Yealink

MP56/T58/T56 Skype for Business® Edition IP Phone User Guide

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About This Guide

Thank you for choosing Yealink MP56/T58A/T56A Skype for Business phones, which are designed to work with the Skype for Business Server. This guide provides everything you need to quickly use your new phone. Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide in your phone package before you set up and use the phone. As you read this guide, keep in mind that some features are configurable by your system administrator.

- Related Documentations

Related Documentations

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

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

Getting Started

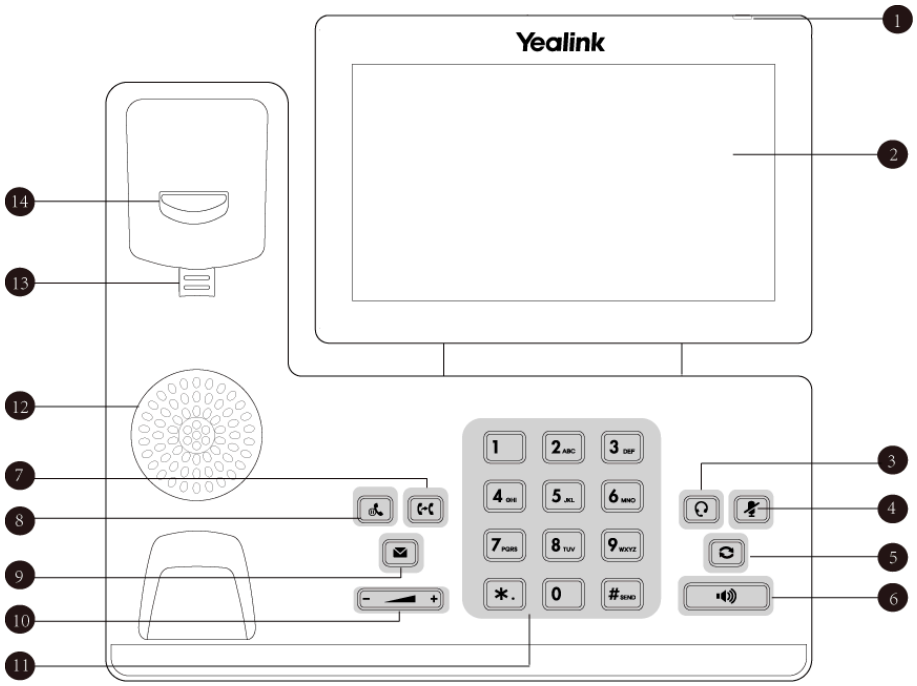
This chapter aims to make you familiar with the phone user interface.

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

- T58A and T56A Hardwares
- MP56 Hardware
- Overview of Phone Screens
- Icon Introductions
- LED Instructions
- Entering Data and Editing Fields

T58A and T56A Hardwares

The following figure displays the hardware features on the T58A and T56A phones. The table lists each feature numbered in the figure.

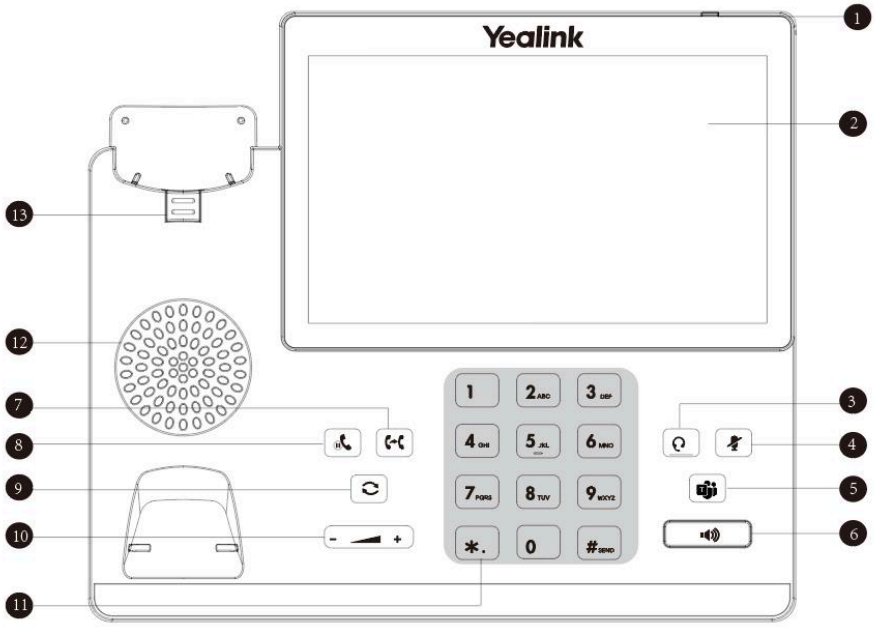


No.	Name	Description
1	Power Indicator LED	Indicate phone statuses: • When receiving an incoming call, it fast flashes. • When receiving an voice message, it slowly flashes.
2	Touch Screen	7 inches (1024 x 600) capacitive (5 points) touch screen, tap to select items and navigate menus.
3	HEADSET Key	Enables you to place and receive calls through a headset. The LED indicator glows green when the headset is activated.
4	MUTE Key	Mutes local audio during calls and conferences. The LED indicator glows red when the mute feature is activated.
5	REDIAL Key	Redials a dialed number.
6	Speakerphone Key	Enables you to place and receive calls using the speakerphone. The LED indicator glows green when the speakerphone is activated.
7	TRANSFER Key	Transfers a call.
8	HOLD Key	Places a call on hold or resumes a held call.
9	MESSAGE Key	Accesses your voice messages.
10	Volume Key	Adjust the volume of handset, headset, speaker, or ringer.
11	Keypad Keys	Enable you to enter numbers, letters, and special characters.
12	Speaker	Provides audio output during hands-free.

No.	Name	Description
13	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically. For more information on how to adjust the reversible tab, refer to *Yealink Wall Mount Quick Installation Guide for Yealink IP Phones*.
14	Hookswitch	• When the user lifts the handset from the cradle, the hookswitch is automatically activated and the network is connected. • When the user puts the handset back to the cradle, the network is connected.

MP56 Hardware

The following figure displays the hardware features on the MP56 phones. The table lists each feature numbered in the figure.



No.	Name	Description
1	Power Indicator LED	Indicates phone statuses.
2	Touch Screen	7 inches (800 x 480) capacitive (5 points) touch screen, tap to select items and navigate menus.
3	HEADSET Key	Enables you to place and receive calls through a headset. The LED indicator glows green when the headset is activated.
4	MUTE Key	Mutes local audio during calls and conferences. The LED indicator glows red when the mute feature is activated.
5	Teams Key	Initiates a Skype for Business conference call by meet now.

No.	Name	Description
6	Speakerphone Key	Enables you to place and receive calls using the speakerphone. The LED indicator glows green when the speakerphone is activated.
7	TRANSFER Key	Transfers a call.
8	HOLD Key	Places a call on hold or resumes a held call.
9	REDIAL Key	Redials a dialed number.
10	Volume Key	Adjust the volume of handset, headset, speaker, or ringer.
11	Keypad Keys	Enable you to enter numbers, letters, and special characters.
12	Speaker	Provides audio output during hands-free.
13	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically.

Overview of Phone Screens

You can access the following screens on your phone.

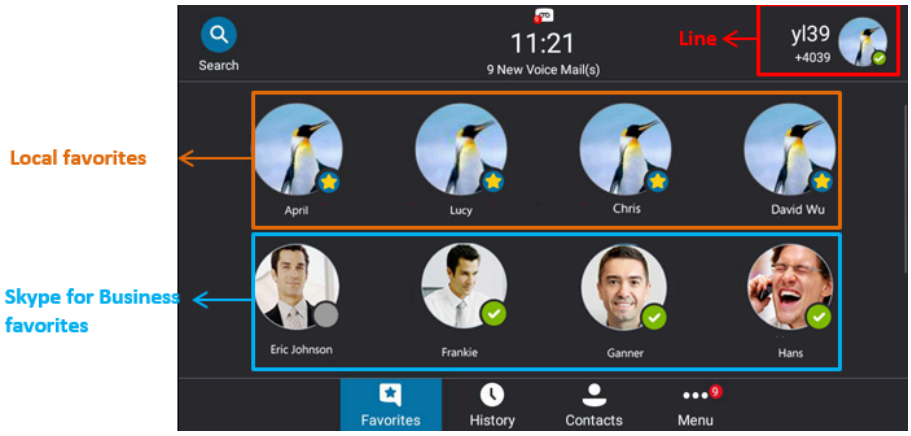
- Favorites Screen
- History Screen
- Contacts Screen
- Menu Screen

Favorites Screen

Local favorites and Skype for Business favorites are displayed on the Favorites screen. By default, local favorites are displayed before the Skype for Business favorites. Local favorites are indicated by the icon . Skype for Business favorites are indicated by the presence status icon.

Procedure

1. Tap **Favorites**.
2. Slide up and down to view more favorites.

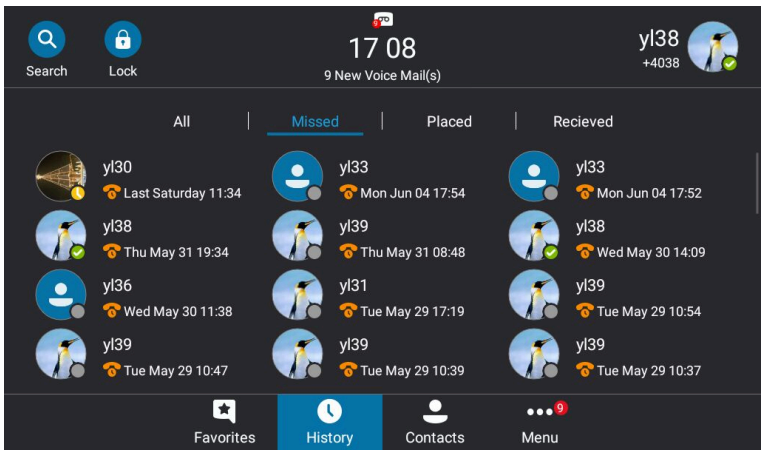


History Screen

You can view missed, placed, received, and forwarded calls in the History screen.

Procedure

1. Tap **History**.
2. Slide up and down to view more records.

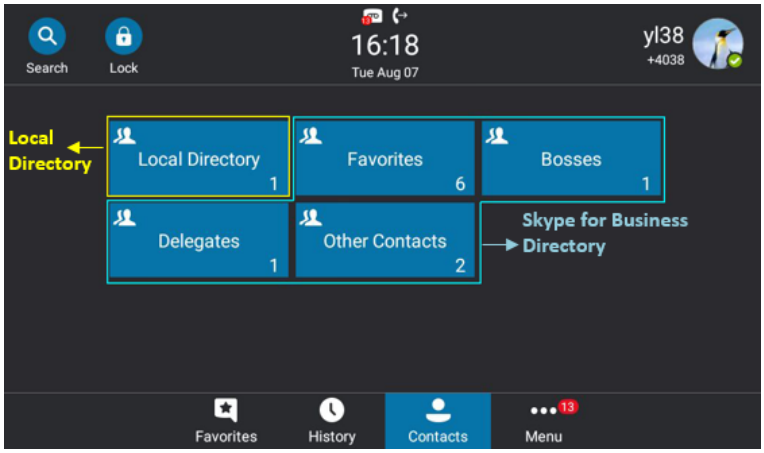


Contacts Screen

The Contacts screen includes your local directory and Skype for Business directory.

Procedure

1. Tap **Contacts**.
2. Slide up and down to view more groups.

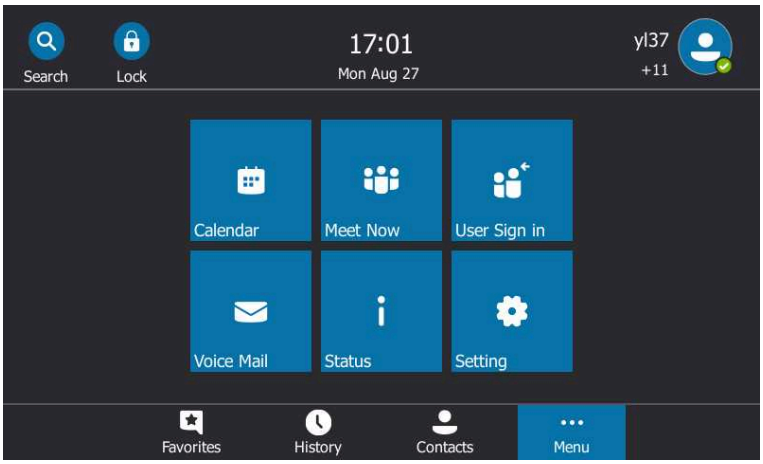


Menu Screen

In the Menu screen, you can access the phone features, view settings and information.

Procedure

Tap **Menu**.



Icon Introductions

The phone icons are used to indicate phone statuses.

- Icons in the Status Bar
- Icons in the Main Window

Icons in the Status Bar

The following table displays icons in the status bar.

Icon	Description
	Searching for Contacts
	Missed Calls
	Forwarded Calls
	Voicemail
	Auto Answer
	Phone Lock
	Ringer volume is 0

Icons in the Main Window

The following table displays icons in the main window.

Icon	Description
	Local Favorites

Icon	Description
	Mute
	Call Hold
	Invite a new call to the Skype for Business conference
	Received Calls
	Placed Calls
	Missed Calls
	Hands-free speakerphone mode
	Location is not set
	Unread voicemail
	Read voicemail
	Enable the conference announcement
	Conference presenter
	Conference attendee
	Conference lock
	Phone Lock
	Private conference
	Set your phone as primary audio device for PC

LED Instructions

- Power Indicator LED

Power Indicator LED

LED Status	Description
Red	The phone is initializing.

LED Status	Description
Fast flashing red (300ms)	The phone is ringing.
Slowly flashing red	The phone receives a voicemail.
Red for 500ms and off for 3s alternately	The phone enters power-saving mode.
Off	The phone is powered off. The phone is idle. The phone is busy. The call is placed on hold. The call is muted.

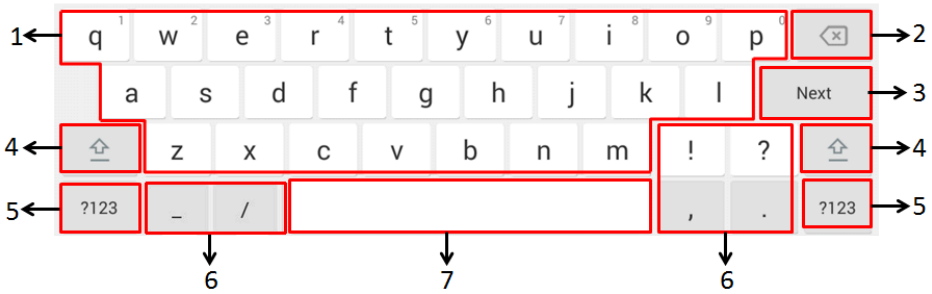
Entering Data and Editing Fields

You can use the keyboard on the phone's touch screen (hereinafter referred to as the onscreen keyboard) and the phone keyboard to enter or edit data.

- Using the Onscreen Keyboard
- Using the Phone Keypad

Using the Onscreen Keyboard

Before using the onscreen keyboard to enter data, you need to know the function of the keys on the onscreen keyboard. The phone supports the English (US) input method.



No.	Name	Description	
1	26 English Letters	• Enter the letter. • Long tap a key then slide to choose one of the options to enter an alternate character.	
2	Delete key	• Tap to delete the entered character one by one. • Long tap to delete two or more characters.	
3	Label automatically to identify the context-sensitive features.	Next	Tap to go to the next field.
		Done Key	Save the change.
		Send	Tap to dial out the number.

No.	Name	Description
4	⇧	Tap to switch to the uppercase letter input mode.
5	Input Method	Tap to switch between input modes.
6	Special Characters	Tap to enter special characters.
7	Space Key	Enter a space.

Using the Phone Keypad

Instead of using the onscreen keyboard, you can also use phone keypad to enter data. The phone keypad only provides digit keys, # key and * key.

Signing into and Locking Your Phone

You can sign into the phone with your Skype for Business credentials and lock your phone when necessary.

- Multi-Factor Authentication (MFA)
- Signing into Your Phone
- Using a Common Area Phone (CAP)
- Using Hot Desking Feature
- Phone Lock

Multi-Factor Authentication (MFA)

To guarantee the security of account, your network administrator may enable multi-factor authentication (MFA) feature for your Online account. In this case, you need to pass a 2-step verification at the initial sign-in. It means that you should sign in with your password and a verification sent to your phone.

