Dell Meeting Space Solutions for Microsoft Teams Rooms

Setup Guide

Notes, cautions, and warnings

(i) **NOTE:** A NOTE indicates important information that helps you make better use of your product.

⚠ **CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

⚠ **WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**

Contents

1

Dell Meeting Space Solution

Dell Meeting Space Solution is a complete group collaboration ecosystem that includes Dell's smallest, most powerful commercial desktop – the Dell OptiPlex Micro, enabled with the unmatched screen performance of Dell Large Format Monitors, Logitech Room Solutions and the world class video conferencing solutions of Microsoft Teams Rooms. Our meeting space solutions are designed to fit any room, including small collaboration spaces, medium-sized spaces where teams share information and present, and large spaces for training and even modernized classrooms.

The following are the benefits of the Dell meeting space solution:

● Transform meeting spaces ranging from small huddle areas to large conference rooms with a rich, collaborative experience that's simple to use, deploy, and manage.
● Start meetings on time with one-touch join, then instantly project to the display in the room and share to remote participants.
● Simple, validated solution for any meeting space.
● Smart, secure, connected meeting space solutions with compute, software and hardware.

Topics:

Dell Microsoft Teams Rooms Conference Room Requirements

This section lists the hardware and software requirements to setup the Microsoft Teams Rooms meeting. The Microsoft Teams Rooms is version 4.5.37.0

Table 1. Hardware and Software Requirements

Ecosystem	Small Meeting Space	Medium Meeting Space	Large Meeting Space
Dell Monitor	● Dell C5518QT Monitor ● Dell C5519Q Monitor.	● Dell C7520QT Monitor	● Dell C8621QT Monitor
	ⓘ **NOTE:** The Dell monitors mentioned for each space can be interchanged during setup across meeting spaces. Except the Dell C5519Q Monitor all other monitors are touch enabled monitors.		
Dell Desktop and Operating system	● Dell OptiPlex 7080 XE Micro Form Factor ● Windows IoT Enterprise SAC version 1909	● Dell OptiPlex 7080 XE Micro Form Factor ● Windows IoT Enterprise SAC version 1909	● Dell OptiPlex 7080 XE Micro Form Factor ● Windows IoT Enterprise SAC version 1909
Logitech Accessories	Logitech Tap Controller	Logitech Tap Controller	Logitech Tap Controller
Logitech Accessories (Optional)	Logitech Meet-up Camera	Logitech Rally Camera ((1 speaker, 1 microphone pod) Logitech Rally mount	Logitech Tap, Logitech Rally Plus Camera (2 speakers, 2 microphone pods) Logitech Rally mount Logitech Rally microphone pod hub

