Yealink

VC210 Teams® Collaboration Bar User Guide

Contents

About This Guide

Thank you for choosing Yealink VC210 video collaboration bar, which is mainly designed to work with the Microsoft Teams client. This guide provides everything you need to quickly use your new device. Firstly, verify with your system administrator that the IP network is ready for device configuration. Also, be sure to read the Quick Start Guide in the product package.

• Related Documentations

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 device firmware.
• Quick Start Guide: This guide describes the contents of your package, how to assemble the device or accessory, and how to use the basic features. This guide is also included in your device 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 device.

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

• Hardware of VC210
• LED Instructions of VC210
• The Home Screen
• Interactive Mode

Hardware of VC210

• Front Panel of VC210
• Rear Panel of VC210

Front Panel of VC210

The LED indicator in front of the camera indicates different camera statuses.

LED Indicator
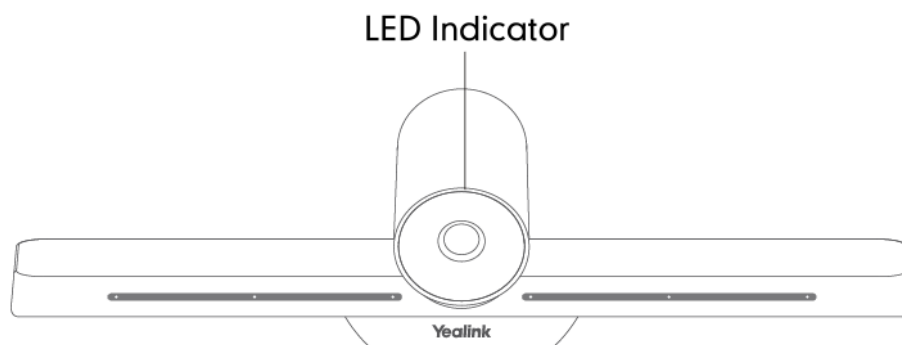
Related information
LED Instructions of VC210

Rear Panel of VC210
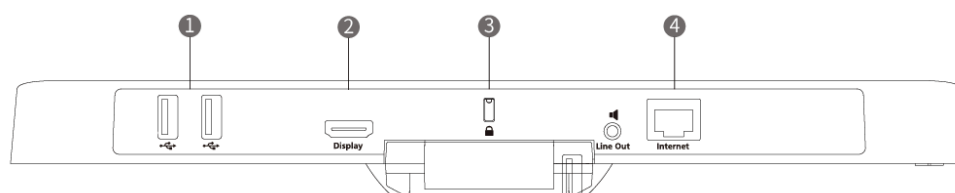
No.	Port Name	Description
1	USB	Allow you to connect the USB accessories.
2	Display-HDMI	Connect to a monitor for video images output.
3	Security Slot	Allow you to connect a universal security cable to the device, so you can lock the device down. The device cannot be removed when locked.
4	Internet	Connect to the PoE via the network cable.

LED Instructions of VC210

LED Status	Description
Off	The device is powered off.
Solid green	The device is initializing. The device is idle. The device is working.
Solid red	The device is in sleep mode.
Flashing red	The device is upgrading firmware.
Solid orange	System exception.

The Home Screen

If the system has a Teams account logged in, the monitor idle screen is shown as below:

If you have scheduled meetings, the monitor idle screen is shown as below:

NO.	Item	Description
1	Time	The current time of the system.
2	Profile	The current account name.
3	More	Configure the video conferencing device.
4	New meeting	Initiate a Meet Now conference at any time, without any reservation.
5	Call	Join the meeting by calling a meeting number.

NO.	Item	Description
6	Schedule	When you log into your Teams account, you can view the conference schedule.
		In the example:
		Meeting theme: VC210 Teams Edition
		Meeting time: 1:00 PM - 2:30 PM
		Moderator: MiMi Pan

Interactive Mode

If you connect a touch display device, you can operate the VC210 either by remote control or touch control. If you connect a non-touch display device, you can only use the remote control.

