Yealink MP54
User Guide

The MP54 desk phone combines standard telephony features with your MS Teams profile. You can access your Call Lists, Contacts, Voicemail, and Calendar meetings using the interactive touch screen.

OneCloud®

Power Indicator LED

Indicates phone statuses.
- When receiving an incoming call, it fast flashes.
- When receiving a voice message, it slowly flashes.

Touch Screen

4 inches (480 x 800) capacitive touch screen, tap to select items and navigate menus.

Teams Key

Initiates a Teams conference call by meet now.

Mute Key

Toggles the microphone on or off. The LED indicator glows red when the mute feature is activated.

Headset Key

Toggles the headset on or off. The LED indicator glows green when the headset is activated.

Speakerphone Key

Toggles the speakerphone (hands-free) mode or not. The LED indicator glows green when the speakerphone is activated. Provides audio output during hands-free.

Volume Key

Adjusts the volume of the handset, the speakerphone, the earphone, ringer, or the media.

LED Status

- **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 alternatively:** 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.

Signing into Microsoft Teams on Your Device

Procedure

1. Tap Sign in.

You will be connected to the Company Portal automatically.

2. Enter your user credentials.

3. After the device signs in successfully, tap Got it.
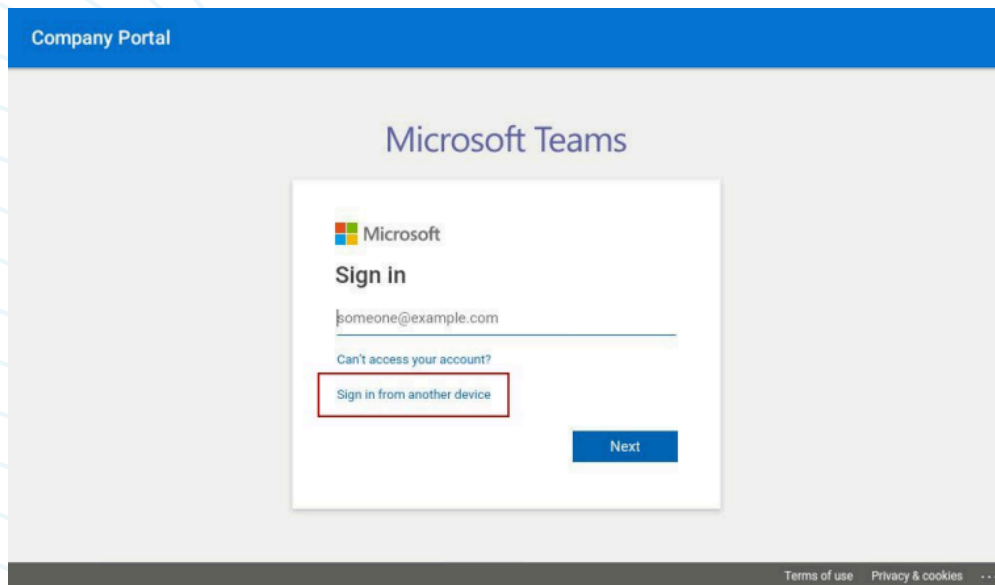
Signing into Microsoft Teams via Web Sign-in

Procedure

1. Tap Sign in.

You will be connected to the Company Portal automatically.

2. Tap Sign in from another device from the Sign in screen.

3. Go to https://microsoft.com/devicelogin on your computer.

4. Enter the code shown on your device and select Next.

5. 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 Teams Device

Procedure

- Tap the Menu option. ≡
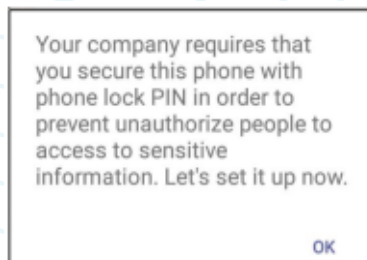- Tap Settings.
- Tap Sign Out.
- Select OK.

