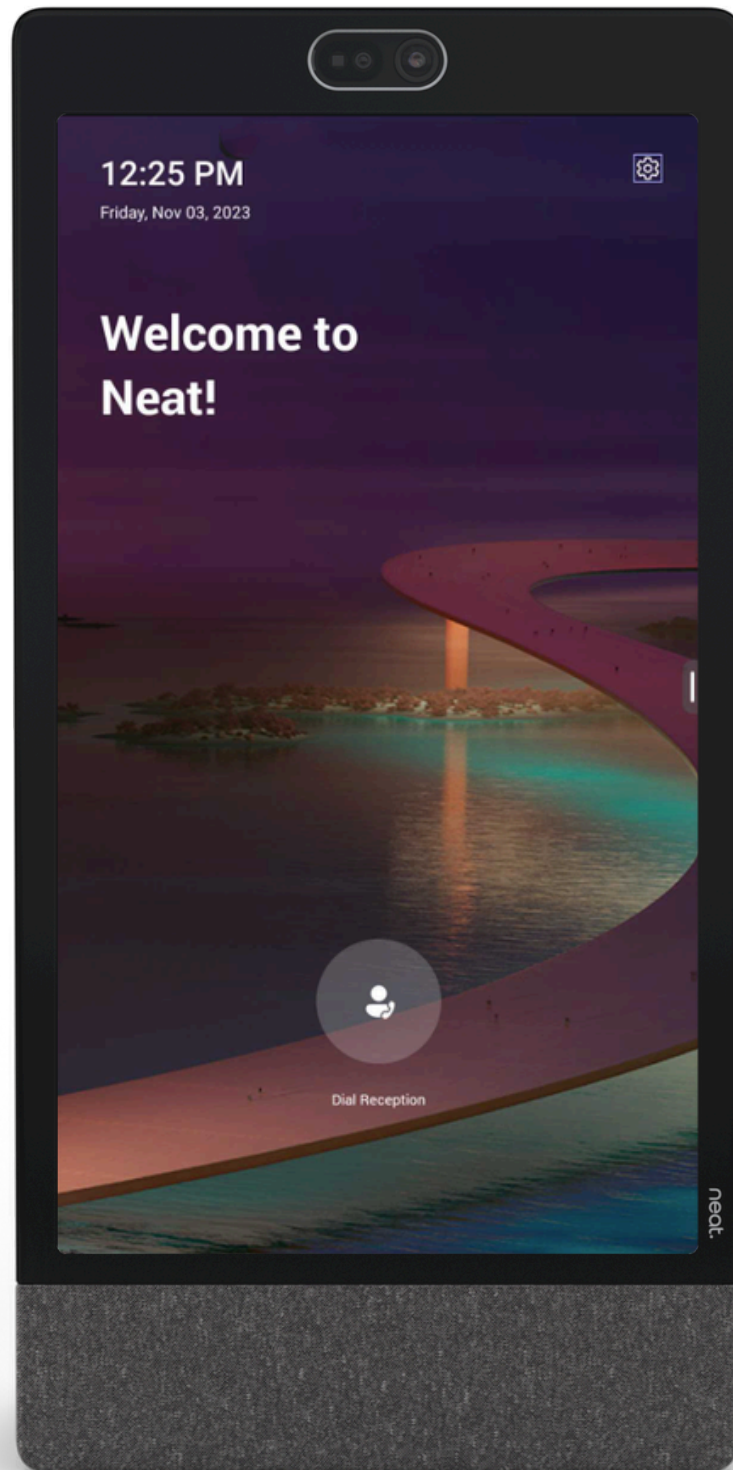


Neat Frame

Virtual Front Desk guide for Microsoft Teams



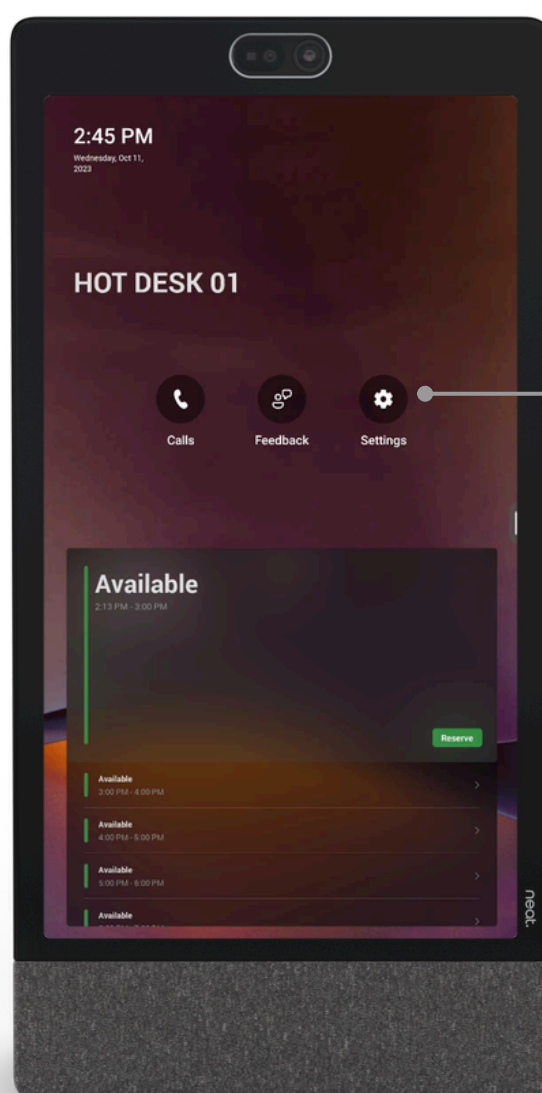
Updated November 2023

Virtual Front Desk

Virtual Front Desk (VFD) is a feature on Teams Display devices that enables the device to act as a virtual receptionist. VFD allows professionals to streamline reception operations. Greet and engage with clients, customers, or patients whether on-site or