MP52 Teams®Edition IP Phone User Guide

Yealink

Contents

About This Guide

Thank you for choosing Yealink MP52 Teams phone, which is mainly designed to work with the Microsoft Teams client. This guide provides everything you need to quickly use your new device. Firstly, verify with your system administrator that the IP network is ready for device configuration. Also, be sure to read the Quick Start Guide in the product package.

- Related Documentations

Related Documentations

You can find the following types of documents from each product support page on *Yealink Support*:

- Quick Start Guide: This guide describes the contents of your package, how to assemble the device or accessory. This guide is also included in your device package.
- Administrator Guide: This guide provides detailed information about setting up your network and configuring features.

Getting Started

This chapter aims to make you familiar with the phone user interface.

> **Note:** As you read this guide, keep in mind that some features are configurable by your system administrator or determined by your device environment. As a result, some features may not be enabled or may be operated differently on your device. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your device.

- Hardware of MP52
- Power LED Indicator
- Accessing Screens on Yealink Teams Phones
- Entering Data and Editing Fields

Hardware of MP52
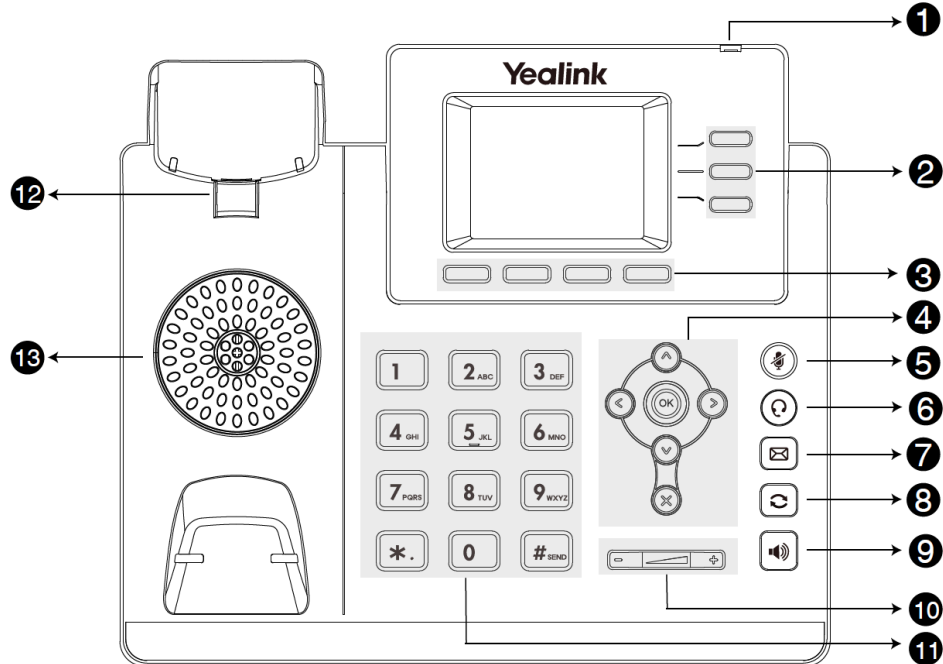
No.	Item	Description
1	Power LED Indicator	Indicates phone statuses.
2	Line Keys	/
3	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
4	Navigation Keys	Scroll through information or options displayed on the screen.
5	Mute Key	Toggles the microphone on or off.
6	Headset Key	Toggles the headset on or off.
7	Message Key	Accesses your voice messages.
8	Redial Key	Redials a dialed number.
9	Speakerphone Key	Enables you to place and receive calls using the speakerphone.
10	Volume Key	Adjust the volume of handset, headset, speaker, or ringer.
11	Keypad	Enables you to enter numbers, letters, and special characters.
12	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically.
13	Speaker	Provides audio output during hands-free.

Power LED Indicator

LED Status	Description
Red	The phone is initializing.
Fast-flashing red (300ms)	The phone is ringing.
Slowly-flashing red (1s)	The phone receives a voicemail or misses a call.
Red for 500ms and off for 3s alternately	The phone enters power-saving mode.

📝 **Note:** The above introduces the default LED status. Your system administrator can configure the status of the power LED indicator.

Accessing Screens on Yealink Teams Phones

You can click the soft key corresponding to the menu bar at the bottom of the screen to access the following screens easily.

- Home Screen
- Accessing the Calls Screen
- Accessing the Voicemail Screen
- Accessing the People Screen

Home Screen

The Home screen is displayed after the phone startup.
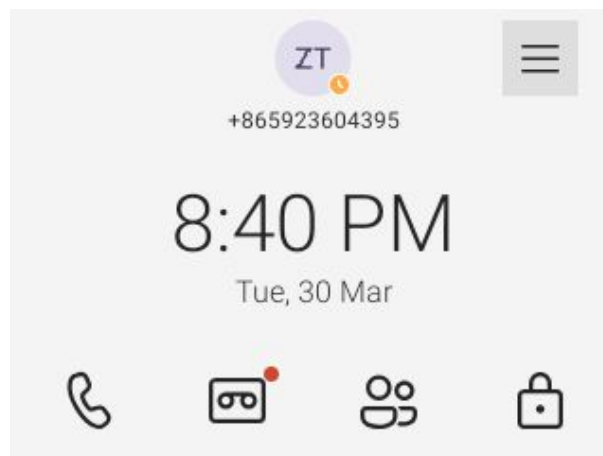
Accessing the Calls Screen

You can place a call from the history entry or view the favorites information from the **Calls** screen.

1.
Select 📞 .
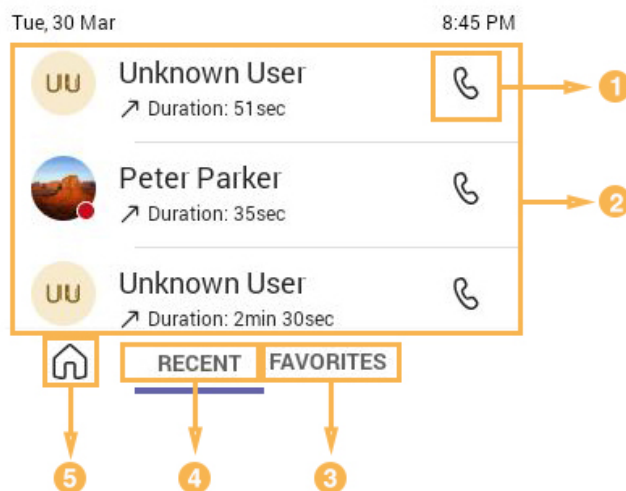
NO.	Name	Description
1	📞	Select to initiate a call.
2	Call History	Displays all the call history.
3	FAVORITES	Displays favorite contacts.
4	RECENT	Displays recent calls.
5	🏠	Select to go back to the home screen.

