

neat.  
Microsoft  
Teams Room  
Device



# neat Microsoft Teams Room Device User Guide

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neat.

**Neat Microsoft Teams Room Device**



## Product Information

### Specifications:

- **Product Name:** Neat Implementation Guide for Microsoft Teams
- **Updated:** March 2025
- **Compatibility:** Microsoft Teams Room (MTR) devices

## Product Usage Instructions

### Microsoft Teams Room Licensing:

- In preparation for setting up a Neat device as a Microsoft Teams Room (MTR), ensure you have the appropriate license ready to apply to the resource account assigned to the device.
- Neat MTR devices in shared spaces require a Microsoft Teams Room license, available in two levels: Pro and Basic. Confirm license availability before setup.
- For more information on Microsoft Teams Licenses and a comparison matrix of features, visit [Microsoft Teams Rooms Licensing](#).

### Creating a Resource Account for Neat Microsoft Teams Rooms:

- Every Neat MTR device needs a resource account for logging into Microsoft Teams and includes an Exchange Online mailbox for calendaring. Microsoft recommends creating all MTR resource accounts as cloud-only.
- Use the [Microsoft wizard](#) for an easy standard setup of Microsoft Teams Room Resource Accounts.

## FAQ

- **What should I do if I encounter issues with Intune during setup?**

If you face difficulties with Intune setup or Conditional Access policies, contact your Neat representative for additional assistance and guidance.

- **Where can I find more information on Microsoft licensing with Neat devices?**

Additional details on Microsoft licensing with Neat devices can be found in the data sheet provided by Neat at [Neat Microsoft Teams Licensing](#).

## Microsoft Teams Room Licensing

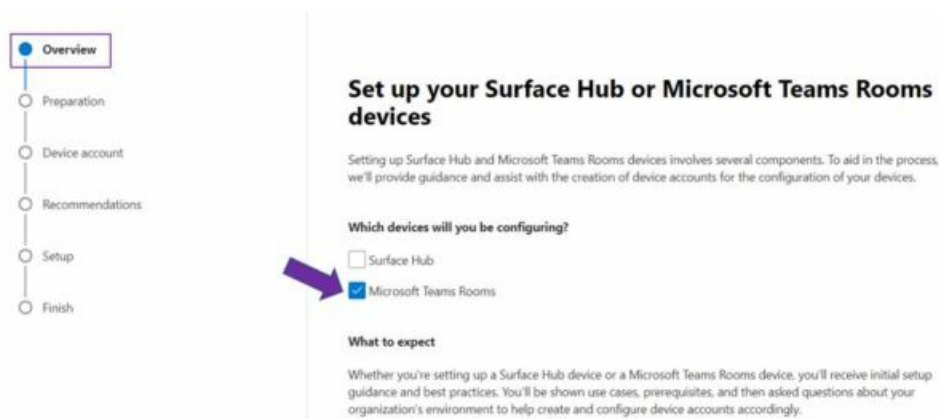
- In preparation for the setup of a Neat device as a Microsoft Teams Room (MTR), make sure that an appropriate license is on hand to apply to the resource account assigned to the device. Depending on the in-house process for acquiring Microsoft licenses, purchase and availability of licenses can take 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.
- 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>.
- Neat Frame is in a category of Teams Devices known as a Microsoft Teams Display App. For more information on Microsoft Teams Display and the device license requirements, see: <https://learn.microsoft.com/en-us/microsoftteams/devices/teams-displays>.

**Important:** End of certification for the Teams Display App is September 3, 2025. Microsoft will make commercially reasonable best efforts to maintain compatibility with the most recent version of the Teams app provided to manufacturers for two (2) years from this date.

- Neat has provided an additional data sheet regarding Microsoft licensing with Neat devices – <https://neat.no/resources/microsoft-teams-licensing/>.

