

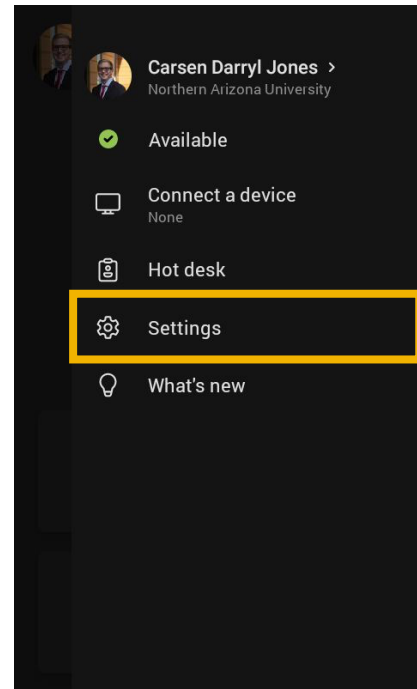
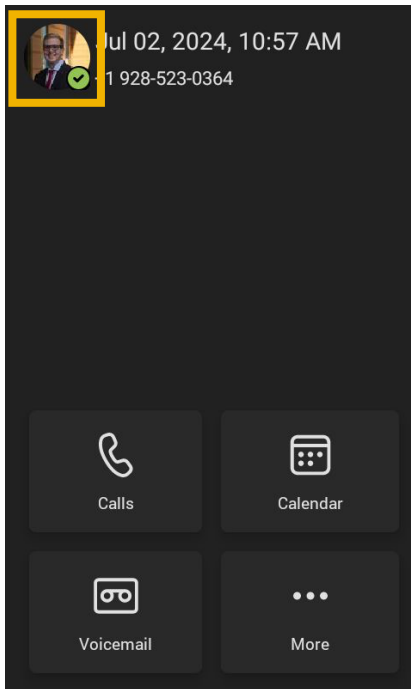
Setting and Managing Delegates

Yealink MP54 Desk Phone

What is a delegate?

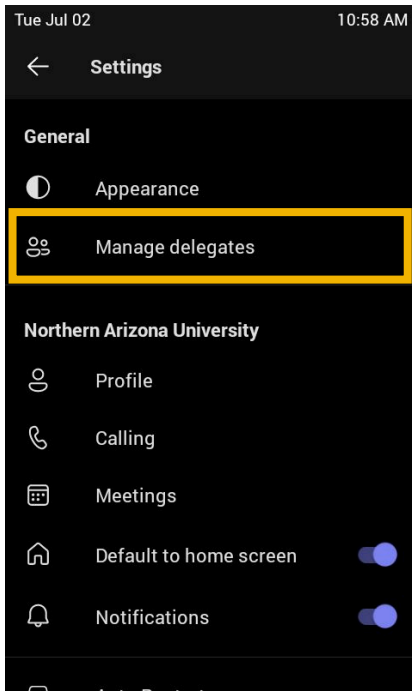
A delegate is another user that can make or receive calls on behalf of the original user or shared account. Delegates can be configured to receive calls concurrently with you, or they can be set to receive calls after a designated period if the call remains unanswered. You can set up a single delegate or multiple delegates.

