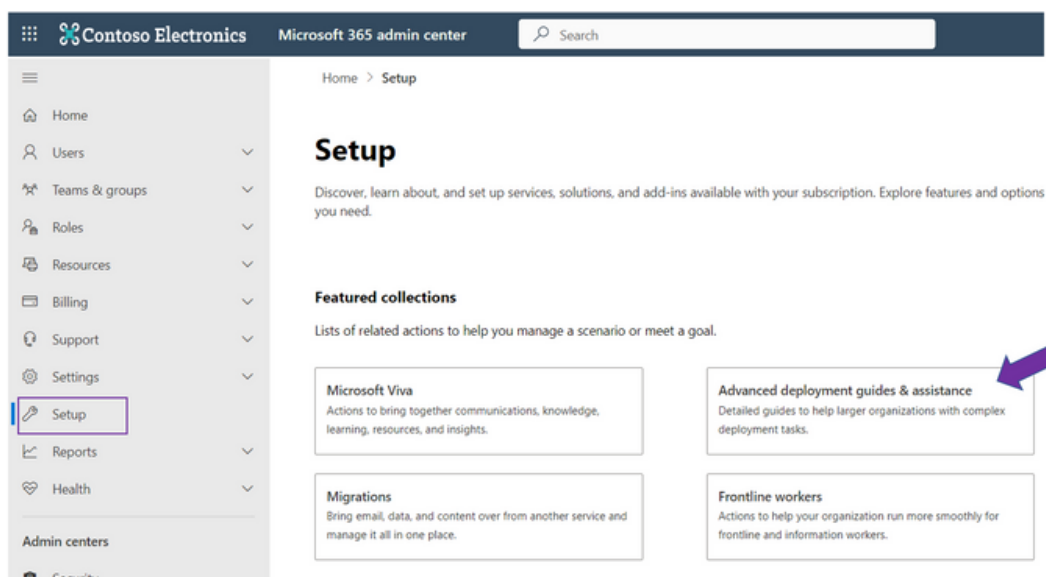# Creating a resource account for Neat Microsoft Teams Rooms

Every Neat MTR device requires a resource account that will be used to login to Microsoft Teams. A resource account also includes an Exchange Online mailbox to enable calendaring with the MTR.

Microsoft recommends using a standard naming convention for resource accounts associated to Microsoft Teams Room devices. A good naming convention will allow for administrators to filter for resource accounts and create dynamic groups that can be used to manage policies for these devices. For example, you could prefix "mtr-neat" to the beginning of all resource accounts associated with Neat MTR devices.

Quick set up wizard for Microsoft Teams Rooms devices / resource accounts

Use this Microsoft wizard to provide an easy standard setup for Microsoft Teams Room Resource Accounts.

