

Yealink | 亿联网络



MP45 Business USB Phone User Guide

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About This Guide

This guide contains instructions for connecting and using your MP45 USB phone.

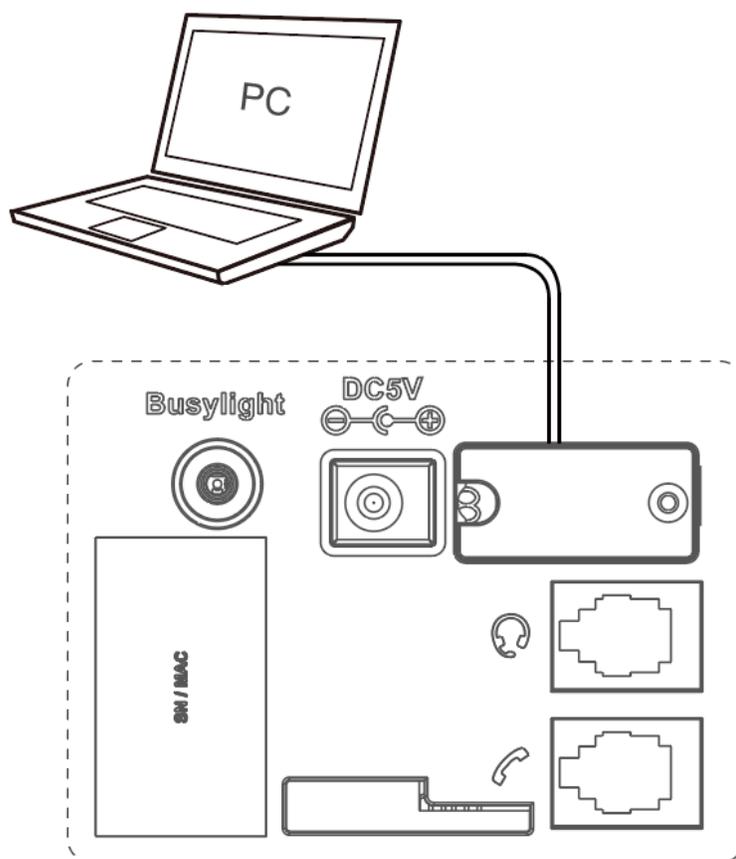
How to Connect

- [Connect to PC via USB Cable](#)

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.

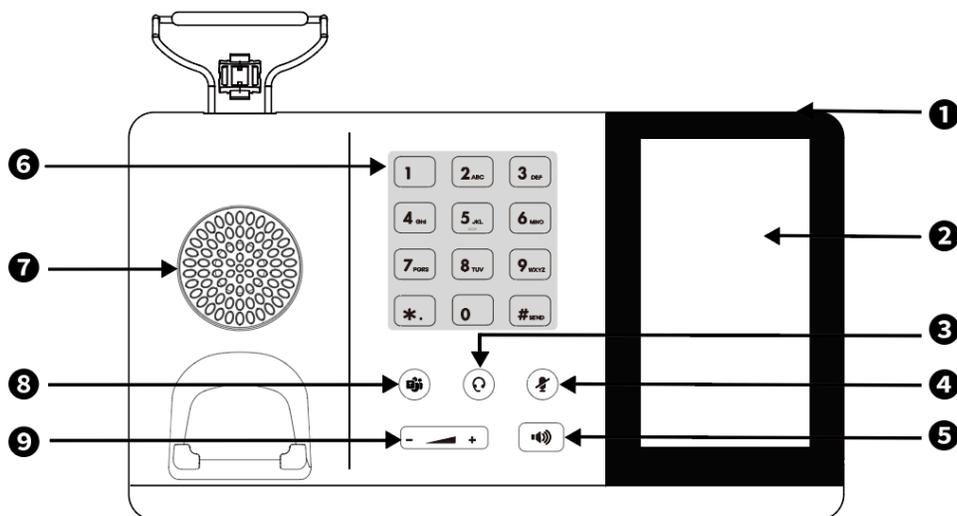
Related information

[Is my PC compatible?](#)

How to Use

- [Hardware Overview](#)
- [Icons and Status Indicators](#)
- [Adjust the Playback Volume](#)
- [Reset Configuration](#)

Hardware Overview



Name		Description
1	Power LED Indicator	Indicates phone status.
2	Touch Screen	Allows you to select items and navigate menus on the touch-sensitive screen.
3	HEADSET Key	Toggles and indicates the headset mode. The key LED glows green when headset mode is activated.
4	MUTE Key	Toggles and indicates mute feature. The key LED glows red when the call is muted.
5	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode. The key LED glows green when the hands-free (speakerphone) mode is activated.
6	Keypad	Provides the digits and special characters in context-sensitive applications.
7	Speaker	Provides hands-free (speakerphone) audio output.

