

## TROUBLESHOOTING MEETING ROOMS

### Teams meeting missing a conference room

This usually happens if someone forgets to reserve a room or assumes that all participants are remote.

1. Open the meeting invite in Outlook or Teams.
2. Add the desired meeting room using the Condeco Outlook App or to the Location field.
3. Click Save update.
4. The meeting will appear on the conference room schedule in a minute or two.

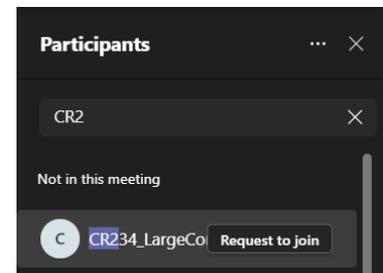
#### BOOKED ROOMS

You can't add a meeting room to an invitation if the room that has already been booked. You will need to call the meeting room from the meeting.

### Teams meeting and separate conference room invitation

If someone books an ad hoc conference room reservation or has separate meeting invitations for the room and the meeting link, you will need to call the room from a separate device.

1. Join the meeting in Teams from your computer or mobile device.
2. Mute the speakers and microphone on your device to avoid feedback in the room.
3. Click the Participants button in the Teams meeting and search for the room name to add as a participant.
4. Click Request to join to call the room.
5. Answer the call from the conference room device.



### Conference room reservation missing a Teams link

This usually happens if someone uses the Condeco website or forgets to create a Teams meeting.

1. Open the meeting invite in Outlook.
2. Click the Teams Meeting button.
3. Click Save update.
4. The link will appear on the conference room schedule in a minute or two.

### Join a 3<sup>rd</sup> party Zoom/WebEx meeting from a room

This usually happens when an event is hosted by someone outside of Chemonics.

1. Reserve the conference room as normal.
2. Use the USB or HDMI cable stored on the underside of the tabletop to plug into your laptop.
3. Join the meeting in Zoom or Webex from your laptop.

Submit a ticket in [ChemSupport](#) with any questions.