USER GUIDE

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Poly CCX Business Media Phones with Microsoft Teams

Getting Help
For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Related Poly and Partner Resources

This user guide helps you configure Poly settings available on the CCX when running Microsoft Teams. You must have a Teams–enabled Microsoft Office 365 account to access all of the features of your CCX with Teams.

This user guide supports the following Poly phones with Teams enabled:

- CCX 400 business media phones
- CCX 500 business media phones
- CCX 600 business media phones

Audience, Purpose, and Required Skills

This guide provides information for Poly CCX Business Media Phones running the Microsoft Teams application. Administrators and users can use this guide to configure Poly settings available on the phone's local interface.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The Polycom Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The Polycom Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The Polycom Partner Network are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

Getting Started with Poly CCX with Teams

Topics:

- Product Overview of Poly CCX Business Media Phones
- CCX Phone Hardware Overview
- Teams Screens
- Wake the Phone

Before you use your Poly CCX with Teams, take a few moments to familiarize yourself with its features and user interface.

Note: As you read this guide, keep in mind that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

For additional information on using your Poly CCX phone with Teams, see Microsoft Phones for Teams.

Product Overview of Poly CCX Business Media Phones

Poly CCX business media phones support audio-only conference calls with Microsoft Teams voice platforms along with point-to-point and bridge calls.

Poly CCX business media phones with Teams features

- Placing, answering, and managing audio calls
- Adjusting call and phone settings
- Viewing, joining, and scheduling meetings
- Checking voicemail messages
- Pairing Bluetooth headsets (CCX 500 and CCX 600 only)
- Connecting to a wireless network (CCX 600 only)

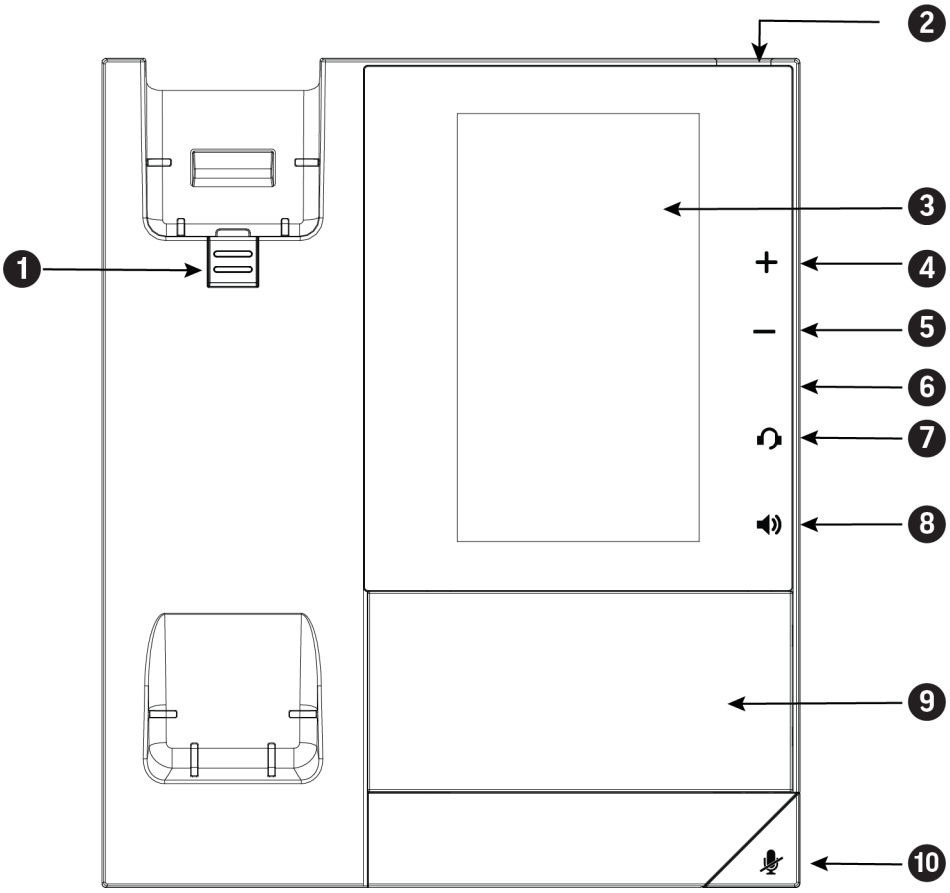
CCX Phone Hardware Overview

The following topics describe the hardware features for Poly CCX business media phones.