Name		Description
8	Teams Key	<ul style="list-style-type: none"> 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.

Icons and Status Indicators

Icon	Description
	PC

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 the 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](#)
- [Multiple Calls Handling](#)

Basic Call Usage

Function	Action
Place a new call	<ol style="list-style-type: none"> 1. Tap the connected device CARD or . 2. Enter the desired number. 3. Select the desired outgoing dialing device. 4. Tap Call.
Answer call	Tap  .
End call	Tap  .
Reject call	Tap  .
Hold call	Tap  .
Resume call	Tap Resume .
Mute/un-mute microphone	Tap  /  on the screen or press the MUTE key.

Related information

[Hardware Overview](#)

Multiple Calls Handling

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

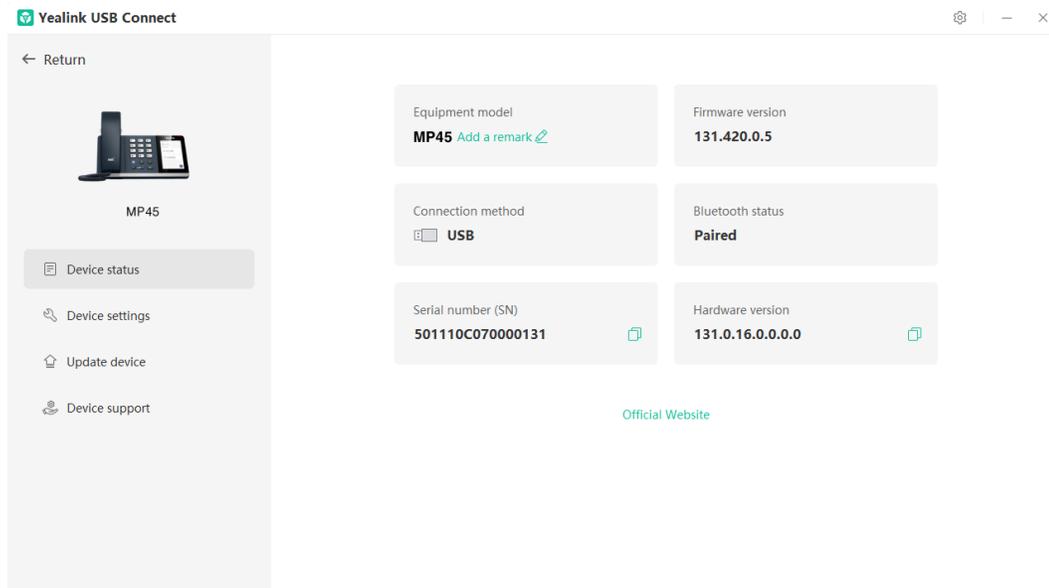
Multiple Call Handling	Action
End the current call and answer the incoming call	Tap  and then tap  .
Put the current call on hold and answer the incoming call	Tap  on the phone.
Switch between held call and active call	Tap  on the phone.
Reject incoming call while on a current call	Tap  on the phone.

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
- Update your Yealink USB device to enhance its performance and features
- Give feedback on your Yealink USB device



- [Download and Install](#)
- [Update Firmware](#)

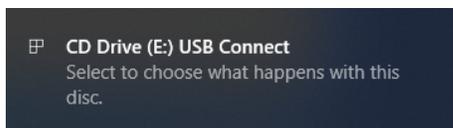
Download and Install

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:

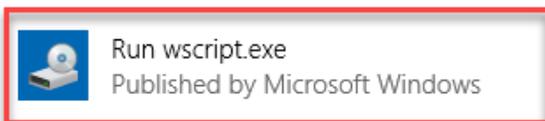


2. Click the prompt box and run the program.

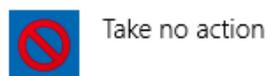
CD Drive (E:) USB Connect

Choose what to do with this disc.

