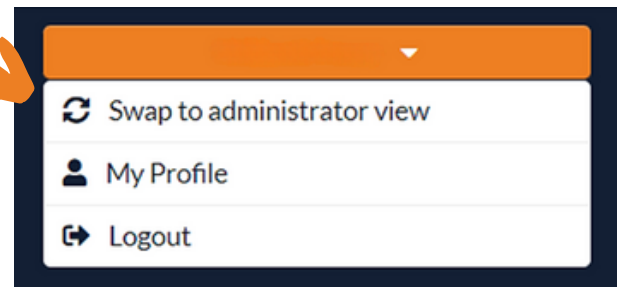


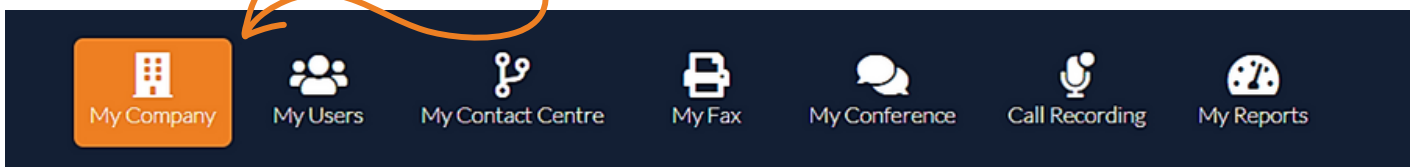
Resetting your device (Yealink W60/W70)

1.) Login to the universe portal using this web address: <https://selfcare.thisisuniverse.io>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**

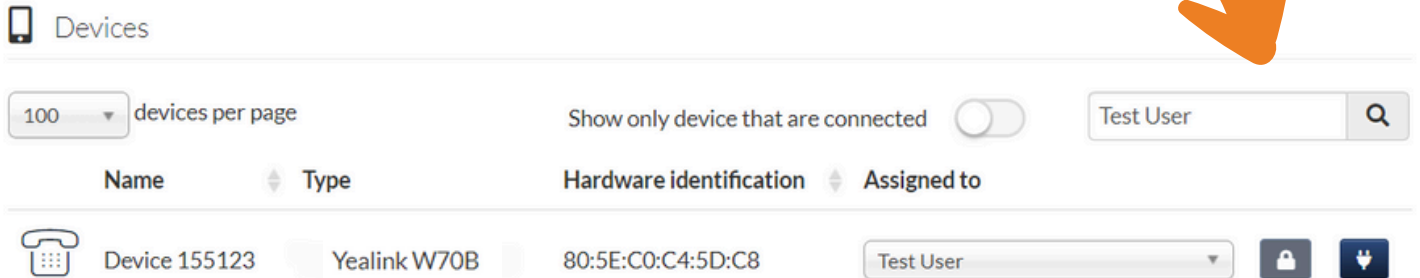


3.) Select **"My Company"** from the top menu bar



4.) Select **"Devices"** from the left menu bar

5.) You can either scroll through all of the devices and find the device you are resetting or search the User's name here

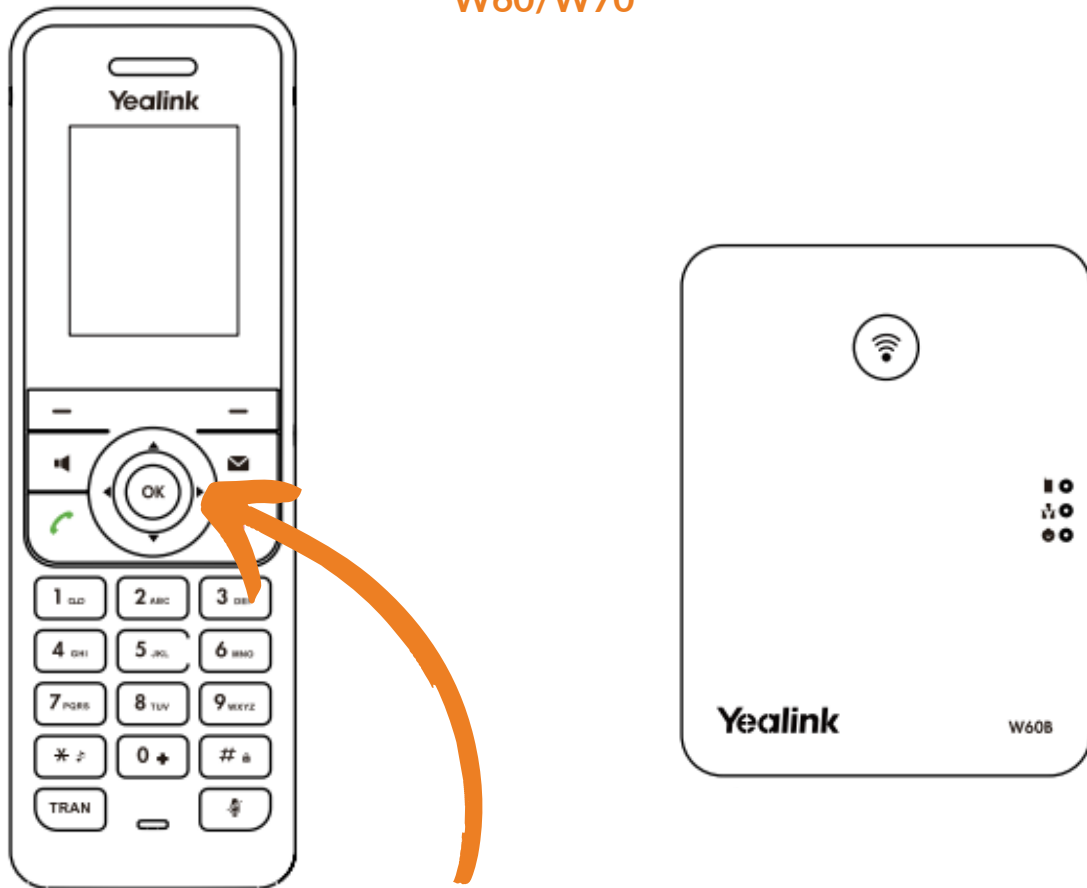


6.) If you are unsure about which device it is that you are resetting you can simply look at the back of the handset and match up the MAC address to the “**Hardware identification**” here



7.) You need to select this provisioning button here before resetting the device. This will make sure that once reset, it will reconfigure to your phone system and it will remain on for 30 minutes for you to complete the reset.

W60/W70



8.) Press the middle “OK” button and then Select the “Settings” Cog 

9.) Scroll down using the down key until you reach the “System settings” option and select “OK”

10.) Find the “Base Reset” Option and select this

11.) It will ask you to “input a pin. This will have been set up on your Install, most of the time they are simple pins such as 1234, 0000, 1111, 4321

12.) Once your pin has been accepted click “Reset to factory” and wait for it to reboot and reinitialize. This can take a few minutes to complete and re-sync.

If you have any questions or problems resetting your device please get in touch and a member of our faults team will be able to assist you

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faults@firstcomeurope.co.uk