



WEBINAR Series



Getting the Best of TrueDEM

January 2026

Product updates and more



Product Management & Consulting Team

panagenda



# Your Team today



**Stefan Fried**

Senior Program Manager &  
Senior Consultant

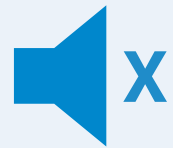
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## All attendee lines are muted

This is to prevent interruptions during the presentation.



## Please submit questions via the Chat or Q&A panel

Your questions will be addressed directly during the webinar or in the Q&A section after the presentation.



## The webinar is being recorded

After the webinar, we will send you a mail to give access to the recording and presentation slides.

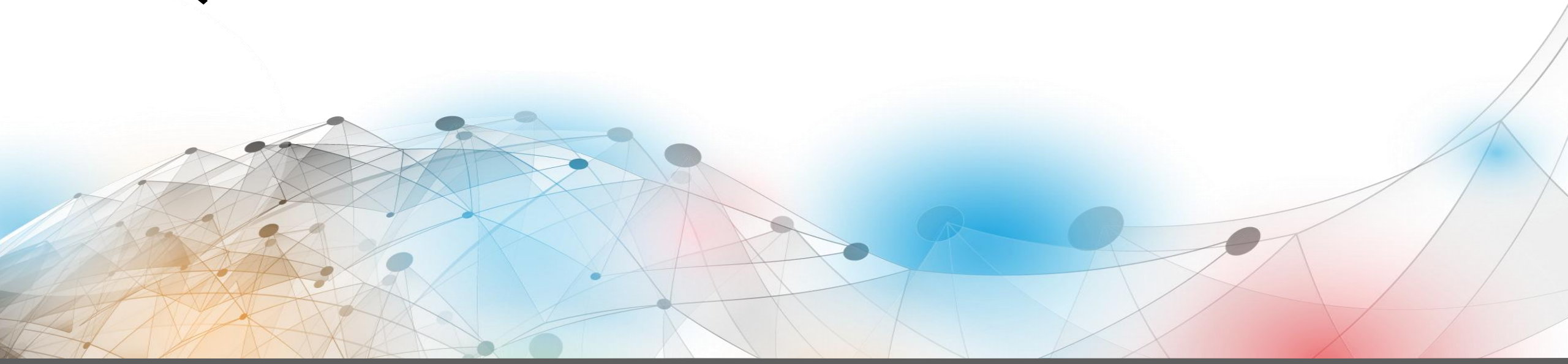


## Share your feedback with us

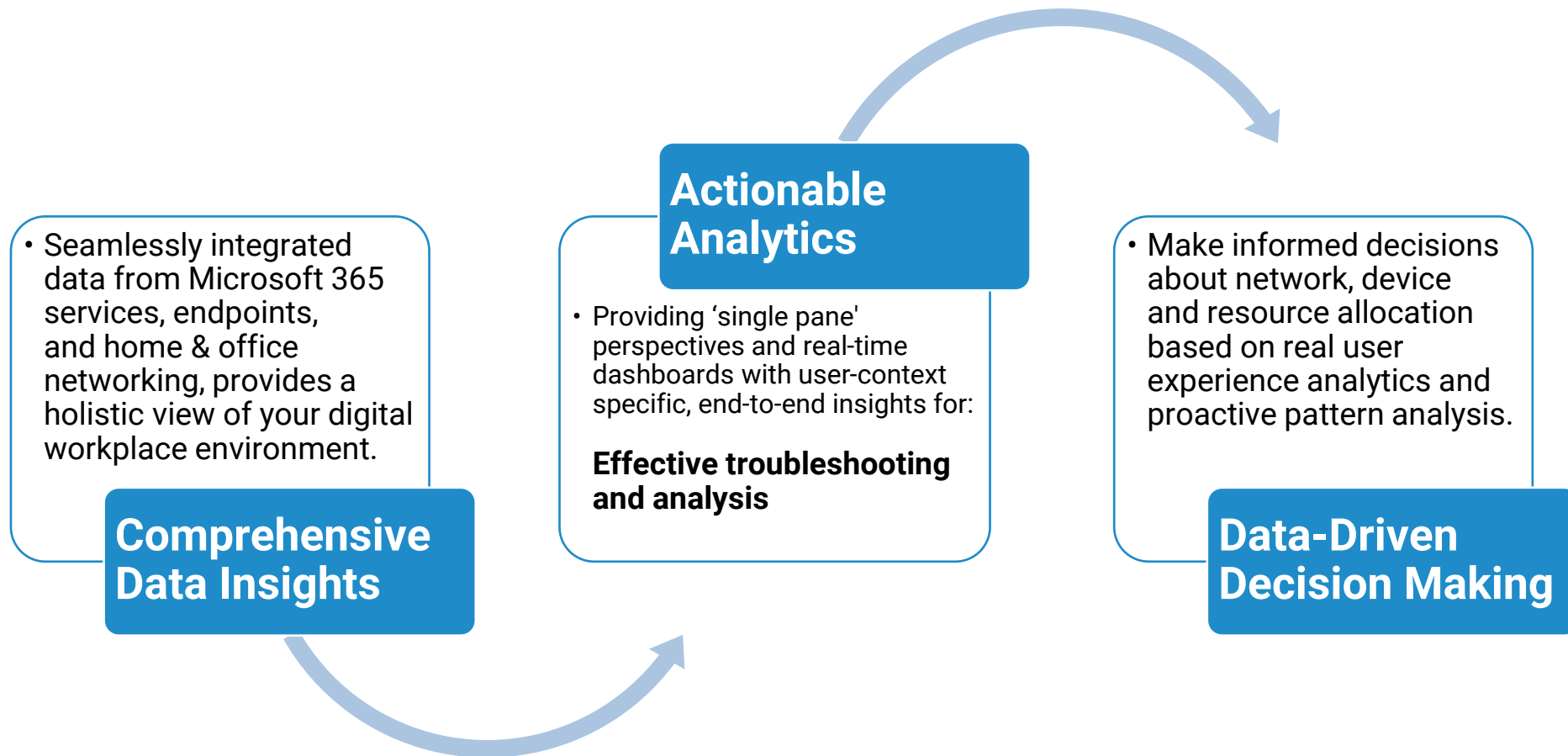
Please let us know what we can do better.