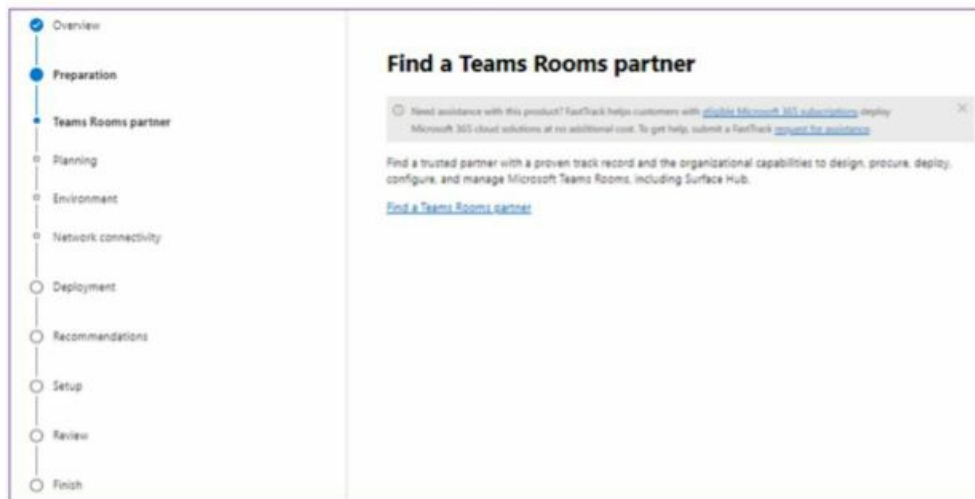
## Creating a Resource Account for Neat Microsoft Teams Rooms

- Every Neat MTR device requires a resource account that will be used to log in to Microsoft Teams. A resource account also includes an Exchange Online mailbox to enable calendaring with the MTR. Microsoft recommends that you create all MTR resource accounts as cloud only.
- Use this Microsoft wizard – at the link below – to provide an easy standard setup for Microsoft Teams Room Resource Accounts. <https://go.microsoft.com/fwlink/?linkid=2221605>

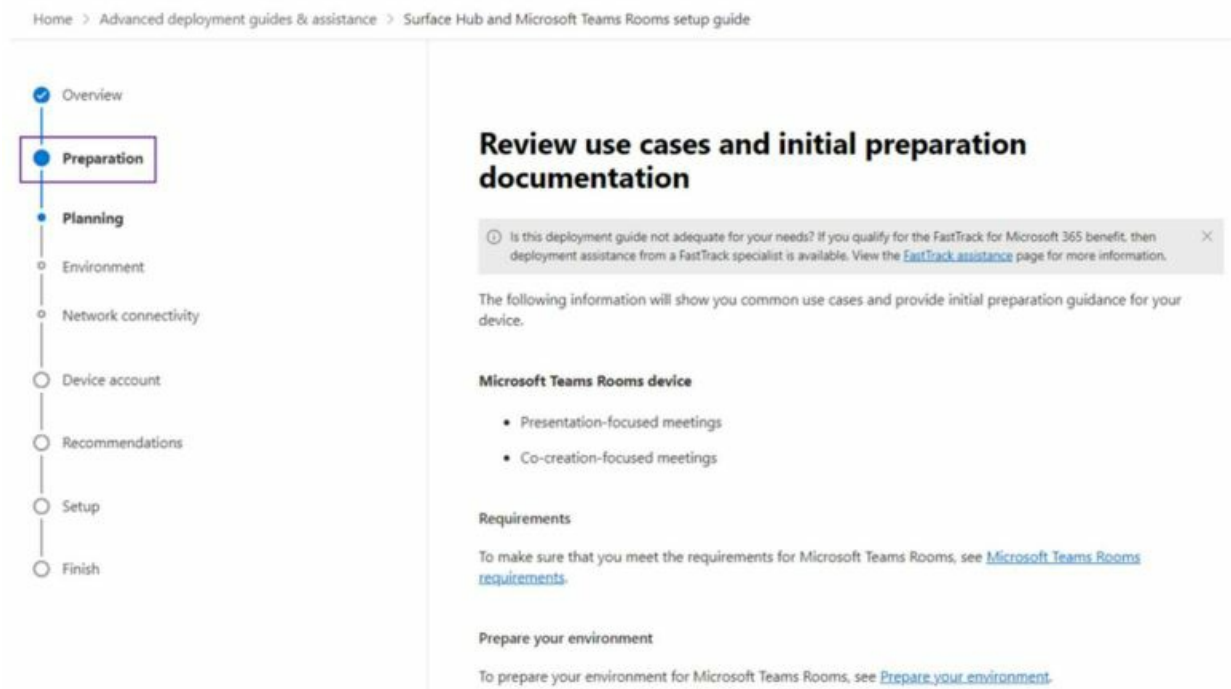


- Review the Find a Teams Room partner page. If you are already working with a partner to purchase & install

your MTR devices, or if you self-install, you can select Next.



