

CTP18 Teams[®] Collaboration Touch Panel User Guide

(For MeetingBar A20/A30)



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About This Guide

Thank you for choosing Yealink Collaboration Touch Panel (CTP18), which is mainly used to control Yealink MeetingBar A20/A30. This guide helps you quickly use your new touch panel. 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.

- [Product Terminology Used in this Guide](#)
- [Related Documentations](#)

Product Terminology Used in this Guide

Use the following information to help you understand how this guide sometimes refers to Yealink products.

Terminology	Product
Touch panel	CTP18
Device	MeetingBar A20/A30

Related Documentations

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

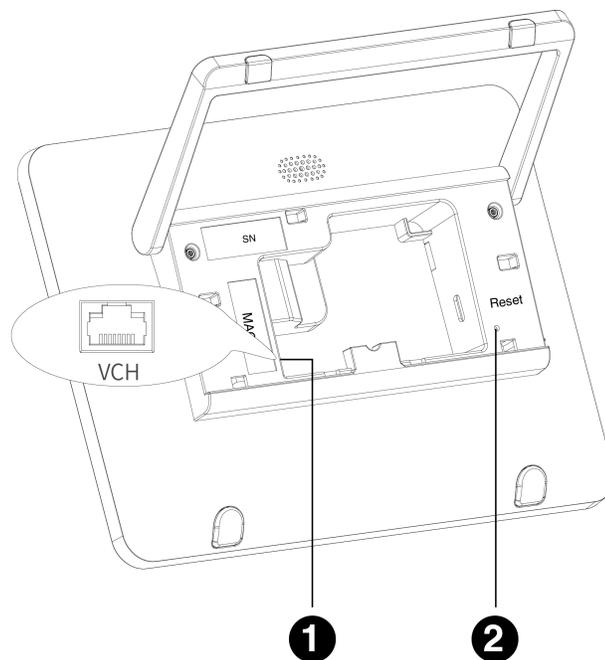
- Quick Start Guide: This guide describes the contents of your package and how to assemble the device or touch panel. This guide is also included in your device package.

Getting Started

This chapter aims to make you familiar with the touch panel.

- [Hardware of CTP18](#)
- [Powering on the Touch Panel](#)
- [Pairing the Touch Panel with a Device](#)
- [The Home Screen](#)
- [Waking the System](#)

Hardware of CTP18



No.	Name	Description
1	VCH Hub	Connects to PoE adapter for power supply and for the network and data transmission.
2	Reset Key	Reset the CTP18 to factory defaults.

Powering on the Touch Panel

CTP18 will be automatically powered on after connected to the PoE.

Pairing the Touch Panel with a Device

The CTP18 touch panel pairs with the MeetingBar A20/A30 device over your Microsoft online account.

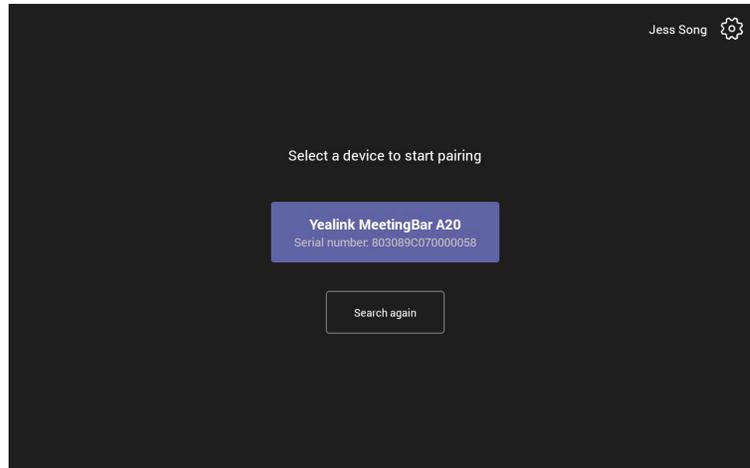
Before you begin

Make sure that CTP18 and the MeetingBar A20/A30 are in the same LAN.