# Agenda

1. **What is TrueDEM?**
2. **Recently released**
3. **TrueDEM Agent – Consent Update**
4. **Customer UseCase**
5. **Q & A**



## Advanced Microsoft Teams Call Quality Analytics & End-to-end User Experience Monitoring for Microsoft 365



A 3D rendering of white, rectangular steps leading upwards from the bottom left towards the center. A white ladder with blue accents is leaning against the first step on the left side. The background is a light, hazy gradient.

# Recently Released

Upgrade Your Time

## Portal

### Latest release from Week 4 - 2026

#### Improvements

- Managed Network Details
- Managed Networks with Network related Call Issues
- Substandard Wi-Fi Networks for Teams Calls
- User Experience Page
- User Search

#### New

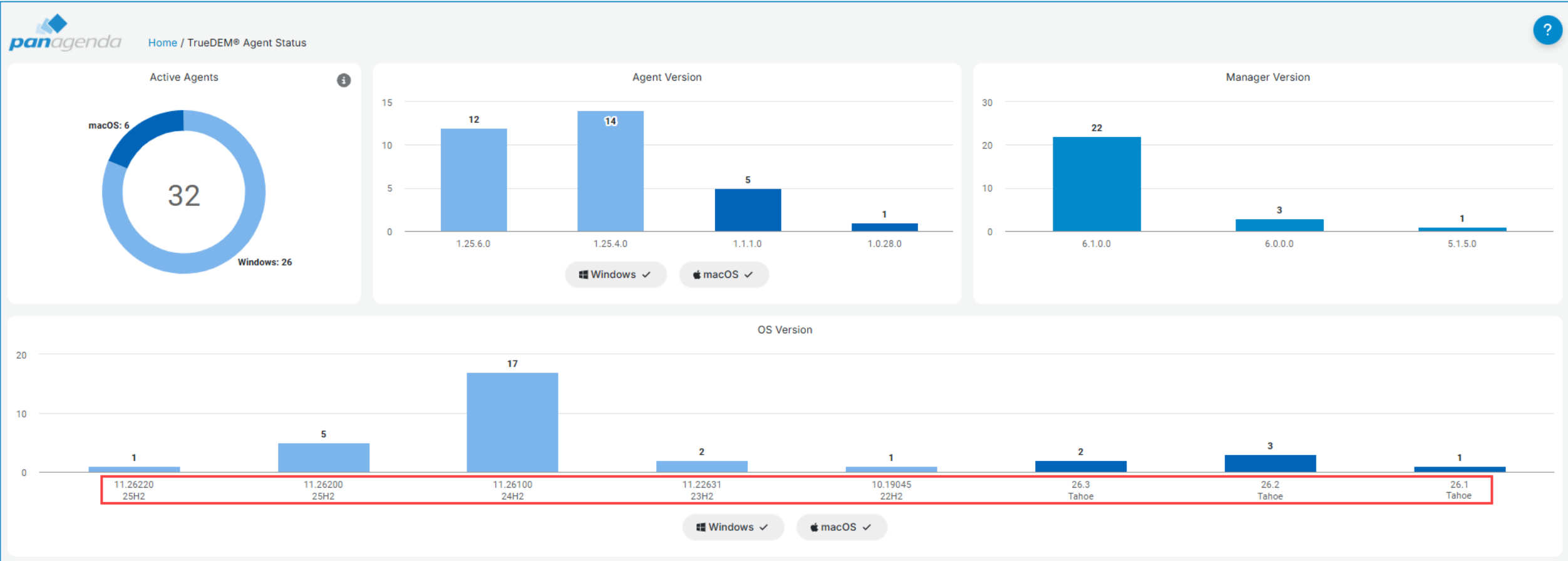
- Agent Status

#### Fix

- User Experience Page

<https://www.panagenda.com/kbase/display/OE/Release+Notes+TrueDEM>

# New: Agent Status



# Improvements: User Search



panagenda Home / User Search ?

Q kemp Search

With installed Agents only

Search for users across your tenant by (part of) their name or their M365 Login (UPN) name

Display Name	UPN	Title	Department	License Tier	Devices last 3w (monitored)	Call List	Agent Last Contact
Kemp Cain	cain.kemp@panagenda.com	Head of Solution Consulting	Solution Consulting	Advanced	3	<a href="#">Open List</a>	1/20/2026 6:45:07 PM

1 2 3

# Improvements: User Experience → Device Selection



The screenshot displays the Panagenda user interface for user Kemp Cain. The breadcrumb trail is Home / User Search / User Experience. A red box highlights the device selection area, which includes icons for Apple, Windows, and Mac, with labels ADCH-MMM4, ADCH-P3591, and MACBOOK-AIR-M1-CHRIS(7). Below this, the navigation bar shows 'User Experience' (marked with a red '1') and 'Teams Calls' (marked with a red '2'). The main content area features call statistics: Total Calls (31), Calls with Issues detected (11), Average Duration (34m 08s), P2P Calls (19), and Group Calls (12). A bar chart is visible next to the P2P Calls count. At the bottom, there are filter buttons: 'With selected device', 'User had problems', 'Others had problems', 'Managed networks', 'Unmanaged networks', 'Low Avg. Wi-Fi', and 'High Avg. Wi-Fi'.