- Binding Online Account with Your Mobile Phone Number
- Passing Multi-Factor Authentication

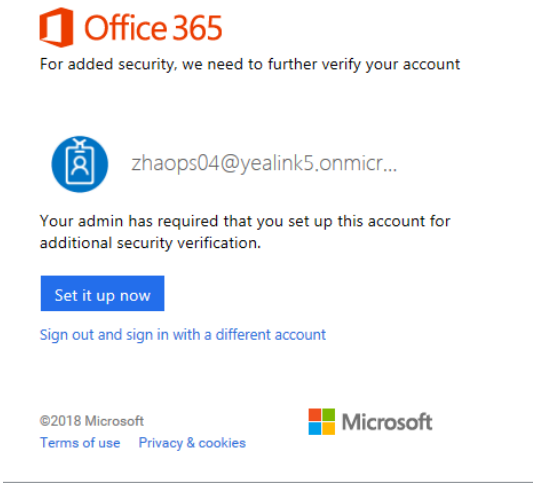
Binding Online Account with Your Mobile Phone Number

To use MFA feature, you should bind your mobile phone number with Online account first.

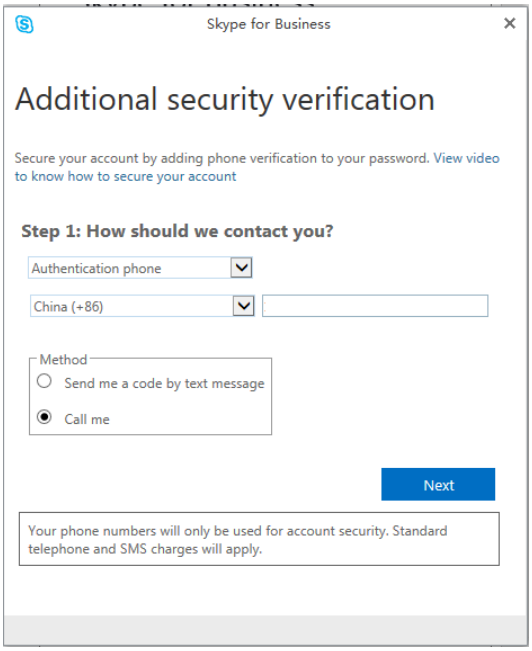
Procedure

1. On the Skype for Business Client, enter your Online account, and then click **Sign in**.

2. Click **Set it up now**.



3. Enter your mobile phone number in the corresponding field and select an authentication method.



4. Click **Next**.
5. Select a method to complete the authentication:
   - If you select **Call me**, your mobile phone will receive a call and you need to follow the voice prompt to complete the authentication, and then click **Done**.
   - If you select **Send me a code by text message**, enter the correct verification code received from your mobile phone in the corresponding field, and then click **Verify**.

Passing Multi-Factor Authentication

MFA applies to user sign-in, web sign-in and sign in via PC methods. You can use Voice call verification or Text verification to log in and use the phones. The phones will use the authentication mode you set on the Skype for Business client by default.

Procedure

1. Log into your phones using the **user sign-in**, **web sign-in** or **sign in via PC** method.
   Your phone or web browser enters the verification screen.
2. Depend on the authentication mode you selected on the Skype for Business client:
   - If you select **Call me**, your mobile phone will receive a call. Answer the call and follow the voice prompt to complete authentication.
   - If you select **Send me a code by text message**, your mobile phone will receive a verification code. Enter the verification code into the phones or web browser and then select **Verify**.

   After verification, the phone logs in successfully.

   Note: You can switch between the **Voice call verification** and **Text verification** methods on your phone or web browser.

Related tasks

Sign in Using Your Skype for Business User Credentials
Sign in Using BToE
Sign in Using Web

Signing into Your Phone

You can use one of the following methods to sign into your phone with your user credentials:

- **User Sign-in**: This method uses the user credentials (sign-in address, user name, and password) to sign into Skype for Business server. This sign-in method is applicable to On-Premises account and Skype for Business Online account.
- **Sign in via PC**: Sign in with the Skype for Business client when your phone is paired to your computer with Better Together over Ethernet (BToE). This sign-in method is applicable to On-Premises account and Online account.
- **PIN Authentication**: This method uses the user's phone number (or extension) and personal identification number (PIN) to sign into Skype for Business server. This sign-in method is only applicable to On-Premises account.
- **Web Sign-in**: Use the web address displayed on the phone to log into the Skype for Business server. This sign-in method is only applicable to Skype for Business Online account.

Note: If the phone reboots after successful login, the user credentials from the previous Sign-In will be cached. User can sign in successfully without re-entering the credentials.

- Sign in Using Your Skype for Business User Credentials
- Sign in Using BToE
- Sign in Using Your PIN Authentication Credentials
- Sign in Using Web
- Signing out of the Phone

Related tasks

Setting a Lock PIN

Sign in Using Your Skype for Business User Credentials

You can sign into your Skype for Business account using your user credentials, which includes your address, username, and password. Contact your system administrator to get your PIN authentication credentials.

Procedure

1. Tap **Sign in**.
2. Select **User Sign-in**.
3. Enter your user credentials and select **Sign in**.

Sign in Using BToE

When your phone is connected to your PC and paired using Better Together over Ethernet (BToE), you can sign into the phone using the Skype for Business client on your PC.

Procedure

1. Tap **Sign in**.
2. Select **Sign in via PC**.
3. On the Skype for Business client on your PC, enter your user credentials, and click **Sign in**.

Related tasks

Using Yealink BToE Connector Software

Sign in Using Your PIN Authentication Credentials

You can sign into your Skype for Business account using your PIN authentication credentials. Contact your system administrator to get your PIN authentication credentials.

Before you begin

Your system administrator should configure· network environment in advanced for PIN authentication method. If not, your phone may not display this sign-in method. For more information, contact the system administrator.

Procedure

1. Tap **Sign in**.
2. Select **PIN Authentication**.
3. Enter your user credentials and select **Sign in**.

Sign in Using Web

You can use the web address displayed on the phone to log into the Skype for Business server. Contact your system administrator to get your PIN authentication credentials.

Procedure

1. Tap **Sign in**.
2. Select **Web Sign-in**.
   A web address and paring code are displayed.
3. Enter the web address into the web browser on your PC.
4. On the Skype for Business Authentication website, enter your email address then select **Verify email**.
5. Enter the pairing code generated on the phone into the web browser.
   A confirmation message is displayed when the phone successfully signs into Skype for Business.

Signing out of the Phone

You may want to sign out of your account when you are using a public phone. After you sign out of your account, the account-related features (for example: calling or viewing your Skype for Business contacts) are not available. However, you can still use other available features.

Procedure

1. Tap your avatar at the top-right corner of the touch screen.
2. Tap **Sign Out**.
   The phone screen prompts you whether to log out or not.
3. Select **OK**.

Using a Common Area Phone (CAP)

Your phone can be set as a common area phone. Common area phones are Skype for Business phones that are not associated with individuals. Instead of being located in someone's office, common area phones are typically located in building lobbies, cafeterias, employee lounges, conference rooms, and other locations where a large number of people are likely to gather.

- Setting a Common Area Phone
- Signing into a Common Area Phone
- Signing out of the Common Area Phone

Setting a Common Area Phone

You can configure an individual phone to be a Common Area Phone.

Procedure

1. Go to **Menu** > **Setting** > **Advanced** > **Common Area Phone**.
2. Turn on **Set as CAP**.
3. Save the change.
   The phone screen prompts whether to reboot the phone or not.
4. Select **OK**.

Signing into a Common Area Phone

The system administrator can use a web browser to provision numerous common area phones quickly. As a user, you can also sign into a common area phone by yourself.

Before you begin

Setting a Common Area Phone

Procedure

1. Select a sign-in method.
2. Enter your user credentials and select **Sign in**.

Related concepts

Signing into Your Phone

Signing out of the Common Area Phone

You can sign out of your account after you use the common area phone.

Procedure

1. Go to **Menu** > **Setting** > **Advanced** > **CAP sign out**.
2. Tap **CAP sign out**.
   The touch screen will prompt “Are you sure to sign out?”.
3. Select **OK**.

Using Hot Desking Feature

Hot desking makes multiple employees use the same phone at different times. It is convenient for different employees to share one Skype for Business phone. If your system administrator enables the hot desking feature for your phone in your environment, you can sign into a phone as a guest user.

- Sign in as a Guest User
- Signing out of the Guest User
- Disabling Hot Desking

Sign in as a Guest User

You can sign into Skype for Business on your phone or common area phone as a guest user.

Procedure

1. Do one of the following:
   - When the phone is locked, tap **User Sign in**.
   - When the phone is unlocked, tap **Menu** > **User Sign in**.

   The phone prompts if you are you sure to start the hot-desking.
2. Select **OK**.
3. Select a sign-in method.
4. Enter your user credentials and select **Sign in**
   The phone displays “It is in the hot-desking mode”.

Related concepts

Signing into Your Phone

Signing out of the Guest User

You can sign out of the guest user after you use the phone.

Procedure

Do one of the following:

- When the phone is locked, select **Sign Out**.
- When the phone is unlocked, tap your avatar at the top-right corner of the touch screen and then tap **Sign Out**.

The guest user is signed out and the host user is signed in automatically.

Note: When the phone has been inactive for a designated time (this time is set by the administrator on the Skype for Business server), the guest user will automatically be signed out. One minute before logout, the phone will prompt you to sign out immediately or continue using the phone as a guest user for 5 minutes.

Disabling Hot Desking

You can disable the Hot Desking feature, so that guests are not allowed to sign into your phone.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Hot-Desking**.
2. Select **Disabled** from the **Hot-Desking** drop-down menu.
3. Save the change.

Phone Lock

If your system administrator enables the phone lock feature for your phone in your environment, you can lock your phone when necessary.

- Tips for Phone Lock
- Setting a Lock PIN
- Setting the Idle Timeout for Phone Lock
- Setting the Unlock Attempts
- Locking Your Phone
- Unlocking Your Phone
- Changing Your Lock PIN
- Resetting Your Lock PIN
- Disabling Phone Lock

Tips for Phone Lock

You do not use the phone for a while, you can enable the phone lock feature. You can choose to lock your phone in following situations:

- Prevent unauthorized outgoing calls.
- Prevent people from viewing or modifying phone information, such as your conference schedules and history records.

When your phone is locked, you can:

- Place outgoing calls to a contact, unless your system administrator restricts your phone to placing calls to emergency and authorized numbers only.
- Answer incoming calls, unless your administrator has set your phone to require a password to answer calls.

Setting a Lock PIN

When you sign into your Skype for Business account, you are prompted to set a lock PIN, which is used for unlocking your phone.

Procedure

1. Enter the lock PIN in the **New PIN** field.
2. Enter the lock PIN again in the **Confirm PIN** field.
3. Save the change.

Note: If you do not create a lock PIN when prompted, you will be automatically signed out of the phone in a set amount of time. You must create a lock PIN when you try to sign in again.

Related concepts

Signing into Your Phone

Setting the Idle Timeout for Phone Lock

You can configure an idle timeout, after which the phone will lock automatically. The default time is 10 minutes.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Phone Lock**.
2. Enter the integer between 1 to 1440 minutes in the **Idle time-out(mins)** field.
3. Save the change.

Related tasks

Locking Your Phone

Setting the Unlock Attempts

You can specify the maximum number of unsuccessful unlock attempts for a locked phone. You will be automatically signed out of the phone when the unsuccessful unlock attempts exceeds the limit.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Phone Lock**.
2. Select the desired value from the **Unlock attempts** field.
3. Save the change.

Locking Your Phone

You can manually lock the phone.

Procedure

Tap **Lock**.

Related tasks

Setting the Idle Timeout for Phone Lock

Unlocking Your Phone

You can unlock your phone by using your lock PIN.

Procedure

1. Enter the lock PIN in the input field.
2. Tap **Unlock**.

Changing Your Lock PIN

After setting the lock PIN for the first time, you can change the PIN at any time.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Phone Lock**.
2. Enter the lock PIN in the **Current PIN** field.
3. Enter the lock PIN in the **New PIN** field.
4. Enter the lock PIN in the **Confirm PIN** field.

5. Save the change.

Resetting Your Lock PIN

If you forget your lock PIN, you can reset the lock PIN from a phone using your login password.

Procedure

1. On the lock screen, select **Unlock**.
2. Enter your login password for your Skype for Business account.
3. Select **Unlock**.
4. Enter and confirm your new lock PIN.

Disabling Phone Lock

If you do not want to lock your phone, you can disable phone lock.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Phone Lock**.
2. Select **Disabled** from the **Lock Enable** drop-down menu.
3. Save the change.

Audio Calls

You can place calls, answer calls, transfer a call to someone else, or conduct a Skype for Business conference call.

- Switching among the Handset, Speakerphone, and Headset Modes
- Placing Calls
- Answering Calls
- Muting and Unmuting Audio
- Holding and Resuming Calls
- Ending Calls
- Transferring Calls
- Parking and Retrieving Calls
- Silencing or Rejecting Incoming Calls
- Forwarding an Incoming Call Manually
- Forwarding All Incoming Calls

Switching among the Handset, Speakerphone, and Headset Modes

You can place and answer calls on your phone using the handset, headset, or speakerphone, and you can alternate among this three modes during calls, if available.

Procedure

Do one of the following:

- Pick up the handset to use the handset mode.
- Press the Speakerphone key to use the speakerphone mode. The key LED glows green.
- Press the HEADSET key to use the headset mode. The key LED glows green.

Placing Calls

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

- Placing Calls using the Dialer
- Placing Multiple Calls
- Placing Calls from a Locked Phone
- Redialing a Number
- Placing Calls from the Call History
- Calling Favorites from the Favorites Screen
- Calling Contacts from the Contacts Screen
- Calling Contacts from the Search Results List
- Setting a Hotline Number and Delay Time

Placing Calls using the Dialer

You can enter a phone number by using the onscreen dialpad or phone keypad to place a call.

Procedure

1. Do one of the following:
   - Pick up the handset.
   - Press the Speakerphone key.
   - Press the HEADSET key.
2. Enter the desired number.
   You can also tap a desired contact from the search result list, favorites screen, history screen or contacts screen.
3. Tap or # 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 (the call that has audio associated with it) can be in progress at any time.

Procedure

1. During a call, press or tap **Hold**.
   The active call is placed on hold.
2. Select **New Call**.
3. Enter the desired number.
   You can also tap a desired contact from the search result list, favorites screen, history screen or contacts screen.
4. Tap or # key.

Placing Calls from a Locked Phone

On the locked phone, you can place outgoing calls to any contact unless your system administrator restricts your phone to placing calls only to emergency numbers, such as 911, and authorized numbers that your system administrator can set up.

Procedure

1. Tap **Emerg Call.**.
2. Dial the desired number.

Redialing a Number

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

Procedure

Press .

Placing Calls from the Call History

You can place a call to the history record.

Procedure

1. Tap **History**.
2. Slide up and down to view more records.
3. Tap the desired entry directly.
4. Press .

Calling Favorites from the Favorites Screen

Favorites screen displays your local favorites and Skype for Business favorites.

Procedure

1. Tap **Favorites**.
2. Slide up and down to view more favorites.
3. Select the desired favorites.

Calling Contacts from the Contacts Screen

You can place calls to your contacts.

Procedure

1. Tap **Contacts**.
2. Select the desired contact group.
3. Tap the desired contact.
4. Press .

Calling Contacts from the Search Results List

On the Dialing screen, you can search for Skype for Business contacts, local contacts, and Microsoft Outlook contacts.

Procedure

1. Tap .
2. Enter the first or first few characters of the contact name or number.
3. Tap the desired entry and tap .

Setting a Hotline Number and Delay Time

You can configure a hotline number and a delay.When you lift the handset or press the Speakerphone key, the phone will dial out the hotline number automatically after a designated period of time.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Hotline**.
2. Enter the desired number in the **Hot Number** field.
3. Enter the desired delay time in the **HotLine Delay(s)** field.
4. Save the change.

Answering Calls

You can answer calls in a variety of ways.

- Answering Calls
- Answering a Call When in a Call
- Answering Calls Automatically

Answering Calls

Procedure

Do one of the following:

- Pick up the handset to use the handset mode.
- Press the Speakerphone key to use the speakerphone mode. The key LED glows green.
- Press the HEADSET key to use the headset mode. The key LED glows green.
- Select **Answer**.

Answering a Call When in a Call

When you receive a new call during an active call, the call waiting tone beeps, and the phone display the incoming call information.

Procedure

Tap **Answer**.
The active call is placed on hold.

Related tasks

Disabling Call Waiting

Answering Calls Automatically

You can enable auto answer feature to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Auto Answer**.
2. Turn on Auto Answer.
3. Save the change.