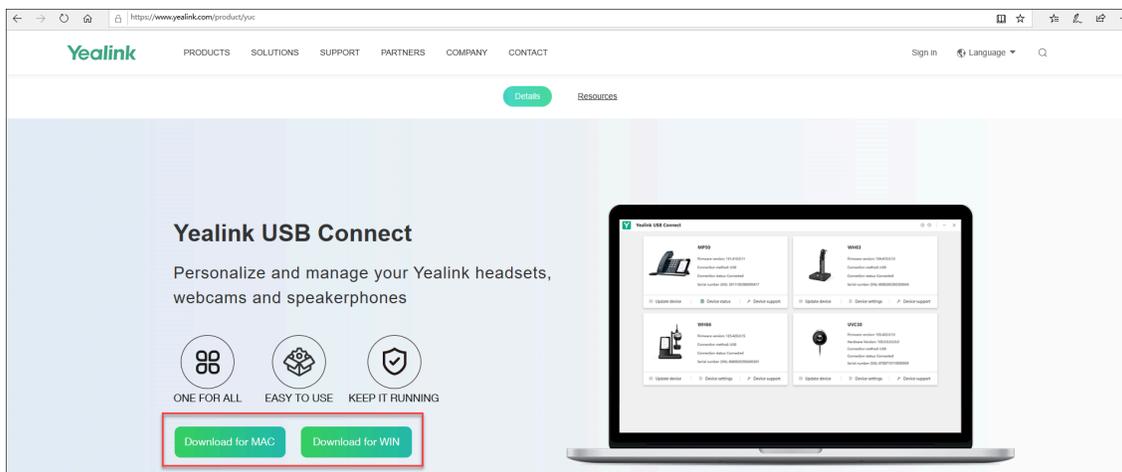
Install or run program from your media



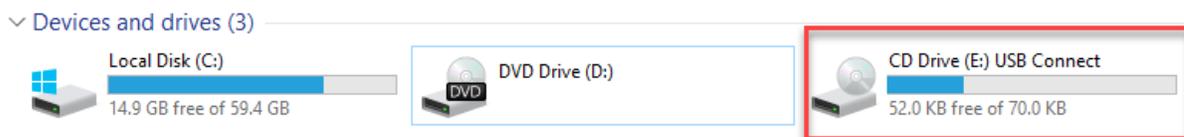
Other choices



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.



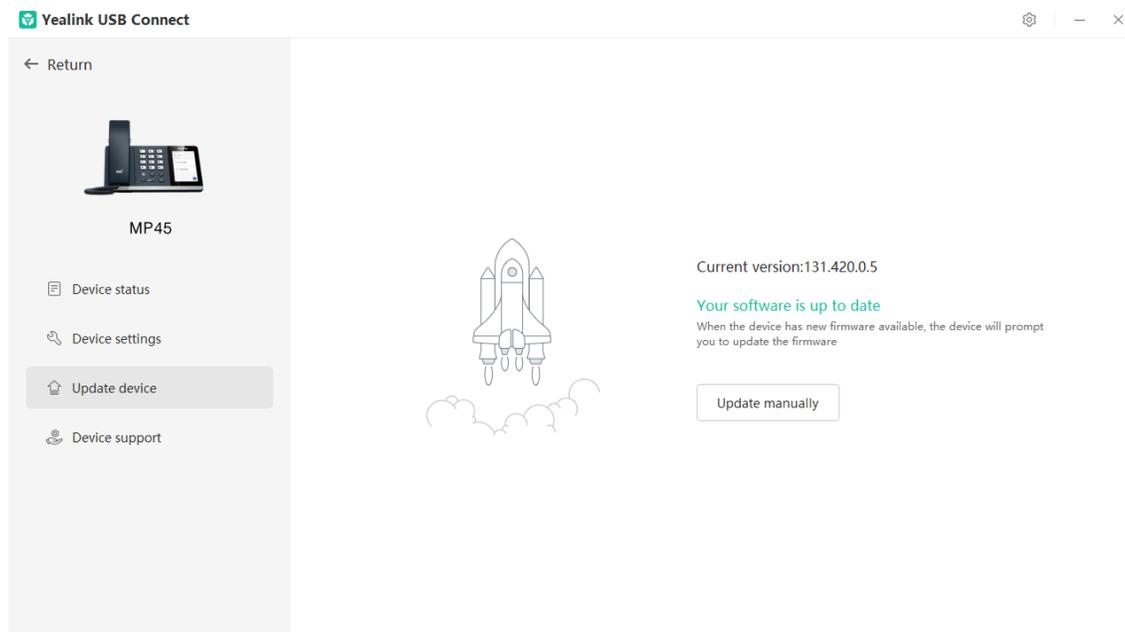
Download the Yealink USB Connect on the web page.

