

# Surface Hub Help Desk



**[Date] [Time]**

[Location]  
[Speakers]

## Description

This Microsoft Surface Hub Help Desk course is a 2-hour course focusing on providing advanced support skills, management tips, and configuration assistance to enable cutting edge collaboration in the enterprise. Help desk users will learn how help the teams they support get the most out of Office 365 and Microsoft Teams by utilizing advanced monitoring and management technologies.

## Objectives

In this 2-hour course, you will learn how to enable users to take advantage of Surface Hub for team collaboration and productivity. The training will cover most troubleshooting scenarios and optimal device configuration based on your network and infrastructure requirements. You will also learn the best practices for device monitoring and management to make support easy and reduce help desk calls substantially.

You will also learn about the key features of Surface Hub including:

- **Microsoft Office/Teams Integration** – A platform for true team collaboration
- **Operations Management Suite** – Azure workspace for device monitoring and alerts
- **Device Settings** – Manage and troubleshoot issues related to your network and configuration
- **Microsoft Intune** – Remotely configure devices across your network for the optimal experience

## Prerequisites

It is recommended that participants new to Surface Hub first attend the End User course.

## Who Should Attend

This 2-hour course is intended for enterprise help desk and support staff who are responsible for troubleshooting and supporting Surface Hub in their organization as well as those who configure and manage devices across sites and geographical regions.

## Agenda

5 Min

**Introductions and Expectations**

20 Min

**Lesson 1 – Surface Hub overview and troubleshooting**

What is Surface Hub?

- What is Surface Hub
- A day in the life of end users

Device troubleshooting

- Troubleshooting apps and device features
- Troubleshooting connected devices
- Troubleshooting network and configuration issues

Microsoft Teams and Skype for Business meetings

- Using Microsoft Teams for meetings and presentations
- Troubleshooting Teams meetings
- Using Skype for Business for meetings and presentations
- Troubleshooting Skype for Business meetings

30 Min

## Lesson 2 – Surface Hub configuration best practices

Device account configuration and provisioning

- Resource account setup made easy
- Calendar processing best practices
- Improve adoption with room lists
- Enable voice calling in Skype and Teams

Monitor devices with Operations Management Suite

- Setup and configure Operations Management Suite
- Monitor the health and status of devices
- Use alerts to receive pro-active notifications

Walkthrough device settings and best practices

- Installing and removing apps for users
- Changing sleep and session settings based on room type
- Configure a branded welcome screen and custom Start menu tiles

10 Min

10-minute break – Get hands on with Surface Hub

30 Min

### Lesson 3 – Manage Surface Hub updates and recovery

Setup and configure Surface Hub for Intune

- Configure Intune to manage Surface Hub
- Push configuration profiles to groups of devices
- Push Store apps to devices

Manage Windows updates

- Managing auto updates for Windows 10
- Update apps in the Store

Device recovery and re-configuration

- Downloading a recovery image
- Using the settings to factory restore Surface Hub
- Using the recovery console to reset Surface Hub

25 Min

### Day in the life session – Common help desk scenarios

## Speaker

**Name**

Title

Contact info

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