Table 2. Accessories List
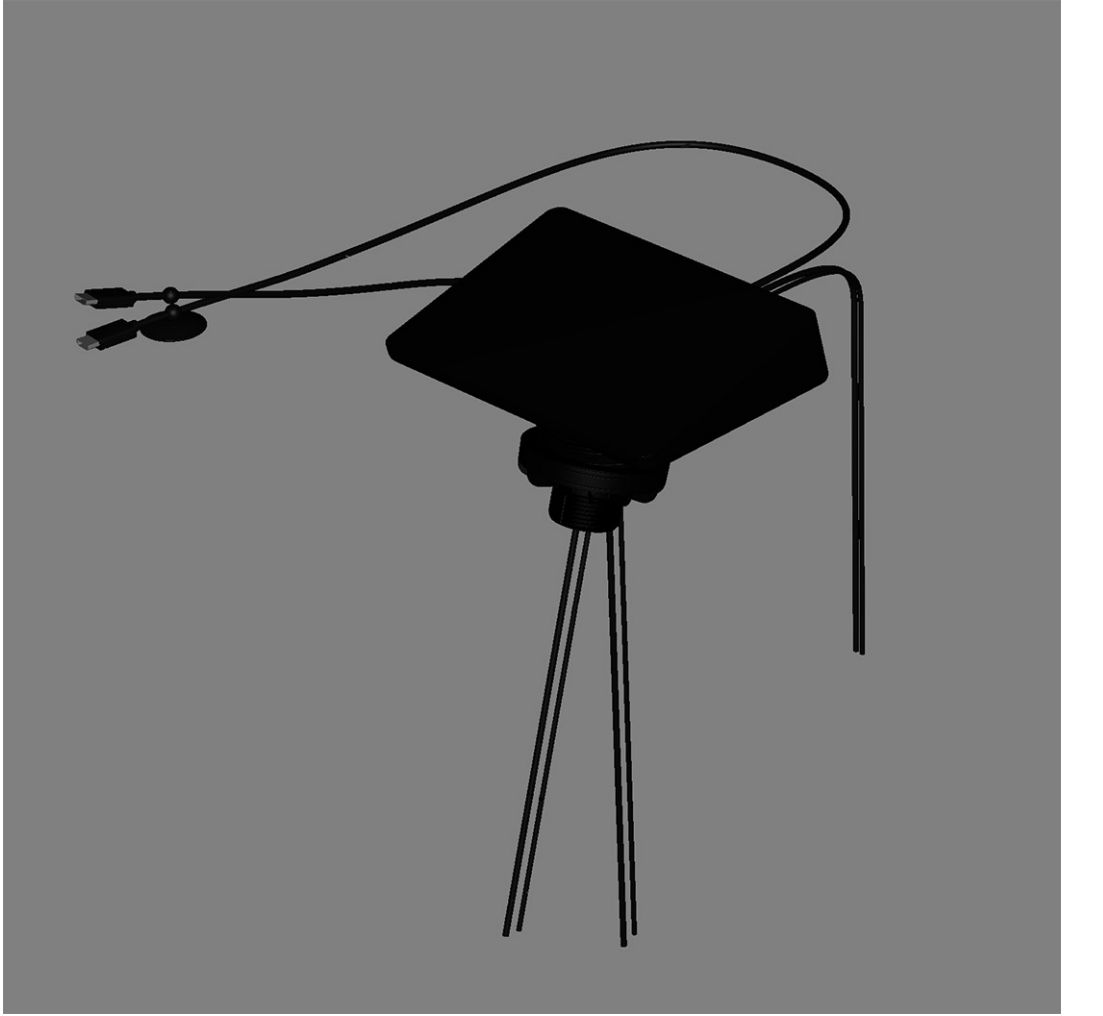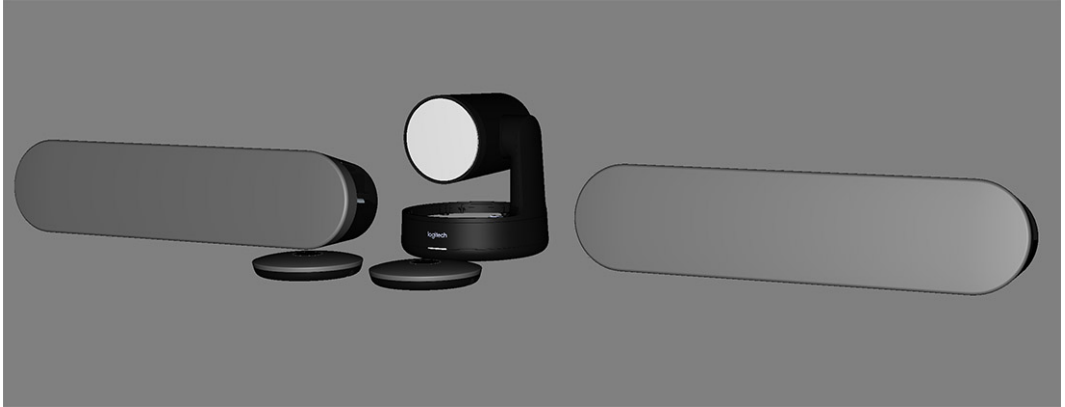
Description	Image
Logitech Tap Controller: Includes video conferencing room solutions for Team rooms.	
Logitech Meet-up: All-in-one conferencecam with an ultra-wide lens for small rooms	

Table 2. Accessories List (continued)

Description	Image
Logitech Rally: Premium Ultra-HD Conferencecam system with automatic camera control.	

Configuring Microsoft Teams Rooms

Topics:

- Configuring the Operating System for Microsoft Teams Rooms

Configuring the Operating System for Microsoft Teams Rooms

Prerequisites

- Ensure that you have internet connection.
- Ensure that the required hardware and software requirements are as per the requirements for the Microsoft Teams Rooms setup. For more information see, Microsoft Teams Rooms Setup

To configure the operating system to use Microsoft Teams Rooms, do the following:

Steps

1. Turn on the system and ensure that you are connected to your local network with internet connectivity.

   ⓘ **NOTE:** The screens shown in the following section for the Microsoft Teams Rooms configuration may change in the look and feel of the graphics and the Microsoft Windows Welcome screens depending on the operating system installed on your system.