- Touch Control
- Remote Control (New)
- Remote Control (Old)

Touch Control
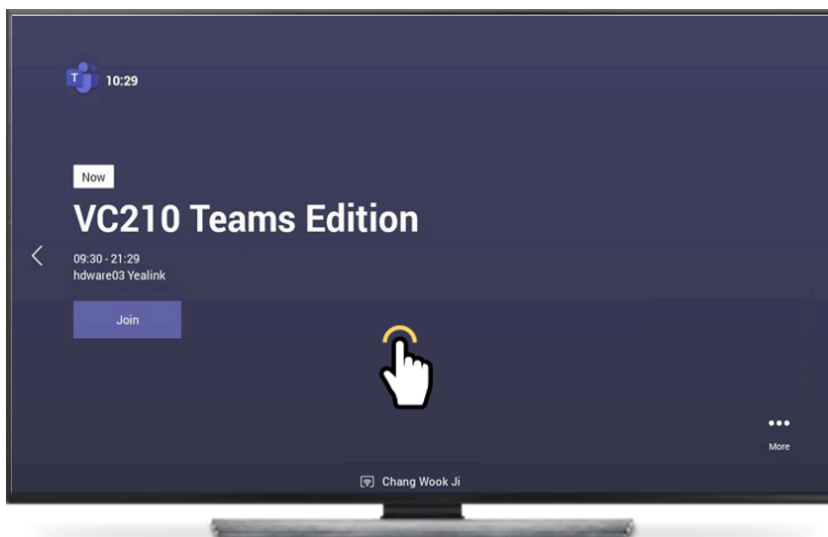
Touch Monitor

Remote Control (New)
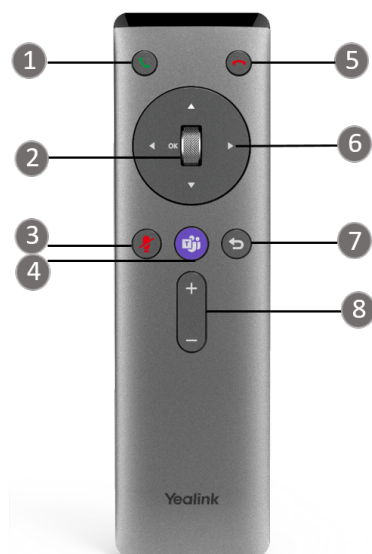
Remote Controller

The following table introduces the keys on the remote control:

No.	Name	Description
1	Answer Key	Press to answer a call.
2	Scroll Wheel/OK Key	• Scroll up to increase the focal length of the camera. • Scroll down to decrease the focal length of the camera. • Press to confirm the action.
3	Mute Key	Press to mute or unmute the microphone.
4	Teams Key	Press to join a meeting.
5	End Call Key	Long press to leave a meeting.
6	Navigation Key	Navigate through menu items.
7	Back Key	Press to return to the previous menu.
8	Volume Up/Down Key	Press to increase/decrease the volume.

Remote Control (Old)
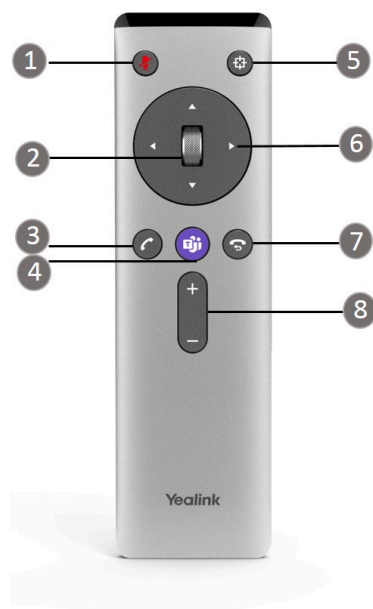
Remote Controller

The following table introduces the keys on the remote control:

No.	Name	Description
1	Mute Key	Press to mute or unmute the microphone.
2	Scroll Wheel	- Scroll up to increase the focal length of the camera. - Scroll down to decrease the focal length of the camera. - Press to confirm the action.
3	Answer Key	Press to answer a call.
4	Teams Key	Press to join a meeting.
5	Auto Framing	Press to enable or disable the auto framing feature.
6	Navigation Key	Navigate through menu items.
7	End Call Key /Back Key	- Long press to leave a meeting. - Press to return to the previous menu.
8	Volume Up/Down Key	Press to increase/decrease the volume.

Signing into Microsoft Teams

You can sign into the device with your Microsoft online account.

- Signing into Your Device

- Signing out of Your Teams Device

Signing into Your Device

You can sign into your Microsoft online account directly on your device or sign into your device via a web sign-in, which includes your sign-in address and password.