Note: When you are in an active call and an incoming call arrives on the phone, the incoming call will not be automatically answered even if auto answer is enabled.

Muting and Unmuting Audio

You can mute the microphone during an active call, and then the other party cannot hear you.

Procedure

1. During a call, press the mute key on the phone.
2. To unmute audio, press the mute key on the phone or tap **Mute** on the touch screen again.

Holding and Resuming Calls

You can place an active call on hold. Only one active call can be in progress on the phone at any time.

- Placing a Call on Hold
- Resuming a Call

Placing a Call on Hold

Procedure

During a call, press or tap **Hold**.
Your phone will beep softly every 30 seconds to remind you that you still have a call on hold.

Resuming a Call

Procedure

Do one of the following:

- If only one call is placed on hold, select **Resume**.
- If multiple calls are placed on hold, tap the held call and then tap **Resume**.

Ending Calls

Procedure

Do one of the following:

- If you are using the handset, hang up the handset or select **End Call**.
- If you are using the headset, tap **End Call**.
- If you are using the speakerphone, press the Speakerphone key or select **End Call**.

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 another contacts immediately without consulting with them first.

Procedure

1. During a call, press or tap **Blind Tran**.
2. Do one of the following:
   - Enter a number and then tap **Transfer**.
   - Tap a desired contact directly from the search result list, the favorites screen, the history screen or the contacts screen.

Performing a Consultative Transfer

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

Procedure

1. During a delegation call, tap **Transfer**.
2. Do one of the following:
   - Enter a number and then tap **Call**.
   - Select a desired contact directly from the search result list, the Favorites screen, the History screen, or the Contacts screen.
3. After the party answers the call, select **Transfer** to complete the transfer.

Parking and Retrieving Calls

Parked calls are placed in the call orbit and you are given a retrieval number to retrieve the call. And you are given a retrieval number to retrieve the call.

- Parking Skype for Business Calls
- Retrieve Parked Calls on the Same Phone
- Retrieve Parked Calls on Another Phone

Parking Skype for Business Calls

You can park a call, and continue to make calls and answer other incoming calls on your phone.

Procedure

During a call, go to **More** > **Park**.
The call is placed in the call orbit and the phone displays a retrieval number.

Retrieve Parked Calls on the Same Phone

After you park a call, you can retrieve it on the same phone.

Procedure

Tap **Retrieve Park**.

Retrieve Parked Calls on Another Phone

After you park a call, you can provide another contact with the call retrieval number to retrieve the call.

Procedure

Dial the retrieval number.

Note: If the call is ended before being retrieved, the prompting message “Parked call ended before it can be retrieved” is displayed on the screen of the person who parked the call.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

- Silencing Incoming Calls
- Rejecting Incoming Calls

Silencing Incoming Calls

You can silence a call to stop your phone from ringing. Even if you silence the ringer, an incoming call notification continues to display on your phone.

Procedure

When you receive an incoming call, select **Silence**.

Rejecting Incoming Calls

You can reject a call and send the call directly to voicemail (if voicemail is available). Rejected calls display in the Received Calls list in your call history.

Procedure

When you receive an incoming call, select **Reject**.

Forwarding an Incoming Call Manually

You can manually forward the call to another contact or your voicemail when your phone is ringing.

- Forwarding an Incoming Call to a Contact Manually
- Forwarding an Incoming Call to Your Voicemail Manually

Forwarding an Incoming Call to a Contact Manually

You can manually forward the incoming call to another contact when your phone is ringing.

Procedure

1. When your phone is ringing, tap **Forward**.

2. Do one of the following:
   - Enter a number and then select **Forward** .
   - Tap a desired contact directly from the search result list, favorites screen, history screen, or contacts screen.

Forwarding an Incoming Call to Your Voicemail Manually

You can manually forward the call to your voicemail when your phone is ringing.

Procedure

When your phone is ringing, tap **FWD VM**.

Forwarding All Incoming Calls

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

- Forwarding Calls to a Contact
- Forwarding Calls to Voicemail
- Forwarding Calls to Delegates
- Simultaneously Ring a Contact
- Simultaneously Ring a Group of Contacts
- Simultaneously Ring Delegates
- Disabling Call Forward Feature
- Configuring the Delay Time for Forwarding Incoming Calls

Forwarding Calls to a Contact

You can forward all incoming calls to a contact.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
2. turn on **Call Forward**.
3. Select **Forwarding Calls to a Contact**.
4. Enter a contact's number or select a contact.
5. Save the change.

Forwarding Calls to Voicemail

You can forward all incoming calls to your voicemail.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
2. turn on **Call Forward**.
3. Select **Forward to Voice Mail**.
4. Save the change.

Forwarding Calls to Delegates

You can forward all incoming calls directly to your delegates.

Before you begin

Assigning Delegates

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
2. turn on **Call Forward**.
3. Select **Forward to Delegates**.
4. Save the change.

Simultaneously Ring a Contact

You can choose to simultaneously ring a contact when you receive incoming calls.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
2. turn on **Call Forward**.
3. Select **Simultaneously Ring to a Contact**.
4. Enter or select a contact number.
5. Save the change.

Simultaneously Ring a Group of Contacts

You can choose to simultaneously ring a group of Skype for Business contacts when you receive incoming calls.

Before you begin

Editing Your Team-Call Group Members

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
2. turn on **Call Forward**.
3. Select **Simultaneously Ring to Team Call**.
4. Save the change.

Simultaneously Ring Delegates

You can enable your delegates' phones to simultaneously ring when you receive incoming calls.

Before you begin

Assigning Delegates

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
2. turn on **Call Forward**.
3. Select **Simultaneously Ring to Delegates**.
4. Save the change.

Disabling Call Forward Feature

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
   You can also press when the phone is idle.
2. Turn off **Call Forward**.
3. Save the change.

Configuring the Delay Time for Forwarding Incoming Calls

You can configure the delay time for forwarding incoming calls. That is, incoming calls are forwarded if it is not answered after designated delay time.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Forward**.
2. Select the desired value from the **Reject call delay(s)** field.
3. Save the change.

Skype for Business Conferences

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

- Initiating a SfB Conference Call
- Sending the SfB Conference Information
- Viewing the SfB Conference Participants
- Managing the SfB Conference Participants
- Leaving the SfB Conference

Initiating a SfB Conference Call

You can initiate a Skype for Business conference call in many ways.

- Initiating a SfB Conference Call by Meet Now
- Initiating a SfB Conference Call during a Call
- Initiating a SfB Conference by Calling a Group of Participants
- Initiating a SfB Conference by Merging Multiple Calls
- Initiating a SfB Conference by Merging an Active Call and a Hold Call

Initiating a SfB Conference Call by Meet Now

Procedure

Go to **Menu** > **Meet Now**.

Initiating a SfB Conference Call during a Call

You can initiate a Skype for Business conference call by inviting contacts to the active call.

Procedure

1. During a call, tap .
2. Do one of the following:
   - Enter the desired number, and then tap **Call**.
   - Tap a desired contact directly from the search result list, the favorites screen, the history screen or the contacts screen.

Initiating a SfB Conference by Calling a Group of Participants

You can initiate a Skype for Business conference call by calling a group of Skype for Business contacts.

Procedure

1. Tap **Contacts**.
2. Tap the desired Skype for Business group, and then tap **Dial All**.
   The phone screen prompts you whether to start a conference or not.
3. Select **OK**.

Initiating a SfB Conference by Merging Multiple Calls

You can merge multiple calls into a conference call.

Before you begin

Placing Multiple Calls

Procedure

During multiple calls, tap **Merge calls**.

Note: Multiple conferences cannot be merged into one conference call.

Initiating a SfB Conference by Merging an Active Call and a Hold Call

You can merge two individual calls instead of all calls into a conference call.

Before you begin

Placing Multiple Calls

Procedure

1. During multiple calls, tap .
2. Tap the avatar of the caller.
   The active call and the selected held call are merged into a conference.

Sending the SfB Conference Information

If you are a conference participant, you can send the conference dial-in number and conference ID to contacts who want to join the conference.

Procedure

1. During a Skype for Business conference, go to **More** > **Conf Info** to view the dial-in number and conference ID.
2. Send the dial-in number and conference ID to the contacts who you want to join the conference.

Note: If the conference is locked, anyone that tries to join the conference will enter the lobby and wait for the organizer or presenters to accept the call.

Viewing the SfB Conference Participants

When you initiate or join a conference call, you can view the conference participants.

Procedure

1. Tap **Participants** to view the conference participants' information during a conference.
2. There are three roles in a conference:
   - **Organizer** : the user who creates a conference. The organizer can manage the presenters and attendees.
   - **Presenter**( ): the participant who is invited to the conference will be a presenter by default. The presenter can only manage other presenters and attendees.
   - **Attendee** ( ): the user who is invited to a conference but who is not authorized to act as a presenter. The attendee cannot manage call participants.

Managing the SfB Conference Participants

When you initiate a Skype for Business conference call, you will be an organizer and other participants are listed as presenters by default. As an organizer or presenter, you can manage call participants.

- Muting and Unmuting All Conference Participants
- Muting or Unmuting Individual Conference Participants
- Demoting or Promoting Conference Participants
- Enabling or Disabling Conference Announcements
- Locking or Unlocking a Conference Call
- Admitting or Denying Participants to a Locked Conference Call
- Removing Conference Participants

Muting and Unmuting All Conference Participants

The organizer and presenters can mute or unmute all conference participants.

Procedure

1. During a conference, tap **Mute All**.
   The mute icon is displayed on the person who is muted.

2. Select **Unmute All**.
   During a call, press the mute key on the phone.

Muting or Unmuting Individual Conference Participants

The organizer and presenters can mute or unmute individual conference participants.

Procedure

1. During a Skype for Business conference, select **Participants**.
2. To forbid the participant from speaking, tap next to the participant.
3. To unmute the participant, tap next to the participant.
   The muted participants press the mute key to unmute.

Demoting or Promoting Conference Participants

The organizer and presenters can promote conference participants from attendees to presenters or demote conference participants from presenters to attendees.

Procedure

1. During a conference, tap **Participants**.
2. Do one of the following:
   - Tap to demote a presenter to an attendee.
   - Tap to promote an attendee to a presenter.

Enabling or Disabling Conference Announcements

Only the organizer and presenters can enable or disable the announcement. When the announcement feature is enabled, the phone will issue a voice message to announce that a participant joins or leaves the conference.

Procedure

Do one of the following:

- Go to **More** > **E.Anc** to enable announcements.
- Go to **More** > **U.Anc** to disable announcement.

Locking or Unlocking a Conference Call

The organizer and presenters can lock a conference call to prevent other people from joining the conference call without approval. When the conference is locked, contacts must wait for the organizer or presenters to admit them to the meeting.

Procedure

1. During a conference, go to **More** > **Participants**.
   An icon (the number indicates the participants waiting in the lobby) appears on the screen.
2. When you're ready to enable people to join the conference, go to **More** > **ConfUnLock**.

Admitting or Denying Participants to a Locked Conference Call

The conference participants can invite others to join a locked conference. Others can also dial the dial-in number and Conference ID to join the locked conference.

Before you begin

The conference is locked and you are the conference organizer or presenter.

Procedure

1. Go to **More** > **Lobby** to view the callers waiting in the lobby.
2. Do one of the following:
   - Select to allow the caller to join the locked conference as a presenter successfully.
   - Tap Press **Reject** to reject the caller to join the locked conference. The caller drops the call automatically.

Related tasks

Locking or Unlocking a Conference Call

Removing Conference Participants

An organizer can remove presenters and attendees. A presenter can remove other presenters and attendees. An attendee cannot remove other participants.

Procedure

1. During a conference, tap **Participants**.
2. Tap on the right side of the desired participant.

Leaving the SfB Conference

All participants can leave the conference at any moment.

Procedure

Tap **End Call**.
Other participants remain connected.

Recording Audios

If your system administrator has enabled the recording feature, you can record the audio in a call or conference. After the administrator enables the recording fast entrance, you can record the local audio or view the recorded audio files in idle state.

About this task

You can record up to 12 hours in one file. By default, the recorded audios are saved in the internal SD card. You can also connect a USB flash drive to your phone, and choose to save the recorded audios to it instead of the internal SD card. You can play the recorded audios either on the phone itself or on a computer.

Note: If recording feature is disabled, you can only view and play the recorded audios, if they exist. If recording fast entrance is disabled, you cannot record local audio or view recorded audio files.

- Recording Local Audios
- Recording a Call
- Playing the Recorded Audios
- Copying Recorded Audios to USB Flash Drive
- Renaming the Recorded Audios
- Deleting the Recorded Audios
- Checking Storage Space

Recording Local Audios

You can record local audio when the phone is idle. The recorded audios are saved in *.amr format. The recorded audios are saved with the name consisting of a prefix “record@” and date & time stamp, for example, record@180530-151118 was created on May 30, 2018, at 15:11:18. During recording, you can mark specific moments so that you can quickly find and listen to them later.

Before you begin

Make sure the recording fast entrance and recording feature are enabled.

Procedure

1. Go to **Menu** > **Recording**.
2. If you insert a USB flash drive, tap **USB** to save the recorded audio to USB flash drive.
3. Tap to start recording.
4. During recording, you can do one of the following:
   - Tap to mark specific moments.
   - Tap to cancel the recording.
   - Tap to pause the recording, and then tap to resume the recording.
   - Tap to end the recording and save the recorded audio.

Recording a Call

You can record active calls. The recorded calls are saved in *.wav format and include a date & time stamp and the other party’s number or name. For example, 20200302-1514-Mac was created on March 2, 2020, at 15:14 and you have a call with Mac. During recording, you can mark specific moments so that you can quickly find and listen to them later.

Procedure

1. During a call, tap **More** > **Start REC**.
2. If a USB flash drive is connected, select where to save your recording.

3. During recording, you can do one of the following:
   - Tap 标记 in the top-right corner to mark specific moments.
   - Tap **More** > **Pause REC** to pause the recording, and then tap **More** > **Resume REC** to resume the recording.
   - Tap **More** > **Stop REC** to end the recording and save the recorded audio
   - Tap **End Call** to end the call and save the recorded audio.

Playing the Recorded Audios

When you receive an incoming call while playing a recording, the recording is paused automatically. If you do not answer or reject the incoming call, or if you answer the incoming call and end the call, the recording will continue to play automatically.

Procedure

1. Go to **Menu** > **Recording**.
2. If you want to play the recorded audio saved in USB flash drive, tap **USB**.
3. Tap beside the desired recorded audio to play the recorded audio.
4. During the playing, you can do the following:
   - Tap to pause playing recorded audio.
   - Tap to continue the playing.
   - Drag the slider to skip forward the playing or rewind the playing.
   - Drag the slider to the position with red flag to listen to the marked moments.
   - Tap the Volume key to increase or decrease the volume of the speakerphone.
   - Tap to stop the playing.

Copying Recorded Audios to USB Flash Drive

Before copying recorded audios to USB flash drive, you should connect a USB flash drive first.

- Copying a Recorded Audio to USB Flash Drive
- Copying Multiple Recorded Audios to USB Flash Drive

Copying a Recorded Audio to USB Flash Drive

You can copy recorded audios that are stored in the internal SD card to a USB flash drive.

Procedure

1. Go to **Menu** > **Recording**.
2. Tap after the desired recorded audio, and then tap **Copy to USB**.

Copying Multiple Recorded Audios to USB Flash Drive

You can copy multiple or all recorded audios that are stored in the internal SD card to a USB flash drive.

Procedure

1. Go to **Menu** > **Recording**.

2. Tap **Edit** in the top-right corner.
3. Tap the desired recorded audios or tap the radio box on the top-left of the screen to select all recorded audios.
4. Tap **Copy to USB**.

Renaming the Recorded Audios

You can rename recorded audios.

Procedure

1. Go to **Menu** > **Recording**.
2. If you want to rename the recorded audio saved in USB flash drive, tap **USB**.
3. Tap ⋮ after the desired recorded audio, and then tap **Rename**.
4. Enter the desired file name.
5. Tap **OK** to accept the change.

Deleting the Recorded Audios

When you have played a recording or need additional space for new file, you can delete recorded audios from the phone.

- Deleting a Recorded Audio
- Deleting Multiple Recorded Audios

Deleting a Recorded Audio

Procedure

1. Go to **Menu** > **Recording**.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap ⋮ after the desired recorded audio, and then tap **Delete**.
   The phone screen prompts you are sure to delete.
4. Tap **OK**.

Deleting Multiple Recorded Audios

You can delete multiple or all recorded audios.

Procedure

1. Go to **Menu** > **Recording**.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap **Edit** in the top-right corner.
4. Tap the desired recorded audios or tap the radio box on the top-left of the screen to select all recorded audios.
5. Tap 🗑 .
   The phone screen prompts you whether to delete or not.

