Yealink

VC210 Teams® Collaboration Bar
User Guide

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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
* Summary of Changes

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. This guide is also included in your device package.
* Administrator Guide: This guide provides detailed information about setting up your network and configuring features.

Summary of Changes

* Changes for Guide Version 15.55
* Changes for Guide Version 15.47

Changes for Guide Version 15.55

The following sections are new for this version:

* Sharing Content

Major updates have occurred to the following sections:

* Due to Teams APP is updated, the interface displayed on the device has changed.
* Signing into Microsoft Teams

Changes for Guide Version 15.47

The following sections are new for this version:

* Recording a meeting
* Sharing Whiteboard
* Raising Hand
* Setting Screen Layout
* Turning on Live Captions
* Screen Reader

Major updates have occurred to the following sections:

* Due to Teams APP is updated, the interface displayed on the device has changed.

The following features are be cancelled:

* The feature of screen savers.

- The feature of connecting to the wireless network using WPS.

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.
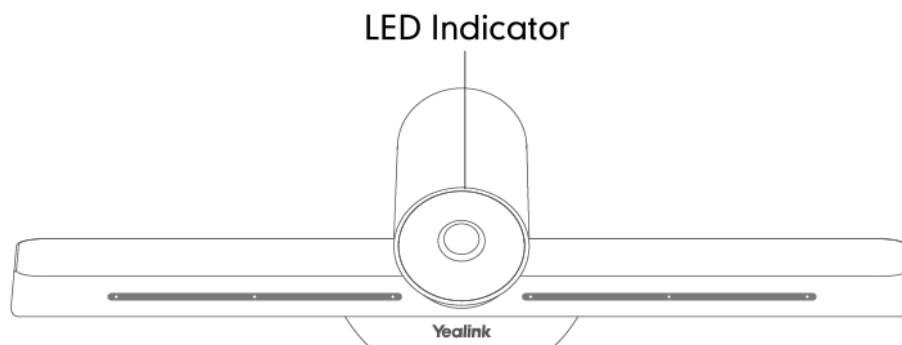
Related information
LED Instructions of VC210

Rear Panel of VC210
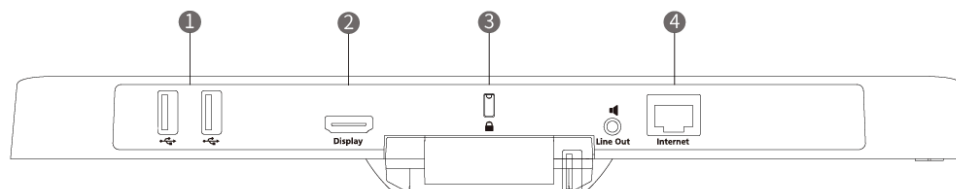
No.	Port Name	Description
1	USB	Allow you to connect the USB accessories.
2	Display-HDMI	Connect to a monitor for video images output.

No.	Port Name	Description
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 and account number.
3	More	Configure the video conferencing device.
4	Meet now	Initiate a Meet Now conference at any time, without any reservation.
5	Call	Join the meeting by calling a meeting number.
6	Share	Click to share the content.
7	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

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 use the remote control, or mouse.

- Touch Control
- Remote Control

Touch Control

Touch Monitor

Remote Control
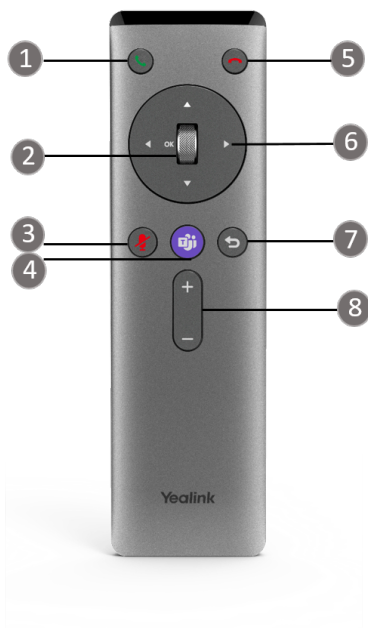
Remote Controller

The following table introduces the keys on the remote control:

No.	Name	Description
1	Answer Key	Press to answer a call.

No.	Name	Description
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	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.

Signing into Microsoft Teams

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

• Signing into Your Device
• Signing out of Your 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.

📝 **Note:** We recommend that you sign in via the web.