- Review the Initial Prep Documentation and click Next.



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

**Select your environment settings**

Need assistance with this product? FastTrack helps customers with [eligible Microsoft 365 subscriptions](#) deploy Microsoft 365 cloud solutions at no additional cost. To get help, submit a FastTrack [request for assistance](#).

To determine the next steps in the process, answer these questions about your org's environment.

\* Indicates a required field

Where will your resource account be hosted? \*

☒ Teams (recommended)

☐ Skype for Business Server

Where will the room mailbox for your resource account be hosted? \*

☒ Exchange Online (recommended)

☐ Exchange Server (On-premises)

How will you manage your devices? \*

☒ Microsoft Entra ID (recommended)

☐ On-premises Active Directory

☐ Standalone

Is your network behind a proxy? \*

☐ Yes

☒ No

- 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.

Home > Advanced deployment guides & assistance > Surface Hub and Microsoft Teams Rooms setup guide

**Test connectivity from your network to Microsoft 365**

Is this deployment guide not adequate for your needs? If you qualify for the FastTrack for Microsoft 365 benefit, then deployment assistance from a FastTrack specialist is available. View the [FastTrack assistance](#) page for more information.

Before setting up your device, we recommend running the Microsoft 365 network connectivity test to check the quality of your connection between your network and Microsoft 365. Run this test from the same network that the device will be set up.

**Get started**

The Microsoft 365 network connectivity test measures the connectivity between your device and the internet, and from there to Microsoft's network. Insights from these metrics help you discover and understand connectivity problems, improve connections to Microsoft 365, and optimize the end-user experience to increase productivity in your org. Learn more about [What happens at each test step](#).

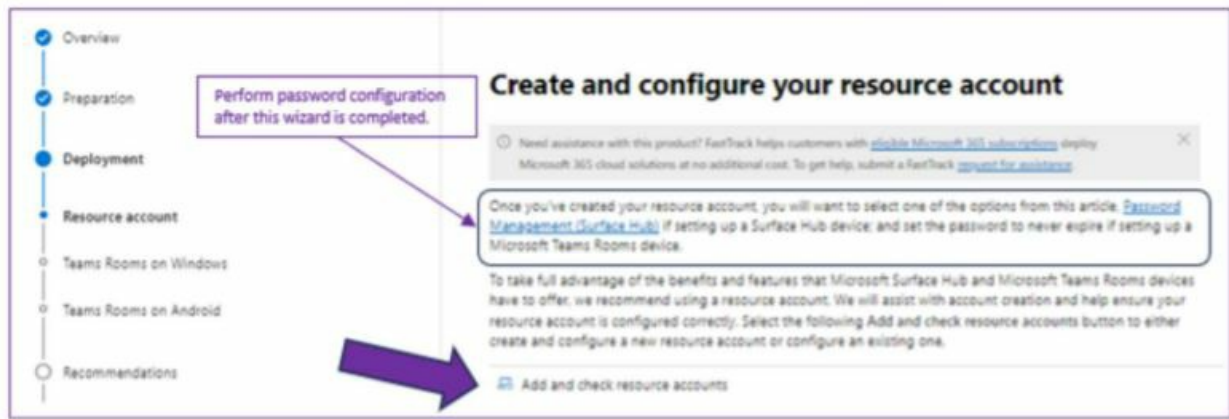
[Go to the Microsoft 365 network connectivity test page](#)

**Learn more**

[Microsoft 365 network connectivity test tool](#)

[Microsoft 365 endpoints](#)

- 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 be processed and therefore will not appear on your MTRoA device.

**Note:** 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.

### Add a resource account

Account Information
Licenses

If you already have a resource account that you'd like to use, we'll check the account and fix any incorrect property values. See the required values at [Microsoft Exchange properties for device account](#). Otherwise, enter information for a new resource account.

You'll also need to confirm that you have the correct license assigned to the resource account. To do so, select the Licenses tab.

Do you have an existing resource account?

☐ Yes  
☒ No

To create a resource account, enter the following information.

Display name \*

Alias \*

Domain

Select location \*

Auto response message \*

Process external meeting messages ⓘ

☒ True

Capacity

The number of people who can fit in the room or use the equipment at the same time.