6. Select **OK**.

Checking Storage Space

You can check the storage space (total space and available space) of the internal SD card or connected USB flash drive. At least 10M free space is required for recording.

Procedure

1. Go to **Menu** > **Recording**.
2. If you want to check the storage space of the USB flash drive, tap **USB**.
3. Check the capacity and remaining recordable time.

Boss-Admin for Skype for Business

The Boss-Admin feature enables a "boss" phone and delegates' phones to ring simultaneously when a user calls the boss. When one party answers the call, the other phone will stop ringing. The delegates can answer the call for the boss, transfer the call to the boss's voice mailbox, transfer the call to the boss, make a call on behalf of the boss, or join the meeting on behalf of the boss.

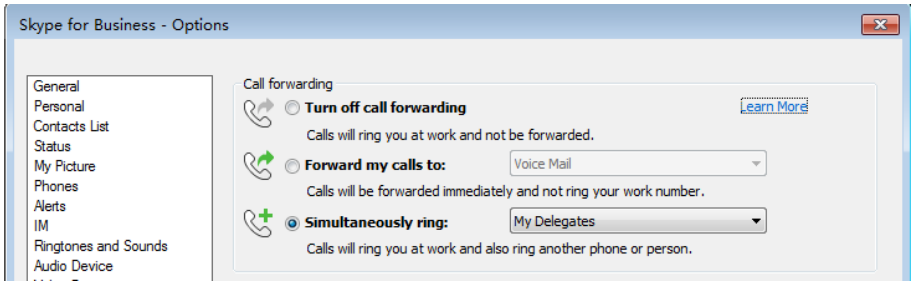
- Assigning Delegates
- Viewing the Delegates Group
- Viewing Bosses
- Editing Delegates
- Managing Calls on the Boss's Line

Assigning Delegates

You can assign delegates to your line using the Skype for Business client only. However, you cannot assign yourself as a delegate. As a delegate, you can be assigned to multiple bosses' lines.

Procedure

1. On your Skype for Business client, click , and select **Call Forwarding Settings**.
2. Select **Simultaneously Ring** > **My Delegates**, as shown below.



3. In the **Call Forwarding - Delegates dialog** field, click **Add**.
4. In the **Choose a Delegate** field, select the contact you want to add as a delegate and click **OK**.
5. Click **OK** when you have finished assigning contacts as delegates.
   If the boss's line receives an incoming call, both the boss and delegate's phones ring.

Viewing the Delegates Group

Your delegates are automatically added to the **Delegates** group on your phone and in the Skype for Business client.

Procedure

Go to **Contacts** > **Delegates**.

Viewing Bosses

You can view the contacts for which you are assigned as a delegate in the Bosses group on your phone and in the Skype for Business client.

Procedure

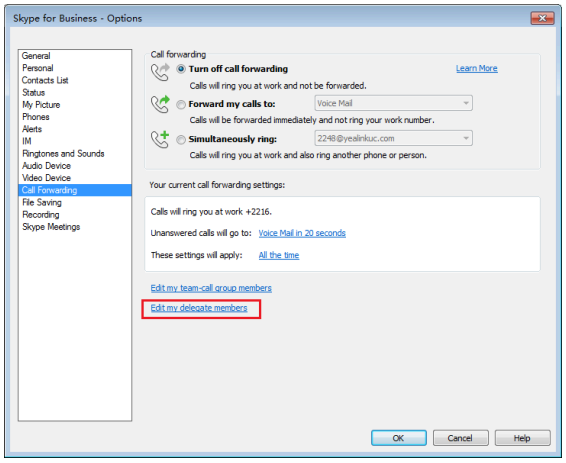
Go to **Directory** > **Bosses**.

Editing Delegates

You cannot edit the delegates on your phone. If you want to add or remove delegates, you need to edit the Delegates group on your Skype for Business client.

Procedure

1. On your Skype for Business client, click , and select **Call Forwarding Settings**.
2. Select **Edit my delegate members**. As shown below:



3. Do one of the following:
   - Select a delegate and click **Remove** to delete the delegate from the group.
   - Select **Add** to add delegates.

Managing Calls on the Boss's Line

Delegates can place, answer, hold, or transfer calls on behalf of the boss's line.

- Responding to Incoming Boss Calls

- Viewing Held Boss Calls
- Resuming Held Boss Calls
- Transferring a Boss Call
- Resuming a Transferred Boss Call
- Transferring a Call to a Boss's Voicemail
- Placing a Call on Behalf of a Boss
- Initiating a Conference Call on Behalf of a Boss
- Joining a Conference Call on Behalf of a Boss

Responding to Incoming Boss Calls

When a call is placed to the boss's line, the call is displayed on the boss's and delegate's phones. As a delegate, you can answer an incoming call on a boss's line, reject the call, or forward the call directly to the boss's voicemail.

Procedure

Do one of the following:

- Select **Answer** to answer an incoming conference call.
- Select **Boss VM** to forward the call to the boss's voicemail.
- Select **Forward (FWD)** to forward the call to the other people.
- Select **More** > **Silence** to mute the ringtone.
- Select **More** > **FWD VM** to forward the call to your voicemail.
- Select **Reject** to reject the call.

Viewing Held Boss Calls

Bosses and delegates can both view held calls on the boss' line. If there is an active call on boss' line, the Boss/Admin soft key glows red on the delegate's phone.

Procedure

Tap the **Boss/Admin** soft key.

Resuming Held Boss Calls

Any assigned delegate can resume held calls on the boss's line.

Procedure

1. Tap the **Boss/Admin** soft key.
2. Tap the avatar of the caller.

Transferring a Boss Call

After a delegate answers the call for the boss, the delegate can transfer the call to the boss's phone via Safe Transfer, which enables the delegate to transfer the call to the boss's phone and prevents the call from going to voicemail if the boss does not answer the call. The delegate can resume the call and talk with the client continuously.

Procedure

During a delegation call, go to **More** > **Safe Tran**.
The call is transferred to the boss's phone.

Resuming a Transferred Boss Call

If the boss is not available to answer the transferred call or rejects the transferred call, the delegate's phone displays a notification stating that the transferred call failed. The delegate can resume the call.

Procedure

Tap **Resume** or press .

Transferring a Call to a Boss's Voicemail

If a boss is unavailable to take calls, delegates can transfer the calls directly to the voicemail of the boss.

Procedure

During a delegation call, select **BossVM**.

Placing a Call on Behalf of a Boss

As a delegate, you can make calls on behalf of your assigned boss on their lines.

Procedure

1. Go to **Directory** > **Bosses**.
2. Tap the avatar of the desired boss.
3. Tap **On behalf**.
4. Enter the desired number, and then tap **Call** or tap a desired contact..

Initiating a Conference Call on Behalf of a Boss

As a delegate, you can initiate a conference call on behalf of your assigned boss on their lines.

Procedure

1. Go to **Directory** > **Bosses**.
2. Tap the avatar of the desired boss.
3. Tap **More** > **On Behalf of Conf**.

Joining a Conference Call on Behalf of a Boss

As a delegate, you can join an incoming conference call on behalf of a boss on their line and add the boss to the conference call.

Procedure

1. Select **Answer** to answer an incoming conference call.
2. Go to **More** > **Invite Boss** to add the boss to the conference call.
3. Select **OK**.
4. After you have connected the boss's line to the conference call, select **End Call** to leave the conference call.

Managing the Call History

The call history on your phone includes missed, placed, and received calls. Each list holds up to 100 entries.

- Viewing Call Records
- Deleting Call Records
- Disabling Contact Avatar
- Disabling History Record

Viewing Call Records

You can view received, missed, placed, and forwarded calls.

Procedure

1. Tap **History**.
2. Slide up and down to view more records.
3. Tap the avatar of the desired entry.

Deleting Call Records

You can delete one call record or a batch of call records.

- Deleting a Call Record
- Deleting Multiple Call Records

Deleting a Call Record

Procedure

1. Tap **History**.
2. Slide up and down to view more records.
3. Tap the avatar of the desired entry.
4. Tap **Delete**.
   The phone screen prompts you whether to delete or not.
5. Select **OK**.

Deleting Multiple Call Records

You can delete multiple call records or all records.

Procedure

1. Select **History**.
2. Long tap any entry.
3. Do one of the following:
   - Tap the desired entries.
   - Tap the **Select All** on the title area.

4. Tap **Delete**.
   The phone screen prompts you whether to delete or not.
5. Select **OK**.

Disabling Contact Avatar

If you do not want to see the avatars of call records, you can disable contact avatar feature.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **History Setting**.
2. Turn off **Contacts Avatar**.

Disabling History Record

If you do not want to save the call history, you can disable history record feature.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **History Setting**.
2. Turn off **History Record**.

Managing Contact Directory

The phone directory includes local directory and Skype for Business directory. Local directory is stored on the phone only. The contacts of Skype for Business directory and the Skype for Business client are synchronized.

- Searching for Contacts
- Skype for Business Directory
- Local Directory

Searching for Contacts

You can search for Skype for Business contacts, local contacts, and Microsoft Outlook contacts.

Procedure

1. On the idle screen, tap .
2. Enter the search criteria to search for a desired contact.
   The search result is displayed.

Skype for Business Directory

The Skype for Business directory on your phone displays all Skype for Business contacts. You can view and search Skype for Business contacts via the phone only. If you want to add, edit or delete Skype for Business contacts, you can use Skype for Business client.

- Adding Skype for Business Contacts
- Viewing Skype for Business Contacts
- Deleting Skype for Business Contacts

Adding Skype for Business Contacts

You can add Skype for Business contacts using your Skype for Business client only.

- Adding Skype for Business Contacts from the Search Results
- Adding Skype for Business Contacts from Local Directory
- Adding Skype for Business Contacts from Call Records

Adding Skype for Business Contacts from the Search Results

Procedure

1. Tap the avatar of the desired contact from the search results.
2. Select **Add to SFB**.
3. Select the desired Skype for Business group.

Adding Skype for Business Contacts from Local Directory

If you want to display a local contact on your Skype for Business client, you should add the local contact to the Skype for Business directory on the phone first.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. Select the desired group (All Contact or Favorites) that contains the desired local contact.
3. Tap the avatar of the desired contact.
4. Tap **More** > **Add to SFB**.
5. Select the desired Skype for Business group.

Adding Skype for Business Contacts from Call Records

You can add a call record to the Skype for Business directory.

Procedure

1. Tap **History**.
2. Slide up and down to view more records.
3. Tap the avatar of the desired entry.
4. Tap **Add to SFB**.

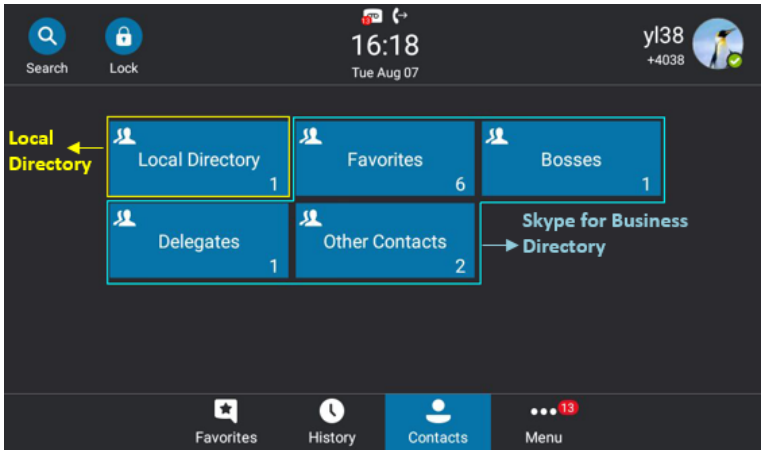
Note: Conference records cannot be added to the Skype for Business directory.

Viewing Skype for Business Contacts

You can view the information about each Skype for Business contact on the phone, for example, the name, the number, the status and so on.

Procedure

1. Tap **Contacts**.
2. Select the desired Skype for Business group.



3. Tap the avatar of the desired contact.

Deleting Skype for Business Contacts

You can delete Skype for Business contacts on your phone.

Procedure

1. Tap **Contacts**.
2. Select the desired Skype for Business group.
3. Tap the avatar of the desired contact.
4. Tap **Delete from SfB**.
   The phone screen prompts you whether to delete or not.
5. Select **OK**.

Local Directory

You can add, edit or delete local contacts on your phone.

- Adding Local Contacts
- Viewing Local Contacts
- Editing Local Contacts
- Deleting Local Contacts

Adding Local Contacts

You can add local contacts using the following ways:

- Adding Local Contacts Manually
- Adding Local Contacts from Skype for Business Directory
- Adding Local Contacts from the History Record

Adding Local Contacts Manually

You can add contacts to local directory. Make sure that the contact name is unique.

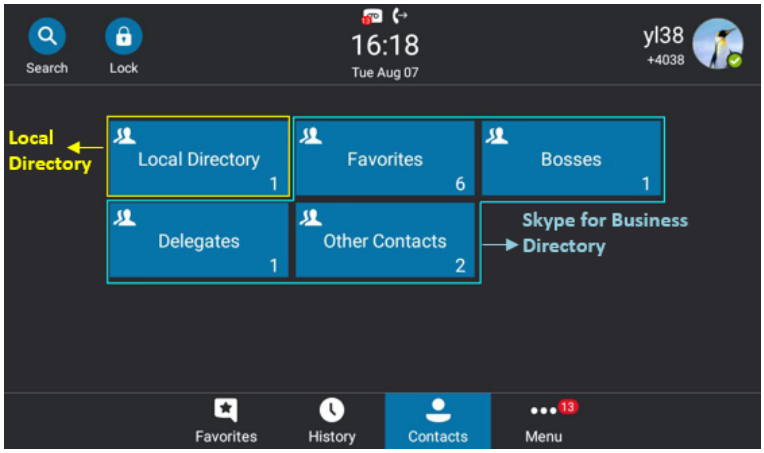
Procedure

1. Go to **Contacts** > **Local Directory** > **All**.
2. Tap .
3. Edit the contact information.
4. Select the desired ring tone for this contact from the **Ring** field.
5. Save the change.

Adding Local Contacts from Skype for Business Directory

Procedure

1. Tap **Contacts**.
2. Select the desired Skype for Business group.



3. Tap the avatar of the desired contact.
4. Tap **Add to Local**.
5. Edit the contact information.
6. Save the change.

Adding Local Contacts from the History Record

You can add a history record to the local directory.

Procedure

1. Select **History**.
2. Slide up and down to view more records.
3. Tap the avatar of the desired entry.
4. Tap **Add to Local**.
5. Edit the contact information and save the change.

Note: Conference records cannot be added to the Skype for Business directory.

Viewing Local Contacts

You can view information about each local contact on the phone.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. Select the desired contact group.
3. Tap the avatar of the desired contact.

Editing Local Contacts

You can edit the local contact information on the phone.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. Select the desired contact group.
3. Tap the avatar of the desired contact.
4. Tap **Edit**.
5. Edit the contact information.
6. Save the change.

Deleting Local Contacts

You can delete local contacts to make room for new local contacts.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. Select the desired contact group.
3. Tap the avatar of the desired contact.
4. Tap **Delete**.
   The phone screen prompts you whether to delete or not.
5. Select **OK**.

Managing Favorites

Favorites are the contacts in your directory that you call most often. The favorites on your phone include local favorites and Skype for Business favorites.

- Skype for Business Favorites
- Local Favorites

Skype for Business Favorites

Skype for Business favorites on your phone synchronize with the favorites in the Skype for Business client.

- Adding Skype for Business Favorites
- Viewing Skype for Business Favorites on the Favorites Screen
- Viewing Skype for Business Favorites in the Directory

Adding Skype for Business Favorites

You can only add Skype for Business favorites through the Skype for Business client.

Procedure

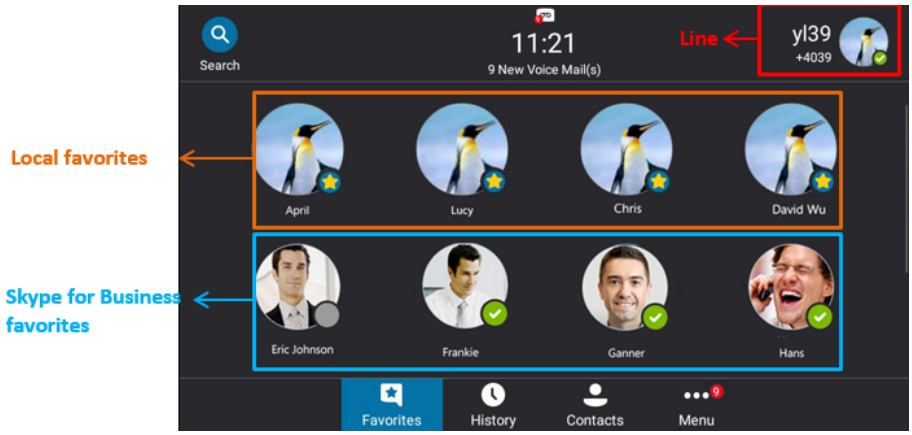
1. Right-click the desired Skype for Business contact.
2. Click **Add to Favorites**.
   The contact is added to the Favorites group.