2. Select the region as United States when prompted, and click **Yes** as shown in the following example. You must select the region that is appropriate for you from the drop-down list.
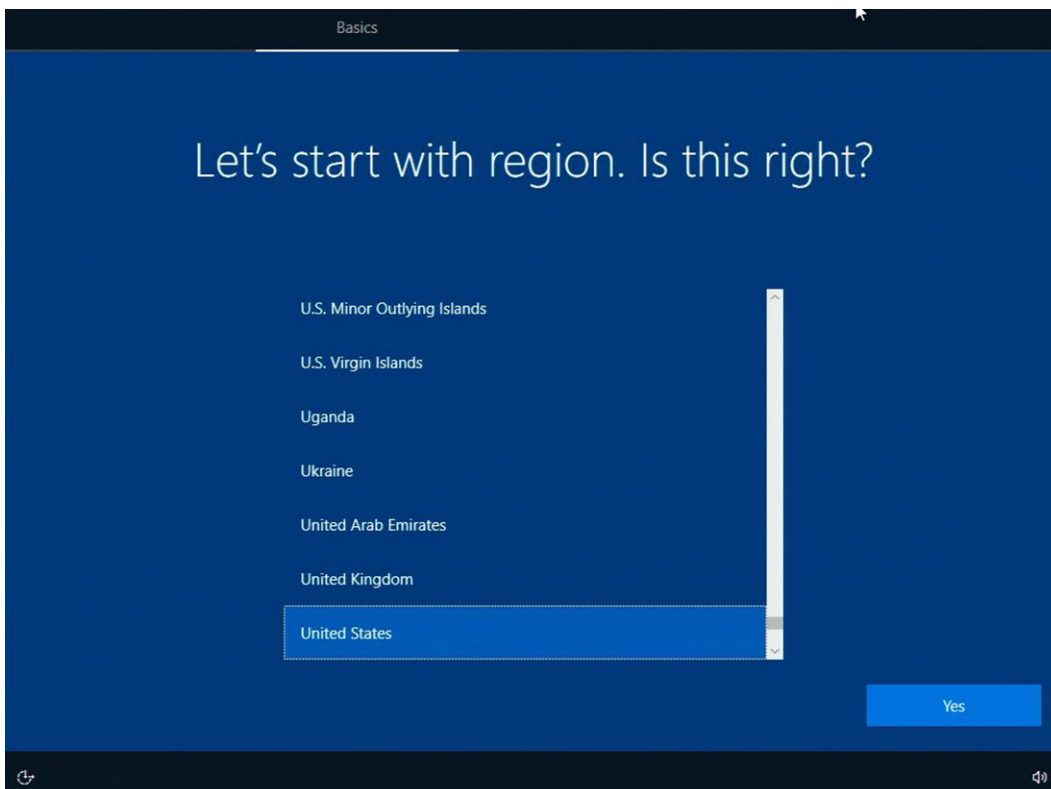
3. Select the keyboard layout that you want to use and click **Yes**.
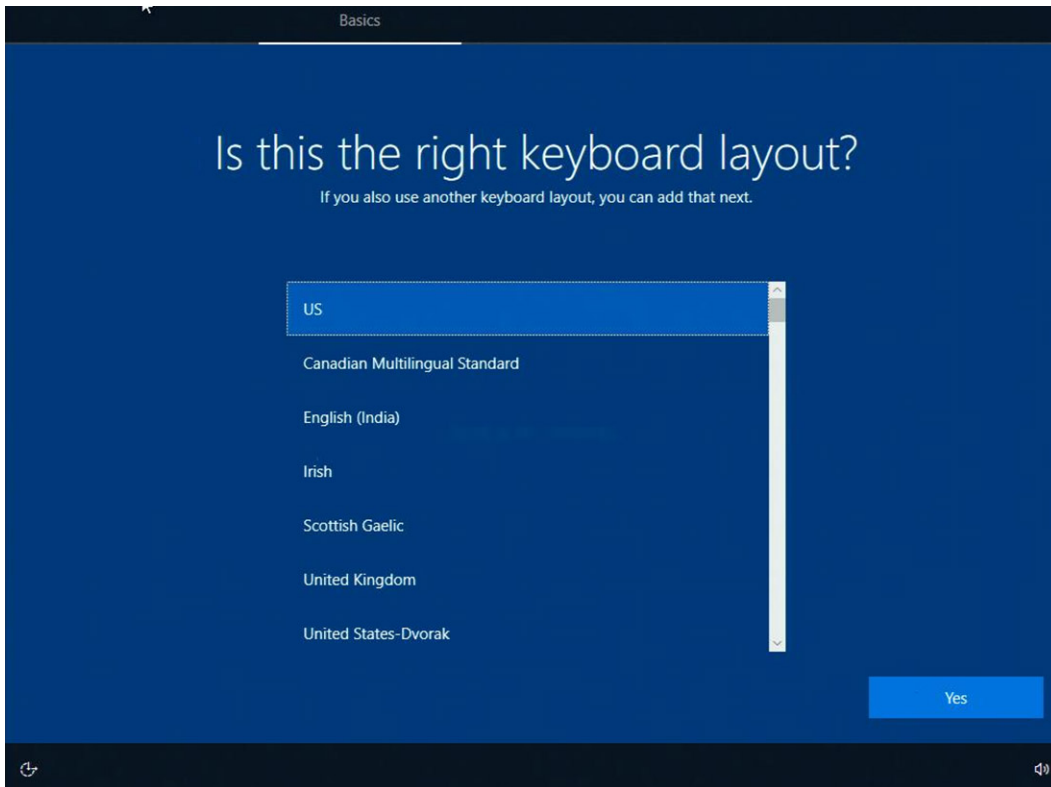
4. Select a second keyboard layout if required and click **Add Layout**. Else, click **Skip** to proceed with the configuration.