With an Administrator account sign into the Microsoft 365 admin center https://admin.microsoft.com. From the Microsoft 365 admin center main menu, select the "Setup" option and then select "Advanced deployment guides & assistance" option. With the "Deployment guides" tab selected at the top of the page, click on All guides and scroll down to select Surface Hub and Microsoft Teams Rooms setup guide.
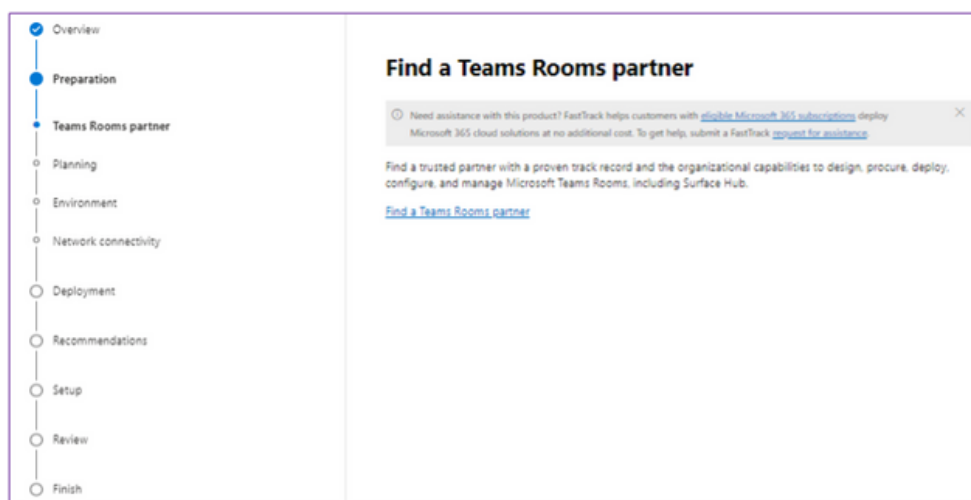
Creating a resource account
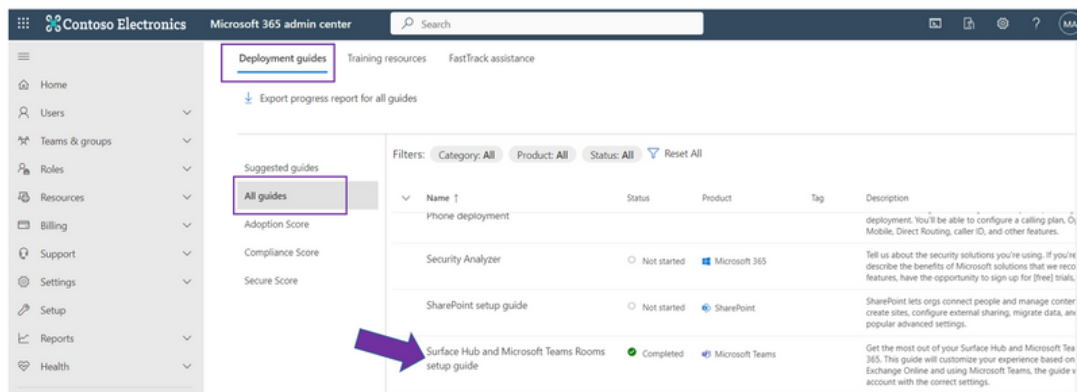
From the Overview screen, select the Microsoft Teams Rooms option. Click Next.
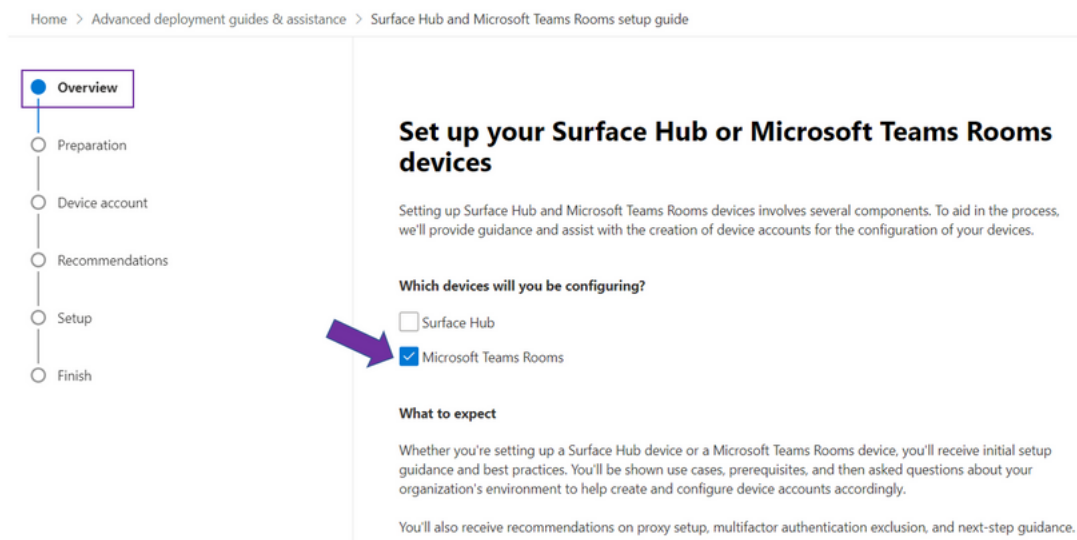
Review the Find a Teams Room partner page. If you are already working with a partner to purchase & install your MTR devices or if you self-install you can select Next.

