

Yealink



Yealink T2 Series and SIP-T19(P) E2 IP Phones User Guide

Version 84.10
Sep. 2018

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About This Guide

Thank you for choosing Yealink T2 series IP phones, which deliver the industry's leading HD audio quality and a wide range of business telephony features, such as Call Hold, Call Transfer, Busy Lamp Field, Call Recording, Multicast Paging and Conference over an IP network. Meanwhile, it features a compact appearance, robust performance and cost efficiency for daily desktop voice communications.

This guide provides everything you need to quickly use your new phone. Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide which can be found in your phone package before you set up and use the IP phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

This user guide contains information for the following Yealink products:

- SIP-T29G IP phones
- SIP-T27G IP phones
- SIP-T23P IP phones
- SIP-T23G IP phones
- SIP-T21(P) E2 IP phones (including SIP-T21 E2 and SIP-T21P E2 IP phones)
- SIP-T19(P) E2 IP phones (including SIP-T19 E2 and SIP-T19P E2 IP phones)

Read the [Yealink Products Regulatory Notices guide](#) for all regulatory and safety guidance.

Related Documentation

You can obtain additional information of the following phones from Yealink Support:

- [IP Phone SIP-T29G](#)
- [IP Phone SIP-T27G](#)
- [IP Phone SIP-T23P](#)
- [IP Phone SIP-T23G](#)
- [IP Phone SIP-T21\(P\) E2](#)
- [IP Phone SIP-T19\(P\) E2](#)

The following types of related documents are available on each support page:

- Release Notes, which details bug fixes and feature enhancements when an update is released.
- Quick Start Guide, which describes how to assemble your phone and configure the basic phone features.
- Wall Mount Installation Guide, which provides detailed instructions on how to use an optional wall mount bracket to mount your phone on the wall.
- Administrator Guide, which provides the detailed information on how to configure phone features for system administrator.
- Regulatory Notice, which provides information about all regulatory and safety guidance.

In This Guide

This guide mainly takes the SIP-T27G IP phones as an example. Chapters in this guide include:

- Chapter 1 [About This Guide](#)
- Chapter 2 [Getting Started with Your Phone](#)
- Chapter 3 [Customizing Your Phone](#)
- Chapter 4 [Audio Settings](#)
- Chapter 5 [Directory](#)
- Chapter 6 [Call History](#)
- Chapter 7 [Call Features](#)
- Chapter 8 [Advanced Features](#)
- Chapter 9 [Optional Accessories with Your Phone](#)
- Chapter 10 [Maintaining Your Phone](#)
- Chapter 11 [Appendix - Menu Structure](#)

Getting Started with Your Phone

This chapter provides the overview of phone hardware and screen layout, and introduces how to navigate your phone for the best performance.

Topics

[Hardware Overview](#)

[Screen and Icons](#)

[Entering Characters](#)

Hardware Overview

Yealink T2 series IP phones have distinct hardware types:

Hardware	T19(P) E2	T23P/T23G/T21(P) E2	T27G	T29G
Screen	Grayscale	Grayscale	Grayscale	Color
Line Keys	No	Yes	Yes	Yes
USB Port	No	No	Yes	Yes

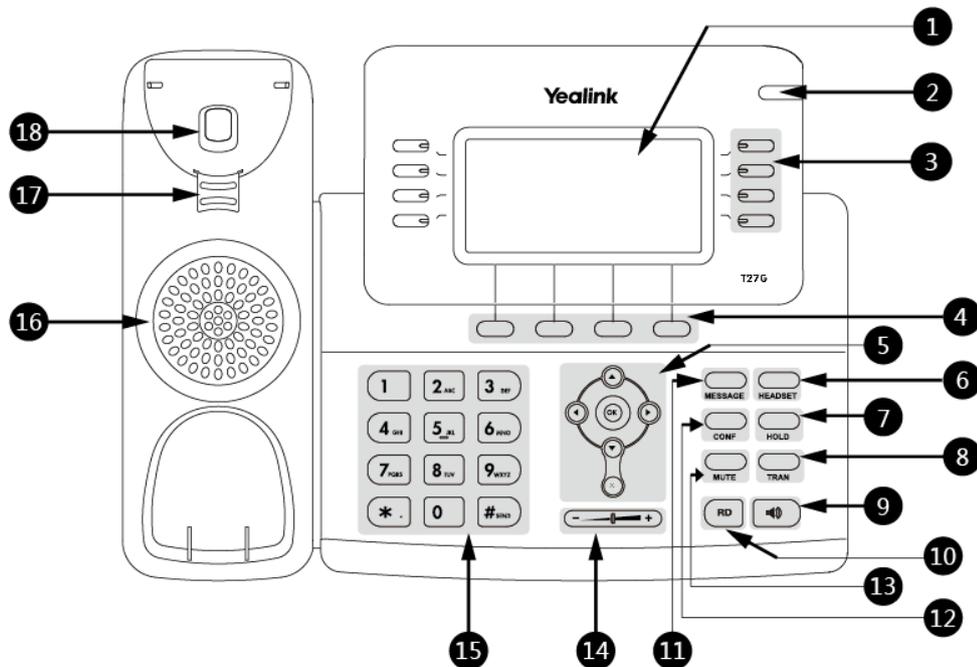
Topics

[T2X Series Hardware](#)

[Power LED Indicator](#)

[Line Key LED](#)

T2X Series Hardware



NO.	Item	Description
1	phone screen	Shows information about your phone, such as calls, messages, soft keys, time and date.
2	Power LED Indicator	Indicates call status, message status and phone's system status.
3	Line Keys	Access your phone lines and features. The SIP-T19(P) E2 IP phone does not have Line keys.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
5	Navigation Keys	<ul style="list-style-type: none"> • Scroll through information or options displayed on the screen. • Access History and Directory respectively.
	 OK Key	Confirms actions or answers incoming calls.
	Cancel Key	Cancels actions or rejects incoming calls. On the SIP-T23G/T23P/T21(P) E2 IP phones, you can also use it to mute or unmute an activate call. The SIP-T19(P) E2 IP phone does not have Cancel Key.
6	HEADSET Key	Toggles the headset mode on or off. The LED indicator glows green when the headset is activated. Only the SIP-T29G/T27G IP phone has a key light.
7	HOLD Key	Places a call on hold or resumes a held call. The SIP-T23G/T23P/T21(P) E2/T19(P) E2 IP phone has HOLD key.
8	TRAN Key	Transfers a call.
9	Speakerphone Key	Toggles the speakerphone (hands-free) mode or not.
10	RD Key	Redials a previously dialed number.
11	MESSAGE Key	Accesses your voice messages. The LED indicator glows green when receiving a new voice mail. The SIP-T19(P) E2 IP phone does not have a key light.
12	CONF Key	Creates a conference with another party. The SIP-T23G/T23P/T21(P) E2/T19(P) E2 IP phone does not have CONF key.
13	MUTE Key	Toggles the microphone on or off. The SIP-T23G/T23P/T21(P) E2 IP phone does not have MUTE key.
14	 Volume Key	Adjust the volume of handset, headset, speaker, ringer, or media.
15	Keypad keys	Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad key to select the item.
16	Speaker	Provides ringer and speakerphone audio output.
17	Reversible Tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on how to adjust the reversible tab, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones .

NO.	Item	Description
18	Hookswitch	Connects or disconnects the phone from the phone line. The hookswitch is automatically activated when a user lifts the handset from the cradle to get a dial tone.

Power LED Indicator

LED Status	Description
Solid red	The phone is initializing.
Fast-flashing red (300ms)	The phone is ringing.
Slow-flashing red (1s)	The phone receives a voice mail or text message.
Solid red for 500ms and off for 3000ms alternately.	The phone enters the power-saving mode. It is only available on the SIP-T29G IP phones.

Note

The SIP-T19(P) E2 IP phone only has a yellow key light.

The above introduces the default LED status. Your system administrator can configure the status of the power LED indicator.

Line Key LED

By default, the line keys are associated with the phone lines. You can set line keys as phone feature keys, and press line keys to access the configured phone features.

Line key LED (default)

LED Status	Description
Solid green	The line is seized. The line is in conversation.
Fast-flashing green	The line receives an incoming call.
Slow-flashing green	The call is placed on hold.
Off	The line is inactive.

Line key LED (configured as a Forward key with a value (destination number))

LED Status	Description
Solid green	The always forward feature is activated.
Off	The always forward feature is deactivated.

Note

If the value (the destination number) is not configured for a Forward key, the key LED indicator glows green when the always/busy/no answer forward feature is activated. It is off when the always/busy/no answer forward feature is deactivated.

Line key LED (configured as a BLF key or BLF List key)

LED Status	Description
Solid green	The monitored user is idle.
Fast-flashing red (200ms)	The monitored user receives an incoming call.
Solid red	The monitored user is busy.

LED Status	Description
	The monitored user's conversation is placed on hold (This LED status requires server support).
Slow-flashing red (1s)	The call is parked on the monitored user.
Off	The monitored user does not exist.

Line key LED (used as a page switch key)

LED Status	Description
Solid red	There is a call parked on the line, and the line key is not on the current page.
Fast-flashing green	The line receives an incoming call, and the line key is not on the current page.
Fast-flashing red	The monitored user whose line key is not on the current page receives an incoming call.
Off	The line keys are idle.

Line key LED (associated with a shared line)

The Local SCA Phone is involved in an SCA call, while the Monitoring SCA Phone is not involved in the SCA call and used for monitoring shared line.

LED Status	Description
Off	The shared line is idle.
Fast-flashing green	The shared line receives an incoming call.
Solid green (Local SCA Phone) Solid red (Monitoring SCA Phone)	The shared line is busy or is in a call. The shared line is dialing. The shared line is seized. The call on the shared line is barged in by the other shared line party.
Slow-flashing green (Local SCA Phone) Slow-flashing red (Monitoring SCA Phone)	The call on the shared line is placed on public hold.
Slow-flashing green (Local SCA Phone) Solid red (Monitoring SCA Phone)	The call on the shared line is placed on private hold. In a multi-party call, all the participants place the call on hold.

Line key LED (associated with a bridged line)

The Local BLA Phone is involved in a BLA call, while the Monitoring BLA Phone is not involved in a BLA call and used for monitoring bridged line.

LED Status	Description
Off	The bridged line is idle.
Fast-flashing green	The bridged line receives an incoming call.
Solid green (Local BLA Phone) Solid red (Monitoring BLA Phone)	The bridged line is busy or is in a call. The bridged line is dialing. The bridged line is seized.

LED Status	Description
Slow-flashing green (Local BLA Phone)	The call on the bridged line is placed on hold.
Slow-flashing red (Monitoring BLA Phone)	

Screen and Icons

Before you use the phone, you need to be familiar with the state of your phone, including phone screen layout and icons.

Topics

[Idle Screen](#)

[Dialing/Pre-dialing Screen](#)

[Calls Screen](#)

[Icons in the Status Bar](#)

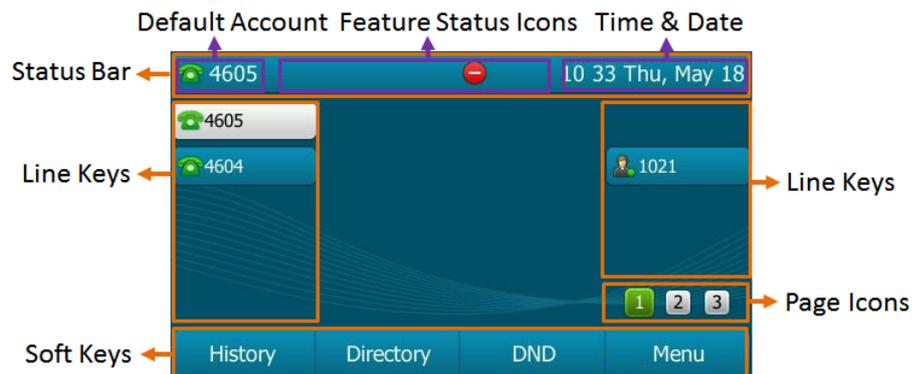
[Line Key Icons](#)

[Call History Icons](#)

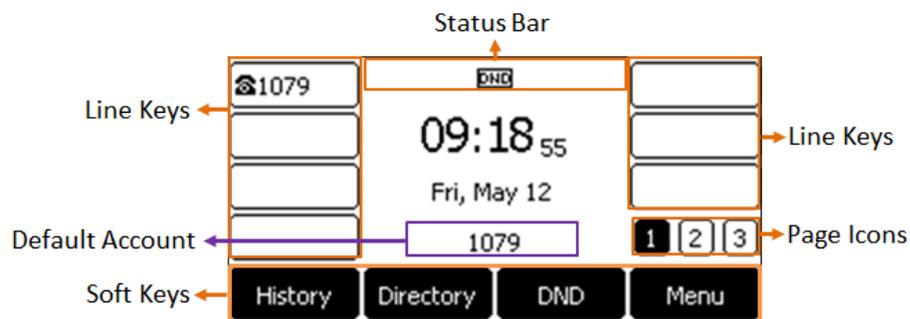
[Line Key Icons](#)

Idle Screen

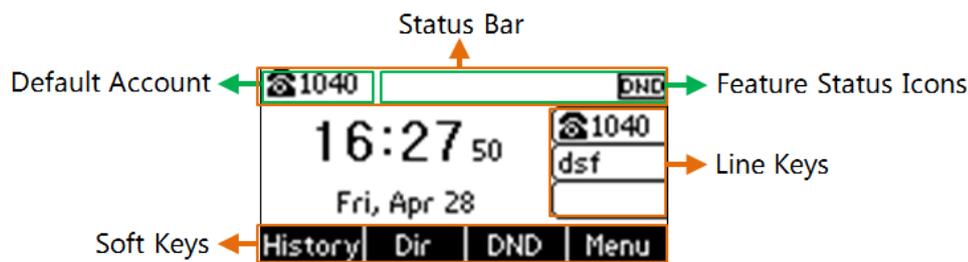
The Idle screen is made up of the status bar, line keys and soft keys. The time & date on the status bar or middle of screen varies by phone models.



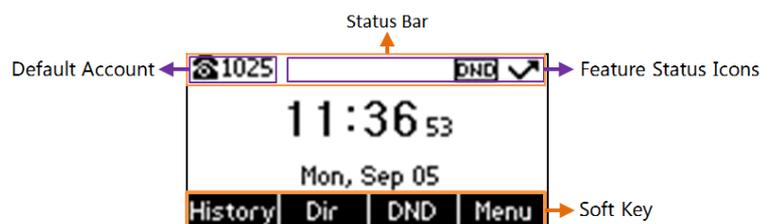
SIP-T29G



SIP-T27G



SIP-T23P/T23G



SIP-T19(P) E2

- **Status Bar:** Display the default account, feature status icons, and the time. The status icons are displayed when features are activated.
- **Line Keys:** Display the information associated with the line keys and feature keys on the phone.
- **Page Icons:** The page icons appear only when you assign functionality to line key located in line key 11-27 on the SIP-T29G IP phones or line key 9-21 on the SIP-T27G IP phones.
- **Soft Keys:** Each soft key label indicates the action for the soft key on the bottom of the screen.

Related Topics

[Icons in the Status Bar](#)

[Changing the Default Account](#)

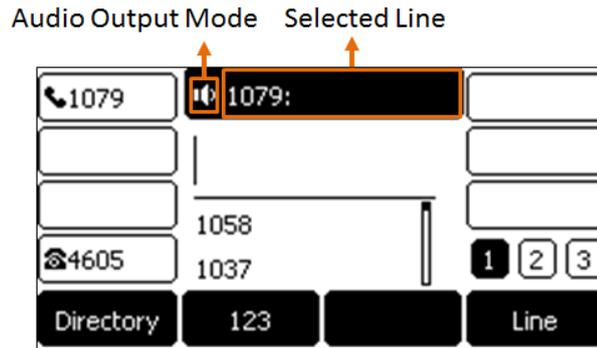
[Customizing the Soft Keys](#)

Dialing/Pre-dialing Screen

When the phone is idle, you can pick up the handset, press a line key, Speakerphone key or HEADSET key (if configured by your system administrator) to access the Dialing screen. Or you can enter a number directly using the keypad to access the Pre-dialing screen. From Dialing/Pre-dialing screen, the placed call records are displayed. You can also use the phone keypad to enter and edit data. The contacts whose name or phone number matches the entered characters appear on the phone screen. You can select the desired contact to place a call directly.

Note

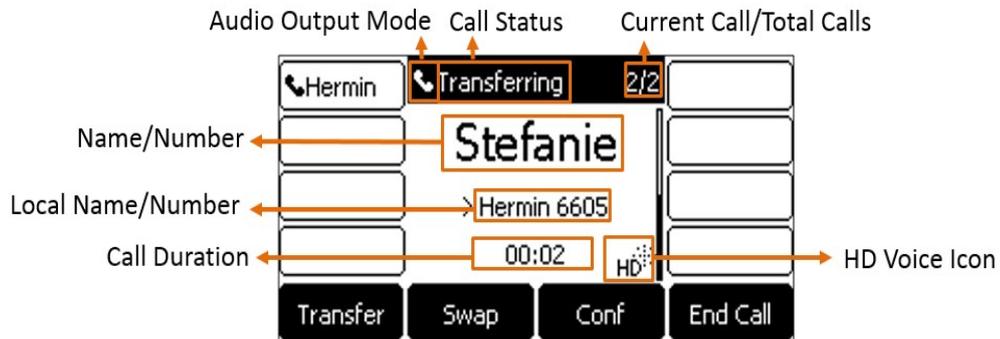
Your system administrator can configure the search source list in dialing, and disable the phone to display the placed call records. Check with your system administrator to find out if they are available on your phone.