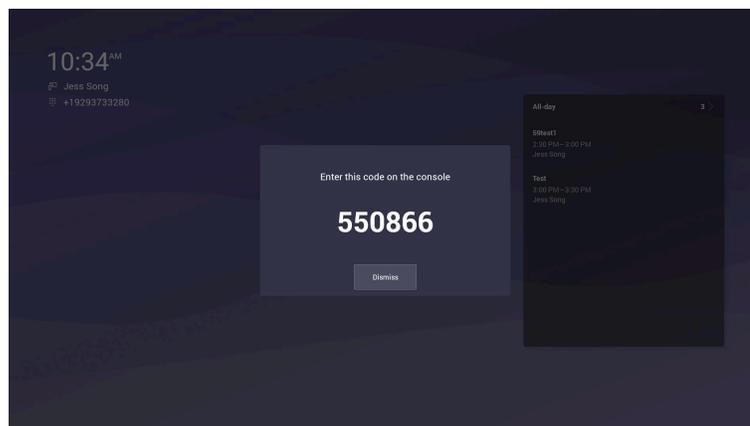
Procedure

1. Sign in the same Microsoft online account on the touch panel and the device

2. Select a device on the touch panel to start pairing.



The device displays the PIN code.



3. Enter the PIN code on the touch panel, the touch panel will pair with the device automatically.

Related tasks

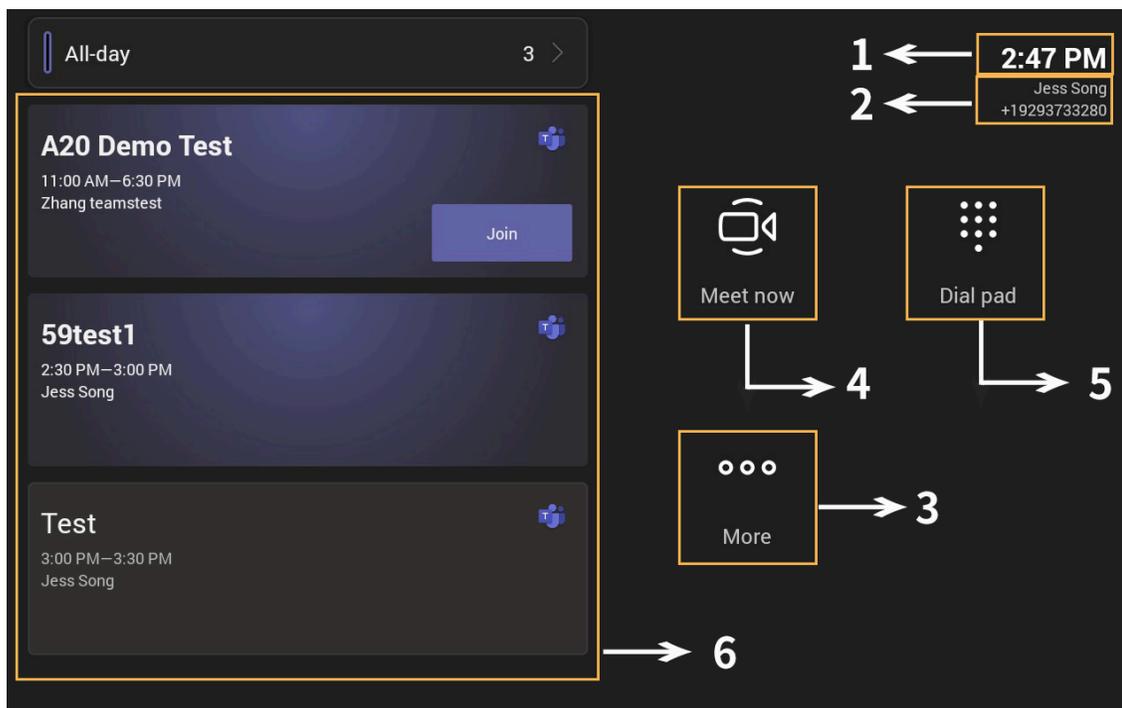
[Signing into Your Touch Panel](#)

Related information

[Resetting Pairing or Unpairing the Device](#)

The Home Screen

After pairing successfully, the touch panel 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	Meet now	Initiate a Meet Now conference at any time, without any reservation.
5	Dial pad	Join the meeting by calling a meeting number.
6	Schedule	When you log into your Teams account, you can view the conference schedule. In the example: Meeting theme: A20 Demo Test Meeting time: 11:00 AM - 6:30 PM Moderator: Zhang teamstest

Waking the System

Procedure

Tap the touch panel screen to wake up the device.



Note: If your monitor with CEC, the device wakes up automatically when you near the device.

Signing into Microsoft Teams

You can sign into the touch panel with your Microsoft online account.

