Create Replacement for Slow Touch Panels CS-T10-TS

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Introduction

This document describes how to create a replacement for slow touch panels CS-T10-TS affected by the Field Notice: FN74039 (if purchased after October 2022).

Background Information

Cisco has identified user interaction performance issues in a specific batch of Cisco Room Navigators while running Microsoft Teams Rooms (MTR), such as slow performance on the menu and call control.

The Navigator in MTR mode responds very slowly. Trying to swipe from the right in order to bring up device settings can sometimes take a good 4-5 seconds for the device to respond.

This issue does not impact customers who are using Cisco Room Navigator to run Cisco RoomOS with Cisco Webex Software, Cisco Unified Communications Manager (Unified CM), Cloud Video Interop (CVI) for Microsoft Teams, or Web Real-Time Communications (WebRTC).

https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html

https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961

Problem

Right-swiping to the control menu on Cisco Room Navigators can take up to 4-5 seconds, and actions in the Microsoft Teams Rooms application while using Cisco Room Navigators can take a substantial amount of time to respond. This condition can occur when Cisco Room Navigators are used for the first time, when they are rebooted, or after they have been dormant.

Workaround/Solution

If symptoms on an affected Cisco Room Navigator substantially degrade the end-user experience, it is recommended to replace the device with the most current Cisco Room Navigator version, which improves the user experience.

There can be a slight color difference between earlier versions and the most current version of Cisco Room Navigator.

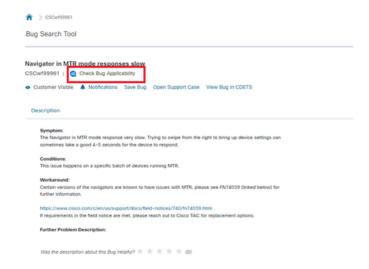
The replacement product identifiers (PIDs) for this Field Notice are applied when replacement orders are created. One of these PIDs are used for the replacement:

- CS-T10-TS-L-K9= (table-stand Navigator)
- CS-T10-WM-L-K9= (wall-mount Navigator)

Replace the Touch Panels

Step 1. Access this Bug link and click Check Bug Applicability:

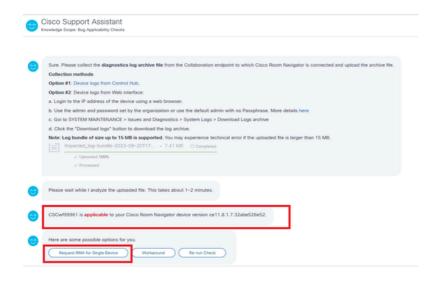
https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961



Step 2. Upload the log bundle from the MTR-enabled Endpoint.



Step 3. The log parser parses the log bundle and confirms if touch panels are affected or not.



Step 4. Create the replacement RMA and generate the number.



You now receive a Service Request and a Replacement RMA number.