1. Does MAXHUB MTR require Microsoft licensing?

Answer: Yes, Microsoft requires a Teams Rooms license, either Basic or PRO. If you need PSTN dialing, you will also need a Microsoft 365 Phone System and a Microsoft Calling Plan. https://learn.microsoft.com/en-us/microsoftteams/rooms/rooms-licensing

2. If I am converting a BYOD(M) room to a Teams Rooms, can I use my existing USB camera and audio devices?

Answer: In most cases yes, however Microsoft and MAXHUB strongly recommend that if your existing devices are not Teams Rooms certified, they should be replaced with Teams Rooms-certified devices. Teams Rooms certification requires a standard level of interoperability between various device manufacturers.

3. Can MAXHUB MTR use a Wi-Fi connection?

Answer: Yes, but it is not recommended as the Quality of Service (QoS) cannot be assured. https://learn.microsoft.com/en-us/microsoftteams/qos-in-teams

4. What type of account should be used for an MTR?


5. Can MAXHUB MTR be used in conjunction with a MAXHUB Interactive Display?

Answer: Yes, if a Windows-compatible interactive display is connected to MAXHUB MTR with an HDMI and USB cable, you can start a Teams White Boarding session and all attendees can receive and participate in the collaborative White Boarding session.

6. How many displays can MAXHUB MTR support?

Answer: The MAXHUB XT-Core supports a single display.

7. Does MAXHUB MTR natively support the 21:9 aspect ratio?

Answer: Yes, MAXHUB MTR natively supports the 21:9 aspect ratio.

8. Does MAXHUB MTR support joining a Zoom or Webex meeting?

Answer: Yes, this feature is commonly referred to as Direct Guest Join. https://learn.microsoft.com/en-us/microsoftteams/third-party-join

9. What network ports, IP addresses, and URLs are needed for an MTR to operate properly?

**Maxhub XT Series**
**Microsoft Teams Room Solutions**

**FAQ**

10. **Is Maxhub MTR a secure device to put on my network?**

   Answer: Yes, Maxhub MTR is a Teams-certified device and as such complies with all Microsoft Security requirements. (Independent third-party verification testing is in progress)
   

11. **Can Maxhub MTR be managed remotely?**

   Answer: Yes, there are several remote management tools available, Intune, Teams Admin Center, XML Config File, and Maxhub Pivot Cloud Based Device Management platform.
   
   https://learn.microsoft.com/en-us/MicrosoftTeams/rooms/xml-config-file
   
   
   https://techcommunity.microsoft.com/t5/microsoft-teams-blog/one-place-to-manage-all-your-teams-devices/ba-p/1527766

12. **Does Maxhub MTR support a content camera?**

   Answer: Yes, it requires a Teams-Certified content camera.
   
   https://learn.microsoft.com/en-us/microsoftteams/rooms/content-camera

13. **Do I have to use Maxhub cameras and audio devices on Maxhub MTR?**

   Answer: While we would recommend this whenever possible, Maxhub MTR supports Teams Rooms-certified AV devices and applications. This includes Teams Rooms-certified control system partners, audio processing partners, and related certified peripherals.

14. **How can I apply for a demo device?**

   Submit your requirement here: https://www.maxhub.com/en/contact_us/.
   
or email your requirement to MSinfo@maxhub.com. Our representative will reach out to you and once your requirement is approved, we will arrange a demo device for you.

**TO REQUEST FOR A LIVE DEMO OR CHAT WITH MAXHUB’S MTR EXPERT TEAM, REACH OUT TO US VIA MSINFO@MAXHUB.COM**