Viewing Skype for Business Favorites on the Favorites Screen

You can view the favorites on the Favorites screen. By default, local favorites are displayed before the Skype for Business contacts. Local favorites are indicated by the icon . Skype for Business favorites are indicated by the presence status icon.

Procedure

Tap **Favorites**.



Viewing Skype for Business Favorites in the Directory

You can view Skype for Business favorites in the directory.

Procedure

Go to **Contacts** > **Favorites**.

Local Favorites

Local favorites are stored on your phone only.

- Adding Local Favorites
- Viewing Local Favorites on the Favorites Screen
- Viewing Local Favorites on the Contacts Screen
- Reordering Local Favorites
- Deleting Local Favorites

Adding Local Favorites

You can add local favorites. Local favorites are displayed on the Favorites screen and in your directory.

Procedure

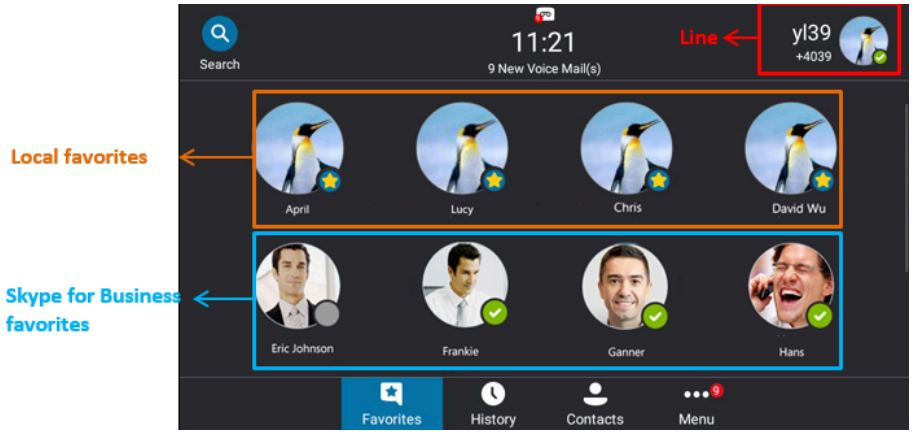
1. Go to **Contacts** > **Local Directory** > **All**.
2. Tap the avatar of the desired contact.
3. Tap **Add to favorite**.
4. Select the desired index number for this contact from the **Index** field.
   The favorite with the lowest index number is displayed first. The lowest number is Null
5. Save the change.

Viewing Local Favorites on the Favorites Screen

You can view the favorites on the Favorites screen. By default, local favorites are displayed before the Skype for Business contacts. Local favorites are indicated by the icon . Skype for Business favorites are indicated by the presence status icon.

Procedure

Tap **Favorites**.



Viewing Local Favorites on the Contacts Screen

You can view local favorites in the directory.

Procedure

Go to **Contacts** > **Local Directory** > **Favorites**.

Reordering Local Favorites

You can change the order in which your favorites display on the idle or Favorites screen. The favorite with the lowest index number is displayed first.

Procedure

1. Go to **Contacts** > **Local Directory** > **Favorites**.
2. Tap the avatar of the desired contact.
3. Tap **Edit**.
4. Select the desired value from the **Index** field.

5. Save the change.

Deleting Local Favorites

You can delete local favorites to make room for new local favorites.

Procedure

1. Go to **Contacts** > **Local Directory** > **Favorites**.
2. Tap the avatar of the desired contact.
3. Tap **Delete**.
   The phone screen prompts you whether to delete or not.
4. Select **OK**.

Using the Voicemail

You can leave voicemails for someone else using the Skype for Business phone. You can also listen to voicemails that are stored in your voicemail. Voicemail is available only when the system administrator enables it for the Skype for Business user.

- Leaving a Voicemail
- Accessing the Message Center
- Managing the Voicemail

Leaving a Voicemail

You can leave voicemails for others who are busy or inconvenient to answer your call. Follow the voice prompt from the system server to leave a voicemail, and then hang up. You can also dial the voicemail address of a Skype for business contact to leave a voicemail.

Procedure

1. Tap **Contacts**.
2. Select the desired Skype for Business group.
3. Tap the avatar of the desired contact.
4. Tap **Voice Mail** to leave a voicemail.

Accessing the Message Center

You can access the message center, and then follow the voice prompts to listen to your voicemails.

Procedure

Do one of the following:

- If you sign into the phone using PIN Authentication method, go to **Menu** > **Voice Mail**
- If you sign into the phone using **User Sign-in**, **Web Sign-In** or **Signing in via PC** method go to **Menu** > **Voice Mail** > **Message**.

Managing the Voicemail

When the phone is connected to Microsoft Exchange Server, you can manage the visual voicemails, including viewing a list of voicemails, call back to those who left the voicemails list, mark voicemails as read and delete voicemails, and so on. Make sure that you sign into the phone using **User Sign-in**, **Web Sign-In** or **Signing in via PC** method.

- Listening to the Voicemail
- Calling a Contact from Voicemail
- Marking the Message as Read or Unread
- Deleting Voicemail Messages

Listening to the Voicemail

You can listen to a voicemail directly.

Procedure

1. Go to **Menu** > **Voice Mail**.
2. Do one of the following:
   - Tap beside the desired voicemail.
   - Tap the avatar of the desired voicemail, and then tap **Play Message**.

Calling a Contact from Voicemail

After you listen to a contact's voicemail, you can call the contact from the Voicemail screen.

Procedure

1. Go to **Menu** > **Voice Mail**.
2. Select the desired voicemail.
3. Tap .

Marking the Message as Read or Unread

You can choose to mark unread messages that you do not want to listen to as read, and you can choose to mark read messages that you want to listen to again as unread.

Procedure

1. Go to **Menu** > **Voice Mail**.
2. Tap the desired voicemail.
3. Tap **Mark as Read** or **Mark as unRead**.

Deleting Voicemail Messages

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

Procedure

1. Go to **Menu** > **Voice Mail**.
2. Tap the desired voicemail.
3. Tap **Delete**.

   The phone screen prompts you are sure to delete.

4. Select **OK**.

Using the Calendar

When connected to Microsoft Exchange Server, you can view and join meetings scheduled in Microsoft Outlook from your phones. Make sure that you sign into the phone using **User Sign-in**, **Web Sign-In** or **Signing in via PC** method.

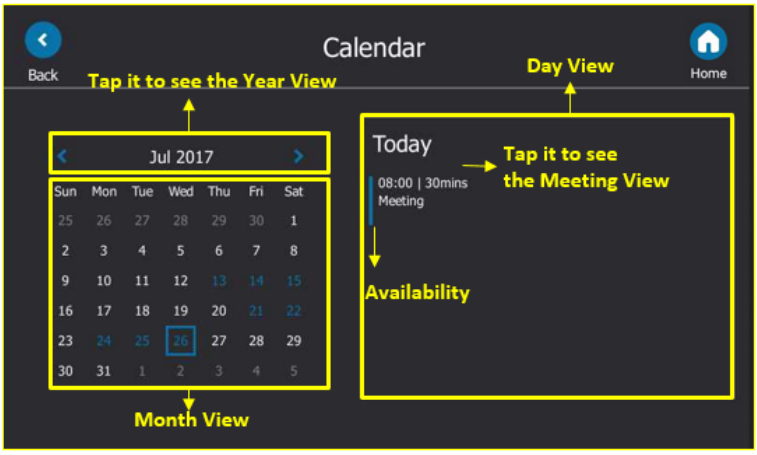
- Opening the Calendar
- Conference Status
- Navigating Year View
- Navigating Month View
- Navigating Day View
- Displaying Meeting View on the Calendar
- Tracking the Calendar
- Turning off the Conference Reminders
- Setting the Reminder Interval
- Responding to Conference Reminders
- Joining Skype Conferences

Opening the Calendar

You can access to Skype conference, appointment, meeting and event scheduled in Microsoft Outlook.

Procedure

Go to **Menu** > **Calendar**.



Conference Status

When scheduling a meeting on the Outlook software, you can set your availability during the meeting. Therefore, others can schedule a meeting according to your availability on the Outlook software.

Availability	Description
	Your availability during this time shows as **Free** or **Working Elsewhere** on the Outlook software.
	Your availability during this time shows as **Tentative** on the Outlook software.
	Your availability during this time shows as **Busy** on the Outlook software.
	Your availability during this time shows as **Out of Office** on the Outlook software.

Navigating Year View

In your calendar, tap the title of the month to open Year view. The current day is displayed within a blue frame.

Procedure

1. In the meeting schedule, open the month view by year title.
2. Do one of the following:
   - Tap < to view the previous year.
   - Tap > to view the upcoming year.
   - Tap the desired month.
   - Tap **Back** or **Home** to close the calendar and return to the idle screen.

Navigating Month View

From Month view, you can select a date to view meetings for that day. The days have meeting are displayed in blue. The current day is displayed within a blue frame.

Procedure

In the meeting schedule, select a month.

Navigating Day View

In Day view, you can see your scheduled meetings for the day.

Displaying Meeting View on the Calendar

Meeting view displays the details for a chosen meeting. If the conference organizer schedules a public meeting on the Outlook software, you can view the subject, organizer, start and end time, location, account availability, participants and content on the phone. If the conference organizer schedules a private meeting on the Outlook software, you can only see the organizer, start and end time, and account availability on the phone.

Procedure

Do one of the following:

- From Day view, select a meeting.
- From Month view, select a date and select a meeting.

Tracking the Calendar

When you schedule a Skype conference via the Outlook software, the attendees can respond to the conference request via Outlook software. You can see response on your phone.

Procedure

1. In the day view, select a Skype conference.
2. The replies are as below:
   - Do not reply the invitation (show as **None** beside the participant).
   - Accept the invitation (show as **Accepted** beside the participant)
   - Tentatively accept the invitation (show as **Tentative** beside the participant)
   - Decline the invitation (show as **Declined** beside the participant)

Turning off the Conference Reminders

Meeting reminders are enabled by default and display reminders for all meetings. You can disable meeting reminders so they do not display for any meetings.

Procedure

1. Go to **Menu** > **Setting** > **Basic Settings** > **Calendar Settings**.
2. Turn off **Reminder**.
3. Save the change.

Setting the Reminder Interval

If you snooze a meeting reminder, it appears again in 5 minutes by default. You can change the reminder interval.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Calendar Settings**.
2. Turn on **Reminder**.
3. In the **Reminder Interval (mins)** field, enter the desired value.

4. Save the change.

Responding to Conference Reminders

If you enable conference reminder feature, a reminder pop-up is displayed 15 minutes before a meeting starts.

Procedure

Do one of the following:

- Select **Snooze** to temporarily remove the reminder from the screen, until the next schedule reminder.
- Select **Ignore** to permanently remove the reminder from the screen and stop all future reminders for the Skype conference.
- If you receive a Skype conference, select **Join** to join the Skype conference.

Joining Skype Conferences

You can join the Skype conferences from calendar in following three ways:

- Joining a Skype conference from a conference reminder (Once joined, presenter and attendee will be muted automatically, organizer will not be muted).
- Joining a Skype conference from meeting view (Once joined, presenter and attendee will be muted automatically, the organizer will not be muted).
- Dialing the conference dial-in number to join a Skype conference (Once joined, presenter, attendee and the organizer will not be muted).

Note: When the organizer sets up a conference in Outlook and enables Mute all attendees feature, all conference participants will be muted automatically once join the Skype conferences in above ways.

- Joining a Skype Conference from a Conference Reminder
- Joining a Skype Conference from Meeting View
- Joining a Skype Conference by Dialing the Conference Dial-in Number

Joining a Skype Conference from a Conference Reminder

If the conference reminder feature is enabled, you can join the Skype conferences from a conference reminder.

Procedure

On the conference reminder, tap **Join**.

Related tasks

Turning off the Conference Reminders

Joining a Skype Conference from Meeting View

Procedure

1. In the day view, select a Skype conference.
2. Tap **Join** to join the conference.

Related tasks

Displaying Meeting View on the Calendar

Joining a Skype Conference by Dialing the Conference Dial-in Number

When you are invited to a Skype conference scheduled via Outlook software, you will receive an email including the dial-in number and the conference ID. You can join the Skype conference from phone by dialing dial-in number and conference ID.

Procedure

1. In the day view, select a Skype conference.
2. Obtain the dial-in number and conference ID.
3. Dial the dial-in number to join the conference.

Phone Settings

You can make your phone more personalized by customizing various settings.

- Setting the Language
- Changing the Backlight Brightness and Time
- Disabling Playing Tone
- Disabling Call Waiting
- Changing the Administrator Password
- Time and Date Display
- Setting a Send Key
- Setting Screen Savers
- Changing Audio Settings
- Presence
- Enhanced 911

Setting the Language

The default language of the phone user interface is English. You can change the language for the phone user interface.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Language**.
2. Select the desired language.
3. Save the change.

Changing the Backlight Brightness and Time

You can change the backlight brightness of the phone screen.

About this task

The backlight has the following two options:

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 phone screen when the phone is inactive. Backlight time includes the following settings:

- **Always On**: Backlight is on permanently.
- **15s**, **30s**, **60s**, **120s**, **300s**, **600s** or **1800s**: Backlight is changed when the phone is inactive after the designated time (in seconds).

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Display** > **Backlight**.
2. Slide the **Backlight Active Level** slider to change the intensity of the screen.
3. Tap the desired time from the **Backlight Time** drop-down menu.
4. Save the change.

Disabling Playing Tone

The playing tone feature is enabled by default. When you are in an active call, your phone plays a warning tone when the new incoming call arrives. You can disable the playing tone feature.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Waiting**.
2. Turn off **Play Tone**.
3. Save the change.

Disabling Call Waiting

The call waiting feature is enabled by default. By default, you can receive another call when you are during an active call when the new incoming call arrives. You can disable the call waiting feature, so that the new incoming call will be rejected automatically.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Call Waiting**.
2. Turn off **Call Waiting**.
3. Save the change.

Changing the Administrator Password

Accessing advanced features on the phone requires an administrator password. The default administrator password is “admin”. For security reasons, you should change it as soon as possible.

Procedure

1. Go to **Menu** > **Setting** > **Advanced** > **Set Password**.
2. In the **Current Password** field, enter the current password.
3. In the **New Password (New PWD)** field, enter the current password.
4. In the **Confirm Password (Confirm PWD)** field, enter the new password.
5. Save the change.

Time and Date Display

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

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

Setting Time and Date Manually

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

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Time&Date** > **General**.
2. Select **Manual Setting** from the **Type** drop-down menu.
3. Enter the specific date and time in the corresponding fields.
4. Save the change.

Changing the Time and Date Format

You can change the time and date format.

About this task

You can customize the date by choosing among a variety of time and date formats. The built-in date formats are listed below:

Date Format	Example (3/23/2020)
WWW MMM DD	Mon Mar 23
DD-MMM-YY	23-Mar-20
YYYY-MM-DD	3/23/2020
DD/MM/YYYY	23/03/2020
MM/DD/YY	03/23/20
DD MMM YYYY	23 Mar 2020
WWW DD MMM	Mon 23 Mar

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Time&Date** > **Format**.
2. Select the desired date format from the **Date Format** field.
3. Select the desired date format from the **Time Format** field.
4. Save the change.

Setting a Send Key

You can set the “#” key or “*” key to perform as a send key while dialing.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Key As Send**.
2. Select **#** or ***** from the **Key As Send** field, or select **Disabled** to disable this feature.

Setting Screen Savers

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

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Display** > **Display Screen Saver**.
2. Select the desired time from the **Screen Saver Wait Time** field.
3. Tap the radio box after desired screen saver type.
4. Save the change.

Changing Audio Settings

You can control certain audio settings on your phone, including adjusting the audio volume, setting a ringtone and key tone.

- Adjusting the Volume
- Setting a Ringtone for the Phone
- Setting a Ringtone for a Contact
- Setting a Ringtone for Incoming Private Line
- Setting a Ringtone for an Incoming Team-Call
- Setting a Ringtone for the Response Group
- Turning off the Key Tone

Adjusting the Volume

You can increase or decrease the volume.

Procedure

Press Volume key to adjust the volume.