Calls Screen

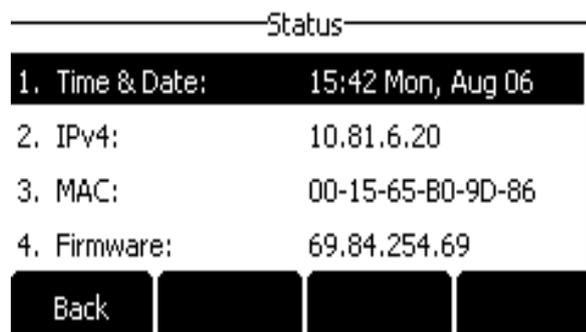
All of your active and held calls are displayed on the calls screen. You can press up or down navigation keys to switch among calls.

The calls screen can display the local name or number which is talking now (not applicable to SIP-T19(P) E2/T21(P) E2/T29G IP phones). Check with your system administrator to find out if this feature is available on the phone. When there is an active call and a held call, the calls screen on the IP phone is shown as below:



SIP-T27G

When you are during a call, press the OK key to view the current time & date and the phone status (not applicable to SIP-T19(P) E2/T21(P) E2/T29G IP phones), the screen on the IP phone is shown as below:



SIP-T27G

Icons in the Status Bar

Icons in the status bar vary by phone models.

Topics

[T29G Icons in the Status Bar](#)

[T27G Icons in the Status Bar](#)

[T23G/T23P/T21\(P\) E2/T19\(P\) E2 Icons in the Status Bar](#)

T29G Icons in the Status Bar

Icons	Description
	Wired network is unavailable
	Network is unreachable (only for T46S)
	speakerphone (hands-free) mode
	Handset mode
	Headset mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb (DND)
	Keep Mute
	Ringer volume is 0
	Phone Lock
	Missed Calls
	Call Forward
	Recording starts successfully (Using a USB flash drive)
	Recording is paused (Using a USB flash drive)
	Bluetooth mode is on

Icons	Description
	Bluetooth headset is both paired and connected
	Bluetooth-enabled mobile phone is both paired and connected
	Wi-Fi connection is successful
	Wi-Fi connection fails

T27G Icons in the Status Bar

Icons	Description
	Wired network is unavailable
	Network is unreachable
	speakerphone (hands-free) mode
	Handset mode
	Headset mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb (DND)
	Phone Warning
	Keep Mute
	Ringer volume is 0
	Phone Lock
	Missed Calls

Icons	Description
	Call Forward
	Recording starts successfully (Using a USB flash drive)
	Recording is paused (Using a USB flash drive)
	Bluetooth mode is on
	Bluetooth headset is both paired and connected
	Wi-Fi connection is successful
	Wi-Fi connection fails

T23G/T23P/T21(P) E2/T19(P) E2 Icons in the Status Bar

Icons	Description
	Wired network is unavailable
	Network is unreachable
	Speakerphone (hands-free) mode
	Handset mode
	Headset mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb (DND)
	Phone Warning
	Keep Mute

Icons	Description
	Ringer volume is 0
	Phone Lock
	Missed Calls
	Call Forward

Line Key Icons

Icons on the line keys vary by phone models.

Topics

[T29G Line Key Icons](#)

[T27G Line Key Icons](#)

[T23G/T23P/T21\(P\) E2 Line Key Icons](#)

T29G Line Key Icons

Icon indicators (associated with line):

Icons	Description
	The private line registers successfully
	The shared/bridged line registers successfully
	Register failed
	Registering
	DND is enabled on this line
	Call forward is enabled on this line

Icon indicators (associated with line key features):

Icons	Description
	Hold/Public Hold Private Hold
	DND
	Voice Mail
	SMS
	Direct Pickup
	Group Pickup
	DTMF Prefix

Icons	Description
	Local Group XML Group LDAP
	XML Browser
	Conference
	Forward
	Transfer
	ReCall
	Record URL Record
	Recording starts successfully (Record/URL Record)
	Multicast Paging Group Listening Paging List
	Hot Desking
	Zero Touch
	URL
	Phone Lock
	Directory
	Speed Dial

Icon indicators (associated with call park/retrieve park)

Icons	Description
	Park successfully/Idle state
	Park failed
	Ringing state
	Retrieve parked call

Icon indicators (associated with BLF/BLF List)

Icons	Description
	The monitored line is available.
 (Flashing)	The monitored line is ringing.
 (Flashing)	The monitored line is dialing.
	The monitored line is busy or in a call.

Icons	Description
	The monitored line is placed on hold.
	The monitored line is parked.
	BLF/BLF List fails to register.

Icon indicators (associated with intercom)

Icons	Description
	Target extension is available.
	Target extension is ringing.
	Target extension is dialing.
	Target extension is busy or is in a call.
	Target extension fails to register.

Icon indicators (associated with ACD)

Icons	Description
	Log in
	Available
	Wrap up
	Unavailable

Icon indicators (associated with a shared line)

The Local SCA Phone is involved in an SCA call, while the Monitoring SCA Phone is not involved in the SCA call and used for monitoring shared line.

Icons	Description
	The shared line is idle.
 (Monitoring SCA Phone)	The shared line is seized.
	The shared line receives an incoming call.
	The shared line is dialing.
	The shared line is busy or is in a call.
	The call on the shared line is placed on public hold.
 (Local SCA Phone)	The call on the shared line is placed on private hold.
 (Monitoring SCA Phone)	
	The call on the shared line is barged in by the other shared line party.
	In a multi-party call, all the participants place the call on hold.

Icon indicators (associated with a bridged line)

The Local BLA Phone is involved in a BLA call, while the Monitoring BLA Phone is not involved in a BLA call and used for monitoring bridged line.

Icons	Description
	The bridged line is idle.
 (Monitoring BLA Phone)	The bridged line is seized.
	The bridged line receives an incoming call.
	The bridged line is dialing.
	The bridged line is busy or is in a call.
	The call on the bridged line is placed on hold.

T27G Line Key Icons

Icon indicators (associated with line):

Icons	Description
	The private line registers successfully
	The shared/bridged line registers successfully
	Register failed
	Registering
	DND is enabled on this line
	Call forward is enabled on this line

Icon indicators (associated with ACD)

Icons	Description
	Log in
	Available
	Wrap up
 and x	Unavailable

T23G/T23P/T21(P) E2 Line Key Icons

Icon indicators (associated with line):

Icons	Description
	The private line is registered successfully
	The shared/bridged line is registered successfully
	Register failed
	Registering

Icons	Description
	DND is enabled on this line
	Call forward is enabled on this line

Icon indicators (associated with ACD)

Icons	Description
	Log in
	Available
	Wrap up
 and x	Unavailable

Call History Icons

Topics

[T29G Call History Icons](#)

[T27G/T23G/T23P/T21\(P\) E2/T19\(P\) E2 Call History Icons](#)

T29G Call History Icons

Icons	Description
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls

T27G/T23G/T23P/T21(P) E2/T19(P) E2 Call History Icons

Icons	Description
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls

Entering Characters

You can use the keypad keys on your phone to enter or update field information. The following table describes how to enter different characters using the keypad keys.

Task	Action
Switch input mode	Press the ABC , abc , Abc , 2aB , or 123 soft key to switch the input mode.
Enter alphas	Select ABC , abc , 2aB or Abc mode. On the T27G/T23(P) E2/T19(P) E2 IP phones, press the keys labeled with letters until your desired letter appears. On the T29G IP phones, press a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter.
Enter numbers	Select 123 mode, press the corresponding keys.

Task	Action
Enter special characters	Select ABC , abc , 2aB , or Abc mode, press * key or # key one or more times to enter one of the following special characters: * key: *,'!\-()@/:_+&%=<> £ \$¥¤[]{}~^_`~\$#" # key: # In 123 mode, you can press * key to choose the following special characters: .*/@[]].
Insert space	Select ABC , abc , 2aB , or Abc mode, press the 0 key.
Move cursor	Press ◀ or ▶ to position the cursor.
Delete one or more characters	Position the cursor to the right of the character, and press the Delete soft key.

Customizing Your Phone

You can make your IP phone more personalized by customizing various settings.

Topics

[Changing the Administrator Password](#)
[Wallpaper](#)
[Screen Saver](#)
[Changing the Screen Backlight Brightness and Time](#)
[Adjusting the Screen Contrast](#)
[Changing the Language](#)
[Time & Date](#)
[Setting a Key as Send](#)
[Customizing the Soft Keys](#)
[Phone Lock](#)

Changing the Administrator Password

Some features on the phone can be set from the Advanced Settings only. By default, you require an administrator password to access the Advanced Settings. The default password is "admin".

For security reasons, you should change the default password as soon as possible. If you do not change the default password, the phone displays a warning icon in the status bar.

Procedure

1. Navigate to **Menu->Settings->Advanced Settings->Change Password**.
For the SIP-T29G IP phones, navigate to **Menu->Advanced->Change Password**.
2. Enter the desired value in the **Old PWD**, **New PWD** and **Confirm PWD** field respectively.
3. Press **Save**.

Related Topic

[Warnings](#)

Wallpaper

Only Yealink SIP-T29G IP phones support wallpaper.

The IP phone comes with a default picture, you can change it to another built-in picture. You can also add personal pictures as wallpapers using a USB flash drive.

Note

You can also use a custom picture uploaded by your system administrator as the wallpaper.

Topics

[Changing Wallpaper on Idle Screen](#)
[Adding a Wallpaper from a USB Flash Drive](#)

Changing Wallpaper on Idle Screen

You can change the wallpaper displayed on your idle screen to any built-in picture. If your system administrator has uploaded custom pictures to your phone, you can also choose a custom picture.

Procedure

1. Navigate to **Menu->Basic->Display->Wallpaper**.
2. Select the desired wallpaper image.
3. Press **Save**.

Adding a Wallpaper from a USB Flash Drive

When you set a picture in USB flash drive as wallpaper, the picture is added to the Wallpaper list.

The screens of SIP-T29G IP phones are 4.3 inches (Resolution: 480x272).

We recommend you to add a picture less than 1.8 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin

Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

Procedure

1. Press **Menu->USB->Browse Photo**.
2. Select the desired picture, and then press **Preview**.
3. Press **Set as**, and then select **Set as wallpaper**.
4. Press **OK**.

The phone wallpaper will change to the selected picture.

Screen Saver

The screen saver starts automatically when the IP phone has been idle for the preset waiting time. You can stop the screen saver at any time by pressing any key. When your phone is idle again after a preset waiting time, the screen saver starts again.

By default, your screen displays a built-in picture when the screen saver starts. You can set custom pictures uploaded by your system administrator as the screen saver.

The time & date, certain status icons (for example, auto answer, DND, a new text message), or custom information (for example, notifications or company logo) can also be displayed on the screen saver.

Note

The custom information is preset by your system administrator.

The SIP-T27G/T23P/T23G/T21(P) E2/T19(P) E2 IP phones only display custom information as the screen saver.

Topics

[Changing the Waiting Time for Screen Saver](#)

[Enabling or Disabling Time & Date and Status Icons Display](#)

[Adding a Screen Saver from a USB Flash Drive](#)

[Setting the Screen Saver Type](#)

Changing the Waiting Time for Screen Saver

You can change the waiting time for the screen saver.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Display->Screensaver**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Display->Screensaver**.
2. Select the desired waiting time from the **Wait Time** field.
3. Press **Save**.

Enabling or Disabling Time & Date and Status Icons Display

For the SIP-T29G IP phones, you can enable or disable your phone to display time, date and status icons on the screen saver.

Before You Begin

You cannot enable Time & Date and status icons display if your system administrator has set your phone to display custom information on the screen saver.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Display->Screensaver**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Display->Screensaver**.
2. Select the desired value from the **Display Clock** field.
3. Press **Save**.

The Time & Date and status icons display on the screen saver, as shown below:



Adding a Screen Saver from a USB Flash Drive

You can use a picture that is stored in your USB flash drive as the screen saver on your phone. When you set one of your pictures as the screen saver, the picture is displayed on the screen saver list.

The screens of SIP-T29G IP phones are 4.3 inches (Resolution: 480x272).

We recommend you to add a picture less than 1.8 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin

Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

Procedure

1. Press **Menu**->**USB**->**Browse Photo**.
2. Select the desired picture, and then press **Preview**.
3. Press **Set as**, and then select **Set as screensaver**.
4. Press **OK**.

Setting the Screen Saver Type

For the SIP-T27G/T23P/T23G/T21(P) E2/T19(P) E2 IP phones, you cannot set the screen saver type. The system administrator can set custom information to be displayed when the screen saver starts.

For the SIP-T29G IP phones, you can choose one of the following screen saver types:

- System
- Custom
- Server XML (shows custom information on the screensaver)

Before You Begin

If you want to set a custom picture as the screen saver, make sure that the custom picture has been uploaded by your system administrator.

If you want to show custom information on the screen saver, make sure that the customer information has set by your system administrator.

Procedure

1. Navigate to **Menu**->**Basic**->**Display**->**Screensaver**.
2. Select the desired screen saver type from the **Screensaver Type** field.
 - If you select **System**.
The IP phones automatically set the built-in picture as the screen saver.
 - If you select **Custom**.
The IP phones automatically set the custom pictures as the screen saver, and display these pictures alternately.
 - If you select **Server XML**.
The IP phones automatically display the custom information (for example, notifications or company logo) on the screen saver.
3. Press **Save**.

Changing the Screen Backlight Brightness and Time

You can change the backlight brightness of the phone screen during phone activity and inactivity. The backlight brightness automatically changes after the phone has been idle for a specified time. It is not available for the SIP-T19(P) E2 IP phone.

You can change the screen backlight brightness and time in the following settings:

Active Level: The brightness level of the phone screen when the phone is active. Digits 1 - 10 represent different brightness levels. 10 is the brightest level. It is only available for the SIP-T29G/T27G IP phones.

Inactive Level: The brightness of the phone screen when the phone is inactive. You can select a low brightness or turn off the backlight. It is only available for the SIP-T29G IP phones.

Backlight Time: The delay time to change the brightness of the phone screen when the phone is inactive. Backlight time includes the following settings:

- **Always On:** Backlight is on permanently.
- **Always Off:** Backlight is off permanently. It is not available for the SIP-T29G IP phone.
- **15s, 30s, 1min, 2min, 5min, 10min or 30min:** Backlight is changed when the phone is inactive after the designated time (in seconds).

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Display->Backlight**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Display->Backlight**.
2. For the SIP-T29G/T27G IP phones, select the desired level from the **Active Level** field.
3. For the SIP-T29G IP phones, select the desired value from the **Inactive Level** field.
4. Select the desired time from the **Backlight Time** field.
5. Press **Save**.

Adjusting the Screen Contrast

You can adjust the screen contrast of the phone to make it easier to read.

The intensity of screen contrast ranges from 1 to 10 and the highest intensity is 10. It is not available for the SIP-T29G IP phones.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Display->Contrast**.
2. Select the desired value from the **Contrast** field.
3. Press **Save**.

Changing the Language

The default phone language is English. You can change the phone language.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Language**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Language**.
2. Select the desired language.
3. Press **Save**.

The phone language is changed to the selected one.

Time & Date

You can set the time and date manually. The time and date formats are also customizable.

Topics

[Setting the Time and Date Manually](#)

[Changing the Time and Date Format](#)

Setting the Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set it manually.

Before You Begin

Check with your system administrator to find out if the manual mode has been enabled.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Time & Date->Manual Settings**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Time & Date->General->Manual Settings**.
2. Enter the date and time in the corresponding fields.
For the SIP-T29G IP phones, you can also press the up or down navigation key to select the desired date and time.
3. Press **Save**.
The time and date set on the phone will be changed accordingly.

Changing the Time and Date Format

You can customize the date with various time and date formats.

The built-in date formats are listed as below:

Date Format	Example (2016-09-02)
WWW MMM DD	Fri, Sep 02
DD-MMM-YY	02-Sep-16
YYYY-MM-DD	2016-09-02
DD/MM/YYYY	02/09/2016
MM/DD/YY	09/02/16
DD MMM YYYY	02 Sep, 2016
WWW DD MMM	Fri, 02 Sep

Note

Your system administrator can customize the date format.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Time & Date->Time & Date Format**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Time & Date->Time & Date Format**.
2. Select the desired date format from the **Date Format** field.
3. Select the desired time format from the **Time Format** field.
4. Press **Save**.

Setting a Key as Send

You can set the “#” key or “*” key to perform as a send key while dialing.

Procedure

1. Navigate to **Menu->Features->Key As Send**.
For the SIP-T29G IP phones, navigate to **Menu->Features->Others->General**.

2. Select # or * from the **Key As Send** field, or select **Disabled** to disable this feature.
3. Press **Save**.

Customizing the Soft Keys

You can customize the function of the soft keys displayed on the bottom of the idle screen for all IP phones except the SIP-T29G IP phones. This feature is typically used to access frequently used functions, to create menu shortcuts to access frequently used phone settings. The soft keys perform the same functions as the hard keys.

Caution

We recommend that you keep a **Menu** soft key, otherwise you cannot access the phone settings.

Procedure

1. Navigate to **Menu->Settings->Advanced Settings** (default password: admin)->**Softkey Label**.
2. Select the desired soft key, and then press **Enter**.
3. Select the desired key type from the **Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. (Optional.) Enter the corresponding value in the **Value** field.
7. Press **Save**.

Phone Lock

Phone lock helps you protect your phone from unauthorized use. You can lock your phone manually when you are not using it. The phone is also locked automatically after being idle for a specified time.

Topics

[Phone Lock Types and Waiting Time](#)

[Setting the Phone Lock](#)

[Locking Your Phone Manually](#)

[Unlocking Your Phone](#)

[Changing Your Phone Unlock PIN](#)

Phone Lock Types and Waiting Time

There are three phone lock types:

- **Lock the Menu soft key:** it prevents unauthorized users from accessing the menu, changing the personal settings for your phone.
- **Lock the Function keys:** it only allows unauthorized users to use the keypad for placing a call, answering or rejecting an incoming call and ending a call.
- **Lock all keys:** it only allows unauthorized users to use the keypad for dialing an emergency number or authorized numbers that set up by your system administrator, answering or rejecting an incoming call and ending a call.

You can set a waiting time to lock your phone automatically. If the waiting time is set to 0, the phone will not be automatically locked. You need to lock your phone manually.

