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About This Guide

This guide contains instructions for connecting and using your MP50 USB phone.

How to Connect

- Connect to PC via USB Cable
- Connect to PC/Smartphone/Bluetooth Headset via Bluetooth

Connect to PC via USB Cable

Procedure
Connect the phone to PC using the attached USB cable.

Note: For more information on compatible PC, refer to the specific FAQ.

Related information
Is my PC compatible?
Connect to PC/Smartphone/Bluetooth Headset via Bluetooth

You can connect your phone to PC, smartphone, or Bluetooth Headset via Bluetooth. And then you can use your phone to perform call controls for the softphone/smartphone.

The phone can save the pairing information of 8 Bluetooth devices connected recently.

- BT50 LED Indicator
- Single Bluetooth Connection
- Two Bluetooth Connections
- Disconnect and Remove Your Bluetooth Device
- Edit Your Bluetooth Information
- Turn off Bluetooth

BT50 LED Indicator

<table>
<thead>
<tr>
<th>LED Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flashing blue</td>
<td>Bluetooth connecting</td>
</tr>
<tr>
<td>Solid blue</td>
<td>Bluetooth connected</td>
</tr>
<tr>
<td>Off</td>
<td>Bluetooth disconnected</td>
</tr>
</tbody>
</table>

Single Bluetooth Connection

You can connect to PC or smartphone via Bluetooth.

- Connecting to PC
- Connecting to Smartphone
- Connecting to Bluetooth Headset

Connecting to PC

You can connect the phone to PC via Bluetooth dongle BT50. The phone and the BT50 are pre-paired and ready to use out of the box. The Bluetooth range is 30m/100ft.

About this task

**Note:** If you connect the phone to PC via built-in Bluetooth, the phone can only support voice pickup and audio playback.

Procedure

Connect the BT50 into a USB port on your PC.

After successful connection, the BT50 LED indicator glows blue.
**Note:** To manually pair the phone with the BT50, please use Yealink USB connect. For more information on the compatible PC, refer to the specific FAQ.

**Related tasks**
- Manually Pair the Phone with BT50

**Related information**
- Is my PC compatible?

### Connecting to Smartphone
You can connect the phone to smartphone via built-in Bluetooth.

![Bluetooth connection icon]

**Procedure**

1. Tap or the user account avatar, and tap **Bluetooth**.
   The phone automatically enters the pairing mode.
2. On your smartphone, turn on Bluetooth and select **Yealink MP50**.
3. Select **Pair** on both the phone and your smartphone.
   **Note:** The Yealink MP50 is the default device name. You can edit the phone's Bluetooth device name. For more information on the compatible smartphone, refer to the specific FAQ.

**Related tasks**
- Edit Your Bluetooth Information

**Related information**
- Is my smartphone compatible?

### Connecting to Bluetooth Headset
You can connect the phone to Bluetooth headset via built-in Bluetooth.

![Bluetooth headset connection icon]

**Procedure**

1. Tap or the user account avatar, and tap **Bluetooth**.
   The phone automatically enters the pairing mode.
2. Turn on Bluetooth on your Bluetooth headset.
3. Select the desired Bluetooth headset to pair.
4. Press the MUTE key on the phone.
   **Note:** For more information on the compatible Bluetooth headset, refer to the specific FAQ.

**Related tasks**
- Edit Your Bluetooth Information
- Connecting to Bluetooth Headset

### Two Bluetooth Connections
You can connect up to two Bluetooth devices at the same time.
Disconnect and Remove Your Bluetooth Device

You can disconnect your Bluetooth device from your phone and still keep it paired. When you disconnect a Bluetooth device, it remains paired so that you can reconnect it to your phone. You can also remove your Bluetooth device so that it is no longer paired or connected to the phone.

Procedure

1. Tap or the user account avatar, and tap Bluetooth.
2. Tap the connected Bluetooth device, and select Disconnect.
3. Tap ..., and select Unpair.
4. The screen prompts you whether to end the pair with the device.
5. Confirm the action.

Edit Your Bluetooth Information

You can change the phone's Bluetooth device name to identify your phone to other devices.

Procedure

1. Tap or the user account avatar, and tap Bluetooth.
2. Tap My Bluetooth Information.
3. Select to edit the device name.