Poly CCX 400 Business Media Phones Hardware

The following figure displays the hardware features on Poly CCX 400 business media phones. The table lists each feature numbered in the figure.

Figure 1: Poly CCX 400 phone hardware features



Poly CCX 400 Phone Hardware Feature Descriptions

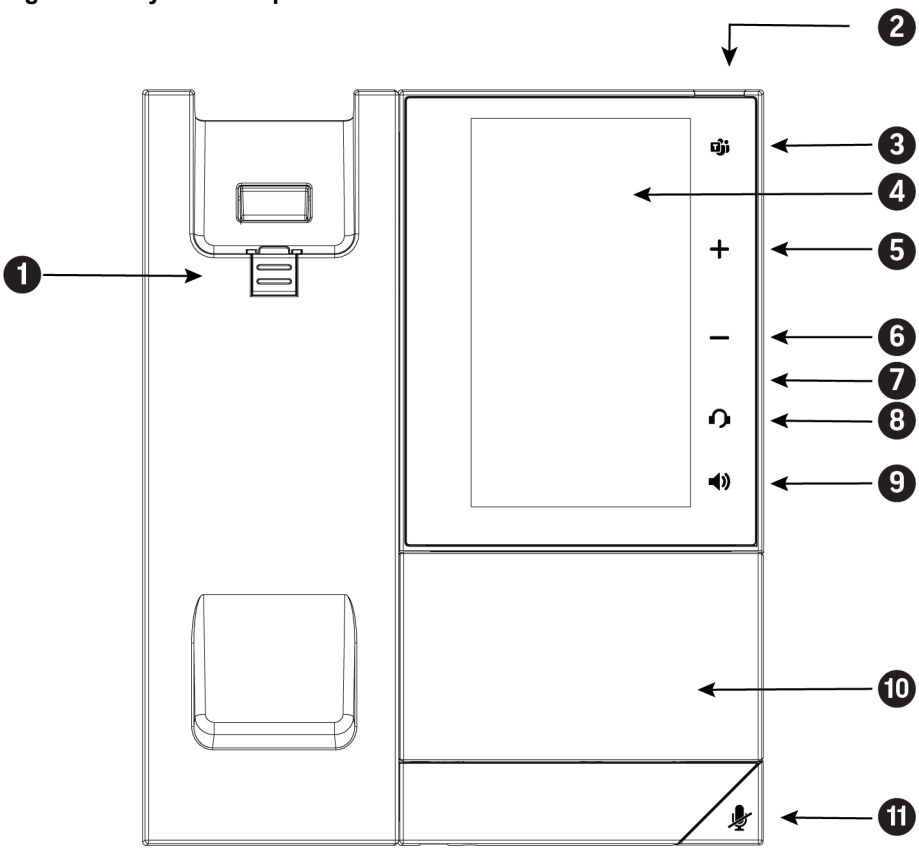
Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate you have an incoming call or a new message.

Reference Number	Feature	Feature Description
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.
4,5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	CCX 400 phones contain one USB-A port. Enables you to attach a USB flash drive or USB headset.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mute or unmute the microphone during an active call.

Poly CCX 500 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 500 business media phones. The table lists each feature numbered in the figure.