Phone Lock

When the phone is not used, you can enable the phone lock to prevent unauthorized users from viewing or modifying phone information, such as your scheduled meetings. 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 & Skype for Business Admin Center, you cannot disable it on the phone. For more information, contact your system administrator.

Creating a Lock PIN

If your administrator sets security restrictions and enables the phone lock for you, you are prompted to set up a lock PIN, which is used for unlocking your phone.

Procedure

1. Tap OK to create a lock PIN on the pop-up menu.

Your company requires that you secure this phone with phone lock PIN in order to prevent unauthorize people to access to sensitive information. Let's set it up now.

OK

2. Enter the lock PIN in the New PIN field.
3. Enter the lock PIN again in the Confirm PIN field.
4. Tap OK.

Enabling Phone Lock

Procedure

1. Go to ≡ > Settings > Device Settings > Phone Lock.
2. Enable Lock Enable.
3. Enter the lock PIN in the New PIN field.
4. Enter the lock PIN again in the Confirm PIN field. You can use your lock PIN to unlock your phone.
5. Save the change.

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 long press # key 3s to lock the phone.

Procedure

1. Go to ≡ > Settings > Device Settings > Phone Lock.
2. Enter the unlock PIN and tap Unlock.
3. Tap the Idle time-out field and then select the desired value.
4. Save the change.

Unlocking Your Phone

Procedure

1. Tap ⬛ on the touch screen.
2. Enter the unlock PIN.

Note: You will be forced to sign out after five unsuccessful unlock attempts.

Changing Your Lock PIN

You can change your lock PIN at any time.

Procedure

1. Go to ☰ > Settings > Device Settings > Phone Lock.
2. Enter the unlock PIN and tap Unlock.
3. Enter the new lock PIN in the New PIN field.
4. Enter the lock PIN again in the Confirm PIN field.
5. Save the change.

Disabling Phone Lock

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

Procedure

1. Go to ☰ > Settings > Device Settings > Phone Lock.
2. Enter the unlock PIN and tap Unlock.
3. Disable Lock Enable

Accessing the Voicemail Screen

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

- Tap **More** > **Voicemail**
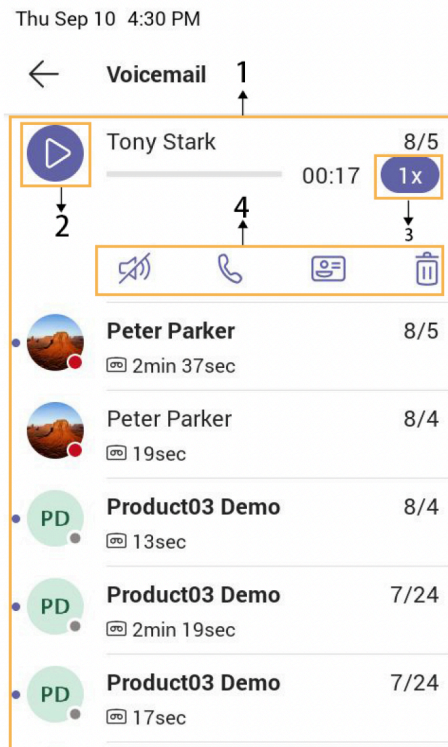
1. **Voicemail List**

    Displays all the voicemails stored in the voicemail list.

2. **Play Button**

    Tap to play the voicemail.

3. **1x Icon**

    Tap to change the playback speed of the voicemail.

4. **Operation Options**

    - Tap 📇 to view information of contact.
    - Tap 📞 to call the contact.
    - Tap 🗑 to delete the voicemail.

5. **Contact details**

    Displays the contact details and tap 📞 to place a call.

Placing Calls

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

Calling Contacts

Procedure
1. From the Calls screen, tap the 📞 icon.
2. Enter the contact account information to search for the desired contact.
3. Tap 📞 beside the contact to place an audio call.

Tip: You can tap the search button to search for a contact.

Dialing the Number

Procedure
1. Do one of the following:
   - Pick up the handset.
   - Press the Speakerphone key.
   - Press the HEADSET key.
   - Tap 📞 on the Calls screen.
2. Enter the contact number.
3. Tap **Call**.