About this task

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

- Signing into Microsoft Teams on Your Device
- Signing into Microsoft Teams via Web Sign-in

Signing into Microsoft Teams on Your Device

Procedure

1. Select **Sign in**.
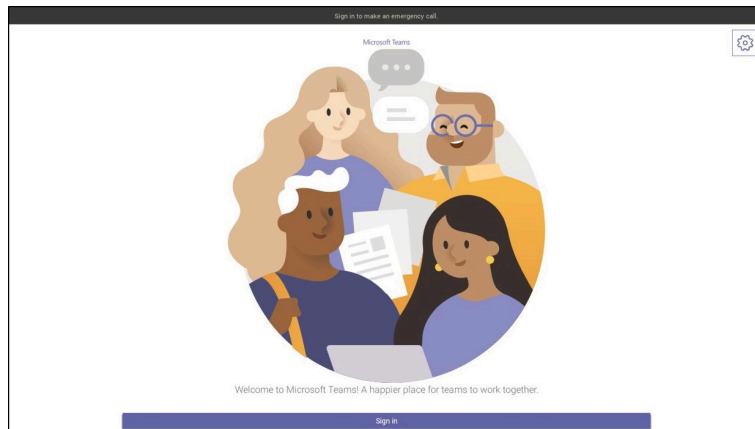
You will be connected to the Company Portal automatically.

2. Enter your user credentials.

3. After the device signs in successfully, select **Got it**.

Related information

The Home Screen

Signing into Microsoft Teams via Web Sign-in

Procedure

1. Select **Sign in**.
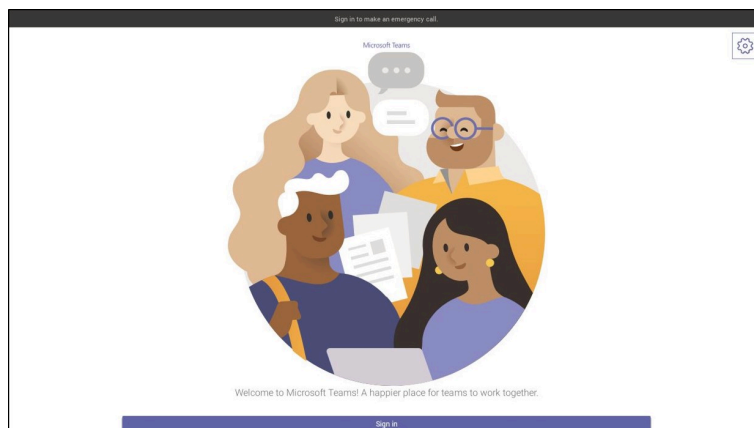
   You will be connected to the Company Portal automatically.
2. Tap **Sign in from another device** from the **Sign in** screen.
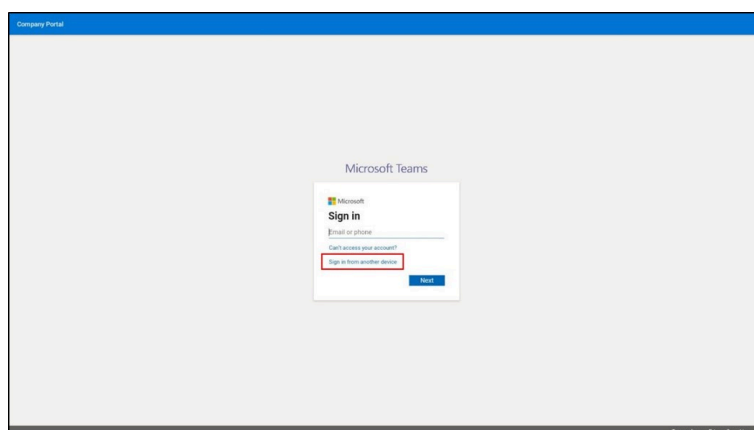
3. Go to https://microsoft.com/devicelogin on your computer.
4. Enter the code shown on your device and select **Next**.
5. Enter your user credentials or select the desired account to sign in.

   A confirmation message is displayed after you successfully sign into Microsoft Intune Company Portal.

Related information
The Home Screen

Signing out of Your Teams Device

Procedure

1. Go to **More** > **Settings** > **Sign out**.
2. Select **OK**.

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. Meetings are synced automatically among them.

- Meet Now
- Viewing Scheduled Meetings
- Joining a Meeting
- Managing a Meeting
- Receiving Shared Whiteboard or Content
- Leave a Meeting

Related tasks

Signing into Microsoft Teams on Your Device

Meet Now

When you register a Teams account, you can initiate a Meet Now conference at any time, without any reservation.