- [Signing into Your Touch Panel](#)
- [Signing out of Your Teams Touch Panel](#)

Signing into Your Touch Panel

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

About this task

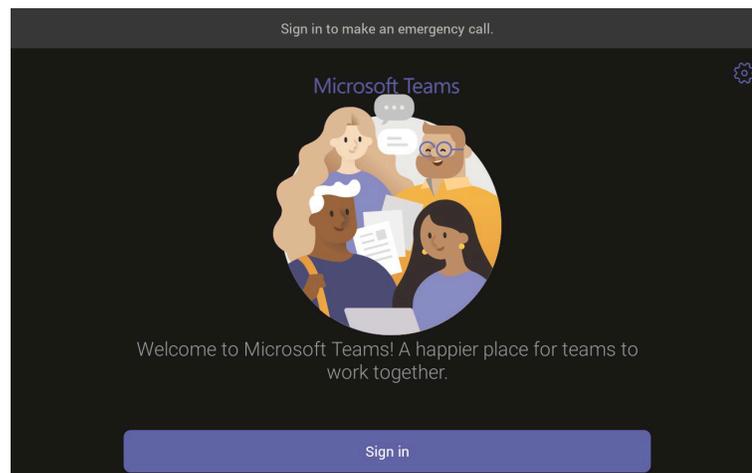
Contact your system administrator to get your sign-in account.

- [Signing into Microsoft Teams on Your Touch Panel](#)
- [Signing into Microsoft Teams via Web Sign-in](#)

Signing into Microsoft Teams on Your Touch Panel

Procedure

1. Tap **Sign in**.



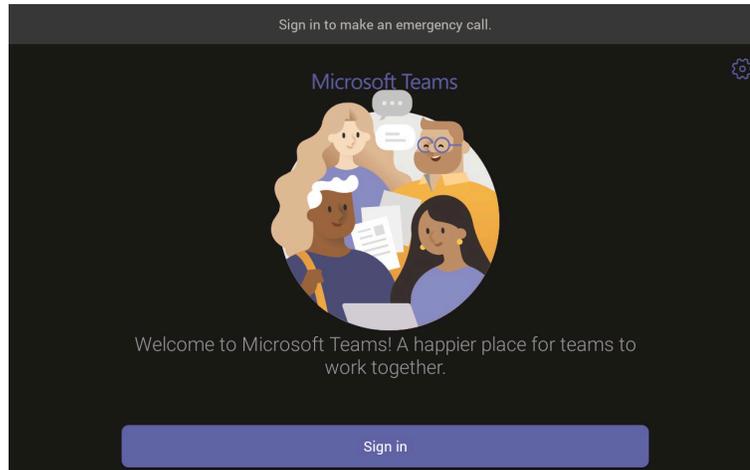
You will be connected to the Company Portal automatically.

2. Enter your user credentials.
3. After the touch panel signs in successfully, tap **Got it**.

Signing into Microsoft Teams via Web Sign-in

Procedure

1. Tap **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 touch panel 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.

Signing out of Your Teams Touch Panel

After you sign out of your account, you cannot control the device.

Procedure

1. Tap **More > Settings > Sign out**.
2. Tap **OK**.

Controlling the Device with CTP18

You can control and manage aspects of your paired the device with Yealink CTP18.

- [Meeting](#)
- [Camera Settings](#)
- [Teams Device Settings](#)

Meeting

Teams meetings are a great way to come together with your colleagues and clients both inside and outside of your organization. You can initiate meetings, view scheduled meetings, join meetings, and manage meetings.

- [Creating a Meeting](#)
- [Joining a Meeting](#)
- [Managing a Meeting](#)
- [Turning on Live Captions](#)
- [Recording a Meeting](#)
- [Sharing Whiteboard](#)
- [Raising Hand](#)
- [Leaving a Meeting](#)

