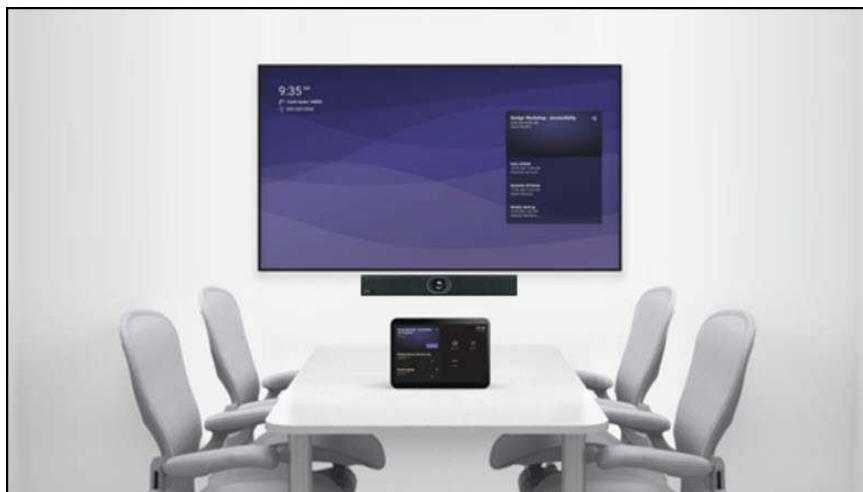
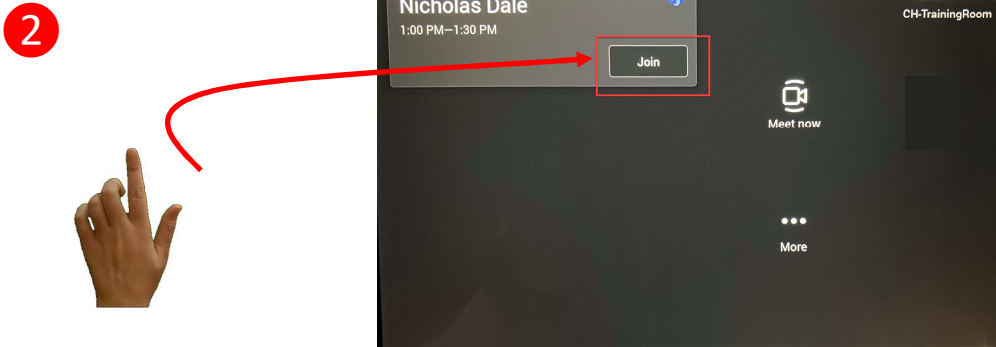


