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Microsoft Teams Rooms with Cisco Devices

Microsoft Teams Rooms with Cisco Devices User Guide

Contents

Microsoft Teams Rooms with Cisco Devices

How to perform a factory reset on your Cisco Device
When transitioning existing Cisco Devices deployed in the Cisco Rooms experience to the Microsoft Teams Rooms experience a factory reset is recommended

Before you begin

1. If you've already registered on the Microsoft Teams admin center a factory rest is recommended.

   This is required for several reasons:

   - Clear configurations for Meeting team room setup
   - Compatibility assurance
   - Optimal performance
   - Issue/error resolution
   - Security enhancement

2. Ensure you've read the requirements article. If you are unable to sign in on your Room Navigator, check your device settings in Intune, before signing in again.

3. Read this article for more information on Microsoft authentication and Intune.

Factory reset steps

1. To open the settings menu:
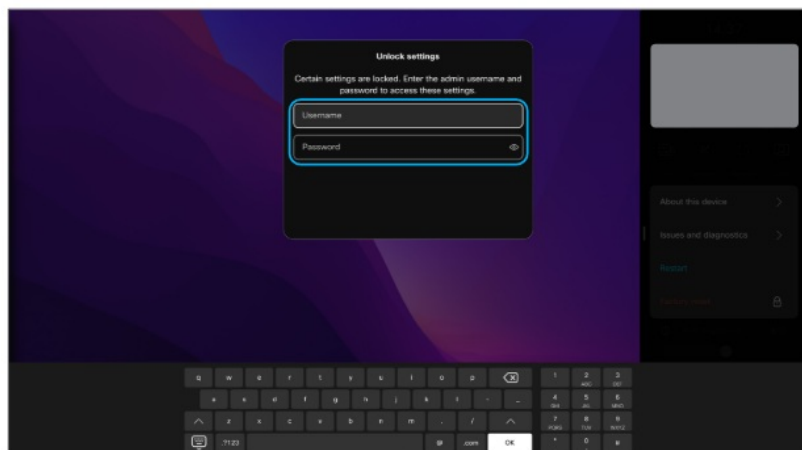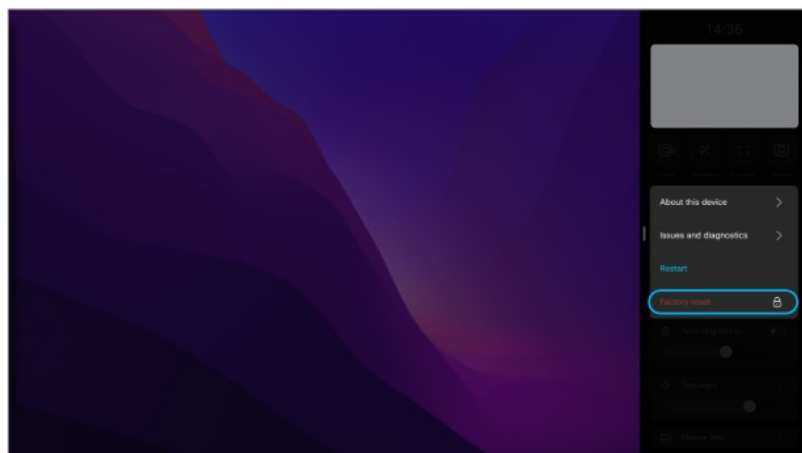
   Board, desk series:

   Swipe from the right side of the screen or tap the button to open the control panel. Then tap ' Device info'.

   Room series:

   Tap the button on the upper right corner of your touch controller's home screen, to open the control panel. Then tap 'Device settings'.

2. From the device info menu select 'Factory reset'.

3. Within your device info menu, a 'lock symbol' indicates restricted access, typically requiring administrator authorization via Control Hub.

4. If the 'Factory reset' option appears locked, simply contact the administrator to unlock it or if you have administrator access you can unlock the settings.

5. Enter your admin 'Username' and 'Password'.

6. 'Are you sure you want to reset this device?' will appear on your screen.

7. Tap 'Reset'.

8. Your device will factory restart, returning to default settings.

9. If you don't have a 'lock symbol' next to 'Factory reset' tap the option and your device will factory restart.

Product Information

Specifications

- **Product Name**: Microsoft Teams Rooms with Cisco Devices
- **Manufacturer:** Cisco
- **Functionality:** Factory reset for transitioning from Cisco Rooms to Microsoft Teams Rooms

Frequently Asked Questions (FAQ)

Q: Why is a factory reset recommended when transitioning Cisco Devices to Microsoft Teams Rooms?
A: A factory reset ensures that the device is cleared of previous configurations and settings, allowing for a seamless transition to the new environment.

Q: What should I do if I encounter issues with unlocking the 'Factory reset' option?
A: If the option is locked, contact your administrator for assistance in unlocking it or use your administrator credentials to access the settings.

Documents / Resources

	CISCO Microsoft Teams Rooms with Cisco Devices [pdf] User Guide Microsoft Teams Rooms with Cisco Devices, Teams Rooms with Cisco Devices, Rooms with Cisco Devices, Cisco Devices, Devices
	CISCO Microsoft Teams Rooms with Cisco Devices [pdf] User Guide Microsoft Teams Rooms with Cisco Devices, Microsoft Teams Rooms with Cisco Devices, Teams Rooms with Cisco Devices, with Cisco Devices, Cisco Devices, Devices

References

- **User Manual**