



Yealink MP56 Microsoft Teams Edition User Guide

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Dialing

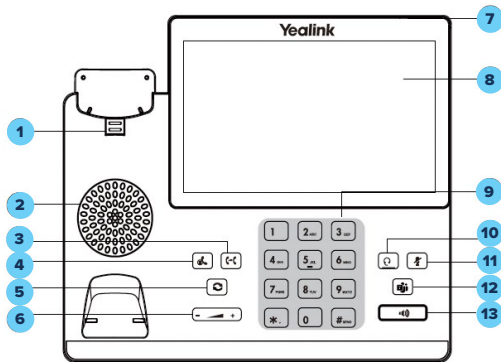
Dial phone number or extension

Lift your handset and dial the phone number, (OR, with handset on-hook, dial number and tap **Call**). For:

- **Local and Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension



- Be sure to use a surge protector with your phone.



1. Reversible Tab
2. Speaker
3. Transfer Key
4. HOLD Key
5. REDIAL Key
6. Volume Key
7. Power LED Indicator
8. Touch Screen
9. Keypad
10. Headset Key
11. MUTE Key
12. Teams Key
13. Speakerphone Key

Your Phone Calling Features

Basics

Answer Calls

- To answer a ringing call, pick up the handset or tap **Accept**. The speaker phone button can also be pressed directly.
- To answer a second call while on an active call, simply tap **Accept**. The first call will automatically be placed on hold. Toggle back and forth between multiple calls by tapping the arrow at the upper right corner of the screen.

End Calls

- Press to end an active call, replace the handset, or press . Or, tap **End Call**
- For multiple calls, tap **End Call** to hang up active call. Tap **Resume** and then **End Call** to hang up the next call.

Hold Calls

- While on an active call, tap **Hold** and the call will be held. Tap **Resume** to resume the call
- Or press the **Hold** button to place caller on hold while on an active call to resume the held call.

Transfer Calls

Attended Transfer

- While on an active call, tap **Transfer** or , then **Consult First**. Dial the desired number and then tap **Consult**. The first call is automatically placed on hold. Speak to the other party and then tap **Transfer** again to complete the transfer. Hang up phone or tap **End Call**.

Blind Transfer

- While on an active call, tap **Transfer** then **Transfer Now**. Dial the desired number then tap **Transfer**. The first call is automatically put on hold. Tap **Transfer** again and then hang up the call.



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Conference Calls

Conduct Conference Calls

1. Make call to or receive call from other party.
2. Tap the people icon in the upper right corner of the phone display.
3. Tap **Add People**, dial the desired number or select a person. Tap the number dialed.
4. Tap the check mark near the upper right. All parties are now connected.

Forward Calls

To enable call forwarding (first time setup)

If the call forwarding feature does not appear on your home screen, complete the following steps:

1. Tap your avatar near the upper left corner of the screen.
2. Tap **Settings > Calling**.
3. Enable the **Call Forwarding** option.
4. Enable the call forward on home screen option.
5. Tap the home button and the call forwarding feature will now appear at the bottom of the home screen.

Using Call Forwarding After Initial Setup:

Tap the **Forward To** option on the bottom of the phone screen. Select the desired option:

1. Don't forward calls
2. Forward to voicemail
3. Forward to contact or number
4. Forward to group call

If **Forward To Contact** is selected, tap **New** contact or number. Search for desired contact or enter the 10 digit phone number and then tap that contact or number.

Redial

- To redial the last call placed, press the **Redial** button. This is located directly above the volume buttons.

Park and Unpark Calls (If Enabled)

Parking is a way to place a call on public hold so that others can unpark and answer the call from any phone.

Park an Active Call

1. Tap **More > Park Call**
2. The call will get parked to an extension and displayed on top of the screen. Notify the other person of the parked call extension.

Unpark a Call

1. From the phone where the call was parked, tap the desired code to unpark the call.
2. From another phone, tap **Calls**.
3. Tap the unpark icon near the top of the screen and enter the appropriate park extension.
4. Tap **Ok**.

Viewing Recent Calls

View Recent Calls List

1. Tap **Calls > Recent**
2. Scroll down/up to view all calls
3. Tap any record to dial the highlighted call

Directory

View Organization Directory

1. Press **More > People**
2. Tap the desired category to view all contacts within that category.

To add contacts:

1. Tap **More > People**
2. Tap the + icon near lower right corner
3. Tap **Add** from directory
4. Select the desired contact
5. Select the desired category
6. Tap the check mark near the upper right corner
7. Press the home button to return to the home screen



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Important Note About 911:

Because VoIP (Voice over Internet Protocol) service works differently than traditional phone service, VoIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at:

 www.telnetww.com/TelNet911Advisory.pdf

VoIP 911 Alert

Emergency 911 service on this device may be limited or unavailable and DOES NOT function during a power or broadband outage.



 Click to visit www.telnetww.com/911info

Additional Phone Features

Muting the Microphone

- During a call, press  to mute your audio
- To disable Mute, press  again

Change Volume

- To change call volume, press  during a call
- To change the ringer volume, press  when the phone is idle or ringing

Voicemail

Tap **Voicemail** to view the voicemail list, select the desired message and tap the arrow to playback the message.

Within each message, there are additional options to callback, display more info or delete the message.