Figure 2: Poly CCX 500 phone hardware features



Poly CCX 500 Phone Hardware Feature Descriptions

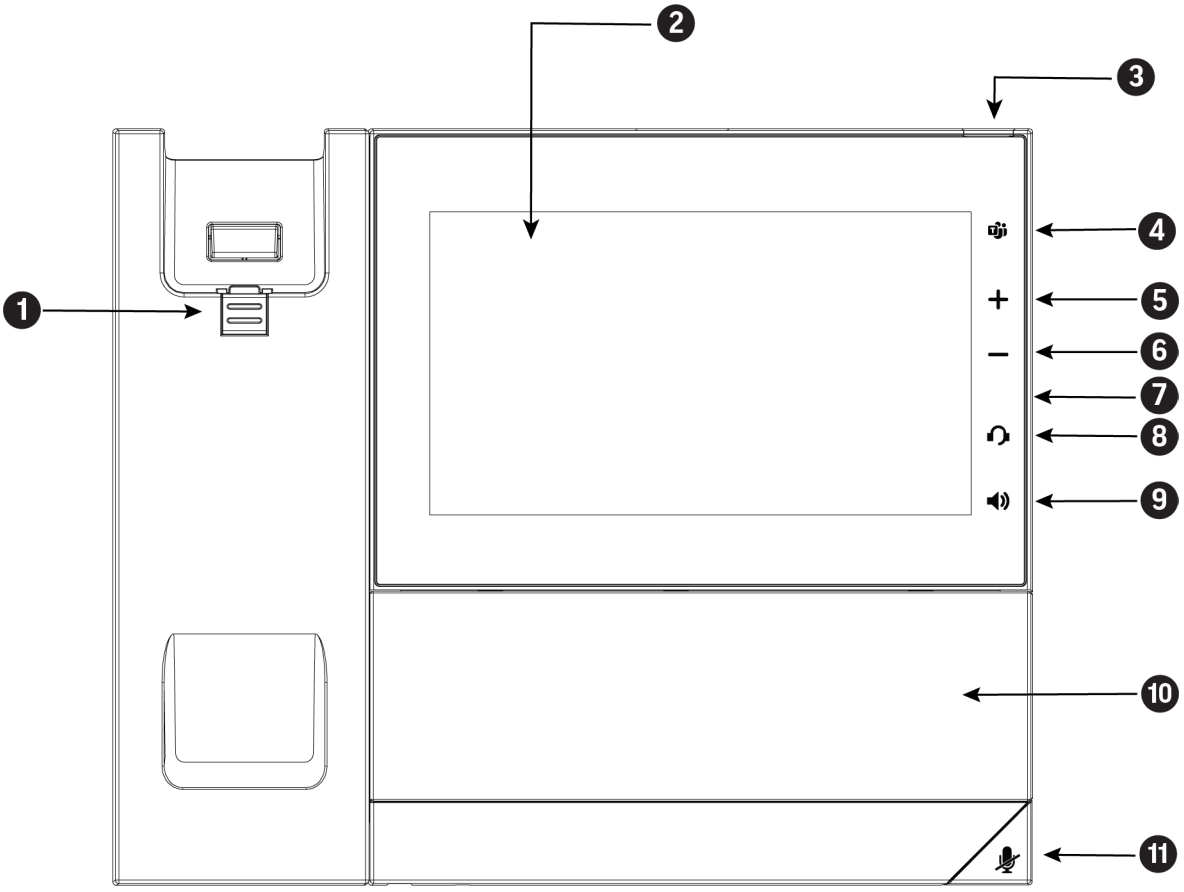
Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate you have an incoming call or new messages.
3	Teams button	Glows and is active when the phone is set to the Teams base profile. Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen.
4	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.

Reference Number	Feature	Feature Description
5,6	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	Poly CCX 500 phones include one USB-A port and one USB-C port.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

Poly CCX 600 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 600 business media phones. The table lists each feature numbered in the figure.

Figure 3: Poly CCX 600 Phone Hardware Features



Poly CCX 600 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
3	Message waiting indicator	Flashes red to indicate you have an incoming call or new messages.
4	Teams button	Glows and is active when the phone is set to the Teams base profile. Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen.
5.6	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	One USB-A port and one USB-C port. You can connect a USB flash drive to the USB-C port and a headset or EagleEye Mini USB camera to the USB-A port.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

LED Indicators on CCX Phones

The LEDs on Poly CCX phones indicate phone and accessory states.