Setting a delegate

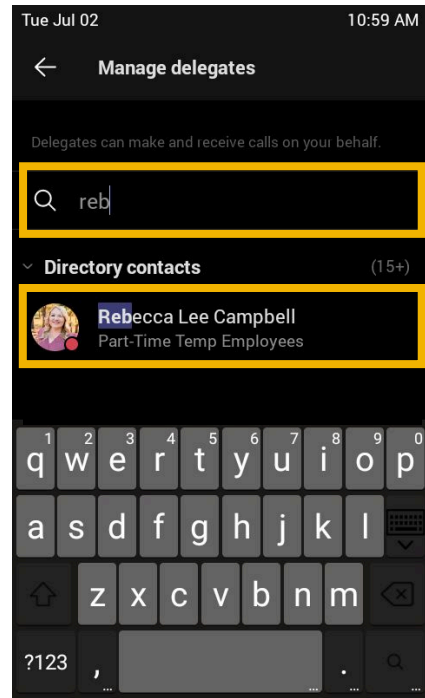


1. From the home screen, tap on the **profile icon** at the top left of the screen.

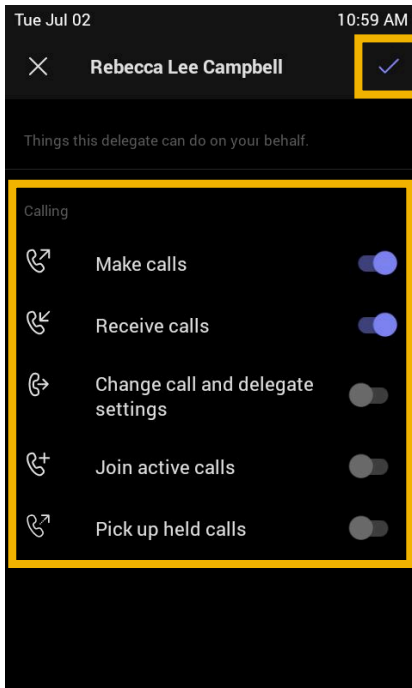
2. Tap on **Settings**.



3. Tap on the **Manage delegates** button.



4. Search for the user you would like to add as a delegate, then tap on their profile card.

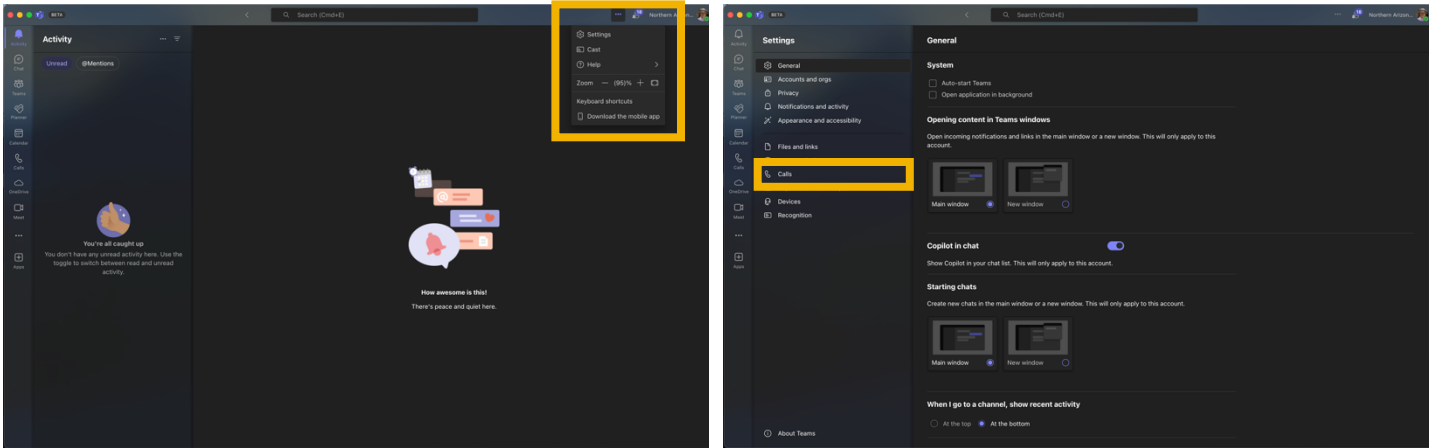


5. Toggle the permissions you would like the delegate to have, then tap on the check mark icon at the top right of the screen to save.