Procedure

1. Do one of the following:

- Select **New meeting**.
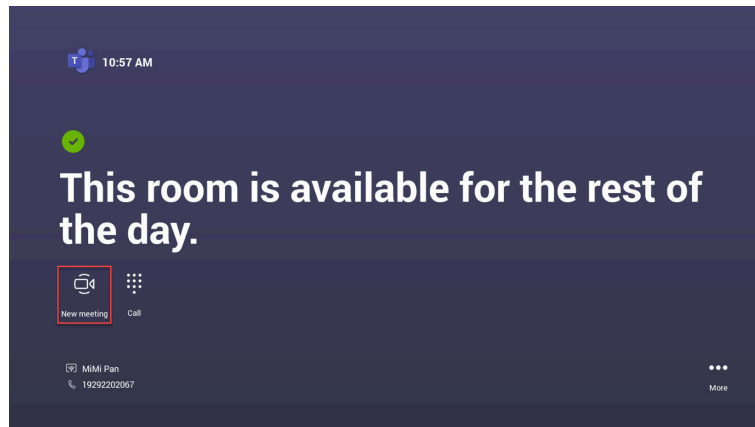
- Select **More** > **New meeting**.
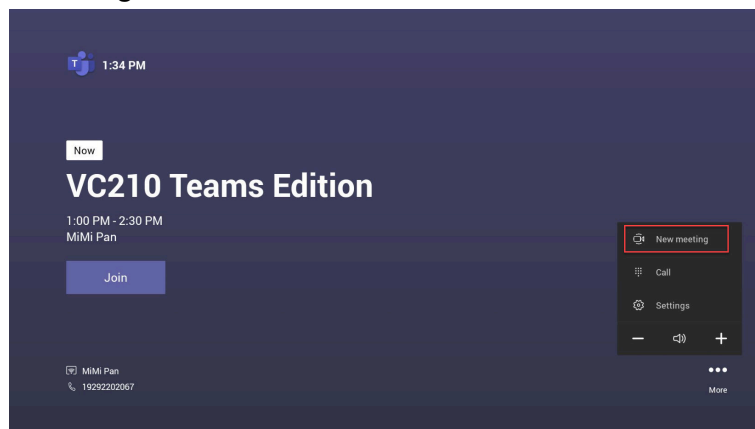
2. Enter the participant account information to search and then select the desired participant.

3. Select **Start meeting**.

Viewing Scheduled Meetings

If you have scheduled meetings or are invited to a scheduled meeting, the meeting schedule will be displayed on your device.

Before you begin
The device synchronizes the meeting information from the server every 5 minutes. The device only displays meeting information within the last 10 minutes.

Procedure

On the idle screen, press the navigation key to view the upcoming meetings of today.

Joining a Meeting

- One-button/One-touch Join
- Proximity Join

- Call Meeting Number Join

One-button/One-touch Join

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

Procedure

Press the navigation key to find your meeting, and do one of the following to join the meeting:

- Select **Join** to join the scheduled meeting.
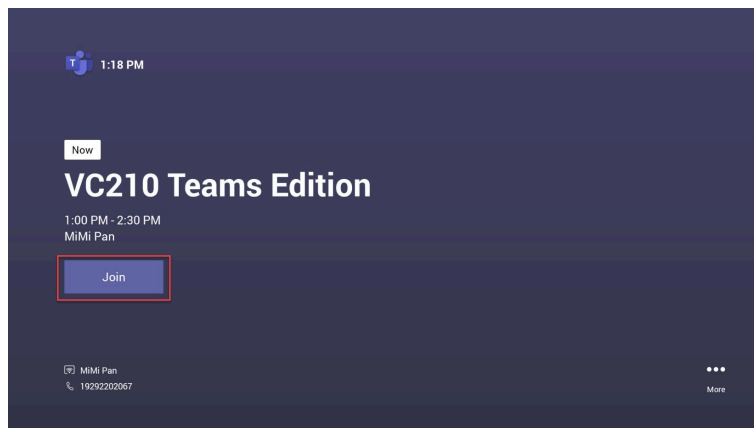
- On your remote control/CP900, press the Teams button.

Proximity Join

You can move an ongoing Teams meeting on your mobile phone or laptop to the nearby device by the option of **Add a room**.

Before you begin
Make sure the Bluetooth mode is activated.