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 the Yealink USB Connect.
 - Check for updates
 - Update manually



For more information on the 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. And more settings can be changed via Yealink USB Connect.

- [Change the Default Outgoing Dialer Device](#)
- [Change the Default Media Playback Device](#)
- [Basic Settings](#)
- [Advanced Settings](#)
- [Change Settings via YUC](#)

Related information

[Yealink USB Connect](#)

Change the Default Outgoing Dialer Device

When there are multiple devices connected to the phone, you can select the default outgoing dialer device.

Procedure

1. Tap **...** on the idle screen.

2. Tap the desired connected device.

Change the Default Media Playback Device

When there are multiple devices connected to the phone, 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	
Language	Select the screen text language from a list of 15 languages.
Time&Date	<p>Set the time and date manually.</p> <ul style="list-style-type: none"> • Time Format: 12 Hour/24 Hour can be selected on the device. Default: 24 Hour. • Date Format: Day, Month/Month, Day can be selected on the device. Default: Month, Day. • Manual Time: Enable this function to set the date and time manually.
Busylight	<p>Set the busylight status or turn off the busylight.</p> <ul style="list-style-type: none"> • Sync (the status depends on the softphone Presence status) • 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) <p>Note: It appears only when you connect the Busylight BLT60 to the phone.</p>
Display Settings	
Backlight	Set the backlight active level and backlight time.
Screensaver	Change the waiting time for the screen saver.
Teams User Name	<p>Configure whether the Teams user name displays on the home screen when the device disconnects with PC.</p> <ul style="list-style-type: none"> • 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.

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.
Sound Settings	
Ring Tones	Enable/disable the phone to play a built-in tone while receiving an incoming call.
Dial Tone	Enable/disable the paired headset to play a dial tone when entering the dialing screen.
Keypad Tone	Enable/disable the paired headset to produce a sound when pressing the keypad keys.
Speaker Volume	Adjust the playback volume.

Related tasks[Busylight BLT60](#)

Advanced Settings

Tap  or the user account avatar, and go to **Settings > Advanced Settings** to access the advanced settings menu.

General Settings	
USB Computer Audio	This setting determines when your headset receives audio from a connected PC. Default: Instant. <ul style="list-style-type: none">• Instant: To have the audio (not call audio) turned on instantly.• Delayed: To have the audio (not call audio) turned on automatically with a brief delay. The delay will filter out short notifications sounds from the PC.• Never: To never have audio (not call audio) in the headset.• Always: to always have audio in the headset, this will affect the battery life.
Calling Settings	
Auto Dial	Enable/disable the phone to automatically dial the entered number within 5 seconds.
Call Device	Select which device to use for outgoing call.
Call Priority	Select which call takes priority when a second call is accepted. <ul style="list-style-type: none">• New call: The first call is placed on hold and the new call is active.• Current call: The first call is active and the new call is placed on hold.
Call Recording	Enable/disable calls from mobile devices or desk phones to be recorded on your PC. The supplied USB cable needs to be connected between the base and the PC, and additional recording software is required. Default: Off.

Change Settings via YUC

Procedure

1. Connect the phone to the USB port of PC.
2. Change settings via Yealink USB Connect.
 - Basic Settings
 - Advanced Settings

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:

- [Busylight BLT60](#)

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

LED States	Description
Presence Status (sync status requires softphone support)	
LED glows green	Available
LED glows orange	Away
LED glows red	DND/Busy
LED off	Turn off the busylight, softphone does not support
Talking Status	
LED fast flashes red	Ringling
LED glows red	In a call
LED slowly flashes green	Missed call/voice message notification (this requires softphone support)
LED off	Softphone does not support, turn off the busylight

Related information

[Basic Settings](#)