CCX Phones LED Descriptions

LED	Color State and Description
Speakerphone	Off – Phone is in sleep mode. White – Speakerphone is off, but the phone is active. Green – Speakerphone is on.
Headset	Off – Phone is in sleep mode. White – No headset is active. Green – An electronic hookswitch (EHS) headset is connected and activated. Blue – A USB or Bluetooth headset is connected and activated.
Mute	Off – No call is active. Red – The phone microphone is muted.
Message Waiting Indicator (MWI)	Off – No new messages are available. Blinking Red – New or unread voicemails are available, incoming call and missed call.

Teams Screens

Poly CCX phones with Teams include different screens that provide specific functionality.

You can access the following screens:

- **Home** screen: Access other Teams screens and view notifications for meetings, missed calls, and voicemail messages.
- **Calls** screen: Speed dial your favorite contacts and view a list of recent calls.
- **Calendar** screen: View your schedule and join meetings.
- **Voicemail** screen: Listen to and manage your voicemail messages.
- **People** screen: Access and manage your Teams contact lists.

Note: You can disable the **Home** screen display and notifications in the **Settings** menu.

Wake the Phone

The phone screen turns off after a set amount of idle time. You can wake the phone at any time after this happens.

If you have phone lock enabled, you are prompted to input the PIN when you wake the system.

Procedure

- » Do one of the following:
  - Lift the handset.
  - Tap the screen.
  - Tap the Bluetooth headset call button.
  - Tap the USB headset call button.

Signing In to and Locking Your Phone

Topics:

- Signing In to Your Phone
- Locking Your Phone

Sign in to your phone and lock your phone for security.

Signing In to Your Phone

Use your Microsoft account credentials to sign in to Teams on your phone.

You can sign in to your phone using one of the following methods:

- **User ID**: Enter your user credentials.
- **Web Sign In**: To sign in from a computer, select **Sign in from another device**, and use the provided web address and code.

Note: You can sign in with only one Microsoft account at a time.

Sign In Using the Phone's Local Interface

Sign in to Microsoft Teams using the phone's local interface.

Procedure

1. Select **Sign in**.
2. Enter your Microsoft account name and select **Next**.
3. Enter your Microsoft password and select **Sign in**.

Sign In Using a Web Browser

Sign in to Microsoft Teams using a web browser.

Procedure

1. Select **Sign in**.
2. Select **Sign in from another device**.

   A URL and code display.
3. Enter the URL into a web browser on your computer.
4. Enter the code into the provided **Code** field.
5. Select your Microsoft account and click **Next**.
6. Enter your Microsoft password and select **Sign in**.

   Your phone signs in to Teams.
7. On your phone, select **Got it**.

Sign Out of Your Phone

If you sign in to Microsoft Teams on a public phone, sign out after you finish using the phone.

After you sign out of Microsoft Teams, you can't make calls or view upcoming meetings. You must sign back in to Microsoft Teams to use the phone.

Procedure

1. Go to **Menu** > **Settings**.

   If the phone uses a Common Area Phone (CAP) account, go to **Device Settings** > **Advanced**.
2. Select **Sign out**.
3. Select **OK**.

Sign In as a Hot Desk User

You can sign in to your account as a hot desk user on an unlocked phone already signed in by another user.

Procedure

1. Select **Menu** > **Hot Desk**.
2. Enter your email address and select **Sign in**.
3. Enter your password and select **Sign in**.
4. To sign out, select **Menu** > **Device Settings** > **Sign Out**.

Locking Your Phone

To limit access to your phone, set a lock PIN.

Consider locking your phone if you want to:

- Prevent unauthorized outgoing calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

Set a Phone Lock PIN

To limit access to your phone, set a phone lock PIN. The phone lock is activated after your phone sits idle for a set amount of time.

Note: You can only access the phone lock PIN menu while signed in to Microsoft Teams.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Phone Lock**.
3. Select **Enable Phone Lock**.

   Note: Once enabled, you must input your phone lock PIN to disable it.

4. Enter a phone lock PIN in both fields, then select **OK**.
5. Select **Phone Lock Timeout** to choose the amount of time the phone sits idle before locking.

Change your Phone Lock PIN

You can change your phone lock PIN at any time.