Mail tooltip

### Add a resource account

Account Information
Licenses

Assign a license to your resource account.

For a comparison, see [Microsoft Teams Room licenses](#). If no license is available in the following list, then you need to add a license. To add a license, see [Start a free trial or purchase licenses](#). After you have a license, return here and select Refresh.

Refresh

Licenses

☐ License not required  
☐ Microsoft Teams Rooms Basic  
22 of 25 licenses available  
☒ Microsoft Teams Rooms Pro  
19 of 52 licenses available

Add resource account



Select the Licenses tab at the top screen. Check the appropriate license for this resource account. After creating all the resource accounts needed, you can cancel out of this wizard.

### Configure the password for the Neat device resource account

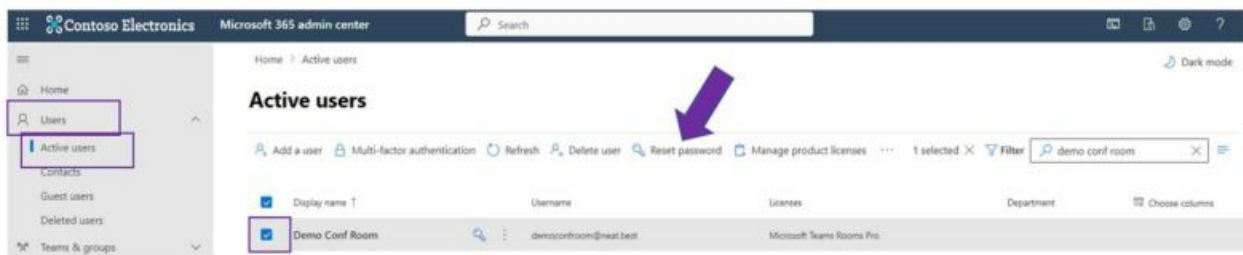
- With an Administrator account, sign in to the Microsoft 365 admin center <https://admin.microsoft.com>. From the Microsoft 365 admin center main menu, select the Users and Active Users option and then search for the Neat device resource account. Select the user by checking the box follow the process to create a password for this account.

Neat Implementation Guide for Microsoft Teams

- Select the Licenses tab at the top screen. Check the appropriate license for this resource account. After creating all the resource accounts needed, you can cancel out of this wizard.

### Configure the password for the Neat device resource account

With an Administrator account, do not sign in to 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 follow the process to create a password for this account.



### Configure the Resource Account Password to Never Expire

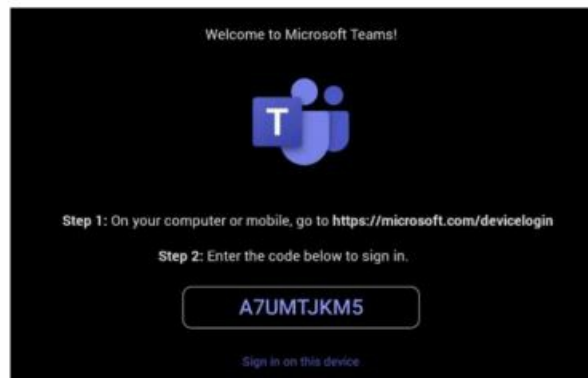
Use the instructions in the linked Microsoft article to set the resource account password to never expire. <https://learn.microsoft.com/en-us/microsoft-365/admin/add-users/set-password-to-never-expire?view=o365-worldwide#set-a-password-to-never-expire>

### Test Resource Account

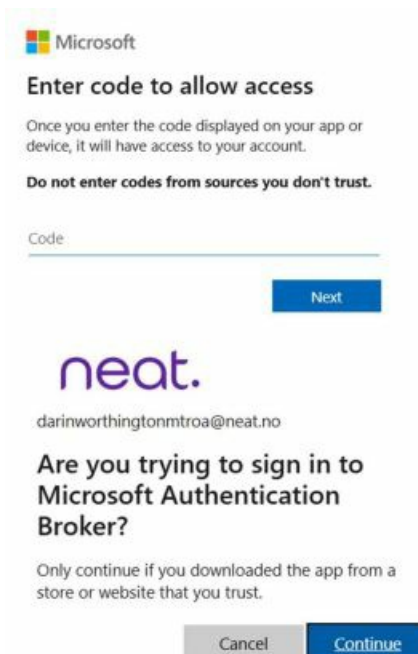
Before logging into the Neat MTR device, it is recommended to test the resource account credentials on a Teams web client (accessed at <http://teams.microsoft.com> from an internet browser on a PC/laptop). This will confirm that the resource account is generally working and that you have the correct username and password.

