

# 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 reset is recommended.  
This is required for several reasons:
  - Clear configurations for Meeting Teams 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 your 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.

