

Technical Bulletin CS-20-10

Zero-Touch and RMA Considerations for Versity

This technical bulletin explains how customers should handle Versity handsets that need to be returned for repair that have been setup using Zero-Touch.



Note

Zero-touch enrollment is a streamlined process for Android devices to be provisioned for enterprise management. On first boot, devices check to see if they've been assigned an enterprise configuration. If so, the device initiates the fully managed device provisioning method and downloads the correct device policy controller app, which then completes setup of the managed device.

<https://www.android.com/enterprise/enrollment/>

System Affected

All Versity handset models

Description

Devices sent back to Spectralink for return or repair should be 'De-registered' from the Zero-Touch site. This is to ensure the link that is created between the device and the database is no longer active and will not block the device from being used in the future, once repaired.

It is necessary for the end customer, or device owner, to perform these steps unless the end customer has delegated responsibility in the Zero-Touch site by adding a Reseller. Spectralink can be added as the Reseller, or another company that has Google permission can be added by the customer. It's important to note that should a customer want Spectralink to manage this process on their behalf that there may be an additional charge depending on your current maintenance contract level.

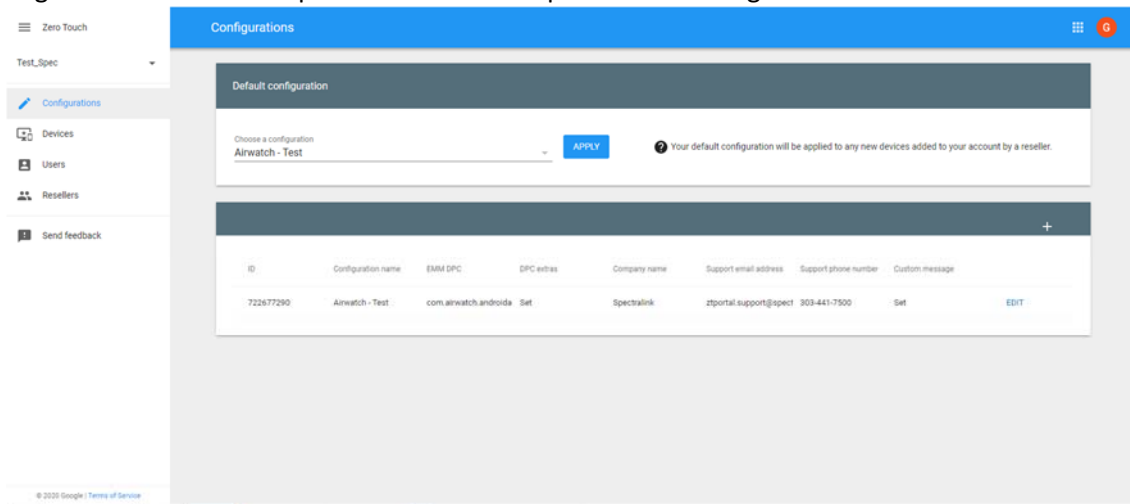


Note

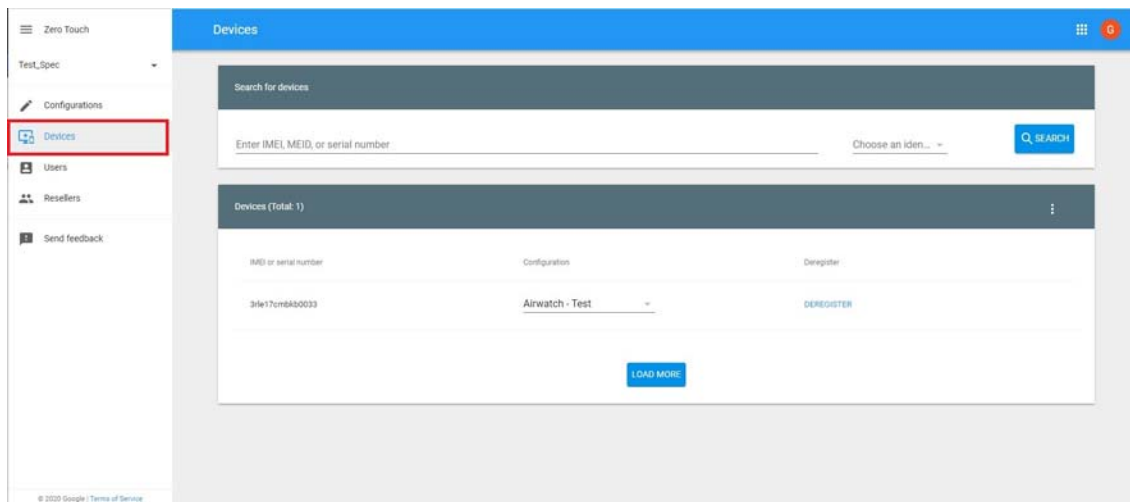
Questions regarding the following process should be sent to the following email address: Spectralink.AZT-Manager@spectralink.com

