

Microsoft Teams Rooms Licensing Policy Enforcement F.A.Q.

CUSTOMER-READY

Last updated: 6/14/2023

1. What is the Teams Rooms licensing enforcement?

- On September 6, 2022, Microsoft introduced Microsoft Teams Rooms Pro and Basic licenses. As part of this announcement, we also shared an important update that beginning July 1, 2023, customers will no longer be able to apply user subscription licenses (M365/O365 (i.e., A, E, G)) to log into their Microsoft Teams Rooms devices. The Teams Rooms licensing enforcement refers to the requirement for all Teams Rooms devices, including Surface Hub devices to be assigned to Teams Rooms licensing starting on July 1, 2023. The announcement also affects devices enrolled in the Pro Management Portal and Teams Panels. For Teams Panels, customers need to provision a Teams Shared Device license for those accounts where a Teams Panel is deployed to a space where there is no Teams Room or Surface Hub in the room.
- The announcement also affects devices enrolled in the Pro Management portal and Teams Panels.

2. Will I receive a grace period if I am not compliant by July 1, 2023?

- Given the challenges that some of our customers are facing in migrating to the new licensing, we have elected to provide a 90-day grace period enforcement period that will begin on our July 1, 2023 enforcement date and end on September 30, 2023. We have made this decision with our commitment to customer satisfaction and seamless transition.
- Customers improperly using User licenses for Teams Rooms or Teams Panels would need to move to compliant licenses by July 1, 2023, but we are delaying technical enforcement until 9/30 to accommodate unexpected challenges for customers taking the proper steps to move to compliant licenses by July 1, 2023.

3. Why is Microsoft enforcing the Teams Rooms licensing?

- Both Microsoft Teams Rooms Standard and Premium licenses have been available since 2019 and 2020 respectively and have evolved to the current Teams Rooms Pro and Basic licenses. This enforcement is not a new policy but a reminder that user licenses are non-compliant and any customer using these licenses should prepare to transition to a Teams Rooms license as soon as possible.

4. When does the Teams Rooms licensing enforcement take effect?

- The Teams Rooms licensing enforcement takes effect on July 1, 2023, but we encourage customers who are using user licenses to take steps as early as possible to mitigate any issues with Teams meeting experiences. Customers who need additional migration time will have a 90-day grace period to ensure compliance which will end on September 30, 2023

5. What happens if I am currently using user licenses to enable my Teams Rooms devices?

- Meeting devices that are leveraging a non-Teams Rooms license (O365/M365 A, E, G) will need to apply a valid Microsoft Teams Rooms license or will be blocked from signing in until a Teams Rooms device license is assigned, as well as Surface Hubs, and Teams Panels. The new licensing requirement does not affect users signing into Surface Hub to access Microsoft 365 accounts or personal files.
- If you currently using a non-Teams Rooms license and need additional time to migrate, we will provide a 90-day grace period to ensure compliance which will end on September 30, 2023

6. What Microsoft Teams Rooms licenses are available for purchase?

- Microsoft offers two types of licenses for your certified Teams Rooms devices: Teams Rooms Pro and Teams Rooms Basic. Learn more about each license at Microsoft.com.

7. What are the differences between Teams Rooms Pro and Teams Rooms Basic licenses?

- Teams Rooms Pro (\$40) provides enhanced in-room meeting experiences like intelligent audio and video, front row and large galleries, and dual screen support, as well as advanced management features like remote device management, conditional access policies, and detailed device analytics.
- Teams Rooms Basic provides core meeting experiences at no additional cost, including scheduling, joining meetings, content sharing, and collaborative whiteboarding, as well as basic security and management capabilities out-of-the-box for up to 25 licenses.

8. Can I use a Microsoft 365/O365 user license to enable my Teams Rooms devices?

- No, starting July 1, 2023, you must acquire and assign a valid Teams Rooms license to all accounts used on Microsoft Teams Rooms.

Valid Teams Rooms licenses include:

- Microsoft Teams Rooms Pro
- Microsoft Teams Rooms Basic
- Microsoft Teams Rooms Premium*
- Microsoft Teams Rooms Standard*

* Please note Teams Rooms Premium and Teams Rooms Standard are legacy room licenses and are no longer sold. However, these are valid Rooms licenses and will continue to work until their expiry.