Procedure

1. On your mobile phone, select **Add a room**.
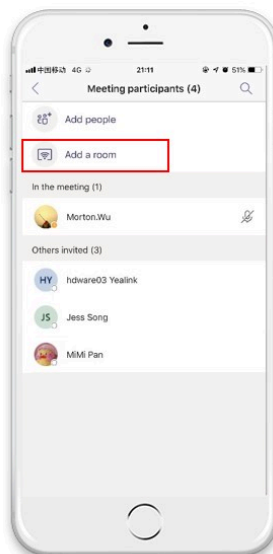
2. On the VC210, accept the invitation.
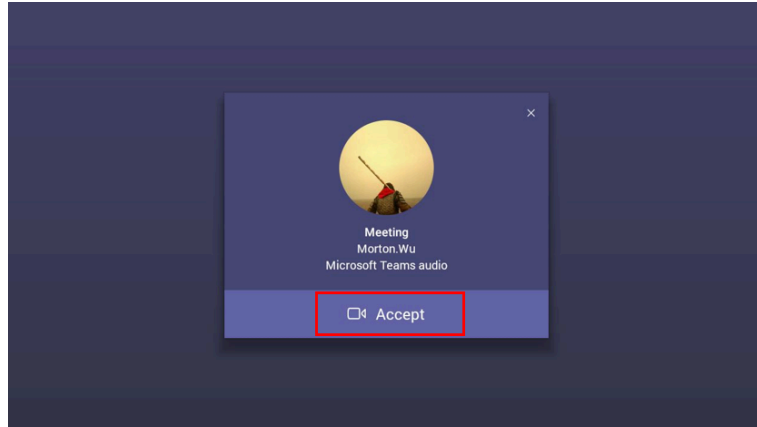
Related tasks

Activating the Bluetooth Mode

Call Meeting Number Join

You can join the meeting by calling a meeting number.

Before you begin

The calling plan has been configured for your Teams account.

Procedure

1. Do one of the following:

    *   Select **Call**.
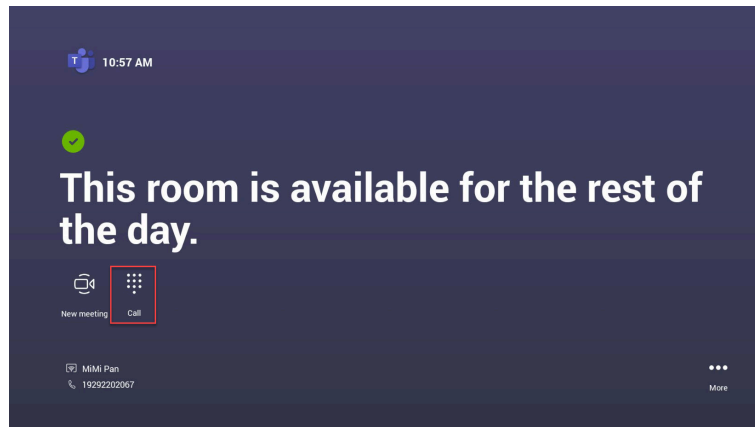
    *   Select **More** > **Call**.
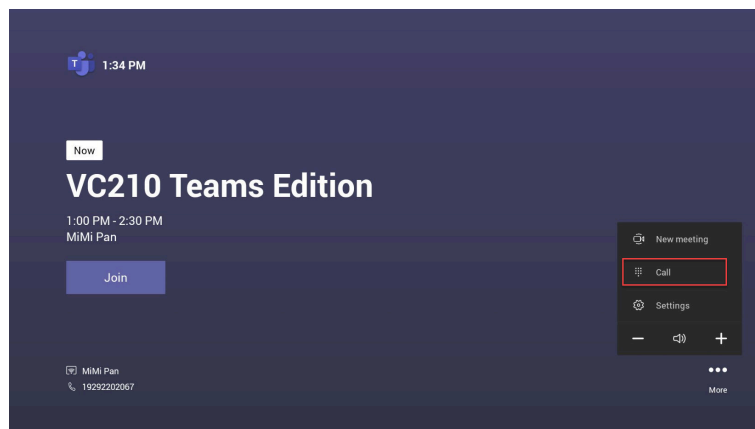
2. Enter the meeting number and dial out.

Managing a Meeting

You can manage meetings in the following ways:

*   Adding Participants
*   Managing Audio
*   Managing Video
*   Holding and Resuming the Meeting

Adding Participants

Before you begin
To use the dialpad to add a participant, make sure the calling plan has been configured for your Teams account.

Procedure

During the meeting, do one of the following:

- Select 🖼 and select 🙂.

  Enter the participant account information to search and then add the participant.
- Select ⋯ > **Dialpad**.

  Dial out a number to add the participant.

Managing Audio

Procedure

During the meeting, you can do the following:

On the monitor screen:

- Select 🎤 to mute or unmute the mic.
- Select 🖼 and select 🎤 to mute the desired participant.
- Select ➖/➕ to adjust the speaker volume or mute the speaker.

On the remote control/CP900:

- Press the Mute key to mute or unmute the mic.
- Select 🖼 on the screen and press the Mute key to mute the desired participant.
- Press the Volume Down/Up key to adjust the speaker volume or mute the speaker.