Turn off Bluetooth

Procedure

1. Tap or the user account avatar, and tap Bluetooth.
2. Turn off Bluetooth.

How to Use

- Hardware Overview
- Icons and Status Indicators
- Adjust the Playback Volume
- Reset Configuration
## Hardware Overview

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Power LED Indicator</td>
<td>Indicates the phone status.</td>
</tr>
<tr>
<td>2 Touch Screen</td>
<td>Allows you to select items and navigate menus on the touch-sensitive screen.</td>
</tr>
<tr>
<td>3 HEADSET Key</td>
<td>Toggles and indicates the headset mode.</td>
</tr>
<tr>
<td></td>
<td>The key LED glows green when headset mode is activated.</td>
</tr>
<tr>
<td>4 MUTE Key</td>
<td>Toggles and indicates mute feature.</td>
</tr>
<tr>
<td></td>
<td>The key LED glows red when the call is muted.</td>
</tr>
<tr>
<td>5 Speakerphone Key</td>
<td>Toggles and indicates the hands-free (speakerphone) mode.</td>
</tr>
<tr>
<td></td>
<td>The key LED glows green when the hands-free (speakerphone) mode is activated.</td>
</tr>
<tr>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>6 Keypad</td>
<td>Provides the digits and special characters in context-sensitive applications.</td>
</tr>
<tr>
<td>7 Speaker</td>
<td>Provides hands-free (speakerphone) audio output.</td>
</tr>
</tbody>
</table>
| 8 Teams Key | • Hold for 2 seconds to activate Cortana integrated in Teams (this requires Microsoft's support).  
• Press once to invoke the Teams client in the idle state. |
| 9 Volume Key | Adjusts the volume of the handset, headset, and speaker. |
| 10 USB3.0 Port | Allows you to connect a USB headset/USB flash drive/Bluetooth dongle BT50 and so on. |

### Icons and Status Indicators

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📱</td>
<td>Smartphone</td>
</tr>
<tr>
<td>🎨</td>
<td>PC</td>
</tr>
<tr>
<td>📲</td>
<td>Bluetooth mode is on, but no mobile device is connected</td>
</tr>
<tr>
<td>🗣️</td>
<td>Bluetooth mode is on, and a mobile device is connected</td>
</tr>
</tbody>
</table>

### Adjust the Playback Volume

**Procedure**

Do one of the following:

- Press the Volume key.
- Tap 🎧 or the user account avatar.
  - Go to **Settings > Basic Settings > Speaker Volume**.
  - Tap the desired value.

### Reset Configuration
Procedure
1. Do one of the following:
   • Tap 📞 or the user account avatar.
     Go to Settings > Advanced Settings > Reset Configuration.
   • Long press the pound key (#) and the star key ( * ) for about 6 seconds when the phone is idle.
     The screen prompts you whether to reset configuration or not.
2. Confirm the action.

Results
The phone will reboot and all settings will return to their default values.

How to Manage Calls

• Basic Call Usage
• Merge Two Calls
• Multiple Calls Handling

Basic Call Usage

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a new call</td>
<td>1. Tap the connected device CARD or 📞.</td>
</tr>
<tr>
<td></td>
<td>2. Enter the desired number.</td>
</tr>
<tr>
<td></td>
<td>3. Select the desired outgoing dialing device.</td>
</tr>
<tr>
<td></td>
<td>4. Tap Call.</td>
</tr>
<tr>
<td>Answer call</td>
<td>Tap 📞.</td>
</tr>
<tr>
<td>End call</td>
<td>Tap 📞.</td>
</tr>
<tr>
<td>Reject call</td>
<td>Tap ✗.</td>
</tr>
<tr>
<td>Hold call</td>
<td>Tap 🔴.</td>
</tr>
<tr>
<td>Resume call</td>
<td>Tap Resume.</td>
</tr>
<tr>
<td>Mute/un-mute microphone</td>
<td>Tap 🎤/WXYZ on the screen or press the MUTE key.</td>
</tr>
<tr>
<td>Place a new call during a call</td>
<td>Tap 📞.</td>
</tr>
</tbody>
</table>

Related information
Hardware Overview
**Merge Two Calls**

You can merge two calls into one conference call.