• 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 on this device**.
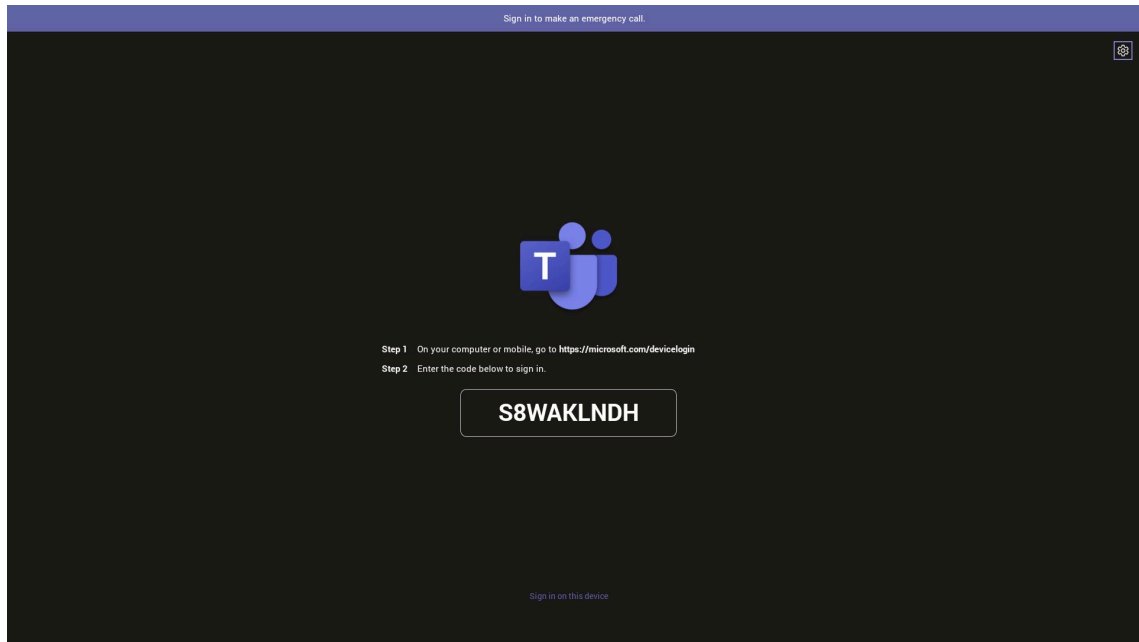
2. Enter your user credentials and select **sign in**.
   You will be connected to the Company Portal automatically.
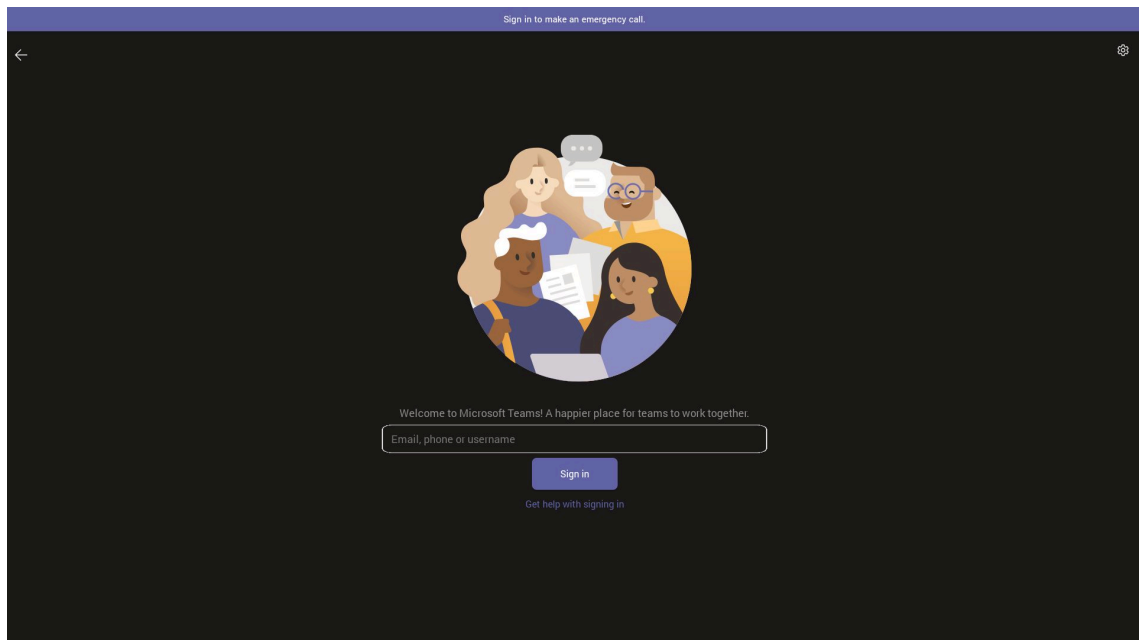
3. Enter your password and select **Sign in**.
4. After the device signs in successfully, select **Got it**.