Log into the Zero-Touch Admin Site

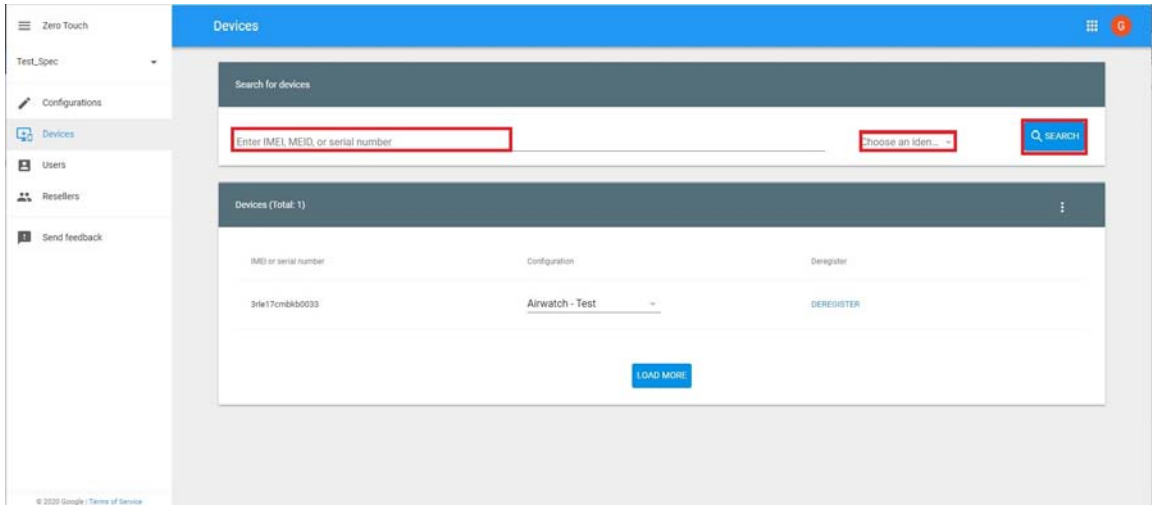
1. Log into the Zero-Touch portal. This should open to the 'Configurations' area



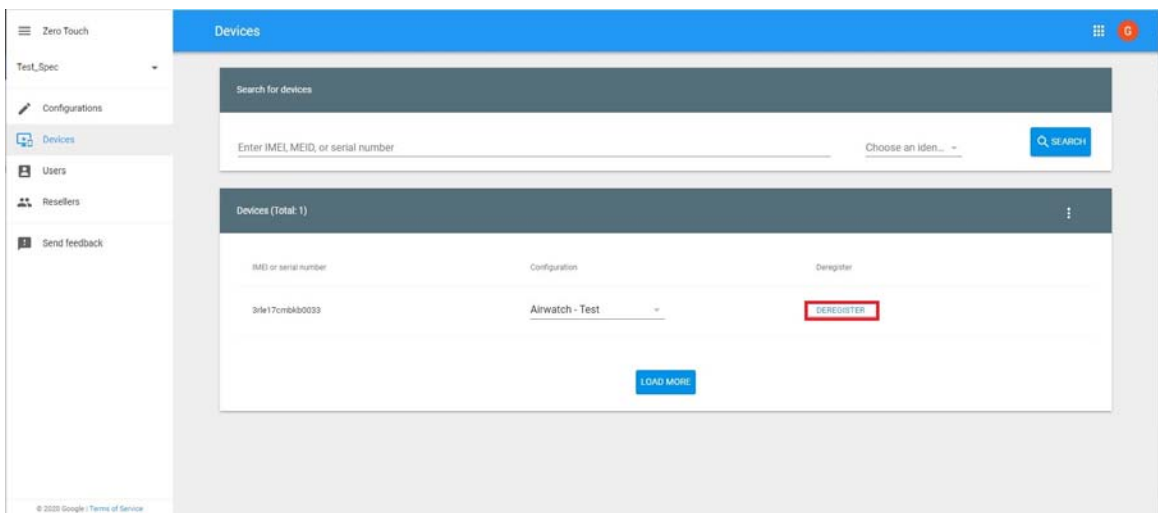
2. Select 'Devices' from the left-hand navigation pane.