**Before you begin**
There are two calls on the phone, and one of them is on the connected USB device.

**Procedure**
1. Tap > **Merge Calls**.
2. To split the conference, tap > **Split Conf**.

**Multiple Calls Handling**

The phone can accept and handle multiple calls at the same time.

<table>
<thead>
<tr>
<th>Multiple Call Handling</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>End the current call and answer the incoming call</td>
<td>Tap 📞 and then tap 📞.</td>
</tr>
<tr>
<td>Put current call on hold and answer the incoming call</td>
<td>Tap 📞 on the phone.</td>
</tr>
<tr>
<td>Switch between held call and active call</td>
<td>Tap 📞 on the phone.</td>
</tr>
<tr>
<td>Reject incoming call, while on a current call</td>
<td>Tap ✗ on the phone.</td>
</tr>
</tbody>
</table>

**Yealink USB Connect**

Yealink USB Connect is a computer software designed to manage Yealink USB devices.

With Yealink USB Connect you can:
- Get an overview of connected Yealink USB devices
- Manage your Yealink USB devices (for example, change basic/advanced settings, BT50 pair management)
- Update your Yealink USB device to enhance its performance and features
- Give feedback on your Yealink USB device
**Note:** Download via support.yealink.com.

- Manually Pair the Phone with BT50
- Download and Install
- Update Firmware

## Manually Pair the Phone with BT50

**Before you begin**
Make sure that the MP50 is in the Bluetooth pairing mode or is connected to the same PC with BT50.

**Procedure**
1. Click Pair Management.
2. Optional: In the **Pairable devices List** field, click to search the pairable device.
3. Find the desired device and click **Start pairing**.

For more information on Yealink USB Connect, refer to the Yealink USB Device Manager Client User Guide.

**Download and Install**

**Before you begin**

Connect the phone to your PC.

**Procedure**

1. If it is the first time to connect the phone to your PC, the PC prompts you as shown below:
2. Click the prompt box and run the program.

**CD Drive (E:) USB Connect**

Choose what to do with this disc.

**Install or run program from your media**

- Run wscript.exe
  - Published by Microsoft Windows

**Other choices**

- Open folder to view files
  - File Explorer
- Take no action

3. Download the Yealink USB Connect on the web page.

If the prompt box disappears, you can double-click the **CD drive: USB Connect** in the devices and drives list.

![CD Drive (E:) USB Connect]

Download the Yealink USB Connect on the web page.

**Note:** If it detects that Yealink USB Connect has been installed after connecting, Yealink USB Connect will automatically run.

**Update Firmware**
Procedure
1. Connect the phone to the USB port of PC.
2. Update the phone firmware via Yealink USB Connect.
   - Check for updates
   - Update manually

For more information on Yealink USB Connect, refer to Yealink USB Device Manager Client User Guide.

How to Change Settings

Phone and general settings can be changed on the phone screen.

- Change the Default Outgoing Dialer Device
- Change the Default Media Playback Device
- Basic Settings
- Advanced Settings

Change the Default Outgoing Dialer Device

Procedure
1. Tap “…” on the idle screen.
2. Tap the desired connected device.

Change the Default Media Playback Device

You can change the default music playback device.
## Procedure

1. Tap "" on the idle screen.
2. Tap the desired connected device.

## Basic Settings

Tap ⚙️ or the user account avatar, and go to **Settings > Basic Settings** to access the basic settings menu.

### General Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>Select the screen text language from a list of 15 languages.</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>Enable/disable the Bluetooth.</td>
</tr>
<tr>
<td>Time&amp;Date</td>
<td>Set the time and date manually.</td>
</tr>
</tbody>
</table>

#### Busylight

- Set the busylight status or turn off the busylight.
- Sync (the status depends on the Presence status for Skype for Business)
- Available (LED glows green when the device is not in a call or not ringing)
- DND (LED glows red when the device is not in a call or not ringing)
- Off (LED is off)

**Note:** It appears only when you connect the Busylight BLT60 to the phone.

### Display Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backlight</td>
<td>Set the backlight active level and backlight time.</td>
</tr>
<tr>
<td>Screensaver</td>
<td>Change the waiting time for screen saver.</td>
</tr>
</tbody>
</table>

**Teams User Name**

- Configure whether the Teams user name displays on the home screen when the device disconnects with PC.
  - Personal Mode (default): Display the Teams user name when the device disconnects with PC.
  - Hot Desking Mode: Do not display the Teams user name when the device disconnects with PC.

