Fix RoomOS MTR Audio Issues on Teams Admin Agent Version 830 (CSCwv75587)

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Issue

RoomOS devices in MTR mode running Microsoft Teams Admin Agent version 830 have intermittent, but consistent audio issues. These issues get worse over time until the endpoint is rebooted, which briefly resolves it.

The issue can be described as intermittent bidirectional audio failures, one-way audio, no audio, or no sound from far end. The microphone lights cannot illuminate during Teams calls, and participants cannot hear room audio or be heard by the room occupants.

Environment

- Microsoft Teams Rooms (MTR) deployment
- Microsoft Teams Admin Agent version 830 (1.0.0.202606082157.product)
- Any RoomOS device

Resolution

Check xstatus and confirm the affected endpoint is on TeamsAdminAgent 830.

```
*s MicrosoftTeams Software VersionCode TeamsAdminAgent: "830"
```

Check the MTR release notes to see if version 856 is released yet with a fix for this issue.

https://learn.microsoft.com/en-us/microsoftteams/devices/certified-device-apps?tabs=Agent

The fixed version is already out as of September 2026, so you can upgrade the endpoints from Teams Admin Center:

1. Navigate to Microsoft Admin Teams > **Teams Devices** > **Microsoft Teams Rooms on Android**.
2. Check all the devices and click **Update**, then manually update to the latest Teams Admin Agent.

If you do not want to upgrade, the fix is to reset the MTR container. This is not a full factory reset, but the Microsoft account is logged out and the user has to re-onboard with MTR on both the codec and Navigator. This brings the TeamsAdminAgent back down to version 820 which is not affected:

1. On each affected device run **xCommand MicrosoftTeams Reset** via SSH or the Developer API tab in the GUI.
2. Go through onboarding again (for example, Microsoft Device Log In) with the activation codes on the display and navigator.

Cause

The issue is caused by Cisco Bug ID CSCwv75587, which affects MTR devices running Microsoft Teams Admin Agent version 830.

The permanent fix for this issue is available in Microsoft Admin Agent version 856.

Related Content

- Microsoft Teams Rooms Release Notes
- Microsoft Teams Certified Hardware for Android
- Cisco Technical Support & Downloads