panagenda Home / User Search / User Experience

Kemp Cain  
cain.kemp@panagenda.com

ADCH-MMM4 ADCH-P3591 MACBOOK-AIR-M1-CHRIS(7) IOS WINDOWS

Device Insights Connectivity Journey **1** User Experience Teams Calls **2** User Summary Device Summary

Total Calls: 31  
Calls with Issues detected: 11  
Average Duration: 34m 08s



P2P Calls: 19  
Group Calls: 12

With selected device User had problems Others had problems Managed networks Unmanaged networks Low Avg. Wi-Fi High Avg. Wi-Fi

# Improvements: User Experience → Device Insights




**panagenda** Home / User Search / User Experience

**Rosalee Melvin**   
rosalee.melvin@panagenda.com **FRST-P3591** 

**Device Insights** | Connectivity Journey | User Experience | Teams Call List | User Summary | Device Summary

### Events Timeline



**12/15/2025 2:00 PM**

- updated Microsoft 365 Apps for Business - de-de: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 Apps for business - en-us: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 Apps for business - fr-fr: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 Apps for business - it-it: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365-apps voor bedrijven - nl-nl: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 - de-de: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 - en-us: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 - fr-fr: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 - it-it: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 - nl-nl: Previous: 16.0.19231.20246 - New: 16.0.19328.20266
- updated Microsoft 365 Apps for Enterprise - de-de: Previous: 16.0.19231.20246 - New: 16.0.19328.20266

# Improvements: User Experience → Last Refreshed



panagenda Home / User Search / User Experience

Rosalee Melvin rosalee.melvin@panagenda.com FRST-P3591

January 14th 2026 - January 21st 2026

Device Insights **Connectivity Journey** User Experience **Teams Call List** User Summary Device Summary

In a teams call 35m 55s  
Click here to see live metrics.