5. If you are setting up then click **Accept** the Microsoft Software License Terms and select **Next**.

6. After accepting the license the **User Account** screen is displayed.

7. By default as a Kiosk-mode PC, cannot be disabled. The Microsoft Teams Rooms user is created in the image and is required for the Microsoft Teams Rooms solution.

   (i) **NOTE:** You must note down the Administrator password during initial setup of the Microsoft Teams Rooms in Kiosk-mode as you cannot login as administrator again if you forget the password.

8. You can perform the following tasks as Administrator:
   - Power management settings
   - Check for Windows updates
   - Set timing for screen timeout

9. Microsoft Teams Rooms is launched automatically whenever the system boots. You must press the Microsoft Windows key five times in quick succession to be able to see the ability to switch to a pre-configured Administrator account.

Setup Microsoft Teams Rooms for Small/ Medium/Large Meeting Spaces

The monitors that are displayed in the images are only for references as the monitors will depend on the requirements for small, medium and large spaces. For example , in the illustration for large spaces, there are three monitors. However, though the monitors displayed are touch monitors, as per the requirement, it is two non-touch monitors and one touch monitor. Dell recommends to mount the Dell Optiplex 3080 MFF behind the monitor on a wall mount.

Topics:

Setting up Microsoft Teams Rooms for Small Space

Prerequisites

- You have Microsoft Teams Rooms credentials or the activation code for the meeting room
- USB keyboard
- Logitech Tap Controller
- Dell C5518QT monitor / Dell C5519Q Monitor

(i) **NOTE:** For more information on Microsoft Teams Rooms, see Microsoft Teams Rooms help & learning

(i) **NOTE:** For more information on Logitech solutions, see Logitech Jump Start with Microsoft Teams Rooms

(i) **NOTE:** The Microsoft Teams Rooms system setup image for the Microsoft Teams Rooms look and feel shown in the following image may vary depending on the actual system environment that you will be working upon during meeting space setup. This setup is only to help you with the cable connections and the look and feel differs in the real time environment.

(i) **NOTE:** Dell recommends to mount the Dell OptiPlex 7080 XE Micro Form Factor system behind the monitor during Microsoft Teams Rooms setup. For more information on how to setup or mount the respective monitors during Microsoft Teams Rooms setup, see Dell Documentation and search the relevant monitor based on your requirement.

About this task

To setup the Microsoft Teams Rooms for small space, do the following:

① Dell C5518QT Monitor

② Logitech Meetup

③ Dell OptiPlex 7080 XE MFF

④ Logitech TAP Controller

⑤ USB-C

⑥ HDMI

⑦ USB-A

⑧ Ethernet

⑨ Logitech Strong USB Cable

Steps

1. Connect the Logitech Tap Controller, Logitech Meet-up and Meeting Room system with the required cables
2. During setup connect a USB keyboard and mouse to the Meeting Room system. This can be disconnected once the setup is completed.
3. Power on the Meeting Room system. You must reboot the system more than once as updates will get downloaded and installed. The system screen may be blank for few minutes. Do not shut down the computer during this process.
4. When the Microsoft Windows Setup is complete, the Microsoft Teams Rooms Setup screen is displayed. Follow the instructions displayed on the screen to complete the configuration. For more information on setting up Microsoft Teams Rooms see, Microsoft's Teams Room Documentation
5. The Microsoft Teams Rooms setup for the small space is now complete.

Setting up Microsoft Teams Rooms for Medium Space

Prerequisites

- Logitech Tap Controller
- You have Microsoft Teams Rooms credentials or the activation code for the meeting room
- USB keyboard
- Dell C7520QT monitor . You can setup from one monitor to maximum of two monitors for medium room.