# Hybrid MS Teams Room Desk Guide (Medium and Large Rooms)

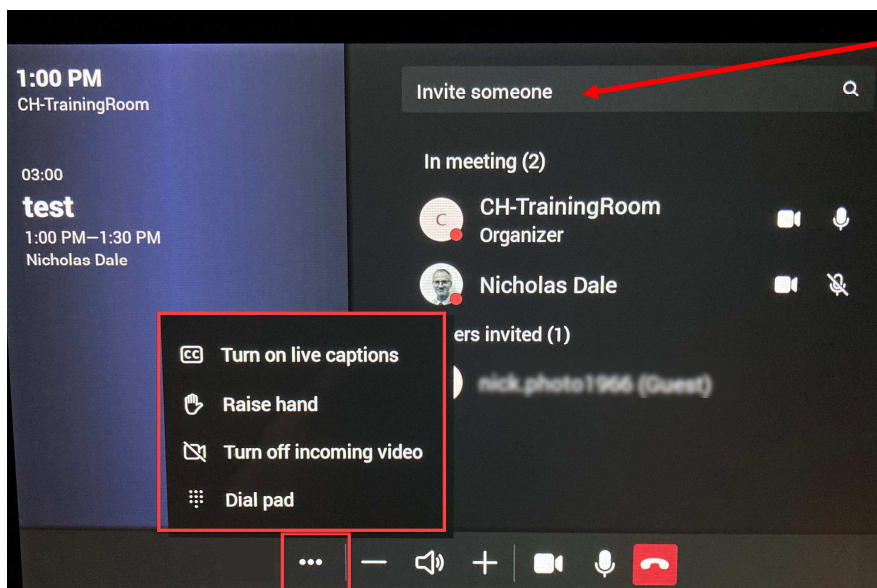


## Joining a Meeting from the Console

- 1 If required ensure the monitor(s) are switched on with the remote control



- 3 Add somebody into the meeting from



More options

Increase /  
decrease  
speaker

Turn off/on  
camera

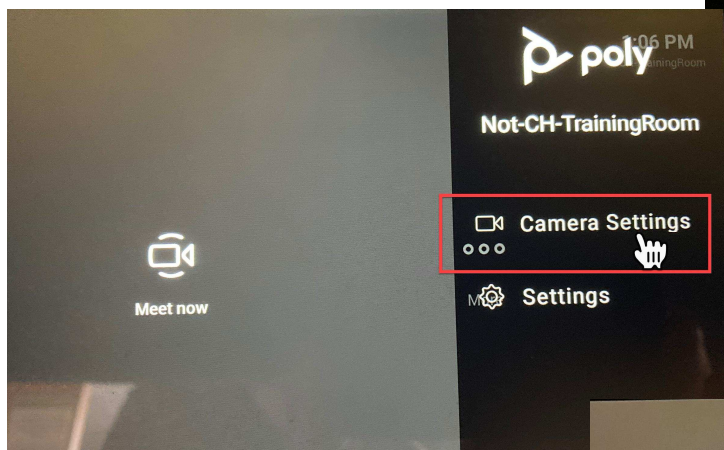
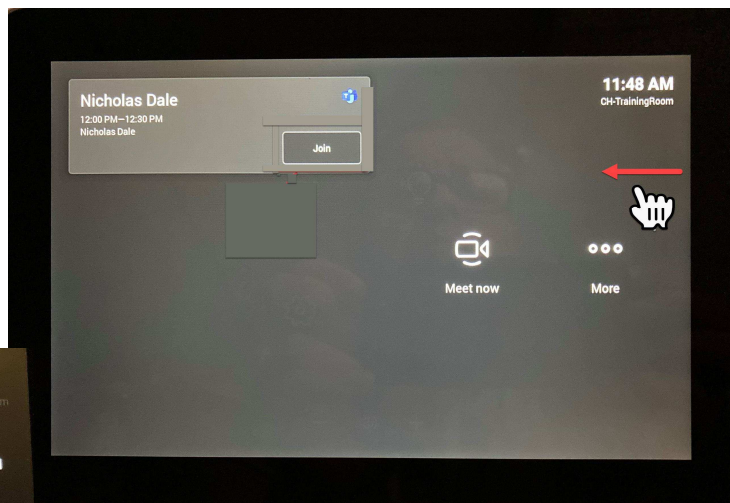
Mute Mic

