

Yealink

CP960 Teams[®] Edition User Guide



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About This Guide

Thank you for choosing Yealink CP960 Teams IP phones, which are mainly designed to work with the Microsoft Teams client. 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.

- [Related Documentations](#)
- [In This Guide](#)

Related Documentations

You can find the following types of documents from each product support page on [Yealink Support](#):

- Release Notes: This guide describes what's new for a new phone firmware.
- 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.
- Regulatory Notice: This guide provides information for all regulatory and safety guidance.

In This Guide

Chapters in this guide include:

- Chapter 1 [About This Guide](#)
- Chapter 2 [Getting Started with Teams IP Phones](#)
- Chapter 3 [Presence Status](#)
- Chapter 4 [Audio Calls](#)
- Chapter 5 [Conference Calls](#)
- Chapter 6 [Using the Teams Meeting feature](#)
- Chapter 7 [Using the Voicemail](#)
- Chapter 8 [Optional Accessories with Your Phone](#)
- Chapter 9 [Getting More Information About Microsoft Teams](#)
- Chapter 10 [Maintaining Teams Phones](#)
- Chapter 11 [Troubleshooting](#)

Getting Started with Teams IP Phones

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

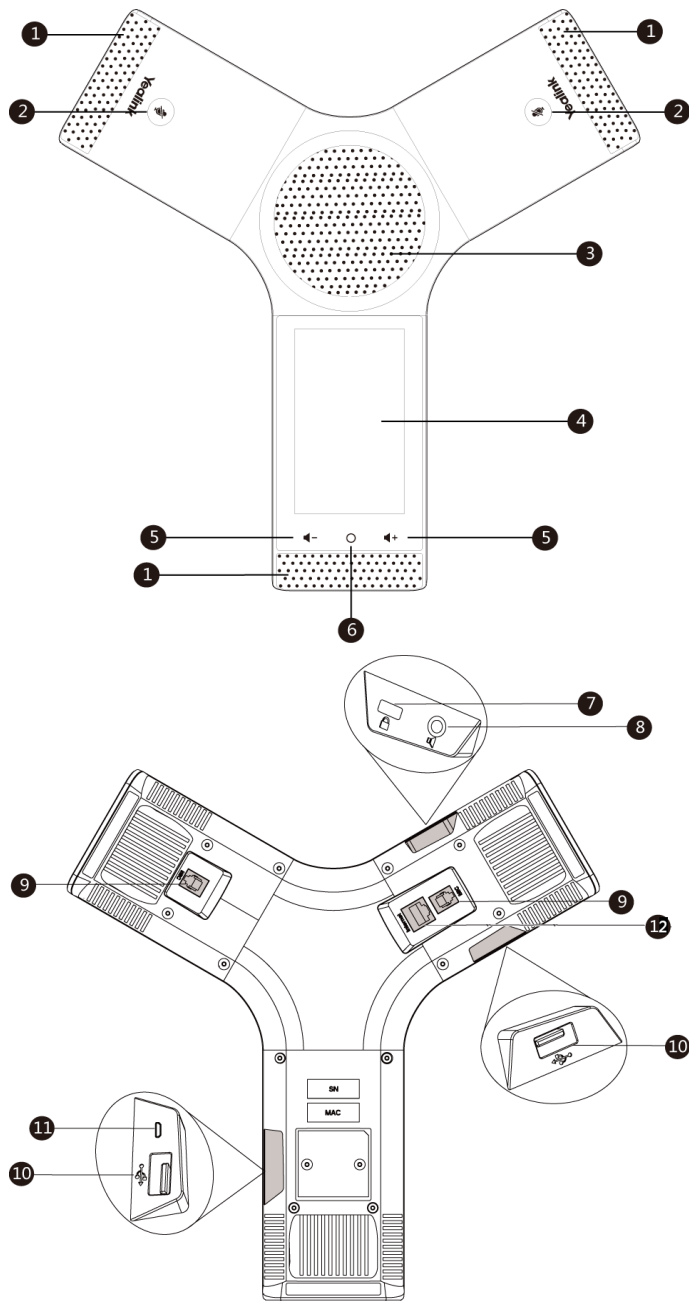


Note: As you read this guide, keep in mind that some features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not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

- [Hardware of CP960](#)
- [Accessing Screens on Yealink Teams Phones](#)

- [Entering Data and Editing Fields](#)

Hardware of CP960



The table lists each feature numbered in the figures.

	Item	Description
1	Three Internal Microphones	Provide 20-foot and 360-degree coverage to transmit sound to other phones.
2	Mute Touch Keys	<ul style="list-style-type: none"> • Indicate phone statuses. • Toggle mute feature.

	Item	Description
3	Speaker	Provides hands-free (speakerphone) audio output.
4	Touch Screen	5 inch (720 x 1280) capacitive (5 point) touch screen. You can tap to select items and navigate menus.
5	Volume Touch Keys	Adjust the volume of the speaker, ringer or media.
6	HOME Touch Key	Comes ready for the future feature that tap it to return to the idle screen.
7	Security Slot	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
8	3.5mm Audio-out Port	Enables you to connect an optional external speaker.
9	Wired Mic Ports	Comes ready for the future connection of CPE90 wired expansion microphones.
10	USB Ports	Comes ready for the future connection of an optional USB flash drive or CPW90 charging cradle.
11	Micro USB Port	Comes ready for the future PC connection that your phone will work as an external speaker and a microphone for your PC.
12	Network Port	Enables you to connect the phone to wired network.