### Neat MTR Device Sign-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 in a space, you will need to log in three times using the unique code on each device. And each of those three devices would be signed in with the same resource account credentials.



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 case-specific).
3. Select an account to log in 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?".
6. If you are logging into a Front of Room device and a Neat Pad, you will also need to pair the Neat Pad to the Bar/Bar Pro.
  - Once both devices have been successfully registered to a Microsoft Teams account via the device login page, the Pad will search for the Front of Room device. If only one device is found, it will auto-pair.
  - If multiple devices are found, select the appropriate Front of Room device, and a code will appear to enter on the Pad and complete Microsoft Teams level pairing.



- 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>.

## Understanding Settings



Now that your Neat device is signed into Teams, here are some settings you may consider modifying from the default values. To access Teams Admin Settings, from the home page, we navigate to More..Settings...Device Settings...Teams...Teams Admin Settings (Default Admin Password is the last 6 digits of the serial number of the device).

## General Settings

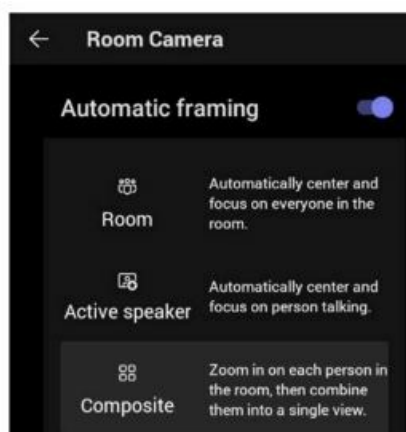
- **Enable touchscreen controls** – If you are on a Bar device without a touchscreen, you may want to disable the “Enable if the room has touchscreen displays” setting. This will remove the control button from the front of the room monitor.
- **Turn on dual display mode** – If you have a dual monitor setup, confirm that this setting is enabled.
- **Allow Bluetooth beaconing** – Confirm this setting is enabled if you want to use Proximity Join and/or Cast features. Note: Also confirm that the Bluetooth setting in Neat System settings is enabled as well.

## Meetings Settings

- **Show meeting names** – If you would like to not see meeting names (for security/privacy reasons), you can disable this setting, and it shows the meeting host name on the calendar rather than the meeting name.
- **Allow room to initiate Whiteboard** – If you are in a room that doesn't include a touchscreen, you can disable this setting, and the Whiteboard button will be removed from the Home screen.
- **Third party meetings** – If you would like to allow interoperability with Zoom and/or Webex meetings, confirm that these platforms are enabled in Third party meetings settings.

## Devices Settings

**Automatic framing** – If you have a Pro License, you can set up the default framing method on your MTR device by selecting the Room Camera option and then selecting the framing method you would like to be the default.



## Updating Neat Device Firmware

- Neat and Microsoft firmware can be updated in a few different ways. Neat Pulse provides a platform to update both Neat and Microsoft Teams Room firmware either automatically or via a scheduled update (scheduled update requires a paid service plan). The Neat Pulse platform may provide the Neat Firmware before its availability on the Microsoft platform.
- For more information on updates, see the Neat Pulse User Guide – <https://support.neat.no/article/managing-neat-software-upgrades-through-neat-pulse-management->

## [platform/](#)

- Neat devices can also be updated from the Teams Admin Center (TAC) and may provide Teams firmware before the Teams firmware is available on the Neat platform.
- For more information on updates, see the Microsoft article linked below – <https://learn.microsoft.com/en-us/microsoftteams/devices/remote-update#manually-update-remote-devices>

## Intune Considerations

**Important:** If this is the first Microsoft Teams Room for Android (MTRoA) device you have set up in your Office 365 tenant, please pay special attention to this section. If you have an administrator who is responsible for Intune setup and administration, please communicate with them early in the preparation process regarding the requirements below.