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call. Only one active call (the call that has audio associated with it) can be in progress at any time.

Procedure
1. During a call, tap ⬅ to return to the Calls screen.
2. Tap 📞 on the Calls screen or tap 🔍 to search and then dial out the contact. The active call is placed on hold and the new call is set up.

Placing a Call from Call History

You can place calls to contacts from the call history list, which contains incoming, outgoing, and missed calls.

Procedure
1. From the Calls > **RECENT** screen, tap the desired contact.
2. Tap 📞 to place an audio call.

Placing a Call from Voicemail

Procedure

1. From the Voicemail screen, tap the voice mail record that you want to call.
2. Tap 📞 to place an audio call.

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. Tap the lock icon on the touch screen.
2. Tap **Emergency Call**.
3. Enter an emergency number and then tap **call**.

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

Procedure

Do one of the following:

- Pick up the handset.
- Press the Speakerphone key.
- Press the HEADSET key.
- Tap 📞

Answering a Call When in a Call

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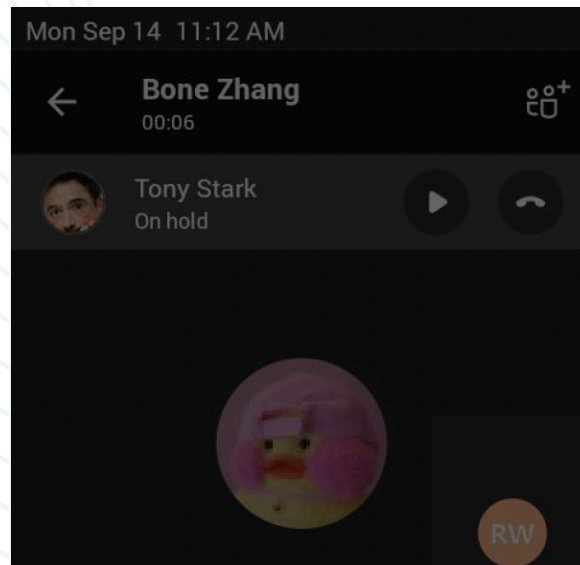
Procedure

- Tap 📞 on the touch 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, tap **●●●** > **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 or tap 🎤 on the touch screen. The mute key glows red.
2. To unmute audio, press the mute key on the phone or tap 🎤 on the touch screen. The mute key glows green.

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

Procedure

- During a call, press ●●● > Put call on hold.

Resuming a Call

Procedure

Do one of the following:
- If only one call is placed on hold, tap Resume.
- If multiple calls are placed on hold, tap ▶ on the right side of the desired held call.

Ending or Rejecting an Active Call

Procedure

Tap 📞

Ending All Calls in the Process

You can end all calls in the process at a time.

Procedure

Do one of the following:
- If you are using the handset, hang up the handset.
- If you are using the headset, press the HEADSET key.
- If you are using the speakerphone, press the Speakerphone key.

Transferring Calls

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

Performing a Blind Transfer Now

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

Procedure

1. During a call, press ⤷📞 or tap ●●● > Transfer > Transfer now. The call is placed on hold.
2. Enter the contact information to search and then select the desired contact. Then the call is connected to the number which you are transferring to.

Performing a Consultative Transfer

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

Procedure

1. During a call, press ⤷📞 or tap ●●● > Transfer > Consult first.
2. After the party answers the call, tap 📞→ beside the contact. It prompts you whether to transfer the call or not.
3. Enter the contact information to search and then select the desired contact.
4. Tap OK to complete the transfer. After the transferred party answers the call, the call is transferred successfully.

Forwarding All Incoming Calls

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

Forwarding Calls to Voicemail

You can forward all incoming calls to your voicemail.

Procedure

1. Go to ☰ > Settings > Calling.
2. Enable Call forwarding.
3. Tap 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. Tap 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 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.
   - Tap Contact or number, add the target contact.