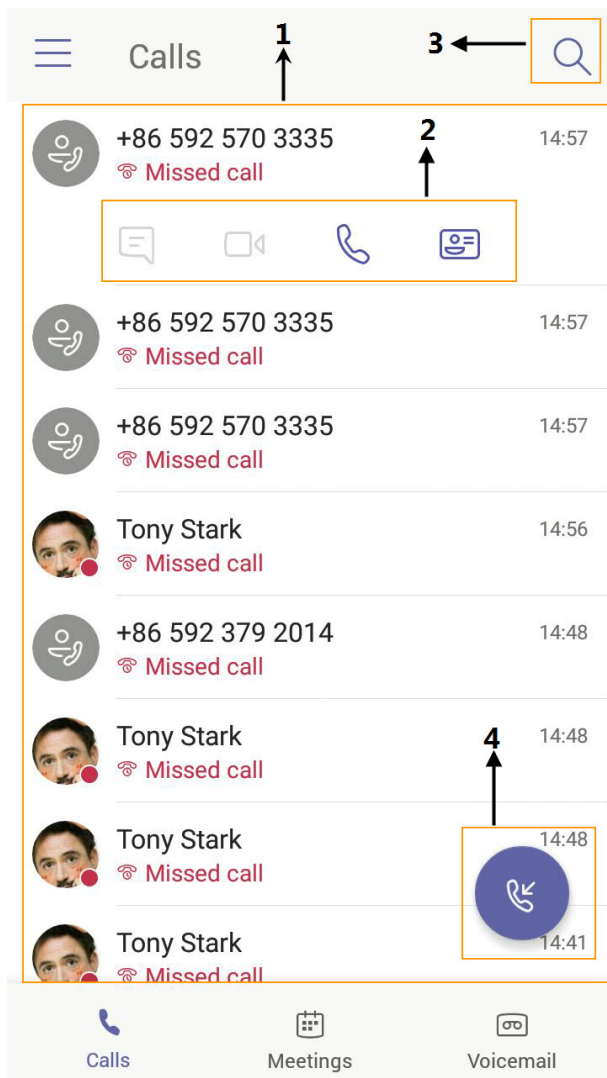
Accessing Screens on Yealink Teams Phones





You can navigate the menu bar at the bottom of the touch screen to access the following screens easily.

- [Accessing the Calls Screen](#)
- [Accessing the Meeting Screen](#)
- [Accessing the Voicemail Screen](#)

Accessing the Calls Screen

The Calls screen is displayed after the phone startup. You can place a call from the history entry or view the contact information from the Calls screen.

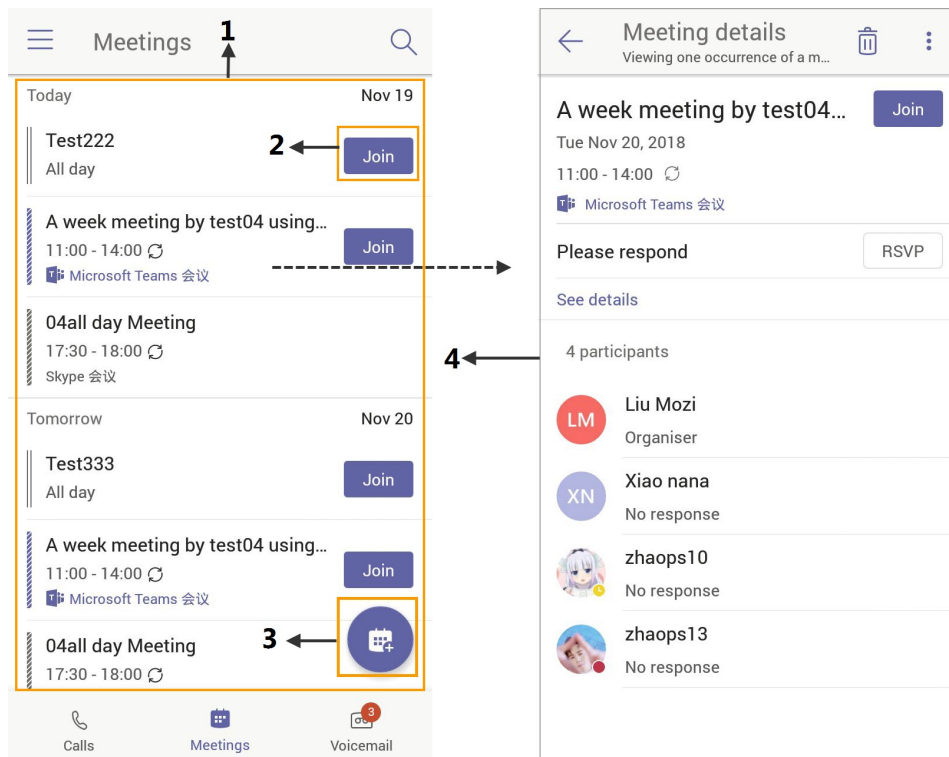




NO.	Name	Discription
1	Call History	Displays incoming, outgoing and missed calls
2	Operation Options	<ul style="list-style-type: none"> Tap  to view information of the contact Tap  to call the contact
3		Tap to search for a contact
4		Tap to initiate a call

Accessing the Meeting Screen

You can access the **Meetings** screen to join or schedule meetings.

