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Migration & Installation Guide

FOR TEAMS GO

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FOR TEAMS GO

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INTRODUCTION

This document describes the steps on how to upgrade your current CTOUCH 2Meet Skype for Business to a For Teams Go. The document is divided into 3 sections:

- Preparation
- Windows Installation
- Application Installation & Configuration

Purpose of the document

The purpose of this document is to give the right information for IT-personal/installers on how to prepare, install and configure an upgrade installation from 2Meet Skype for Business to For Teams Go.

Scope of the document

The scope of the document is about process and does **not** describe the IT network preparation as needed for For Teams Go. The IT preparation is published on the CTOUCH Help Center (FAQs Dealers).

Related documents

Please find below the different related documents/websites with regards to Leddura 2Meet and the upgrade to For Teams Go:

Component	Name (with link to the document)	Description
Windows 10	https://www.microsoft.com/en-ww/windowsforbusiness/windows-iot	Windows 10 Internet of Things.
Intel® NUC	https://downloadcenter.intel.com/download/24345/Intel-Driver-Support-Assistant	Intel® Driver & Support Assistant
CTOUCH	http://support.ctouch.eu	Help Center providing FAQs, documentation, firmware etc.
Kickle	https://www.kickle.com/	Software development team and partner in For Teams Go development
Leddura 2Meet 1st generation	First generation Leddura 2Meet Skype for Business	2Meet SfB is running on build in Intel® NUC. Screen has a build in router. Screen Model No: CL2M-65UHD, 75UHD or 86UHD.
Leddura 2Meet 2nd generation	Second generation Leddura 2Meet Skype for Business	2Meet SfB is running on OPS (removable from OPS slot). No router build in. Screen Model No: CL2X/CL2M-65X01, 75X01 or 86X01

1. PREPARATION

Tools needed:

- USB drive (>8GB<64GB) for Windows (re)installation
- USB drive to collect and store information
- USB Keyboard
- Windows Laptop with internet connection

Software needed:

- CTOUCH Upgrade Helper Tool (https://register.ctouch.eu/carepackage)
- Software download package (download link is part of the confirmation email with the new For Teams Go License):
    - Rufus
    - NUC BIOS upgrade file NUC6i5SYB
    - NUC BIOS upgrade file NUC7i5BNB
    - BRIX image to reinstall Windows

Approximate time investment:

- First screen, including preparation: ~30-45 minutes
- Next screen(s): ~20-30 minutes

1.1 Collection information current configuration

Before you can start upgrading, you need to collect first the current data from your CTOUCH 2Meet Skype for Business. To make it as easy as possible, please use the CTOUCH Upgrade Helper Tool.

1. Take the CTOUCHUpgradeHelper.exe file (part of the total software upgrade package) and copy it to the root of the USB drive
2. Connect the keyboard to the USB port of the 2Meet Skype for Business
3. Start the 2Meet Skype for Business and wait until fully booted
4. Insert the USB drive containing the CTOUCHUpgradeHelper.exe to another USB port (most likely you have one on the bottom left and one on the top where the camera is/was connected)
5. Press **[CTRL+F2]** on the keyboard to open PowerShell
6. Key in the administrators password (is equal to the password when logging in the configuration page)
7. Run the following command: "X:\CTOUCHUpgradeHelper.exe" where X is the driver letter assigned by Windows (most likely D:\ or E:\)

8. The required information is shown on the screen and saved to the USB as text file (with hostname as part of the file name)

Data collected:

- Hostname from the build-in Windows 10 PC
- MAC address from the build-in Windows 10 PC
- SIP address Skype for Business (is part of the config.json file)
- Windows 10 License Key

Important: When you get the message shown below in the Windows license key do not continue with the installation. If the migration is done on an OPS, just switch off the screen with the OPS (and remove the power). Thereafter remove the OPS from the screen and look for the Windows License Key sticker.

If the migration is done on a 1st generation 2Meet (so without OPS) and there was a problem with retrieving the Windows key, please contact support on support@ctouch.eu.

Important: Please make sure you have this information before proceeding (check the USB drive for and in the text file as well as the **config.json**!). This is necessary to claim the new For Teams Go license and to activate the Windows 10 again after reinstallation. When wiped, there is no way CTOUCH can retrieve this information anymore and you will lose the possibility for the free upgrade where you even might need to buy a new Windows 10 license.

1.2 Request your free For Teams Go license

To be able to install the new For Teams Go, you will need this specific license. Since you have the Leddura 2Meet Skype for Business, you are entitled for a free upgrade to this version. To receive the new license, please take the information as gathered in chapter 1.1 and fill out the details on https://register.ctouch.eu/upgrade

After the acceptance of the filled in details, your new license will be sent to you via email. The email will contain also all necessary software/tools to migrate.

