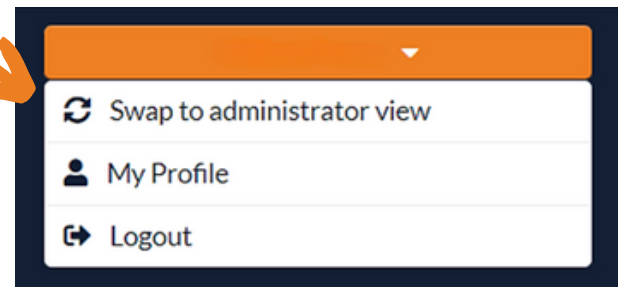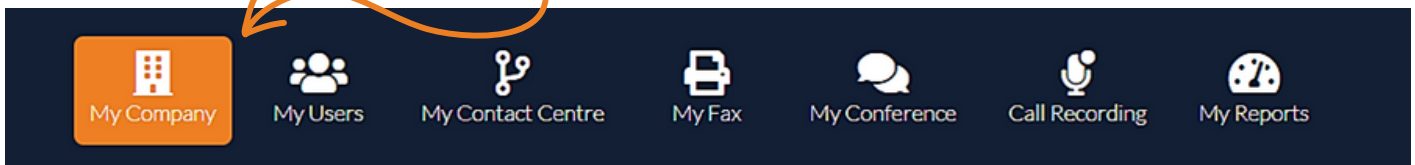# Resetting your device (Yealink T54)

1.) Login to the universe portal (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"**

↻	Swap to administrator view
👤	My Profile
➡	Logout

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

| 🏢 My Company | 👥 My Users | My Contact Centre | 🖨 My Fax | 💬 My Conference | 🎤 Call Recording | My Reports |

🏢 My Company

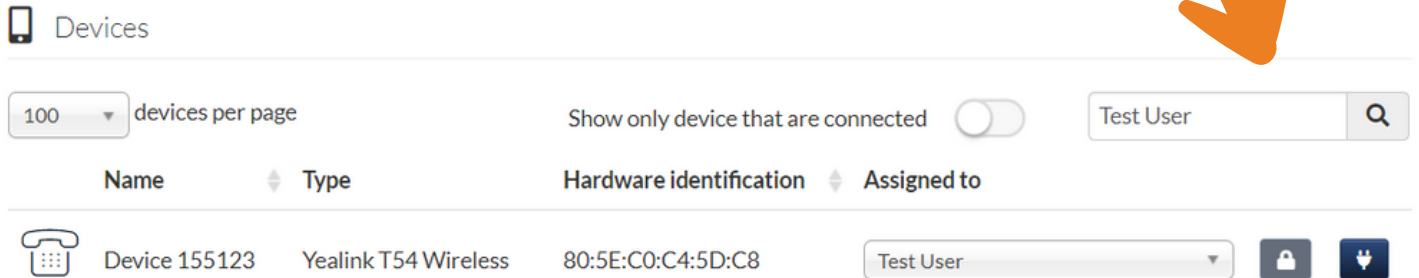| PRODUCTS	🏷
DEPARTMENTS	☰

Resources

| NUMBERS	📞
DEVICES	📱

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

 Devices

100 ▾ devices per page		Show only device that are connected ⬤	Test User 🔍
Name ⇕	Type	Hardware identification ⇕	Assigned to
☎ Device 155123	Yealink T54 Wireless	80:5E:C0:C4:5D:C8	Test User ▾ 🔒 🔌

6.) If your 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
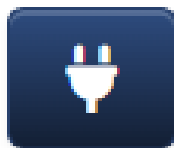
7.) You need to select this provisioning button here before resetting the device. This will make sure once reset it will reconfigure to your phone system, it will remain on for 30 minutes for you to complete the reset.
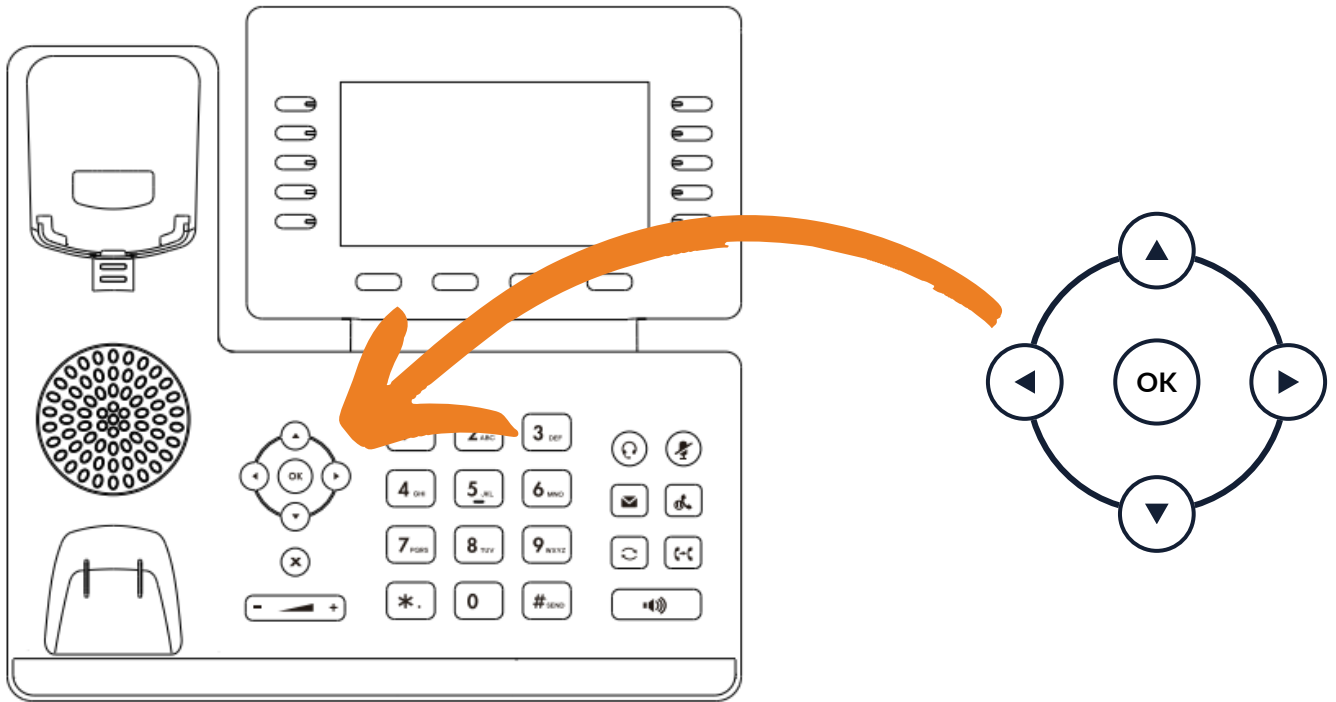
8.) Press and hold the OK button shown on the diagram above until your screen shows a message asking if you want to factory reset the device.

Click OK again to reset it 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

0333 023 7000
faults@firstcomeurope.co.uk