Troubleshoot Webex Room Device Check-In and Check-Out Feature Behavior with OBTP and People Presence Detection

Contents

Issue

The check-in and check-out options for room booking were not appearing consistently on Webex Room devices before joining meetings and after ending calls. The feature was intermittently displayed, with the options not appearing on all Microsoft Teams meetings scheduled via Cloud Video Interop (CVI). When testing the room booking check-in/check-out functionality using the configuration guide, the expected check-in button did not appear 5 minutes before scheduled meetings, and the check-out option was missing after some meetings ended, even though the proper configuration settings were enabled.

Environment

- Cisco Room Kit running RoomOS 11.34.1.2 (stable channel)
- Cisco Room Navigator (Inside placement, direct connection)
- Device configured in shared mode (Workspace).
- Microsoft Teams meetings scheduled via CVI with OBTP (One Button to Push).
- Scheduling enabled with Webex meeting site integration.
- Hot desking disabled.
- People presence detection enabled.

Resolution

The check-in and check-out feature behavior depends on several factors including OBTP presence, Room Navigator placement, people presence detection, and meeting duration. The resolution involved understanding the feature logic and testing under specific conditions.

Configuration Verification

Verify these configuration settings are properly enabled:

```
*c xConfiguration Bookings CheckIn Enabled: True
*c xConfiguration Bookings CheckIn WindowDuration: 10
*c xConfiguration Bookings AllowDecline: All
```

Check-In Feature Behavior

The check-in button behavior follows specific rules based on meeting type and Room Navigator placement:

- **For meetings with OBTP enabled:** Check-in button appears only on outside Room Navigator devices, not on inside Room Navigator devices.
- **For meetings without OBTP:** Check-in button appears on both inside and outside Room Navigator devices.
- **Auto check-in triggers:** The device automatically checks in when people presence is detected, when joining a call, or when screen sharing starts.

Check-Out Feature Behavior

The check-out option appears based on meeting duration and people presence:

- **Meeting duration requirement:** Check-out option appears only for meetings lasting 5 minutes or longer.
- **Early meeting termination:** If a meeting is ended before 5 minutes, no check-out option is displayed.
- **People presence impact:** When people presence is detected during a meeting, the device can auto-check-in, affecting check-out behavior.

Testing Procedure for Check-Out Functionality

To verify check-out functionality, follow these specific steps:

Step 1: Schedule a **Microsoft Teams meeting** with OBTP for 20 minutes or longer.

Step 2: Wait for the join button to appear on the device.

Step 3: Enter the **meeting room** and join the **meeting** via OBTP.

Step 4: Stay in the meeting for at least 5 minutes.

Step 5: Disconnect the **meeting** from the endpoint at the 6th minute.

Step 6: Verify that the check-out option appears after disconnecting.

People Presence Detection Impact

People presence detection affects the feature behavior as shown in the logs:

```
2025-11-27T12:39:12.062+10:00 main[2275]: PeoplePresence I: setPeoplePresence state:No --> Yes  reason:
```

When people presence is detected, the device automatically checks in, which can prevent manual check-out options from appearing.

Cause

The inconsistent behavior was due to the complex logic governing the check-in and check-out feature, which depends on multiple factors:

- **OBTP presence:** Check-in buttons only appear on outside Room Navigator devices when OBTP is enabled in the meeting invite.
- **People presence detection:** Automatic check-in occurs when people are detected in the room, preventing manual check-out options.
- **Meeting duration:** Check-out options only appear for meetings lasting 5 minutes or longer.
- **Room Navigator placement:** Inside-only Room Navigator configurations limit check-in visibility for OBTP-enabled meetings.

Related Content

- Enable room booking for shared mode devices
- Room Kit Administration Guide