Accessing the Voicemail Screen

You can listen to voicemails or place calls to contacts from the **VOICEMAIL** screen.

1.
Select 📼 .
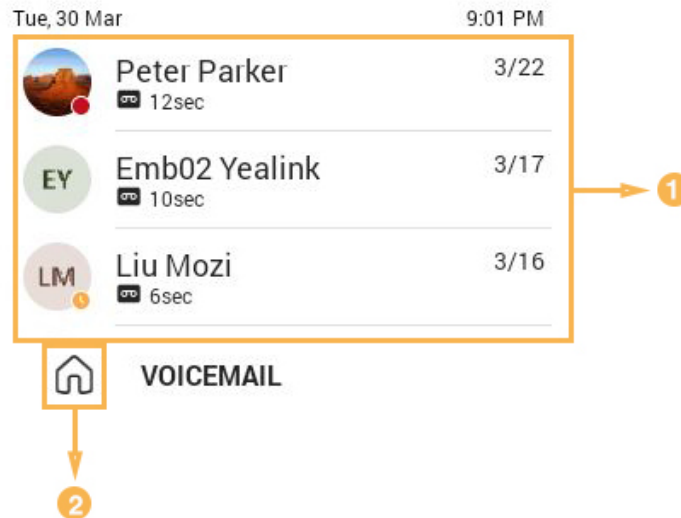
NO.	Name	Description
1	Voicemail list	Displays all the voicemails stored in the voicemail list.
2	⌂	Select to go back to the home screen.

Accessing the People Screen

You can access the **PEOPLE** screen to manage all your contacts.

1.
Select 👥 .
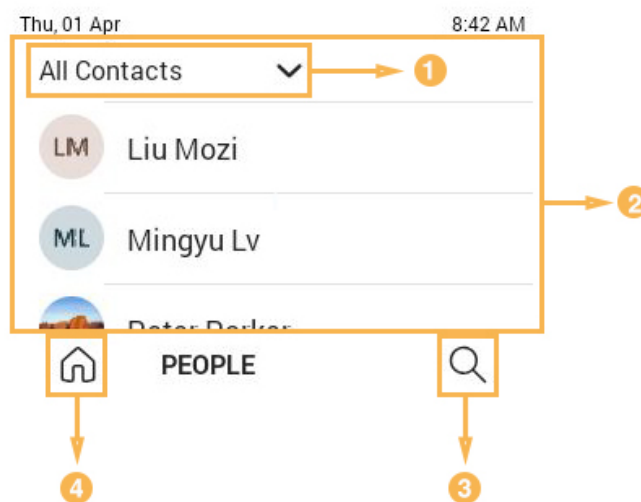
NO.	Name	Description
1	Contacts groups	Displays all the contacts groups.

NO.	Name	Description
2	Contacts list	Displays all the contacts on the phone or contacts in a specific group.
3	🔍	Select to search the contact.
4	⌂	Select to go back to the home screen.

Entering Data and Editing Fields

You can use the keypad keys on your phone to enter or update field information.

Task	Action
Enter alphas or numbers	Press a key one or more times to enter the possible characters that are displayed on the keypad key. Press [1] to enter the number: 1 Press [2 ABC] to enter the number and alphas: 2 a b c A B C Press [3 DEF] to enter the number and alphas: 3 d e f D E F Press [4 GHI] to enter the number and alphas: 4 g h i G H I Press [5 JKL] to enter the number and alphas: 5 j k l J K L Press [6 MNO] to enter the number and alphas: 6 m n o M N O Press [7 PQRS] to enter the number and alphas: 7 p q r s P Q R S Press [8 TUV] to enter the number and alphas: 8 t u v T U V Press [9 WXYZ] to enter the number and alphas: 9 w x y z W X Y Z Press [0] to enter the number: 0
Enter special characters.	Press [*·] to enter the following special characters: * . , @ ' ? ! \ - ( ) / : _ ; + & % = < > £ $ ¥ ¤ [ ] { } ~ ^ ¡ ¿ § # " | Press [# SEND] to enter the special characters: #
Move cursor	Press the left or right navigation key to position the cursor.
Delete one or more characters	Position the cursor to the right of the character, and select the ⌫ soft key.

Signing into Microsoft Teams and Locking Your Phone

You can sign into the device with your Microsoft online account and use the phone lock feature when necessary.

- Signing into Your Device
- Signing out of Your Device
- Phone Lock
- Using a Teams Phone as a Common Area Phone

Signing into Your Device

You can sign into your Microsoft online account directly on your device or sign into your device via a web sign-in, which includes your sign-in address and password.

About this task

Contact your system administrator to get your sign-in account.

> 📝 **Note:** If your system administrator enables the device management feature, the phone supports synchronizing account registration status to YDMP/YMCS.

- Signing into Microsoft Teams via Web Sign-in

Signing into Microsoft Teams via Web Sign-in

Procedure

1. Go to https://microsoft.com/devicelogin on your computer or mobile.

2. Enter the code shown on your device and select **Next**.
3. Enter your user credentials or select the desired account to sign in.

   A confirmation message is displayed after you successfully sign into Microsoft Intune Company Portal.

Signing out of Your Device

After you sign out of your account, you can only use the phone settings feature.

Procedure

1. Go to ☰ > **Settings** > **Sign out**.
2. Select **OK**.

Phone Lock

When the phone is not used, you can enable the phone lock to prevent unauthorized users from viewing or modifying phone information. When the phone is locked, you can still answer the incoming call. If the administrator forcibly enables the phone lock feature on the Microsoft Teams Admin Center, you cannot disable it on the phone. For more information, contact your system administrator.

📝 **Note:** The phone lock feature is not available to Common Area Phones.

- Creating a Lock PIN
- Setting the Idle Timeout for Phone Lock
- Unlocking Your Phone
- Changing Your Lock PIN
- Disabling Phone Lock

Creating a Lock PIN

Procedure

1. Select ☰ > **Settings** > **Lock Screen & PIN** > **PIN** > **Set PIN**.

Enter PIN

○ ○ ○ ○ ○ ○

✕

2. Enter the lock PIN.
3. Enter the lock PIN again.

   📝 **Note:** The PIN cannot start with 911 or any emergency number.

Setting the Idle Timeout for Phone Lock

You can configure the idle timeout, after which the phone will be locked automatically.

About this task

Note: You can select 🔒 to lock the phone manually.