Review Initial Prep Documentation and click Next.

Select your environment settings. Use the recommended settings unless you are certain there is need to select another option. Click Next.

Creating a resource account

If you are not certain you have a good connection to Microsoft 365 cloud servers, you can run the optional "Microsoft 365 network connectivity test" on this page. Click Next when complete.

Click the Add and check resource accounts option to create a new resource account for the Neat device. Notice the password disclaimer at the top of this screen. You will want to set the password for this resource account and also set the password to not expire.

From the Add a device account screen, select No and add the appropriate resource account information similar to the screenshot below.

If you would like to be able to process meetings from external entities, enable the Process external meeting messages. If this setting is disabled meeting invites from external exchange entities will not process and therefore will not appear on your MTRoA device.

Note: We recommend setting up a new resource account for your Neat device but you can use an existing resource account if there is one already created that you would like to use – if so select "yes" and search for the account to be reused.

Select the Licenses tab at the top screen. Check the appropriate license for this resource account. For a comparison of license features see this documentation from Microsoft https://learn.microsoft.com/en-us/microsoftteams/rooms/rooms-licensing.
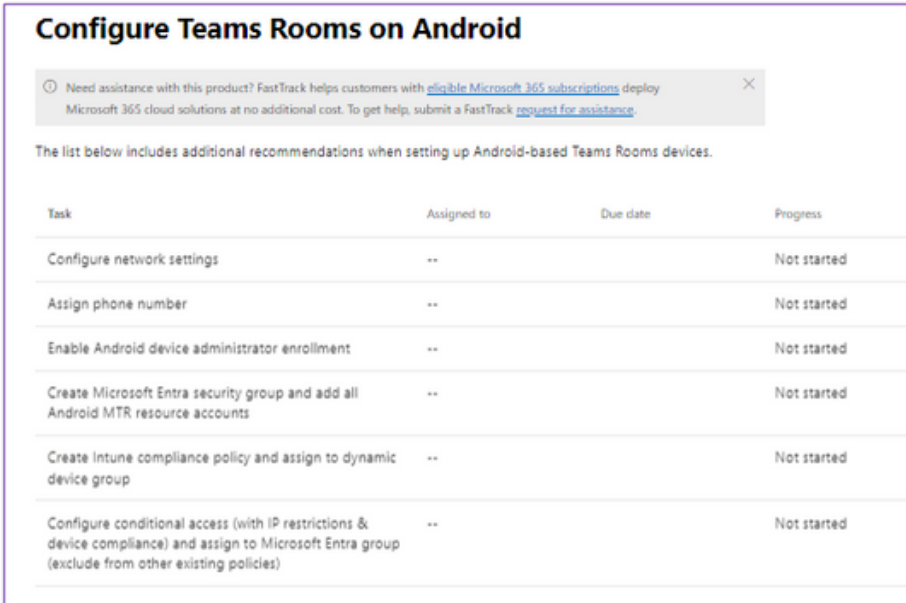
The Configure Teams Room on the WIndows page is not applicable for Neat devices. Click Next.

Review recommended tasks on the Configure Teams Room on Android page and assign to internal resources if desired.

Select whether to exclude this resource account/device from multi-factor authentication (if multi-factor authentication is detected). Click Next.

Click Next at the Set up your device screen.

Review the Set up the Pro Management portal screen.
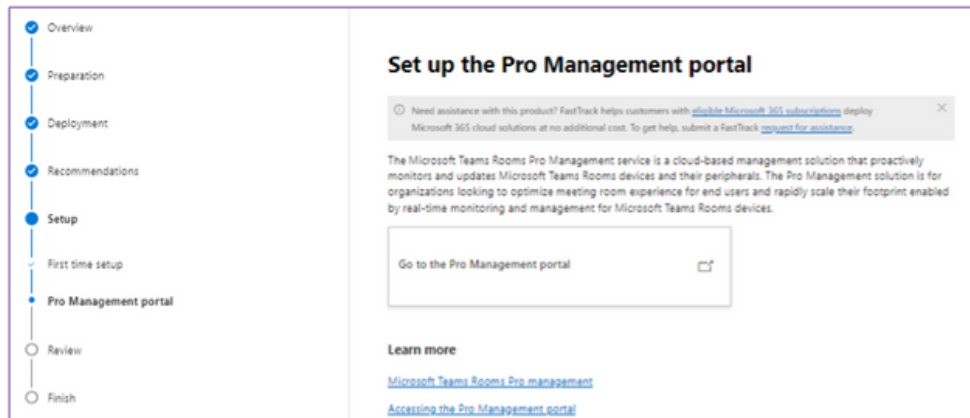
Click Next at the Review your progress screen.