Related Topics

[Setting the Phone Lock](#)

[Placing an Emergency Call from a Locked Phone](#)

Setting the Phone Lock

By default, the phone lock feature is disabled. If you want to lock your phone, you need to enable this feature. You can choose to use which phone lock type and specify the waiting time to lock your phone automatically.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Phone Lock**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Phone Lock**.
2. Enter the desired PIN (default PIN: 123) in the **Unlock PIN** field.
3. Press **OK**.
4. Select **Enabled** from the **Lock Enable** field.
5. Select the desired type from the **Lock Type** field.
6. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
7. Press **Save**.

Related Topic

[Phone Lock Types and Waiting Time](#)

Locking Your Phone Manually

If you have specified a timeout to lock your phone automatically, your phone will be locked after being idle for a specified time. You can also lock your phone manually.

Before You Begin

Make sure that the phone lock is enabled and you have set a phone lock type.

Procedure

1. Long press # key to lock your phone immediately on the idle screen.
- When the phone is locked, the lock icon appears on the phone screen.

Related Topic

[Setting the Phone Lock](#)

Unlocking Your Phone

Procedure

1. Press any locked key, the phone screen prompts you to enter a unlock PIN.
2. Enter the desired PIN (default: 123) in the **Unlock PIN** field.
3. Press **OK**.

The lock icon disappears from the phone screen.

Note

If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then change the unlock PIN.

Changing Your Phone Unlock PIN

The default unlock PIN is 123, you can change it at any time for security reasons.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Change PIN**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Change PIN**.
2. Enter the desired value in the **Old PIN**, **New PIN** and **Confirm PIN** field respectively.
The unlock PIN length must be within 15 digits.
3. Press **Save**.

Audio Settings

The audio settings contain the volume settings, and the available ring tone and key tone settings.

Topics

[Adjusting the Volume](#)

[Setting the Ring Tone](#)

[Setting the Key Tone](#)

Adjusting the Volume

You can adjust the audio volume and the ring volume.

Topics

[Adjusting the Audio Volume](#)

[Adjusting the Ringer Volume](#)

Adjusting the Audio Volume

When you are playing an audio file (for example, call recording), choosing a ring tone or during a call, you can increase or lower the volume of the currently engaged audio devices (handset, speakerphone or headset).

Procedure

1. Press the Volume key to adjust the audio volume.

Related Topics

[Setting a Ring Tone for the Phone](#)

[Setting a Ring Tone for an Account](#)

[Setting a Ring Tone for a Group](#)

[Setting a Ring Tone for a Contact](#)

[Playing a Recorded Call](#)

Adjusting the Ringer Volume

When the phone is idle or ringing, you can increase or decrease the ringer volume. If ringer volume is adjusted to the minimum, the minimum volume icon will appear on phone screen.

Procedure

1. Press the Volume key to adjust the ringer volume.

Note

Your system administrator can disable you to adjust the ringer volume.

Setting the Ring Tone

You can choose from a variety of ring tones to distinguish your phone from your neighbor's. You can set distinctive ring tones for groups or contacts in your local directory, so you can identify the caller when your phone rings.

You can also choose a unique ring tone for different accounts on your phone.

The ring tones are used according to this priority: Contact ring tone>Group ring tone>Account ring tone >Phone ring tone.

Note

You can also choose a custom ring tone uploaded by your system administrator.

Topics

[Setting a Ring Tone for the Phone](#)

[Setting a Ring Tone for an Account](#)

[Setting a Ring Tone for a Group](#)

[Setting a Ring Tone for a Contact](#)

Setting a Ring Tone for the Phone

You can choose a ring tone for all incoming calls.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Sound->Ring Tones->Common**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Sound->Ring Tones->Common**.
2. Select the desired ring tone.
The ring tone is played automatically. You can press the Volume key to adjust the ringtone volume.
3. Press **Save**.

Related Topic

[Adjusting the Audio Volume](#)

Setting a Ring Tone for an Account

You can select a unique ring tone for an individual account.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Sound->Ring Tones**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Sound->Ring Tones**.
2. Select the desired account.
3. Select the desired ring tone.
The ring tone is played automatically. You can press the Volume key to adjust the ringtone volume.
If **Common** is selected, this account will use the ring tone selected for the phone.
4. Press **Save**.

Related Topic

[Adjusting the Audio Volume](#)

Setting a Ring Tone for a Group

You can select a unique ring tone for various groups in your local directory. This helps you quickly identify callers according to the ring tones.

By default, the **Auto** is selected, this means that the group uses the ring tone according to this priority: Contact ring tone>Account ring tone>Phone ring tone. If a specific ring tone is selected, this group will use the ring tone according to this priority: Contact ring tone>Group ring tone.

Note

You can only set a ring tone for a group that is added manually.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Highlight the desired group.
3. Press **Option**, and then select **Detail**.
4. Select the desired ring tone from the **Ring** field.
The ring tone is played automatically. You can press the Volume key to adjust the ringtone volume.
5. Press **Save**.

Related Topic

[Adjusting the Audio Volume](#)

Setting a Ring Tone for a Contact

You can select a unique ring tone for various contacts in your directory. This helps you quickly identify callers according to the ring tones.

By default, the **Auto** is selected, it means that the contact uses the ring tone according to this priority: Group ring tone>Account ring tone>Phone ring tone.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then Press **Option**. Select **Detail**.
4. Select the desired ring tone from the **Ring** field.
The ring tone is played automatically. You can press the Volume key to adjust the ringtone volume.
5. Press **Save**.

Related Topic

[Adjusting the Audio Volume](#)

Setting the Key Tone

You can set the phone to produce a sound when pressing the keypad keys. The key tone is enabled by default.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Sound->Key Tone**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Sound->Key Tone**.
2. Select the desired value from the **Key Tone** field.
3. Press **Save**.

Directory

The Yealink IP phones provide several types of phone directories, depending on the phone models and what the system administrator has set for you.

The phones provide the following types of directories:

- [Local Directory](#)
- [Favorites](#)
- [Blacklist](#)
- [Mobile Contacts](#)
- [Google Contacts](#)
- [Remote Phone Book](#)

Local Directory

You can store up to 1000 contacts and 48 groups in your local directory, allowing you to edit, delete, search or simply dial a contact from the local directory.

Note

You can back up the local directory to the provisioning server. For more information, contact your system administrator.

Topics

[Managing the Local Directory Groups](#)

[Managing the Local Directory Contacts](#)

[Moving a Local Directory Contact to Blacklist](#)

[Searching for Contacts](#)

Managing the Local Directory Groups

You can add, edit and delete contacts group in the local directory.

Topics

[Adding Contact Groups](#)

[Editing Contact Groups](#)

[Deleting Contact Groups](#)

Adding Contact Groups

To organize your contacts and make them easier to find, you can add additional groups in the local directory.

When you add a group in the local directory, you can specify a ring tone for this group.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Press **Add Group (AddGr)**.
3. Enter the desired group name in the **Name** field.
4. Select the desired group ring tone from the **Ring** field.
5. Press **Add**.
On the SIP-T29G IP phones, press **Save**.

Editing Contact Groups

You can change the group name at any time.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Highlight the desired group.
3. Press **Option**, and then select **Detail**.
4. Edit the group information.
5. Press **Save**.

Deleting Contact Groups

You can delete a group from the local directory at any time. Note that you cannot delete the All Contacts group.

Procedure

1. Press **Directory (Dir)** or **Menu->Directory->Local Directory** to enter the local directory.
2. Highlight the desired group.
3. Press **Option**, and then select **Delete**.
The phone screen prompts you whether to delete the group.
4. Press **OK**.

Managing the Local Directory Contacts

You can add, edit and delete contacts in the local directory. You can delete a contact or all contacts from the Local Directory.

Note

If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.

Topics

[Adding Contacts](#)

[Editing Contacts](#)

[Deleting a Contact](#)

[Deleting All Contacts](#)

Adding Contacts

You can add 100 contacts to your local directory.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
If the contact that you want to add does not belong to any group, enter the **All Contacts**.
3. Press **Add**.
4. Enter the name and the office, mobile or other number in the corresponding fields.
5. Select the desired account from the **Account** field.
6. Select the desired ring tone from the **Ring** field.

7. On the SIP-T29G IP phones, select the desired photo from the **Photo** field.
8. Press **Add**.

On the SIP-T29G IP phones, press **Save**.

If the contact already exists in the local directory, the phone will prompt "Contact name existed!".

Related Topics

[Adding a Favorite while Adding a Contact](#)

[Diverting Calls to a Contact](#)

Editing Contacts

You can change or add more information to your contacts at any time.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then press **Option**. Select **Detail**.
4. Edit the contact information.
5. Press **Save**.

Deleting a Contact

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then press **Option**.
4. Select **Delete**.
The phone screen prompts you whether to delete the contact.
5. Press **OK**.

Deleting All Contacts

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
3. Press **Option**, and then select **Delete All**.
The phone screen prompts you whether to delete all contacts.
4. Press **OK**.

Moving a Local Directory Contact to Blacklist

You can move a contact in the local directory to blacklist. Incoming calls from this contact will be rejected automatically.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.

2. Enter the desired contact group.
If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then press **Option**.
4. Select **Add to Blacklist**.
The phone screen prompts you whether to move to the blacklist.
5. Press **OK**.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Press **Search**.
3. Enter the name or number you are looking for in the search field.
The contacts will be displayed in the result list.

Favorites

Favorites are the contacts in your local directory that you call most often. You can add contacts as favorites, view favorites, reorder favorites, and delete favorites. The feature of favorites is disabled by default. Check with your system administrator to find out if this feature is available on the phone.

The phone will automatically assign a Speed Dial key for a favorite from the first unused DSS key. If a DSS key is used, the IP phone will skip to the next unused DSS key. Favorites display consecutively according to their index numbers. The contact with the lowest number is displayed first. The contact name is displayed on the phone as a label. It is not available for SIP-T19(P) E2.

You can [quickly dial a number using the speed dial key](#). The order of speed dial number is office number>mobile number>other number.

Note

By default, the order of Speed Dial key assigned automatically is Line Key->Ext Key. Your system administrator can configure the assigned order of Speed Dial keys.

Topics

- [Adding Favorites](#)
- [Viewing Favorites](#)
- [Reordering Favorites](#)
- [Deleting Favorites](#)

Adding Favorites

Contacts that you add as favorites display in the Favorites directory on the phone. On all IP phones, except the black-and-white phones, a star is displayed for the favorite contact.

Topics

- [Adding a Favorite from Local Directory](#)
- [Adding a Favorite while Adding a Contact](#)

Adding a Favorite from Local Directory

You can add contacts as favorites from the local directory.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
If the contact that you want to add does not belong to any group, enter the **All Contacts**.
3. Highlight the desired contact, and then press **Option**.
4. Select **Copy to Favorites**.
A notification is displayed asking if you want to automatically accept the next available index number (the current maximum index plus 10) or manually enter your own.
5. Press **OK** to automatically accept an index number or press **Edit** to enter an index number (1-999999999).

If the favorite index of contact already exists, the phone screen will prompt "Favorites Index already exist!". The contact added to the Favorites directory also exists in the local directory.

Related Topics

[Favorites](#)

[Adding a Favorite while Adding a Contact](#)

Adding a Favorite while Adding a Contact

You can add a contact as a favorite by designating an index number while adding a contact.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
If the contact that you want to add does not belong to any group, enter the **All Contacts**.
3. Press **Add**.
4. Enter the contact information.
5. Enter the desired favorite index (1-999999999) in the **Favorites Index** field.
6. Press **Add**.

On the SIP-T29G IP phones, press **Save**.

If the contact already exists in the local directory, the phone screen will prompt "Contact name existed!". If the favorite index of contact already exists, the phone screen will prompt "Favorites Index already exist!".

The contact exists in both the Favorites directory and local directory.

Tip

You can long press the desired line key to enter the Add Contact screen to add a favorite. Check with your system administrator to find out if this feature is available on your phone.

Related Topics

[Adding a Favorite from Local Directory](#)

Viewing Favorites

You can view a list of favorites in the favorites directory.

Procedure

1. Navigate to **Menu->Directory->Favorites**.

Related Topic

[Reordering Favorites](#)

Reordering Favorites

You can change the order in which your favorites are displayed on the idle screen or in the favorites directory.

Procedure

1. Navigate to **Menu->Directory->Favorites** to enter the favorites directory.
2. Highlight the desired contact, and then press **Option**. Select **Detail**.
3. Enter a new index number in the **Favorites Index** field.
4. Press **Save**.

Related Topic

[Viewing Favorites](#)

Deleting Favorites

You can delete favorites to make room for new favorites. The contact remains in your local directory, but it is no longer a favorite.

Topics

[Deleting a Favorite by Removing a Contact from Favorites Directory](#)

[Deleting a Favorite by Deleting the Favorite Index Number](#)

Deleting a Favorite by Removing a Contact from Favorites Directory

Procedure

1. Navigate to **Menu->Directory->Favorites** to enter the favorites directory.
2. Highlight the desired contact, and then press **Option**.
3. Select **Remove from Favorites**.
A notification is displayed, asking if you want to remove the favorite.
4. Press **OK**.

The contact is removed from favorites directory, while it still remains in your local directory.

Deleting a Favorite by Deleting the Favorite Index Number

Procedure

1. Navigate to **Menu->Directory->Favorites** to enter the favorites directory.
2. Highlight the desired contact, and then press **Option**. Select **Detail**.
3. Delete the favorite index number in the **Favorites Index** field.
4. Press **Save**.

Blacklist

Incoming calls from the blacklist contacts are rejected automatically. You can store 30 contacts in the blacklist to block unwanted callers.

Topics

[Adding a Blacklist Contact](#)

[Editing a Blacklist Contact](#)

[Deleting Blacklist Contacts](#)

[Moving a Blacklist Contact to the Local Directory](#)

Adding a Blacklist Contact

Procedure

1. Navigate to **Menu->Directory->Blacklist**.
2. Press **Add**.
3. Enter the blacklist contact's name and the office, mobile or other numbers in the corresponding fields.
4. Select the desired account from the **Account** field.
If **Auto** is selected, you will use the default account when placing calls to the contact from the blacklist.
5. Press **Add**.
On the SIP-T29G IP phones, press **Save**.

Editing a Blacklist Contact

You can edit or add more information to your blacklist contacts at any time.

Procedure

1. Navigate to **Menu->Directory->Blacklist**.
2. Highlight the desired blacklist contact, and then press **Option**. Select **Detail**.
3. Edit the blacklist contact information.
4. Press **Save**.

Deleting Blacklist Contacts

You can delete one or all blacklist contacts.

Topics

[Deleting a Blacklist Contact](#)

[Deleting all Blacklist Contacts](#)

Deleting a Blacklist Contact

Procedure

1. Navigate to **Menu->Directory->Blacklist**.
2. Select the desired blacklist contact.
3. Press **Option**, and then select **Delete**.
The phone screen prompts you whether to delete the contact.
4. Press **OK**.

Deleting all Blacklist Contacts

Procedure

1. Navigate to **Menu->Directory->Blacklist**.
2. Press **Option**, and then select **Delete All**.
The phone prompts whether to delete all contacts.
3. Press **OK** to delete.

Moving a Blacklist Contact to the Local Directory

You can move a blacklist contact to a local directory. Incoming calls from this contact will not be rejected automatically.

Procedure

1. Navigate to **Menu->Directory->Blacklist**.
2. Highlight the desired contact, and then press **Option**.
3. Select **Add to Contacts**.
The phone screen prompts you whether to move to contact.
4. Press **OK**.

Mobile Contacts

On the SIP-T29G/T27G IP phones, you can temporarily synchronize mobile phone contacts. The mobile phone contacts will be imported to your IP phones under Mobile Contacts directory. You can add mobile contacts to the local directory or blacklist, but you cannot add a contact to Mobile Contacts directory on your IP phones.

Note

If you disconnect the Bluetooth-enabled mobile phone from IP phone or disable the IP phone to synchronize phone contacts, the mobile contacts will not display.

Topics

[Adding a Mobile Contact to the Local Directory/Blacklist](#)

[Searching for Mobile Contacts](#)

[Updating the Mobile Contacts](#)

Adding a Mobile Contact to the Local Directory/Blacklist

You can add mobile contacts to the Local Directory or Blacklist. The mobile contacts added to the Local Directory or Blacklist will not disappear, even after you disconnect the mobile phone from the IP phone.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled.

Procedure

1. Navigate to **Menu->Directory->Mobile Contacts**.
2. Highlight the desired contact, and then press **Option**.
3. Select **Add to Contact** (or **Add to Blacklist**).

4. Edit the corresponding fields.
5. Press **Save**.

The contact is successfully saved to the Local Directory or Blacklist.

Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)

[Syncing the Mobile Contacts to the IP Phone](#)

Searching for Mobile Contacts

In the Mobile Contacts, you can enter search criteria to find your desired mobile contact quickly.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled.

Procedure

1. Navigate to **Menu->Directory->Mobile Contacts** to enter the local directory.
2. Press **Search**.
3. Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number).

The contacts whose name or phone number matches the entered characters will display in the result list.

Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)

[Syncing the Mobile Contacts to the IP Phone](#)

Updating the Mobile Contacts

You can update the Mobile Contact to synchronize the contacts you add, edit, delete on the mobile phone to your IP phone.

Before You Begin

Make sure your Bluetooth-enabled mobile phone has been paired with and connected to your IP phones, and mobile contact sync feature is enabled. Note that the IP phone should be authorized to temporarily synchronize the contacts stored in your mobile phone.

Procedure

1. Navigate to **Menu->Directory->Mobile Contacts**.
2. Press **Option**, and then select **Update**.

The phone screen prompts "Updating, please wait...".

Note

If you disconnect the mobile phone from the IP phone when the IP phone is updating the Mobile Contacts, the phone screen will prompt "Fail to download mobile contacts!", and the mobile contacts disappear from the IP phone directory list.

Related Topics

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)

Syncing the Mobile Contacts to the IP Phone

Google Contacts

The feature of Google contacts is disabled by default on your phone. If you want to synchronize the Google contacts with your phone, you can ask your system administrator to enable this feature.