**Note:** It is only available for Teams version.

### Dark Theme

- Turn on/off dark theme.
- The dark theme changes the default bright background color to a darker color, which is easier on the eyes in low-light environments or if you prefer less bright screens.

**Note:** It is only available for Teams version.

### Sound Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ring Tones</td>
<td>Enable/disable the phone to play a built-in tone while receiving an incoming call.</td>
</tr>
</tbody>
</table>
### Optional Accessories

The phone can use optional accessories when you need to extend your phone’s capabilities.

The following optional accessories need to be purchased separately if required for your phone:

1. Busylight BLT60
2. BT50
   - Busylight BLT60
   - Bluetooth Dongle BT50

### Related information

**Connect to PC/Smartphone/Bluetooth Headset via Bluetooth**

---

### Busylight BLT60

When the phone is connected to PC, busylight can alert you to the status of the Microsoft Teams/Skype for Business client.

### About this task

<table>
<thead>
<tr>
<th>LED States</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Presence Status</strong> (sync status requires softphone support)</td>
<td></td>
</tr>
<tr>
<td>LED glows green</td>
<td>Available</td>
</tr>
</tbody>
</table>
### LED States

<table>
<thead>
<tr>
<th>LED States</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED glows orange</td>
<td>Away</td>
</tr>
<tr>
<td>LED glows red</td>
<td>DND/Busy</td>
</tr>
</tbody>
</table>

### Talking Status

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED fast flashes red</td>
<td>Ringing</td>
</tr>
<tr>
<td>LED glows red</td>
<td>In a call</td>
</tr>
<tr>
<td>LED slowly flashes green</td>
<td>Missed call/voice message notification (this requires softphone support)</td>
</tr>
<tr>
<td>LED off</td>
<td>Microsoft Teams/Skype for Business client is not running, turn off the busylight</td>
</tr>
</tbody>
</table>

### Related information

**Basic Settings**

### Bluetooth Dongle BT50

You can connect the MP50 to PC via Bluetooth dongle BT50.

#### Procedure

Connect the BT50 into a USB port on your PC.

The MP50 and the BT50 are pre-paired and ready to use out of the box. You can also pair the phone and the BT50 via Yealink USB connect.

#### Related tasks

**Manually Pair the Phone with BT50**

### FAQ

- How to set up my device to work with Microsoft Teams?
- How to set up my device to work with Microsoft Skype for Business?
- Why can't I hear the other party's voice?
- Why is the time on my device not synchronized with the PC?
- Why does the phone display "PC Device" or "PC softphone" instead of the name and number of the other party for a Skype for Business incoming call?
- Is my PC compatible?
- Is my smartphone compatible?
- Is my Bluetooth headset compatible?

### How to set up my device to work with Microsoft Teams?
Procedure
1. Click on your profile picture at the top of the Teams window.

2. Click Settings > Devices.
3. Select your Yealink MP50 device under Audio devices field.

How to set up my device to work with Microsoft Skype for Business?

Procedure
1. Click the Settings icon in the top-right corner of the Skype for Business window.
2. In the left side options, click Audio Device.
3. In Audio Device, select your MP50 device.

Why can't I hear the other party's voice?

The device is not set as the default audio device for PC. Use the audio settings in the sound control panel / preferences to select the headset as the default audio device.

For WIN 8/ WIN 8.1/ WIN 10 OS:
1. Go to Control Panel > Hardware and Sound > Sound.
2. In the Playback tab, highlight the desired headset and select Set Default.
3. Confirm the action.

For MAC OS:
1. Go to your System Preferences > Sound.
2. In the Output tab, select the MP50 as your Playback Device.
Why is the time on my device not synchronized with the PC?

Check if the Yealink USB Connect/Microsoft Teams/Skype for Business is running on the PC, the device time will automatically synchronize with the PC time when you connected MP50 to the PC. Otherwise, you need to set the time manually at the Basic Settings menu on the phone.

Related information
Basic Settings

Why does the phone display “PC Device” or “PC softphone” instead of the name and number of the other party for a Skype for Business incoming call?