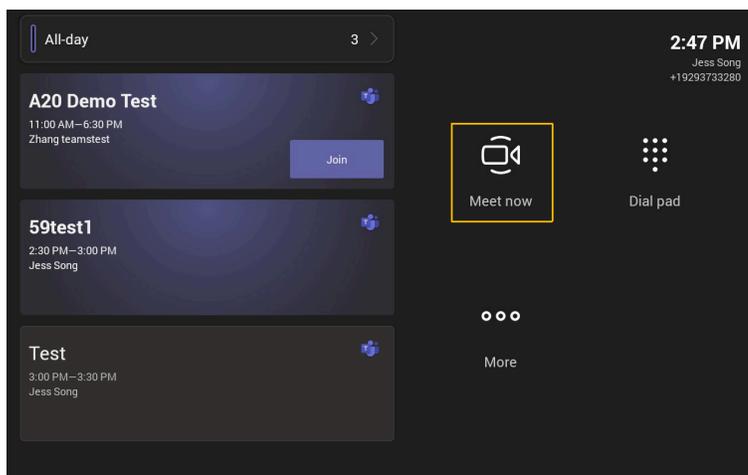
Creating a Meeting

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

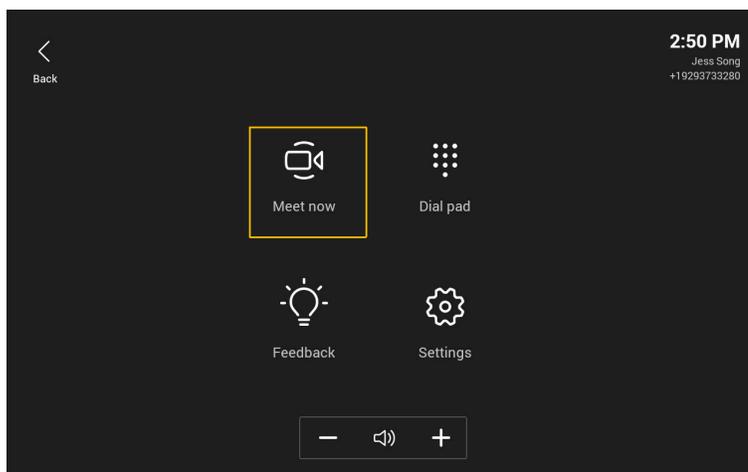
Procedure

1. Do one of the following:

- Tap **Meet now**.



- Tap **More > Meet now**.



2. Enter the participant account information to search and then select the desired participant.
3. Tap **Start meeting**.

Joining a Meeting

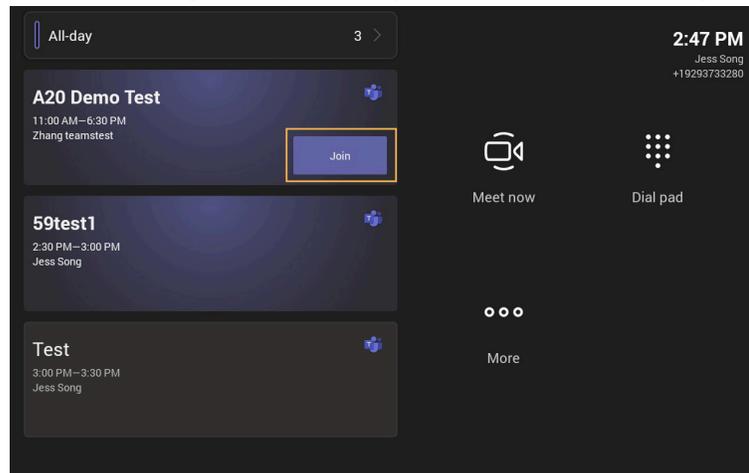
- [One-touch Join](#)
- [Call Meeting Number Join](#)
- [Proximity Join](#)

One-touch Join

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

Procedure

Select the desired scheduled meeting and tap **Join** to join the scheduled meeting.



Call Meeting Number Join

You can join the meeting by calling a meeting number.

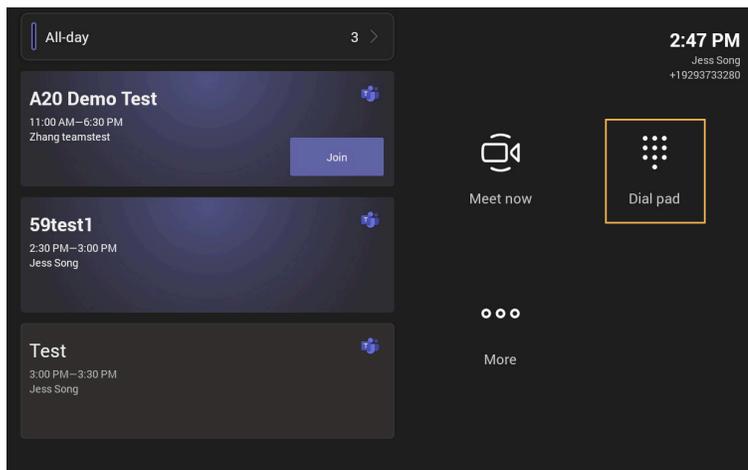
Before you begin

The calling plan has been configured for your Teams account.