You can view, update, search and call Google contacts on your phone.

Topics

[Viewing Google Contacts](#)

[Updating Google Contacts](#)

[Searching for Google Contacts](#)

[Placing Calls to Google Contacts](#)

Viewing Google Contacts

You can view Google contacts on your phone.

Procedure

1. Navigate to **Menu->Directory->Google Contact**.

Updating Google Contacts

The Google contacts may be updated on the Google Contact Server, you can update Google contacts on your phone to get the newest Google contacts.

Procedure

1. Navigate to **Menu->Directory->Google Contact**.
2. Press **Update**.

Searching for Google Contacts

You can enter search criteria to find your desired Google contacts quickly.

Procedure

1. Navigate to **Menu->Directory->Google Contact**.
2. Enter the search criteria.

The contacts whose name or phone number matches the search criteria will be displayed in the result list.

Placing Calls to Google Contacts

You can call your Google Contacts.

Procedure

1. Navigate to **Menu->Directory->Google Contact**.
2. Select the desired contact, press **Send**.

Remote Phone Book

If the Remote Phone Book feature has been enabled by your system administrator, you can access your corporate directory directly from your phone. You can simply dial a contact from the corporate directory. You can also search for a contact or add contacts from the remote phone book to the local directory.

You can only access up to 5 remote phone books on your phone. Check with your system administrator to find out if this feature is available.

Topics

[Searching for Remote Phone Book Contacts](#)

[Adding a Remote Phone Book Contact to the Local Directory or Blacklist](#)

Searching for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

Note

You can only search the contact name or contact numbers, search criteria does not include extra information of the contact.

Procedure

1. Navigate to **Menu->Directory->Remote Phone Book** to enter the remote phone book.
2. Select the desired remote phone book.
3. Press **Search**.
4. Enter the name or number you are looking for in the search field.
The contacts will be displayed in the result list.

Adding a Remote Phone Book Contact to the Local Directory or Blacklist

You can add contacts in the remote phone book to the local directory or blacklist. The contact you add from the remote phone book will not disappear from your local directory, even if your system administrator deletes this contact from the remote phone book.

Procedure

1. Navigate to **Menu->Directory->Remote Phone Book**.
2. Select the desired remote phone book.
3. Highlight the desired contact, and then press **Option**.
4. Select **Add to Contacts** or **Add to Blacklist**.
5. Edit the corresponding fields.
6. Press **Save**.

Call History

The IP phones maintain call history lists of Missed Calls, Placed Calls, Received Calls and Forwarded Calls.

Topics

[Viewing History Records](#)

[Adding a History Record to Local Directory or Blacklist](#)

[Deleting History Records](#)

[Disabling History Record](#)

Viewing History Records

You can view a list of up to 100 Missed Calls, Placed Calls, Received Calls and Forwarded Calls.

Procedure

1. Press **History**.
The phone screen displays all call records.
2. Select the desired list.
3. Press **Option**, and then select **Detail**.
The detailed information of the entry appears on the phone screen.

Adding a History Record to Local Directory or Blacklist

You can add a history record to the local directory or to the blacklist.

Procedure

1. Press **History**.
The phone screen displays all call records.
2. Select the desired list.
3. Highlight the desired entry, and then press **Option**.
4. Select **Add to Contact** (or **Add to Blacklist**).
5. Edit the corresponding fields.
6. Press **Save**.

Deleting History Records

You can delete one or all call records from the call history list.

Topics

[Deleting a Call Record](#)

[Deleting All Call Records](#)

Deleting a Call Record

Procedure

1. Press **History**.

The phone displays all call records.

2. Select the desired list.
3. Highlight the desired entry, and then press **Delete**.

Deleting All Call Records

Procedure

1. Press **History**.
The phone displays all call records.
2. Select the desired list.
3. Press **Option**, and then select **Delete All**.
The phone prompts whether to delete all the records.
4. Press **OK** to delete.

Disabling History Record

History record feature is enabled by default, if you do not want to save the call log, you can disable this feature.

Procedure

1. Navigate to **Menu->Features->History Settings**.
For the SIP-T29G IP phones, navigate to **Menu->Features->Others->General**.
2. Select **Disabled** from the **History Record** field.
3. Press **Save**.

Call Features

You can place a call, answer a call, transfer a call, etc. on Yealink IP phone.

Topics

[Switching Among the Handset, Speakerphone and Headset Modes](#)

[Changing the Default Account](#)

[Placing Calls](#)

[Answering Calls](#)

[Silencing or Rejecting Incoming Calls](#)

[Ending Calls](#)

[Auto Redial](#)

[Call Mute](#)

[Call Hold](#)

[Do Not Disturb \(DND\)](#)

[Redirecting Incoming Calls](#)

[Transferring Calls](#)

[Conference Calls](#)

[Recording Using a USB Flash Drive](#)

[Multicast Paging](#)

Switching Among the Handset, Speakerphone and Headset Modes

You can select the desired mode before placing a call, or can alternate among Speakerphone, headset, and handset modes during a call.

You can switch the audio output mode of a phone.

- **Switching to handset mode**

Pick up the handset to switch to the handset mode.

- **Switching to speakerphone (hands-free) mode**

Press the Speakerphone key to switch to the speakerphone (hands-free) mode.

- **Switching to headset mode**

Press the HEADSET key to switch to the headset mode. The LED indicator glows green when the headset is activated.

The SIP-T29G/T27G IP phones do not have key light.

Note

Your system administrator can disable you to use the handset, speakerphone (Hands-free) or headset mode.

Related Topic

[Headset](#)

Changing the Default Account

If there are multiple accounts registered on the phone, the phone will use the default account to dial out by default.

From the idle screen, you can press the left or right navigation key to select the desired account as the default account for all IP phones. For the SIP-T29G IP phones, you can also change the default account from the menu.

It is not available for the SIP-T19(P) E2 IP phone.

Procedure

1. Navigate to **Menu->Features->Others->Default Account**.
2. Select the desired account from the **Default Account** field.
3. Press **Save**.

Related Topic

[Placing Calls](#)

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

By default, the phone uses the default account to place a call.

Topics

- [Placing a Call from the Dialer](#)
- [Placing Multiple Calls](#)
- [Placing a Call with a Speed Dial Key](#)
- [Placing a Call Back to the Last Incoming Number](#)
- [Redialing a Number](#)
- [Dialing a Hotline Number](#)
- [Placing an International Call](#)
- [Placing a Call from the Call History](#)
- [Placing a Call from the Directory](#)
- [Placing an Anonymous Call](#)
- [Placing an Emergency Call from a Locked Phone](#)

Placing a Call from the Dialer

The Dialer enables you to enter a number to place a call and display a list of previously placed calls or similar numbers in your directory. You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.

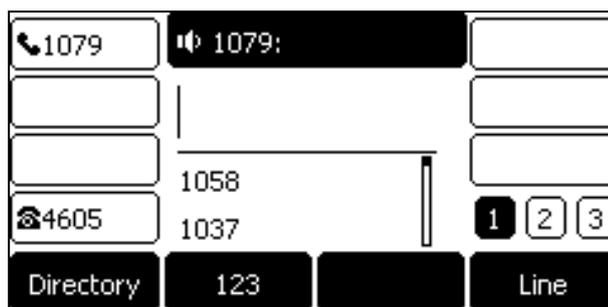
Use your phone just like any other phone to make a call.

Note

Your system administrator can configure the source list for searching and disable to display the placed call records. Check with your system administrator to find out if they are available on your phone.

Procedure

1. Do one of the following:
 - Type a phone number.
 - Press the desired line key (not for the SIP-T19(P) E2 IP phone).
 - Pick up the handset, press the Speakerphone key or the HEADSET key.
2. Enter a number or select a contact.



3. Press the OK key or **Send**.

Note

Your system administrator can enable live dialpad feature, which enables your phone to automatically dial out the phone number after a period of time without pressing the **Send** soft key. Check with your system administrator to find out if this feature is available on your phone.

Related Topic

[Switching Among the Handset, Speakerphone and Headset Modes](#)

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call.

Procedure

1. Do one of the following:
 - Press the line key (not for the SIP-T19(P) E2 IP phone). The active call is placed on hold.
 - Press the HOLD key or **Hold** to place the original call on hold.
Press **New Call (NewCall)**.
2. Enter the desired number or select a contact.
3. Press **Send**.

Related Topic

[Call Hold](#)

Placing a Call with a Speed Dial Key

You can quickly dial a number which is used frequently or hard to remember by using a speed dial key.

Topics

[Setting a Speed Dial Key Manually](#)

[Speed Dialing a Contact Using a Speed Dial Key](#)

Setting a Speed Dial Key Manually

You can set a line key as a Speed Dial key for a contact number. Line key is not available on SIP-T19(P) E2 IP phones, so ask your system administrator to set a Speed Dial key for your phone.

Before You Begin

If your system administrator has enabled the Favorites feature on the phone, you cannot manually set a Speed Dial key.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **SpeedDial** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter the contact number you want to dial out directly in the **Value** field.
You can also enter the contact number with the DTMF sequence that you want to send in the **Value** field. The contact number and DTMF sequence are separated by commas. One comma stands for 500 milliseconds. For example, **1234,,123#** means the phone dials out the number 1234 first, then after the call is set up for 1 second, it sends the DTMF sequence 123# to the remote party.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
3. Press **Save**.

Tip

You can long press the desired line key to set it as a Speed Dial key.

Note

After setting the **SpeedDial** key successfully, you can perform a call transfer by selecting a transfer mode during a call. Check with your system administrator to find out if this feature is available on the phone.

Speed Dialing a Contact Using a Speed Dial Key

Before You Begin

You need to set a line key as a Speed Dial key. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Speed Dial key has set for your phone.

Procedure

1. Press a Speed Dial key when the phone is idle.

Related Topic

[Setting a Speed Dial Key Manually](#)

Placing a Call Back to the Last Incoming Number

You can place a call back to the last incoming number quickly by using a Recall key.

Topics

[Setting a Recall Key](#)

[Recalling a Contact](#)

Setting a Recall Key

You can set a line key as a Recall key. Line key is not available on SIP-T19(P) E2 IP phones, so ask your system administrator to set a Recall key for your phone.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **ReCall** from the **Key Type** field.
5. (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
6. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Recalling a Contact

Before You Begin

You need to set a line key as Recall key. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Recall key has set for your phone.

Procedure

1. Press the Recall key.

Related Topic

[Setting a Recall Key](#)

Redialing a Number

The phone keeps a record of all the placed calls. You can call the recently dialed phone number.

Procedure

1. Press the RD key.
A record of **Placed Calls** is displayed on the phone screen.
2. Select the desired record, press **Send**.

Tip

Press the RD key twice to call the last dialed number.

Dialing a Hotline Number

You can configure a hotline number and hotline delay. Then the IP phone will dial out the hotline number automatically after the delay time when you lift the handset, press the Speakerphone key or the line key.

Topic

[Setting a Hotline Number and Delay Time](#)

Setting a Hotline Number and Delay Time

Procedure

1. Navigate to **Menu->Features->Hot Line**.
On the SIP-T29G IP phones, navigate to **Menu->Features->Others->Hot Line**.

2. Enter the desired number in the **Hotline Number** field.
3. Enter the desired delay time between 0 and 10 (seconds) in the **Hotline Delay** field.
4. Press **Save**.

Placing an International Call

You can place an international call when you prefix the phone number with a plus sign (+).

Procedure

1. Enter the dialing screen.
2. Press **123** to switch the input mode from **123** to **abc**.
3. Press **star key (*)** repeatedly until the **plus sign (+)** appears.
4. Press **abc** three times to switch the input mode from **abc** to **123**.
5. Enter the phone number.
6. Press **Send**.

Placing a Call from the Call History

You can place calls to the contact from the Call History list. The Call History list contains missed calls, placed calls, received calls, and forwarded calls.

Procedure

1. Press **History**.
The phone screen displays all call records.
2. Select the desired call list.
3. Select the desired call record, and press **Send**.

Placing a Call from the Directory

You can call contacts from your phone directories.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory**.
2. Select the desired directory and contact group.
3. Select the desired contact, and press **Send**.
If the selected contact has multiple numbers, select the desired number, and press **Send**.

Related Topic

[Searching for Contacts](#)

Placing an Anonymous Call

You can place a call to someone without revealing your identification by blocking your name or phone number from being displayed to the recipient.

Note

Anonymous call is not available on all servers. Check with your system administrator to find out if this feature is available on your phone.

You need to enable anonymous call for a specific line first, and then place calls in this line.

Topics

[Enabling Anonymous Call](#)

[Placing an Anonymous Call](#)

Enabling Anonymous Call

Before You Begin

Check with your system administrator if the anonymous call on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu->Features->Anonymous Call (Anonymous)**.
2. Select the desired line from the **Line ID** field (not for the SIP-T19(P) E2 IP phone).
For the SIP-T29G IP phones, select the desired line.
3. Select **Enabled** from the **Local Anonymous** field.
4. (Optional.) Select the desired value from the **Send Anony Code (Send Anonymous Code)** field.
5. (Optional.) Enter the anonymous call on code and off code respectively in the **On Code** and **Off Code** field.
6. Press **Save**.

Placing an Anonymous Call

Before You Begin

Enable anonymous call for a specific line.

Procedure

1. Select the anonymous line to place a call.
The callee is prompted with an incoming call from anonymity.



If the callee enables anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.



Related Topics

[Enabling Anonymous Call](#)

[Rejecting Anonymous Calls Automatically](#)

Placing an Emergency Call from a Locked Phone

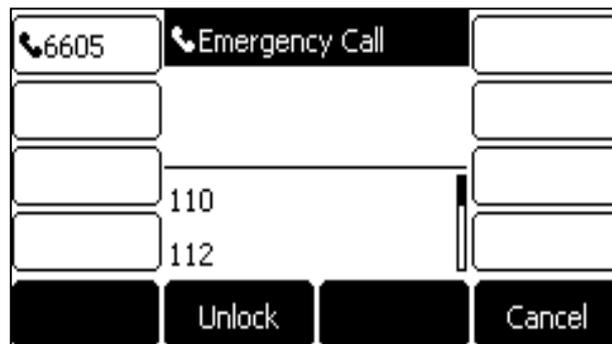
Once all keys are locked on the phone, you can only dialing an emergency number or authorized numbers that set up by your administrator, such as 911.

Procedure

1. Do one of the following:

- Press **Emergency**.

The phone screen is shown as below:



SIP-T27G

Select an emergency number in the emergency number list.

- Enter an emergency number.

2. Press the OK key or **Send**.

Answering Calls

When you receive a call, you can choose to manually answer it or answer it automatically.

Topics

[Answering a Call](#)

[Answering a Call When in a Call](#)

[Answering a Call Automatically](#)

Answering a Call

Procedure

- Do one of the following:
 - Pick up the handset.
 - Press the Speakerphone key.
 - Press the HEADSET key. The key LED glows green (only on the SIP-T29G/T27G IP phone).
 - Press **Answer** or the line key that has the flashing green LED indicator.
The call is answered in the speakerphone (hands-free) mode by default.

Related Topic

[Switching Among the Handset, Speakerphone and Headset Modes](#)

Answering a Call When in a Call

When you are in an active call and an incoming call arrives on the phone, the call waiting tone beeps, and the incoming call information is displayed.

Before You Begin

Enable call waiting feature on the phone.



Procedure

- Press **Answer**.
The active call is placed on hold, and the incoming call becomes active.

Related Topic

[Enabling Call Waiting](#)

Enabling Call Waiting

Call waiting enables you to receive another call when there is already an active call on your phone. If it is disabled, the new incoming call will be rejected automatically.

You can enable call waiting feature to avoid missing important calls during a call. You can also set the phone to play a warning tone when the new incoming call arrives.

Before You Begin

Check with your system administrator if the call waiting on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu->Features->Call Waiting**.
2. Select **Enabled** from the **Call Waiting** field.
3. Select **Enabled** from the **Play Tone** field.
4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.
5. Press **Save**.

Answering a Call Automatically

Auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

Note

When you are in an active call and an incoming call arrives on the phone, the incoming call will not be automatically answered even if auto answer is enabled.

Your system administrator can configure the phone to automatically answer the incoming call after ending all calls. Check with your system administrator to find out if it is available on your phone.

Procedure

1. Navigate to **Menu->Features->Auto Answer**.
2. Select the desired line (not for the SIP-T19(P) E2 IP phone).
3. Select **Enabled** from the **Status** field.
For the SIP-T29G IP phones, select **Enabled** from the **Auto Answer** field.
4. Press **Save**.

If the auto answer feature is enabled for the default account, the auto answer icon appears on the phone screen.



Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

Topics

[Silencing a Call](#)

[Rejecting a Call Manually](#)

[Rejecting Anonymous Calls Automatically](#)

Silencing a Call

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification continues to display on your phone.

Procedure

1. Press **Silence**.

Rejecting a Call Manually

Procedure

1. Press **Reject** to reject an incoming call.

Rejecting Anonymous Calls Automatically

You can set your phone to automatically reject incoming calls from callers who have withheld their caller ID information (including the name or phone number). As a result, your phone will not ring and you will not be notified of an attempted call.

Before You Begin

Check with your system administrator if the anonymous call rejection on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu->Features->Anonymous Call(Anonymous.)**.
For the SIP-T29G IP phones, navigate to **Menu->Features->Anonymous**.
2. Select the desired line from the **Line ID** field (not for the SIP-T19(P) E2 IP phone).
For the SIP-T29G IP phones, select the desired line.
3. Select **Enabled** from the **Local Anony Reject (Local Anonymous Rejection)** field.
4. (Optional.) Select the desired value from the **Send Rejection Code** field.
5. (Optional.) Enter the anonymous call rejection on code and off code respectively in the **On Code** and **Off Code** field.
6. Press **Save**.

When the caller has anonymous call feature enabled and places a call to your IP phones, the call is automatically rejected.

Related Topic

[Placing an Anonymous Call](#)

Ending Calls

Procedure

1. Do one of the following:
 - If you are using the handset, press the Cancel key, **End Call (EndCall)** or hang up the handset.
 - If you are using the headset, press the Cancel key or **End Call (EndCall)**.
 - If you are using the speakerphone, press the Cancel key, Speakerphone key or **End Call (EndCall)**.

