Yealink MP52
User 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.

![OneCloud logo]

Line Keys

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.

Hold Key
Places a call on hold or resumes a held call.

Mute Key
Toggles the microphone on or off.

Transfer Key
Transfers a call.

Message Key
Accesses your voice messages.

Redial Key
Redials a dialed number.

Speakerphone Key
Enables you to place and receive calls using the speakerphone.

Headset Key
Toggles the headset on or off.

Volume Key
Adjust the volume of handset, headset, speaker, or ringer.

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.

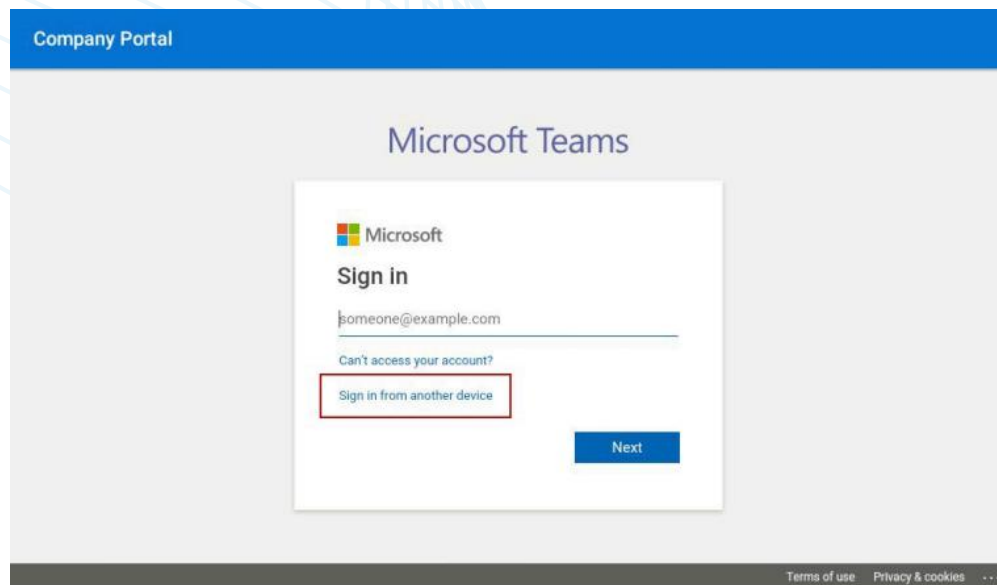### Signing into Microsoft Teams via Web Sign-in

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.

Signing out of Your Teams Device

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.

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

Accessing the Voicemail Screen

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

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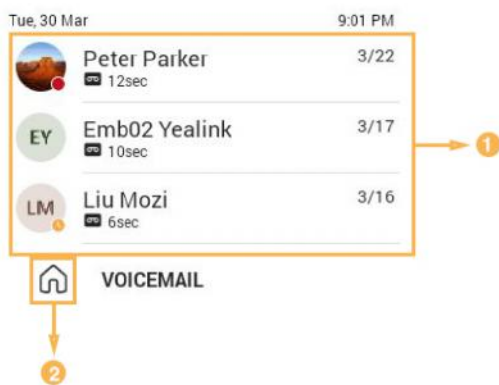
1. Voicemail List

Displays all the voicemails stored in the voicemail list.

2. Home Button

Select to go back to the home screen.

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.
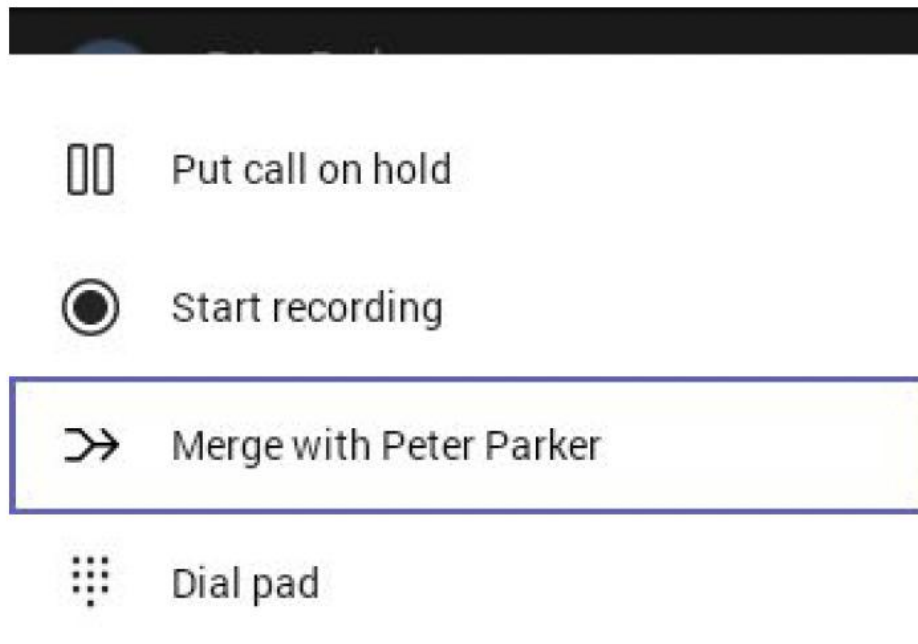
Procedure

- 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.

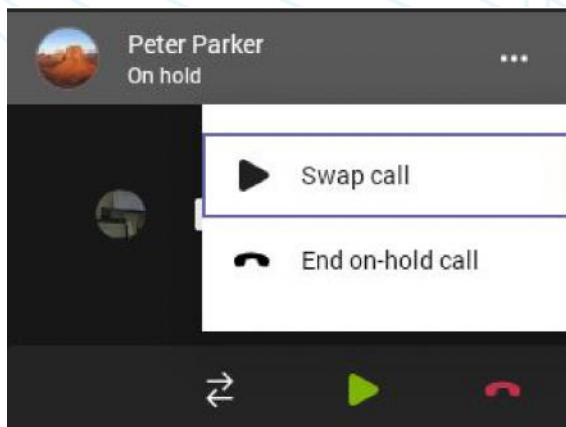## Placing a Call on Hold

Procedure

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

Resuming a Call

Procedure

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

Performing a Blind Transfer Now

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

Procedure

1. During a call, press ⇄ > 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, press ●●● > Transfer > Consult first.
2. Select the desired contact or search for a contact.
After the party answers the call, select ●●● > Transfer beside the contact. It prompts you whether to transfer the call or not.
3. Tap 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

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.

Conference Calls

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

Initiating a Conference
Procedure

1. Do one of the following to place a call:
   • From the Calls screen, select 📞 beside the contact of the OK key.
   • From the Voicemail screen, select the voicemail record that you want to call, and select 📞 .
   • From the People screen, select the desired contact, and select the OK key.
2. Select 👥 , 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
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

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 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, tap 👥
   - All participants are displayed in the participants list.
2. Tap 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, 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. Select 👥 , then select 👥 .
3. Enter the participant account information to search and then add members.

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.
- The voicemail will play automatically.
2. Select X or the OK key to stop play.

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 🗑 at the bottom of the screen.
- It prompts if you are sure to delete the voicemail.
3. Tap DELETE.

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.