- We have found that enrollment in Intune and interactions with Conditional Access policies are frequent impediments to successful device sign-in, especially for organizations that are installing a Microsoft Android device for the first time.
- If additional information is needed, contact your Neat representative, and we can provide additional details or have a conversation to clarify requirements, setup, testing, and troubleshooting of Intune for MTRoA devices.
- If Intune is currently set up for only Android mobile phones, Neat MTRoA devices may fail due to the current mobile device conditional access and/or compliance policies. Please see <https://learn.microsoft.com/en-us/microsoftteams/rooms/supported-ca-and-compliance-policies?tabs=mtr-w> for specifics on supported policies for MTRoA devices.
- 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://learn.microsoft.com/en-us/microsoftteams/devices/authentication-best-practices-for-android-devices>.

## Intune Requirements

The Intune platform for MTRoA devices will be migrating from the Android Device Administrator platform to the AOSP Platform in the first half of 2025.

## AOSP Platform

To prepare for AOSP Device Management enrollment, Microsoft has provided documentation that can be viewed on their website: Migrating Teams Android Devices to AOSP Device Management from Device Administrator Steps to Prepare:

- **Create a new AOSP Enrollment Profile:**

Follow Microsoft's guidelines to create the necessary enrollment profile.

- **Create Configuration and Compliance Policies**

- Create new Configuration and Compliance policies, as any existing policies configured with Android Device Administrator will not be compatible with the new AOSP devices.
- For further information, see the Microsoft Learn site [here](#).

**Note:** Feel free to make the AOSP profile now, Neat devices will ignore it until the firmware is migrated to use the AOSP platform. We do recommend creating the enrollment token now, so you are ready.

Additional information on the AOSP Migration <https://support.neat.no/article/neat-devices-and->

## Android Device Administrator Platform

Until the firmware migration that uses the AOSP Platform, MTRoA devices will continue to require Android Device Administrator enrollment. To confirm this is enabled in the Intune Admin Center (<https://intune.microsoft.com/#home>), go to Devices...Android... Enrollment...(Under the Android Device Administrator section) Select “Personal and corporate-owned devices with device administrator privileges”. Confirm the box is checked on this screen.



## Android Platform Restrictions

- Confirm that there aren't any Android platform restrictions configured that would block sign-in. To confirm there are no restrictions within the Intune Admin Center, go to Devices...Android...Enrollment.....(Under the Android Device Administrator section) Select “Device platform restrictions”. Select the Android restrictions tab at the top, then click on the name of the restriction that your resource account is tied to (often “All Users” is the restriction name that all accounts are tied to). Click on properties to show the restrictions.
- Confirm that the Android device administrator platform is allowed and that personally owned devices are allowed (if they haven't been added as corporate devices).

Basics

Name

All Users

Description

This is the default Device Type Restriction applied with lowest priority to all users regardless of group membership.

Platform

AllPlatforms

Platform settings

Edit

Type	Platform	Min	Max	Personally owned	Blocked manufacturers
Android Enterprise (work profil...	Allow			Allow	
Android device administrator	Allow			Allow	
iOS/iPadOS	Allow			Allow	N/A
macOS	Allow	N/A	N/A	Allow	N/A
Windows (MDM)	Allow			Allow	N/A

Scope tags

-

Assignments

Included groups

All devices

## Frequently Asked Questions

- When I attempt to sign in to Teams on my Neat device, it just goes back to the device login code.

This can typically be an element of Microsoft Intune that is causing the device to not successfully log in. Please provide your security administrator with the documents above. A quick test to confirm your resource account is good, log in with the resource account credentials on the Teams web client.

- **What is the default Admin password for Neat MTR devices?**

The default Admin password will be the last 6 digits of the Neat device you are on. The serial number is typically on a sticker on the Neat device, but you can also find the serial number in the Neat settings under Devices or Neat Pulse.