Tip

You can press the HEADSET key to end calls. Check with your system administrator to find out if it is available on your phone.

Auto Redial

Auto Redial enables you to redial a phone number automatically when the callee is busy.

Topics

[Setting the Auto Redial](#)

[Redialing a Call Automatically](#)

Setting the Auto Redial

You can enable auto redial, set the number of auto redial attempts and the time to wait between redial attempts.

Procedure

1. Navigate to **Menu->Features->Auto Redial**.
For the SIP-T29G IP phones, navigate to **Menu->Features->Others->Auto Redial**.
2. Select **Enabled** from the **Auto Redial** field.
3. Enter the desired time (between 1 and 300 seconds) in the **Redial Interval** field.
4. Enter the desired times (between 1 and 300) in the **Redial Times** field.
5. Press **Save**.

Redialing a Call Automatically

Before You Begin

Enable auto redial feature on the phone.

Procedure

1. When the callee is busy, the phone screen prompts whether to auto redial the contact, press **OK** to activate auto redial.



The phone screen displays the redial times and interval.



2. Wait for the designated period of time or press **OK** to redial the phone number immediately.
The phone will retry as many times as configured until the callee answers the call.

Related Topic

[Setting the Auto Redial](#)

Call Mute

You can mute the microphone of the active audio device during an active call so that the other party cannot hear you. Call mute applies to all modes (Handset, Headset and Speakerphone).

Topics

[Muting/Unmuting Audio](#)
[Keep Mute](#)

Muting/Unmuting Audio

When you are in a call, you can mute the audio, so that you can hear the other person, but he/she cannot hear you.

Procedure

1. Press the MUTE key during a call.
On the SIP-T23G/T23P/T21(P) E2 IP phones, press the Cancel key.
2. Press the MUTE key again to unmute the call.
On the SIP-T23G/T23P/T21(P) E2 IP phones, press the Cancel key again.

Tip

You can also mute the microphone while the phone is dialing or ringing, so that the other party cannot hear you when the call is set up.
It is available on the SIP-T23P/T23G/T21(P) E2 IP phone only when the keep mute feature is enabled by your system administrator.

Keep Mute

In a call center or meet room, if incoming calls are answered automatically, the callers may hear your discussion with your colleagues. You can mute the phone in an idle state to prevent this unintended situation. The mute state of your phone persists across calls. The phone stays in the mute state until you unmute the microphone manually or until the phone restarts.

Before You Begin

Check with your system administrator if keep mute is configured on your phone.

Procedure

1. Press the MUTE key when the phone is idle.

The mute icon appears on the Idle screen.



2. Press the MUTE key again to deactivate the mute state.

Call Hold

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, your IP PBX may play music to the other party while waiting.

Topics

[Holding a Call](#)

[Resuming a Held Call](#)

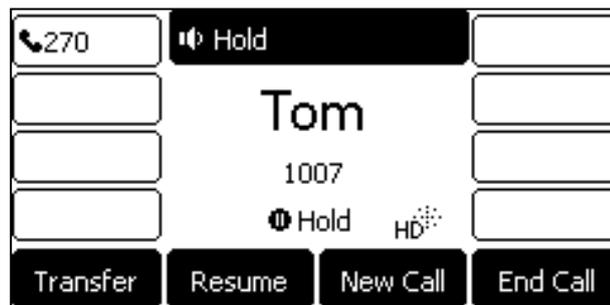
[Swapping Between Active and Held Calls](#)

Holding a Call

Procedure

1. Press the HOLD key or **Hold** during a call.

The phone screen indicates that the call is on hold.



The phone ignores engaged audio device (handset or headset) and plays beep in the Speakerphone (hands-free) mode by default.

Note

The phone plays beep of a specified frequency softly to remind you that you still have a call on hold. Your system administrator can customize the frequency and configure when to play a beep.

Resuming a Held Call

Procedure

1. Press the HOLD key again, corresponding line key or **Resume**.
If multiple calls are placed on hold, select the desired call first.

Swapping Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

1. Do one of the following to swap the active and held calls:
 - If the call is active, press the **Swap** soft key.
 - If the call is held, press the corresponding line key to swap to the active call.

Do Not Disturb (DND)

DND enables your phone to reject all incoming calls automatically when you do not want to be interrupted. You can enable DND globally on the phone or enable DND for specific lines (not for the SIP-T19(P) E2 IP phone).

If you want to receive specific numbers when DND is enabled, you can ask your system administrator to set DND Authorized Numbers.

Note

Check with your system administrator to find out if the DND feature is available on your phone.

Topics

[Rejecting Calls with DND on All Lines](#)

[Rejecting Calls with DND on Specific Lines](#)

[Deactivating DND](#)

Rejecting Calls with DND on All Lines

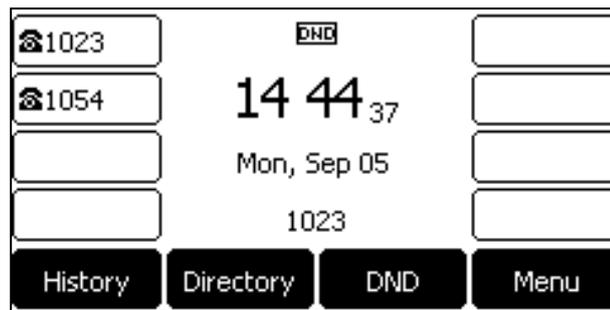
You can activate DND for all the lines on your phone. The phone will reject all incoming calls automatically.

Note

If both DND and busy forward are activated on the phone, calls will be forwarded to the configured destination number.

Procedure

1. Navigate to **Menu->Features->DND**.
2. Select **Enabled** from the **DND Status** field.
3. Press **Save**.
The DND icon appears in the status bar.

**Tip**

To activate or deactivate DND quickly, press the **DND** soft key when the phone is idle.

Related Topics

[Deactivating DND](#)
[Icons in the Status Bar](#)
[Redirecting Incoming Calls](#)

Rejecting Calls with DND on Specific Lines

By default, the DND feature applies to all lines on your phone. Your system administrator can change the DND mode to Custom so that you can enable DND for specific lines. It is not available for the SIP-T19(P) E2 IP phone.

Before You Begin

The DND mode is set to Custom. Check with your system administrator if the DND on code or off code is required. If required, get it from your system administrator.

Procedure

1. Press **DND** when the phone is idle.
2. Select the desired line, and then press **Enter**.
3. Select **Enabled** from the **DND Status** field.
 On the SIP-T29G IP phones, set **DND Status** to **On**.
4. (Optional.) Enter the DND on code or off code respectively in the **On Code** or **Off Code** field.
5. Press **Save**.

The DND icon appears on the desired line. If you activate DND on the default line, the DND icon will appear both on the line and in the status bar.

Tip

You can press the **All On** soft key to activate DND for all lines.

Related Topics

[Deactivating DND](#)
[Icons in the Status Bar](#)
[Line Key Icons](#)

Deactivating DND

You can deactivate DND when you are ready to resume receiving calls again.

Procedure

1. Navigate to **Menu->Features->DND**.
2. (Optional) If the DND is activated on specific lines, select the desired line, and then press **Enter**.
3. Select **Disabled** from the **DND Status** field.
On the SIP-T42S/T42G/T41S/T41P/T40P/T40G IP phones, select **Disabled** from the **DND Status** field.
On the SIP-T29G IP phones, set **DND Status** to **Off**.
4. Press **Save**.
The DND icon disappears.

Tip

To deactivate DND quickly, press the **DND** soft key when the phone is idle.
You can press the **All Off** soft key to deactivate DND for all lines when deactivating it for a specific line.

Related Topics

- [Rejecting Calls with DND on All Lines](#)
- [Rejecting Calls with DND on Specific Lines](#)

Redirecting Incoming Calls

You can redirect incoming calls by forwarding all incoming calls to a contact, forwarding an incoming call manually, forwarding incoming calls with a forward key or diverting calls from a specific contact to another contact.

Topics

- [Forwarding All Incoming Calls to a Contact](#)
- [Forwarding an Incoming Call Manually](#)
- [Forwarding Incoming Calls with a Forward Key](#)
- [Diverting Calls to a Contact](#)

Forwarding All Incoming Calls to a Contact

You can set up your phone to forward all incoming calls to a contact with one of the following types:

- **Always Forward:** Forwards all incoming calls immediately.
- **Busy Forward:** Forwards incoming calls when you are busy in a call.
- **No Answer Forward:** Forwards incoming calls when no one answers the calls.

Topics

- [Forwarding All Incoming Calls on All Lines](#)
- [Forwarding All Incoming Calls on Specific Lines](#)
- [Deactivating Call Forward](#)

Forwarding All Incoming Calls on All Lines

Before You Begin

Check with your system administrator if the forward on code or off code is required. If required, get it from your system administrator.

Procedure

1. Navigate to **Menu->Features->Call Forward**.
2. Select the desired forwarding type and select **Enabled** from the corresponding field.
3. Do one of the following:
 - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
 - For the SIP-T29G IP phones, highlight the **Forward to** field. Press **Directory (Dir)**, and then select the desired contact from the Directory list(s).
4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
6. Press **Save**.

The call forward icon on the Idle screen indicates that the call forward is activated.

Forwarding All Incoming Calls on Specific Lines

By default, the forward setting applies to all lines on your phone. Your system administrator can change the forward mode to Custom so that you can set Forward setting for specific lines. It is not available for the SIP-T19(P) E2 IP phones.

Before You Begin

The call forward mode is set to Custom. Check with your system administrator if the forward on code or off code is required. If required, get the forward on code or off code from your system administrator.

Procedure

1. Navigate to **Menu->Features->Call Forward**.
2. Select the desired line.
3. Select the desired forwarding type and select **Enabled** from the corresponding field.
4. Do one of the following:
 - Enter the contact number you want to forward incoming calls to in the **Forward to** field.
 - For the SIP-T29G IP phones, highlight the **Forward to** field. Press **Directory (Dir)**, and then select the desired contact from the Directory list(s).
5. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
6. (Optional.) Enter the always/busy/no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
7. Press **Save**.

The forward icon appears on the desired line. If you activate forward on the default line, the forward icon will appear both on the line and in the status bar.

Tip

You can press the **All Lines** soft key to activate forward for all lines.

Deactivating Call Forward

You can deactivate call forward when you no longer want to forward your calls.

Procedure

1. Navigate to **Menu->Features->Call Forward**.
2. If the forward is activated for specific lines, select the desired line.
3. Select the desired forwarding type and select **Disabled** from the corresponding field.

4. Press **Save**.

Tip

You can press the **All Lines** soft key to activate forward for all lines.

Forwarding an Incoming Call Manually

You can manually forward the call to another contact while your phone rings.

Procedure

1. When the phone is ringing, press **Forward**.
2. Enter the number you want to forward the incoming call to.
3. Press the OK key or **Send**.

The phone screen prompts a call forward message.

Forwarding Incoming Calls with a Forward Key

By default, when the phone receives an incoming call, you can easily press the Forward key to forward the incoming call to a specific contact. When the phone is idle, you can also press the Forward key to activate the always forward feature to forward incoming calls to a specific contact.

Topics

[Setting a Forward Key](#)

[Forwarding Incoming Calls Using a Forward Key](#)

Setting a Forward Key

You can set a line key as a Forward key, and specify a contact you want to forward the incoming calls to for this key. Line key is not available on the SIP-T19(P) E2 IP phones, so ask your system administrator to set a Forward key for your phone.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Forward (FWD)** from the **Key Type** field.
5. Do one of the following:
 - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
Enter the contact number you want to forward the incoming calls to in the **Value** field.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
2. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Forwarding Incoming Calls Using a Forward Key

Before You Begin

You need to set a Forward key with a specific contact. Make sure your system administrator has set the forward mode to Phone. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Forward key has set for your phone.

Procedure

1. Do the following:
 - When the phone is idle, press the forward key to activate the always forward feature.
The phone screen prompts you the Always Forward feature is activated and the contact number that all incoming call will forward to.
Always Forward feature is activated.
 - When the phone is ringing, press the forward key to quickly forward the call to the specific contact.

Tip

If the forward feature is activated, you can press another Forward key to switch the target contact number when the phone is idle.

Diverting Calls to a Contact

You can divert all incoming calls from a particular contact to another contact. Auto divert has precedence over call forward.

Procedure

1. Press **Directory (Dir)** or navigate to **Menu->Directory->Local Directory** to enter the local directory.
2. Enter the desired contact group.
If the contact is not in any group, enter the **All Contacts**.
3. Highlight the desired contact, and then press **Option**. Select **Detail**.
4. Edit the contact information.
5. Enter a contact's number you want to divert the call to in the **Auto Divert** field.
6. Press **Save**.

Related Topics

[Forwarding All Incoming Calls to a Contact](#)

[Forwarding an Incoming Call Manually](#)

[Forwarding Incoming Calls with a Forward Key](#)

Transferring Calls

During a call, you can transfer the call to another contact in one of three ways:

- **Blind Transfer:** Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer:** Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting.

Topics

[Performing a Blind Transfer](#)

[Performing a Semi-Attended/Attended Transfer](#)

[Performing Transfer with a Transfer Key](#)

Performing a Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

Procedure

1. Press the TRAN key or **Transfer (Trans)** during a call.
2. Do one of the following:
 - Enter the number or select a contact from the placed call list you want to transfer to.
 - If you have set a Speed Dial key, you can also press the Speed Dial key to transfer the call to the contact directly.
 - Press **Directory (Dir)**. Select the desired contact from the Directory list(s).
4. Press **B Transfer (B Trans)** or the TRAN key to complete the transfer.

Tip

If you are using a handset, the transfer can be completed by hanging up the handset.

Performing a Semi-Attended/Attended Transfer

You can transfer calls to other contacts immediately when receiving ringback or after consulting with them first.

Procedure

1. Press the TRAN key or **Transfer (Trans)** during a call.
2. Do one of the following:
 - Enter the number or select a contact from the placed call list you want to transfer the call to.
 - Press **Directory (Dir)**. Select the desired contact from the Directory list(s).
3. Press the OK key or **Send**.
4. Do one of the following:
 - When you hear the ringback tone, press the TRAN key or **Transfer (Trans)** to finish a semi-attended transfer.
 - After the contact answers the call, press the TRAN key or **Transfer (Trans)** to finish an attended transfer (consultative transfer).

Tip

If you are using a handset, the transfer can be completed by hanging up the handset.

Related Topics

[Setting a Speed Dial Key Manually](#)

[Performing Transfer with a Transfer Key](#)

Performing Transfer with a Transfer Key

By default, you can transfer a call to a specific contact directly using a Transfer key during a call. Your system administrator can also set your phone to perform attended transfer when using a Transfer key.

Topics

[Setting a Transfer Key](#)

[Performing a Blind Transfer Using a Transfer Key](#)

[Performing a Semi-Attended/Attended Using a Transfer Key](#)

[Performing a Call Transfer by Selecting a Transfer Mode](#)

Setting a Transfer Key

You can set a line key as a Transfer key, and specify a contact you want to transfer a call to for this key. Line key is not available on the SIP-T19(P) E2 IP phones, so ask your system administrator to set a Transfer key for your phone.

Procedure

1. Navigate to **Menu->Features->Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Transfer (Trans)** from the **Key Type** field.
4. Do one of the following:
 - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
Enter the contact number you want to transfer the call to in the **Value** field.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
5. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Performing a Blind Transfer Using a Transfer Key

Before You Begin

You need to set a Transfer key with a specific contact. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Transfer key has set for your phone. By default, your system administrator has set your phone to perform blind transfer by Transfer key.

Procedure

1. Press the Transfer key during a call.
The call is transferred to the specific contact directly.

Related Topic

[Setting a Transfer Key](#)

Performing a Semi-Attended/Attended Using a Transfer Key

Before You Begin

You need to set a Transfer key with a specific contact. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Transfer key has set for your phone. Your system administrator has set your phone to perform attended transfer by Transfer key.

Procedure

1. Press the Transfer key during a call.
The phone calls the specific contact first. Wait until you hear the ringback tone or until the contact answers the call.
2. Press the Transfer key again.

Related Topic

[Setting a Transfer Key](#)

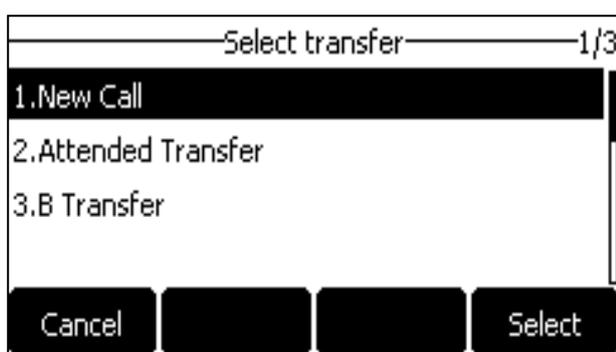
Performing a Call Transfer by Selecting a Transfer Mode

Before You Begin

You need to set a Transfer key for a specific contact. Check with your system administrator to find out if this call transfer feature is available on the phone.

Procedure

1. Press the Transfer key during a call, the phone screen is shown as below:



2. Select the desired transfer mode.

Related Topic

[Setting a Transfer Key](#)

Conference Calls

The Yealink IP phones support a three-way local conference and multi-way network conference.

Note

Network conference is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Topics

[Local Conference](#)

[Network Conference](#)

Local Conference

The IP phones support three-way (including yourself) conference call, it is the default conference type called Local Conference. You can set up a conference between an active call and a held call at any time by pressing the **Conference (Conf)** soft key.

Note

Check with your system administrator to find out if local conference is enabled on your phone.