Procedure

1.
   Select ≡ > **Settings** > **Lock Screen & PIN** > **Timeout**.
2. Select the desired value.
3.
   Select OK key.

Unlocking Your Phone

Procedure

1. Select the rightmost soft key.
2. Enter the unlock PIN.

   Note: The device will be frozen in the 30s after five unsuccessful unlock attempts.

Changing Your Lock PIN

You can change your lock PIN at any time.

Procedure

1.
   Select ≡ > **Settings** > **Lock Screen & PIN** > **PIN** > **Change PIN**.
2. Enter the old lock PIN.
3. Enter the new lock PIN.
4. Enter the new lock PIN again.

Disabling Phone Lock

If your system administrator sets security restrictions and enables the phone lock, you are restricted from disabling it.

Procedure

1.
   Select ≡ > **Settings** > **Lock Screen & PIN** > **PIN** > **Clear PIN**.
2. Enter the old lock PIN.

Using a Teams Phone as a Common Area Phone

Your phone can be set as a Common Area Phone (CAP). Instead of being located in someone's office, common area phones are typically placed in an area like a lobby or another area that is available to many people to make a call; for example, a reception area, lobby, or conference room.

You have access to certain features for the common area phones:

- **CAP account**: You have calls capability. You also have the searching capability if your system administrator enables it on the Microsoft Teams Admin Center.
  - Signing into a CAP/Meeting Account
  - Signing out of a Common Area Phone

Signing into a CAP/Meeting Account

Procedure

1. Go to https://microsoft.com/devicelogin on your computer or mobile.
2. Enter the code shown on your device and select **Next**.
3. Enter your user credentials or select the desired account to sign in.
   A confirmation message is displayed after you successfully sign into Microsoft Intune Company Portal.
4. After the phone signs in successfully, select **Got it**.
   After signing into the CAP account, the screen is displayed as below:

TC
+1 917-765-7987

1:33 AM
Tue, 06 Apr
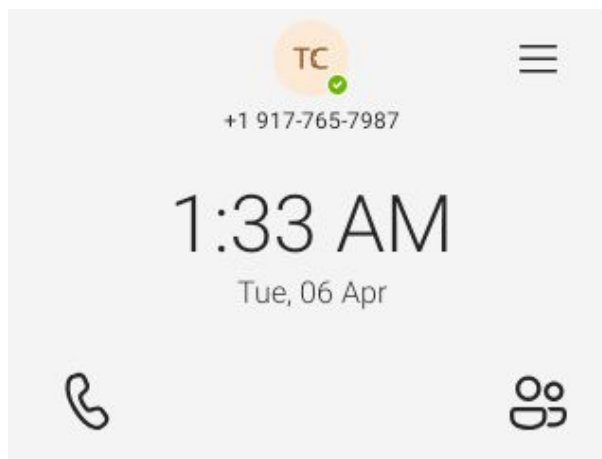
Signing out of a Common Area Phone

Procedure

1. Go to ☰ > **Settings** > **Device settings**.
2. Choose the **Admin Password** field and then enter the admin password (default: admin).
3. Select **Account sign out**.
4. Select **OK**.

Changing Your Presence Status

You can update your presence status on the phone. For example, when you are busy with urgencies, you can change your status to DND to avoid being disturbed.

Procedure

1. Select ☰.

2. Select the presence status field and then select the desired status from the drop-down menu.
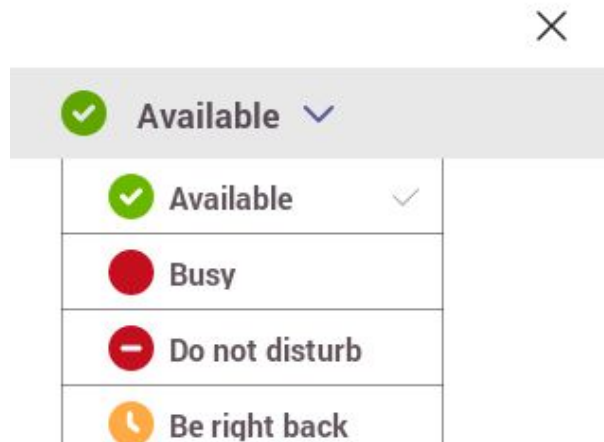
> ℹ️ **Tip:** You can reset your presence status to be available from any other status by selecting **Reset status**.

Contacts

- View All Contact Groups

View All Contact Groups

Procedure

From the **PEOPLE** screen, select All Contacts ⌄ .
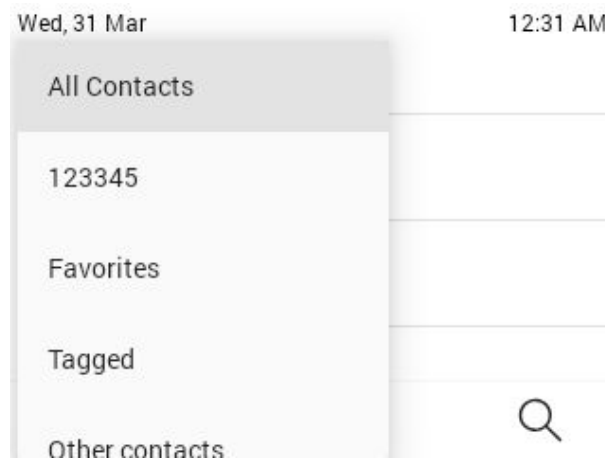
You can select the desired contact group to view the contacts in the group.

Managing Delegates

You can pick someone to be your delegate—to receive and make calls on your behalf. When you add a delegate, you're essentially sharing your phone line with them, so they can see and share all of your calls.

Teams phones provide the ability to set up and manage delegates.

- Adding a Delegate from Settings
- Forwarding All Incoming Calls to Delegates
- Forwarding Incoming Calls to Delegates if Unanswered
- Synchronizing Incoming Calls to Delegates

Adding a Delegate from Settings

Procedure

1. Go to ☰ > **Settings** > **Manage delegates**.
2. Enter the person's name in the **Add a delegate** box and select your delegate.
3. Select the permission you want to give your delegate.
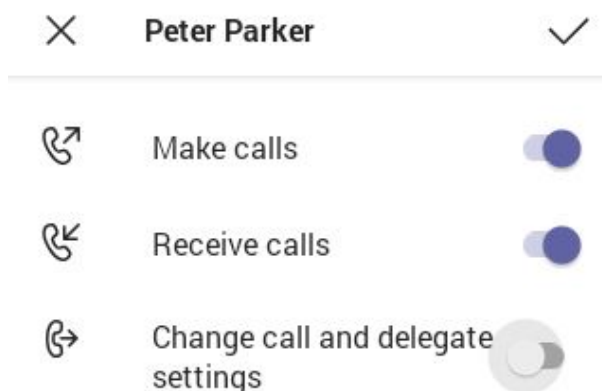
4. Save the change.