Total Calls: 14  
Calls with Issues detected: 2  
Average Duration: 37m 27s  
P2P Calls: 9  
Group Calls: 5  
Primary Audio Device: Poly Sync 20-M 100%  
Primary Video Device: Integrated Webcam 100%  
Average Jitter: 10.6  
Average MOS: 0  
Average Packet Loss: 0.03%

With selected device | User had problems | Others had problems | Managed networks | Unmanaged networks | Low Avg. Wi-Fi | High Avg. CPU | High Avg. Jitter | High Avg. RTT | Monitored devices

Start ↓	Duration	Attendees	User Quality	Others Qu...	Devices U...	Longest U...	Longest U...	Network	Avg. Wi-Fi...	Avg. CPU	Avg. Mem...	Avg. Jitter	Avg. RTT	Teams Ve...
1/21/2026 11:...	01h 02m 29s	ACTIVE AP RM			1	windows	WINDOWS	VPN Users p...	66%	18%	84%	6.6	28ms	26005.204.4...
1/21/2026 10:...	10m 30s	RH RM			1	windows	FRST-P3591	VPN Users p...	56%	24%	88%	5	44ms	26005.204.4...
1/21/2026 9:0...	48m 31s	RH RM			1	windows	FRST-P3591	VPN Users p...	56%	22%	84%	6	45ms	26005.204.4...
1/20/2026 3:...	51m 10s	AP aG aG CC KC +5			1	windows	FRST-P3591	VPN Users p...	57%	16%	82%	7.6	36ms	26005.204.4...
1/20/2026 9:...	01m 00s	RM			1	windows	WINDOWS	VPN Users p...	73%	9%	77%	10.7	38ms	26005.204.4...
1/19/2026 4:0...	26m 29s	KC RM			1	windows	FRST-P3591	VPN Users p...	61%	25%	87%	28	61ms	26005.204.4...
1/19/2026 2:4...	01h 15m 44s	RH RM			1	windows	FRST-P3591	VPN Users p...	66%	24%	85%	5.5	43ms	26005.204.4...
1/19/2026 11:1...	01h 02m 09s	AP RM			1	windows	FRST-P3591	VPN Users p...	69%	25%	85%	9.9	29ms	26005.204.4...
1/19/2026 8:3...	30m 29s	KC RM			1	windows	FRST-P3591	VPN Users p...	62%	24%	85%	17.5	52ms	26005.204.4...
1/16/2026 9:3...	32m 32s	RH RM			1	windows	FRST-P3591	VPN Users p...	72%	22%	79%	6.5	49ms	26005.204.4...
1/16/2026 8:4...	38m 46s	LA RM			1	windows	FRST-P3591	VPN Users p...	67%	24%	80%	49.5	55ms	26005.204.4...
1/15/2026 3:5...	16m 50s	Ext RM			1	windows	FRST-P3591	VPN Users p...	52%	22%	80%	7.8	58ms	26005.204.4...
1/15/2026 3:0...	22m 44s	CS RM			1	windows	FRST-P3591	VPN Users p...	52%	10%	82%	5.0	21ms	26005.204.4...

Data loaded 2 hours ago. Entries: 18



# Improvements: User Experience → Date Picker (cont.)



December 1st 2025 - January 21st 2026 📅

Quick Select ...

< December 2025 January 2026 >

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6						1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28	29	30	31

Cancel Apply

December 1st 2025 - December 22nd 2025 📅

Quick Select ...

< December 2025 January 2026 >

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6						1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28	29	30	31

Cancel Apply

# Improvements: Managed Networks Call Overview



Home > Dashboards > Reports > Managed Networks with Network related Call Issues

Q Search or jump to... ctrl+k ? 📶 👤 ☆ Share ↕

🕒 Last 30 days 🔍 🔄 Refresh ⌵

▲ The following are Managed Networks that have had Calls that indicate network-level problems. [More Information in knowledge base](#)

**% User Calls Impacted**  
2.54%

**Impacted Users Calls**  
183

**Mid Call Failures**  
185

**Setup Failures**  
1

**Firewall Block Exceptions**  
0

**Non-Standard Audio Port**  
0

Current criteria are:

- Calls where more than 2% of Streams showed quality degradation events
- Calls experiencing Call Setup Failure or Mid Call Failure

Note:

- Numbers are aggregated across the selected time range with a max of 14 days
- Numbers are counted as "User Calls"