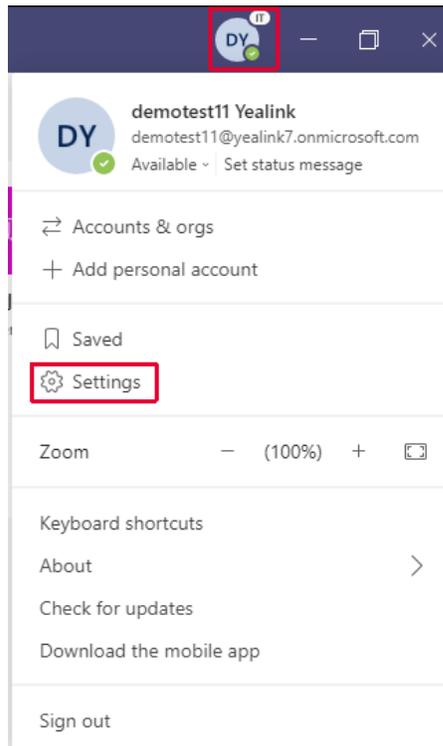
FAQ

- [How to set up my device to work with Microsoft Teams?](#)
- [How to set up my device to work with 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?](#)

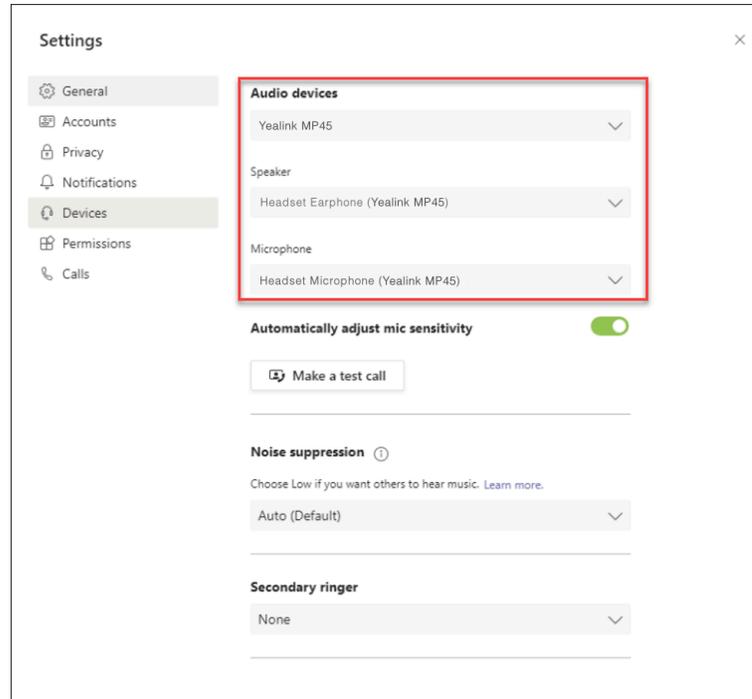
How to set up my device to work with Microsoft Teams?

Procedure

1. Click on your profile picture at the top of the Teams window.



2. Click **Settings > Devices**.

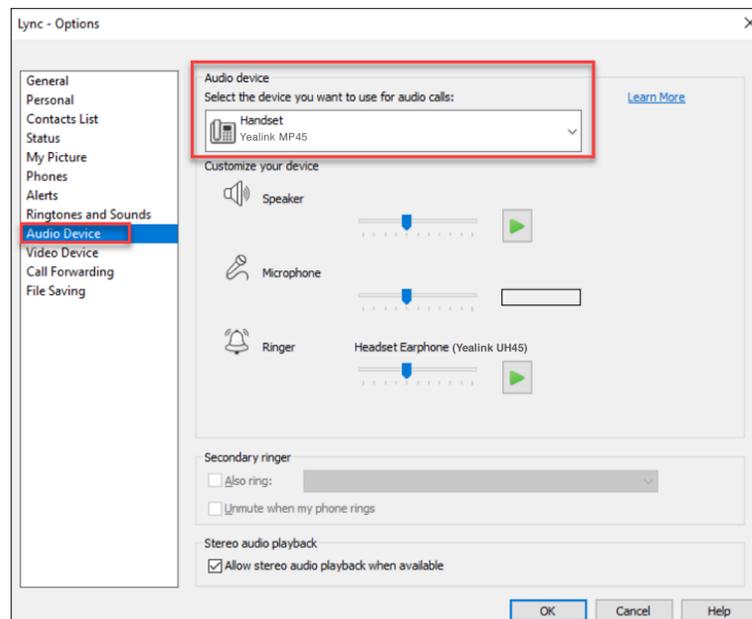


3. Select your Yealink MP45 device under **Audio devices** field.

How to set up my device to work with 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**.