End Call

## Ensuring Teams Room Camera Tracking is Switched on

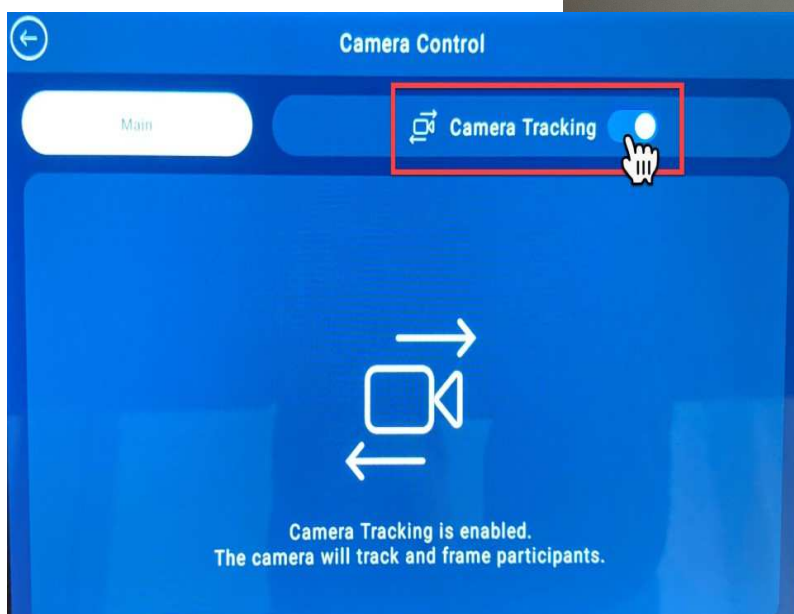
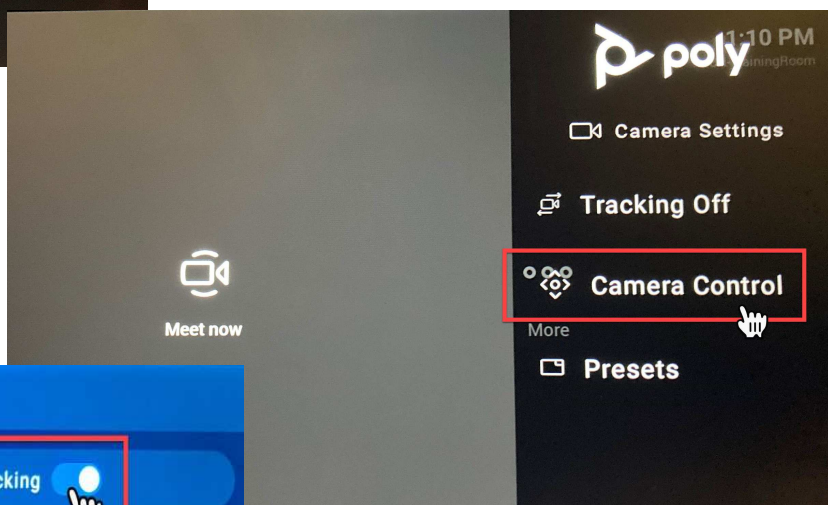
When camera tracking is on, the camera automatically frames the group of people in the room or the current speaker. Ideally this is enabled before the Teams room is in a meeting

