Maintenance

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Reboot the phone

At times, you may need to manually reboot the phone.

Procedure

Step 1   Press and hold the **Power** button.

Step 2   Tap **Restart** ↻.

Factory default settings

If necessary, you can restore the factory default settings of the phone.

Note   If you perform a factory reset, the phone software stays on the latest installed version.

We recommend that you enroll your phones through an Enterprise Mobility Management (EMM) application so that you are the Device Owner and you can factory reset the phones through the EMM application.

However, if you do not enroll the phones in an EMM application, you can restore a phone to the factory defaults using the following methods:

- If you're able to boot the phone, use the phone **Settings** method.
- If you're not able to boot the phone, use the recovery mode method.

Reset to factory default through the phone settings

If the phone is not enrolled in an Enterprise Mobility Management (EMM) application, you can restore the factory default settings of the phone through the **Settings** on the phone.

⚠️

Caution   If the phone has a Google account or other device ownership, then it has factory wipe protection which prevents the wipe of certain account details. You must have the Google account information to access the phone after you restore factory defaults.

Procedure

Step 1   Access the **Settings** ⚙ app.

Step 2   Tap **System**.

Step 3   Select **Advanced** > **Reset options**.

Step 4   Tap **Erase all data (factory reset)**.

Step 5   Tap **Erase all data**.

Step 6   Tap **Erase all data**.

Restore to factory default through recovery mode

You can restore the factory default settings of the phone through recovery mode. However, it is best to follow these steps as a last resort and only if:

- The phone is not enrolled in an Enterprise Mobility Management (EMM) application.

- You can't boot the phone to access the **Settings**.

- The phone user has not signed in to a unique Google account.

⚠️

Caution   If you use recovery mode to reset the factory defaults of a phone that had been signed in to a unique Google account, you will need the Google account and password. You must work with the phone user, Google account owner, and Google to reset the phone.

Procedure

Step 1   Press and hold the **Power** button.

Step 2   Tap **Power off**.

Step 3   Press and hold the red **Emergency** button and press hold the **Power** button until the phone vibrates, then release the **Power** button. Continue to hold the **Emergency** button.

Step 4   Once the bootloader screen is displayed, release the red **Emergency** button.

Step 5	Press the **Volume down** button until **Recovery mode** displays.
Step 6	Press the **Power** button to select **Recovery mode**.
	The phone restarts and returns to a new screen that displays the Android icon.
Step 7	Press and hold the **Power** button, then quickly press and release the **Volume up** button to enter the **Recovery Menu** screen.
Step 8	When the **Recovery Menu** displays, release the **Power** button.
Step 9	Press the **Volume down** button to highlight **Wipe data/factory reset**.
Step 10	Press the **Power** button to select **Wipe data/factory reset**.
Step 11	Press the **Volume down** button to highlight **Factory data reset**.
Step 12	Press the **Power button** to select **Factory data reset**.
Step 13	When **Reboot system now** is highlighted, press the **Power** button.

Cisco app software updates

To upgrade the Cisco app software, use one of these methods:

• Install the latest signed software COP file to the Cisco Unified Communications Manager.

✎

Note After you upload the COP file, the phone prompts the user to reboot and apply the new software, unless you enabled the **Reboot immediately after downloading software updates** option in the **Product Specific Configuration Layout** pane.

• Copy the extracted firmware ZIP files contents to the HTTP (port 6970) load server defined in the **Product Specific Configuration Layout** pane. Then, update the device default or individual phone load within Cisco Unified Communications Manager, so that the phone upgrades after it is restarted.

Related Topics

Load the COP files to Cisco Unified Communications Manager
Product Specific Configuration Layout fields