ⓘ **NOTE:** For more information on Microsoft Teams Rooms, see Microsoft Teams Rooms help & learning

ⓘ **NOTE:** For more information on Logitech solutions, see Logitech Jump Start with Microsoft Teams Rooms

ⓘ **NOTE:** The Microsoft Teams Rooms system setup image for the Microsoft Teams Rooms look and feel shown in the following image may vary depending on the actual system environment that you will be working upon during meeting space setup. This setup is only to help you with the cable connections and the look and feel differs in the real time environment.

ⓘ **NOTE:** Dell recommends to mount the Dell OptiPlex 7080 XE Micro Form Factor system behind the monitor during Microsoft Teams Rooms setup. For more information on how to setup or mount the respective monitors during Microsoft Teams Rooms setup, see Dell Documentation and search the relevant monitor based on your requirement.

About this task

To setup the Microsoft Teams Rooms for medium space, do the following:

① Dell C7520QT Monitor

② Logitech Rally Camera

③ Logitech Rally Speaker

④ Dell OptiPlex 7080 XE MFF

⑤ Logitech Display Hub

⑥ Logitech Table Hub

⑦ Logitech Mic Pod

⑧ Logitech TAP Controller

⑨ HDMI

⑩ USB-A

⑪ Cat6A Cable / Ethernet

⑫ Mini XLR

⑬ USB-C

⑭ Micro USB

⑮ Logitech Strong USB Cable

1. Dell C5518QT Monitor
2. Logitech Rally Camera
3. Logitech Rally Speaker
4. Dell OptiPlex 7080 XE MFF
5. Logitech Display Hub
6. Logitech Table Hub
7. Logitech Mic Pod
8. Logitech TAP Controller
9. HDMI
10. USB-A
11. Cat6A Cable / Ethernet
12. Mini XLR
13. USB-C
14. Micro USB
15. Logitech Strong USB Cable

Steps

1. Connect the Logitech Tap Controller, Logitech Rally and Meeting Room system with the required cables
2. During setup connect a USB keyboard and mouse to the Meeting Room system. This can be disconnected once the setup is completed.

   (i) **NOTE:** The USB-A cable is valid only for touch display for Microsoft Teams Rooms. However, in this release touch display is not supported.

3. Power on the Meeting Room system. You must reboot the system more than once as updates will get downloaded and installed. The system screen may be blank for few minutes. Do not shut down the computer during this process.
4. When the Microsoft Windows Setup is complete, the Microsoft Teams Rooms Setup screen is displayed. Follow the instructions displayed on the screen to complete the configuration. For more information on setting up Microsoft Teams Rooms see, Microsoft's Teams Rooms Documentation
5. The Microsoft Teams Rooms setup for the medium space is now complete.

Setting up Microsoft Teams Rooms for Large Space

Prerequisites

- You have Microsoft Teams Rooms credentials or the activation code for the meeting room.
- USB keyboard
- Dell C8621QT monitor. You can setup more than one motor up to maximum of two monitors.
- Logitech Tap Controller

(i) **NOTE:** For more information on Microsoft Teams Rooms, see Microsoft Teams help & learning