Signing into Microsoft Teams via Web Sign-in

Procedure

1. Go to https://microsoft.com/devicelogin on your computer or mobile.
2. Enter the code shown on your device and select **Next**.
3. 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 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.

- Creating a Meeting
- Joining a Scheduled Meeting
- Joining a Meeting
- Managing a Meeting
- Recording a Meeting
- Sharing Whiteboard
- Raising Hand
- Setting the Screen Layout
- Turning on Live Captions
- Leaving a Meeting

Related tasks

Signing into Microsoft Teams on Your Device

Creating a Meeting

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

Procedure

1. Select **Meet now**.
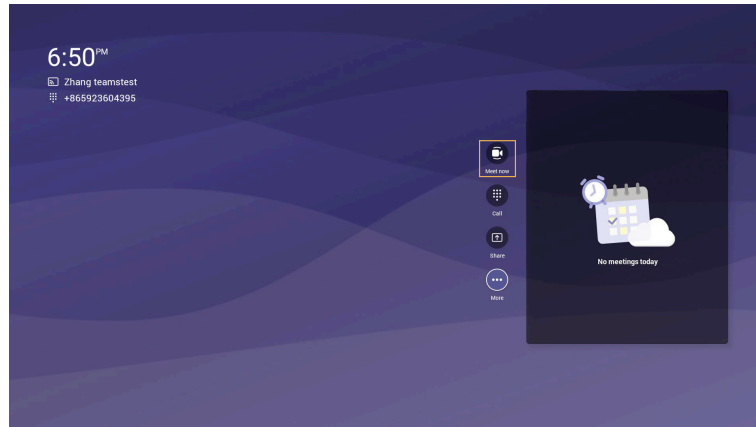
2. Enter the participant account information to search and then select the desired participant.
3. Select **Start meeting**.

Joining a Scheduled Meeting

If you have scheduled meetings or are invited to a scheduled meeting, the meeting schedule will be displayed on your device. You can select the desired one to join.

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

1. On the idle screen:

   • Press the navigation key to view the upcoming meetings of today.
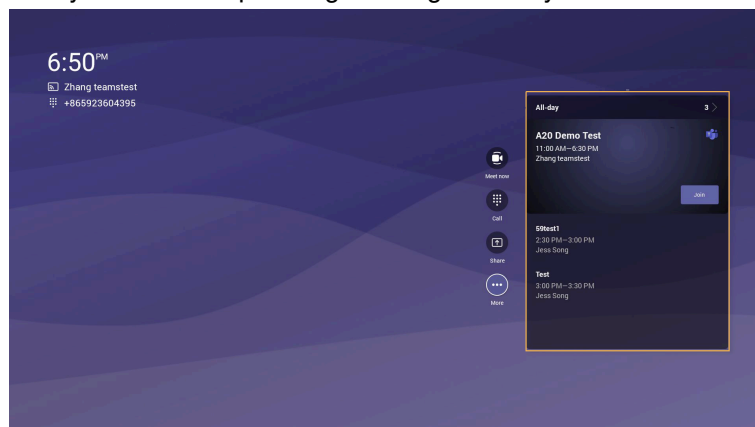
   • Select **All-day** to view all-day meeting.

2. Select **Join** to join the meeting.

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/CP700, press the Teams button 🔵.