### Managed Networks that show signs of network-level call issues ⓘ

Network ID	Networkname	Co...	City	User Calls 2 ↓	% Impacted User C... 1 ↓ ⌵ ⌶	Sent Quality Event Ra...	Received Quality Eve...	Setup Failures	Mid Call Failur...	Firewall Block Excepti...
[blurred]	[blurred]	US	[blurred]	2	50% <span style="width: 50%; background-color: orange;"></span>	0%	0%	0	1	0
[blurred]	[blurred]	US	[blurred]	6	33% <span style="width: 33%; background-color: orange;"></span>	0%	0%	0	2	0
[blurred]	[blurred]	US	[blurred]	3	33% <span style="width: 33%; background-color: orange;"></span>	0%	0%	0	1	0
[blurred]	[blurred]	US	[blurred]	12	25% <span style="width: 25%; background-color: orange;"></span>	0%	0%	0	3	0
[blurred]	[blurred]	US	[blurred]	4	25% <span style="width: 25%; background-color: orange;"></span>	0%	0%	0	1	0
[blurred]	[blurred]	US	[blurred]	4	25% <span style="width: 25%; background-color: orange;"></span>	0%	0%	0	1	0
[blurred]	[blurred]	US	[blurred]	5	20% <span style="width: 20%; background-color: blue;"></span>	3%	0%	0	0	0
[blurred]	[blurred]	US	[blurred]	5	20% <span style="width: 20%; background-color: blue;"></span>	0%	0%	0	1	0
[blurred]	[blurred]	US	[blurred]	6	16% <span style="width: 16%; background-color: blue;"></span>	0%	0%	0	1	0
[blurred]	[blurred]	US	[blurred]	6	16% <span style="width: 16%; background-color: blue;"></span>	0%	0%	0	2	0
[blurred]	[blurred]	US	[blurred]	6	16% <span style="width: 16%; background-color: blue;"></span>	0%	0%	0	1	0
[blurred]	[blurred]	US	[blurred]	40	15% <span style="width: 15%; background-color: blue;"></span>	0%	0%	0	6	0
[blurred]	[blurred]	US	[blurred]	23	13% <span style="width: 13%; background-color: blue;"></span>	0%	0%	0	3	0

Columns ⌵ Filters ⌵

Entries: 79

# Improvements: Managed Networks Details



Q Search or jump to... ctrl+k

Home > Dashboards > System > Managed Networks Details

Last 30 days Refresh

Total User Calls	Users	Devices	Teams Versions	Calls not using SATIN	Calls w/ Issues or Insights
12	7	7	3	0	4
Calls w/ CPU Load Problems	Setup Call Failures	Mid Call Failures	Firewall Block Exception	Calls using TCP	Calls w/ non-standard Audio Ports
0	0	3	0	0	0
Calls w/ Jitter Problems	Calls w/ Video Problems	Calls w/ Audio Problems	Calls w/ VBSS Problems	Calls w/ Outdated Wifi	Calls w/ Poor Wifi Signal
2	0	2	0	0	0

Metric Thresholds

- Audio Jitter > 30ms
- Audio Rtt > 200ms
- Audio Loss Rate > 5%
- Video Rtt > 200ms
- Video Loss Rate > 5%
- VBSS Loss Rate > 5%
- Memory > 90%
- Cpu > 90%
- Wi-Fi Signal < 70%

Current criteria are:

- Numbers are aggregated across the selected time range with a max of 14 days
- Numbers are counted as "User Calls"

[More Information in knowledge base](#)

> Timelines (3 panels)

> Different Perspectives (Group by) (4 panels)

> List of User Calls (1 panel)

# Improvements: Managed Networks Details



## ▼ Different Perspectives (Group by)

### Issues By Device Name

SystemName	UPN	SystemProductName	Total Us... ↓ ≡	Issues/Insig...	Video Issues	Audio Issues	ScreenShari...	Audio Jitter	Audio RTT	Audio Loss Rate	Video RTT
STMA-P3591	yadira.redmond@panagenda.com	Precision 3591	6	0	0	0	0	0	0	0	0
LOEM-P3591	avalon.carey@panagenda.com	Precision 3591	2	0	0	0	0	0	0	0	0
FRST-P3591	rosalee.melvin@panagenda.com	Precision 3591	1	1	0	0	0	0	0	0	0
GOFE-L5450	mercy.law@panagenda.com	Latitude 5450	1	0	0	0	0	0	0	0	0
ROJU-P3591	kendal.gay@panagenda.com	Precision 3591	1	0	0	0	0	0	0	0	0
RIVI-P3591	dylan.ambrose@panagenda.com	Precision 3591	1	0	0	0	0	0	0	0	0
KUHE-L5550	craig.chaney@panagenda.com	Latitude 5550	1	0	0	0	0	0	0	0	0