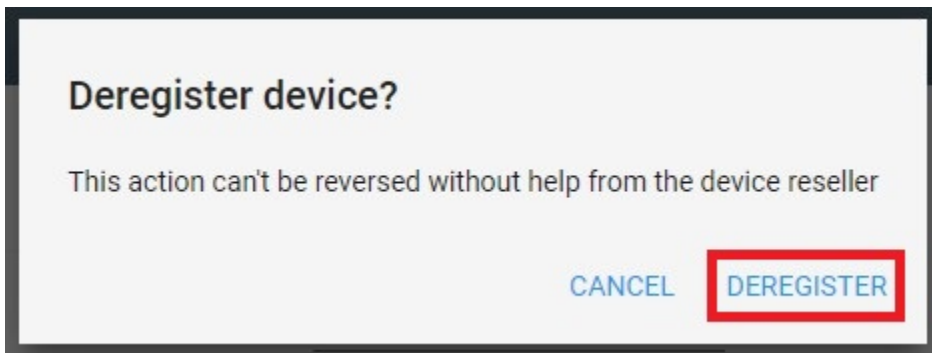
3. If you do not see the device in the list, or have many devices, you can use the 'Search' field to look for the device. Simply enter the serial number or other identifier listed, and select what criteria it is (IMEA, Serial, etc.), then hit the 'Search' button. It should pull up the device you are looking for.



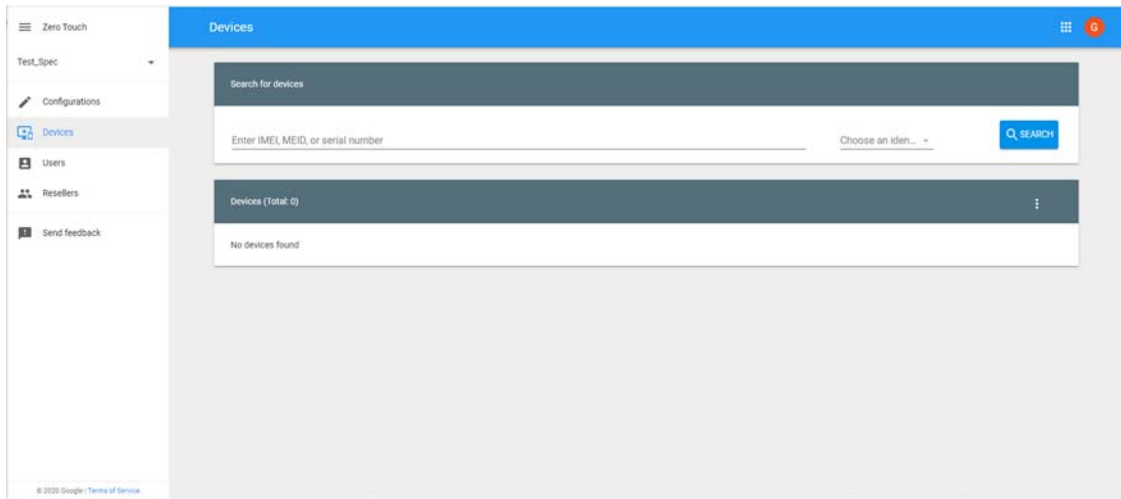
4. When you see the device listed, you should simply be able to select the 'DEREGISTER' link in the 'Deregister' column.



5. You will receive a pop-up asking to confirm the action. Select 'Deregister' to continue.



6. This will automatically bring you back to the device list. The device selected should have disappeared from the list, although the reseller should be able to re-add the device if needed.



You should now be able to return the device to Spectralink or other repair depot without any problems and the device should not be 'Locked' to the configuration that it had when listed.

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