Topics

[Setting Up a Local Conference Call](#)

[Joining Two Calls in a Conference](#)

[Joining a Transfer Target and a Transferee into a Conference](#)

[Holding or Resuming a Conference Call](#)

[Muting or Unmuting a Conference Call](#)

[Splitting a Conference Call](#)

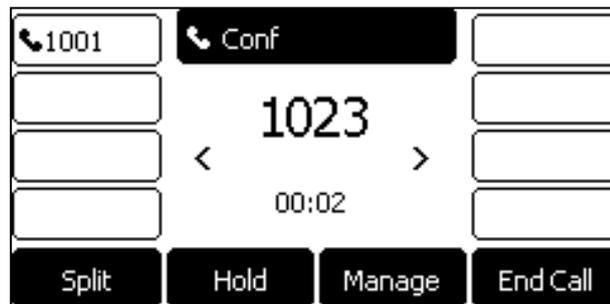
[Managing Conference Participants](#)

[Ending a Conference Call](#)

Setting Up a Local Conference Call

Procedure

1. Place a call to the first party.
2. When the first party answers the call, press **Conference (Conf)** to place a new call.
On the SIP-T29G/T27G IP phones, you can also press the CONF key.
3. Enter the number of the second party to dial out.
You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.
The active call is placed on hold.
4. When the second party answers the call, press **Conference (Conf)** again to join all parties in the conference.
On the SIP-T29G/T27G IP phones, you can also press the CONF key.

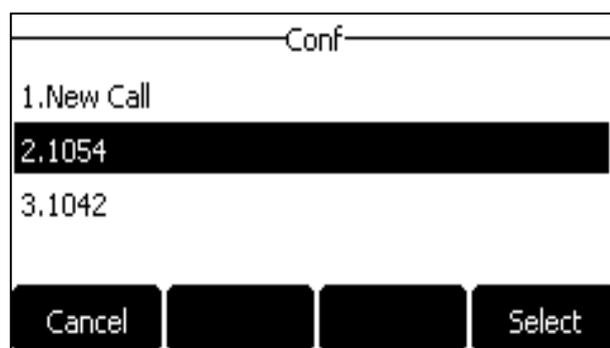


Joining Two Calls in a Conference

You can invite a held call into a conference call with the active call.

Procedure

1. Place two or more calls using the same or different accounts on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Press **Conference (Conf)**.
4. Select the desired hold call, and then press **Select**.



On the SIP-T29G IP phones, press **Send**.

The active call and the selected hold call are joined into a conference. If there are multiple hold calls, the other hold calls on the same or different accounts remain hold.

Joining a Transfer Target and a Transferee into a Conference

After consulting with the contact you want to transfer a call to, you can also join the two calls in a conference.

Procedure

1. Press **Conference (Conf)** after talking with the contact you want to transfer a call to.

On the SIP-T29G/T27G IP phones, you can also press the CONF key.

The transferee and the transfer target are joined into a conference.

Related Topic

[Performing a Semi-Attended/Attended Transfer](#)

Holding or Resuming a Conference Call

When you place a conference call on hold, both the other two participants are placed on hold. The other two participants cannot hear each other until you resume the held conference call.

Procedure

1. Press the HOLD key or **Hold** to place the conference on hold.
2. Press the HOLD key again or **Resume** to resume the held conference call.

Muting or Unmuting a Conference Call

You can mute the local microphone during a conference call so that the other two participants can hear each other except you.

Procedure

1. Press the MUTE key to mute the conference.
On the SIP-T23G/T23P/T21(P) E2 IP phones, press the Cancel key.
2. Press the MUTE key again to unmute the conference.
On the SIP-T23G/T23P/T21(P) E2 IP phones, press the Cancel key again.

Splitting a Conference Call

You can split the conference call into two individual calls. After you split a conference call, the conference call ends, and the other two parties are held. You can resume one of the hold calls.

Procedure

1. Press **Split**.

Managing Conference Participants

You can manage conference participants in the following ways:

- Mute a participant
- Hold a participant
- Remove a participant from the conference

Procedure

Press **Manage**, and then select the desired party, you can do the following:

- Press **Far Mute (FarMute)** to mute the party. The muted party can hear everyone, but no one can hear the muted party.
- Press **Far Hold (FarHold)** to hold the party. The held party cannot hear anyone, and no one can hear the held party.
- Press **Remove** to remove the party from the conference call.
- Press **Back** to return to the previous screen.

Ending a Conference Call

By default, the other two parties drop the call when you end the conference call. However, your system administrator can set up that the other two parties remain connected when you end the conference call.

Procedure

1. Press **End Call (EndCall)** to drop the conference call.

Network Conference

If your system administrator has set a network conference feature on your phone, you can initiate a conference with multiple participants.

Topics

[Setting Up a Network Conference](#)

Setting Up a Network Conference

Procedure

1. Place a call to the first party.
2. Press **Conference (Conf)** to place a new call.
On the SIP-T29G/T27G IP phones, you can also press the CONF key.
The active call is placed on hold.
3. Enter the number of the second party, and then press the OK key or **Send**.
4. When the second party answers the call, press **Conference (Conf)** to add the second party to the conference.
On the SIP-T29G/T27G IP phones, you can also press the CONF key.
5. Press **Conference** to place a new call.
On the SIP-T29G/T27G IP phones, you can also press the CONF key.
The conference call is placed on hold.
6. Enter the number of the new party, and then press the OK key or **Send**.
7. When the new party answers the call, press **Conference (Conf)** to add the new party to the conference.
On the SIP-T29G/T27G IP phones, you can also press the CONF key.
8. Repeat steps 5 to 7 until you add all parties.

Note

The procedures for setting up a network conference call on specific servers may be different. Contact your system administrator for more information.

Recording Using a USB Flash Drive

On the SIP-T29G/T27G IP phones, you can record active calls onto a USB flash drive connected to your IP phones, and the recordings are saved as *.wav files.

Recording using a USB flash drive is not available by default. Check with your system administrator to find out if this feature is available on your phone.

Note

For more information on how to attach a USB flash drive, please refer to the Quick Start Guide for your IP phone on your phone's support page on [Yealink Support](#).
The size of a single recording file should be less than 2G.

Topics

- [Recording a Call](#)
- [Managing a Call While Recording](#)
- [Playing a Recorded Call](#)
- [Pausing/Resuming a Playback](#)
- [Fast Forwarding/Rewinding a Playback](#)
- [Stopping a Playback](#)
- [Deleting a Recorded Call](#)
- [Viewing the Available Recording Time](#)

Recording a Call

You can record active calls on the phone. You cannot record calls when there are no connected calls, when you place a new call, transfer a call or initiate a conference, or when you have an incoming call.

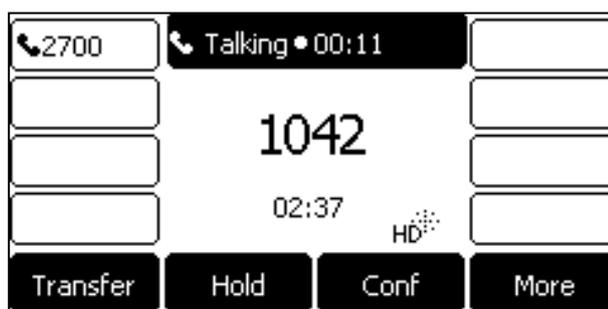
Important

Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of any governing call recording in the country where you are.
It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

Procedure

1. During a call, press **More->Start REC**

The phone screen displays a recording icon and recording duration.



Managing a Call While Recording

You can hold/resume, mute, transfer, place a new call or set up a conference call during recording. All calls you handle during a recording are recorded in the same file.

If your call is placed on hold, the recording is paused. It means that both you and the remote party are not recorded. If you mute the call, the muted party is not recorded.

Pausing a Recording

You can pause a recording during a call at any time. Both you and other parties are not recorded.

Procedure

1. Press **More**, and then press **PauseREC**.

The pause recording icon appears on the phone screen and the duration stops counting.

Resuming a Recording

You can resume a paused recording during a call.

Procedure

1. Press **More**, and then press **ReREC**.

The recording continues within the same file.

Stopping a Recording

You can stop recording during a call. When you end a call during recording, the recording will also be stopped and saved as *.wav file in the USB flash drive automatically.

Procedure

1. Do one of the following:

- Press **More**, and then press **StopREC**.

The recording icon and recording duration disappears. A message is displayed, prompting that the call is recorded successfully.

- Press **More** and then press **End Call (EndCall)**.

The recording icon and recording duration disappears, and the phone returns to the Idle screen. A prompt message is displayed, prompting that the call is recorded successfully.

Playing a Recorded Call

You can browse and play back the recorded files on your phone.

During the recording plays, you can switch among Speakerphone (hands-free) modes by pressing the speakerphone key, Handset modes by pressing the HEADSET key or Handset mode by picking up the handset.

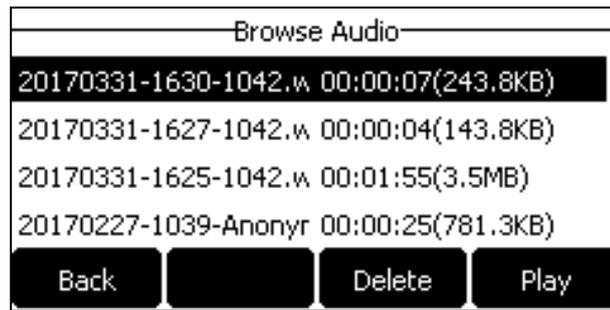
Tip

You can also play back the recorded calls on the phone or on a computer using an application capable of playing ".wav" files.

Procedure

1. Navigate to **Menu->USB->Browse Audio**.

The phone screen shows all recorded files (file name, duration time and file size) in the **Browse Audio** list. The file-name consists of the recording time & date, the other party's number/IP address/name (or the first person's number/IP address/name you called).



2. Select the desired file to play.

The length of the recording and a progress bar are displayed as the recording plays.



Related Topics

[Switching Among the Handset, Speakerphone and Headset Modes](#)
[Adjusting the Audio Volume](#)

Pausing/Resuming a Playback

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call. You can also pause the recording manually at any time.

Procedure

1. Press **Pause** to pause the playback. The **Play** soft key appears on the phone screen.
2. Press **Play**.

Fast Forwarding/Rewinding a Playback

While a recorded call plays, you can fast forward or rewind the playback at any time.

Procedure

- Press **F.Fwd** (▶▶) to skip forward the playback. Press once to skip forward 8 seconds.
- Press **F.Rew** (◀◀) to rewind the playback. Press once to rewind 8 seconds.

Stopping a Playback

When you finish listening to a recording, you can stop playing by pressing the **Back** soft key. The phone returns to the Browse Audio screen.

Deleting a Recorded Call

You can delete the recorded calls when you need additional space on your USB flash drive.

Procedure

1. Navigate to **Menu->USB->Browse Audio**.
2. Highlight the desired recording, and then press **Delete**.
The phone screen prompts you whether to delete the audio.
3. Press **OK** to delete.

Viewing the Available Recording Time

When you insert a USB flash drive to the IP phone during a call, a message will pop up to tell you how much time is available for recording.



During a recording, if there is insufficient free space (30 minutes or 10 minutes left) on the USB flash drive, the IP phone will prompt you a message (XX minutes left for call recording). If no free space on the USB flash drive during recording, recording is stopped and saved in the USB flash drive automatically.

You can also view the storage space of the USB flash drive and check the available recording time before recording, since the insufficient free space may result in call recording failure.

Procedure

1. Navigate to **Menu->USB->Storage Space**.

Multicast Paging

Multicast Paging allows you to easily and quickly broadcast instant audio announcements to users who are listening to a specific multicast group on a specific channel.

The IP phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0. Note that the Yealink IP phones running firmware version 80 or earlier can be regarded as listening to channel 0. It is the default channel.
- **1 to 25**: Broadcasts are sent to channel 1 to 25. We recommend that you specify these channels when broadcasting with Polycom IP phones which have 25 channels you can listen to.
- **26 to 30**: Broadcasts are sent to channel 26 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones running firmware version 81 or later.

Note that all IP phones in the multicast paging group must be deployed in the same network, since a broadcast is used. The IP phone can only send/receive broadcasts to/from the listened channels. Other channels' broadcasts will be ignored automatically by the IP phone.

Topics

[Sending Multicast Paging](#)

[Receiving Multicast Paging](#)

Managing a Paging Call

Sending Multicast Paging

Yealink IP phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones in the group, such as All, Sales, or HR.

You can set a line key as Multicast Paging key or Paging list key on the phone, which allows you to send announcements to the phones with pre-configured multicast address(es) on specific channel(s).

Note

Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Topics

[Setting a Multicast Paging Key](#)

[Setting a Paging List Key](#)

[Setting a Paging Group](#)

[Deleting a Paging Group](#)

[Sending a Paging by a Multicast Paging Key](#)

[Sending Pages by a Paging List Key](#)

Setting a Multicast Paging Key

You can set a Multicast Paging key for a paging group, which allows you to send announcements quickly on the idle screen. Line key is not available on the SIP-T19(P) E2 IP phones, so ask your system administrator to set a Multicast Paging key for your phone.

Before You Begin

Get the multicast IP address and port number from your system administrator.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Multicast Paging** from the **Key Type** field.
5. (Optional.) Enter the paging group name in the **Label** field.
6. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Value** field.
7. Enter the desired channel between 0 and 30 in the **Channel** field.
8. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Setting a Paging List Key

You can set a Paging List key to easily access the paging groups on the idle screen. Line key is not available on the SIP-T19(P) E2 IP phones, so ask your system administrator to set a Paging List key for your phone.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Paging List** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Setting a Paging Group

Before You Begin

Get the multicast IP address and port number from your system administrator.

Procedure

1. Press the paging list key when the phone is idle.
If the paging list key is not set, you can also navigate to **Menu->Features->Others->Paging List** for the SIP-T29G IP phone or **Menu->Features->Paging List** for other IP phones.
2. Select the desired paging group.
The default tag is Empty if it is not configured before.
3. Press **Option**, and then select **Edit**.
4. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the **Address** field.
5. Enter the string that will display on the phone screen in the **Label** field.
6. Enter the desired channel between 0 and 30 in the **Channel** field.
7. Press **Save**.
8. To set more paging groups, repeat steps 2 to 7.

Deleting a Paging Group

Procedure

1. Press the paging list key when the phone is idle.
If the paging list key is not set, you can navigate to **Menu->Features->Others->Paging List** on the SIP-T29G IP phone or **Menu->Features->Paging List** on other IP phones
2. Select the desired paging group.
3. Press **Option**, and then select **Delete**.
The phone screen prompts you whether to delete the paging group.
4. Press **OK**.

Sending a Paging by a Multicast Paging Key

Before You Begin

You need to set a Multicast Paging key in advance. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Multicast Paging key has set for your phone.

Procedure

1. Press the Multicast Paging key when the phone is idle.

Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

On all IP phones except the SIP-T19(P) E2 IP phones, the multicast paging key LED glows green.

The following figure shows a multicast RTP session on the phone:



Related Topic

[Setting a Multicast Paging Key](#)

Sending Pages by a Paging List Key

Before You Begin

You need to set a Paging List key in advance. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Paging List key has set for your phone.

Procedure

1. Press the paging list key when the phone is idle.
2. Select the desired paging group.
3. Press **Paging** to send RTP.

Both your phone and receiver's phone play a warning tone and the multicast RTP session will be automatically answered on the receiver's phone in the speakerphone (hands-free) mode.

Related Topic

[Setting a Paging List Key](#)

Receiving Multicast Paging

Your system administrator has set a listening paging group for you, and then you can receive a paging call when the phone is idle. The paging call is automatically answered on your phone.

When there is a voice call or a paging call in progress, or when DND is activated on your phone, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

Managing a Paging Call

During a paging call, you can do the following:

- Press **Hold** to place the current paging call on hold.

The paging call is placed on hold and the receiver releases the session.

- Press **Resume** to resume the held paging call.
The multicast RTP session is re-established.
- Press **End Call (EndCall)** to end the paging call.

Advanced Features

This chapter explains how to use the advanced features on the IP phone.

Topics

[Call Completion](#)

[Call Pickup](#)

[Call Park and Call Retrieve](#)

[Busy Lamp Field \(BLF\)](#)

[BLF List](#)

[Shared Line](#)

[Intercom](#)

[Messages](#)

[Hot Desking](#)

[Automatic Call Distribution \(ACD\)](#)

If you require additional information or assistance with your new phone, contact your system administrator.

Call Completion

When you place a call and the callee is temporarily unavailable to answer the call, call completion allows your phone to monitor the busy party and establish a call after the busy party becomes available to receive a call.

Note

Call completion is not available on all servers. For more information, contact your system administrator.

Topics

[Enabling Call Completion](#)

[Using Call Completion](#)

Enabling Call Completion

Procedure

1. Navigate to **Menu->Features->Call Completion**.
For the SIP-T29G IP phones, navigate to **Menu->Features->Others->Call Completion**.
2. Select **Enabled** from the **Call Completion** field.
3. Press **Save**.

Using Call Completion

Before You Begin

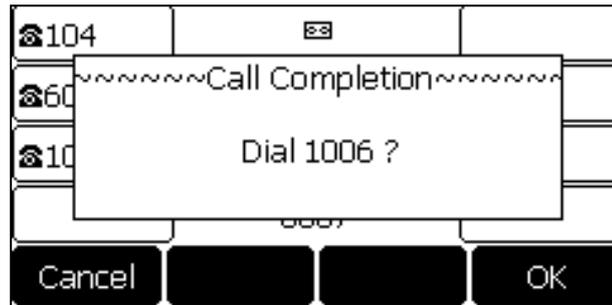
Enable call completion feature on the phone. You place a call and the callee is temporarily unavailable to answer the call.

Procedure

1. The phone screen prompts whether to wait for the callee, press **OK** to activate the call completion feature.



2. When the callee becomes idle, the phone screen prompts whether to dial the number, press **OK** to dial the number.



Related Topic

[Enabling Call Completion](#)

Call Pickup

You can use call pickup to answer someone else's incoming call on your phone. Check with your system administrator to find out if this feature is available on your phone.

The Yealink IP phone supports Directed Call Pickup and Group Call Pickup.

- **Directed Call Pickup:** allows you to pick up incoming calls from another phone.
- **Group Call Pickup:** allows you to pick up incoming calls to any phone within a predefined group of phones, without dialing the extension of another phone.