Results
Your new delegate will now appear in your delegates list.

Forwarding All Incoming Calls to Delegates

You can forward all incoming calls directly to your delegates.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Call forwarding**.
3. Choose the **Forward to** filed and then select **My delegates**.

Forwarding Incoming Calls to Delegates if Unanswered

You can configure the forwarded destination if the incoming call is not answered.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **If unanswered**.
2. Select **My delegates**.

Synchronizing Incoming Calls to Delegates

You can synchronize incoming calls to delegates so that you and your delegates can receive the incoming calls simultaneously.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **Also ring**.
2. Select **My delegates**.

Boss/Admin Delegate Call Feature

- Call on behalf of
- Boss's Call Status
- Boss' Held Call

Call on behalf of

The delegate can place a call either on behalf of themselves or on behalf of the boss.
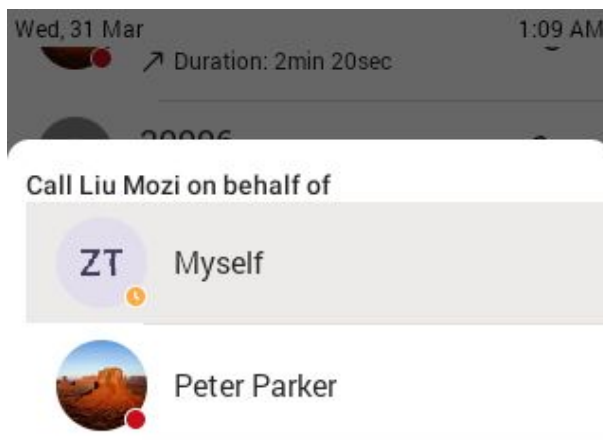
About this task

Boss's Call Status

Delegates can see and monitor the boss's call status on the delegate's phone.

About this task

In the example below, the icon on the boss's tile shows the delegate that the boss is in an active call.
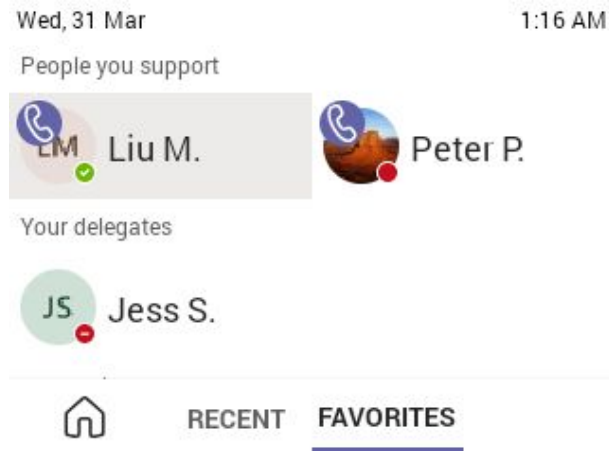
Boss' Held Call

When the boss puts a call on hold, call status is reflected on the delegate's phone, and the delegate can pick up the call on behalf of the boss.

About this task
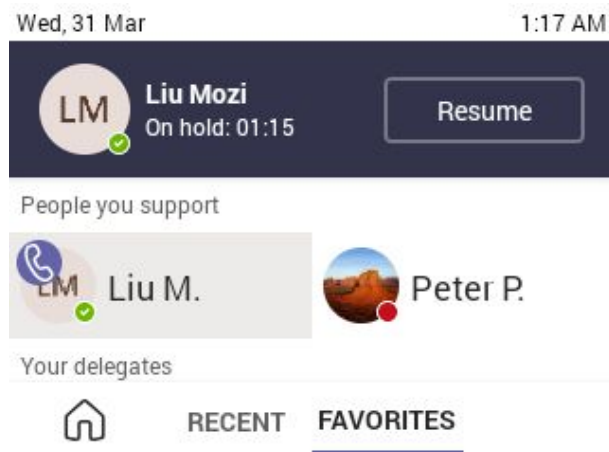
Operating Calls

This chapter shows you how to handle calls on your device.

- Switching among the Handset, Speakerphone and Headset Modes
- Placing Calls

- Answering Calls
- Call Merge
- Muting and Unmuting Audio
- Holding and Resuming Calls
- Ending or Rejecting an Active Call
- Transferring Calls
- Forwarding All Incoming Calls
- Forwarding Incoming Calls if Unanswered
- Synchronizing Incoming Calls to the Specified Contact/Delegates
- Blocking Calls with No Caller ID
- Anonymous Call

Switching among the Handset, Speakerphone and Headset Modes

You can select the desired mode before placing a call, or you can alternate among speakerphone, headset, and handset modes during a call.

You can switch the audio output modes of a phone.

- Switching to handset mode: Pick up the handset.

- Switching to speakerphone (hands-free) mode: Press the Speakerphone key.

  The Speakerphone LED indicator glows green when the speakerphone is activated.

- Switching to headset mode: Press the Headset key.

  The Headset LED indicator glows green when the headset is activated.

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

- Calling Contacts
- Dialing the Number
- Placing Multiple Calls
- Redialing a Number
- Placing an Emergency Call from a Locked Phone
- Auto Dial for Extension Dialing

Calling Contacts

Procedure

Do one of the following:

- From the **Calls** screen, select 📞 beside the contact or ⊙ OK key.

- From the **VOICEMAIL** screen, select the voice mail record that you want to call, and select 📞 .

- From the **PEOPLE** screen, select the desired contact, and select ⊙ OK key.

Dialing the Number

Procedure

1. Do one of the following:

    - Pick up the handset.
    - Press the Speakerphone key.
    - Press the Headset key.
    - Press the keypad.

2. Enter the contact number.

3. Select ☎ or OK key.

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call. Only one active call can be in progress at any time.

Procedure

1. During a call, select ✉ key to return to the **VOICEMAIL** screen.

    You can place the call directly if the people you want to call are in the voice mail record.

2. Select ⌂ to return to the home screen, choose the way to call contacts.

    The active call is placed on hold and the new call is set up.

Redialing a Number

You can recall the last contact you called when your phone is idle.

Procedure

Press ⟳.

Placing an Emergency Call from a Locked Phone

Once locking the phone, you can dial an emergency number without having to unlock it.

Procedure

1. Do one of the following when the phone on the lock screen:

    - Pick up the handset.
    - Press the Speakerphone key.
    - Press the Headset key.
    - Press the keypad and select **Emergency Call**.