Managing Video

Procedure

During the meeting, you can do the following:

- Select 📹/📹 to turn the camera off or on.
- Select ⋯ > **Turn off incoming video** to stop streaming the participant's video.

  To view the participant's video, select ⋯ > **Turn on incoming video**.

Holding and Resuming the Meeting

Procedure

1. During the meeting, select ⋯ > **Put me on hold** to hold the meeting.
2. Select **Resume** to resume the meeting.

Receiving Shared Whiteboard or Content

You can receive whiteboard and content shared by Teams PC client during the meeting.

Procedure

1. On your VC210, invite a user who logs in to the Teams PC client to join the meeting.

2. The invited user initiates the content sharing or whiteboard sharing during the meeting.

Content sharing from your Teams PC Client

Whiteboard sharing from your Teams PC Client

3. If you are using the touch monitor, you can use the whiteboard annotation tool to take notes.
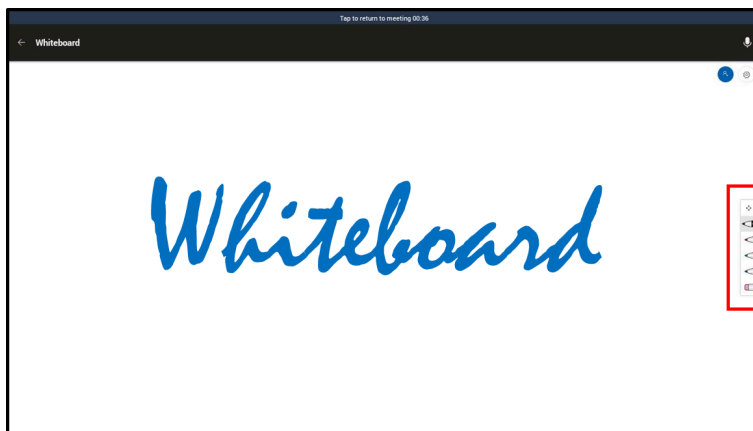
Leave a Meeting

Procedure

Do one of the following:

- Select ☎ .
- Long press the End Call key on your remote control.
- Press the End Call key on your CP900.

Other participants remain connected.

Teams Device Settings

- Setting the Language
- Time and Date Display
- Maximizing Monitor Video Display
- Changing the Backlight Time
- Screen Savers
- Bluetooth
- Accessibility Features

Setting the Language

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

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Language**.
2. Select the 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 device cannot obtain the time and date automatically, you can set the time and date manually.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Time & Date**.
2. Tap **Manual Settings** from the **Type** field, and tap **OK**.
3. Enter the specific date and time in the **Date** and **Time** field respectively.

Changing the Time and Date Format

You can change the time and date format.

About this task
The built-in date formats are listed below:

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

Procedure

1. Go to **More** > **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.

Maximizing Monitor Video Display

Your monitor may not display the entire HD image. To solve this problem, you can scale the monitor to display the entire HD image manually.

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Display**.

2. Adjust the monitor display in the **Display** field.

Changing the Backlight Time

The backlight brightness automatically changes after the device has been idle for a specified time.

About this task

You can change the backlight time in the following settings:

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

- **Always On**: Backlight is on permanently.
- **15s**, **30s**, **1min**, **2min**, **5min**, **10min** , **30min**, **45min** or **1h**: Backlight is turned off when the device is inactive after the designated time.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Display**.
2. Select the desired time from the **Backlight Time** field.
3. Tap **OK**.

Screen Savers

The screen saver automatically starts each time your device is idle for a certain amount of time. You can stop the screen saver at any time by pressing any key on your remote control or tapping the touch screen. When your device 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. Go to **More** > **Settings** > **Device Settings** > **Display**.
2. Select the desired time from the **Screensaver Waiting Time** field.
3. Tap **OK**.

Changing the Screen Saver Background

You can change the screen saver background of the device.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Display**.
2. Select the desired type from the **Screen Saver Type** field.

   - If you select **System**, select the desired background from the **Screensaver background** field.
   - If you select **Custom**, the device automatically set the custom pictures uploaded from the web user interface as the screen saver, and display these pictures alternately.
3. Tap **OK**.

Bluetooth

The Teams device supports Bluetooth.

- Activating the Bluetooth Mode
- Editing Your Device Name
- Disabling Your Device Discovery
- Disconnecting the Bluetooth Device
- Deactivating the Bluetooth Mode

Activating the Bluetooth Mode

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

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Bluetooth**.
2. Turn on **Bluetooth**.