The MP50 driver for Windows may be abnormal. You need to reinstall the driver in the Windows Device Manager, and then disconnect and reconnect the MP50 to PC.

Procedure
1. Open Device Manage.
2. Delect the USB input devices with the hardware ID “6993”.

For more information, refer to the web resources.
3. You can right-click the **USB Input Device** and check the hardware ID in **Details** tab.

4. Uninstall the MP50 device in the **Sound, video and game controllers** module.

5. Disconnect and reconnect MP50 to your PC.

---

**Is my PC compatible?**

The tested PC list compatible with Yealink MP50:

<table>
<thead>
<tr>
<th>PC Model</th>
<th>OS</th>
<th>Connectivity</th>
<th>Softphone</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP ELITEBOOK 840G5</td>
<td>win10 1903</td>
<td>USB Cable</td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>Surface Book</td>
<td>win10 1903</td>
<td>USB Cable</td>
<td>Skype for Business</td>
</tr>
<tr>
<td>ASPIRE 4750G</td>
<td>win10 1903</td>
<td>USB Cable</td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>PC Model</td>
<td>OS</td>
<td>Connectivity</td>
<td>Softphone</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>MAC Book Pro</td>
<td>10.15.2</td>
<td></td>
<td>Skype for Business</td>
</tr>
<tr>
<td>Mac Book Air</td>
<td>10.15.5</td>
<td></td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>Thinkpad X270</td>
<td>win10 1903</td>
<td></td>
<td>Skype for Business</td>
</tr>
<tr>
<td>Thinkpad X220i</td>
<td>win8 9200</td>
<td></td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>DELL</td>
<td>win10 1903</td>
<td></td>
<td>Skype for Business</td>
</tr>
<tr>
<td>HP ELITEBOOK 840G5</td>
<td>win10 1903</td>
<td></td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>ASPIRE 4750G</td>
<td>win10 1903</td>
<td></td>
<td>Skype for Business</td>
</tr>
<tr>
<td>MAC Book Pro</td>
<td>10.15.2</td>
<td></td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>Mac Book Air</td>
<td>10.14.6</td>
<td></td>
<td>Skype for Business</td>
</tr>
<tr>
<td>Thinkpad X270</td>
<td>win10 1903</td>
<td></td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>Thinkpad X220i</td>
<td>win8 9200</td>
<td></td>
<td>Skype for Business</td>
</tr>
<tr>
<td>DELL</td>
<td>win10 1903</td>
<td></td>
<td>Microsoft Teams</td>
</tr>
</tbody>
</table>

**Is my smartphone compatible?**

The tested smartphone list compatible with Yealink MP50:

<table>
<thead>
<tr>
<th>Mobile Phone Model</th>
<th>System</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone 11</td>
<td>iOS 13.3.1</td>
</tr>
<tr>
<td>Huawei Mate30</td>
<td>Android 10</td>
</tr>
<tr>
<td>Huawei P30 Pro</td>
<td>Android 10</td>
</tr>
<tr>
<td>Samsung Galaxy S10</td>
<td>Android 10</td>
</tr>
<tr>
<td>Mobile Phone Model</td>
<td>System</td>
</tr>
<tr>
<td>-------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Samsung GALAXY Note 10</td>
<td>Android 10</td>
</tr>
<tr>
<td>Xiaomi CC9 pro</td>
<td>Android 10</td>
</tr>
<tr>
<td>Xiaomi Mi Mix 2</td>
<td>Android 10</td>
</tr>
<tr>
<td>vivo X27</td>
<td>Android 9.0</td>
</tr>
<tr>
<td>Google Pixel</td>
<td>Android 10</td>
</tr>
<tr>
<td>Google Nexus6</td>
<td>Android 6.0.1</td>
</tr>
<tr>
<td>Samsung Galaxy S7</td>
<td>Android 8.0</td>
</tr>
<tr>
<td>Sony Xperia</td>
<td>Android 8.0</td>
</tr>
</tbody>
</table>

**Is my Bluetooth headset compatible?**

The tested Bluetooth headset list compatible with Yealink MP50:

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jabra</td>
<td>Evolve 75</td>
</tr>
<tr>
<td></td>
<td>pro9470</td>
</tr>
<tr>
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