1. Tap **Meetings** to access the **Meetings** screen.

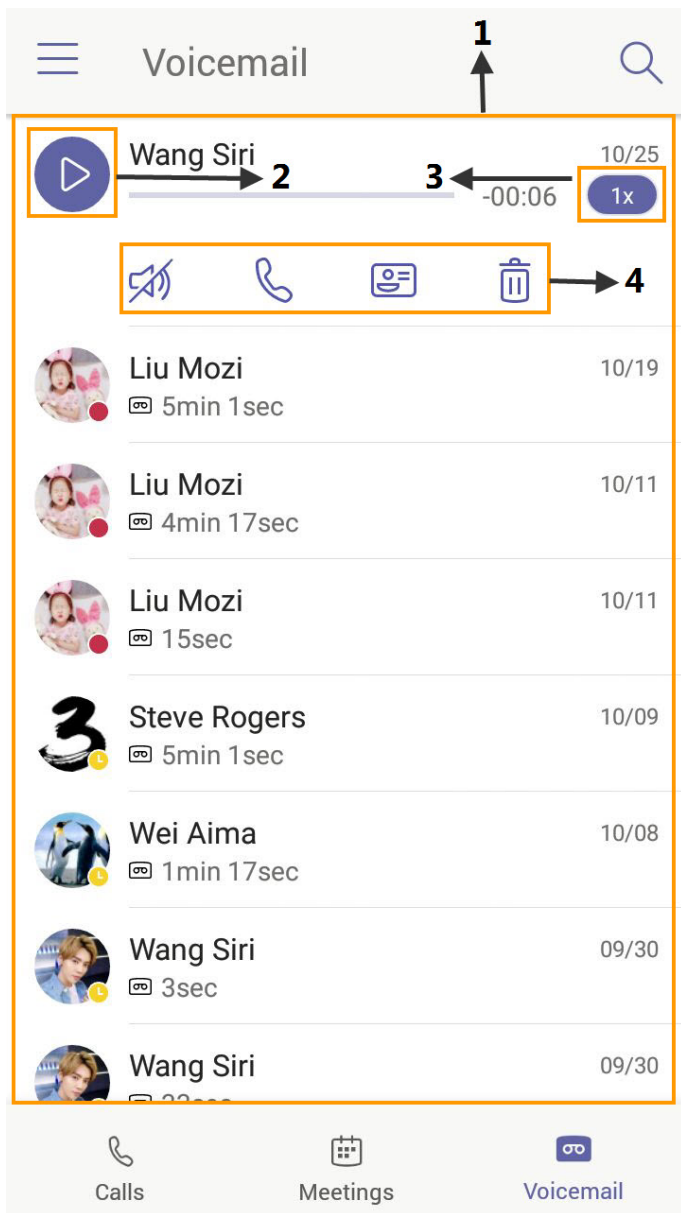







NO.	Name	Discription
1	Scheduled meeting list	Displays all the scheduled on the Teams phone, from Teams client or Outlook
2		Tap to join the corresponding scheduled meeting
3		Tap to schedule a meeting
4	Meeting details	Tap the corresponding scheduled meeting to view the meeting details

Accessing the Voicemail Screen

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

1. Tap **Voicemail** to access the **Voicemail** screen.



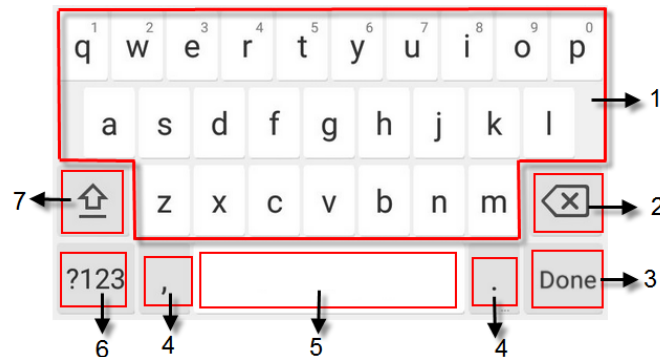
NO.	Name	Discription
1	Voicemail list	Displays all the voicemails stored in the voicemail list
2		Tap to play the voicemail
3		Tap to change the playback speed of the voicemail
4	Operation options	<ul style="list-style-type: none"> • Tap  to view information of contact • Tap  to call the contact • Tap  to delete the voicemail



Entering Data and Editing Fields

- [Using the On-screen Keyboard](#)
- [Using the Onscreen Dial Pad](#)

Using the On-screen Keyboard

Before using the on-screen keyboard to enter data, you need to know the function of the keys on the on-screen keyboard. The Teams phone supports the Android Keyboard (AOSP)- English (US) input method.





NO.	Item	Description	
1	26 English Letters	<ul style="list-style-type: none"> • Tap to enter letters. • Long tap a key then slide to choose one of the options to enter an alternate character. 	
2	Delete Key	<ul style="list-style-type: none"> • Tap to delete the entered characters one by one. • Long tap to delete two or more characters. 	
3	Label automatically to identify the context-sensitive features.	Next Key	Tap to go to the next field.
		Done Key	Tap to confirm the settings.
		Go Key	Tap to search for the contact.
			Tap to start a new line.
4	Two Special Characters	<ul style="list-style-type: none"> • Tap to enter special characters. • Long tap pointkey (.) then slide to choose one of the options to enter an alternate character. 	
5	Space Key	Tap to enter spaces.	
6	Input Method	Tap to switch between input modes.	
7		Tap to switch to the uppercase input mode.	