2. Enter an emergency number and then select ☎ or OK key.

Auto Dial for Extension Dialing

Tenant admins can add dial plans for their organization with normalization rules to enable extension dialing in Teams. Teams phones will auto dial in 3 seconds after an approved extension is dialed by the user using the dial pad.

Answering Calls

When you receive an incoming call on your phone, you can choose to answer it in various ways.

- Answering a Call
- Answering a Call When in a Call

Answering a Call

Procedure

Do one of the following:

- Pick up the handset.
- Press the Speakerphone key.
- Press the Headset key.
- Select 📞.

Answering a Call When in a Call

You can answer the incoming call when you are in an active call.

Procedure

Select 📞 on the screen.
The active call is placed on hold and the incoming call becomes active.

Call Merge

You can merge the active call and the held calls on your phone.

Procedure

During a call, select ⋯ > **Merge with xx** (xx refers to the contact name).
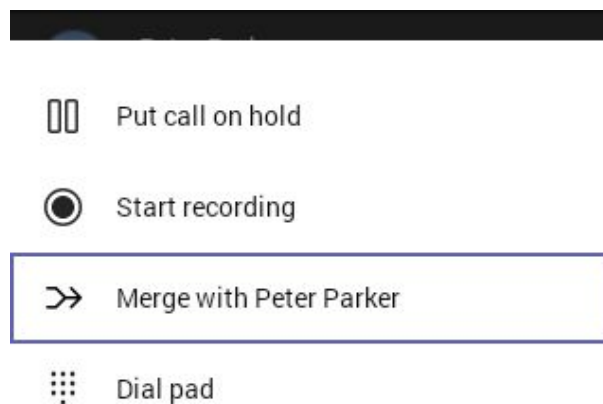
> 📝 **Note:** If there are multiple calls on hold, you can choose one to merge.

Muting and Unmuting Audio

You can mute the microphone during an active call so that the other party cannot hear you.

Procedure

1. During a call, press the mute key on the phone.
   The mute key glows red.
2. To unmute audio, press the mute key on the phone.
   The mute key is off.

Holding and Resuming Calls

When you are in a call, you can place an active audio call on hold and resume the call when you are ready.

- Placing a Call on Hold
- Resuming a Call

Placing a Call on Hold

Procedure

During a call, select ⬛ > **Put call on hold**.

Resuming a Call

Procedure

Do one of the following:

- If only one call is placed on hold, select ▶.
- If multiple calls are placed on hold, select the desired held call and do one of the following:

  a. Select ▶.
  b. Select ⬛ > **Swap call**.
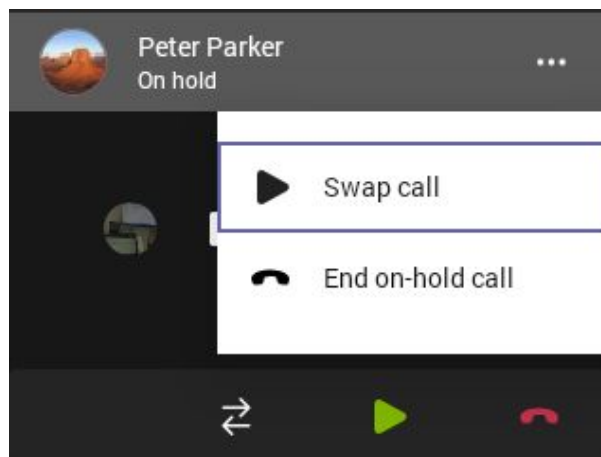
Ending or Rejecting an Active Call

Procedure

Do one of the following:

- Hang up handset.
- Press Headset key.
- Press Speakerphone key.
- Select .

Transferring Calls

You can transfer a call to another party using the blind transfer or consultative transfer method.

- Performing a Blind Transfer
- Performing a Consultative Transfer

Performing a Blind Transfer

You can transfer calls to other contacts immediately without consulting with them first.

Procedure

1. During a call, select > **Transfer now**.
   The call is placed on hold.
2. Select the desired contact or search for a contact.
   Then the call is connected to the number which you are transferring to.
3. Select to end the call or when the other party picks up it will end automatically.

Performing a Consultative Transfer

You can transfer calls to other contacts after consulting with them first.

Procedure

1. During a call, select > **Transfer** > **Consult first**.
2. Select the desired contact or search for a contact.
3. After the party answers the call, select > **Transfer** beside the contact.
   It prompts you whether to transfer the call or not.
4. Select **OK** to complete the transfer.

Forwarding All Incoming Calls

You can set up your phone to forward all incoming calls to a specified destination.

- Forwarding Calls to Voicemail
- Forwarding Calls to a Contact or Number
- Forwarding All Incoming Calls to Delegates

Forwarding Calls to Voicemail

You can forward all incoming calls to your voicemail.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Call forwarding**.
3. Choose the **Forward to** field and then select **Voicemail**.

Forwarding Calls to a Contact or Number

You can forward all incoming calls to a contact or number.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Call forwarding**.
3. Choose the **Forward to** field and then select **Contact or number**.
4. Add the desired number.
   The incoming calls are automatically forwarded to the contact or number.

Forwarding All Incoming Calls to Delegates

You can forward all incoming calls directly to your delegates.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Call forwarding**.
3. Choose the **Forward to** filed and then select **My delegates**.

Forwarding Incoming Calls if Unanswered

You can configure the forwarded destination if the incoming call is not answered.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **If unanswered**.
2. Select a desired forwarded destination:

   • Select **Voicemail** directly.
   • Select **Contact or number**, add the target contact.
   • Select **My delegates** directly.

Synchronizing Incoming Calls to the Specified Contact/Delegates

You can synchronize incoming calls to a specified contact or delegates so that you and they can receive the incoming calls simultaneously.

Procedure

1. Go to ☰ > **Settings** > **Calling** > **Also ring**.
2. Select a desired synchronized destination:
   - Select **Contact or number**, add the target contact.
   - Select **My delegates** directly.

Blocking Calls with No Caller ID

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Block calls with no caller ID**.

   📝 **Note:** If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Calling (Admin only, default password: admin)** to enable **Block calls with no caller ID**.

Anonymous Call

You can hide your phone number when dialing people who are outside of Microsoft Teams.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Enable **Hide your phone number when dialing people who are outside of Microsoft Teams**.

   📝 **Note:** If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Calling (Admin only, default password: admin)** to enable **Hide your phone number when dialing people who are outside of Microsoft Teams**.

Conference Calls

This chapter provides basic operating instructions about initiating and managing a conference call.