Note: We do our best to send the new license as quickly as possible but be aware that when the information as shared is unknown to the system (or the combination is unknown), we might need to verify the information which can take a few working days.

1.3 Create bootable USB drive

Important: Take a different USB drive than used to collect and store information in chapter 1.1 as below procedure will overwrite the USB (and thus you lose the stored information)

To be able to reinstall Windows, a bootable USB drive needs to be created. We describe it by making use of the tool called Rufus (https://rufus.ie/). There are of course more software tools that can create a bootable USB but these are not part of this document scope.

1. Please take the BRIX_xxxxxx.iso (xxxxxx reflects the file version) file as part of the software download package.
2. Start Rufus portable (part of the software download package or download the latest version @https://rufus.ie/)
3. Insert your USB drive
4. Select the correct USB device and set the partition scheme to **"GPT"**
5. Click on **[Start]**

6. A warning will pop-up. Read carefully and when agreed, press **[OK]**

7. Wait until the Bootable USB drive is created

1.4 BIOS Upgrade Intel NUC

Important: If your Leddura 2Meet is from the 2nd Generation which is based on Windows 10 OPS (Windows PC which is removable from the side of the screen), you can skip this step and continue with chapter 2.

The first generation of Leddura 2Meet Skype for Business was manufactured with a build in Intel® NUC.

Since Intel® released some BIOS updates over time, this is the perfect opportunity to upgrade the BIOS before reinstalling Windows.

There are three main reasons to upgrade the BIOS (highly recommended):

- Improved security
- Bug fixing
- Optimized default settings

1. Check if the upgrade is required:
   - Start the screen (make sure picture is there and the right input is selected)
   - Connect keyboard to USB on the left bottom side of the screen
   - When Skype for Business application is visible
   - Press **[CTLR+TAB]** to trigger below pop-up

   - Tap (use the touch screen) the [Reboot] button and check the startup logo

PICTURE 1: LATEST BIOS UPDATE ALREADY INSTALLED

PICTURE 2: BIOS UPDATE STILL TO BE EXECUTED

2. BIOS startup logo as on Picture 1 → Skip upgrade and continue with Chapter 2
3. BIOS startup logo as on Picture 2 → Continue with step 4
4. Press **[F2]** during display of the logo to enter in BIOS
5. Once you enter in the BIOS check the model and BIOS version
   (These items can be located in the top left corner)

Below example:
Model: Intel® Desktop Board NUC6i5SYB.
Bios version: SYSKLi35.86.A.0065.2018.0103.1000

6. Based on the Model of the Intel® NUC you need to select the proper BIOS file.
   - Intel® Desktop Board **NUC6i5SYB:** use **Intel NUC6i5SYB.bio**
   - Intel® Desktop Board **NUC7i5BNB:** use **Intel NUC7i5BNB.bio**

   Important: Pay attention when selecting the file. The wrong file could damage your device!

7. For all action use the USB keyboard, navigate with arrow keys **[←↑→↓]** and press **[Enter]** to access the submenu or execute the command

8. To start the upgrade process go to "wrench key" on the top right corner (See screenshot) and press **[Enter]**

9. The submenu will be displayed. Go to **"Update BIOS"** and press **[Enter]**

10. Select **"FS0:\" or "FS1:\"** until you locate BIOS firmware and press **[Enter]** to access the content on the USB flash drive.

Note: If no content is found on FS0:\ select the rest of the devices one by one until you find the correct BIOS upgrade file

11. Navigate and select the correct BIOS version by pressing **[Enter]**

12. After selection, go down and select the "Open" and press **[Enter]**

13. Press **[Enter]** at the confirmation window. The computer will restart

14. After restart, the following screen will be presented. Press **[9]** to allow the installation

15. The upgrade process will start. Wait for the process to complete (approx. 120 seconds)
    Important: Do not abort or cut power while upgrading as this could damage your device!

16. Keep the USB keyboard in hand for next step. When the restart happens be prepared to press again **[F2]** to enter in BIOS
17. Once you entered the BIOS again press the **[F9]** to load BIOS defaults and confirm **[Yes]**

18. Press **[F10]** to save all settings and restart once again. Select **"Yes"** and press **[Enter]**

19. After a successful restart, the upgrade procedure is completed

2. WINDOWS INSTALLATION

Important: Executing below steps will wipe everything from the device. Please make sure that you collected all necessary information (see Chapter 1. Preparation) before you continue!

This chapter describes how to start your device, enter the BIOS and boot it from the earlier created bootable USB. Since there are 2 different version of 2Meet Skype for Business (1st and 2nd generation), booting from USB might be a little bit different. Please check below for the appropriate procedure.