Using the Onscreen Dial Pad

Instead of using the onscreen keyboard, you can also use the dial pad on the dialing screen to enter data. The onscreen dial pad only provides digit keys, # key and * key.

Procedure

1. Tap  on the Calls screen.
2. Tap .
3. Use the onscreen dial pad to enter numbers.

Signing into and Locking Your Phone

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

- [Signing into Your Teams Phone](#)
- [Signing out of Your Teams Phone](#)
- [Phone Lock](#)

Signing into Your Teams Phone

You can sign into your Microsoft online account, which includes your sign-in address and password.

About this task

You can select personal mode or shared mode when sign in:

- **Personal mode:**Your phone is located in your office as your personal phone.
- **Shared mode:**The phone is set as a common area phone in a conference room. You can sign shared account mode to avoid revealing private information(call history and voicemail) if the phone is located in public.

All feature are available in personal mode and shared account mode supports the following feature:

- Place a call
- Receive a call
- [Joining a Scheduled Teams Meeting](#)

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

- [Signing into Your Phone in Personal Mode](#)
- [Signing into Your Phone in Shared Mode](#)

Signing into Your Phone in Personal Mode

Procedure

1. Tap **Sign in**.

Microsoft Teams



Welcome to Microsoft Teams! A happier place for teams to work together.

Sign in

You will be connected to the Company Portal automatically.

2. Enter your account credentials .
3. After the phone signs in successfully, tap **Got it** and then select **Personal** login account.

Signing into Your Phone in Shared Mode

Procedure

1. Tap **Sign in**.

Microsoft Teams



Welcome to Microsoft Teams! A happier place for teams to work together.

Sign in


You will be connected to the Company Portal automatically.

2. Enter your account credentials.
3. After the phone signs in successfully, tap **Got it** and then select **Shared** login account.
You can only place/answer calls and use the Teams Meeting feature in the shared mode.

Signing out of Your Teams Phone

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

Procedure

Navigate to  > **Sign out**.

Phone Lock

When the phone is not used, you can enable the phone lock to prevent unauthorized users from viewing or modifying phone information, such as your scheduled meetings. When the phone is locked, you can still answer the incoming

call. If the administrator forcibly enables the phone lock feature on the Microsoft Teams & Skype for Business Admin Center, you cannot disable it on the phone. For more information, contact your system administrator.

- [Creating a Lock PIN](#)
- [Enabling Phone Lock](#)
- [Setting the Idle Timeout for Phone Lock](#)
- [Unlocking Your Phone](#)
- [Changing Your lock PIN](#)
- [Disabling Phone Lock](#)

Creating a Lock PIN

When your administrator enables phone lock for you, you are prompted to set up a lock PIN, which is used for unlocking your phone.

Procedure

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



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

OK

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

Enabling Phone Lock


Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Phone Lock**.
2. Turn on **Lock Enable**.
3. Enter the lock PIN in the **New PIN** field.
4. Enter the lock PIN again in the **Confirm PIN** field.
You can use your lock PIN to unlock your phone.
5. Tap  to accept the change.

Setting the Idle Timeout for Phone Lock


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

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Phone Lock**.
2. Enter the unlock PIN.
3. Tap the **Idle time-out** field and then select a desired value.

Unlocking Your Phone

Procedure

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





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

Changing Your lock PIN

You can change your lock PIN at any time.

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Phone Lock**.
2. Enter the unlock PIN.
3. Enter the new lock PIN in the **New PIN** field.
4. Enter the lock PIN again in the **Confirm PIN** field.
5. Tap  to accept the change.

Disabling Phone Lock

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

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Phone Lock**.
2. Enter the unlock PIN.
3. Turn off **Lock Enable**.


Presence Status

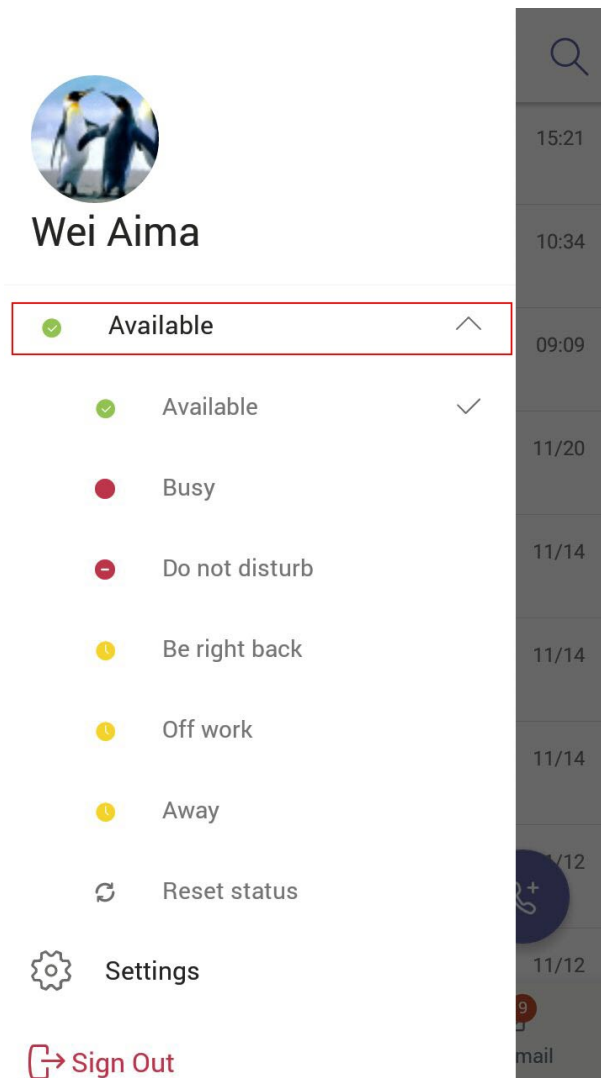
You can update your presence status on the phone. For example, when you are busy with urgencies, you can change your status to DND to avoid being disturbed.