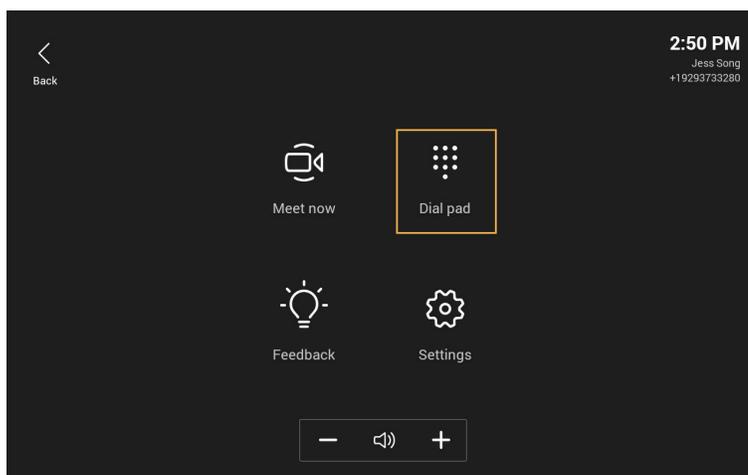
Procedure

1. Do one of the following:

- Tap **Dial pad**.



- Tap **More > Dial pad**.



2. Enter the meeting number and dial out.

Proximity Join

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

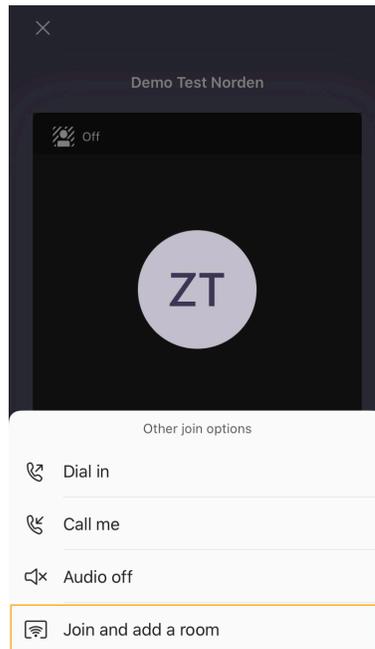
Before you begin

Make sure the Bluetooth mode is activated and **More > Proximity join** is enabled.

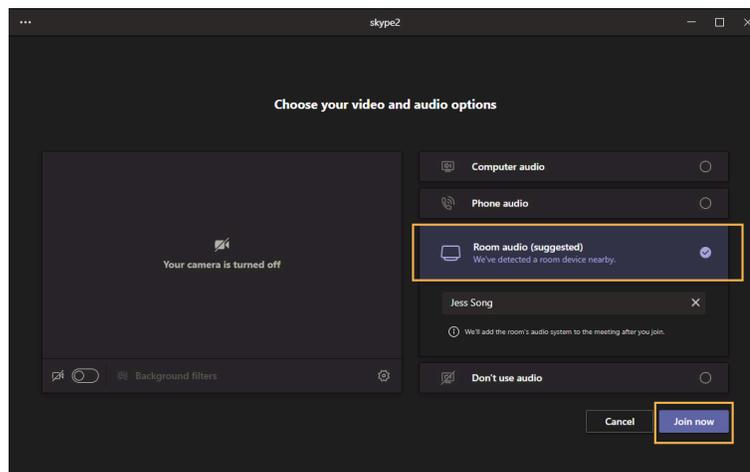
Procedure

1. Before starting a meeting, do one of the following:

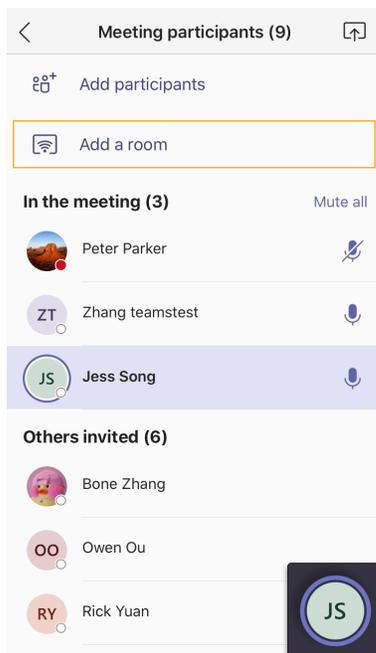
On the mobile phone: go to **Join now** > **Join and add a room** and select the desired device.