remote. Increase productivity, save costs, and create a lasting first impression. Please note, you need a Microsoft Teams Shared Device license to use VFD.

Setup of Virtual Front Desk

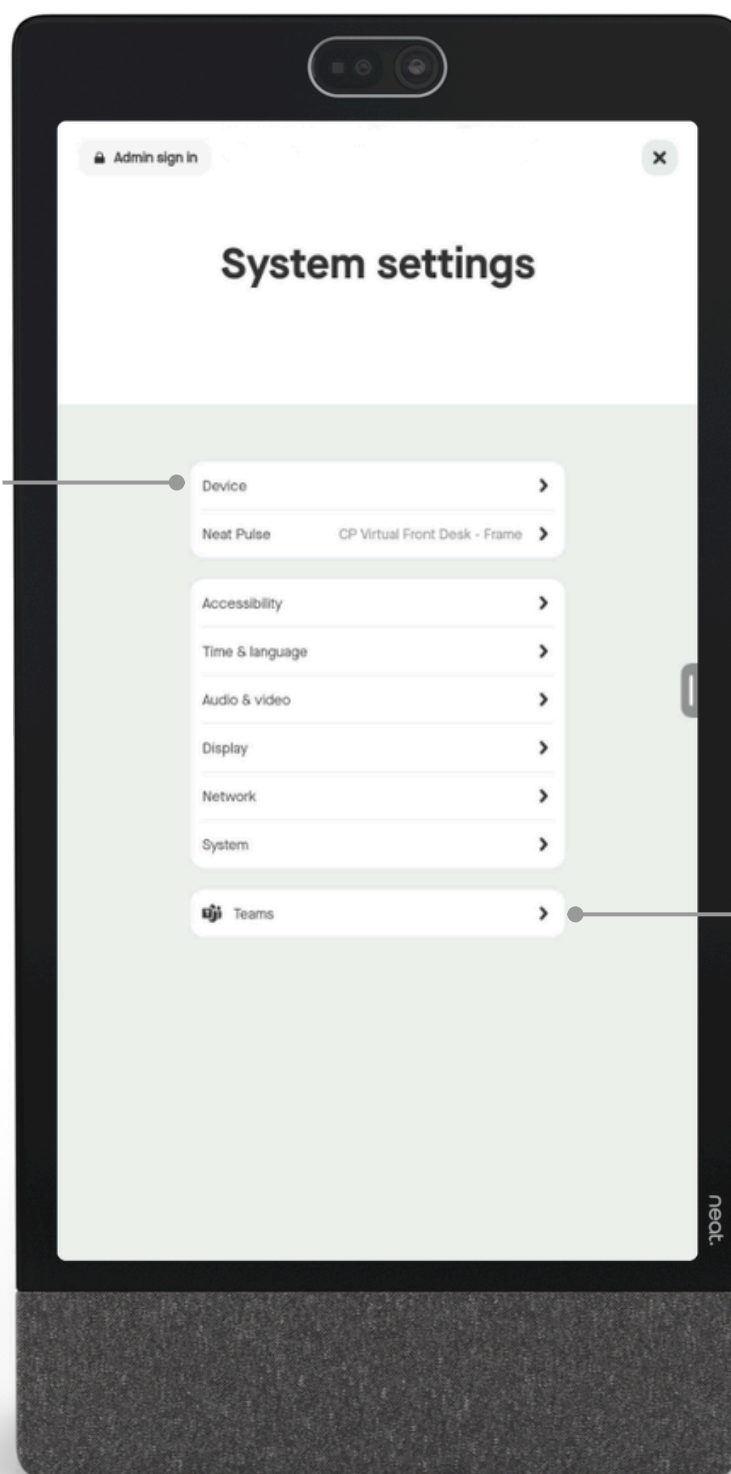
When you login to Neat Frame with an account that has the Microsoft Teams Shared license assigned, Frame will default to the Teams hot desk interface. To change the UI to Teams Virtual Front Desk, follow the steps below.