- [Changing Your Presence Status](#)
- [Setting Your Status Message](#)

Changing Your Presence Status

Procedure


1. Tap  at top-left of the touch screen.
2. Tap the presence status filed and then select the desired status from the drop-down menu.



 **Tip:** You can rest your presence status to be available from any other status by tapping **Reset Status**.

Setting Your Status Message

Procedure

1. Tap  at top-left of the touch screen.
2. Tap the **Set status message** field.
3. Edit the status message in the corresponding field.
4. Tap the **Clear after** field and then select a desired value.
The status message will be cleared after the specified time.

Audio Calls

This chapter shows you how to handle calls with your phone.

- [Placing Calls](#)
- [Answering Calls](#)
- [Muting and Unmuting Audio](#)
- [Holding and Resuming Calls](#)
- [Ending or Rejecting an Active Call](#)
- [Transferring Calls](#)
- [Forwarding all incoming calls](#)
- [Configuring the Forwarded Destination If the Incoming Call is Unanswered](#)
- [Synchronizing Incoming Calls to A Specified Contact/Delegates](#)
- [Blocking Calls with No Caller ID](#)
- [Anonymous Call](#)



Placing Calls

This chapter shows you several ways to place calls.

- [Calling Contacts](#)
- [Dialing the Number](#)
- [Placing Multiple Calls](#)
- [Placing a Call from Call History](#)
- [Placing a Call from Voicemail](#)

Calling Contacts




Procedure

1. From the **Calls** screen, tap .
2. Enter the contact account information to search for the desired contact.
3. Tap  beside the contact.

 **Tip:** You can tap  to search a contact.

Dialing the Number

Procedure



1. From the **Calls** screen, tap .
2. Tap .
3. Enter the contact number.
4. Tap .

Placing Multiple Calls

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

Procedure


1. During a call, tap  to return to the **Calls** screen.

2. Tap  on the Calls screen or tap  to search and then dial out the contact.
The active call is placed on hold and the new call is set up.

Placing a Call from Call History


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

Procedure

1. From the **Calls** screen, tap **Calls** .
2. Tap a desired contact.
3. Tap  .

Placing a Call from Voicemail

Procedure


1. From the **Voicemail** screen, tap the voice mail record that you want to call..
2. Tap  below the corresponding voicemail.

Answering Calls

- [Answering a Call](#)
- [Answering a Call When in a Call](#)

Answering a Call


Procedure

Tap  on the touch screen.

Answering a Call When in a Call

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


Procedure


Tap  on the touch screen.
The active call is placed on hold, and the incoming call becomes active.

Muting and Unmuting Audio

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

Procedure

1. During a call, tap the mute touch key on the phone or tap  on the touch screen. .
The mute touch key glows red.

2. To unmute audio, tap the mute touch key on the phone or tap  on the touch screen. The mute touch key glows green.

Holding and Resuming Calls

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

- [Placing a call on Hold](#)
- [Resuming a Call](#)

Placing a call on Hold



Procedure

During a call, tap  > **Place call on hold**.

Resuming a Call

Procedure

Do one of the following:

- If only one call is placed on hold, tap  > **Place call on hold**.
- If multiple calls are placed on hold, tap  on the right side of the desired held call.

Ending or Rejecting an Active Call

Procedure

Tap .

Transferring Calls


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

- [Performing a Blind Transfer](#)
- [Performing a Consultative Transfer](#)

Performing a Blind Transfer

You can transfer calls to another contact immediately without consulting with them first.



Procedure

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

Performing a Consultative Transfer

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

Procedure

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

Forwarding all incoming calls

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

Before you begin

Forwarding feature is only applicable when you sign in Personal account mode.

- [Forwarding Calls to Voicemail](#)
- [Forwarding Calls to a Contact or Number](#)
- [Forwarding Calls to Delegates](#)
- [Configuring the Second Forwarded Destination If Unanswered by Your Delegates](#)


Related tasks

[Signing into Your Phone in Personal Mode](#)

Forwarding Calls to Voicemail

You can forward all incoming calls to your voicemail.


Procedure

1. Navigate to  > **Settings** > **Calls**.
2. Turn on **Call Forwarding**.
3. Tap the **Forward to** filed and then select **Voicemail**.

Forwarding Calls to a Contact or Number

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

Procedure

1. Navigate to  > **Settings** > **Calls**.
2. Turn on **Call Forwarding**.
3. Tap the **Forward to** filed and then select **Contact or number**.
4. Add the desired contact.
The incoming calls are automatically forwarded to the contact.


Forwarding Calls to Delegates

You can forward all incoming calls directly to your delegates.