On the laptop: select **Room audio (suggested)** > **Join now**.



2. During a meeting, go to  > **Add a room** and select the desired device on the mobile phone.



Related tasks

[Activating or Deactivating the Bluetooth Mode](#)

Managing a Meeting

You can manage meetings in the following ways:

- [Adding Participants](#)
- [Removing a Participant](#)
- [Managing Audio](#)
- [Managing Video](#)

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:

- Enter the participant account information in **Invite someone** field at the top to search and then add the participant.
- Tap  > **Dial pad**.

Dial out a number to add the participant.

Removing a Participant

You can remove participants, and the meeting continues.

Procedure

Select the desired participant and tap **Remove from meeting** to remove the participant.

Managing Audio

- [Muting/Unmuting the Microphone](#)
- [Muting a Participant](#)
- [Adjusting the Volume](#)

Muting/Unmuting the Microphone

You can mute/unmute the microphone during the meeting.

Procedure

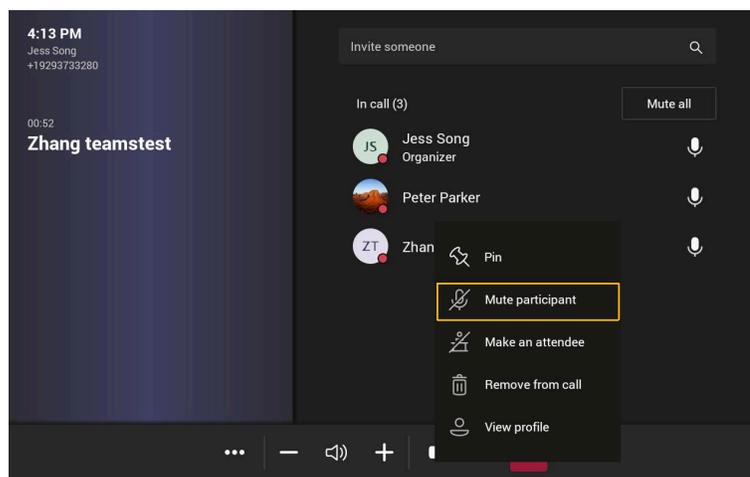
Tap  /  to mute/unmute the microphone.

Muting a Participant

You can mute a participant as needed.

Procedure

1. Select the desired participant.
2. Tap **Mute participant**.



Adjusting the Volume

You can adjust the speaker volume.

Procedure

Tap  /  to adjust volume.

Managing Video

- [Turning off/on the Local Camera](#)
- [Turning off/on Incoming Video](#)

Turning off/on the Local Camera

You can turn off/on your camera during the meeting.

Procedure

Tap  /  to turn the camera off or on.

Turning off/on Incoming Video

Procedure

1. Tap  > **Turn off incoming video** to stop streaming the participant's video.
2. To view the participant's video, tap  > **Turn on incoming video**.

Turning on Live Captions

If you enable the live caption feature, the device will add real-time captions to your meeting.

Procedure

During the meeting, tap  > **Turn on live captions**.
Live captions are displayed on the display screen.

Recording a Meeting

Any Teams meeting can be recorded to capture audio and video. The recording happens in the cloud, and it is saved so you can share it securely across your organization.

About this task



Note: Whiteboards are not currently captured in meeting recordings.

Procedure

During a more than two people meeting, tap  > **Start recording** to record a meeting.

To stop recording, tap  > **Stop recording**.

Sharing Whiteboard

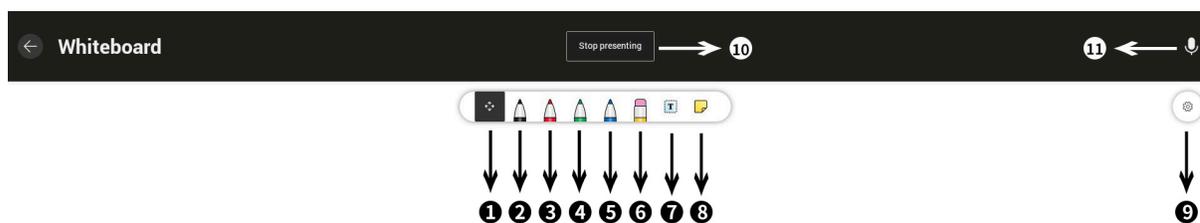
Whiteboard integration in Microsoft Teams meetings is powered by whiteboard for the web, which lets participants of Teams meetings collaborate together on a shared digital canvas. You can share a whiteboard to make it available to all participants in a Teams meeting.