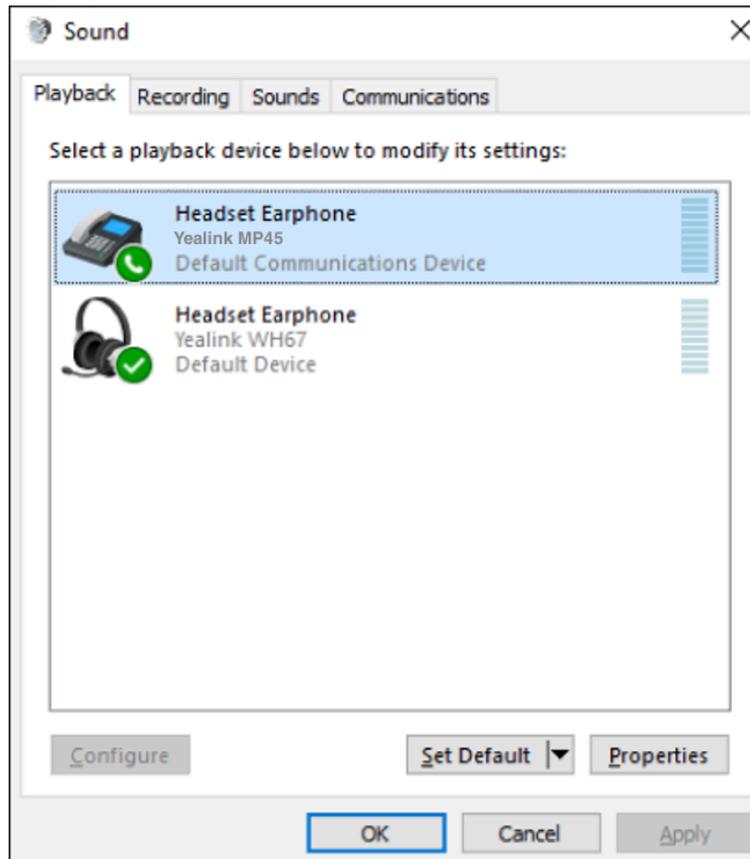
3. In **Audio Device**, select your MP45 device.

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 MP45 as your **Playback Device**.

For more information, refer to web resources.

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 MP45 to the PC. Otherwise, you need to set the time manually at the **Basic Settings** menu on the phone.

Related information

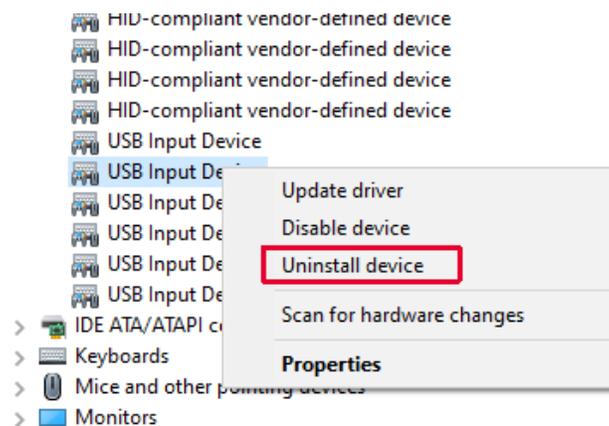
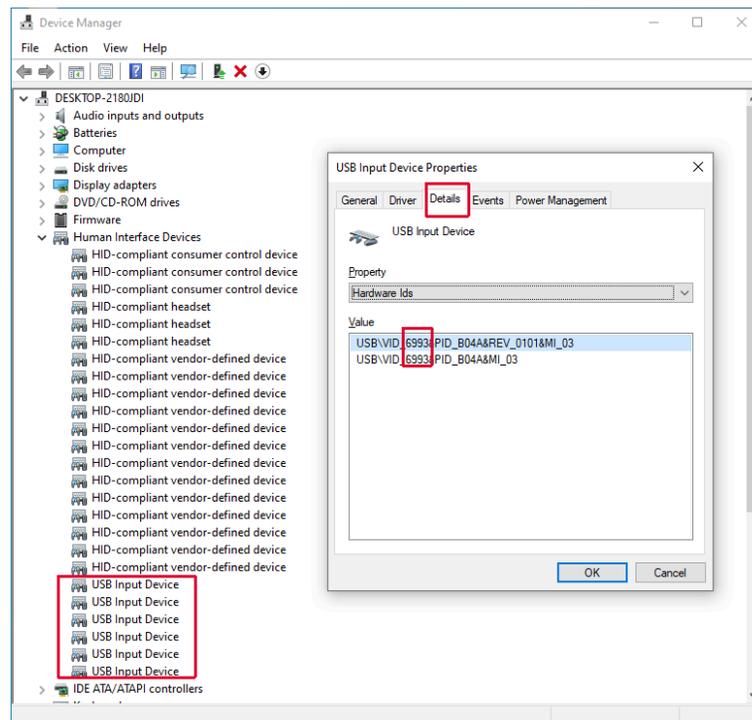
[Basic Settings](#)