Call Forwarding

- You can forward calls to another number or Teams member, or ring another number at the same time as your work number.
- Set up call forwarding
- To start forwarding your calls, select Settings and more next to your profile picture at the top of Teams. Then select Settings > Calls.
- Under Call handling and forwarding, select the toggle to choose how all call forwarding should be handled, or set up different responses for different scenarios. You can choose to have calls sent to voicemail, to a new number or specific contact, a call group, or your delegates.

Conference Calls

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

Initiating a Conference by Calling Multiple Contacts

Procedure

1. Tap 📞⁺ from the Calls screen.
2. Enter the contact information to search and then select the desired contact. You can add multiple contacts.
3. Tap 📞 .

Initiating a Conference Call by Inviting Other Contacts

Procedure

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

1. During a call, tap 👥⁺.
2. Tap 👤⁺ on the touch screen.
3. Enter the participant account information to search and then add members.
4. Tap ✓ to initiate a conference.

Initiating a Conference Call From Call History

Procedure

1. Tap Calls from the touch screen.
2. Select a desired entry from the call history. The conference call records are displayed on the right side of the screen.
3. Tap 📞 .

Managing the Conference Participants

Everyone in the conference call can manage call 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, tap 👥⁺ .
   - All participants are displayed in the participants list.
2. Tap 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, tap 👥.
   - All participants are displayed in the participants list.
2. Tap 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, tap 👥 .
   - All participants are displayed in the participants list.
2. Tap the desired participant and then select Remove from the call.
   - The participant is displayed in the Other participants list.

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, tap 👥
   - All participants are displayed in the participants list.
2. Tap the desired participant from the Other participants list and then select Invite in the call.

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, tap 👥.
   - All participants are displayed in the participants list.
2. Tap 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, tap 👥.
2. Tap 👤 on the touch screen.
3. Enter the participant account information to search and then add members.
4. Tap ✓ to add the participants.

Leaving the Conference

All participants can leave the conference at any moment.

Procedure

Tap 📞 .

- Other participants remain connected.

Using the Voicemail

After you sign into the phone, 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
Procedure

1. From the Voicemail screen, tap the desired voicemail.
2. Tap ▶ to play the voicemail.
3. To change the playback speed of the voicemail, tap .
   - You can also change the speed to 2× or .5×.
4. To pause the playback, tap ⏸ . Then tap ▶ to resume the playback.

Deleting Voicemail Messages

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

Procedure

1. From the Voicemail screen, tap the desired voicemail.
2. Tap 🗑 below the voicemail.
   - It prompts if you are sure to delete the voicemail.
3. Tap DELETE.

Viewing the Details of the Contacts

You can view the details of the person who left you a message.

Procedure

1. From the Voicemail screen, tap the desired voicemail.
2. Tap 🪪 below the voicemail.

Adjust your voicemail settings

- To change your voicemail settings, select Settings and more   next to your profile picture at the top of Teams and then choose Settings > Calls.
- You will find all voicemail settings under Manage voicemail.

Voicemail greeting

- To record a new voicemail greeting, select Record a greeting and follow the instructions to record your message.

Call answer rules

To change how calls are handled once they reach your voicemail, go to Call answer rules. By default, Teams will play your voicemail greeting and allow the caller to record a message. You have some other options, though:

- Let the caller record a message.
- Let the caller record a message or be transferred to someone else.
- End the call without playing your greeting.
- Play your greeting and end the call.
- Transfer the call to someone else.

If you choose an option that includes transferring the call, set the name or number where you want your calls to go under **Where should they be transferred?**

Default greeting language

- Change your default greeting language by selecting the language you want under Greeting language.

Text-to-speech voicemail greeting

- To use a text-to-speech voicemail greeting, type one in Your custom greeting under Text-to-speech customized greeting.
- Note: If you've recorded a greeting, it'll override the text-to-speech option.

Out of office voicemail greeting

- Type your out of office greeting in Your custom out of office greeting under Text-to-speech customized greeting, then choose when you'd like it to play under Out of office greeting.

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. Tap OK.

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

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. Tap Manual Settings from the Type field, and tap OK.
3. Enter the specific date and time in the Date and Time field respectively.

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
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.