- [Introduction of the Whiteboard](#)
- [Viewing the Whiteboard](#)

Introduction of the Whiteboard

Procedure

Introduction of the whiteboard is as below:



No.	Item
1	Pan and Zoom
2	Black Pen
3	Red Pen
4	Green Pen
5	Blue Pen
6	Eraser
7	Add text
8	Add note
9	Settings
10	Stop presenting
11	Mute microphone

Viewing the Whiteboard

Procedure

During the meeting, tap  > **Share Whiteboard**.



Note: You can use the whiteboard to share content if the device connected to a touch display device.

Raising Hand

Everyone in the meeting can raise hands to apply for speaking.

Procedure

During the meeting, tap  > **Raise hand**.

Leaving a Meeting**Procedure**

Tap .

Other participants remain connected.

Camera Settings

- [Controlling Camera Position](#)
- [Configuring the Exposure Settings](#)
- [Configuring the White Balance Setting](#)
- [Adjusting Display Image of the Camera](#)
- [Enabling Auto-framing for Camera](#)
- [Enabling Speaker-tracking for Camera](#)
- [Adjusting Hangup Mode and Camera Pan Direction](#)
- [Resetting the Camera](#)

Controlling Camera Position**Procedure**

1. Go to **More > Settings > Device Settings > Control**.
2. Do one of the following:
 - Tap  /  to control camera zoom out/in.
 - Tap the arrow keys to pan/tilt the camera.
 - Tap **Reset** to reset the position for camera.

Configuring the Exposure Settings**Procedure**

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

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

For MeetingBar A20:

- 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 Limit, 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.

For MeetingBar A30:

- If you select **Auto Exposure**:
Select the desired value from the **Flicker** field respectively.
- If you select **Manual Exposure**:
Select the desired value from the **Shutter, Brightness** field respectively.
- If you select **Shutter Priority**:
Select the desired value from the **Shutter** field respectively.
- If you select **Brightness Priority**:
Select the desired value from the **Brightness** field respectively.

Configuring the White Balance Setting

Procedure

1. Go to **More > Settings > Device Settings > White Balance Setting**.
2. Select the desired value from the **White Balance Mode** field and tap **OK**.
 - **Auto** (default), it calculates the best white balance setting based on lighting conditions in the room.
 - **Indoor**
 - **Outdoor**
 - **One push** (MeetingBar A20)
 - **ATW** (MeetingBar A20), it automatically adjusts the white balance according to the picture taken by the camera.
 - **Manual Setting** (MeetingBar A20), you can manually adjust the color temperature in the **Temperature** field.
 - **Incandescent** (MeetingBar A30)
 - **Fluorescent** (MeetingBar A30)
 - **Cloudy Daylight** (MeetingBar A30)

Adjusting Display Image of the Camera

Procedure

1. Go 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** (MeetingBar A20), and **Contrast** (MeetingBar A20) 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 cannot control the camera position.

Procedure

1. Go to **More > Settings > Device Settings > Others**.
2. Tap **Auto Framing**.

Enabling Speaker-tracking for Camera

Speaker-tracking is based on auto-framing, which can automatically focus on the speaker in the meeting.

Procedure

1. Go to **More > Settings > Device Settings > Others**.
2. Tap **Speaker Tracking** in field.



Note: When you turn on voice-tracking, auto-framing will turn on automatically.

Adjusting Hangup Mode and Camera Pan Direction

Procedure

1. Go to **More > Settings > Device Settings > Others**.
2. Turn on **Hangup Mode** (MeetingBar A20).

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. Go to **More > Settings > Device Settings > Others**.
2. Tap **Reset Camera**.
3. Tap **OK** to reset the camera.

Teams Device Settings

- [Changing the Time](#)
- [Audio Settings](#)
- [Wireless Microphone](#)
- [Bluetooth](#)
- [Wireless Network](#)
- [Accessibility Features](#)

Changing the Time

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

About this task

You can change the 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:

- **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**.

Audio Settings

You can connect additional audio devices and choose the way of audio input and output.



Note: It is only applicable to MeetingBar A30.

- [Setting Audio Input/Output Device](#)

Setting Audio Input/Output Device

Procedure

Go to **More > Settings > Device Settings > Audio Input/Output Device** and choose one of the following:

- Auto
- Built-in Microphone/Speaker
- Line In/Out

Wireless Microphone

You can connect the device with wireless microphones.