Click into Settings and then select Device Settings.

Setup Virtual Front Desk

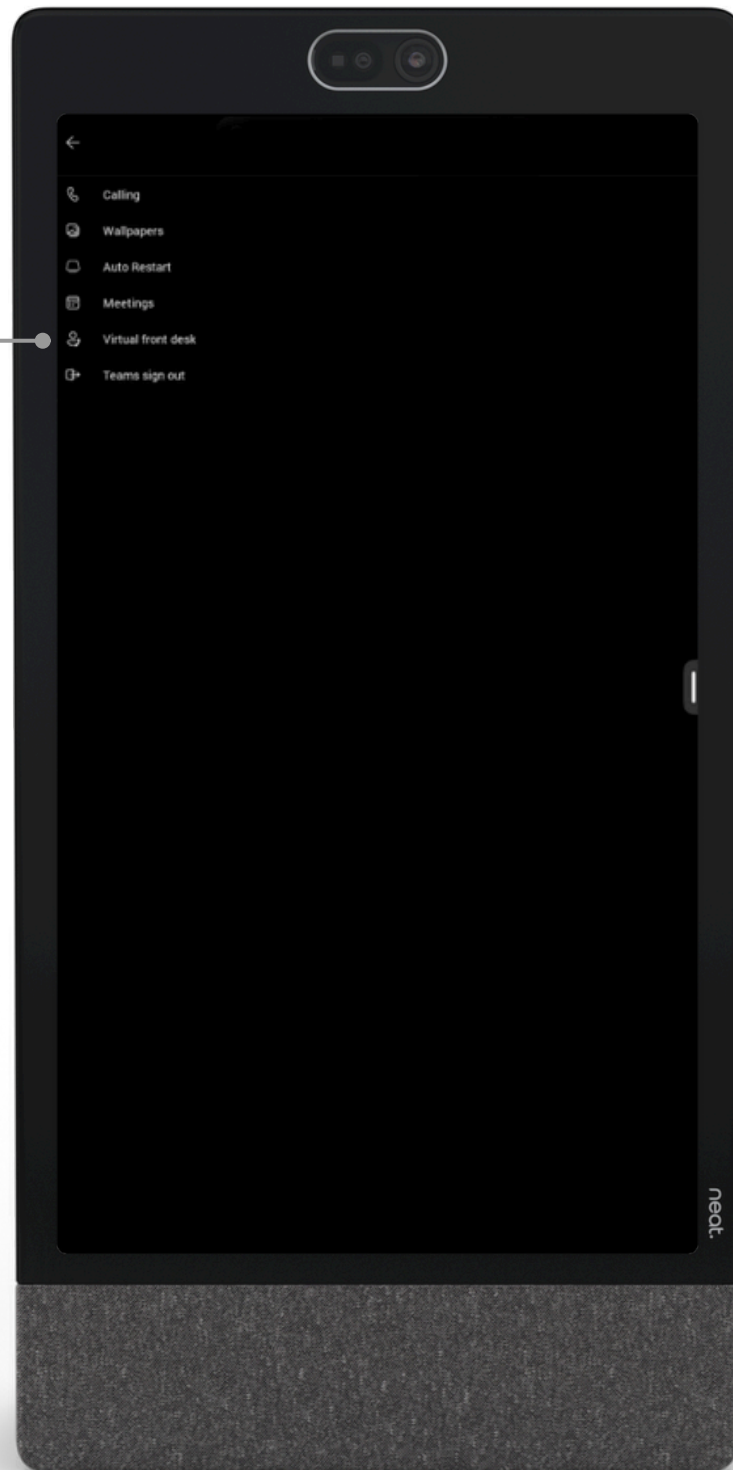
Serial number of the device can be found here.