- Initiating a Conference Call
- Holding and Resuming a Meeting
- Managing the Conference Participants
- Adding Participants to a Conference Call
- Recording a Meeting
- Turning on Live Captions
- Raising Hand
- Leaving the Conference

Initiating a Conference Call

You can initiate a conference call by inviting contacts to join the active call.

Procedure

1. Do one of the following to place a call:

   - From the **Calls** screen, select 📞 beside the contact or OK key.

   - From the **VOICEMAIL** screen, select the voice mail record that you want to call, and select 📞.

   - From the **PEOPLE** screen, select the desired contact, and select OK key.

2. Select 👥 and then select 👥.
3. Enter the participant account information to search and then add members.
4. After the party answers the call, select **Done** to initiate a conference.

Holding and Resuming a Meeting

When you are in a meeting, you can put yourself on hold and resume the meeting when you are ready.

- Putting Yourself on Hold
- Resuming a meeting

Putting Yourself on Hold

Procedure

During a meeting, select ⋯ > **Put me on hold**.

Resuming a meeting

Procedure

Select ▶.

Managing the Conference Participants

Everyone in the conference call can manage call participants.

- Muting All Conference Participants
- Muting Individual Conference Participants
- Removing the Participants from the Conference
- Re-inviting the Participants Who Have been Removed
- Viewing the Details of Participants

Muting All Conference Participants

Everyone can mute all other conference participants in the conference call. The participants being muted can only unmute themselves.

Procedure

1. During the conference call, select ⊞.
   All participants are displayed in the participants list.
2. Select **Mute all**.

   It prompts you whether to mute everyone or not.
3. Select **MUTE ALL**.
   All other participants in the conference call are muted.

Muting Individual Conference Participants

Everyone can mute any other conference participants in the conference call.

Procedure

1. During the conference call, select ⊞.
   All participants are displayed in the participants list.
2. Select the desired participant and then select **Mute participant**.
   The participant is muted.

Removing the Participants from the Conference

Everyone can remove other conference participants from the conference.

Procedure

1. During the conference call, select ⊞.
   All participants are displayed in the participants list.
2. Select the desired participant and then select **Remove from call**.
   The participant is displayed in the **Other participants** list and he/she receives a prompt that indicates he/she was removed from the conference.

Re-inviting the Participants Who Have been Removed

You can re-invite the participants who have been removed from the conference call from the **Other participants** list.

Procedure

1. During the conference call, select ⊞.
   All participants are displayed in the participants list.
2. Select the desired participant from the **Other participants** list and then select **Ask to join**.

Viewing the Details of Participants

You can view the details of participants who are in the conference call or in the lobby (Other participants list).

Procedure

1. During the conference call, select ⬚.
   All participants are displayed in the participants list.
2. Select the desired participant and then select **View profile**.

Adding Participants to a Conference Call

Everyone in the conference call can add others to the conference.

Procedure

1. During the conference call, select ⬚.
2. Select ⬚ and then select ⬚ .
3. Enter the participant account information to search and then add members.

Recording a Meeting

Any Teams meeting can be recorded to capture audio and video. The recording happens in the cloud, and it is saved so you can share it securely across your organization.

Procedure

During the conference call, select ⬚ > **Start recording** to record a meeting.

To stop recording, select ⬚ > **Stop recording**.

Turning on Live Captions

You can view live captions of all participants said.

Procedure

During the conference call, select ⬚ > **Turn on live captions**.
Live captions are displayed on the phone screen.

Raising Hand

Everyone in the conference can raise hands to apply for speaking.

Procedure

During the conference call, select ⬚ > **Raise hand**.
Other participants will view the prompts "one person raised hand" on the phone.

Leaving the Conference

All participants can leave the conference at any moment.

Procedure

Select .
Other participants remain connected.

Using the Voicemail

After you sign into the phone in Personal account mode, all voice mails received on your account will be displayed on your phone. You can view the duration and receiving time of each voicemail stored in your voicemail. After reading the voicemail, you can delete it.

- Listening to the Voicemail
- Deleting Voicemail Messages

Related tasks
Signing into Microsoft Teams via Web Sign-in

Listening to the Voicemail

Procedure

1. From the **VOICEMAIL** screen, select the desired voicemail.
   The voicemail will play automatically.
2. Select ✕ or OK key to stop play.

Deleting Voicemail Messages

After you listen to a message, you can delete it.

Procedure

1. From the **VOICEMAIL** screen, select the desired voicemail.
2. Select 🗑 at the bottom of the screen.
   It prompts if you are sure to delete the voicemail.
3. Select **Delete**.

Teams Device Settings

- Setting the Language
- Time and Date Display

- Screen Savers
- Changing the Backlight Active Level and Backlight Time
- Bluetooth
- Accessibility Features
- Setting Ringtones

Setting the Language

The default language of the device depends on what you set after the device starts up. You can change the language.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Language**.

2. Select the desired language.

   It prompts if you are sure to change the language.

3. Select ⓞ key.

   📝 **Note:** If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Language(Admin only, default password: admin)** to set the language.

Time and Date Display

You can set the time and date manually. The time and date format is also customizable.

- Setting the Time and Date Manually
- Changing the Time and Date Format

Setting the Time and Date Manually

If your device cannot obtain the time and date automatically, you can set the time and date manually.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Time & Date**.

2. Select **Manual Settings** from the **Type** field, and select ⓞ key.

3. Enter the specific date and time in the **Date** and **Time** field respectively.

   📝 **Note:** If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Time & Date(Admin only, default password: admin)** to set the language.

Changing the Time and Date Format

You can change the time and date format.

About this task

The built-in date formats are listed below:

Date Format	Example(2018-05-30)
WWW MMM DD	Wed May 30

Date Format	Example(2018-05-30)
DD-MMM-YY	30-May-18
YYYY-MM-DD	2018-05-30
DD/MM/YYYY	30/05/2018
MM/DD/YY	05/30/18
DD MMM YYYY	30 May 2018
WWW DD MMM	Wed 30 May
MM/DD/YYYY	05/30/2018

Procedure

1. Go to ≡ > **Settings** > **Device settings** > **Time & Date**.
2. Select the desired date format from the **Date Format** field.
3. Select the desired time format from the **Time Format** field.

> 📝 **Note:** If your phone is set as a common area phone, go to ≡ > **Settings** > **Device Settings** > **Time & Date(Admin only, default password: admin)** to set the language.

Screen Savers

The screen saver automatically starts each time your device is idle for a certain amount of time. You can stop the screen saver at any time by pressing any key. When your device is idle again for a preset waiting time, the screen saver starts again.