Topics

[Picking up a Call Directly](#)

[Picking up a Group Call Directly](#)

[Picking up a Call with a Directed Pickup Key](#)

[Picking up a Call with a Group Pickup Key](#)

Picking up a Call Directly

You can answer a call that rings on another phone.

Before You Begin

The target phone receives an incoming call. Your system administrator has enabled the directed call pickup and set the directed call pickup code.

Procedure

1. Pick up the handset, press the line key or the Speakerphone key.
The **DPickup** soft key appears on the phone screen (You may need to press the **More** soft key to see the **DPickup** soft key).
2. Press **DPickup** on your phone.
3. Enter the phone number which is receiving an incoming call.
4. Press **DPickup** again.
The call is answered on your phone.

Tip

When the phone is idle, you can use a Directed Pickup or BLF/BLF List key to pick up a call to a specific contact directly. BLF/BLF List key is not available on the SIP-T19(P) E2 IP phone.

Related Topics

[Picking up a Call with a Directed Pickup Key](#)

[Picking up a Remote Call by BLF Key](#)

[Picking up a Remote Call by BLF List Key](#)

Picking up a Group Call Directly

When any phone within a predefined group of phones receives an incoming call, you can pick up that call easily on your phone. If there are multiple incoming calls on the group at the same time, you can only pick up the first incoming call.

Before You Begin

Your system administrator has enabled the group call pickup and set the group call pickup code.

Procedure

1. Pick up the handset, press the line key or the Speakerphone key.
The **GPickup** appears on the phone screen.
2. Press **GPickup** on your phone when any phone in the group receives an incoming call.
The call is answered on your phone.

Tip

When the phone is idle, you can use a Group Pickup key to pick up a group call directly.

Related Topic

[Picking up a Call with a Group Pickup Key](#)

Picking up a Call with a Directed Pickup Key

You can easily use a Directed Pickup key to pick up a call to a specific contact's phone.

Topics

[Setting a Directed Pickup Key](#)

[Directed Picking up a Call Using a Directed Pickup Key](#)

Setting a Directed Pickup Key

You can set a line key as a Directed Pickup key, and specify a contact you want to pick up a call from for this key. Line key is not available on the SIP-T19(P) E2 IP phones, so ask your system administrator to set a Directed Pickup key for your phone.

Before You Begin

Your system administrator has set the directed call pickup code.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. Do one of the following:
 - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
Enter a contact number you want to pick up a call from in the **Value** field.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
7. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Directed Picking up a Call Using a Directed Pickup Key

Before You Begin

You need to set a Directed Pickup key. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Directed Pickup key has set for your phone. The target phone receives an incoming call.

Procedure

1. Press the Directed Pickup key.
The call is answered on your phone.

Related Topic

[Setting a Directed Pickup Key](#)

Picking up a Call with a Group Pickup Key

You can easily press a Group Pickup key to pick up a group call.

Topics

[Setting a Group Pickup Key](#)

[Picking up a Group Call Using a Group Pickup Key](#)

Setting a Group Pickup Key

You can set a line key as a Group Pickup key. Line key is not available on the SIP-T19(P) E2 IP phones, so ask your system administrator to set a Group Pickup key for your phone.

Before You Begin

Check with your system administrator if the group call pickup code is required for this key. If required, get the group call pickup code from your system administrator.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Group Pick Up** from the **Key Type** field.
5. Select the desired line from the **Account ID** field.
6. (Optional.) Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter group call pickup code in the **Value** field.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
7. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Picking up a Group Call Using a Group Pickup Key

Before You Begin

You need to set a Group Pickup key. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Group Pickup key has set for your phone. Any phone within a predefined group of phones receives an incoming call.

Procedure

1. Press the Group Pickup key.
The call is answered on your phone.

Related Topic

[Setting a Group Pickup Key](#)

Call Park and Call Retrieve

You can use this feature to park a call, and then retrieve the call either from your phone or another phone. After you park a call, the call is placed on hold, you can continue the conversation after retrieving it.

The IP phone supports this feature under the following modes:

- **FAC mode:** park the call to the local extension or a desired extension through dialing the park code.
- **Transfer mode:** park the call to the shared parking lot through a blind transfer. For some servers, the system will return a specific retrieve park number (park retrieve code) from which the call can be retrieved after parking successfully.

Note

Call park is not available on all servers. Check with your system administrator to find out if it is available on your phone.

Topics

[Parking or Retrieving a Call in the FAC Mode](#)

[Parking or Retrieving a Call in the Transfer Mode](#)

[Parking or Retrieving a Call with a Park or Retrieve Key](#)

Parking or Retrieving a Call in the FAC Mode

Your system administrator sets the FAC mode in which you can park and retrieve a call on your phone.

Topics

[Parking a Call](#)

[Retrieving a Parked Call in the FAC Mode](#)

Parking a Call

Before You Begin

Your system administrator has set call park in the FAC mode.

Procedure

1. During a call, press **Park** (You may need to press the **More** soft key to see the **Park** soft key).
The phone will dial the call park code which is pre-configured.
2. Do one of the following:
 - If you want to park the call against the local extension, press the # key.
 - If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and press the # key.

If the call is parked successfully, you will hear a voice prompt that the call is parked.

Tip

You can use a Park key or a BLF key to park a call to a specific contact directly. BLF key is not available on the SIP-T19(P) E2 IP phone.

Related Topics

[Parking or Retrieving a Call with a Park or Retrieve Key](#)

[Parking or Retrieving a Call by BLF Key](#)

Retrieving a Parked Call in the FAC Mode

Before You Begin

Your system administrator has set call park in the FAC mode. There is a call parked on the extension.

Procedure

1. Press **Retrieve** (You may need to press the **More** soft key to see the **Retrieve** soft key) on the pre-dialing screen. The phone will dial the park retrieve code which is configured in advance.
2. Follow the voice prompt to retrieve:
 - Press the # key on the phone where the call is parked.
 - Enter the desired extension followed by # (for example, 4606#) on any phone.

Tip

When the phone is idle, you can use a Retrieve key or a BLF key to retrieve a parked call directly. BLF key is not available on the SIP-T19(P) E2 IP phone.

Related Topics

[Parking or Retrieving a Call with a Park or Retrieve Key](#)

[Parking or Retrieving a Call by BLF Key](#)

[Retrieving a Call by a BLF List Key](#)

Parking or Retrieving a Call in the Transfer Mode

Your system administrator has set the Transfer mode in which you can park and retrieve a call on your phone.

Topics

[Parking a Call in the Transfer Mode](#)

[Retrieving a Parked Call in the Transfer Mode](#)

Parking a Call in the Transfer Mode

Before You Begin

Your system administrator has set call park in the Transfer mode.

Procedure

1. During a call, press **Park** (You may need to press the **More** soft key to see the **Park** soft key). The call will be directly transferred to the shared parking lot.

Tip

You can use a Call Park key to park a call to a specific shared parking lot directly.

Related Topic

[Parking or Retrieving a Call with a Park or Retrieve Key](#)

Retrieving a Parked Call in the Transfer Mode

Before You Begin

Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure

1. Press **Retrieve** (You may need to press the **More** soft key to see the **Retrieve** soft key) on the pre-dialing screen. The phone will retrieve the parked call from the shared parking lot.

Tip

When the phone is idle, you can use a Retrieve key to retrieve a parked call directly.

Related Topic

[Parking or Retrieving a Call with a Park or Retrieve Key](#)

Parking or Retrieving a Call with a Park or Retrieve Key

You can easily use a Park key to park a call to a specific extension (if the FAC mode is set) or shared parking lot (if the Transfer mode is set), and quickly retrieve this parked call using a retrieve key. It's not available on the SIP-T19(P) E2 IP phone.

Topics

[Setting a Park Key](#)

[Parking a Call using a Park Key](#)

[Setting a Retrieve Key](#)

[Retrieving a Parked Call using a Retrieve Key](#)

Setting a Park Key

You can set a line key as a Park key, and specify an extension or a shared parking lot you want to park a call to for this key.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone. Check with your system administrator if **Account ID** it is necessary for this key.

Procedure

1. Navigate to **Menu->Features->Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Call Park** from **Key Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will appear on the phone screen in the **Label** field.
Enter the park extension number or the shared parking lot you want to park the call to in the **Value** field.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
6. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Parking a Call using a Park Key**Before You Begin**

You need to set a Call Park key with a specific extension or a shared parking lot.

Procedure

1. During a call, press the Call Park key.

The call is parked to the desired extension or the shared parking lot directly.

Related Topic

[Setting a Park Key](#)

Setting a Retrieve Key

You can set a line key as a Retrieve key, and specify a parked extension or retrieve lot you want to retrieve a parked call from for this key.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone. Check with your system administrator if **Account ID** it is necessary for this key.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Retrieve Park** from the **Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
Enter the parked extension or the retrieve lot in the **Value** field.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
6. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Retrieving a Parked Call using a Retrieve Key

Before You Begin

1. There is a call parked on the extension or the shared parking lot.
2. You need to set a Retrieve key with a parked extension or a retrieve lot.

Procedure

1. Press the Retrieve key when the phone is idle.
The call is retrieved from the parked extension or shared parking lot directly.

Related Topic

[Setting a Retrieve Key](#)

Busy Lamp Field (BLF)

The Busy Lamp Field (BLF) feature enables you to monitor a specific remote line for status changes on the phone. It is not available on the SIP-T19(P) E2 IP phone.

You can set a line key as a BLF key on the phone to use the BLF feature.

Topics

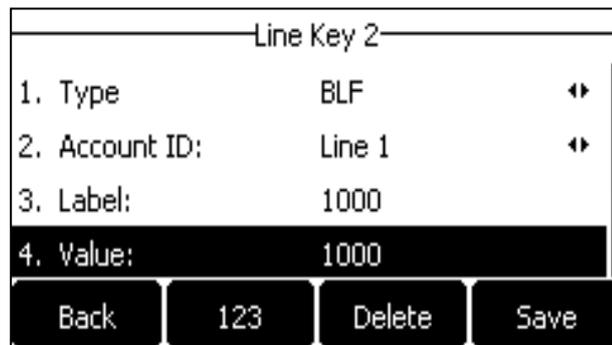
- [Setting a BLF Key](#)
- [State Indicator of Remote Line by BLF Key](#)
- [Audio Alert for Monitored Lines](#)
- [Visual Alert for Monitored Lines](#)
- [Picking up a Remote Call by BLF Key](#)
- [Transferring a Call by BLF Key](#)
- [Parking or Retrieving a Call by BLF Key](#)

Setting a BLF Key

You can set a BLF key to monitor a specific line for status changes on the phone.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **BLF** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
Enter the phone number or the extension you want to monitor in the **Value** field.



- For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).



For the SIP-T48S/T48G IP phones, tap , and then tap the desired contact.

6. Press **Save**.

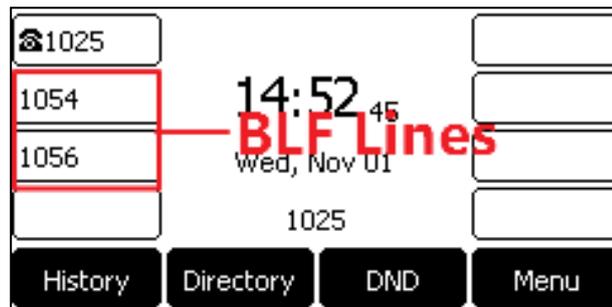
Note

After setting the **BLF** key successfully, you can perform a call transfer by selecting a transfer mode during a call. Check with your system administrator to find out if this feature is available on the phone.

State Indicator of Remote Line by BLF Key

The state indicator of the monitored line on a BLF key varies by phone models.

An idle screen is similar to the one shown below:



The following table shows the LED/icon indicator associated with the line you are monitoring.

LED Status	Icons	Description
	T29G	
Solid green		The monitored line is idle.
Fast-flashing red		The monitored line is ringing.
		The monitored line is dialing.
Solid red		The monitored line is busy or in a call.
Slow-flashing red		The monitored line places a call on hold.
		A call is parked to the monitored line.
Off		The monitored line fails to register or does not exist.

Audio Alert for Monitored Lines

Your system administrator can enable Audio Alert for BLF Pickup feature, which allows your phone to play a tone when the specified monitored line receives an incoming call.

Topic

[Setting an Alert Tone for Monitored Lines](#)

Setting an Alert Tone for Monitored Lines

After your system administrator enables the Audio Alert for BLF Pickup feature, you can set the phone to play an alert tone when a monitored line rings.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Sound->BLF Ring Type**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Sound->BLF Ring Type**.

2. Select the desired ring tone.

The ring tone is played automatically. You can press the Volume key to adjust the tone volume.

3. Press **Save**.

Visual Alert for Monitored Lines

Your system administrator can enable Visual Alert for BLF Pickup feature, which allows your phone to display the caller ID when the specified monitored line receives an incoming call.

You can pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the Idle screen.



Note

If you press **Cancel** to go back to the Idle screen, you can long press the BLF/BLF List key to enter the Calls for Pickup screen again.

Picking up a Remote Call by BLF Key

When a monitored line receives an incoming call, you can pick up the incoming call by pressing the BLF key. For example, if the monitor users are not at their desks and someone rings their lines, you can pick up the desired call simply by pressing the flashing BLF key.

Before picking up an incoming call, make sure that the directed call pickup code has been configured in advance.

Topics

[Setting the Directed Call Pickup Code for BLF key](#)

[Picking up a Remote Call](#)

Setting the Directed Call Pickup Code for BLF key

If your system administrator set the directed call pickup code in advance, you can use the BLF key to pick up the call directly. If not or if you want to set a pickup code for a specific BLF line, you can set a pickup code for BLF key manually.

Before You Begin

Get the directed call pickup code from your system administrator.

Procedure

1. Long press the BLF key.
2. Enter the directed call pickup code in the **Extension** field.
3. Press **Save**.

Related Topic

[Setting a BLF Key](#)

Picking up a Remote Call

When the monitored line receives an incoming call, the BLF key LED indicator of the monitored line will flash red.

Before You Begin

Make sure that the directed call pickup code for a BLF key or your system administrator has set the call pickup feature.

Procedure

1. Do one of the following:
 - Press the BLF key to pick up the call for the monitored line directly.
 - Long press the BLF key.
The **Pick Up**, **Send**, **New Call** and **Cancel** appear on the screen.
Press **Pick Up** to pick up the call.
- If there are multiple incoming calls on the monitored line, select the desired call to pick up.

Related Topic

[Setting the Directed Call Pickup Code for BLF key](#)

Transferring a Call by BLF Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored line by pressing the BLF key.

The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

Topics

[Performing a Blind Transfer](#)

[Performing a Semi-attended/Attended Transfer](#)

[Performing a Call Transfer by Selecting a Transfer Mode](#)

Performing a Blind Transfer

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Blind Transfer**.

Procedure

1. During a call, press the BLF key of the monitored line which you want to transfer this call to.

Performing a Semi-attended/Attended Transfer

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer**.

Procedure

1. During a call, press the BLF key of the monitored line which you want to transfer this call to. The phone will dial out the number of the monitored line.

2. Press the BLF key of the monitored line again or (**Trans**) to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

Parking or Retrieving a Call by BLF Key

You can use the BLF key to park a call or retrieve a parked call directly.

Note

Check with your system administrator to find out if it is available on your phone.

Topics

[Parking a Call](#)

[Retrieving a Parked Call](#)

Parking a Call

Before You Begin

Your system administrator has set call park feature in the FAC mode in advance.

Procedure

1. During a call, press **Park** (You may need to press the **More** soft key to see the **Park** soft key).
2. Press the desired BLF key to park the call to the monitored line.

Retrieving a Parked Call

Before You Begin

Your system administrator has set call park feature in the FAC mode.

Procedure

1. Press **Retrieve** on the dialing screen.
2. Press the desired BLF key to retrieve a call that is parked to the monitored line.

BLF List

BLF List feature enables you to monitor a list of users defined by your system administrator. For example, your system administrator has enabled BLF List feature and created a BLF List URI (for example, BLFList@example.com) with user1 and user2 in the list on the server. After configuration, the BLF List keys on the IP phone can present the status of user1 and user2, and the respective key LEDs or icons will either flash or glow depending on the status of monitored lines.

It is not available on the SIP-T19(P) E2/CP920 IP phone. Check with your system administrator to find out if this feature is available on your phone.

Topics

[State Indicator of Remote Line by BLF List Key](#)

[Audio Alert for Monitored Lines](#)

[Visual Alert for Monitored Lines](#)

[Picking up a Remote Call by BLF List Key](#)

[Transferring a Call by BLF List Key](#)

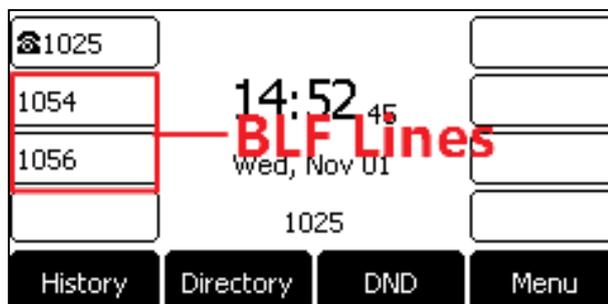
[Parking a Call by a BLF List Key](#)

[Retrieving a Call by a BLF List Key](#)

[Barging In an Active Call by BLF List Key](#)
[Parking a Call by a BLF List Key](#)

State Indicator of Remote Line by BLF List Key

An idle screen is similar to the one shown below:



The following table shows the LED/icon indicator associated with the line you are monitoring.

LED Status	Icons	Description
	T29G	
Solid green		The monitored line is idle.
Fast-flashing red		The monitored line is ringing.
		The monitored line is dialing.
Solid red		The monitored line is busy or in a call.
Slow-flashing red		The monitored line places a call on hold.
		A call is parked to the monitored line.
Off		The monitored line fails to register or does not exist.

Audio Alert for Monitored Lines

Your system administrator can enable Audio Alert for BLF Pickup feature, which allows your phone to play a tone when the specified monitored line receives an incoming call.