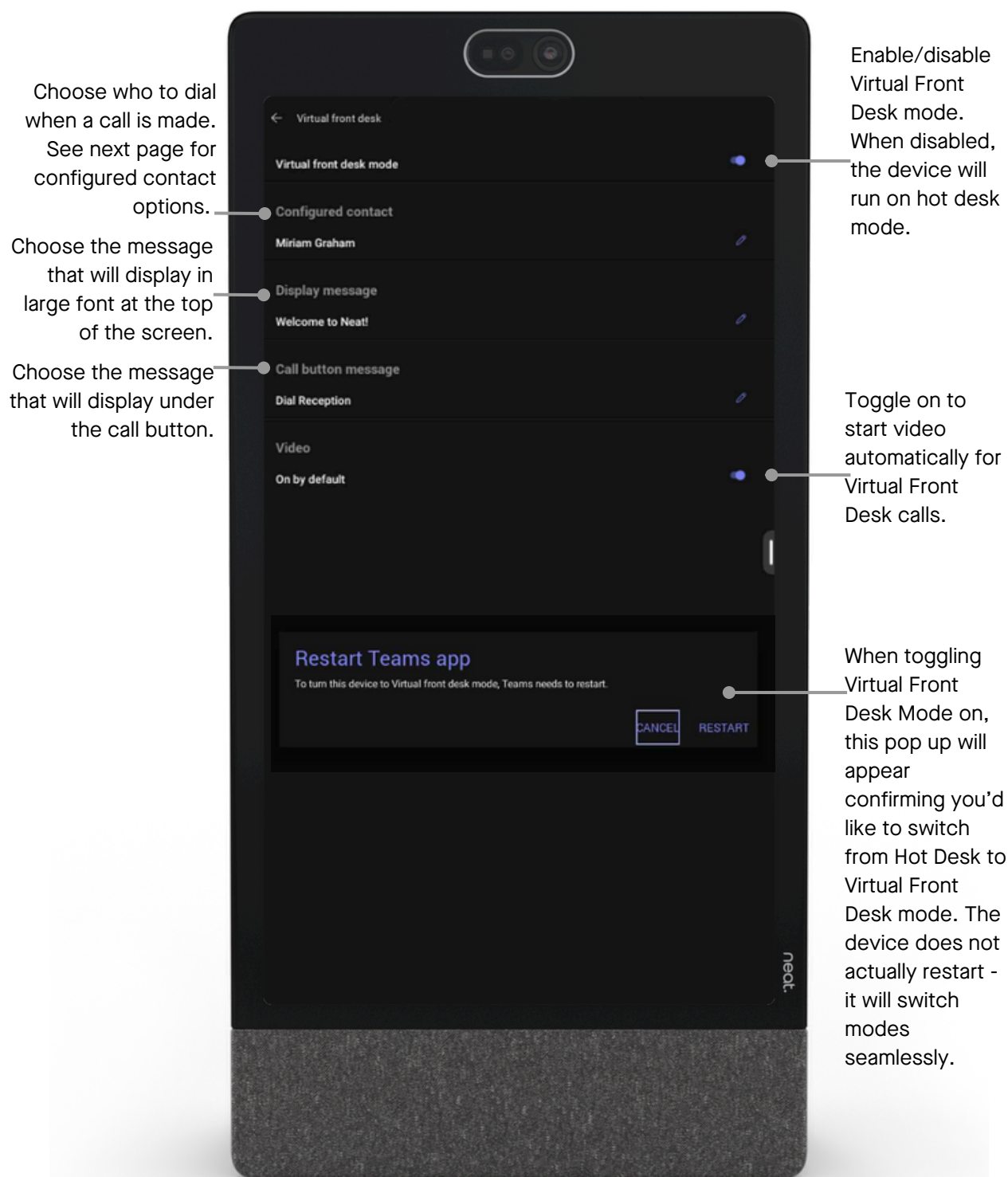
Select Teams. On the next screen, select Teams admin settings. Admin password will be required. By default, the admin password is the last six digits of the device serial number.

Setup Virtual Front Desk

Select Virtual Front
Desk



Setup Virtual Front Desk



Additional information

Configured contact options:

The configured contact designates where the call will go when the VFD button is pressed. Options include

1. A single teams user - call will be directed only to this user.
2. Add a phone number that routes to a call queue or auto-attendant. This scenario will support audio only.

Note:

Searching for a call-queue or auto-attendant resource account by name or number is not currently supported.