Neat Implementation Guide

For Microsoft Teams

Updated March 2025
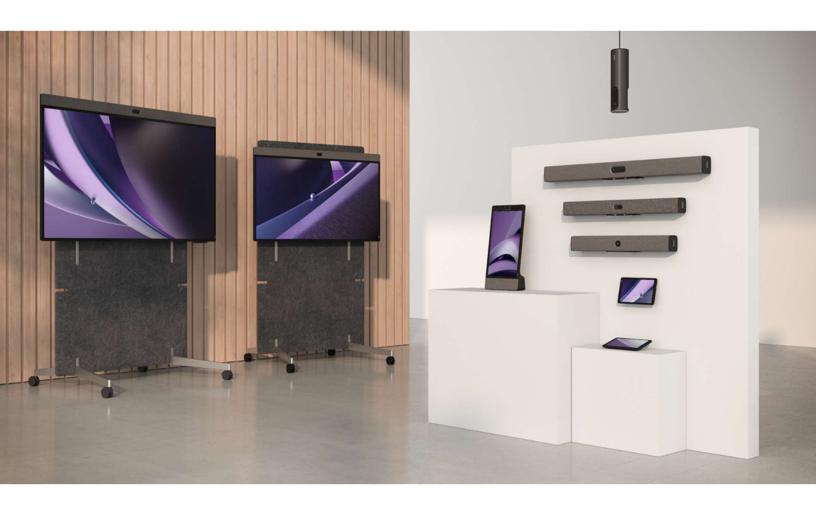
Table of Contents

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 the Intune Considerations section. If you have an administrator that 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 a frequent impediment 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, set up, testing and troubleshooting of Intune for MTRoA devices.

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.

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 a period of two (2) years from this date.
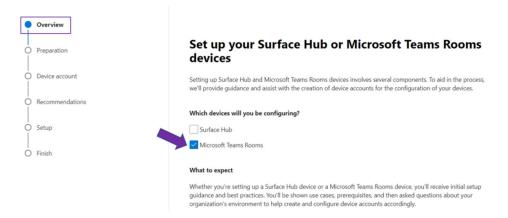
Neat has provided an additional data sheet regarding Microsoft licensing with Neat devices - https://neat.no/resources/microsoft-teams-licensing/.

Creating a Resource Account for Neat Microsoft Teams Rooms

Every Neat MTR device requires a resource account that will be used to login 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 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.

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: 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 *

Conf Room

Alias *   Domain

confroom   @   neat.no ⌄

Select location *

United States ⌄

Auto response message *

Your meeting has been scheduled with the conf room.

Process external meeting messages ⓘ

🔵 True

Capacity

10

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

Mail tooltip

This room is equipped with a Neat Bar Pro

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
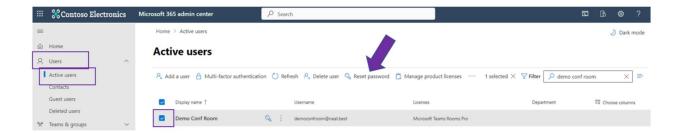
Add resource account

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 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 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
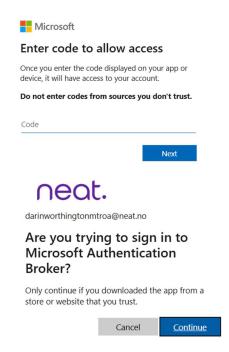
Test Resource Account

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.

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 login 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 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".
6. If you are logging into a Front of Room device 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 search for the Front of Room device. If only one device is found it will auto pair.
   b. 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 Setting, from the home page 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 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 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 enabled if you want to use Proximity Join and/or Cast features. Note: Also confirm that the Bluetooth setting in Neat System setting is enabled as well.
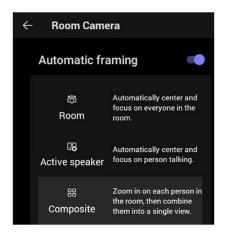
Meetings Settings

Show meeting names – If you would like to not see meeting name (for security/privacy reasons) you can disable this setting, and it show 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 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 prior to 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 prior to the Teams firmware being 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 that

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 a frequent impediment 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 phone, Neat MTRoA devices may fail due to 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 which can be viewed on their website: [Migrating Teams Android Devices to AOSP Device Management from Device Administrator](#)

Steps to Prepare:

- Create a new AOSP Enrolment Profile:
    - Follow Microsoft's guidelines to create the necessary enrolment 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-microsoft-teams-aosp-migration/

Android Device Administrator Platform

Until the firmware migration that uses 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

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

Answer: 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.   A quick test to confirm your resource account is good, login with the resource account credentials on the Teams web client.

Question: What is the default Admin password for Neat MTR devices?

Answer: 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 in Neat Pulse.

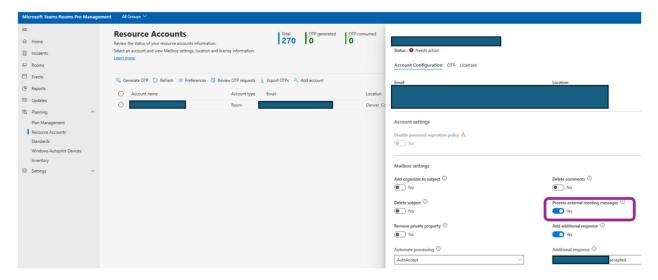**Question**: What do I need to do to test Zoom & Webex calls from my device?

Answer: Teams Room on Android currently supports Direct Guest Join interop. Follow the direction in this Microsoft.

https://learn.microsoft.com/en-us/microsoftteams/rooms/third-party-join?tabs=MTRW

Question: Meeting invites are not showing up on my calendar?

Answer: Meetings created outside of your organization send directly to a Teams Room or forwarded to a Teams Room may not process automatically (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.

Question: Meeting invites are showing up on my calendar without a join button?

Answer: 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 read the calendar invite message body so 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

Question: Can I set up a custom background for my Neat MTR?

Answer: Yes! Follow this guidance from Microsoft to setup a custom background - https://learn.microsoft.com/en-us/microsoftteams/rooms/custom-backgrounds-android