- Disabling Screen Saver
- Changing the Waiting Time for Screen Saver
- Changing the Screen Saver Background

Disabling Screen Saver

By default, the screen saver feature is enabled, you can disable it as needed.

Procedure

1. Go to ≡ > **Settings** > **Device settings** > **Display**.
2. Disable the screen saver.

> 📝 **Note:** If your phone is set as a common area phone, go to ≡ > **Settings** > **Device settings** > **Display(Admin only, default password: admin)** > **Screen Saver Enable** to disable the screen saver.

Changing the Waiting Time for Screen Saver

You can change the waiting time for the screen saver.

Procedure

1. Go to ≡ > **Settings** > **Device settings** > **Display**.
2. Select the desired time from the **Screensaver Waiting Time** field.

3. Select ⓞⓚ key.

> 📝 **Note:** If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Display(Admin only, default password: admin)** > **Screensaver Waiting Time** to change the waiting time for the screen saver.

Changing the Screen Saver Background

You can change the screen saver background of the device. You can also set the device to display the custom background.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Display**.
2. Select the desired background from the **Screensaver background** field.
3. Select the desired type from the **Screen Saver Type** field.

- If you select **System**, select the desired background from the **Screensaver background** field.
- If you select **Custom**, the device automatically sets the custom pictures uploaded from the web user interface as the screen saver, and display these pictures alternately.

4. Select ⓞⓚ key.

> 📝 **Note:** If your phone is set as a common area phone, go to ☰ > **Settings** > **Device Settings** > **Display(Admin only, default password: admin)** > **Screensaver background** to change the screen saver background.

Changing the Backlight Active Level and Backlight Time

You can change the backlight active level of the LCD when the device is active (in use). The backlight brightness automatically changes after the device has been idle for a specified time.

About this task
You can change the screen backlight active level and backlight time in the following settings:

Backlight Active Level: The brightness level of the phone screen when the phone is active.

Backlight Time: The delay time to change the brightness of the LCD screen when the device is inactive. Backlight time includes the following settings:

- **Always On**: Backlight is on permanently.
- **15s**, **30s**, **1min**, **2min**, **5min**, **10min**, **15min**, **30min**, or **1h**: Backlight is turned off when the device is inactive after the designated time.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Display**.
2. Select **Backlight Active Level** to change the brightness of the LCD backlight.
3. Select the desired time from the **Backlight Time** field.

4. Select ⓞⓚ key.

> 📝 **Note:** If your phone is set as a common area phone, go to ☰ > **Settings** > **Device settings** > **Display(Admin only, default password: admin)** to disable the screen saver.

Bluetooth

The Teams device supports Bluetooth. You can pair and connect the Bluetooth headset or the Bluetooth handset with your phone.

Activating/Deactivating the Bluetooth Mode

You need to activate Bluetooth mode to use the Bluetooth feature.

Before you begin
Make sure the Bluetooth USB Dongle BT41 is connected to the phone.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Bluetooth**.
2. Turn on/off **Bluetooth**.

Pairing and Connecting the Bluetooth Devices

Before you begin
Make sure that you have activated the Bluetooth mode and the Bluetooth device is discoverable.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Bluetooth**.
2. Select **Scan** to search for the Bluetooth devices.
3. Select your Bluetooth device in the **AVAILABLE DEVICES** list.
   The Bluetooth device is paired and connected successfully.

Editing Your Device Name

You can change the Bluetooth device name for your device.

Before you begin
Make sure you have activated the Bluetooth mode.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Bluetooth**.
2. Select **My bluetooth information** and enter the desired name in the **Device Name** field.

Enabling/Disabling Your Device Discovery

You can enable/disable this feature to allow/disallow your device to be discovered by other Bluetooth devices.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Bluetooth**.
2. Select **My bluetooth information** and turn on/off **Open Discover**.

Renaming the Paired Bluetooth Devices

You can rename the paired Bluetooth devices for better recognition.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Bluetooth**.
2. Select the paired device and then select **More**.
3. Select **Details** and enter the desired name in the **Device** field.
4. Select **Done**.

Disconnecting the Bluetooth Device

You can disconnect the Bluetooth device from your device. After the Bluetooth device is disconnected, it stays in the paired devices list, so that you can easily connect it to your device next time.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Bluetooth**.
2. Select the connected Bluetooth device and then select **More**.
3. Select **Disconnect**.
   It prompts if you are sure to disconnect.
4. Select **OK**.

Un-pairing the Bluetooth Devices

You can unpair your Bluetooth devices with your Teams phone. After unpaired, the Bluetooth devices disappear from the paired devices list.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Bluetooth**.
2. Select the connected Bluetooth device and then select **More**.
3. Select **Unpair**.
   It prompts if you are sure to unpair.
4. Select **OK**.

Accessibility Features

The device includes a number of features to accommodate vision-impaired users.

- High Contrast Mode
- Color Correction

High Contrast Mode

You can change contrast if any difficulties in reading text on the screen.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Accessibility**.
2. Turn on **High Contrast Mode**.

Color Correction

You can change color mode if any difficulties in color recognition.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Accessibility**.
2. Select the desired value from the **Color Correction** field.

   • Off
   • Deuteranomaly (red-green)
   • Protanomaly (red-green)
   • Tritanomaly (blue-yellow)
3. Select OK key.

Setting Ringtones

You can set different ringtones for incoming calls, forwarded calls, and delegated calls.

Procedure

1. Go to ☰ > **Settings** > **Calling**.
2. Select a desired ringtone from an available list of ringtone options.
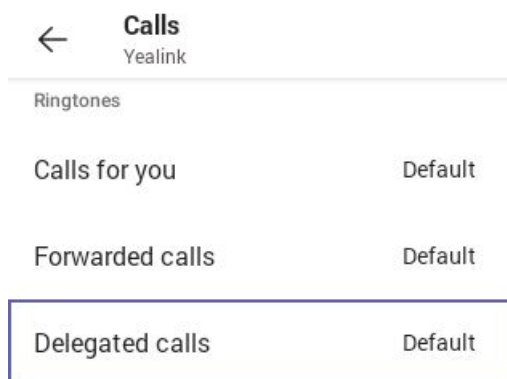
Wireless Network

The Teams device supports the Wi-Fi feature. If there is available Wi-Fi, you can enable the Wi-Fi feature to connect the device to the wireless network.

- Activating/Deactivating the Wi-Fi Mode
- Connecting to an Available Wireless Network Manually
- Viewing the Wireless Network Information
- Disconnecting the Wireless Network Connection

Activating/Deactivating the Wi-Fi Mode

Before you begin
Make sure the Wi-Fi USB Dongle WF50 is connected to the phone.