- 1 **Swipe the console screen from the right to reveal the settings menu**



- 2 **Tap Camera Settings**

- 3 **Tap Camera Control**



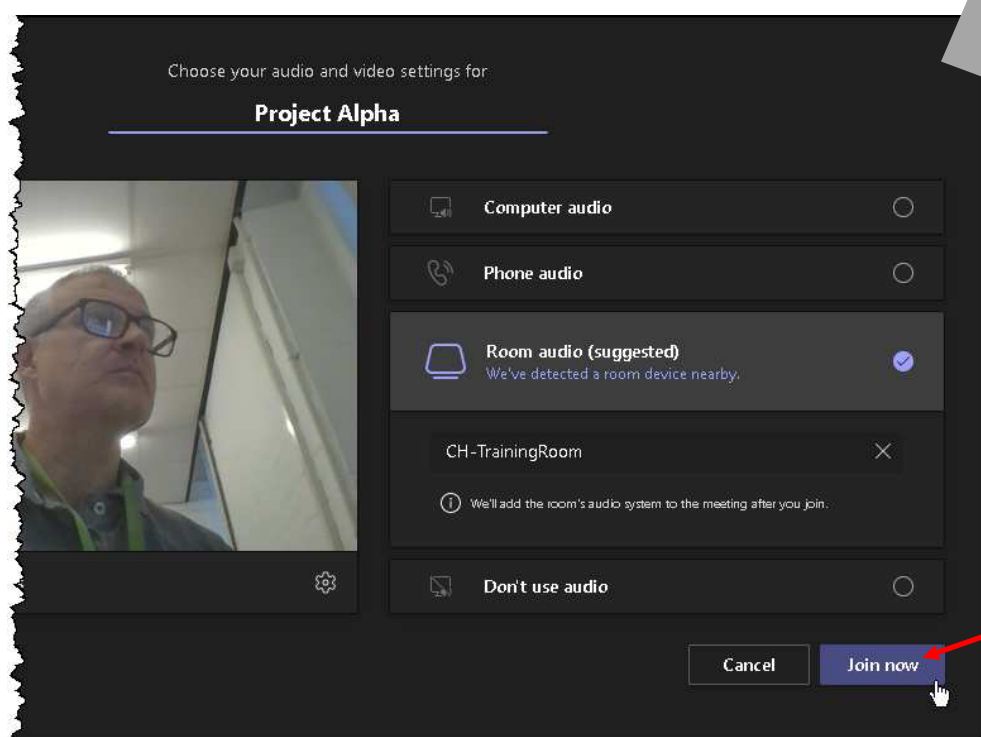
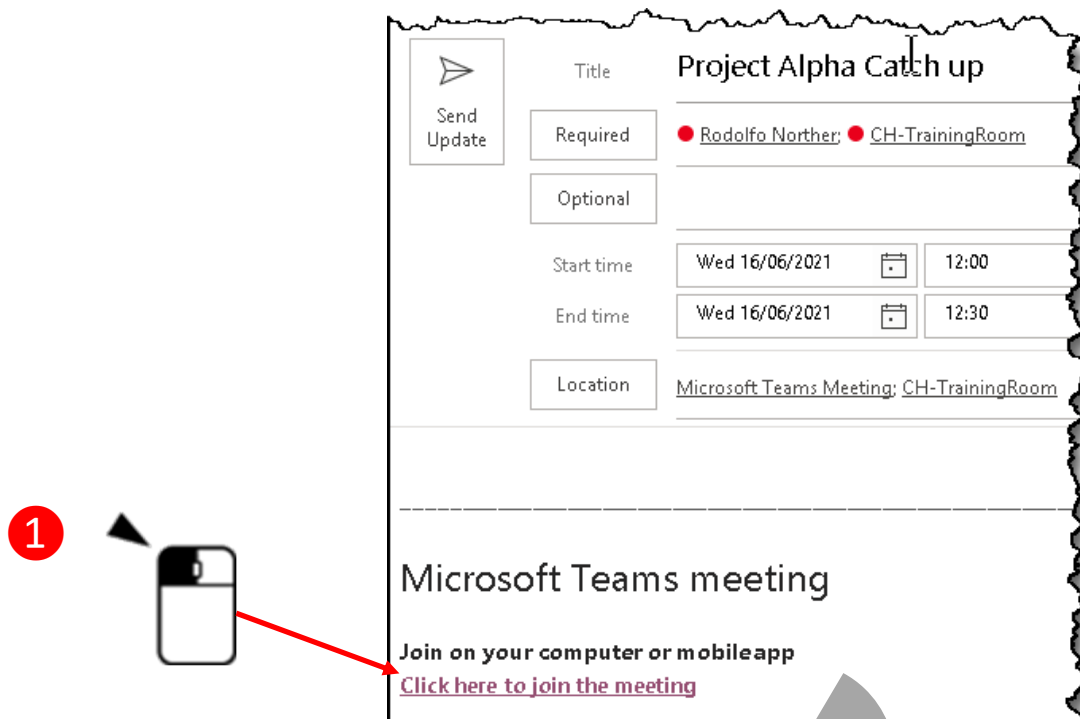
- 4 **Slide Camera Tracking to On**