- **What do I need to do to test Zoom & Webex calls from my device?**

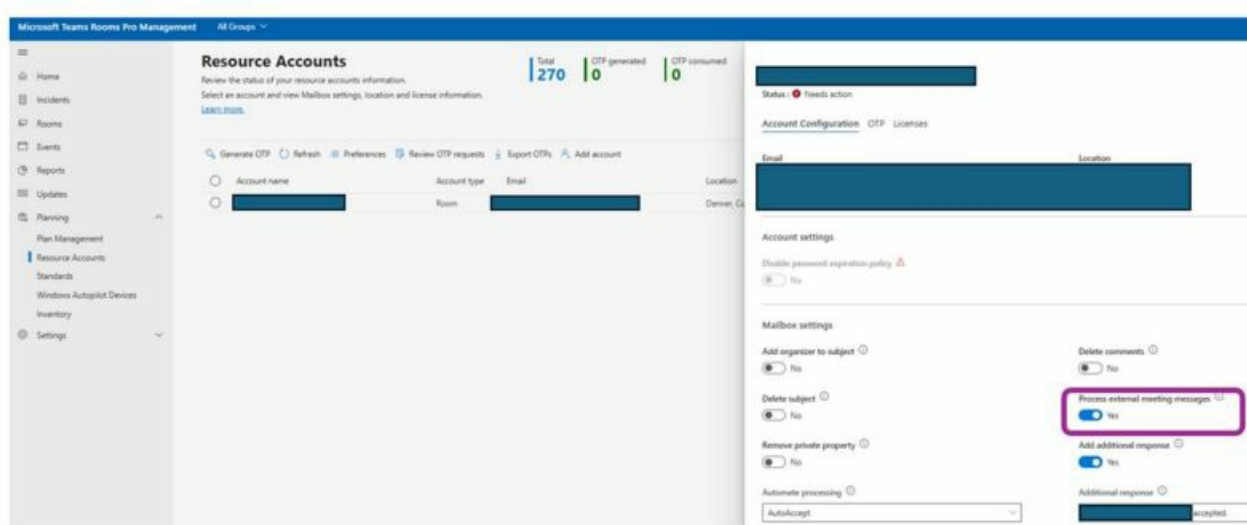
Teams Room on Android currently supports Direct Guest Join interop. Follow the directions in this Microsoft document. <https://learn.microsoft.com/en-us/microsoftteams/rooms/third-party-join?tabs=MTRW>

- **Meeting invites are not showing up on my calendar.**

Meetings created outside of your organization, sent directly to a Teams forwarded to Teams, may not process automatically (the invite is just sitting in the inbox waiting to be accepted). To ensure that these are processed automatically, make sure the

“ProcessExternalMeetingMessages” attribute for the MTR resource account is set to true. More info here – <https://learn.microsoft.com/en-us/microsoftteams/rooms/third-party-join?tabs=MTRW#step-2-allow-exchange-to-process-third-party-meetings-and-externally-created-invites>

**Note:** This can be updated via Exchange PowerShell commands or can also be updated in the Teams Room Pro Management Portal if the resource account is assigned an MTR Pro license.



- **Meeting invites are showing up on my calendar without a join button?**


When a Teams Room joins a Teams Meeting, it utilizes hidden properties in the Outlook meeting invite to know the meeting link to join. But when joining third-party meetings, Teams Rooms reads the calendar invite message body. Hence, you need to retain the meeting invite body to ensure a join button can be generated for third-party meeting platforms. To troubleshoot, see “Step 2” from this Microsoft guidance:

<https://learn.microsoft.com/en-us/microsoftteams/rooms/third-party-join?tabs=MTRW#step-2-allow-exchange-to-process-third-party-meetings-and-externally-created-invites>.

- **Can I set up a custom background for my Neat MTR?**

Answer: Yes! Follow this guidance from Microsoft to set up custom background –

<https://learn.microsoft.com/en-us/microsoftteams/rooms/custom-backgrounds-androi..d>

<p>Neat Implementation Guide For Microsoft Teams</p> 	<p><a href="#">neat Microsoft Teams Room Device</a> [pdf] User Guide Microsoft Teams Room Device, Teams Room Device, Room Device</p>
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## References

- [Unsupported Browser | Microsoft Teams](#)
- [admin.microsoft.com](#)
- [go.microsoft.com/fwlink/?linkid=2221605](#)
- [Microsoft Intune admin center](#)
- [Update Microsoft Teams devices remotely - Microsoft Teams | Microsoft Learn](#)
- [Microsoft Teams displays - Microsoft Teams | Microsoft Learn](#)
- [Set up and manage Teams Rooms on Android custom backgrounds - Microsoft Teams | Microsoft Learn](#)
- [Third-party meetings on Teams Rooms - Microsoft Teams | Microsoft Learn](#)
- [Sign in to your account](#)
- [Microsoft Teams Licensing](#)
- [Neat Devices and Microsoft Teams AOSP Device Management Migration - Neat Support](#)
- [Understanding Neat and Microsoft Pairing on Neat devices - Neat Support](#)
- [User Manual](#)

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