Procedure

1. Go to ≡ > **Settings** > **Device settings** > **Wi-Fi** .
2. Turn on/off **Wi-Fi**.

Connecting to an Available Wireless Network Manually

Before you begin
Get the password of the wireless network from your system administrator.

Make sure that the Wi-Fi mode is activated.

Procedure

1. Go to ≡ > **Settings** > **Device settings** > **Wi-Fi** .
2. Select **Scan** to search the available wireless network.
3. Select the desired wireless network.
4. If the network is secure, enter its password.
5. Select **JOIN**.

Related tasks
Activating or Deactivating the Wi-Fi Mode

Viewing the Wireless Network Information

After connecting to the wireless network, you can view the wireless network information (such as wireless status, link speed, security, IP address, signal strength, and so on.)

Procedure

1. Go to ≡ > **Settings** > **Device settings** > **Wi-Fi** .
2. Select the connected wireless network and then select **Details**.

Disconnecting the Wireless Network Connection

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Wi-Fi** .
2. Select the connected wireless network and then select **Details**.
3. Select **FORGET**.

   The wireless network is disconnected. You can select it again to connect.

Optional Accessories with Your Phone

This chapter describes the optional accessories that you can use to extend your phone's capabilities.

- Bluetooth Headset
- Wireless Headset
- USB Speakerphone CP900 / CP700

Bluetooth Headset

You can use a Bluetooth headset to handle calls on the phone. For more information, refer to the documentation from your Bluetooth headset manufacturer.

Wireless Headset

You can use most wireless headsets with your phone.

EHS40 provides the technical interface between your phone and an EHS-compatible wireless headset, such as Sennheiser/Jabra (GN Netcom) or Plantronics headset. After the EHS40 and your headset are connected successfully, you can handle calls by your headset.

For more information on how to connect EHS40, see the EHS40 User Guide on Yealink Technical Support page. For more information on how to use your headset, refer to the related documentation from the manufacturer.

USB Speakerphone CP900 / CP700

You can connect a USB speakerphone CP900 / CP700 on the phone to control calls by USB or Bluetooth.

You can do the following:

- Tap the **Answer Call** button to answer a call.
- Tap the **End Call** button to reject or end a call.
- Tap the **Mute** button to mute the microphone.
- Tap the **Volume Up**/**Volume Down** button to adjust the volume.

  📝 **Note:** The volume will be synchronized between the speakerphone and the phone.

For more information, refer to Yealink USB Speakerphone CP700 & CP900 User Guide.

Getting More Information About Microsoft Teams

This topic provides you to view more information about Microsoft Teams. If you encounter problems when using the Teams device, you can send feedback to Microsoft.

- Viewing More Information About Microsoft Teams
- Company Portal
- Sending Feedback

Viewing More Information About Microsoft Teams

You can view more information about Microsoft Teams such as the version, calling version, and the details of Privacy& Cookies, Microsoft Software License Terms, and Third-party Notices.

Procedure

Go to ☰ > **Settings** > **About**.

You can select **Privacy& Cookies**, **Terms of Use**, or **Third Party Software Notices and Information** to view the details.

Company Portal

Microsoft Intune helps organizations manage access to corporate apps, data, and resources. Company Portal is the app that lets you, as an employee of your company, securely access those resources. Before you can use this app, make sure your IT admin has set up your work account and have a subscription to Microsoft Intune.

Company Portal helps simplify the tasks you need to do for work:

- Enroll your device to access corporate resources, including Office, email, and OneDrive for Business
- Sign into corporate resources with company-issued certificates
- Reduce the number of times you need to sign into corporate resources with single sign-on
- Browse and install approved business apps from your IT department or the Microsoft Store for Business
- View and manage your enrolled devices and wipe them if they get lost or stolen
- Get help directly from your IT department through the available contact information

📝 **Note:** Every organization has different access requirements and will use Intune in ways that they determine will best manage their information. Some functionality might be unavailable in certain countries. If you have questions about how this app is being used within your organization, contact your company's IT administrator.

Sending Feedback

If you encounter problems while using the Teams device, please feel free to send feedback to let us know.

Procedure

1. Go to ☰ > **Settings** > **Report an issue**.
2. Select a desired report type in the **Type** field.
3. Enter the alias (your email address).

4. Select a desired type of issue and then enter the issue title.

5. Select **SEND**.

Maintaining Teams Devices

When the device cannot be operated properly, you can investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

- Rebooting Your Device
- Viewing Device Status
- Resetting Your Device

Rebooting Your Device

Your system administrator may ask you to reboot your device if it malfunctions or to assist in troubleshooting.

Procedure

1. Go to ☰ > **Settings** > **Device settings** > **Reboot**.

2. Select **Reboot phone**.

It prompts if you are sure to reboot the device.

3. Select **OK**.

Viewing Device Status

Your system administrator may ask you to view the device status such as network, MAC, firmware, Partner APP version, Company Portal version, Teams version, and Admin Agent version.

Procedure

Go to ☰ > **Settings** > **Device settings** > **About**.

Resetting Your Device

You can reset the device to factory settings with the need for entering the Administrator's password.

Procedure

1. Go to ☰ > **Settings** > **Device Settings** > **Admin only, default password: admin** > **Debug**.

2. Select **Reset to Factory Settings**.

It prompts if you are sure to reset to factory default.

3. Select **OK**.

> ⓘ **Tip:** You can also long press the pound key (#) and the star key (*) for about 6 seconds when the phone is idle.

Troubleshooting

If you are having issues with your device, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

- Why is the screen blank?
- Why does the device display "Network unavailable"?
- Why does the device display time and date incorrectly?
- How can I obtain the MAC address of a device when the device is not powered on?
- Why can't I receive calls?
- Checking the IP Address of Device

Why is the screen blank?

- If the device is powered from PoE, ensure you use a PoE-compliant switch or hub.
- Ensure that the device is properly plugged into a functional AC outlet.

Why does the device display "Network unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

Why does the device display time and date incorrectly?

Check whether your device obtains the time and date from the SNTP server automatically. If the device fails to connect the SNTP server, contact your system administrator for more information. You can also configure the time and date manually.

How can I obtain the MAC address of a device when the device is not powered on?

You can use one of the following ways to obtain the MAC address of a device:

- The PO (Purchase Order) provided by the supplier.
- The label of the carton box.
- The phone's bar code on the back of the phone.

Why can't I receive calls?

- Check if the account is logged in.

- Check whether your status is DND mode, if it is, you should reset status.
- Check whether the call forward is enabled on the phone.

Checking the IP Address of Device

Procedure

Go to ☰ > **Settings** > **Device settings** > **About**.