If ringer volume is adjusted to the minimum when the phone is idle, the minimum volume icon appears on the screen.

Setting a Ringtone for the Phone

You can choose a ringtone for all incoming calls. Phone's ringtones are used to indicate incoming calls and distinguish your phone from your neighbor's.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Sounds** > **Ring Tones** > **Normal**.
2. Select the desired ringtone.
3. Save the change.

Setting a Ringtone for a Contact

You can select a unique ringtone for various local contacts. This helps you quickly identify callers according to the ringtones. By default, the Auto is selected, and this contact uses the ringtone according to this priority: Contact ringtone > Phone ringtone. For more information, refer to Adding Local Contacts .

Setting a Ringtone for Incoming Private Line

Private line feature allows your phone to play a specific ringtone when receiving a private call.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Sounds** > **Ring Tones** > **Private Line**.
2. Select the desired ringtone.
3. Save the change.

Setting a Ringtone for an Incoming Team-Call

Team-call ringtone feature allows the phone to play a distinct ringtone when receiving a team call.

Before you begin

You set a team-call group. For more information, refer to Editing Your Team-Call Group Members .

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Sounds** > **Ring Tones** > **Team Call**.
2. Select the desired ringtone.
3. Save the change.

Setting a Ringtone for the Response Group

When someone calls a response group, the phone in the group will ring. Response group ringtone feature allows your phone to play a distinct ringtone when receiving a call for your response group.

Before you begin

Your system administrator set you to be a member of a response group. For more information, refer to Response Group .

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Sounds** > **Ring Tones** > **Response Group**.
2. Select the desired ringtone.
3. Save the change.

Turning off the Key Tone

Key tone is enabled by default. The phone produces a sound when you press the keypad keys. You can disable it according to your needs.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Sounds** > **Key Tone**.
2. Turn off **Key Tone**.
3. Save the change.

Presence

Your presence information is a quick way for other people to see your availability status. Presence is automatically set based on your Outlook calendar, but you can change it manually if you want to. For example, when you are busy with urgencies, you can change your status to DND to avoid being disturbed.

The following table lists the status of Skype for Business support:

If your presence is	It means	How this status gets set
Available	You are online and available to contacts.	Set automatically for you based on your phone activity or Outlook calendar. You can also set this status when you want others to know you're in your office.
Be Right Back	You are stepping away from the phone for a few moments.	You can set your presence to this anytime you want.
Inactive	Your phone has been idle for a specified period of time (set by you).	Set automatically for you when your phone has been idle for a specified time (5 minutes by default).
Away	Your phone has been idle for a specified period (set by you).	Set automatically for you when your phone has been inactive for a specified time (5 minutes by default). You can also set your presence to this anytime you want.
Off Work	You are not working and not available to be contacted.	You can set your presence to this anytime you want.
Busy	You are busy and do not want to be interrupted.	Set automatically for you based on your Outlook calendar. You can set your presence to this anytime you want.
Urgent interruptions only	You are allowed to call a contact even though his status is Do not Disturb.	You can see this status for a contact whose status is Do not Disturb, and the contact has configured your privacy relationship to be Workgroup.
In a call	In a Skype for Business call (a two-way audio call) and don't want to be disturbed.	Set automatically for you based on your phone activity.
In a meeting	In a meeting and don't want to be disturbed.	Set automatically for you based on your Outlook calendar.
	Have a Skype for Business meeting and don't want to be disturbed.	When you join a conference call, or hold a conference call.
Do Not Disturb	You don't want to be disturbed and will see conversation notifications only if sent by someone in your workgroup.	If you manually set it to Do Not Disturb, the phone will automatically reject calls from members outside the workgroup. But you can still receive calls from the workgroup.
Presenting	You are giving a presentation and can't be disturbed.	Set automatically for you when you are presenting using your Skype for Business client.
Blocked	You want to prevent a contact from reaching you via Skype for Business.	You can see this status for a contact who has assigned by you to be a blocked contact using the Skype for Business client.

If your presence is	It means	How this status gets set
Offline	Not signed in or you'll appear as Offline to people whom you've blocked from seeing your presence.	Set automatically for you when you log off your phone. Or you'll appear as Offline to people whom you've blocked from seeing your presence.
Unknown	Your presence can't be detected.	This status might appear to contacts who are not using Skype for Business as their instant messaging program.

- Updating Your Skype for Business Presence

Updating Your Skype for Business Presence

You can update your Skype for Business presence on the phone, and your presence is automatically updated in the Skype for Business client.

Procedure

1. Tap your avatar at top-right corner of the touch screen.
2. Select the desired status from the drop-down menu.

Enhanced 911

Enhanced 911 (E911) is a location technology that enables the called party to identify the geographical location of the calling party.

- E911 Location Tip
- Adding the Location Information
- Selecting a Default Location
- Viewing the Location Information

E911 Location Tip

After you sign into the phone, your phone may prompt "Location is not set" when the phone's location is not set. You can ignore the tip or add your phone's location. If you ignore it, an icon (it is only available on the T46S phones) appears on the **Status** field.

Related tasks

Adding the Location Information

Adding the Location Information

If your system administrator does not add a location information for you, you can add the location information manually.

Procedure

1. Go to **Menu** > **Status** > **Location** > **Edit**.
2. Select **Custom** from the **Mode** drop-down menu.
3. Edit your location information.
4. Save the change.

Selecting a Default Location

If your system administrator has already configured a location for your account and you also add a location manually on the phone, you can select one of them to be the default location.

Procedure

1. Do one of the following:
   - Go to **Menu** > **Status** > **Location**, and then select **Edit**.
   - Go to **Menu** > **Setting** > **Basic** > **Location**.
2. Select the desired value from the **Set Mode** field.
   - If you select **Default**, the location configured on the Skype for Business Server will be the default one.
   - If you select **Custom**, the location configured on the phone will be the default one.
3. Save the change.

Viewing the Location Information

You can view location information of your phone.

Procedure

Do one of the following:

- Go to **Menu** > **Setting** > **Basic** > **Location**.
- Go to **Menu** > **Status** > **Location**.

Advanced Phone Features

Most features described in this chapter require configurations by your system administrator. Contact your system administrator to find out if your phone supports the following features.

- Intercom
- Multicast Paging
- Privacy Mode
- Editing Your Team-Call Group Members
- Private Lines
- Call Queue
- Response Group
- Group Call Pickup
- Shared Line Appearance(SLA)
- Branch Office Resiliency

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary.

- Setting Intercom
- Configuring the Target Extension Number
- Deleting the Target Extension Number

- Placing an Intercom Call

Setting Intercom

You can configure the following behavior when receiving an intercom call.

About this task

Outgoing Intercom

You can enable or disable intercom feature. If Outgoing Intercom is enabled, an Intercom icon will display on the screen automatically. You can tap it to enter intercom list.

Intercom Allow

Intercom Allow allows the phone to automatically answer an incoming intercom call. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call. Intercom Allow is enabled by default.

Intercom Mute

Intercom Mute allows the phone to mute the microphone when incoming intercom calls is answered automatically. Intercom Mute is disabled by default.

Intercom Tone

Intercom Tone allows the phone to play a warning tone before answering an intercom call automatically. Intercom Tone is enabled by default.

Intercom Barge

Intercom Barge allows the phone to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the IP phone. Intercom Barge is disabled by default.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Intercom**.
2. Select the desired value.
3. Save the change.

Configuring the Target Extension Number

You need to configure the target extension number for outgoing intercom calls after you enable the intercom feature.

Procedure

1. Do one of the following to enter intercom list:
   - Tap .
   - Go to **Menu** > **Setting** > **Features** > **Intercom List**.
2. Select a desired item.
3. **Tap** > > **Edit**.
4. (Optional.) Enter the string that will appear on the intercom list in the **Label** field.
5. Enter the target extension number in the **Value** field.
6. Save the change.
7. Repeat steps 2 to 6, you can add more target extension numbers.

Deleting the Target Extension Number

Procedure

1. Do one of the following to enter the intercom list:
   - Tap .
   - Go to **Menu** > **Setting** > **Features** > **Intercom List**.
2. Select the desired intercom list.
3. Tap > **Delete**.
   The phone screen prompts you whether to delete or not.
4. Select **OK**.
   If you want to delete all target extension numbers, you can select **Delete All**.

Placing an Intercom Call

You can initiate an intercom call on the idle screen or the call screen.

Procedure

1. Do one of the following to enter the intercom list:
   - When the phone is idle, tap or go to **Menu** > **Setting** > **Features** > **Intercom List**.
   - During a call, go to **More** > **Intercom**.
2. Tap the desired item.

Multicast Paging

You can use multicast paging to quickly and easily broadcast time-sensitive announcements to users who are listening to a specific multicast group. You can configure the paging list on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address(es) without involving SIP signaling. You can configure the phone to receive an RTP stream from pre-configured multicast listening address(es) without involving SIP signaling. You can specify up to 10 multicast listening addresses.

- Setting a Paging List
- Deleting a Paging Group
- Sending Multicast Paging
- Receiving Multicast Paging
- Managing a Paging Call

Setting a Paging List

Procedure

1. Go to **Menu** > **Setting** > **Features** > **Paging List**.
2. Select a desired paging group.
   The default tag is Empty if it is not configured before.
3. Tap .
4. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the **Address** field.
   The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

5. Enter the group name in the **Label** field.
6. Save the change.
7. Repeat steps 2 to 6, you can add more paging groups.
   If the paging group is configured successfully, a line key is assigned as the Paging List key automatically. You can press it to enter the paging list.

Deleting a Paging Group

You can delete the desired paging group.

Procedure

1. Tap or go to **Menu** > **Setting** > **Features** > **Paging List**.
2. Select a desired paging group.
3. Tap > **Delete**.
   The phone screen prompts you whether to delete or not.
4. Select **OK**.
   If you want to delete all paging groups, you can tap **Delete All** press **Delete All** (**Del All**).

Sending Multicast Paging

Procedure

1. Do one of the following to enter the paging list:
   - When the phone is idle, tap or go to **Menu** > **Setting** > **Features** > **Paging List**.
   - During a call, go to **More** > **Paging**.
2. Tap the desired item.
   Both your phone and receiver's phone play a warning tone. The multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

Receiving Multicast Paging

Your system administrator has set a listening paging group for you, and then you can receive a paging call when the phone is idle. When there is a voice call or a paging call in progress, or when DND is activated on your phone, the phone handles the new paging call differently which depends on multicast listening settings configured by your system administrator.

Managing a Paging Call

Procedure

During a paging call, you can do the following:

- Select **Hold** to place the current paging call on hold. The paging call is placed on hold and receiver's phone releases the session.
- Select **Resume** to resume the held paging call. The multicast RTP session is re-established.
- Select **End Call** to end the paging call.

Privacy Mode

Privacy mode allows you to hide your presence information, so that your presence information is only visible to the contacts in your Skype for Business directory. However, your status is offline to other contacts in Microsoft Active Directory domain.

Note: Microsoft Active Directory includes all Skype for Business users configured by the system administrator. If you add a contact in the domain as a Skype for Business contact of the phone, it will appear in the Skype for Business contact list of the phone, and you can also view its real-time status.

When the privacy mode is disabled on the Skype for Business Server, you can select one of the following options available on the phone/Skype for Business client:

- **Everyone Can See My Status Regardless Of System Settings/I want everyone to be able to see my presence regardless of system settings (override default settings)**: Everyone in my Microsoft Active Directory Domain can see my presence regardless of system settings. Even if the administrator enables the privacy mode, anyone can still view my presence information.
- **Only Contacts Can See My Status If System Setting/I want the system administrator to decide**: Currently everyone can see my presence but this could be changed in the future. If the administrator enables the privacy mode, only the contacts in my Skype for Business directory can see my presence. But my presence is offline for those contacts who are in my Microsoft Active Directory Domain.

When the privacy mode is enabled on the Skype for Business Server, you can select one of the following options available on the phone or Skype for Business client:

- **Everyone can see my status/I want everyone to be able to see my presence**: Everyone in my Microsoft Active Directory Domain can see my presence.
- **Only contacts can see my status/I only want people in Contacts to see my presence**: Only the contacts in my Skype for Business directory can see my presence. But my presence is offline for those contacts who are in my Microsoft Active Directory Domain.

- Modifying the Privacy Mode from the Phone
- Modifying the Privacy Mode from the Skype for Business Client

Modifying the Privacy Mode from the Phone

Procedure

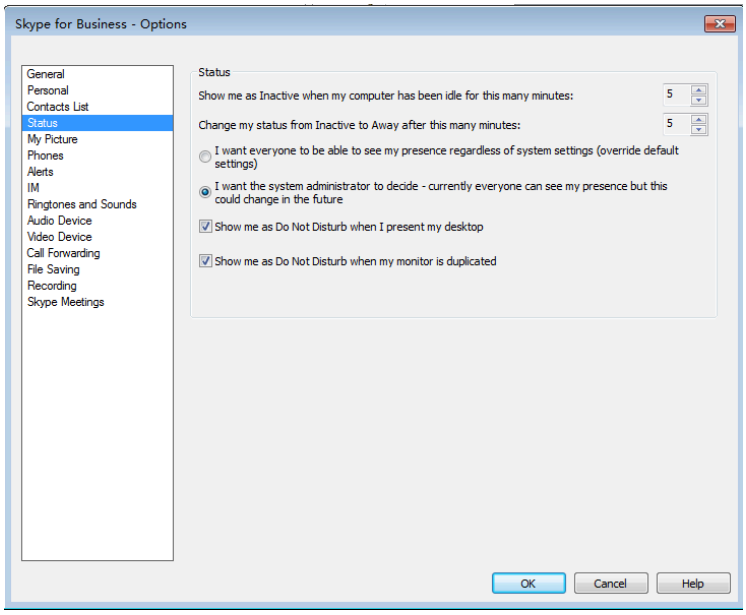
1. Go to **Menu** > **Setting** > **Features** > **Privacy Mode Send**.
2. Select the desired value.
3. Save the change.

Modifying the Privacy Mode from the Skype for Business Client

Procedure

1. Open Skype for Business client.
2. Click ⚙.

3. In the **Skype for Business - Options** dialog box, click **Status**.



4. Select the desired privacy mode.
5. Click **OK**.

Editing Your Team-Call Group Members

A team-call group is a team of people who can answer your work calls. You can edit or delete members in the team-call group via Skype for Business client. Assume that you have a team working on the same project or task. When you receive an incoming call, the phones of other members in the team-call group ring. If you are away from your desk and your phone rings, anyone in the team-call group can answer the call for you. As soon as a team member picks up the phone, the other phones stop ringing.

Procedure

1. On your Skype for Business client, click , and select **Call Forwarding Settings**.
2. Select **Simultaneously Ring** > **My Team-Call Group**.
3. In the **Call Forwarding - Team-Call Group** dialog box, click **Add**.
4. In the **Choose a Team-Call Group Member** dialog box, click OK.
   The contacts you add as group members are displayed in the **Call Forwarding - Team-Call Group** dialog box.
5. Click the **Ring your team-call group after this many seconds** drop-down menu to determine when your contacts' phones ring.

Related tasks

Setting a Ringtone for an Incoming Team-Call
Simultaneously Ring a Group of Contacts

Private Lines

Beyond the primary Skype for Business account, your system administrator may assign a private line to you in one of the following situations occurs:

- You do not want to miss important calls denied by your DND status.

- As a boss, you do not want the delegate to answer some important or confidential calls for you.
- You wish your friends and families to reach you directly or bypass your delegate.

Note: If you sign into the phone using On-Premises account, you can use inbound private line feature. Current Online environment does not support this feature.

Related tasks

Setting a Ringtone for Incoming Private Line

Call Queue

Your system administrator may assign you to be a member of a queue.

The call queue is a feature that route and queue incoming calls to group members, called agents, such as a help desk or a customer service desk. When people dial a phone number that is set with a call queue, they will hear a greeting first (if any is setup), and then they will be put in the queue and wait for the available call agent. The person calling in will hear music while they are placed on hold and waiting, and the call in the queue will ring all call agents at the same time. After a call agent accepts the call, other agents' phones stop ringing.

Note: If you sign into the phone using Online account, you can use call queue feature. On-Premises environment does not support this feature.

Response Group

Your system administrator may assign you to be a member of a response group.

A response group is a feature that route and queue incoming calls to groups of people, called agents, such as for a help desk or a customer service desk. When someone calls a response group, the call is routed to an agent based on a hunt group or the caller's answers to interactive voice response (IVR) questions. The Response Group application uses standard response group routing methods to route the call to the next available agent. After a call agent accepts the call, other agents' phones stop ringing. For example, you have been selected by your system administrator to be a call agent for a response group named "YEALINK". When a user calls your response group, your phone prompts that this is a call for YEALINK.