## ▼ List of User Calls

### List of all Calls on the selected Network

Call Start	Issue(s) ↓	UPN	Avg. Audio Jitter	Max. Audio Jitter	Avg. Audio Loss Rate	Max. Audio Loss Rate	Avg. Video Rtt	Max. Video Rtt ≡	Avg. Video Loss R...	Max. Video
12/30/2025 10:32:00 AM	Poor Wi-Fi Signal	dylan.ambrose@panagenda.com	6.3	6.4	0% <div style="width: 100%;"></div>	0% <div style="width: 100%;"></div>	19	20	0% <div style="width: 100%;"></div>	0% <div style="width: 100%;"></div>
12/30/2025 10:16:00 AM	Outdated Wi-Fi Detected	avalon.carey@panagenda.com	26.5	28.6	0% <div style="width: 100%;"></div>	0% <div style="width: 100%;"></div>	44.1	54	0% <div style="width: 100%;"></div>	0% <div style="width: 100%;"></div>
12/23/2025 10:16:00 AM	Outdated Wi-Fi Detected	avalon.carey@panagenda.com	9.5	10.9	0% <div style="width: 100%;"></div>	0% <div style="width: 100%;"></div>	31.5	42	0% <div style="width: 100%;"></div>	0% <div style="width: 100%;"></div>
12/23/2025 9:00:30 AM	Non-Standard Audio Port(s)	rosalee.melvin@panagenda.com	7.1	7.9	0% <div style="width: 100%;"></div>	0% <div style="width: 100%;"></div>				

# Improvements: WiFi Network Analysis

Home > Dashboards > Reports > Substandard WiFi Networks for Teams Calls

Search or jump to...  ctrl+k

Show Users with Scores Below  Show Users with more than x Calls  Max # of Users to Show

Last 30 days  Refresh

Individual User List

Users Using Substandard Wifi Networks for Teams Calls

Display Name	UPN	Title	Device Name	TrueDEM® Wifi Score ↑	# Calls on S...	SSID	% of Calls	Department
Rosalee Melvin	rosalee.melvin@panagenda.com	Product Manager & Senior Co...	FRST-P3591	42	52	MeshingAround	100	OE & GL Product
Ambrose Dylan	dylan.ambrose@panagenda.co...	Senior Software Engineer	RIVI-P3591	62	41	Freebox-757C56	100	OE & GL & IFA Development
Kemp Cain	cain.kemp@panagenda.com	Head of Solution Consulting	ADCH-P3591	77		Buettgenbadler2024	100	Solution Consulting



Home > Dashboards > System > All Calls on WiFi for Single User

Search or jump to...  ctrl+k

Last 30 days  Refresh

Summary Level for User: Rosalee Melvin

Summary Detail for Calls on WiFi for Selected User

Group	Call Start	Duration	Device Name	TrueDEM WiFi Score	OS WiFi Score Volatility	RSSI Volatility	Rec. Volatility	Send Volatility	RSSI
MeshingAround (50)			50	42	7%	1%	16%	6%	-67.6
	12/23/2025 9:00:30 AM	0h 00m	FRST-P3591	80	0%	0%	11%	0%	-65.3
	1/7/2026 9:01:00 AM	0h 00m	FRST-P3591	78	0%	0%	0%	0%	-66
	1/7/2026 10:37:30 AM	1h 05m	FRST-P3591	34	15%	0%	8%	5%	-66.7
	1/7/2026 3:04:00 PM	0h 24m	FRST-P3591	35	14%	0%	10%	4%	-66.6
	1/7/2026 3:32:00 PM	0h 45m	FRST-P3591	31	8%	0%	9%	4%	-66.3
	1/8/2026 9:00:30 AM	0h 01m	FRST-P3591	70	4%	0%	12%	0%	-69

## Agent

### Public Enterprise Channel

- Windows: 1.25.4 (*week 49 – 2025*)
- macOS: 1.0.28 (*Week 50 – 2025*)

### Insider Channel

- Windows: 1.25.6 (*Week 49 – 2025*)
- macOS: 1.1.1 (*Week 2 – 2026*)

<https://www.panagenda.com/kbase/display/OE/Release+Notes+TrueDEM>

- We strongly recommend enabling the TrueDEM Insider Channel for a small, representative user group across IT and business roles.
- This early-access ring ensures new agent capabilities are validated in your real environment, before broad rollout, helping detect compatibility issues early, such as security tools, AppLocker rules, GPOs, or device-specific configurations
- By piloting with both technical and everyday users, organizations gain confidence, reduce rollout risks, and ensure a smooth, reliable experience for the entire workforce.

<https://www.panagenda.com/kbase/display/OE/Insider+Channel+Setup>

A white ladder with blue caps on the rungs is leaning against a white, modern staircase. The scene is brightly lit, creating soft shadows and a clean, minimalist aesthetic.