Note: If you enter the incorrect PIN four times, you are automatically signed out of Teams and the phone lock becomes disabled.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Phone Lock**.
3. Select **Change PIN**.
4. Enter your current pin and your new PIN, then confirm your new PIN.
5. Select **OK**.

Unlocking Your Phone with a Lock PIN

If you set a lock PIN, enter the lock PIN to unlock your phone.

Note: If you enter the incorrect PIN four times, you are automatically signed out of Teams and the phone lock becomes disabled.

Procedure

1. On the phone screen, swipe up.
2. Enter the PIN.
3. Tap the check mark.

Calling and Conferencing

Topics:

- Place a Call
- Call a Favorite Contact
- Place an Emergency Call
- Join a Meeting
- Add a Contact to Your Favorites Tab
- Assign a Delegate

Place calls and join meeting from your CCX phone.

Place a Call

Place a call using the dialpad or by selecting a contact.

Procedure

1. On the **Calls** screen, select the **Make a Call** icon.
2. Do one of the following:
    - Enter a number on the dialpad and select the **Call** icon.
    - Select the **People**, search for a contact, and select the **Call** icon next to the contact's name.

Call a Favorite Contact

Call a contact from your favorite list on the **Calls** screen.

Procedure

1. Do one of the following:
    - Pick up the headset.
    - Press the headset or speakerphone icon on the phone.
    - Select the phone icon.
2. From the **Favorites** tab on the **Calls** screen, select a favorite.

Place an Emergency Call

You can place an emergency call from a locked phone.

Important: The Teams app displays the error message "No internet. Emergency calls not supported." when the phone reboots from the Poly Basic Settings menu or the phone wakes to the lock screen. Internet and Emergency Calling are accessible.

Note: If the phone sign in screen appears, you must first sign in to place an emergency call.

Procedure

1. From a locked phone, swipe up on the screen.
2. Select **Emergency Call.**
3. Enter 911, or another approved emergency number.
4. Select **Call**.

Join a Meeting

Join a Teams meeting from the Calendar screen.

Procedure

» To the right of the meeting title, select **Join**.

Add a Contact to Your Favorites Tab

Select contacts and add them to the Favorites tab on the Calls screen.

Procedure

1. On the **Calls** screen, select the **Recent** tab.
2. Select a contact and select the star ★.

Assign a Delegate

Select contacts that can make and receive calls on your behalf.

Procedure

1. Go to **Menu** > **Settings** > **Manage delegates**.
2. Select **Add delegates** and search for a contact.
3. Select a contact and choose the delegate settings.
    - Make calls

- Receive calls
- Change call and delegate settings

4. To save, select the check mark ✓.

   The phone adds the delegate to your delegates list.

Poly CCX with Teams Settings

Topics:

- Change the Phone Display Language
- Date & Time
- Adjust the Display Backlight
- Set the Phone Theme to Dark
- Enable the Screen Saver
- Adjust the Backlight & Screen Saver Timeout
- Headset Settings
- Connecting to a Wireless Network
- Connecting Your Phone to Your Computer with Better Together
- Enable Accessibility Options

You can customize basic settings on the phone, including the display language, time and date format, and the backlight settings.

Some changes you make apply automatically. However, some settings require you to select the **Back** button and then select **Save** when prompted.

Change the Phone Display Language

You can change the language used for your phone's user interface.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Language** and select a language from the list.

Date & Time

Set the date and time by manually selecting a time zone or by using a server.

Change the Time Format

Choose a 12-hour or 24-hour time format on your phone.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Date & Time**.
3. In the **Time Format** section, select **12 - Hour** or **24 - Hour**.

Adjust the Display Backlight

Adjust your phone's display brightness.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Display**.
3. Slide the **Backlight** slider to the left to lower the brightness or to the right to increase the brightness.

Set the Phone Theme to Dark

To reduce the brightness of your phone screen, switch to the dark theme.

Procedure

1. Go to **Menu** > **Settings**.
2. Select the **Dark Theme** toggle.
3. Select **Restart**.

Before the phone switches to the dark theme, the Teams splash screen displays momentarily.

Enable the Screen Saver

Enable the screen saver and choose from the built-in screen saver backgrounds.