(i) **NOTE:** For more information on Logitech solutions, see Logitech Jump Start with Microsoft Teams Rooms
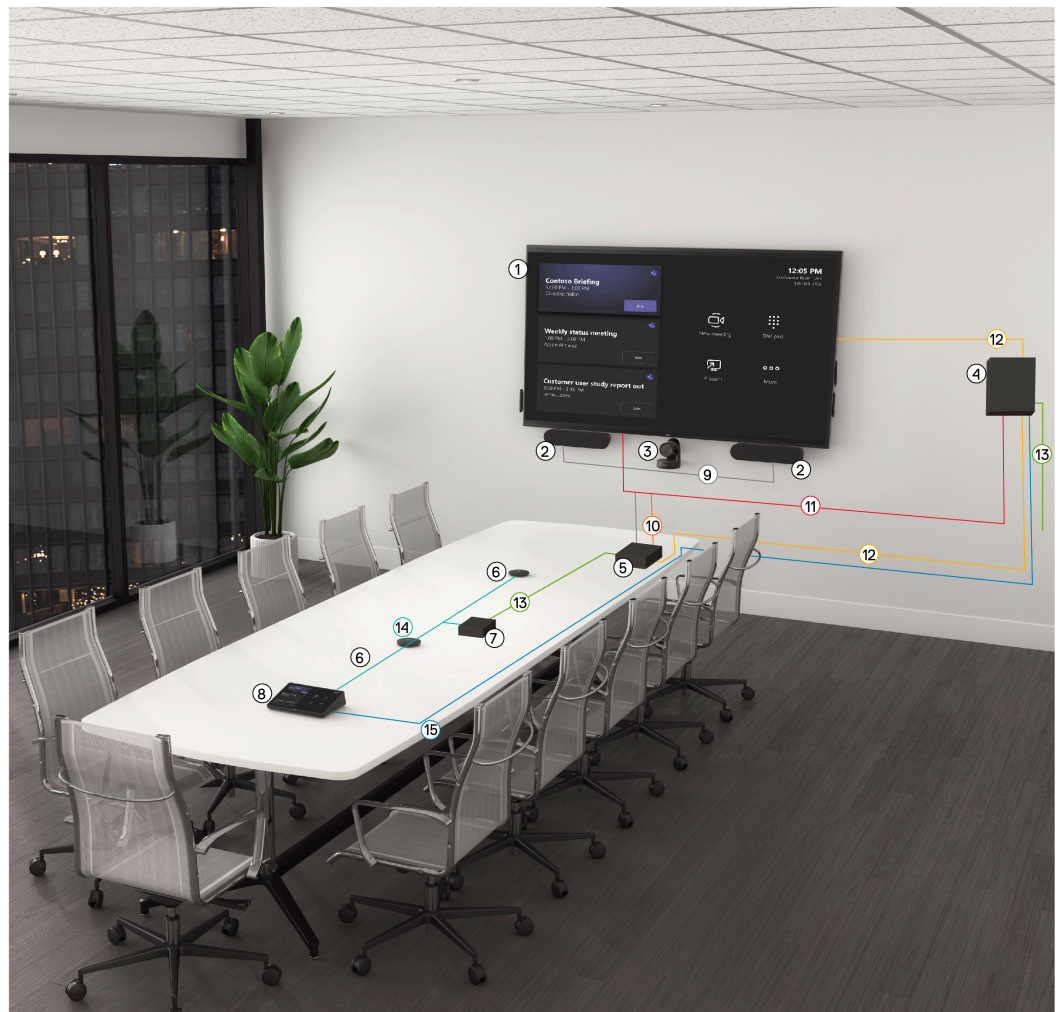
(i) **NOTE:** The Microsoft Teams Rooms system setup image for the Microsoft Teams Rooms look and feel shown in the following image may vary depending on the actual system environment that you will be working upon during meeting space setup. This setup is only to help you with the cable connections and the look and feel differs in the real time environment.

(i) **NOTE:** Dell recommends to mount the Dell OptiPlex 7080 XE Micro Form Factor system behind the monitor during Microsoft Teams Rooms setup. For more information on how to setup or mount the respective monitors during Microsoft Teams Rooms setup, see Dell Documentation and search the relevant monitor based on your requirement.

**About this task**

To setup the Microsoft Teams Rooms for large space, do the following:

1. Dell C8621QT Monitor
2. Logitech Rally Speaker
3. Logitech Rally Camera
4. Dell OptiPlex 7080 XE MFF
5. Logitech Display Hub
6. Logitech Mic Pod
7. Logitech Table Hub
8. Logitech TAP Controller
9. Mini XLR
10. USB-C
11. HDMI
12. USB-A
13. Cat6A Cable / Ethernet
14. Micro USB
15. Logitech Strong USB Cable