Before you begin

You should assign your delegates on the Microsoft Teams client.

Procedure

1. Navigate to  > **Settings** > **Calls**.
2. Turn on **Call Forwarding**.
3. Tap the **Forward to** field and then select **My delegates**.


Configuring the Second Forwarded Destination If Unanswered by Your Delegates

You can configure the second forwarded destination if the incoming call is not answered by your delegate.

Before you begin

You configure to forward incoming calls to your delegates.


Procedure

1. Navigate to  > **Settings** > **Calls** > **If unanswered**.
2. Select a desired forwarded destination:
 - Select **Voicemail** directly.
 - If you select **Contact or number**, add the target member.

The incoming calls will be forwarded to the specified destination.

Configuring the Forwarded Destination If the Incoming Call is Unanswered

Procedure

1. Navigate to  > **Settings** > **Calls** > **If unanswered**.
2. Select a desired forwarded destination:
 - Select **Voicemail** directly.
 - If you select **Contact or number**, add the target contact.
 - If you have assigned your delegates on the Microsoft Teams client, you can select **Delegates**.

Related tasks

[Forwarding Calls to Delegates](#)


Synchronizing Incoming Calls to A Specified Contact/Delegates

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

Before you begin

Make sure you are in Personal account mode.

Procedure

1. Navigate to  > **Settings** > **Calls** > **Also ring**.
2. Select a desired target.

- Select **Contact or number**, add the target contact.
- If you have assigned your delegates on the Microsoft Teams client, you can select **Delegates**.

The target member and you will receive the incoming calls simultaneously.

Related tasks


[Signing into Your Phone in Personal Mode](#)

Blocking Calls with No Caller ID

Before you begin

Make sure you are in Personal account mode.

Procedure

1. Navigate to  > **Settings** > **Calls**.
2. Turn on **Block calls with no caller ID**.

Related tasks

[Signing into Your Phone in Personal Mode](#)

Anonymous Call

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

Before you begin

Make sure you are in Personal account mode.

Procedure

1. Navigate to  > **Settings** > **Calls**.
2. Turn on **Hide your phone number when dialing people who are outside of Microsoft Teams**.

Related tasks

[Signing into Your Phone in Personal Mode](#)



Conference Calls

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

- [Initiating a Conference by Calling Multiple Contacts](#)
- [Initiating a Conference Call by Inviting Other Contacts](#)
- [Initiating a Conference Call From Call History](#)
- [Managing the Conference Participants](#)
- [Adding Participants to a Conference Call](#)
- [Leaving the Conference](#)

Initiating a Conference by Calling Multiple Contacts




Procedure

1. Tap  from the **Calls** screen.
2. Enter the contact information to search and then select the desired contact.
You can add multiple contacts.
3. Tap  at the top-left corner of the touch screen.

Initiating a Conference Call by Inviting Other Contacts


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

Procedure

1. During a call, tap .
2. Tap  at the bottom-right corner.
3. Enter the participant account information to search and then add members.
4. Tap  to initiate a conference.

Initiating a Conference Call From Call History

Procedure

1. Tap **Calls** from the touch screen.
2. Select a desired entry from the call history.
3. Tap .

Managing the Conference Participants

Everyone in the conference call can manage call participants.

- [Muting All Conference Participants](#)
- [Muting Individual Conference Participants](#)
- [Removing the Participants from the Conference](#)
- [Re-inviting the Participants Who Have Been Removed](#)
- [Viewing the Details of Participants](#)

Muting All Conference Participants

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

Procedure

1. During the conference call, tap .



All participants are displayed in the participants list.

2. Tap **Mute all**.
All the other participants in the conference call are muted.

Muting Individual Conference Participants

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


Procedure


1. During the conference call, tap .
All participants are displayed in the participants list.
2. Tap  beside the participant.
The participant is muted.

Removing the Participants from the Conference

Everyone can remove other conference participants from the conference.

Procedure


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

The participant will connect to the conference again if he/she taps .

Re-inviting the Participants Who Have Been Removed

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


Procedure

1. During the conference call, tap .
All participants are displayed in the participants list.
2. Tap the desired participant from the **Other participants** list and then select **Invite in the call**.
After the participant answers the call, he/she will be muted when joins the conference again.

Viewing the Details of Participants

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




Procedure

1. During the conference call, tap .
All participants are displayed in the participant list.
2. Long tap the desired participant from the **Other participants** list and then select **View profile**.

Adding Participants to a Conference Call

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


Procedure

1. During the conference call, tap .
2. Tap  at the bottom-right corner.
3. Enter the participant account information to search and then add members.
4. Tap  to add the participants.
The participants are muted after being added to the conference.

Leaving the Conference

All participants can leave the conference at any moment.

Procedure

- Tap .
Other participants remain connected.

Using the Teams Meeting feature

Teams meetings are a great way to come together with your colleagues and clients both inside and outside of your organization. You can join a Teams meeting as long as you have a Teams online account.

You can schedule meetings on the Teams phone, the Teams client or the Outlook. Meeting scheduled from Teams client and Outlook are synced automatically with Teams phone. Meeting screen shows all the meeting scheduled in the last 7 days.