Editing Your Device Name

You can change the Bluetooth device name for your device.

Before you begin
Make sure you have activated the Bluetooth mode.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Bluetooth**.
2. Enter the desired name in the **Device Name** field.

Related tasks
Activating the Bluetooth Mode

Disabling Your Device Discovery

After the Bluetooth is turned on, your device is visible to other Bluetooth-enabled devices by default. You can disable this feature not to allow your device to be discovered by other Bluetooth devices.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Bluetooth**.
2. Turn off **Open Discover**.

Disconnecting the Bluetooth Device

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

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Bluetooth**.
2. Select the connected Bluetooth device.
   It prompts if you are sure to disconnect.
3. Select **OK**.

Deactivating the Bluetooth Mode

You can deactivate the Bluetooth mode when you no longer use a Bluetooth device.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Bluetooth**.
2. Turn off **Bluetooth**.

Accessibility Features

The device includes a number of features to accommodate vision-impaired users.

- Large Text
- High Contrast Mode
- Color Correction

Large Text

You can change the displayed text size.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Accessibility**.
2. Turn on **Large Text**.

High Contrast Mode

You can change contrast if any difficulties in reading text on the screen.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Accessibility**.
2. Turn on **High Contrast Mode**.

Color Correction

You can change color mode if any difficulties in color recognition.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Accessibility**.
2. Select the desired value from the **Color Correction** field.

   - Off
   - Deuteranomaly (red-green)
   - Protanomaly (red-green)
   - Tritanomaly (blue-yellow)

3. Tap **OK**.

Camera Settings

You can set multiple camera parameters to make the VC210 have better framing in the different meeting room environments.

- Controlling Camera Position
- Resetting the Position for Camera
- Configuring the Exposure Settings
- Configuring the White Balance Setting
- Adjusting Display Image of the Camera
- Enabling Auto-framing for Camera
- Adjusting Hangup Mode and Camera Pan Direction
- Resetting the Camera

Controlling Camera Position

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Control**.
2. Select ⊖ / ⊕ to control camera zoom out/in.
3. Select the arrow keys to pan/tilt the camera.

Resetting the Position for Camera

If you have adjusted the camera angle or local length, you can reset it to the original position.

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Control**.
2. Select **Reset**.

Related tasks
Controlling Camera Position

Configuring the Exposure Settings

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Exposure Settings**.

2. Select the desired mode from the **Exposure Mode** field.

- If you select **Auto Exposure**:

   Select the desired value from the **Exposure Compensation**, **Flicker**, **Gain Limit**, **Wide Dynamic Range**, **Metering** field respectively.
- If you select **Manual Exposure**:

   Select the desired value from the **Gain**, **Wide Dynamic Range**, **Shutter** field respectively.
- If you select **Shutter Priority**:

   Select the desired value from the **Exposure Compensation**, **Gain Limit**, **Wide Dynamic Range**, **Metering**, **Shutter** field respectively.
- If you select **Brightness Priority**:

   Select the desired value from the **Flicker**, **Wide Dynamic Range**, **Metering**, **Brightness** field respectively.

Configuring the White Balance Setting

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **White Balance Setting**.
2. Select the desired value from the **White Balance Mode** field and select **OK**.

- **Auto** (default), it calculates the best white balance setting based on lighting conditions in the room.
- **Indoor**
- **Outdoor**
- **One push**
- **ATW**, it automatically adjusts the white balance according to the picture taken by the camera.
- **Manual Setting**, you can manually adjust the color temperature in the **Temperature** field.

Adjusting Display Image of the Camera

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Graphics**.
2. Select the desired mode from the **Display Mode** field.

- **High Definition**
- **Standard**
- **Mild**
- **Custom**, you can adjust the **Saturation**, **Sharpness**, **Brightness**, and **Contrast** respectively, and select the desired mode from the **Noise Reduction(2D)** field.

Enabling Auto-framing for Camera

Auto-framing is mainly based on face detection, which provides real-time detection and position tracking on all faces in the conference room. All participants in the output screen are covered and the camera can be automatically adjusted according to the number of participants and the position changes.

About this task

When the auto-framing feature is enabled, you can not control the camera position.

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Others**.
2. Turn on **Auto Framing**.

Adjusting Hangup Mode and Camera Pan Direction

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Others**.
2. Turn on **Hangup Mode**.

   The picture took by the camera is upside down. This mode is applicable when you install the camera upside down.
3. Select the desired value from the **Camera Pan Direction** field.