1. Dell C7520QT Monitor
2. Logitech Rally Speaker
3. Logitech Rally Camera
4. Dell OptiPlex 7080 XE MFF
5. Logitech Display Hub
6. Logitech Mic Pod
7. Logitech Table Hub
8. Logitech TAP Controller
9. Mini XLR
10. USB-C
11. HDMI
12. USB-A
13. Cat6A Cable / Ethernet
14. Micro USB
15. Logitech Strong USB Cable
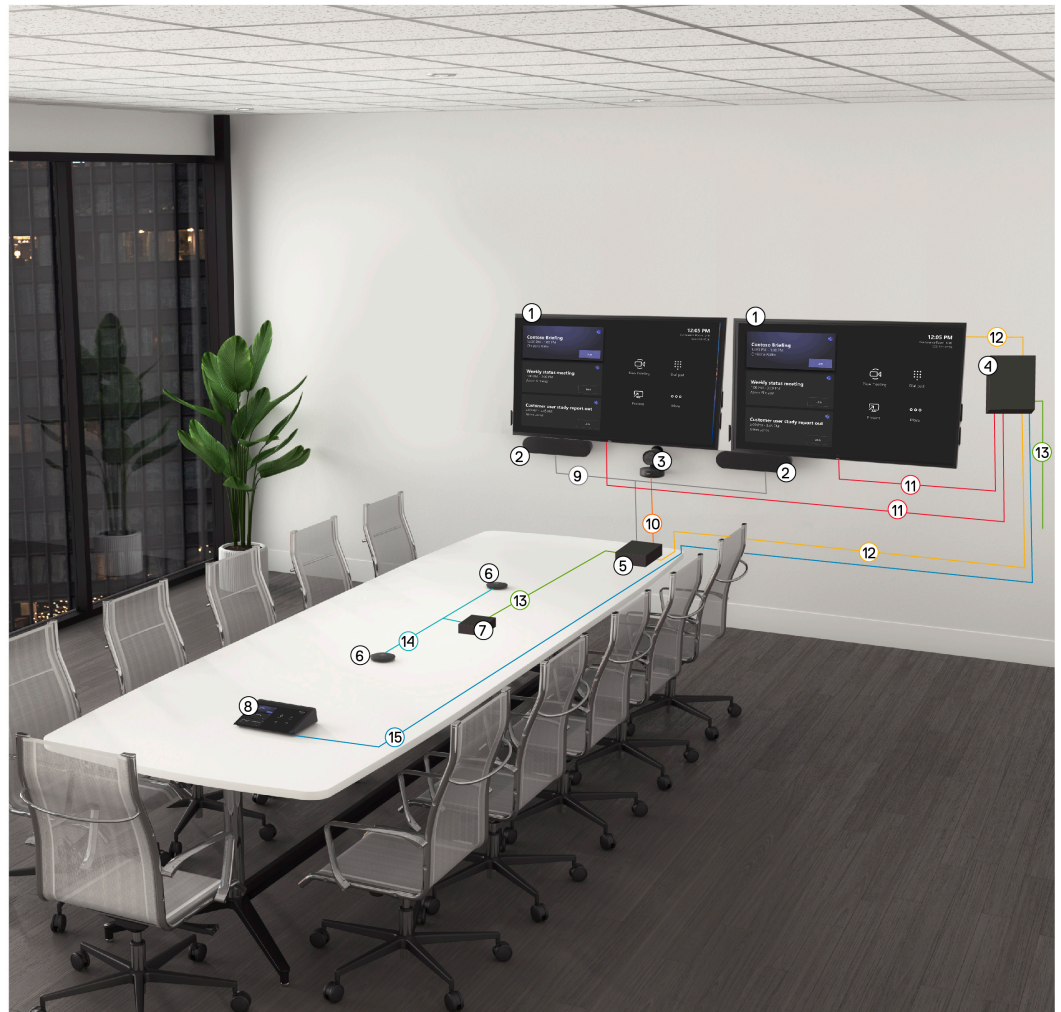
Steps

1. Connect the Logitech Tap, Logitech Rally Plus and Meeting Room system with the required cables.
2. During setup connect a USB keyboard and mouse to the Meeting Room system. This can be disconnected once the setup is completed.
3. Power on the Meeting Room system. You must reboot the system more than once as updates will get downloaded and installed. The system screen may be blank for few minutes. Do not shut down the computer during this process.
4. When the Microsoft Windows Setup is complete, the Microsoft Teams Rooms Setup screen is displayed. Follow the instructions displayed on the screen to complete the configuration. For more information on setting up Microsoft Teams Rooms see, Microsoft's Teams Room Documentation.
5. The Microsoft Teams Rooms setup for the large space is now complete.

Troubleshooting

Topics:

Dell Optiplex 7080 MFF Microsoft Teams Rooms solution does not include SupportAssist operating system recovery

If you use SupportAssist operating system recovery option, the operating system will be overwritten with a standard version which will not be Microsoft Teams Rooms version. So, instead of using SuppportAssist operating system Recovery feature, Dell recommends to use the default recovery mechanism of Microsoft Windows

Do the following to recover the operating system to not a Microsoft Teams Rooms, Dell recommends to disable the SupportAssist operating system recovery in BIOS Setup Menu manually after flash new version BIOS:

1. Press the **F2** key to go to the **BIOS Setup** menu
2. Navigate to **SupportAssist System Resolution** > **Keyboard Errors** and clear **BIOS Connect**.
3. Click **Apply** click **OK** to confirm the changes.
4. Click **Exit** to exit BIOS Setup menu.

(i) **NOTE:** The system settings will be effective during the next immediate system boot-up.

(i) **NOTE:** If there was a BIOS flash or BIOS load default procedure in the system, then it will enable **SupportAssist System Resolution - BIOS Connect** again and you need to follow the procedure to disable the SupportAssist operating system recovery in BIOS Setup Menu.

Keyboard alert message during system startup after system BIOS update

If the system is powered on without connecting the keyboard attached, an alert message **Alert: Keyboard not board** is displayed during system boot-up process.