Click done on the Finish Screen.
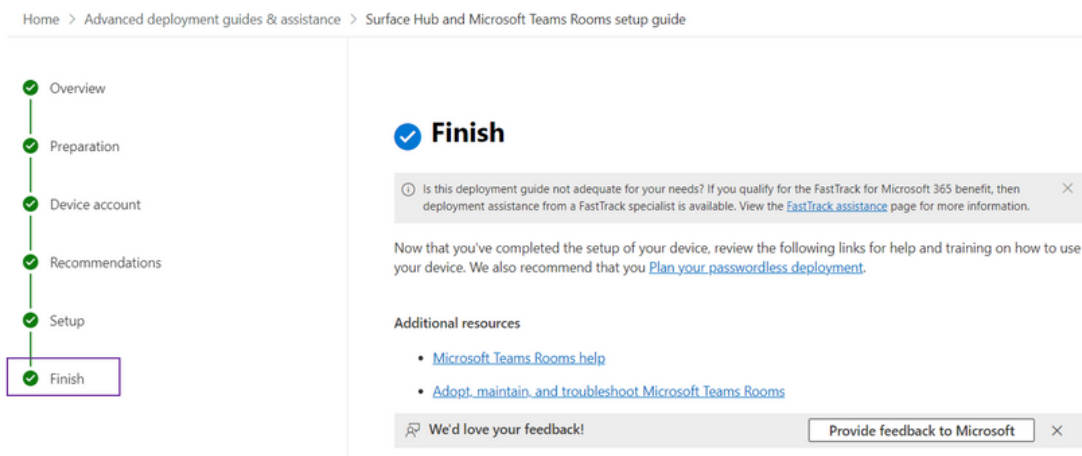
Configure the password for the Neat device resource account

With an Administrator account sign into the Microsoft 365 admin center https://admin.microsoft.com. From the Microsoft 365 admin center main menu, select the Users and Active Users option and then search for the Neat device resource account. Select the user by checking the box and click the Reset Password button.
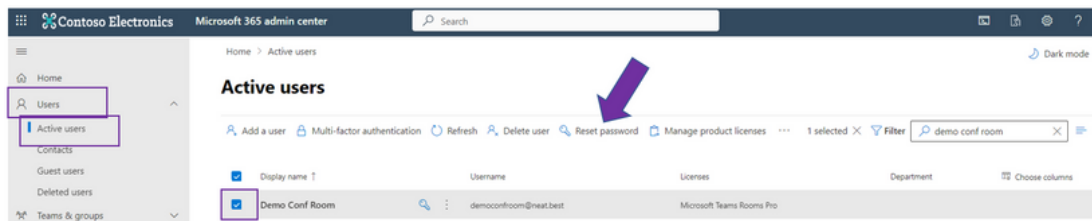
If you would like Microsoft to create a strong password automatically, check the Automatically create a password option. If you would like to create your own password, enter it in the "Password" box.

Do not check the "Require this user to change their password when they first sign in" option.

If you would like to email the password information to yourself or another user, check the "Email the sign-in info to me" box and add the appropriate email address(es).

Click the "Reset password" button at the bottom of the screen when finished.