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.
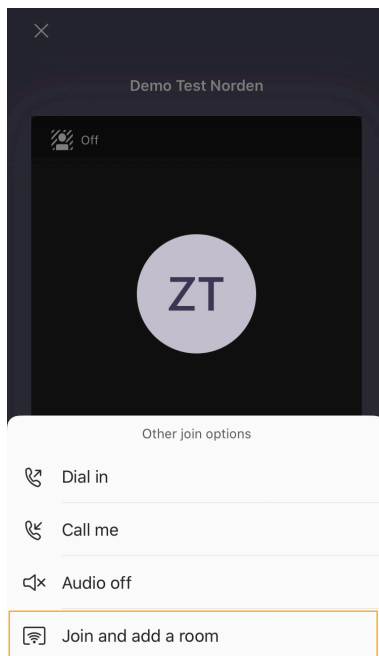
   On the laptop: select **Room audio (suggested)** > **Join now**.
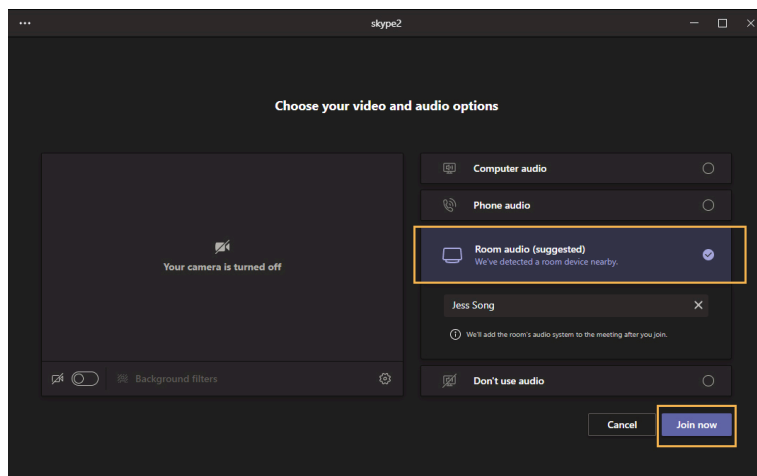
2. During a meeting, go to [icon] > **Add a room** and select the desired device on the mobile phone.
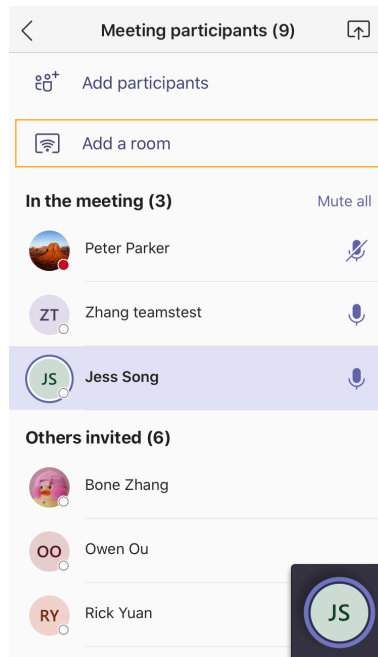
Related tasks
Activating or Deactivating the Bluetooth Mode

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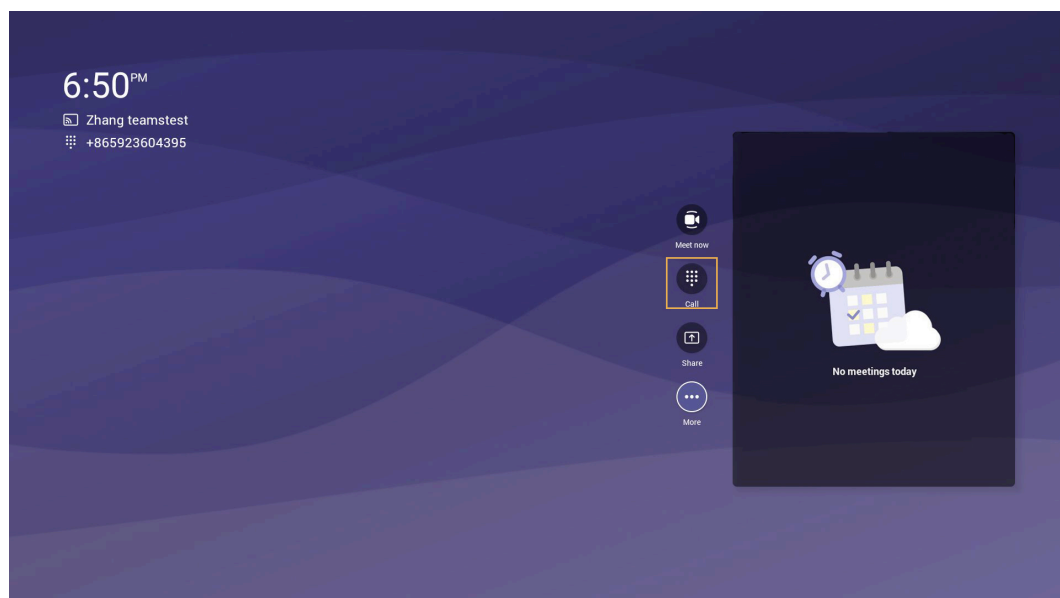
2. Enter the meeting number and dial out.

Managing a Meeting

You can manage meetings in the following ways:

- Adding Participants
- Managing Audio
- Managing Video

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 ⋯ > **Dial pad**.