Have questions? Call the Service Desk
928.523.3335 or open a Service Now ticket

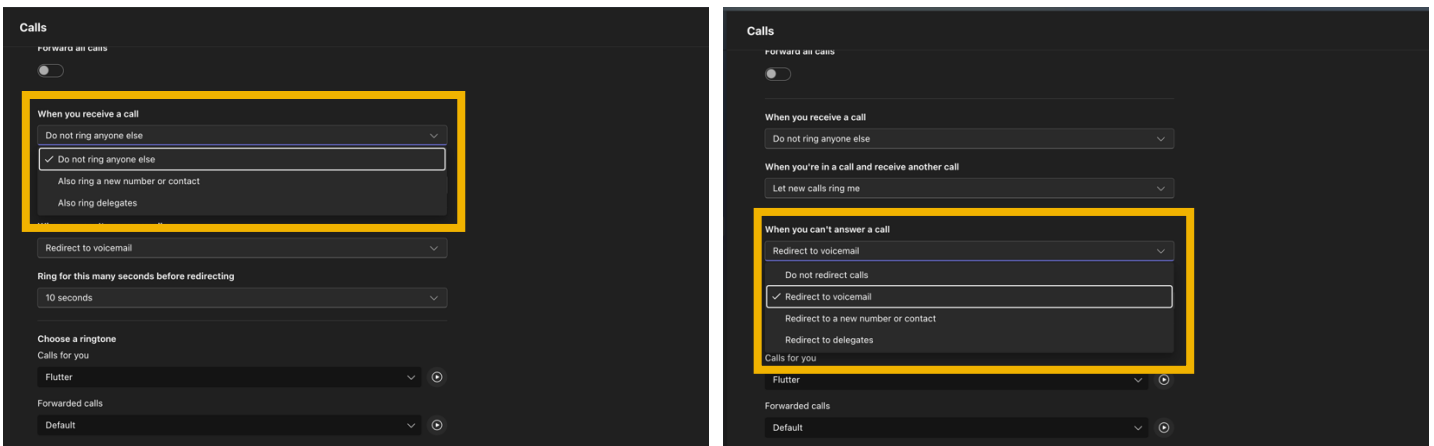
Managing and Changing Delegate Settings

To change delegate settings, it is recommended to do this from the Teams app on your computer.



1. Click on the **three-ellipsis icon** at the top right of the window, then click **Settings**.

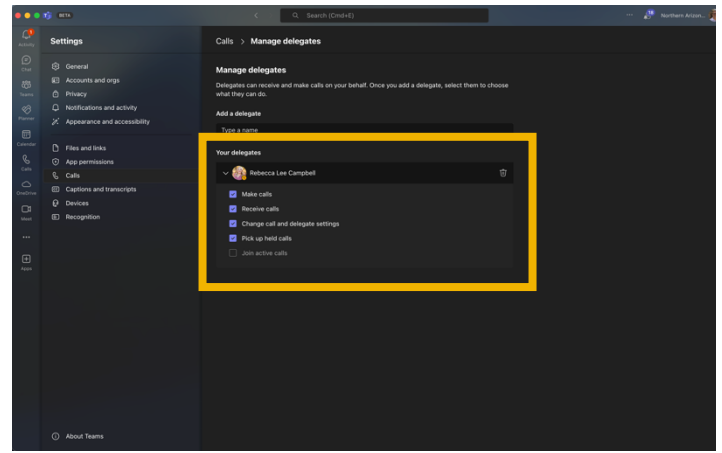
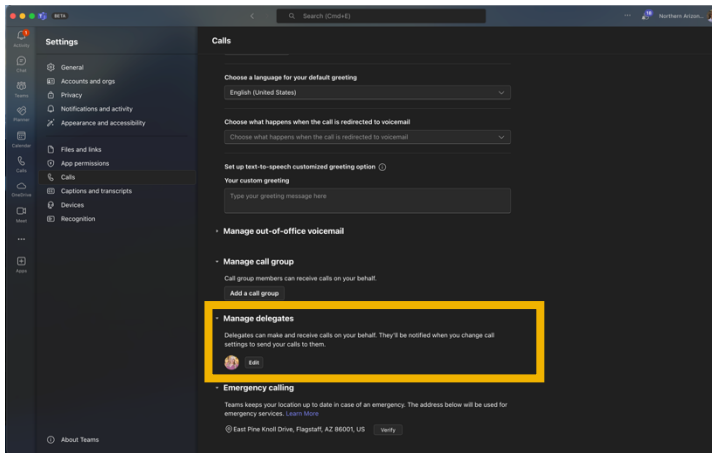
2. In the settings menu, click **Calls**.



3. If you would like incoming calls to ring your device and your delegate's at the same time, change the **"When you receive a call"** setting to **"Also ring delegates"** in the drop-down menu.

4. If you would like incoming calls to only ring delegates after a certain period of time left unanswered, then change the **"When you can't answer a call"** setting to **"Redirect to delegates"** in the drop-down menu. You can set the period it takes to redirect to a delegate in the **"Ring for this many seconds before redirecting"** drop-down menu. By default, if you do not answer a call within 20 seconds, it will redirect to your delegates.

**Have questions? Call the Service Desk
928.523.3335 or open a Service Now ticket**



5. To edit delegate permissions or to remove a delegate, scroll down to the Manage Delegates section of the Call Settings window, then click on **edit**.

6. Click on the delegate that you would like to edit the permissions of, then toggle the desired permissions. If you would like to remove the delegate, click the trash can icon.

If you need further assistance, please view our other [Microsoft Teams trainings](#) or contact the Service Desk at 928-523-3335.

**Have questions? Call the Service Desk
928.523.3335 or open a Service Now ticket**