# TrueDEM Agent Consent update

Upgrade Your Time

# Upcoming - New TrueDEM Exchange Online Tests



## Reasons for the update:

- Microsoft changed a lot (more scopes/more granular)
- Deprecation of Exchange Web Services
- New EXO Tests

API	Type	Permission	Description
Microsoft Graph	Delegated	<b>Mail.Read.Shared</b>	Allows the app to open shared mailboxes for the user (if applicable)
Microsoft Graph	Delegated	<b>MailRead.Basic</b>	Read mail headers via the graph API. <b>Note:</b> Message bodies, message preview and attachments <u>are not allowed</u> to be read.
Microsoft Graph	Delegated	<b>MailboxSettings.Read</b>	Allows the app to read the user's mailbox configuration
Office 365 Search Service	Delegated	<b>https://outlook-tdf.office.com/search/Files.Read</b>	Read Only Access to Copilot results and the Microsoft 365 Substrate
Microsoft Graph	Delegated	<b>Calendars.Read</b>	To access the user calendar

# Consents - Enterprise App: OfficeExpert TrueDEM Agent



OfficeExpert TrueDEM Agent | Overview ...  
Enterprise Application

Overview

Deployment Plan

Diagnose and solve problems

Manage

Security

Activity

### Properties

Name ⓘ  
OfficeExpert TrueDEM Agent

Application ID ⓘ  
5b458b0e-c165-4352-8e48-...

Object ID ⓘ  
442e58af-7f28-405a-b4d4-...



Microsoft

### Permissions requested

Review for your organization

OfficeExpert TrueDEM Agent  
panagenda Inc

This app would like to:

- Read user files and files shared with user
- Read user mailbox settings
- Read user calendars
- Read user and shared mail
- Read user basic mail
- View users' basic profile
- Maintain access to data you have given it access to

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel Accept



Microsoft Graph	<a href="#">MailboxSettings.Read</a>	Read user mailbox settings	Delegated
Microsoft Graph	<a href="#">Calendars.Read</a>	Read user calendars	Delegated
Microsoft Graph	<a href="#">Mail.Read.Shared</a>	Read user and shared mail	Delegated
Microsoft Graph	<a href="#">Mail.ReadBasic</a>	Read user basic mail	Delegated
Office 365 Search Service (1)			
Office 365 Search Service	<a href="#">Files.Read</a>	Read user files and files shared with user	Delegated

# Customer Use Case



# Customer Situation



## Situation

A group of users regularly utilized a meeting room equipped with the Insta360 Link 2 device. The majority of users frequently reported poor outbound video quality when using the meeting room. For the user itself the video looked fine but for all participant in the call, it was really bad.

TrueDEM:

- Yes , Outbound Video was detected by TrueDEM as „Degraded“

Impact of issues				
Attendees impacting others ⓘ				
Display Name ⓘ	Teams Bot ⓘ	MediaType ⓘ	SegmentQuality ⓘ	Direction
	-	Video	Impacted	Send
	-	Video	Impacted	Send
	-	Video	Impacted	Send
	-	Video	Degraded	Send
	-	Screen sharing	Degraded	Send

# bandwidthLowEventRatio



- On „Video Streams“ section , the following has been noticed ...

CallerDisplayName	SegmentQuality	Direction	Tag	networkTransport	Codec	packetUtilization	DegradedArray	ImpactedArray	averageVideoFrameRate	bandwidthLowEventRatio
	Degraded	Send	main-video	udp	h264 hw	1582	["averageVideoFrameRate"]	["lowVideoProces...]	1.28	0.990
	Degraded	Send	main-video	udp	h264 hw	1582	["averageVideoFrameRate"]	["lowVideoProces...]	1.28	0.990
	Degraded	Send	main-video	udp	h264 hw	1582	["averageVideoFrameRate"]	["lowVideoProces...]	1.28	0.990
	Impacted	Send	main-video	udp	h264 hw	167193	null	["lowVideoProces...]	29.6	0
	Impacted	Send	main-video	udp	h264 hw	142835	null	["lowVideoProces...]	26.8	0
	Impacted	Send	main-video	udp	h264 hw	176382	null	["lowVideoProces...]	29.3	0

## bandwidthLowEventRatio

<https://learn.microsoft.com/en-us/graph/api/resources/callrecords-networkinfo?view=graph-rest-1.0>

*Clearly, 99% of the time, the endpoint detected the available bandwidth was low enough to cause poor quality*

# Framerate; Bitrate and number of Packets sent

- Real Time Data of the affected User



- Inbound Framerate and Video RTT was just fine
- Outbound Framerate was below 2 and even dropped further during VBSS
- Almost no Packets sent results in very low Bitrate
- GPU was used (h264hw)
- CPU or Device Metrics did not show any significant problems

*So, ...something happened on the local Device or Network*

# Additional Metrics

## Additional metrics from TAC – focusing on outbound video only:

- *OutboundStream\_Network\_Utilization\_BandwidthEst=62571*
- *OutboundStream\_Network\_Utilization\_BandwidthEstMin=61608*
- *OutboundStream\_Network\_Utilization\_BandwidthEstAvge=62571*