If you do not want to see this message at system startup, you may disable it in the BIOS Setup menu:

1. Press the **F2** key to go to BIOS Setup menu.
2. Navigate to **POST Behavior** - **Keyboard Errors**, clear the **Enable Keyboard Error Detection**.
3. Click **Apply** click **OK** to confirm the changes.
4. Click **Exit** to exit BIOS Setup menu.

No touch function when multiple touch monitors are attached to Teams Room Console

When more than one touch monitor is attached to Microsoft Teams Rooms, the touch functionality will not work on some of the touch monitors, and Microsoft Teams Rooms Whiteboard function does not work.

To enable touch functionality on touch enabled monitor or devices:

1. Log in to **Administrator** account with password **sfb**
2. In the search box on the taskbar, enter **calibrate**, and select **Calibrate the screen for pen or touch input** from the list of results.
3. Under Display tab, select **Calibrate**.
4. Choose **Pen** or **Touch** input.
5. Perform the point calibration that appears on the screen to correct the linearity problems.
6. Save the calibrated data.

No display on monitor when in dual monitor setup

When Teams Rooms is setup with dual monitors, one or both monitors may not display any video.

By default, Dual Monitor mode in Teams Rooms is disabled. If user is using two monitors without enabling Dual Monitor mode, the video in one or both monitors is not displayed.

To enable Dual Monitor mode, do the following:

1. Go to Team Room settings. click on Device.

2. Enable the Dual Monitor Mode option.

Intel Management Engine Components, Intel Graphics Driver and Intel Wireless Bluetooth are lost after system recovery

When you access **Settings - Apps & features** after the system recovery, Intel Management Engine Components, Intel Graphics and Intel Wireless Bluetooth are not available in the **Optional features** label.

The **Intel Management Engine Components** if not available after system recovery will impact Intel CSME WMI provider feature which is used for Intel ME vPro. The Intel CSME WMI provider enables ISV and IT administrators to perform Intel AMT discovery and configuration operations using WMI technology.

The **Intel Graphics Driver** and **Intel Wireless Bluetooth** if not available after system recovery is low impact to end user, since even these two entries are lost after recovery, each device driver version still can be seen in Device Manager and the basic function of Graphics and Bluetooth is normal to support Teams Room application

Dell recommends you to download Intel Management Component manually from the Dell support website. To download, do the following:

1. Log in as Administrator with default password **sfb**, and go to Dell Meeting Space support page Dell Meeting Space Support
2. Navigate to **DRIVERS & DOWNLOADS** to check the **Intel Management Engine Components Installer** and download the installer on your system.
3. Launch the installer and follow the installation instructions to complete the installation.

> (i) **NOTE:** The re-install process also can be applied to **Intel Graphics Driver** and **Intel Wireless Bluetooth.**. Dell recommends you to go to Dell support website to download the DUP of Intel Graphics Driver and Intel Wireless Bluetooth then re-install it back.

There is no "Nearby" meeting room name shown for Proximity Join into a scheduled meeting.

While user tried to join a scheduled meeting, they will observe the nearby meeting room name is not shown for join on **Join now** page.

As you cannot use Proximity Join, do the following:

1. Click **Add a room**.
2. Choose a **Teams meeting room** to join the meeting.

(i) **NOTE:** For more information on how to Microsoft Teams Rooms issue with the proximity sensor, see Microsoft Teams Rooms Knowledgebase article

Getting help

Topics:

Contacting Dell

Prerequisites

ⓘ **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

About this task

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

Steps

1. Go to Dell Support for Meeting Space.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

   ⓘ **NOTE:** For Logitech JumpStart support see, Logitech JumpStart.

   Complete the support request form, including the Logitech Tap or SmartDock Serial number of the product and add a description of the issue. The JumpStart services are delivered in English and you will get a response within one business day. To learn more about Logitech JumpStart, please visit our Frequently Asked Questions at Ithe Logitech JumpStart site. If you have trouble using the service, mail to **jumpstart@logitech.com**.

   ⓘ **NOTE:** You have Logitech Room Solution for Microsoft Teams Rooms with Logitech JumpStart services. Your purchase includes access to expert resources that support the initial integration of your room solution with the software, networks, and systems used for Microsoft Teams Rooms and Microsoft Skype for Business meetings. Dell support team will help resolve your issue and/or create a plan of action to gain normal operation of your room system for 90 days from the date of purchase

   ⓘ **NOTE:** For Logitech, support and warranty, go to Logitech Support for Microsoft Teams Rooms

   ⓘ **NOTE:** For MIcrosoft Global support see, Microsoft Global support phone numbers