Configure the resource account password to never expire

To set the password of the resource account to never expire, run the following cmdlet by using the UPN or the user ID of the resource account.

```
Set-AzureADUser -ObjectId <user ID> -PasswordPolicies DisablePasswordExpiration
```

Additional Microsoft information on Password expiration: https://learn.microsoft.com/en-us/microsoft-365/admin/add-users/set-password-to-never-expire?view=o365-worldwide

Test resource account

Prior to logging into the Neat MTR device, it is recommended to test the resource account credentials on a Teams web client (accessed at http://teams.microsoft.com from an internet browser on a PC/laptop). This will confirm that the resource account is generally working and that you have the correct username and password.   If possible, test logging in on the Teams web client in the same network where device will be installed and confirm you can successfully participate in a Teams meeting with audio and video.

Neat MTR device - log in process

The login process on Neat MTR devices begins when you see the Microsoft device login screen with a nine-character code displayed on the screen. Each Neat device will need to be logged into Teams individually including Neat Pads. So, if you have a Neat Bar, a Neat Pad as a controller and a Neat Pad as a scheduler, you will need to login three times using the unique code on each device. This code is available for approximately 15 minutes – and will auto-refresh if the code has not been used.
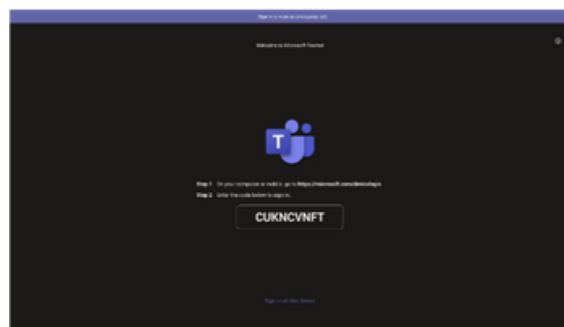
1. Using a computer or mobile phone, open an internet browser and go to: https://microsoft.com/devicelogin

2. Once there, type in the code displayed on your Neat MTR device (the code is not caps specific).

3.Select an account to login from the list or select 'Use another account' to specify login credentials.

4. If specifying login credentials, enter the username and password of the resource account that was created for this Neat MTR device.

5. Select 'Continue' when asked: "Are you trying to sign into Microsoft Authentication Broker".
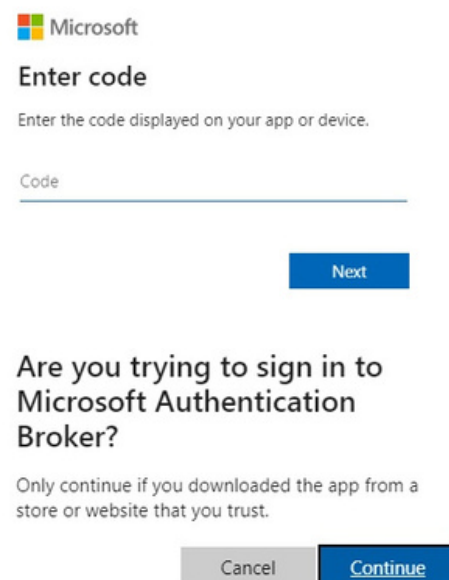
Neat MTR device - log in process

Understanding the Microsoft Teams room and Android terminology

During the sign in process for a Neat MTR device, you may see some verbiage on-screen that may not be familiar. As part of this process, the device is registered within Azure Active Directory and security policies are evaluated by Microsoft Intune via the Company Portal Application.

Azure Active Directory – a cloud-based directory that houses identity and access management elements for the Microsoft cloud. Some of those elements correspond to both the accounts and physical MTR devices.

Microsoft Intune – controls how your organization's devices and applications are used by configuration of specific policies to ensure that devices and applications are compliant with corporate security requirements.

Company Portal – an Intune application that resides on the Android device and allows the device to do common tasks such as enrolling the device in Intune and securely accessing company resources.

Microsoft Endpoint Manager – an administrative platform that provides services and tools to manage and monitor devices. The Microsoft Endpoint Manager is the primary location to manage Intune security policies for Neat MTR devices within Office 365.

Compliance Policies - rules and settings that devices must meet to be considered compliant. This could be a minimum operating system version or encryption requirements. Device not in compliance with these policies may be blocked from accessing data and resources.