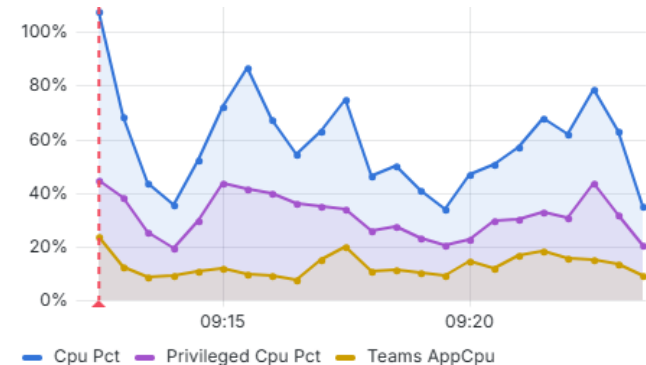
**62 kbps !**

## Why does the Bandwidth Estimator suggest only 62kbps for video?

- Represents the bandwidth that Teams believe the network can currently reliably support atm.
- Kind of Confidence Level Indicator
- A Signal used by the adaptive behavior of Teams
- Video tends to recover slower (has lowest priority)

# Influencing factors

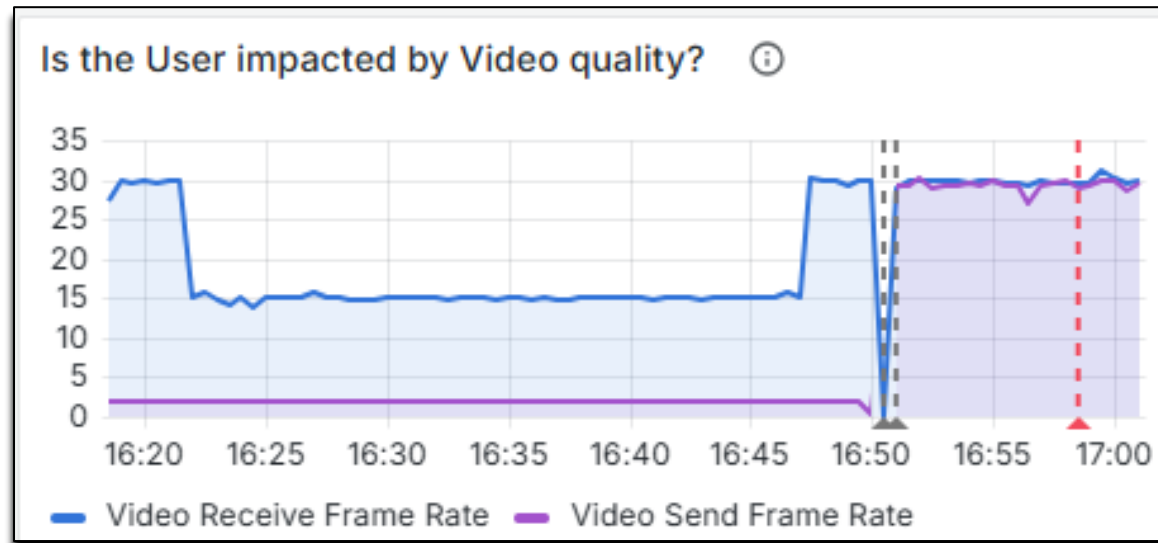
- **CPU** was not the bottleneck
- **GPU** was not the bottleneck ; (correct codec used)
- **Camera Device** – was not the problem
  - Video\_SendCameraLatencyMs=6.234704 --> 6,2ms
  - Video\_SendCameraFramerate=29,913368 --> camera captured and sent it to teams with 29fps
- **Policies** – was ok
  - *MediaLine\_AppliedBandwidthLimit = 2000000 → 20 Mbps*
  - *MediaLine\_AppliedBandwidthSource = PreferenceValue → via Policy*
- **Network**
  - 1Gbps – Ethernet connection
  - Low Video RTT
  - No packet Loss



**Result: Some misconfiguration and missing QoS settings on the Network have been identified**

# How to resolve?

- This Case: Talk to Network Team; Teams Client Update
- In General:  
In most cases the user can resolve it by leaving and re-joining the meeting  
→ Bandwidth Estimator resets the state and re-evaluate everything again



# QUESTIONS?



WEBINAR Series



# Getting the Best of TrueDEM March 2026

Product updates and more

March 3<sup>rd</sup>, 2026 | 16:00 CET | 10:00 am EST



Product Management & Consulting Team

*panagenda*



**THANK YOU!**