   If you select **Reversed**, the camera pan direction will be reversed when pressing the left and right navigation keys on the remote control.

Resetting the Camera

You can reset the camera to factory defaults.

Procedure

1. Navigate to **More** > **Settings** > **Device Settings** > **Others**.
2. Select **Reset Camera**.
3. Select **OK** to reset the camera.

Wireless Network

The Teams device supports the Wi-Fi feature. If there is available Wi-Fi, you can enable the Wi-Fi feature to connect the device 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 **More** > **Settings** > **Device Settings** > **Wi-Fi**.

2. Turn on **Wi-Fi**.

Connecting to the Wireless Network

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

- Connecting to an Available Wireless Network Manually
- Connecting to the Wireless Network Using Wi-Fi Protected Setup (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 **More** > **Settings** > **Device Settings** > **Wi-Fi**.
2. Tap ⋮ > **Scan** to search the available wireless network.
3. Select the desired wireless network.
4. If the network is secure, enter its password.
5. Tap **CONNECT**.

Connecting to the Wireless Network Using Wi-Fi Protected Setup (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 gateway/router to connect.
- **Personal Identification Number (PIN)**: The user has to enter a PIN generated randomly by the device on the gateway/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 Wi-Fi Mode is activated.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Wi-Fi**.
2. Tap ⋮ > **WPS**.

   The device screen prompts that you need to press the Wi-Fi Protected Setup button on your router.

3. Long press the WPS key on your gateway/router.

Once the WPS setup has completed successfully, the touch screen will prompt connect successfully.

Connecting to the Wireless Network Using PIN

Before you begin

Make sure that the Wi-Fi mode is activated.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Wi-Fi**.

2. Tap ⋮ > **WPS-PIN** to search the available wireless network.

The device screen prompts that you need to enter the PIN xxx on your WLAN router.

3. Log into your gateway/router's web interface, and configure it to search the clients.

Once the WPS-PIN setup completes successfully, the web interface of the gateway/router will prompt success.

Adding a Wireless Network manually

If your gateway/router has SSID broadcast disabled, it might not appear in the scanning results. In that case, you must manually add a wireless network.

Before you begin

Make sure Wi-Fi Mode is activated.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Wi-Fi**.

2. Tap ⋮ > **Add**.

3. Enter the SSID and then select a security mode from the **Security** drop-down menu:

- If you select **None**, tap **Save**.
- If you select **WEP** or **WPA/WPA2-PSK** , enter the password and then tap **Save**.
- If you select **802.1×EAP**, select the desired EAP method and Phase-2 authentication , enter the desired values in the **Identity**, **Anonymous identity**, and **Password** fields and then tap **Save**.

If you enable **Show advanced options**, select a desired value in the **Proxy** field; and if you select **Manual**, enter the information about the 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, link speed, security, IP address, signal strength, and so on.)

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Wi-Fi**.

2. Select the connected wireless network.

Disconnecting the Wireless Network Connection

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Wi-Fi**.
2. Select the connected wireless network.
3. Tap **FORGET**.

   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 device to the wired network.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Wi-Fi**.
2. Turn off **Wi-Fi**.

Getting More Information About Microsoft Teams

This topic provides you to view more information about Microsoft Teams. If you encounter problems when using the Teams device, 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

Go to **More** > **Settings** > **About**.
You can select **Privacy& Cookies**, **Terms of Use**, or **Third-party Notices** to view the details.

Company Portal

Microsoft Intune helps organizations manage 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 work:

- Enroll your device to access corporate resources, including Office, email, and OneDrive for Business

- Sign into corporate resources with company-issued certificates
- Reduce the number of times you need to sign into 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 the available contact information

Note: Every organization has different access requirements and will use Intune in ways that they determine will best 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 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

Go to **More** > **Settings** > **Help**.

Sending Feedback

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

Procedure

1. Go to **More** > **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 Devices

When the device cannot be operated properly, you can investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

- Rebooting Your Device
- Viewing Device Status

Rebooting Your Device

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

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Debug**.

2. Tap **Reboot phone**.

   It prompts if you are sure to reboot the device.

3. Tap **OK**.

Viewing Device Status

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

Procedure

Go to **More** > **Settings** > **Device Settings** > **About**.

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 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?
- Checking the IP Address of Device

Why does the device display "Network unavailable"?

- Ensure that the switch or hub in your network is operational.
- Contact your system administrator for more information.

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:

- You can ask your supplier for a shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address on the label of the carton box.

Checking the IP Address of Device

Procedure

Go to **More** > **Settings** > **Device Settings** > **About**.