Conditional Access Policies – provide access controls to keep your organization safe. These policies are essentially requirements that must be satisfied before a gaining access to company resources. With a Neat MTR device, conditional access policies secure the sign-in process by ensuring all security requirements have been met.

6. If you are logging into a Neat Bar/Bar Pro and a Neat Pad you will need to also pair the Neat Pad to the Bar/Bar Pro.

a. Once both devices have been successfully registered to a Microsoft Teams account via the device login page, the Pad will ask you to select a device to begin the Teams level pairing process.
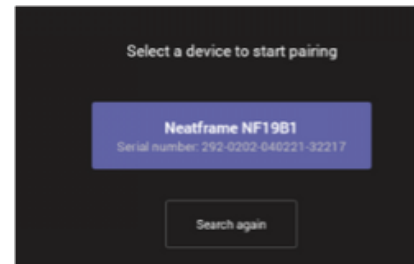
b. Once the correct Neat Bar/Bar Pro has been selected, a code will appear on the Neat Bar/Bar Pro to enter on the Pad and complete Microsoft Teams level pairing between the Neat Pad and the Neat Bar/Bar Pro.

For additional information regarding the Neat and Microsoft Pairing process on Neat MTR devices, visit: https://support.neat.no/article/understanding-neat-and-microsoft-pairing-on-neat-devices/

The following video shows 'Signing in to Microsoft Teams with Neat and getting started'. To see an example of the login process, visit: https://www.youtube.com/watch?v=XGD1xGWVADA

Authentication and Intune considerations

Microsoft recommends a specific set of best practices when considering authentication for Android based devices. For example, multi-factor authentication isn't recommended/supported with shared devices as shared devices are tied to a room or space rather than to an end user. For a full explanation of these best practices please see https://docs.microsoft.com/en-us/microsoftteams/devices/authentication-best-practices-for-android-devices.

If Intune is currently set up for only Android mobile phone, Neat MTRoA devices will likely fail on current mobile device conditional access and/or compliance policies. Please see https://docs.microsoft.com/en-us/microsoftteams/rooms/supported-ca-and-compliance-policies?tabs=mtr-w for specifics on supported policies for MTRoA devices.

If your Neat MTRoA device does not login with credentials that login correctly on Teams web client, this can typically be an element of Microsoft Intune that is causing the device to not successfully login. Please provide your security administrator with the documents above.

For additional Intune information and Neat device troubleshooting, we have a troubleshooting guide available. To obtain, please contact your Product Specialist, Customer Success Manager, or support@neat.no.
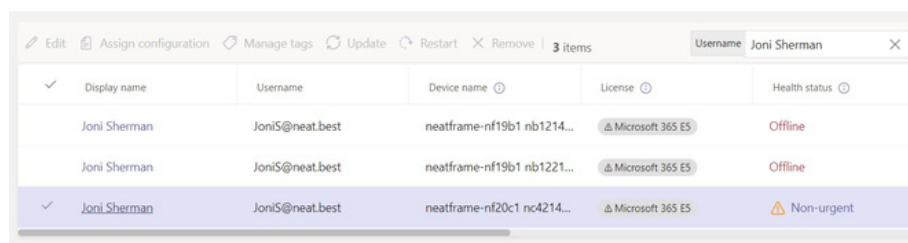
Updating Neat device firmware

By default, Neat specific firmware (but not Microsoft Teams specific software) is configured to update automatically when newer versions are posted to the Neat over-the-air update server. This occurs at 2AM local time after the update is posted to the OTA server. Microsoft Teams Admin Center ("TAC") is used to update Teams specific firmware.

Update Neat device's Teams software via Teams Admin Center (TAC)

1. Login to the Microsoft Teams Admin Center with an account with at minimum Teams Device Administrator rights. https://admin.teams.microsoft.com
2. Navigate to the 'Teams devices' tab and select
   a. Teams Rooms on Android...Teams Rooms on Android tab option for Neat Bar or Bar Pro.
   b. Teams Rooms on Android...Touch consoles tab option for Neat Pad used as controller.
   c. Panels for Neat Pad as a scheduler.
   d. Displays for Neat Frame.
3. Search for the appropriate Neat device by clicking the magnifying glass icon. The easiest method may be to search the Username logged into the device.
4. Click on the device that you would like to update.