- For Teams Panels, customers need to provision a Teams Shared Device license to those accounts when a Teams Panel is deployed to a space where there is no Teams Room or Surface Hub in the room.
- If you require more time, we will provide a 90-day grace period enforcement period that will begin on our July 1, 2023 enforcement date and end on September 30, 2023. We have made this decision with our commitment to customer satisfaction and seamless transition.

9. What happens if I don't switch to a Teams Rooms Pro or Basic license by July 1, 2023?

- You will be provided with a 90-day grace period through September 30, 2023. Any Teams Rooms device using a user license will be blocked from logging into their account until a valid Teams Rooms license is applied once the grace period expires. This could result in disruption to your Teams Rooms experience, including the ability to join meetings or make calls, depending on the device type.
- This will also affect devices enrolled into the Pro Management portal.
- This will also affect Teams Panels

10. Can I reserve a license under Teams Rooms Standard and Teams Rooms Premium to ensure I'm properly licensed?

- Teams Rooms Standard and Teams Rooms Premium are considered legacy licenses and you can no longer purchase them on new licensing agreements. Customers with existing Microsoft Teams Rooms Standard or Teams Rooms Premium subscription licenses can reserve seats under their existing agreement to remain compliant until their renewal date.

11. How many Microsoft Teams Rooms Basic licenses can I assign to Teams Rooms systems in my organization?

- You can assign up to 25 Microsoft Teams Rooms Basic licenses to Teams Rooms systems in your organization. If you need to license more than 25 Teams Rooms systems, those additional licenses need to be Teams Rooms Pro licenses.

12. How do I know if my organization is currently using a user license to enable Teams Rooms devices?

- You can check if you are currently using a user license for your Teams Rooms device by using the Teams Admin Center or the Microsoft 365 Admin Center. Alternatively, you can use a script provided by Microsoft to check your licenses in bulk. To learn more about both options please visit aka.ms/MTRLicenseNoticeLearn

13. How can I self-serve to apply existing compliant licenses?

- You can assign an existing Teams Rooms license by following these steps- [Step 3 - Assign a meeting room license - Microsoft Teams | Microsoft Learn](#)

14. I have some Surface Hubs. Does this apply to me?

- Starting July 1, 2023, you will need to procure and provision a Teams Rooms Pro or Teams Rooms Basic license to continue using your devices with Teams meetings. The Hub will still function as normal without the Teams meetings functionality. The new licensing requirement does not affect users signing into Surface Hub to access Microsoft 365 accounts or personal files.
- Note – If you require more time to become compliant, you will be provided a 90-day grace period which will expire on September 30, 2023.

15. Will I need to purchase additional hardware to comply with this licensing enforcement?

- No, you will not need to purchase any additional hardware to comply with this licensing enforcement. You will need to acquire and assign a Teams Rooms Pro or Teams Rooms Basic license for each of your Teams Rooms devices.

16. What happens if I do not comply with this licensing enforcement?

- You have a 90-day grace period from July 1st to become compliant. After September 30, 2023, your Teams Rooms devices will no longer login to the meeting services.

17. What happens if I try to log into a Teams Rooms device using a user license after July 1, 2023?

- If you log into a Teams Rooms device using a user license after your 90-day grace period which begins on July 1, 2023 and ends on September 30, 2023, you will receive an error message and the device will fail to sign-in to the applicable services. An administrator will be able to access settings in the device with the local password privileges that were previously established on the device.

18. Can I use a Teams Rooms Basic license for multiple Teams Rooms devices?

- Yes, you can use a Teams Rooms Basic license for up to 25 Teams Rooms devices. A Teams Rooms Basic license should not be used on multiple devices in a Room (Example: Microsoft Teams Rooms on Android (MTRoA) and Teams panel using the same resource account.)