- [Connecting the Wireless Microphone](#)

Connecting the Wireless Microphone

Before you begin

Make sure the DD10 DECT Dongle is connected to the device.

Procedure

1. Go to **More > Settings > Device Settings > Wireless Microphone**.
2. Tap **New Mic-Wireless**.
3. Place the MIC on the charger and long press Mute key for 5s into phone registration.



Note: You can connect up to 4 CPW90 (wireless expansion mic). To ensure the stability of the device, we recommend that you connect 2 CPW90.

Bluetooth

The Teams device supports Bluetooth.

- [Activating or Deactivating the Bluetooth Mode](#)
- [Enabling/Disabling Your Device Discovery](#)
- [Disconnecting the Bluetooth Device](#)

Activating or Deactivating the Bluetooth Mode

You need to activate Bluetooth mode to use the Bluetooth feature and 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 on/off **Bluetooth**.

Enabling/Disabling Your Device Discovery

You can enable/disable this feature to allow/disallow your device to be discovered by other Bluetooth devices.

Procedure

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

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 or Deactivating the Wi-Fi Mode](#)
- [Connecting to the Wireless Network](#)
- [Viewing the Wireless Network Information](#)
- [Disconnecting the Wireless Network Connection](#)

Activating or Deactivating the Wi-Fi Mode

You can activate the Wi-Fi mode if you need to connect your device to the wireless work or 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 (Admin only, default password: 0000)**.
2. Turn on/off **Wi-Fi**.

Connecting to the Wireless Network

There are two ways to connect the device to the wireless network.

- [Connecting to an Available Wireless Network Manually](#)
- [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 (Admin only, default password: 0000)**.
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**.

Related tasks

[Activating or Deactivating the Wi-Fi Mode](#)

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 (Admin only, default password: 0000)**.
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 **802.1x/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.

Related tasks

[Activating or Deactivating the Wi-Fi Mode](#)

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 (Admin only, default password: 0000)**.
2. Select the connected wireless network.

Disconnecting the Wireless Network Connection

Procedure

1. Go to **More > Settings > Device Settings > Wi-Fi (Admin only, default password: 0000)**.
2. Select the connected wireless network.
3. Tap **FORGET**.

The wireless network is disconnected. You can tap it again to connect.

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 **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 **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 **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**.

Resetting Pairing or Unpairing the Device

The CTP18 provides reset pairing and unpair the device feature. You can re-pair other devices or cancel the current pairing.

- [Resetting Pairing](#)
- [Unpairing the Device](#)

Resetting Pairing

You can reset pairing if you want to pair other devices.

Procedure

1. Go to **More > Settings > Device pairing**.
2. Tap **Reset pairing**.

Unpairing the Device

You can unpair the device if don't use the CTP18 no longer.

Procedure

1. Go to **More > Settings > Device pairing**.
2. Tap **Unpair devices**.
It prompts if you are sure to unpair.
3. Tap **OK**.

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](#)
- [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 **Settings > About**.

You can select **Privacy & Cookies**, **Terms of Use**, or **Third Party Software Notices and Information** 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.

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 > Feedback** or **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 the Touch Panel

When the touch panel cannot be operated properly, you can have several options to keep your device running properly.

- [Rebooting the Touch Panel](#)

- [Viewing the Touch Panel Status](#)
- [Resetting the Touch Panel](#)

Rebooting the Touch Panel

If you encounter issues, you can try rebooting your touch panel.

Procedure

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



Note: The device and the touch panel will reboot together.

Viewing the Touch Panel Status

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

Procedure

1. Go to **More > Settings > Device settings > About**.
2. Select **Touch Console**.

Resetting the Touch Panel

You can reset the touch panel to factory settings.

Procedure

1. Go to **More > Settings > Device settings > Debug(default password:0000)**.
2. Select **Touch Console**.
3. Tap **Reset to Factory Settings**.
It prompts if you are sure to reset to factory default.

Troubleshooting

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

- [Why the CTP18 cannot sign in?](#)
- [Why the CTP18 cannot find the device?](#)
- [Checking the IP address of touch panel](#)

Why the CTP18 cannot sign in?

Make sure your CTP18 is powered by the PoE adapter, but not the device.

Why the CTP18 cannot find the device?

Make sure that CTP18 and MeetingBar A20/A30 are in the same LAN.

Checking the IP address of touch panel

Procedure

1. Go to **More > Settings > Device settings > About**.
2. Tap **Touch Console**.