Note: Neat Pad as Controller must be updated separately from the Neat front of room device. Make sure you have independently updated both devices.

5. From the bottom section of the device screen, click on the Health tab.
6. In the Software Health list, confirm if the Teams App is showing 'See available updates.' If so, click on the 'See available updates' link.

7. Confirm that the new version is newer than the Current version. If so, select the software component and then click Update.
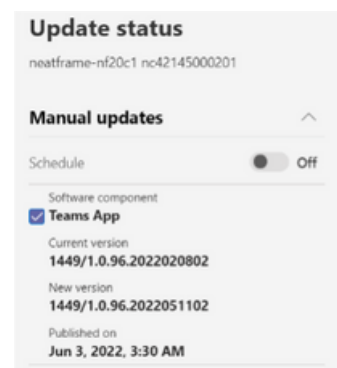
8. Click on the History tab to confirm the software update has been queued. You should see the Neat device begin the Teams update shortly after it has been queued.

9. After the update is completed, click back on the health tab to confirm that the Teams App is now showing "Up to date".

10. Update via TAC is now completed.

Note: The Teams Administrator can set up Neat MTRoA devices to Auto-update automatically with a frequency of: As soon as possible, Defer by 30 days, or Defer by 90 days. This automatic update applies only to Neat Firmware updates. Teams app updates must be initiated manually.

Appendix A - resource account scripting

Creating a resource account for Neat Microsoft Teams Room via power shell

If you prefer to utilize PowerShell scripting for account creation, see below for account creation.

- Create a Resource Account via Microsoft 365 Admin Center - https://learn.microsoft.com/en-us/microsoftteams/rooms/with-office-365?tabs=m365-admin-center%2Cazure-active-directory2-password#tabpanel_1_m365-admin-center

- Create a Resource Account via Exchange Online Powershell -https://learn.microsoft.com/en-us/microsoftteams/rooms/with-office-365?tabs=exchange-online%2Cazure-active-directory2-password#tabpanel_1_exchange-online

Configuring the resource account

Below are resource account configuration considerations that can improve the experience for Neat MTR devices.

Turn off password expiration – if the password for these resource accounts expires, the Neat device will not be able to sign in after the expiration date. The password will then need to be reset by the administrator since self-service password resets are typically not set for shared device passwords.

Assign a meeting room license – assign the appropriate Microsoft Teams License that was discussed previously. Microsoft Teams Room Pro (or Microsoft Teams Room standard if available) will provide a full featured MTR experience. Microsoft Teams Room Basic licenses can be a good choice to quickly test/evaluate MTR devices or if only core conferencing features are needed.

Configure mailbox properties (as needed) – resource account mailbox calendar processing settings can be modified to provide the calendar experience desired. The Exchange Online administrator should set these options via the Exchange Online powershell.

- AutomateProcessing: this configuration describes how the resource account will automatically process room reservation invites. Typically [AutoAccept] for MTR.

- AddOrganizerToSubject: this configuration determines if the meeting organizer is added to the subject of the meeting request. [$false]

- DeleteComments: this configuration determines if the message body of incoming meetings remains or is deleted. [$false]

- DeleteSubject: this configuration determines if the Subject of the incoming meeting request is deleted. [$false]

- ProcessExternalMeetingMessages: Specifies whether to process meeting requests that originate outside the Exchange organization. Required to process external meetings. [confirm desired setting with security administrator]

Example: Set-CalendarProcessing -Identity "ConferenceRoom01" -AutomateProcessing AutoAccept -AddOrganizerToSubject $false -DeleteComments $false -DeleteSubject $false - ProcessExternalMeetingMessages $true

Appendix B - network requirements

Use the resources below to confirm Network and Firewall requirements are met for Neat devices and Microsoft Teams.

Neat Network and firewall requirements - https://support.neat.no/article/network-and-firewall-requirements-for-neat/

Microsoft Office 365 URLs and IP address ranges - https://learn.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide#skype-for-business-online-and-microsoft-teams