# AVer CORE500 Microsoft Teams Rooms on Windows Troubleshooting Guide

**V1 October 2026**

If your AVER device is unable to sign in to Microsoft Teams Rooms (MTR), please follow the steps in this guide. The most common issues are related to account type, security settings (like MFA), and licensing.

## 1. Troubleshooting Sign-In Failure

Follow these steps to quickly identify the cause of the sign-in issue

| Step | Action | Why this is Important |
|---|---|---|
| 1. Check Credentials | Verify the username and password on a separate, standard device (like a PC or phone). Try to sign in to the Microsoft 365 portal or the Teams portal. | This confirms the credentials themselves are correct, and the password is not expired. |
| 2. Verify Account Type | Ensure the account is a Microsoft Teams Rooms (MTR) Resource Account, not a standard User Account. | MTR devices must use a Resource Account to function correctly and book meetings. A standard user account will fail to sign in |
| 3. Check for MFA/Conditional Access | Multi-Factor Authentication (MFA) and certain Conditional Access Policies should be DISABLED for the MTR Resource Account. | The CORE500 cannot perform the interactive second-factor authentication (entering a code from an app), which will block sign-in. |
| 4. Confirm that another room is not using the same credentials. | Verify that another Microsoft Teams Room is not using the same credentials. | Only one MTR can sign in with the credentials. |
| 5. Confirm License | Verify that a valid Microsoft Teams Rooms license is applied to the Resource Account (either without a Teams Rooms license, the account is not authorized to | Without a Teams Rooms license, the account is not authorized to use the Teams Rooms application and will not be able to sign in. |

| | | |
|---|---|---|
| | use the Teams Rooms Basic or Teams Rooms Pro). | |

## 2. How to Create a Teams Rooms Resource Account and Apply a Room License

This process must be performed by a Microsoft 365 administrator or someone with administrator access for your organization.

Part A: Create the Resource Account

1. Sign in to the Microsoft 365 admin center with administrator credentials.
2. In the navigation menu on the left, go to Resources > Rooms & equipment.
3. Click + Add resource.
4. Enter the required details:
    a. Resource Type: Select Room.
    b. Name: (e.g., "Conference Room A")
    c. Email: (e.g., ConfRoomA@adomain.com) - This will be the sign-in username.
    d. Capacity: (Optional, but useful, the max occupancy [seats] for that room).
5. Click Add.

Part B: Set the Password and Disable MFA

1. From the Microsoft 365 admin center, go to Users > Active users.
2. Find and select the new Resource Account you just created.
3. Click Reset password in the details pane.
4. Crucially, uncheck the box that says: "Require this user to change their password when they first sign in."
    a. Note: Requiring a password change on first sign-in will cause the device login to fail.
5. 5. Set a strong password and click Reset password.
6. Verify that Multi-Factor Authentication (MFA) is NOT enabled for this specific resource account. MTR accounts must bypass MFA.

Part C: Apply the Teams Rooms License

1. While still on the Resource Account's details page in Active users, select the Licenses and apps tab.

2. Select the appropriate Location for the user (Resource Account).
3. Under Licenses, check the box next to either Microsoft Teams Rooms Basic or Microsoft Teams Rooms Pro.
4. Click Save Changes. The account is now licensed and ready for you to attempt sign-in on your AVER device.

## 3. Key Differences: Teams Rooms Basic vs. Pro Licenses

The license assigned to the CORE500 determines the available features, especially advanced collaboration and remote management. Feature availability varies by Teams Rooms license tier. Missing functionality should always be verified against the assigned license.

If a Microsoft Teams Rooms feature is unavailable, missing, or behaves differently than expected, verify the room's assigned Microsoft Teams Rooms license before troubleshooting hardware, firmware, or configuration settings. Certain collaboration, AI, management, security, analytics, and interoperability features may only be available with higher license tiers.

Verify functionality using Microsoft Teams Room Licenses Types

**Microsoft Teams Rooms License Summary**

| Area | Entry-Level / Basic License | Advanced / Pro License | Troubleshooting Consideration |
|---|---|---|---|
| Core Meeting Experience | Standard meeting join, scheduling, and content sharing capabilities | Includes all core capabilities | Verify room has an active Teams Rooms license assigned. |
| Advanced Meeting Features | May not include all enhanced meeting experiences | Typically includes advanced meeting and collaboration capabilities | Missing meeting features may be license-related rather than a device or configuration issue. |
| Intelligent Audio & Video (not embedded on cameras) | Limited or unavailable advanced AI features | Often includes advanced AI-driven meeting experiences | If speaker tracking, people recognition, multi-camera experiences, or other AI features are Po, verify licensing. |

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|---|---|---|---|
| Core Meeting Experience | Standard meeting join, scheduling, and content sharing capabilities | Includes all core capabilities | Verify room has an active Teams Rooms license assigned. |
| Calling & Telephony | May provide limited calling functionality | May include additional telephony and calling capabilities | Missing calling features may require a higher license tier. |
| Cross-Platform Join Experience | Basic interoperability capabilities | May include enhanced meeting interoperability options | Inability to join certain meeting types may be license dependent. |
| Device Management | Basic monitoring and administration | Enhanced management, analytics, and remote administration tools | Missing management controls may be due to license limitations. |
| Security & Compliance | Standard security controls | Additional security, compliance, and policy features | Missing security options may require a higher license tier. |
| Analytics & Reporting | Basic visibility into device status | Advanced reporting, analytics, and insights | Detailed reports or historical analytics may not be available under all licenses. |
| Peripheral & Device Health Monitoring | Limited health monitoring | Enhanced monitoring and alerting capabilities | Advanced health alerts and diagnostics may require upgraded licensing. |

## 4. Reboot, Reset and Recovery

CORE500 provides options for restart, reset and recovery.

**Restart**
Restart should be used to fix minor glitches, such as a frozen or unresponsive app, a display, camera or mic not detected, or a laggy console, and any time setting changes are pending.

Restart can be made in any one of the following ways:

From console:

1. Tap More -> Restart device.
2. Confirm restart. Device will restart and return to the MTR application mode.

From PC:

1. Press and hold the power button on the front of the PC or Pull power.

**Reset**
Reset should be used for sign-in problems, stale configuration or odd app behavior. This operation clears the app's cache, saved credentials and settings. The device usually goes back to the out-of-box setup, where you re-enter the room account.

1. Tap More -> Settings and type the password. (“sfb” is the default)
2. Reset appears on bottom left of the screen

If it doesn't fix the issue, Microsoft suggests moving on to a full factory reset.

**Recovery (factory restore)**
Use recovery when reboot nor reset do not help, the system is out of date or corrupted, or you are redeploying the device. It rebuilds the system to a supported state.

Use the pinhole on the I/O panel of the mini PC:




## Additional References:

Teams Device Known Issues - Microsoft Teams | Microsoft Learn

## Regional support

Contact your regional AVer office If additional support is required,

**AVer USA**
1 (877) 528-7824
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**AVer International**
Submit a Support Ticket at
https://www.aver.com/technical-support