The screen saver automatically starts when your phone is idle for a specified amount of time. You can stop the screen saver at any time by pressing any key or touching the screen.

Procedure

1. Go to **Menu** > **Settings**.
2. Select **Display**.
3. Select **Screen Saver**.

   The **Screen Saver Background** menu appears.
4. To display a list of available screen savers, select **Screen Saver Background**.

Adjust the Backlight & Screen Saver Timeout

Choose the amount of time your phone sits idle before the screen saver starts or the phone screen turns off.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Display**.
3. Select **Backlight & Screen Saver Timeout**.

4. Choose an idle time from the list.

Headset Settings

Connect a USB or Bluetooth (if supported on your phone) headset to use as your audio device for calls.

A dialog window displays to notify you when you successfully connect a headset. When you use the headset, the phone's headset icon glows.

Note: Lifting the handset overrides the headset.

Configure Hookswitch Mode

Configure which hookswitch mode your phone uses. Based on the headset you're using, this option may enable additional headset control options.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Headset**.
3. Select **HookSwitch Mode** to choose an available mode from the list.

Enable Echo Cancellation

Enable echo cancellation to remove echoes that you might experience when using your headset.

Note: Echo cancellation isn’t available on CCX 400 business media phones.

Procedure

1. Go to **Menu** > **Setting** > **Device Settings**.
2. Select **Headset**.
3. Select **Echo Cancellation**.

Enable Bluetooth

Pair and connect a Bluetooth device to your phone.

Note: Bluetooth is not supported on CCX 400 phones.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Bluetooth**.
3. On the Bluetooth screen, select **Bluetooth** to enable or disable Bluetooth.

   When you enable Bluetooth, the **Manage Bluetooth Device** option displays. You can now pair Bluetooth–enabled devices in range.

Connect a Bluetooth Headset

Connect a Bluetooth headset to your phone.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings** > **Bluetooth** > **Manage Bluetooth Devices**.
2. Select **Pair New Device**.
3. Select your headset from the Available devices list.

Connecting to a Wireless Network

You can connect your Wi-Fi capable phone to a wireless network.

Note: CCX 600 and CCX 700 phones support wireless network connectivity.

Enable Wi-Fi

To connect your phone to a wireless network, enable Wi-Fi.

Note: Enabling Wi-Fi reboots your phone.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi**.
3. On the Wi-Fi screen, select **Wi-Fi**.

   Your phone reboots.

Connect to a Wireless Network

After you enable Wi-Fi on your phone, connect to a wireless network.

Make sure you have the login credentials for the network you want to connect to.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings** > **Wi-Fi** > **Launch Wi-Fi Settings**.
2. Select a wireless network from the list.
3. Enter the required information for the chosen wireless network.

   Note: The information required for a wireless network depends on the security settings of the chosen wireless network.

4. Select a security type.

   For enterprise-based networks:

   a. Enter your user ID and password.

   b. Select an EAP-Method authentication type.

- EAP-PEAP-MSCHAPv2
- EAP-TTLS-MSCHAPv2
- EAP-PWD

5. Select **Connect**.

Disconnect from a Wireless Network

To change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi**.
3. Select the connected wireless network SSID from the list.
4. Select **Disconnect**.

Remove a Wireless Network

Remove any saved wireless network that is no longer necessary.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings** > **Wi-Fi** > **Launch Wi-Fi Settings**.
2. Select the connected wireless network SSID from the list.
3. Select **Forget**.

Connecting Your Phone to Your Computer with Better Together

You can pair your desktop Teams app to Teams on your phone.

Note: For Better Together requirements and limitations, see Phones for Microsoft Teams.

When you connect your CCX phone with Teams to your computer, your phone locks and unlocks with your computer.

Connect Your CCX Phone to Your Computer with Better Together

Pair your CCX 500 or CCX 600 Teams desktop app to your phone.

Enable Bluetooth on your CCX phone and your computer.

Note: For Better Together requirements and limitations, see Phones for Microsoft Teams.