  Dial out a number to add 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

- Select 🎤 / 🔇 to mute/unmute the microphone.
- On your remote control, press the mute key.
- On your CP900/CP700, tap the mute key 🔇 .

Muting a Participant
You can mute a participant as needed.

Procedure

1. Select 📇 to view the participants list.

2. Select the desired participant and select **Mute participant**.
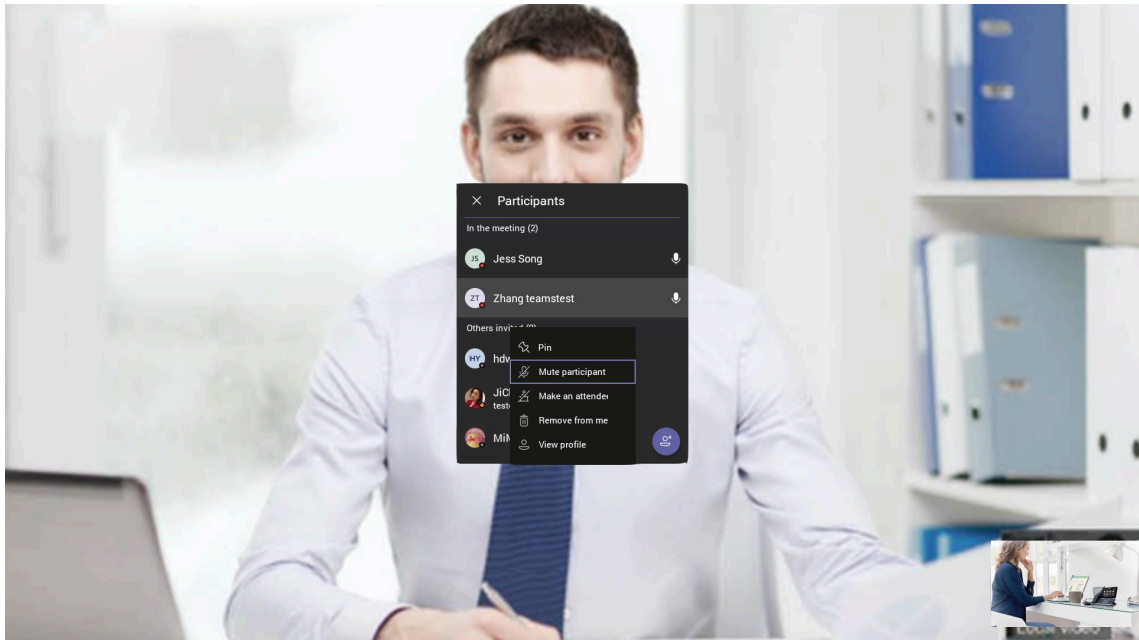
Adjusting the Volume
You can adjust the speaker volume.

Procedure

Do one of the following:

- Select ▬ / ➕ to adjust volume.
- On the remote control, press the Volume Down/Up key to adjust volume.
- On your CP900/CP700, 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

Select 📷 / 📷 to turn the camera off or on.

Turning off/on Incoming Video

Procedure

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

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, select ⋯ > **Start recording** to record a meeting.

To stop recording, select ⋯ > **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
- Using and Viewing the Whiteboard

Introduction of the Whiteboard

Procedure

Introduction of the whiteboard is as below:
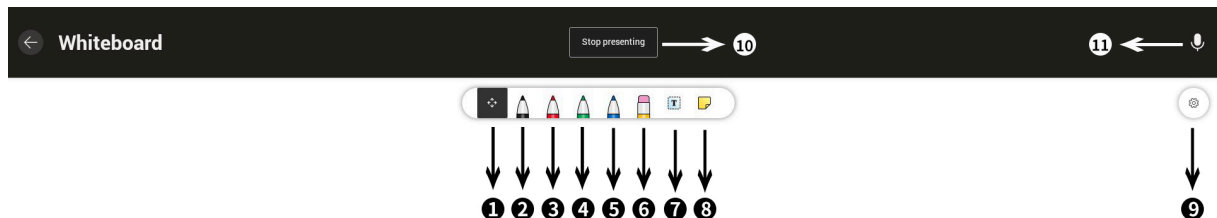
No.	Item
1	Pan and Zoom

No.	Item
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

Using and Viewing the Whiteboard

Procedure

During the meeting, select ▪▪▪ > **Share Whiteboard**.

📝 **Note:** You can use the whiteboard to share content if the device connected to a touch display device, otherwise you can only view what others share.

