Yealink MP56 Phone

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

Sign in on your device

1. Tap **Sign in**.
2. Enter your Teams username: tap **Sign in**.
3. Enter your Teams password: tap **Sign in**.
4. Tap **'Got It'** at the prompt.

Sign out of your device

1. Tap the **Menu** option. ☰
2. Tap **Settings**.
3. Tap **Sign Out.**

Making calls from the phone

1. Lift the **Handset**.
2. Dial the telephone required.

   You can also use the **Headset** or handsfree **Speakerphone** keys on the telephone.

To end the call:

- press the screen **End Call** icon
- or replace the handset
- or press the **Headset** or **Speakerphone** key again if used.

Making a call using the Teams screen

1. Tap the **Calls** icon on the screen display.
2. Use the screen **Keypad** to dial a number.
3. Tap the **Call** button.

Making a call using your contact list

1. Tap the **Calls** icon.
2. Tap the **Contacts** button.
3. Or tap the **Favourites** list.
4. Enter the contact's name to search using the on-screen keyboard.
5. Tap the **Call** icon next to their name.

Make a call from the call history

1. Tap the **Calls** icon.
2. Tap the **Recents** list.
3. Find the person or number from the list.
4. Tap the **Call** icon next to their name.

Answering a call

You'll receive a notification to accept or decline a call:

1. lift the **Handset**, **Press the Headset** or the **Speakerphone** key
2. tap the **Accept Call** icon on the screen
3. tap the **Decline call** to send the call to voicemail.

While on an active call

Use the in call options for additional call handling features.

Join – join additional users to the call.

Mute – use the on-screen or fixed button mute keys.

More key – 3 dots
- Hold
- Transfer
- Turn on live capture.

Keypad – for IVR menu choices.

End Call – to end the call.

Check your voicemail

1. Tap the **Voicemail** menu.
2. New voicemails will be displayed.
3. Tap the message you want:
- tap **Play** – to listen to the message
- tap **Delete** – to delete the message
- tap **Details** – to view the details

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Call forwarding

You can forward your calls to Voicemail or another number:

1. tap ☰ **Menu > Settings > Calling**

2. enable **Call Forwarding**

3. tap the **Forward to** field

   - **Voicemail** to send all calls to mailbox
   - **Contact or number**, search a user or add the desired number
   - **My Delegates** (if programmed).

Put a call on hold

1. Tap **More** actions • • • in your call window.
2. Tap **Hold** (the caller will receive music or hold tone)
3. Select **Resume** to return to the call.

Transfer a call (Unannounced)

1. Tap **More options** • • • in your call window.
2. Tap **Transfer** > **Transfer Now**.
3. Type the name of the person or dial a number, tap/select name to initiate the transfer.
4. You will be disconnected once the call is answered or tap **End Call** icon to drop while ringing.

Consult then transfer (Announce Transfer)

To talk to a colleague prior to transferring the call:

1. tap **More options**
2. tap **Transfer > Consult first**

3. type the name or number of the person you are transferring to, Tap/Select the Name to initiate the call
4. once the colleague has answered the call, tap **Transfer** icon
5. tap **OK** to complete the transfer.

Merge calls

You can make or answer a 2nd call while on a call. The first call will be placed on hold. You can join/merge these calls into a conference.

On active call, new incoming call alert:

1. tap **Call** alert to answer 📞
2. tap **More** • • ⇘ **Merge with xxx**
3. tap the user you want to join with
4. your calls are merged.

Conference calls

While active on a call, tap **Add People** 🖼️
1. tap **Add User**
2. search for the user to add
3. tap the **Tick** option to initiate.

Repeat to add more participants.

   - Use the **Conference Key** to view participant list, mute, remove and re-invite participants.
   - Use the **More** • • • key to record, allow raise hands, turn on live captions.
   - Tap **End Call** to leave the conference, the other participants will still be connected.

People and contact lists

1. Tap the **People Menu**.
2. Tap the **Arrow** key. ⌄
3. Select a group to view all users in that group.
4. To **Add a new contact**:
   - tap **Add New** icon ⊕
   - search for user in your directory
   - select the group to add to
   - **Save** the change.

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