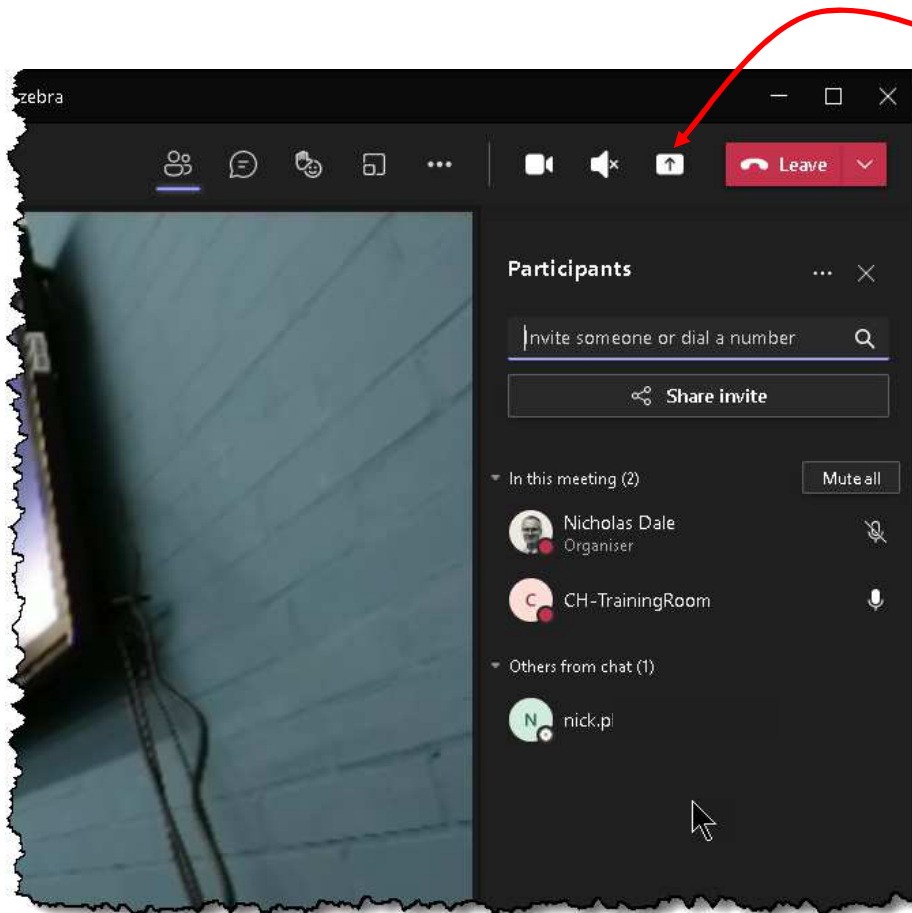
To exit to the home screen **tap the back arrow** a number of times

## Share Content in a Meeting from your Laptop (within Teams Room)

Any attendee wanting to share content within a hybrid meeting will need to join the meeting from their laptop. You will need to join the meeting via the Teams meeting invite to share your screen / content, even if you are located within a video conference equipped room.

From your MS Teams meeting calendar appointment...





You are now in the meeting from your laptop and you will be able to share content with all attendees with the normal **Share content** button

## Things to Remember...

If you join the meeting and experience noise distortion or feedback, you can prevent this by muting your microphone in the MS Teams meeting window and lowering your speaker volume to zero.



## Troubleshooting within Medium and Large Rooms

<b>1. The monitor or Polycom video conferencing device appears to be turned off</b>	
a)	<i>Touch the console to see if that powers on the Polycom and screens</i>
b)	<i>If the screen doesn't switch on, locate the screen remote control and use the power button to switch on</i>
c)	<i>If any device still doesn't power on please check the plugs are in the wall outlet and switched on</i>
d)	<i>If you still don't have any device switching on please contact the ICT Service Desk via 0115 9772010</i>
<b>2. Your scheduled meeting is not showing on the console or screen, or a different meeting is showing</b>	
a)	<i>Confirm the meeting organiser invited the room to the MS Teams meeting</i>
b)	<i>Contact the meeting organiser to invite the room asap Note. If the meeting invite originated from an external organiser the invite cannot be forwarded to the room. Please book the room in advance and join from your laptop within the room</i>
<b>3. Your meeting is showing on the console but there is no meeting 'join' option</b>	
a)	<i>Please ensure that the meeting organiser has included a MS Teams meeting option within the meeting invite</i>
<b>4. Participants are experiencing audio feedback within the meeting</b>	
a)	<i>Participant(s) have joined the meeting from within the room without using room audio on the join meeting screen</i>
b)	<i>Please leave the meeting from the laptop and re-join and select the room in the room audio option</i>
<b>5. Remote participants can't see the video feed from the room or hear the room audio</b>	
a)	<i>Check that the video /microphone options are not disabled on the console and if required tap to enable</i>
b)	<i>Leave the meeting from the console and re-join</i>
<b>6. The room camera is not tracking as expected</b>	
a)	<i>Swipe the console screen from the right to reveal the settings menu, Tap Camera Settings, Tap Camera Control, Slide Camera Tracking to On, to exit to the home screen tap the back arrow several times</i>

If any of the above steps don't resolve the problem or you experience any other issue, switch off the main Poly unit at the wall, wait 10 seconds and switch on, if the problem persists contact ICT Service Desk via 0115 9772010