Procedure

1. Go to **Menu** > **Manage Devices**.
2. Select **Find a device**.

3. When your phone appears in the list, select **Connect** and follow the on screen instructions.

Enable Accessibility Options

Your phone includes accessibility options to assist with visual impairment.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Accessibility**.
3. To enable or disable accessibility options, select **Accessibility Settings**.
4. Enable the following options as desired:
   - **High Contrast Mode**: Increases the color contrast in the local interface.
   - **Large Text**: Increases the size of the text in the local interface.
   - **Color Correction** and **Correction Mode**: Adjusts colors to compensate for red-green or blue-yellow color blindness.

Accessibility Features

Topics:

- Users Who Are Deaf or Hard of Hearing
- Users with Limited Mobility
- Users Who Are Blind, Have Low Vision, or Have Limited Vision

Poly products include a number of features to accommodate hearing, vision, mobility, or cognitively impaired users.

Users Who Are Deaf or Hard of Hearing

Your phone includes accessibility features for users who are deaf or hard of hearing to use the phone.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual message indicators	An indicator light on the phone indicates that new messages are waiting. Icons on the screen also indicate that the phone has new messages.
Adjustable ring tone and volume	You can choose from a variety of ring tones for the phone. You can also change the volume of the ringer to suit your needs and choose different ring tones for contacts.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Electronic hookswitch	If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset.
Hearing aid compatible (HAC) handsets	All phones are hearing aid compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per 47 CFR 68.317 & the Telecommunications Telephone Terminal Equipment Magnetic Field and Acoustic Gain Requirements of ANSI/TIA/EIA 504A Feb 1998. The phones are also compliant to Rehabilitation Act Section 508 Recommendations: Subpart B 1194.23.

Accessibility Feature	Description
TTY support	The phones support commercial TTY devices such as Ultratec Superprint. Additionally, the phones provide acoustically coupled TTY support.

Users with Limited Mobility

Your phone includes accessibility features to enable users with limited mobility to use various phone features.

The following table lists the accessibility features for users with limited mobility.

Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Touchscreen	The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features.
Built-in speakerphone	A built-in speakerphone enables you to hear audio on the device without having to use a headset.

Users Who Are Blind, Have Low Vision, or Have Limited Vision

Your phone includes accessibility features for users who are blind, have low vision, or have limited vision to use the phone.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.

Troubleshooting

Topics:

- View Device Information
- Testing Phone Hardware
- Access Microsoft Teams Help
- Enable Logging
- Enable Screen Capture
- Reboot the Phone

If you're having issues with your Poly phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

View Device Information

View device information, such as the IP address, the unique MAC address, and software and application versions the device is currently running.

Procedure

» Go to **Settings** > **Device Settings** > **About** to view the following device information:

- IP Address
- MAC Address (also called the serial number)
- Firmware Version
- Partner App Version
- Company Portal Version
- Teams Version
- Device Settings Version
- Admin App Version

Testing Phone Hardware

Perform diagnostic tests to troubleshoot your device.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings** > **Diagnostics**
2. Perform the following tests:

Test Option	Description
Audio	Test the speakerphone, handset, USB headset, or Bluetooth headset microphone and speaker.
Network	Test the phone's network connection using netstat and ping.
Touch	Test the phone's touchscreen by drawing lines.
LED	Test the phone LEDs by blinking LEDs not currently illuminated.
Display	Tests the phone's display by cycling through primary and secondary colors.

Access Microsoft Teams Help

You can access the Microsoft Teams help site through the phone's local interface or on the internet.

Procedure

» Do one of the following:
- On the phone, go to **Menu** > **Settings** > **Help**.
- In a web browser, go to Microsoft Teams help center.

Enable Logging

Your system administrator may ask you to turn on logging to assist in troubleshooting. Logging stores information about events that take place on the phone, such as placing a call.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. On the Debug screen, select **Logging**.
4. To choose a logging level, select **Log Level**.

Enable Screen Capture

Your administrator may ask you to enable screen capture for troubleshooting purposes.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. On the Debug screen, select **Screen Capture**.

Reboot the Phone

Your system administrator may ask you to reboot the phone to assist in troubleshooting.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. Select **Reboot Phone**.