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?

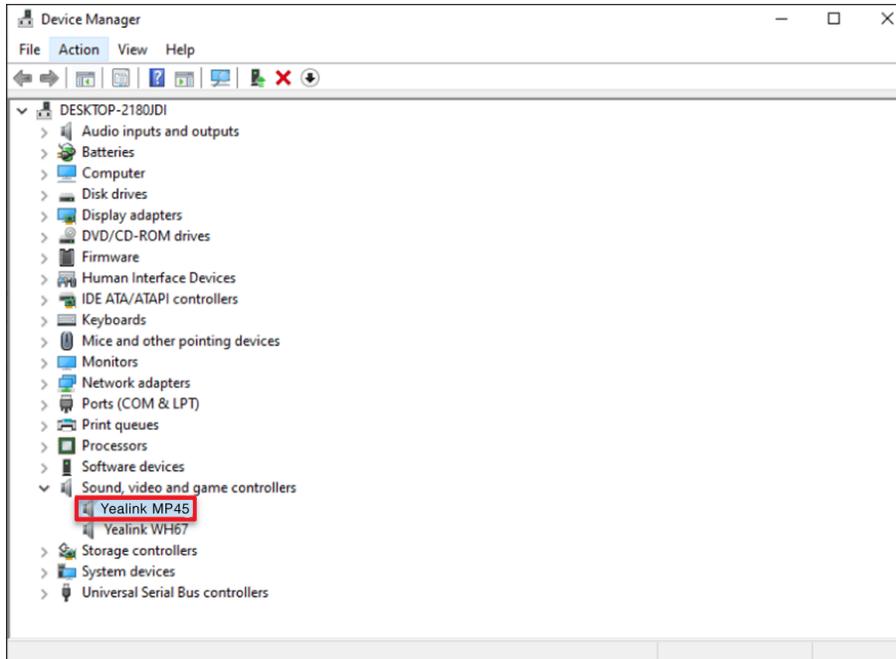
The MP45 driver for Windows may be abnormal. You need to reinstall the driver in the Windows Device Manager, and then disconnect and reconnect the MP45 to PC.

Procedure

1. Open **Device Manage**.
2. Delete the USB input devices with the hardware ID “6993”.
3. You can right-click the **USB Input Device** and check the hardware ID in **Details** tab.



4. Uninstall the MP45 device in the **Sound, video and game controllers** module.



5. Disconnect and reconnect MP45 to your PC.

Is my PC compatible?

The tested PC list compatible with Yealink MP45:

PC Model	OS	Connectivity	Softphone
HP ELITEBOOK 840G5	win10 1903	USB Cable	Microsoft Teams
			Skype for Business
Surface Book3	win11		Microsoft Teams
			Skype for Business
Surface Book2	win10 1903		Microsoft Teams
			Skype for Business
Surface Pro 6/7	win10 1903		Microsoft Teams
			Skype for Business
MAC Book Pro	11.6.7		Microsoft Teams
			Skype for Business
Mac Book M1	11.5.1		Microsoft Teams
			Skype for Business
Thinkpad X270	win10 1903		Microsoft Teams
			Skype for Business
Thinkpad	win8.1		Microsoft Teams
			Skype for Business

PC Model	OS	Connectivity	Softphone
DELL	win10 1903		Microsoft Teams
			Skype for Business
HUAWEI matebook	win10 1903		Microsoft Teams
			Skype for Business
Lenovo T460	win10 1903		Microsoft Teams
			Skype for Business