Note: If you sign into the phone using On-Premises account, you can use response group feature. Current Online environment does not support this feature.

Related tasks

Setting a Ringtone for the Response Group

Group Call Pickup

Your system administrator may assign you to be a member of a pre-defined group. Group call pickup is used for picking up incoming calls for your group members. If many group members receive incoming calls at once, you will pick up the first incoming call, by dialing the group pickup code.

Note: If you sign into the phone using On-Premises account, you can use group call pickup feature. Current Online environment does not support this feature.

- Picking Up a Call for Your Group

Picking Up a Call for Your Group

Procedure

When any group member receives an incoming call, you can dial the group pick code (for example: #603) to answer it.

Shared Line Appearance(SLA)

When your phone is registered with the Skype for Business Server, you can use the Shared Line Appearance (SLA) feature to share a single line with other contacts as a member of a group. System administrators assign members to the SLA group.

Any SLA group member can answer, hold, or resume calls on the shared line. And all group members can view the status of a call on the shared line on their phones. Each line supports up to 25 call appearances. Only one call at a time can be active on the shared line appearance. If a call is placed to the shared line with an active call in place, the incoming call is sent to another shared line.

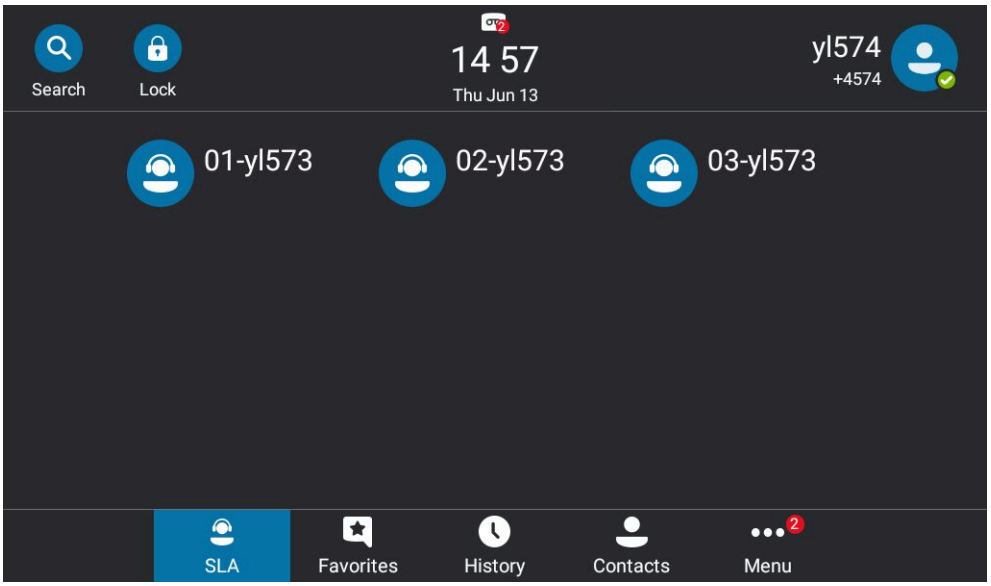
Note: SLA feature is configurable via Skype for Business server only. Contact your system administrator for more information. A user can be assigned to one SLA group only. If the user has to be a delegate for multiple shared numbers, the phone will perform Boss-Admin feature to handle the delegate calls.

- Viewing Shared Line Appearances
- Answering SLA Calls
- Placing SLA Calls on Hold
- Resuming Held SLA Calls
- Missed and Received Calls on Shared Lines

Viewing Shared Line Appearances

When you (group member) sign into your phone, your phone notifies that you joined a SLA group, and all shared line appearances are displayed on the SLA screen automatically.

In the following figure, all shared line appearances of the SLA group member (yl574) are displayed on the phone. The name of the shared line appearance consists of the sequence number and the group name.



Answering SLA Calls

Any incoming call to the shared line rings on all group members' phones simultaneously.

Procedure

Tap **Answer**.

Note: Any group member can answer an incoming call for the shared line. When a group member answers an incoming call, the line key's LED indicator of the shared line appearance on all phones changes to red to indicate the call is answered. a red status bar will appear under the shared line appearance. Other members can view the status of a call on the shared line by tapping the line.

Placing SLA Calls on Hold

Procedure

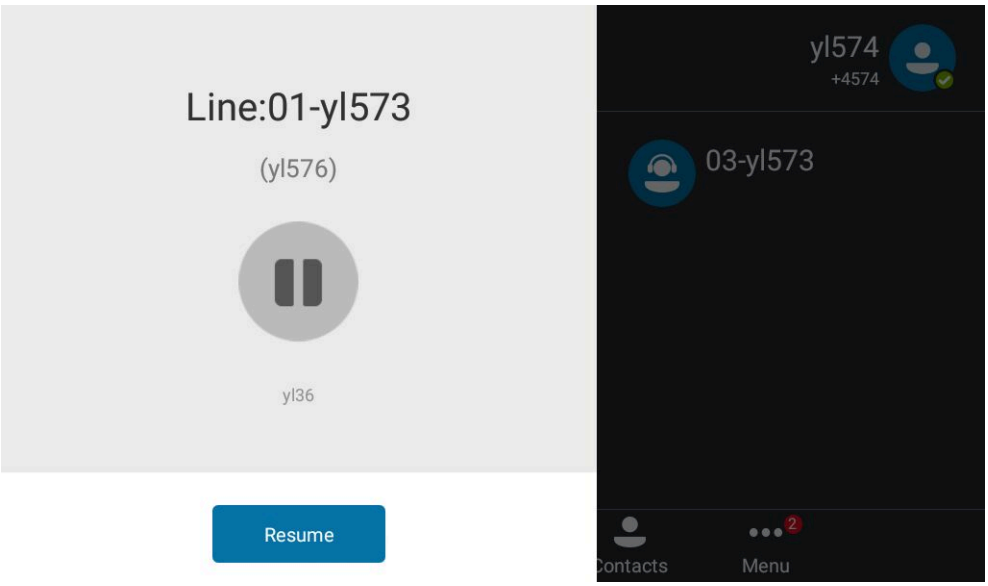
Press or **Hold**.
All group members are notified of the call's hold status by a flashing red status bar under the shared line appearance on all members' phones.

Resuming Held SLA Calls

Any SLA member can resume a held call on the shared line.

Procedure

1. Tap the shared line appearance (flashing red status bar) on the SLA screen to view the held call.



2. Select **Resume**.

Missed and Received Calls on Shared Lines

If all SLA group members do not answer an incoming call, the call is logged as missed calls on all the phones. If any SLA group member answers the incoming call, the call is logged as received calls on all the phones. The duration of the call is only shown to the receiver in the call history.

Branch Office Resiliency

Branch office resiliency is critical for multi-site deployments of Skype for Business where the control servers are located at a central site or data center. It allows branch site users to continue to have Enterprise Voice service and voicemail (if voicemail rerouting settings are configured) when the branch site loses the connection to the central site. In this situation, your phone will prompt “Limited service due to outage”, and the presence icon is displayed as Unknown. When the WAN connection between the branch site and central site becomes available, the phone comes out of resiliency mode automatically. Notification of resiliency is automatically dismissed, and you can use phone features as normal.

Note: If you sign into the phone using On-Premises account, you can use branch office resiliency feature. Current Online environment does not support this feature.

Optional Accessories with Your Phone

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

- Supported Accessories
- Headset
- Using an EXP50 Expansion Module

Supported Accessories

The following are optional accessories supported by the phone:

- Expansion Module EXP50
- Headset

Note: We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in poor performance.

Headset

You can connect an analog or USB headset to your phone and use the headset to place and answer calls. If you want to use the analog headset, you require an optional headset YHS33. For more information on how to use your USB headset, refer to your USB headset documentation from the manufacturer. You can also pair and connect a Bluetooth headset with your phone.

- Analog Headset
- Bluetooth Headset
- USB Headset
- Using Headsets

Analog Headset

If you want to use the analog headset, you require an optional headset YHS33.

- Connecting a YHS33 Headset

Connecting a YHS33 Headset

Procedure

Simply insert the headset connector into the headset port on the back of your phone.
For more information, refer to the user guide on Yealink Technical Support page.

Bluetooth Headset

After the phone is connected to the Bluetooth headset, you can use the Bluetooth headset to make or receive calls. For more information, refer to the documentation from your Bluetooth headset manufacturer. If both a Bluetooth headset and an analog headset are connected, only the Bluetooth headset can be used.

Related tasks

Activating the Bluetooth Mode

USB Headset

You can use a USB headset to handle calls on the T58A/MP56/T56A phone.

For a list of supported USB headsets, refer to Tested headset list compatible with Yealink IP Phone. USB headsets that are not listed may not function properly if you connect them to your phone. For more information on how to use your USB headset, refer to the related documentation from the manufacturer.

Using Headsets

You can use only one headset at a time. The phone will use the headset according to the priority: USB headset >YHS33/wireless headset.

- Activating the Headset Mode
- Deactivating the Headset Mode

Activating the Headset Mode

After connecting a headset to your phone, you can activate the headset mode and use the headset when answering and placing calls.

Procedure

Press the HEADSET key on the phone.
The HEADSET key LED glows green, and the headset icon appears on the phone screen.

Deactivating the Headset Mode

If you do not want to use a headset to handle calls, you can deactivate the headset mode.

Procedure

Press the HEADSET key again on the phone.
The HEADSET key LED goes out, and the headset icon disappears from the phone screen.

Using an EXP50 Expansion Module

When the EXP50 extension module is connected to your phone, you can specify the group of Skype for Business contacts to display on the EXP50 extension module, so that you can quickly call the contact by

pressing the corresponding EXP key. You can also view your Skype for Business contacts' presence from your expansion module.

Procedure

1. Use a USB cable to connect the expansion module to the phone.
2. Go to **Menu** > **Setting** > **Basic** > **Exp Module**.
3. Select the desired Skype for Business group.
   The contacts will be displayed on the EXP50 extension module.
4. Press the corresponding EXP key to call the contact.

Note: For more information on how to connect and use the EXP50, please refer to Yealink_EXP50_Skype_for_Business_Edition_Quick_Start_Guide.

Wireless Network

The T58A/MP56 phones support the Wi-Fi feature. If there is available Wi-Fi, you can turn on Wi-Fi to connect the phone to the wireless network.

- Activating the Wi-Fi Mode
- Connecting to the Wireless Network
- Viewing the Wireless Network Information
- Disconnecting the Wireless Network Connection
- Deactivating the Wi-Fi Mode

Activating the Wi-Fi Mode

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Wi-Fi**.
2. Turn on **Wi-Fi**.
   The phone scans the available wireless networks in your area.

Connecting to the Wireless Network

There are three ways to connect the phone to the wireless network:

- Connecting to an Available Wireless Network Manually
- Connecting to the Wireless Network Using WPS
- Adding a Wireless Network Manually

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 **Menu** > **Setting** > **Basic** > **Wi-Fi**

2. Tap **More** > **Scan**.
3. Select the desired wireless network.
4. If the network is secure, enter its password.
5. Tap **Connect** to save the change.

Connecting to the Wireless Network Using WPS

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks, which can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication.

About this task

Two methods supported by Yealink devices in the Wi-Fi protected setup:

- **Push Button Configuration (PBC)**: The user simply presses the WPS key on both the device and router to connect.
- **Personal Identification Number (PIN)**: The user has to enter a PIN generated randomly by the device on the router to connect.

- Connecting to the Wireless Network Using PBC
- Connecting to the Wireless Network Using PIN

Connecting to the Wireless Network Using PBC

Before you begin

Make sure you have activated the Wi-Fi mode.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Wi-Fi**
2. Tap **WPS More** > **WPS**.
   The phone prompts that you need to press the Wi-Fi Protected Setup button on your router.
3. Long press the WPS button on your router.
   Once WPS setup has completed successfully, the phone displays the connection is successful.

Connecting to the Wireless Network Using PIN

Before you begin

Make sure you have activated the Wi-Fi mode.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Wi-Fi**
2. Tap
   The phone prompts The phone prompts that you need to enter the PIN xxx on your WLAN router.
3. Log into your router's web interface, and configure it to search the clients.
   Once WPS-PIN setup completes successfully, the web interface of gateway displays the connection is successful.

Adding a Wireless Network Manually

If the SSID broadcast of the wireless network device is disabled, the phone will not be able to search for this wireless network, you can add it manually.

Before you begin

Make sure you have activated the Wi-Fi mode.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Wi-Fi**.
2. Tap **More** > **Add**.
3. Enter the SSID and then select the desired value from the **Security Mode** drop-down menu:
   - If you select **None**, save the change directly.
   - If you select **WEP** or **WPA/WPA2-PSK**, enter the password and save the change.
   - If you select **802.1×EAP**, select the desired EAP method, Phase-2 authentication and CA certificate, enter the desired values in the **Identity**, **Anonymous identity** and **Password** fields and then save the change.

   If you tap the **Show advanced options** radio box, select the desired value in the **Proxy** field; if you select **Manual**, enter the information about proxy server in the corresponding fields.

Viewing the Wireless Network Information

After connecting to the wireless network, you can view the wireless network information (such as wireless status, profile name, SSID, signal strength and so on.)

Procedure

Go to **Menu** > **Setting** > **Basic** > **Wi-Fi** > **Wireless Status**.

Related tasks

Connecting to the Wireless Network

Disconnecting the Wireless Network Connection

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Wi-Fi**.
2. Tap the connected wireless network.
3. Tap **Forget** from the pop-up menu.
   The wireless network is disconnected. You can tap it again to connect.

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Wi-Fi**.
2. Turn off **Wi-Fi**.

Connecting a Bluetooth-enabled Mobile Phone

The T58A/MP56 phone supports the Bluetooth feature. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meters (3 to 6 feet) range. You can pair and connect the Bluetooth-enabled mobile phone with your phone.

- Activating the Bluetooth Mode
- Pairing and Connecting the Bluetooth-Enabled Mobile Phone
- Placing a Mobile Call over Bluetooth on your Mobile Phone
- Handling Incoming Mobile Phone Calls on the Phone
- Deactivating the Phone Audio Feature
- Editing Your Phone's Bluetooth Device Name
- Disabling Bluetooth Device Discovery
- Renaming the Paired Bluetooth Devices
- Disconnecting the Bluetooth Device
- Un-pairing the Mobile Phone
- Deactivating the Bluetooth Mode

Activating the Bluetooth Mode

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

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Turn on **Bluetooth**.
   The phone scans the available Bluetooth devices automatically.

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

You can pair and connect the Bluetooth-Enabled mobile phone to your phone.

Before you begin

Make sure that you have activated the Bluetooth mode and the Bluetooth-Enabled mobile phone is discoverable.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
   The phone will search for the Bluetooth-Enabled mobile phone automatically.
2. If there is no mobile phone found on the touch screen, tap to search for the Bluetooth-Enabled mobile phone.
3. Tap the desired mobile phone in the available devices list to connect the it to your Skype for Business phone.
4. Tap **Pair** on both mobile phone and Skype for Business phone.
   Once the connection is successful, the prompt “Connected” appears under the mobile phone name. The Bluetooth icon is displayed in the status bar.

Related tasks

Activating the Bluetooth Mode

Placing a Mobile Call over Bluetooth on your Mobile Phone

You can make a mobile call using the phone. The phone acts as a hands-free device for your mobile phone. The call is made through your mobile phone, but the audio is present on the phone and the call control is done by the phone.

Before you begin

Pair and connect the Bluetooth-enabled mobile phone. Make sure the phone audio feature is enabled.

Procedure

1. Do one of the following:
   - Pick up the handset.
   - Press the Speakerphone key.
   - Press the HEADSET key.
2. Enter the desired number.
3. Tap .
4. Select a phone number from the pop-up box and dial out.

Note: If you disable the phone audio feature, your mobile phone will be disconnected with your phone.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Handling Incoming Mobile Phone Calls on the Phone

The phone audio feature is enabled by default. You can handle a mobile call using the phone. Therefore, the incoming call of your mobile phone can be shown on the phone. You can answer, silent, or reject the call by using your phone.

Before you begin

Pair and connect the Bluetooth-enabled mobile phone.

Procedure

When the paired mobile phone receives an incoming call, do one of the following on your phone:

- Tap **Answer**.
- Tap **Silence**.
- Tap **Reject**.

Note: If you disable the phone audio feature, your mobile phone will be disconnected with your phone.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Deactivating the Phone Audio Feature

The phone audio feature is enabled by default. You can place or receive incoming calls on Skype for Business phone. You can disable the phone audio feature.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Tap beside the connected mobile phone.
3. Turn off **Phone Audio**.
4. Save the change.