19. Will this licensing enforcement affect Teams Panels or other Microsoft Teams devices?

Yes, on July 1, 2023, each Teams panel will require a [Microsoft Teams Rooms Pro license](#) or a [Teams Shared Device license](#). The license depends on how you're going to use your Teams panel:

- **Teams Rooms Pro** - Use this license if your meeting room has a Teams Rooms system or a Surface Hub. You can share one Teams Rooms Pro license with one Teams Rooms system or Surface Hub and your Teams panel. For more information, see [Resource account provisioning](#).
- **Teams Shared Device** - Use this license if your meeting room doesn't have a Teams Rooms system or Surface Hub.

Customers will have a 90-day grace period to ensure compliance which will end on September 30, 2023.

20. What is happening with the Pro Management portal on May 15, 2023?

Effective May 15, 2023, all **new** device enrollments in the Teams Rooms Pro Management portal must have a Teams Rooms Pro or Premium license. All non-compliant licenses (user license, Teams Rooms Basic, and Teams Rooms Standard) will receive the following error message:

This meeting room device does not have a valid Microsoft Teams Rooms Pro or Premium license. Please assign a new license to take advantage of the Teams Rooms Pro device management capabilities. Learn more about licensing [here](#), find devices with unsupported licenses [here](#), and manage your Teams licenses at [M365 Admin Center](#).

Existing devices already logged into the Pro Management portal enforcement begins on July 1, 2023. Customers who require additional time to become compliant will have a 90-day grace period through September 30th. Non-compliant devices will remain in the inventory and planning tabs in the portal, but won't be able to use the following device management features:

- Report on health signals
- Incident generation
- Usage reports
- Management actions

21. What is the guidance for administrators to configure a Surface Hub currently using E3/E5 license? Do I need to add Rooms Pro license and remove the E3/E5 license, or could both licenses be assigned at the same time?

- To prevent a sign-out situation from occurring, first apply the Teams Rooms license and then remove the E3/E5 license. It's fine if they are assigned at the same time.

22. How do I know if I need a Teams Rooms Pro or Teams Rooms Basic license?

- Any organization that has more than 25 rooms or requires the ability to fully manage their rooms should use the Pro license.

23. How were customers informed?

- In September 2022, Teams Rooms customers were notified via learn.microsoft.com and with in-product Teams Admin Center messaging of the following messaging:

On July 1, 2023, any customer using a M365/O365 user subscription license will be blocked from logging into their Teams Rooms devices.

24. Will I continue to be informed?

- Yes. We will continue to inform you via Message Center Posts, Service Health Issues posts, Teams Admin Center posts. We recently created new [Lifecycle pages](#), posted a new [Learn article](#), [YouTube video](#), and two blog posts: [TechCommunity Blog](#) and [Surface blog](#) to assist you.

25. Where can I find more information about Teams Rooms licensing and the licensing enforcement?

- Reach out to your Microsoft account team, partner, or refer to our documentation - [Find user licenses assigned to Teams Rooms devices - Microsoft Teams | Microsoft Learn](#)

26. Will Microsoft release a YouTube video on the license update process?

Microsoft produced a YouTube video that walks you through the process of license auditing to check in bulk which Teams Rooms devices are assigned user licenses. You can view the [view here](#) on Microsoft Helps YouTube channel.

27. If an executive is using a Microsoft Teams Rooms with a user license, is it possible to apply a Teams Rooms Pro license to their Azure AD identity and keep using the Microsoft Teams Rooms as their personal device? (a.k.a. stacking licenses)

- Teams Rooms are shared devices; however, customers can apply a Teams Rooms license (Pro, Standard, Premium) on top of a user license (i.e., M365/O365 E5, E3), also referred to as stacking, to continue using Microsoft Teams Rooms using their personal user account. For example, this approach works on a Poly X30 device. Please note license stacking limitations below.
- Using Microsoft Teams Rooms on Android as a shared device will:
 1. Lack the ability to record a meeting.
 2. Lack the ability to apply a background blur filter.
 3. Require IT admins to share the local device admin password with the user. The device will continue to be managed as Teams Room device in the Teams Admin Center and Teams Rooms Pro Management Portal by IT admins.
- If the executive has additional Android devices, for example, a Teams phone or Teams display, those extra device experiences will not be compatible with this stacking approach. This will be corrected with a late June product release, prior to the July 1, 2023 enforcement date.