- [Schedule a Meeting on the Teams Phone](#)
- [Viewing the Meeting Details](#)
- [Joining a Scheduled Teams Meeting](#)
- [Responding to the Meeting Invitation](#)
- [Editing the Response to the Meeting Invitation](#)
- [Cancelling the Scheduled Meeting](#)
- [Editing the Scheduled Meeting](#)
- [Deleting the Scheduled Meeting](#)

Related tasks

[Signing into Your Phone in Personal Mode](#)

[Signing into Your Phone in Shared Mode](#)



Schedule a Meeting on the Teams Phone

You can schedule meetings on the Teams phone.

Before you begin

Make sure you are in Personal account mode.

Procedure

1. From the **Meetings** screen, tap .
2. Enter the title, add the participants and select start time and end time.
You can enable the **All day** feature to set up whole day meetings.
3. Enter the location and select the repetition period.
4. To show others your status during this time, tap the **Show As** field and then select **Busy**, **Free**, **Tentative** or **Out of office**.
5. Optional: Enter the description of the meeting.
6. Tap  to set up the meeting.

Viewing the Meeting Details

You can view details of scheduled meetings such as the conference dial-in number and conference ID.

Before you begin

Make sure you are in Personal account mode.

Procedure

1. From the **Meetings** screen, tap the desired meeting.
2. Tap **See details** on the right of the screen.

Joining a Scheduled Teams Meeting

You can join a Teams meetings scheduled on the Teams phone, the Teams client or the Outlook.

Procedure

From the **Meetings** screen, tap **Join** beside the desired meeting.

Responding to the Meeting Invitation

Participants can respond to the meeting scheduled on the Teams phone, the Teams client or the Outlook.

Before you begin

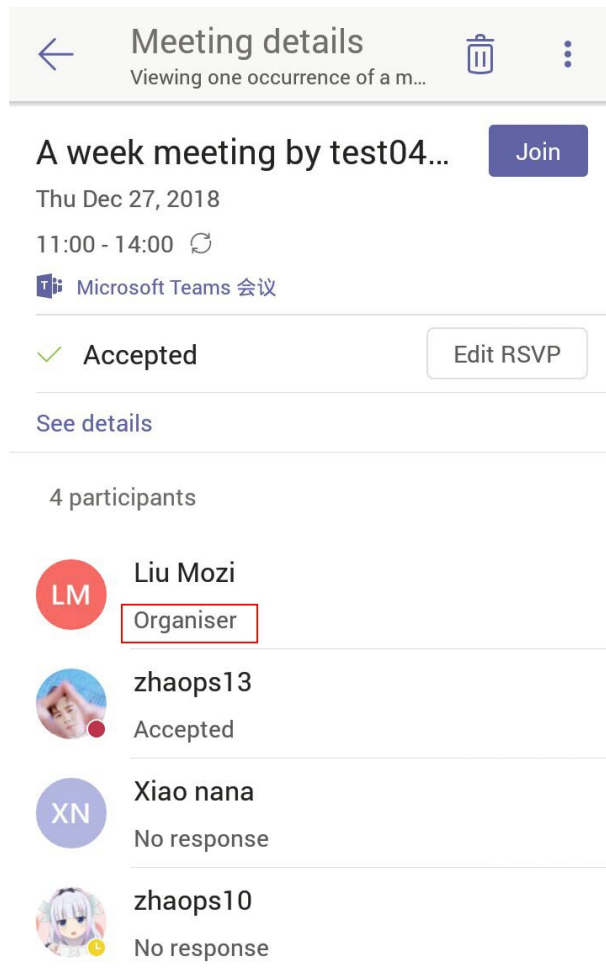
Make sure you are in Personal account mode.

Procedure

1. Tap **Meetings** on the touch screen.
2. From the **Meetings** screen, tap the desired meeting.
3. Tap **RSVP** on the right of the screen.
4. Select a desired reponse:
 - Accept the invitation

- Tentatively accept the invitation
- Decline the invitation

Your response are shown as below:



Meeting details
Viewing one occurrence of a m...

A week meeting by test04... [Join](#)

Thu Dec 27, 2018
11:00 - 14:00

Microsoft Teams 会议

✓ Accepted [Edit RSVP](#)

[See details](#)

4 participants

- Liu Mozi
Organiser
- zhaops13
Accepted
- Xiao nana
No response
- zhaops10
No response

Editing the Response to the Meeting Invitation

Participants can change the response to the scheduled meeting.

Before you begin

Make sure you are in Personal account mode.

Procedure

1. From the **Meetings** screen, tap the desired meeting.
2. Tap **Edit RSVP** on the right of the screen.
3. Select a desired reponse.


Canceling the Scheduled Meeting

If you are the organizer, you can cancel the scheduled meetings.

Before you begin

Make sure you are in Personal account mode.

Procedure

1. From the **Meetings** screen, tap the corresponding meeting.
2. Tap  > **Cancel event**.
It prompts if you want to cancel this event.
3. Tap **OK**.



Editing the Scheduled Meeting

If you are the organizer, you can edit the scheduled meetings such as adding participants.

Before you begin

Make sure you are in Personal account mode.

Procedure

1. From the **Meetings** screen, tap the corresponding meeting.
2. Tap  > **Edit event**.
3. Edit the meeting.
4. Tap .


Deleting the Scheduled Meeting

Participants can delete the cancelled meetings from the scheduled meeting list .

Before you begin

Make sure you are in Personal account mode.

