



You are receiving this email because you are listed as a support contact for a U-M Zoom Room.

U-M Zoom Rooms - December '21 Updates

The U-M Zoom Rooms service has now been active for about three months and is growing quickly. We now have over 100 rooms on campus. The service has greatly smoothed our own department's transition back to on-campus and hybrid work, and we hope that you have had an equally positive experience.

Please review the latest updates for U-M Zoom Rooms and share with the relevant people and groups in your area.

Service Updates

Automated device status notifications - New

- The Support Contacts on record for active Zoom Rooms have been receiving automated email notifications for the past month or so alerting to a change of status for your Zoom Room hardware (e.g. "Zoom room is offline").
- These alerts do not always need to trigger action, but you may find it useful to be aware that some change of status has been detected. Some alerts will come as no surprise (i.e. known power outage or network issue), while others may pique your interest enough to proactively check and ensure the ongoing readiness of your hardware.
- Note: All Zoom Rooms are scheduled to reboot weekly on Saturday around 2:00 a.m. You may receive status notifications for that scheduled reboot.
- If you still need any assistance after an initial triage of the hardware, feel free to contact us by [submitting a U-M Zoom Rooms request ticket](#).

Poly TC8 Touch Panel Optional Power Injector - Now Available

- When a power over ethernet (PoE) port is not available, this power kit is a midspan power injector to power the TC8 touch panel controller.
- Visit the Tech Shop's [TC8 Power Injector product page](#) to order

Building Guidelines and Awareness

- We have presented the Zoom Rooms service Facility and Operations' FUN (Facilities User Network).
- We are working on design guidelines with AEC for optimizing spaces intended for Zoom Room video conferencing. This will help departments proactively plan

and ensure the readiness of spaces. We will share more once the guidelines are complete and ready for publishing.

Known Issue

- **Poly E70 Camera - bug when installed inverted**
 - We discovered that if an E70 camera is paired with a C7500 system in a physically inverted configuration, it will not function.
 - Poly is actively working on a patch which should be available in January. Once released, we will test and roll out to affected systems. The interim workaround is to rotate the camera to its native orientation.

Notable Vendor Updates

Poly Firmware

- **Release Notes - No releases to review this month**

Zoom Room Appliance Software

- **Release Notes - No releases to review this month**

Need More Info or Help?

- See additional information on the [U-M Zoom Rooms Service Website](#).
- Get help on U-M Zoom Rooms by [submitting a U-M Zoom Rooms request ticket](#).

Thank you on behalf of the U-M Zoom Rooms team,

Dave McConnell

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