Raising Hand

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

Procedure

During the meeting, select ▪▪▪ > **Raise hand**.

Setting the Screen Layout

You can set the layouts as Gallery, Large Gallery, or Together mode.

Procedure

1. Select ⊞ when the meeting is more than four people.

2. Select **Gallery**, **Large gallery**, or **Together mode** to change layouts.

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, select ⬛ > **Turn on live captions**.
Live captions are displayed on the display screen.

Leaving a Meeting

Procedure

Do one of the following:

- Select ☎.
- Press the End Call key on your remote control.
- Tap ☎ on your CP900/CP700.

Other participants remain connected.

Sharing Content

You can share the content on your computer when the device is idle or in a conference. Only one content can be shared at a time, and the content shared later will replace the previous one. We recommend that you use two screens for sharing content.

- Using WPP20 Wireless Presentation Pod

Using WPP20 Wireless Presentation Pod

In a meeting room, you can connect WPP20 to your PC for content sharing. Connect WPP20 to VC210, when VC210 prompt "Wireless Presentation Pod Pairing Successfully", remove WPP20 from the VC210. After that, connect WPP20 to the PC and the PC will pop up the wireless presentation software automatically.

- Sharing Content via WPP20
- Switching the Shared Content via WPP20
- Stopping Sharing Content via WPP20

Sharing Content via WPP20

Before you begin
Make sure the computer is powered on and you connect the WPP20 wireless presentation pod to your PC.

Procedure

Do one of the following:

- On the WPP20, press the presentation button to share the full screen of the PC.

- On the WPP20, long press the presentation button for 3 seconds and then release this button. Select the file or window you want to share and then click **Start Sharing**.
- On the Yealink Wireless Presentation Pod software, click **Contents Share**, select the file you want to share, and then click **Start Sharing**.

  The computer content is automatically projected to the device.

Switching the Shared Content via WPP20

Procedure

1. On the Yealink Wireless Presentation Pod software, click **New Share**.
2. Select the file or window you want to share and then click **Start Sharing**.

Stopping Sharing Content via WPP20

Procedure

Do one of the following to stop sharing content:

- Remove WPP20 from your computer.
- On the WPP20, press the presentation button.
- On the Yealink Wireless Presentation Pod software, click **Stop Sharing**.

Camera Settings

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

- Controlling Camera Position
- 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. Go to **More** > **Settings** > **Device Settings** > **Control**.
2. Do one of the following:

   - Select $\ominus$ / $\oplus$ to control camera zoom out/in.
   - Select the arrow keys to pan/tilt the camera.
   - **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.

   - 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.

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 select **OK**.

   - **Auto**, it calculates the best white balance setting based on lighting conditions in the room.
   - **Indoor**
   - **Outdoor**
   - **One push**
   - **ATW** (default), 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. 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**, 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 cannot control the camera position.

Procedure

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

Adjusting Hangup Mode and Camera Pan Direction

Procedure

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

Teams Device Settings

- Setting the Language
- Time and Date Display
- Maximizing Monitor Video Display
- Changing the Backlight Time
- 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. Press **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. Select **Manual Settings** from the **Type** field, and Press **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:

- **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. Press **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
- Screen Reader

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. Select **OK**.

Screen Reader

The device will read where you tap.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Accessibility**.
2. Turn on **Screen Reader**.

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 (Admin only, default password: 0000)**.
2. Turn on **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. Select ⋮ > **Scan** to search the available wireless network.
3. Select the desired wireless network.
4. If the network is secure, enter its password.
5. Select **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. Select ⋮ > **Add**.

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

- If you select **None**, select **Save**.
- If you select **WEP** or **WPA/WPA2-PSK**, enter the password and then select **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 select **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. Select **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 (Admin only, default password: 0000)**.
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
- 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 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** > **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. Select **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](#)
- [Resetting Your Device](#)

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** > **Reboot**.
2. Select **Reboot phone**.

   It prompts if you are sure to reboot the device.
3. Select **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**.

Resetting Your Device

You can reset the device to factory settings with the need for entering the Administrator's password.

Procedure

1. Go to **More** > **Settings** > **Device Settings** > **Debug (Admin only, default password: 0000)**.
2. Select **Reset to Factory Settings**.

   It prompts if you are sure to reset to factory default.
3. Select **OK**.

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.

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:

- The PO (Purchase Order) provided by the supplier.
- The label of the carton box.
- The device's bar code on the back of the device.

Checking the IP Address of Device

Procedure

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