Procedure

1. From the **Meetings** screen, tap the corresponding meeting to enter the **Meeting detail** screen.
2. Tap  at the top right.
It prompts if you are sure to delete the meeting.
3. Tap **OK**.

Using the Voicemail

You can sign in to the conferencephone in Personal account mode, which will display all voice mails received on your account synchronously. You can view the duration and receiving time of each voicemail stored in your voicemail. After read the voicemail, you can delete it.





- [Listening to the Voicemail](#)
- [Deleting Voicemail Messages](#)
- [Viewing the Details of the Contacts](#)

Related tasks

[Signing into Your Phone in Personal Mode](#)

Listening to the Voicemail

Procedure

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


Related tasks

[Changing the Playback Speed of the Voicemail](#)

Deleting Voicemail Messages


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

Procedure

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

Viewing the Details of the Contacts

Procedure

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


Teams Phone Settings

- [Setting the Language](#)
- [Time and Date Display](#)
- [Screen Savers](#)
- [Changing the Screen Backlight Brightness and Time](#)

Setting the Language

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

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Language**.
2. Select a desired language.
It prompts if you are sure to change the language.
3. Tap **OK**.

Time and Date Display


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

- [Setting the Time and Date Manually](#)
- [Changing the Time and Date Format](#)

Setting the Time and Date Manually

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

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Time & Date**.
2. Tap the **Type** field and select **Manual Settings** from the pop-up dialog box.
3. Tap **OK**.
4. Enter the specific date and time in the corresponding fields.

Changing the Time and Date Format

You can change the time and date format.


About this task

The built-in date formats are listed as below:

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

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

Procedure

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

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 or tapping the touch screen. When your phone is idle again for a preset waiting time, the screen saver starts again.

- [Changing the Waiting Time for Screen Saver](#)
- [Changing the Screen Saver Background](#)

Changing the Waiting Time for Screen Saver

You can change the waiting time for the screen saver.


Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Display**.
2. Tap the **Screensaver Waiting Time** field and select the desired time from the pop-up menu.
3. Tap **OK**.

Changing the Screen Saver Background

You can change the screen saver background of the phone.

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Display**.
2. Tap the **Screensaver background** field and select the desired background from the pop-up dialog box.
3. Tap **OK**.

Changing the Screen Backlight Brightness and Time

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

About this task


You can change the screen backlight brightness and time in the following settings:

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

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

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

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Display**.
2. Slide the **Backlight Active Level** slider to change brightness of the LCD backlight.
3. Tap the **Backlight Time** field and select the desired time.

Getting More Information About Microsoft Teams

This chapter provides you to get more information about Microsoft Teams. If you encounter problems when using the Teams phone, you can send feedback to Microsoft.

- [Viewing More Information About Microsoft Teams](#)
- [Company Portal](#)
- [Entering Microsoft Teams Help Center](#)
- [Sending Feedback](#)

Viewing More Information About Microsoft Teams

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

Procedure

Navigate to  > **Settings** > **About**.

You can tap **Privacy& Cookies**, **Microsoft Software License Terms** or **Third-party Notices** to view the details.

Company Portal

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

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

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




Note:

Different organizations have different access requirements, and they will use Intune in ways that it determines what is the best to manage their information. Some functionality might be unavailable in certain countries. If you have questions about how this app is being used within your organization, contact to your company's IT administrator.

Entering Microsoft Teams Help Center

Microsoft Teams help center provides more information about Microsoft Teams, such as what is Microsoft Teams, how to get started with Microsoft Teams, the features of Microsoft Teams and so on.


Procedure

Navigate to  > **Settings** > **Help**.

Sending Feedback

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

Procedure

1. Navigate to  > **Settings** > **Report an issue**.
2. Select a desired report type in the **Type** field.
3. Enter the alias(your email address).
4. Select a desired type of issue and then enter the issue title.
5. Tap **SEND**.

Maintaining Teams Phones


When the phone cannot be operated 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](#)
- [Resetting Your Phone](#)

Rebooting Your Phone

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


Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Debug**.
2. Tap **Reboot phone**.
It prompts if you are sure to reboot the phone.
3. Tap **OK**.

Viewing Phone Status

Your system administrator may ask you to view the phone status such as network, MAC, firmware, Partner APP version, Company Portal version and Team version.


Procedure

Navigate to  > **Settings** > **Device Settings** > **About**.

Resetting Your Phone

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

Procedure

1. Navigate to  > **Settings** > **Device Settings** > **Admin Only**.
2. Enter the admin password and tap **Enter**.
3. Tap **Reset to Factory Settings**.
It prompts if you are sure to reset to factory default.
4. Tap **OK**.

Troubleshooting

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

- [The Phone LCD screen blank](#)
- [The phone display “Network unavailable”](#)
- [The phone display time and date incorrectly](#)
- [Obtain the MAC address of a phone when the phone is not powered on](#)
- [The phone cannot receive calls](#)
- [Checking the IP Address of Teams Phone](#)

The Phone LCD screen blank

- Ensure you use a PoE-compliant switch or hub.

The phone 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.
- Contact your system administrator for more information.

The phone display time and date incorrectly

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

Obtain the MAC address of a phone when the phone is not powered on

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


- You can ask your supplier for shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address from the label of the carton box.
- You can also find the MAC address from the phone's bar code on the back of the phone.

The phone cannot receive calls

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

Checking the IP Address of Teams Phone

Procedure

Navigate to  > **Settings** > **Device Settings** > **About**.