

Meeting room solution support

*for Teams Rooms devices

Continuos support activities:

- Automatic update set-ups for operation systems and Teams app.
- Manual monthly/quarterly version updates of additional devices (cameras, speakers, microphones):
 - Jabra Direct
 - Logitech Sync
 - And other devices
- Device background image customization based on the company's needs.
- Training the customer-side contact to quickly identify errors and to eliminate the problem.
- Configuration of automatic device restarts.

Dealing with running errors:

- Quick instruction over the phone to get the device working.
- Error detection and solution via remote management (TeamViewer).
- Identifying the error through Microsoft Teams Admin Centre and solving it.
- On-site support to get the device working.

Prerequisites for providing the service:

- 365 admin rights or atleast Teams admin rights are required.
- TeamViewer will be installed on the device (the password is stored in IT Glue).

Price: 17€/ +VAT (per month)