Editing Your Phone's Bluetooth Device Name

By default, the device name for Yealink Skype for Business phones display as **Yealink-T58 (Yealink-MP56 for MP56 phones)**. You can change the Bluetooth device name for your phone.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Tap **Edit My Device Information**.
3. Enter the desired name in the **Device Name** field.
4. Save the change.

Related tasks

Activating the Bluetooth Mode

Disabling Bluetooth Device Discovery

After Bluetooth is turned on, your phone is visible to other Bluetooth-enabled devices by default. You can choose to disable this feature to not allow your phone to show as an available device on other Bluetooth devices.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Tap **Edit My Device Information**.
3. Turn off **Open Discover**.
4. Save the change.

Related tasks

Activating the Bluetooth Mode

Renaming the Paired Bluetooth Devices

You can rename the paired Bluetooth devices for better recognition effect.

Before you begin

Pair and connect the Bluetooth-Enabled mobile phone.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Tap after the connected mobile phone name.
3. Enter the desired device name in the **Rename**.
4. Save the change.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Disconnecting the Bluetooth Device

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

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Tap the connected Bluetooth devices.
   The phone screen prompts you are sure to disconnect.
3. Tap **OK**.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Un-pairing the Mobile Phone

You can un-pair your mobile phone and your Skype for Business phone. After you un-pair them, the mobile phone disappears from the paired devices list. To connect mobile phone to your Skype for Business phone again, you need to find and tap the desired mobile phone in the available devices list.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Tap after the connected mobile phone name.
3. Tap **Unpair**.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Deactivating the Bluetooth Mode

If you do not need connect to Bluetooth devices, you can turn off Bluetooth.

Procedure

1. Go to Tap **Menu** > **Setting** > **Basic** > **Bluetooth**.
2. Turn off **Bluetooth**.
   The Skype for Business phone scans the available Bluetooth device automatically.

Using Yealink BToE Connector Software

Better Together over Ethernet (BToE) feature enables the phone to interoperate with the Skype for Business client on the PC to achieve third-party call control. You can make calls, answer incoming calls, or hold calls on the Skype for Business client on the phone and the PC at the same time. In order to use BToE, you need to download and install the Yealink BToE Connector software first.

- Getting Started with BToE
- Downloading and Installing the Yealink BToE Connector Software
- Starting the Yealink BToE Connector Software
- Setting Yealink BToE Connector Software
- Pairing Your Phone with Your PC
- Using Your Phone as Your Primary Audio Device for Your PC
- Using BToE to Lock and Unlock Your Phone
- Turning off Phone Lock with PC
- Using BToE to Manage Calls on Your Phone and Skype for Business Client
- Disabling BToE on Your Phone
- Exiting Yealink BToE Connector Software
- Uninstalling the Yealink BToE Connector Software

Getting Started with BToE

To enable and use BToE (Better Together over Ethernet), you need to ensure the following requirements are available on your PC:

- Install Skype for Business client
- A registered Skype for Business user (Obtain user credentials from your system administrator)
- Running Windows Vista version or later / MAC 10.12 version or later
- Administrator privileges are needed to install the Yealink BToE Connector software

Downloading and Installing the Yealink BToE Connector Software

Before enabling BToE, you need to install the Yealink BToE Connector software on your PC. You can download the software from Yealink Support.

Procedure

1. Unzip the downloaded file.
2. Double click the installation application **Yealink BToE Connector for Lync.msi**.
3. Follow the steps in the installation wizard to complete the installation.
   When the installation completes, the Yealink BToE Connector software starts on your PC and the icon is displayed in the notification area of your system tray.

Starting the Yealink BToE Connector Software

You can start the Yealink BToE connector manually if it does not start automatically.

Procedure

Double-click the Yealink BToE Connector desktop icon on your PC or click **Start** > **All Programs** > **Yealink BToE Connector**.

Setting Yealink BToE Connector Software

You can customize settings for the Yealink BToE Connector software.

Procedure

1. Right-click in the system tray and select **Settings**.
2. Do the following:
   - Check the **Run automatically when starting Windows** checkbox, this software starts automatically once the PC starts.
   - If you uncheck the **Wired** checkbox, you need to enter the IP address of your phone manually.
   - If you check the **Wired** checkbox, and you connect a PC to the PC port on your phone using an Ethernet cable, the IP address of your phone is entered automatically.

Pairing Your Phone with Your PC

Before you can begin using BToE, you must pair your phone with your PC.

- Enabling BToE and Selecting a Paring Mode
- Pairing Your Phone with Your PC over Ethernet
- Pairing Your Phone with Your PC using Phone IP Address
- Viewing Pairing Status

Enabling BToE and Selecting a Paring Mode

By default, your phone is set to pair with your computer automatically when Better Together over Ethernet is enabled and you connect your phone to your computer over Ethernet. You can also choose to manually pair your phone with your computer using the BToE Connector application and a pairing code generated by your phone. Manual pairing ensures user information security and prevents anyone from pairing with the phone.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **BToE**.
2. Turn on **BToE**.
3. In the **BToE Pairing Mode** field, select **Auto** or **Manual**.
4. Save the change.

Pairing Your Phone with Your PC over Ethernet

You can connect an Ethernet cable from your PC to the PC port on your phone.

Before you begin

Ensure that the Yealink BToE Connector software is running on your PC.

Procedure

1. On the Yealink BToE connector software, make sure the **Wired** checkbox is checked. The IP address of your phone is automatically filled.
2. Click **OK**.
   - If BToE Pairing Mode is set to **Auto**, your phone pairs with Skype for Business client directly.
   - If BToE Pairing Mode is set to **Manual**, a six-digit pairing code displays. You should enter the six-digit pairing code shown on the phone into the notification on your PC.

   The dialog box indicating that the computer has successfully paired with the phone displays on your phone.
3. If the phone is not registered, enter your user credentials into the dialog displayed on your PC.

   Note: If the dialog box does not display on your computer, select **Sign In** on your phone and choose **Sign in via PC**. The dialogue box will pop up on the PC.

Pairing Your Phone with Your PC using Phone IP Address

If you do not connect an Ethernet cable from your PC to the PC port on your phone, you can choose to enter phone IP address manually.

Before you begin

Ensure that the Yealink BToE Connector software is running on your PC.

Procedure

1. On the Yealink BToE connector software, make sure the **Wired** checkbox is unchecked.
2. Enter the IP address of your phone.
3. Click **OK**.
   - If BToE Pairing Mode is set to **Auto**, your phone pairs with Skype for Business client directly.
   - If BToE Pairing Mode is set to **Manual**, a six-digit pairing code displays. You should enter the six-digit pairing code shown on the phone into the notification on your PC.

   The dialog box indicating that the computer has successfully paired with the phone displays on your phone.
4. If the phone is not registered, enter your login credentials into the dialog displayed on your PC.

   Note: If the dialog box does not display on your computer, select **Sign In** on your phone and choose **Sign in via PC**. The dialogue box will pop up on the PC.

Viewing Pairing Status

You can view the pairing status between your phone and PC.

Procedure

1. Go to **Menu** > **Setting** > **Features** > **BToE**.

2. View the BToE pairing status in the **BToE Pairing Status** field.
   - **Unpaired (Not signed in)**: Your phone and your PC are not paired.
   - **Paired (Not signed in)**: Your phone and your PC are paired but the Skype for Business user signing on your phone differs from the one signing on the Skype for Business client.
   - **Paired (Signed in)**: Your phone and your computer are paired and the Skype for Business user signing on the phone is same as the one signing on the Skype for Business client. This status means that the Skype for Business user logged in on the phone is the same as the user logged in on the client.

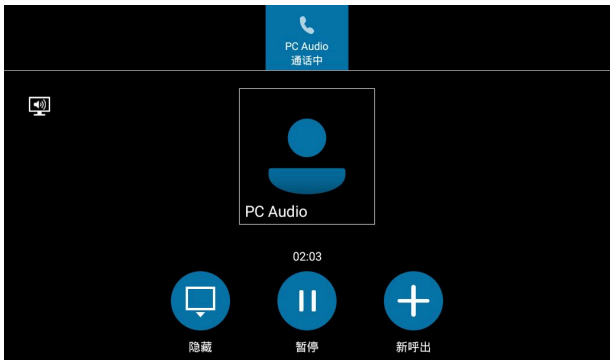
   Note: You can also hover your mouse over the BToE icon in the system tray to view the BToE pairing status.

Using Your Phone as Your Primary Audio Device for Your PC

With BToE, you can use your Skype for Business phone to play audio from media, such as music or web videos, by setting your phone as your default communication device for your PC.

Procedure

1. On your PC, click **Start** > **Control Panel** > **Hardware and Sound** > **Sound**.
2. Click **Yealink USB Audio Playback**, and click **Set Default**.
3. Click **OK**. The PC Audio screen is displayed as following:



Using BToE to Lock and Unlock Your Phone

When your phone is paired with your PC, you can lock and unlock your phone automatically when you lock or unlock your PC. When the PC is unlocked, the phone can be unlocked automatically.

Before you begin

Make sure the BToE status is Paired (Sign In) and the phone lock with PC feature is enabled:

About this task

The phone locks automatically when one of the following situations occur:

- The paired PC gets locked.
- The paired PC enters sleep mode.
- The paired PC starts the screen saver.
- The account status changes to inactive.
- BToE status changes from **Paired (Sign In)** to **Paired (Sign Out)** or **Unpaired**.

The phone unlocks automatically when one of the following situations occur:

- The paired PC gets unlocked.
- The paired PC wakes up and is not locked.
- The paired PC stops the screen saver and is not locked.
- The account status changes from inactive to active.
- BToE status changes from **Paired (Sign Out)** or **Unpaired** to **Paired (Sign In)**.

Turning off Phone Lock with PC

When your phone is paired with your PC, you can turn off phone lock with PC feature, so that your phone will not be locked or unlocked with your PC.

Procedure

1. Go to **Menu** > **Setting** > **Basic** > **Phone Lock** > **Phone Lock with PC**.
2. Turn off **Phone Lock with PC**.
3. Save the change.

Using BToE to Manage Calls on Your Phone and Skype for Business Client

After your phone is paired with your PC, you can manage calls with your Skype for Business contacts on your phone and in the Skype for Business client on your PC. Using any registered phone as your primary audio device, you can answer, place, hold and resume calls on your phone. If the Skype for Business client and the connected phone are signed in with different accounts, the phone acts as a speakerphone for all audio and video calls initiated in the Skype for Business client on your PC.

- Setting Your Phone as Your Primary Audio Device
- Answering BToE Calls
- Placing Calls
- Pausing and Resuming BToE Calls
- Moving Call Audio between Your Phone and PC

Setting Your Phone as Your Primary Audio Device

Before you begin using your phone to manage the calls of Skype for Business client, you need to ensure that your phone is set as your primary audio device in your Skype for Business client on your PC.

Procedure

In your Skype for Business client, click the audio device icon and select your phone as your primary device.

Answering BToE Calls

You can sign into the same or different accounts on the Skype for Business client and the phone. These two login methods will produce different answering situations.

Procedure

Do one of the following:

- If signed in with the same account, select **Answer** on your phone or click on the Skype for Business client.

- If signed in with different accounts and the incoming call is for the account signed into Skype for Business client, click on the Skype for Business client. The call is displayed on your phone and Skype for Business client. On your phone, the icon is displayed during the call and the audio for the call is played through the phone's speakerphone.
- If signed in with different accounts and the incoming call is for the account signed into the phone, select **Answer** on your phone. The call is displayed on your phone only.

Placing Calls

You can place calls to Skype for Business contacts in the Skype for Business client and on your phone.

Procedure

Choose a contact and select Call.

Pausing and Resuming BToE Calls

When your Skype for Business client is during an audio or video call and different user accounts are signed in to your phone and Skype for Business client, you can pause active audio and video calls on your phone. When your Skype for Business client is during a video call and same user accounts are signed in to your phone and Skype for Business client, you can pause active video calls on your phone. However, when you pause an audio or a video call on your phone, the call remains active in the Skype for Business client on your PC.

Procedure

1. When your Skype for Business client is during a call, select **Pause** on your phone.
   The call is paused on your phone but not in the Skype for Business client on your PC.
2. Select **Resume** on your phone to continue talking.

Moving Call Audio between Your Phone and PC

During an active Skype for Business call, you can move the call audio from your phone to your PC or from your PC to your phone.

Procedure

1. During an active call in the Skype for Business client, click , and select .
2. Do one of the following:
   - Click **PC Mic and Speakers** to move the call audio from your phone to your PC.
   - Click **Handset** to move the call audio from your PC to your phone.

Disabling BToE on Your Phone

When you disable BToE, you can no longer use the feature on your phone and Skype for Business client on your computer.

Procedure

Do one of the following:

- Disconnect the Ethernet cable from the PC port on your phone.
- Go to **Menu** > **Settings** > **Features** > **BToE**, and turn off **BToE**.

Exiting Yealink BToE Connector Software

You can exit the Yealink BToE Connector software at any time to unpair the phone from the PC.

Procedure

On your PC, right-click in the system tray and select **Exit**.

Uninstalling the Yealink BToE Connector Software

You can uninstall Yealink BToE Connector software at any time. After you uninstall the Yealink BToE Connector software, you can no longer use BToE feature. If you want to re-use the BToE feature, you must reinstall the Yealink BToE Connector software and repair the phone and PC.

Procedure

On your PC, select **Menu** > **All Programs** > **Yealink BToE Connector** > **Uninstall**.

Maintaining Skype for Business Phones

When the phone is not operating properly, you can investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

- Rebooting Your Phone
- Viewing Phone Status
- Updating Phone Firmware
- Resetting Your Phone

Rebooting Your Phone

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

Procedure

1. Go to **Menu** > **Setting** > **Advanced** > **Reboot**.
2. Select **Reboot**.
   The phone screen prompts if you want to reboot the phone.
3. Select **OK** to reboot the phone.

Viewing Phone Status

On your phone, you can view network, firmware, location, license information and so on.

Procedure

1. Go to **Menu** > **Status**.
2. Tap the desired item to view the specific information.

Updating Phone Firmware

When a firmware update is available on the Skype for Business server, you can trigger an update manually.

Procedure

1. Go to **Menu** > **Setting** > **Advanced** > **Firmware Update**.
2. Tap **Firmware Update**.

Resetting Your Phone

You can reset the phone to factory default settings.

Procedure

1. Go to **Menu** > **Setting** > **Advanced** > **Reset Config**.
2. Tap **Reset to Factory**.
   The phone screen prompts if you want to reset to factory setting.
3. Select **OK**.

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 sign into the Skype for Business server on the phone?
- Why can't the phone pair with my Skype for Business client?
- Why can't I see the Calendar menu on the phone?
- Why can't I get a dial tone?
- Why doesn't the phone ring?
- Why can't I receive calls?
- Why doesn't my handset work?

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 sign into the Skype for Business server on the phone?

- Check your phone is properly connected to the switch or hub.
- Ensure that your user credentials are correct.
- Ensure that the IP address of the DNS server is correctly configured on the phone, or configure a DHCP server, and the DHCP server provides the IP address of the DNS server.
- Ensure that the phone can obtain the correct date and time through the SNTP server.
- Ensure that the phone has obtained the license.

Why can't the phone pair with my Skype for Business client?

- Ensure that your Skype for Business client is installed on your PC and a Skype for Business user signs into Skype for Business server successfully.
- Ensure that the user signing on the phone is the same as the one signing on the Skype for Business client.
- Re-pair the phone and Skype for Business client manually.
- Ensure that Yealink BToE Connector and application driver are successfully installed on your PC, and both of them start successfully. If the phone still cannot pair with the Skype for Business client, reboot the PC.
- After a reboot, if the phone still cannot pair with the Skype for Business client, uninstall the Yealink BToE Connector and application driver, and then reinstall them.

Why can't I see the Calendar menu on the phone?

It is possible that the phone is not connected to the Microsoft Exchange Server. Make sure that your sign into the phone using **user sign-in**, **web sign-In** or **signing in via PC** method.

Why can't I get a dial tone?

- Switch between the Handset, Headset (if present) or Hands-Free Speakerphone to check whether the dial tone is present for one of the audio modes.
- If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

Why doesn't the phone ring?

Check the ringer volume on the phone. To adjust the ringer volume setting, tap the Volume key when the phone is idle.

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.

Why doesn't my handset work?

- Check that the headset cord is fully connected to the headset jack on the phone.

Regulatory Notices

- Service Agreements
- Limitations of Liability
- Safety Instructions

Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELFAND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE,INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS,EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASERICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES

WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.

⚠ General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

⚠ Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Place the device on a stable and level platform.
- Please place no heavy objects on the device in case of damage and deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

⚠ Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.

- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

⚠ Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.