Tools needed:

- Bootable USB as created in chapter 1.2
- USB keyboard

2.1 Bootup from USB

2.1.1 For Intel® NUC based Windows 10 machine (1st generation 2Meet Skype for Business)

- Insert Bootable USB into the USB port of the screen (left bottom or top centered one).
- Make sure your screen is already up and running and trigger a reboot from Windows (do not reboot the whole screen as USB will then also restart which you prevents from entering the BIOS as the keyboard will be ignored)
- Press **[F2]** during display of the logo to enter in BIOS

- In the BIOS select **[Advanced], [Boot]** and make sure Boot Devices, USB is enabled.

- Press **[F10]** to save all settings and restart. Select **"Yes"** and press **[Enter]**
- During the restart **press [F10]** and select **uefi usb** from the boot list, then press **[Enter]**
  Important: Disable [Boot USB devices First] in the BIOS to prevent a Windows (re)installation loop!

2.1.2 For OPS based Windows 10 machine (2nd generation 2Meet Skype for Business)

Important: With the OPS, make sure to use a USB2.0 port (as on USB3.0 ports scripts will not be executed)!

- press **[DEL]** or **[ESC]** to enter the BIOS.

- Go to "**Save & Exit**" and boot from the (**UEFI**) USB drive below boot override.

Aptio Setup Utility - Copyright (C) 2018 American Megatrends, Inc.
Main Advanced Chipset Security Boot Save & Exit
Save Options
Save Changes and Reset
Discard Changes and Reset
Restore Defaults
Boot Override
Windows Boot Manager (P1: KINGSTON RBUSNS4180S3128GJ)
P1: KINGSTON RBUSNS4180S3128GJ
SanDisk
UEFI: SanDisk, Partition 1
Launch EFI Shell from filesystem device
→←: Select Screen
↑↓: Select Item
Enter: Select
+/-: Change Opt.
F1: General Help
F2: Previous Values
F9: Optimized Defaults
F10: Save & Exit
ESC: Exit
Version 2.18.1263. Copyright (C) 2018 American Megatrends, Inc.

2.2 Unattended Install

After your device is rebooting and is booting from the inserted USB, the Windows installation is fully unattended.

Important:

Please do not remove the USB drive until the installation is fully completed!

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We're getting everything ready for you

This might take several minutes

Don't turn off your PC

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Once the windows installation is completed you will see the following screen. At this point we are finishing up the setup and creating the windows recovery partition. The computer will automatically reboot.

Please do not remove the USB drive until the automatic reboot is done!

2.3 Windows activation

After the Windows PC has rebooted "**right click**" with your mouse on start and click on **"System"**.

Click on "**Change the product key or upgrade your edition of Windows**" below Windows specifications.

Click on "**Change product key**"

Fill in the Windows license key (as gathered during the preparation) to activate Windows. After this step you can safely remove the USB drive.

2.3 Windows Performance

For the best application performance, please make sure to set:

- Powerplan: High Performance

Other Windows settings are depending on customer preferences (see CTOUCH Help Center for some guidance).

3.APPLICATION INSTALLATION & CONFIGURATION

Important: Before you continue to start the installation and configuration, make sure you took all IT preparation steps as published on the CTOUCH Help Center (e.g. creating room account(s), executing the required consent, allowing Port & Protocols within your network). These IT preparation steps are NOT part of this document. Also when ready, make sure you configure Windows to the liking of your customer (e.g. Kiosk mode yes/no, Windows update management etc).

This chapter describes the steps to install the latest version of the application as well as (briefly) the configuration.

3.1 Application installation

1. Run the **[Get Started]** shortcut on the desktop

2. Select **[Yes]** to continue

3. Fill in the BRIX License key as received and click on [**SUBMIT**].

A code and QR code (below is just an example code) will be generated. Use QR for your smartphone or regular code for your laptop on https://install.ctouch.eu and start the registration and configuration.

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3.2 Registration

1. Registration of your device is mandatory so please fill in the registration details.

   Note: Installation is done via your personal device (your laptop or smartphone). Just follow the instructions on the CTOUCH screen to be able to install and register your device.

2. To make sure you have the best user experience, the installer will download the latest version of the software, install and automatically reboot after it has completed the setup.

3. Your installation is ready to be configured (see chapter 3.3)!

3.3 Configuration

After the software has been installed (For Teams Go software as well as the Microsoft Teams Client), both need to be configured. Best is to close the For Teams Go application [ALT F4] which might be just a white screen after the first time start (without being configured). For more details on the configuration, please visit our CTOUCH Help Center.

3.3.1 For Teams Go

Open the configurator (via the shortcut on the desktop):

Fill in the required details as created during the IT preparation (see CTOUCH Help Center) and press [**Confirm**]. Wait with rebooting until the Microsoft Teams Client is configured as well.

3.3.2 Microsoft Teams Client

Fill in the same room account details as used in the For Teams Go configurator and [**Sign in**].

In the "general" tab, uncheck "Turn on new meeting experience".

Reboot and you're done!