Topic

[Setting an Alert Tone for Monitored Lines](#)

Setting an Alert Tone for Monitored Lines

After your system administrator enables the Audio Alert for BLF Pickup feature, you can set the phone to play an alert tone when a monitored line rings.

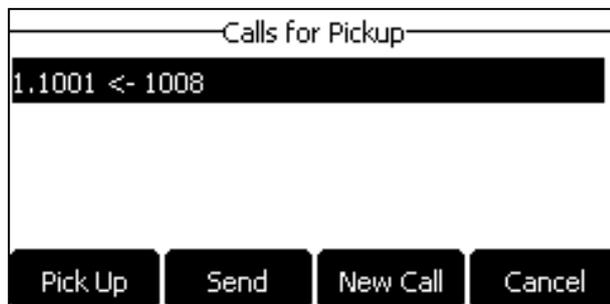
Procedure

1. Navigate to **Menu->Settings->Basic Settings->Sound->BLF Ring Type**.
For the SIP-T29G IP phones, navigate to **Menu->Basic->Sound->BLF Ring Type**.
2. Select the desired ring tone.
The ring tone is played automatically. You can press the Volume key to adjust the tone volume.
3. Press **Save**.

Visual Alert for Monitored Lines

Your system administrator can enable Visual Alert for BLF Pickup feature, which allows your phone to display the caller ID when the specified monitored line receives an incoming call.

You can pick up the call to the monitored line, place a call to the monitored line, place a new call or go back to the Idle screen.



Note

If you press **Cancel** to go back to the Idle screen, you can long press the BLF/BLF List key to enter the Calls for Pickup screen again.

Picking up a Remote Call by BLF List Key

When a monitored line receives an incoming call, you can pick up the incoming call by pressing the BLF List key. For example, if the monitor user is not at his/her desk and someone rings his/her line, you can pick up the call simply by pressing the flashing BLF List key. You can also check the caller ID first, and then pick up the incoming call.

Before You Begin

Check with your system administrator to find out if this feature is available on your phone.

Procedure

- Do one of the following:
 - Press the BLF List key to pick up the call for the monitored line directly.
 - Long press the BLF List key.
 - The **Pick Up**, **Send**, **New Call** and **Cancel** appear on the screen.
 - Press **Pick Up** to pick up the call.
- If there are multiple incoming calls on the monitored line, select the desired call to pick up.

Transferring a Call by BLF List Key

When there is already an active call on the IP phones, you can transfer the active call to the monitored user by pressing the BLF List key.

The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

Note

After setting the **BLF List** key successfully, you can perform a call transfer by selecting a transfer mode during a call. Check with your system administrator to find out if this feature is available on the phone.

Topics

[Performing a Blind Transfer](#)

[Performing a Semi-attended/Attended Transfer](#)

Performing a Blind Transfer

Before You Begin

Check with your system administrator to make sure that the Transfer Mode via Dsskey is set to **Blind Transfer**.

Procedure

1. During a call, press the BLF List key of the monitored line which you want to transfer this call to.

Performing a Semi-attended/Attended Transfer

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to **Attended Transfer**.

Procedure

1. During a call, press the BLF List key of the monitored line which you want to transfer this call to. The phone will dial out the number of the monitored line.
2. Press the BLF List key of the monitored user again or **(Trans)** to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

Parking a Call by a BLF List Key

You can use the BLF List key to park a call to the monitored user.

Before You Begin

Check with your system administrator to find out if this feature is available on your phone.

Procedure

1. During a call, press the desired BLF List key.
The call is parked to the monitored user, and the BLF List key LED indicator flashes red

Retrieving a Call by a BLF List Key

You can use the BLF List key to retrieve a call which is parked to the monitored line.

Before You Begin

Check with your system administrator to find out if this feature is available on your phone.

Procedure

1. Do one of the following:
 - Press the desired BLF List key to retrieve a call that is parked to the monitored line.
 - Long press the BLF List key.
The **Retrieve**, **Send**, **New Call** and **Cancel** appear on the screen.
Press **Retrieve** to pick up the call.

Barging In an Active Call by BLF List Key

You can use the BLF List key to barge in a conversation and set up a conference call.

Before You Begin

Check with your system administrator to find out if this feature is available on your phone.

Procedure

1. Do one of the following:

- Press the BLF List key.
- Long press the BLF List key.

The **Barge In**, **Send**, **New Call** and **Cancel** appear on the screen.

Press **Barge In**.

The IP phone dials out the barge-in code followed by the monitored line, and then you can join the call. Each of the three parties can hear the other two parties.

Shared Line

Yealink IP phone supports using Shared Call Appearance (SCA) or Bridged Line Appearance (BLA) to share a line. So that this line can be registered on more than one IP phone at the same time.

Your system administrator can set your phone to use the shared line.

Note

Check with your system administrator to find out if SCA or BLA is available on your phone.

Topics

[State Indicator of Shared Line](#)

[Placing Calls on a Shared Line](#)

[Answering Calls on a Shared Line](#)

[Placing a Call on Public Hold](#)

[Placing a Call on Private Hold](#)

[Retrieving a Held Call Remotely on a Shared line](#)

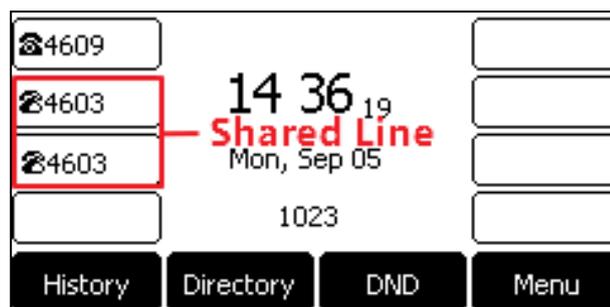
[Barging In an Active Call on a Shared line](#)

[Pulling a Shared Call on a Shared line](#)

State Indicator of Shared Line

Your system administrator may assign multiple line keys to associate with a shared line, which enhances call visualization and simplifies call handling. Incoming calls to this shared line or outgoing calls from this shared line will be distributed evenly among the available line keys.

The shared line is indicated by different line key icons (not available on the SIP-T19(P) E2 IP phones):



The following table shows icons and LED indicator associated with the shared line:

Line Key LED	Icon	Description
except for SIP-T19(P) E2	T29G	
Off		The shared line is idle.
Solid green		The shared line is seized.
Fast-flashing green		The shared line receives an incoming call.
Solid green		The shared line is dialing.
Solid green		The shared line is busy or is in a call.
Slow-flashing green (local phone) Slow-flashing red (other phones)		The call on the shared line is placed on public hold.
Slow-flashing green (local phone) Solid red (other phones)	(Local SCA Phone) (other Phone)	The call on the shared line is placed on private hold.
Solid green		The call on the shared line is barged in by the other shared line user.
Slow-flashing green		In a multi-party call, place the call on hold locally.

Placing Calls on a Shared Line

You can have one or multiple calls on a shared line. The phone places a call on the first shared line key automatically. You can select the desired shared line key first and place a call using this key. Line key is not available on the SIP-T19(P) E2 IP phone.

Related Topic

[Placing Calls](#)

Answering Calls on a Shared Line

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any one of the phones. You can answer one or multiple calls on the shared line. Incoming calls will be distributed evenly among the available shared line keys. Line key is not available on the SIP-T19(P) E2 IP phone.

Note

If the number of incoming calls is greater than the configured line keys, the line keys will be used by sequence circulation. Contact your system administrator for more information.

Related Topic

[Answering Calls](#)

Placing a Call on Public Hold

You can place a call on public hold that any shared line phone can retrieve the held call.

Procedure

1. During a call, press the HOLD key or **Hold**.
The call is held on your phone, and all of the phones registered with shared line show the call is in a held state on the shared line key.

Placing a Call on Private Hold

In SCA scenario, you can place a call on private hold that only you can retrieve the held call. You can hold a call privately on a shared line using the **PriHold** soft key preset by your system administrator. If the **PriHold** soft key is not available on your phone, you can also set a line key as private hold key manually.

Topics

[Setting a Private Hold Key](#)

[Holding a Call Privately](#)

Setting a Private Hold Key

Private Hold key is not available on the SIP-T19(P) E2 IP phone.

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Private Hold** from the **Key Type** field.
5. (Optional.) Enter the string that will display on the phone screen in the **Label** field.
6. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Holding a Call Privately

You can hold a call privately on a shared line using a **PriHold** soft key or Private Hold key. Private Hold key is not available on the SIP-T19(P) E2 IP phone.

Before You Begin

If the **PriHold** soft key is not available on your phone, you need to set a Private Hold key in advance.

Procedure

1. During a call, press **PriHold** or Private Hold key on the phone (You may need to press the **More** soft key to see the **PriHold** soft key).

The call is held on your phone, and the other phones registered with shared line show the call is in the busy state on the shared line key. Other users on the shared line cannot resume your held call.

Related Topic

[Setting a Private Hold Key](#)

Retrieving a Held Call Remotely on a Shared line

If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call that is in a held state, you can resume the held call remotely from other user's phone.

It is not available on the SIP-T19(P) E2 IP phone.

Before You Begin

There is at least one call placed on public hold on the shared line.

Procedure

1. Do one of the following:
 - Press the line key.
 - In SCA scenario, long press the shared line key.
The **Cancel**, **Call Pull (CallPull)**, **New Call (NewCall)** and **Retrieve** appear on the screen.
Press **Retrieve** to retrieve the call.

Barging In an Active Call on a Shared line

In SCA scenario, both you and other users can barge into an active call on the shared line. Only one user can barge into a call at a time. After a user barges into a call, the call turns into a three-party conference.

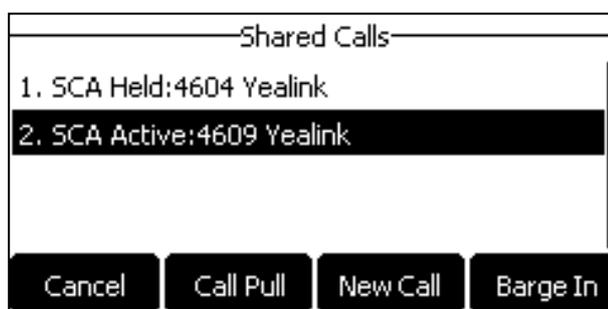
It is not available on the SIP-T19(P) E2 IP phones.

Before You Begin

There is at least one active call on the shared line.

Procedure

1. Long press the line key, and then select an active call.



The **Cancel**, **Call Pull (CallPull)**, **New Call (NewCall)** and **Barge In (BargeIn)** appear on the phone screen.

2. Press **Barge In (BargeIn)** to interrupt the active call.

Pulling a Shared Call on a Shared Line

In SCA scenario, both you and other users can pull an existing call from another shared phone that is an active or hold state.

It is not available on the SIP-T19(P) E2 IP phone. Check with your system administrator to find out if this feature is available for your phone.

Before You Begin

There is an active or held call on the shared line.

Procedure

1. Long press the line key, and then select a call.



2. Press **Call Pull (CallPull)** to pull the call.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. This enables you to place an intercom call that is answered automatically on the contact's phone as long as the contact is not in an active call.

Note

Intercom is not available on all servers. Contact your system administrator for more information.

Topics

[Placing an Intercom Call](#)

[Picking Up an Incoming Call of the Target Extension](#)

[Answering an Intercom Call](#)

Placing an Intercom Call

To use the intercom feature, you should set a line key as an Intercom key in advance. Line key is not available on the SIP-T19(P) E2 IP phones, so ask your system administrator to set an Intercom key for your phone.

Topics

[Setting an Intercom Key](#)

[Placing an Intercom Call to the Target Extension](#)

Setting an Intercom Key

Procedure

1. Navigate to **Menu->Features->Dsskey**.
2. Select the desired line key.
3. Select **Intercom** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
 - (Optional.) Enter the string that will display on the phone screen in the **Label** field.
Enter the target extension number in the **Value** field.
 - For the SIP-T29G IP phones, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select the desired contact from the Directory list(s).
6. Press **Save**.

Tip

By default, you can long press the desired line key to set it. But your system administrator can configure the phone to enter the Add Contact screen by long pressing the line key.

Placing an Intercom Call to the Target Extension

You can place an intercom call when the phone is idle or during a call. The target phone plays a warning tone and automatically answers the call in speakerphone (hands-free) mode by default.

When the target phone has an active call, the intercom call is answered automatically after the active call ends.

Before You Begin

You need to set an Intercom key in advance. If you are using the SIP-T19(P) E2 IP phones, check with your system administrator if the Intercom key has set for your phone.

Procedure

1. Press the intercom key.
2. To end the intercom call, press the intercom key again or **End Call (EndCall)**.

Tip

You can also press the BLF/BLF List key to initiate an outgoing intercom call to the monitored user. Check with your system administrator to find out if it is available on your phone.

Related Topic

[Setting an Intercom Key](#)

Picking Up an Incoming Call of the Target Extension

When a target extension receives an incoming call, you can pick up the incoming call by pressing the Intercom key. Check with your system administrator to find out if this feature is available on your phone.

Before picking up an incoming call, make sure that the directed call pickup code has been configured either for an Intercom key or for Call Pickup feature in advance.

Note

If the directed call pickup code is not set, the phone will place a call to the target extension instead of picking up an incoming call of the target extension when you press the intercom key.

Topics

[Setting the Directed Call Pickup Code for Intercom Key](#)

[Picking Up a Remote Call by Intercom Key](#)

Setting the Directed Call Pickup Code for Intercom Key

The directed call pickup code can be configured for the intercom key.

Before You Begin

Get the directed call pickup code from your system administrator.

Procedure

1. Long press the Intercom key.
2. Enter the directed call pickup code in the **Extension** field.
3. Press **Save**.

Related Topic

[Setting an Intercom Key](#)

Picking Up a Remote Call by Intercom Key

When the target extension receives an incoming call, the intercom key LED of the target extension will flash green. The intercom key LED is not available on T19(P) E2.

Before You Begin

The directed pickup code has set for Call Pickup feature by your system administrator or you have assigned the directed pickup code for an Intercom key in advance.

Procedure

1. Press the Intercom key to pick up the incoming call directly.

Related Topic

[Setting the Directed Call Pickup Code for Intercom Key](#)

Answering an Intercom Call

By default, when there is an incoming intercom call, the phone plays a warning tone and this incoming call will be answered automatically. You can configure the behavior when receiving an intercom call.

Topics

[Setting Intercom](#)

[Answering an Intercom Call](#)

Setting Intercom

You can configure the following behavior when receiving an intercom call.

Intercom Allow

Intercom Allow feature allows the IP phones to automatically answer an incoming intercom call. If you disable this feature, the IP phone will handle an incoming intercom call like a normal incoming call. Intercom Allow feature is enabled by default.

Note

Your system administrator can set a period of delay time before the phone automatically answers intercom calls.

Intercom Mute

Intercom Mute feature allows the IP phones to mute the microphone when incoming intercom calls are answered automatically. Intercom Mute is disabled by default.

Intercom Tone

Intercom Tone feature allows the IP phones to play a warning tone before answering an intercom call automatically. Intercom Tone is enabled by default.

Intercom Barge

Intercom Barge allows the IP phones to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the IP phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the IP phone. Intercom Barge is disabled by default.

Note

To enable the phone to receive a new incoming call when it already has an active call, make sure that the call waiting feature is enabled on the phone in advance.

Procedure

1. Navigate to **Menu->Features->Intercom**.
2. Make the desired changes.
3. Press **Save**.

Related Topic

[Enabling Call Waiting](#)

Answering an Intercom Call

By default, the intercom call is automatically answered on your phone. During the intercom call, you can switch among the Speakerphone (hands-free), Handset and Handset modes.

If your phone is set to answer intercom calls with your microphone muted, you need to press the Mute key to unmute your microphone before responding to the call.

Related Topics

[Switching Among the Handset, Speakerphone and Headset Modes](#)

[Muting/Unmuting Audio](#)

Messages

You can send and receive text or voice messages.

Note

These features may not be available on all servers. Contact your system administrator for more information.

Topics

[Short Message Service \(SMS\)](#)

[Voice Mail](#)

Short Message Service (SMS)

Text messages can be stored in your phone's Inbox, Sentbox, Outbox or Draftbox, and each of the boxes can store up to 100 text messages. If there are more than 100 text messages in any one of the boxes, the phone will directly delete the oldest text message in the box.

Note

SMS is not available on all servers. Contact your system administrator for more information.

Topics

[Reading a Text Message](#)

[Sending a Text Message](#)

[Replying to a Text Message](#)

[Deleting a Text Message](#)

Reading a Text Message

If the phone prompts you there is a new text message, you can press the **View** soft key to read the new messages directly, or press the **Exit** soft key to close the prompt box when you do not want to read your message.



Note

Your system administrator can disable the prompt box for new message(s).

You can also read the messages if the prompt box disappears.

Procedure

1. Navigate to **Menu->Message->Text Message->Inbox**.
2. Highlight the desired message, and then press **View**.

Sending a Text Message

Sending a text message from your IP phone is a quick way of getting in touch with contacts.

Procedure

1. Navigate to **Menu->Message->Text Message->New Message**.
2. Compose the new text message.

3. Press **Send**.
4. Select the desired account from the **From** field.
5. Do one of the following:
 - Enter the number you want to send the message to in the **To** field.
 - For the SIP-T29G IP phones, highlight the **To** field. Press **Directory (Dir)**, and then select the desired contact from the Directory list(s).
6. Press **Send** to send the message.

Replying to a Text Message

You can reply a message after reading a text message.

Procedure

1. Navigate to **Menu->Message->Text Message->Inbox**.
2. Highlight the desired message, and then press **Reply**.
3. Compose the new text message.
4. Press **Send**.

Deleting a Text Message

You can delete messages from your phone after reading.

Procedure

1. Navigate to **Menu->Message->Text Message->Inbox (Sentbox, Outbox or Draftbox)**.
2. Highlight the desired message.
3. Press **Delete**.
On the SIP-T29G IP phones, press **Option**, select **Delete**.
The phone screen prompts you whether to delete the message.
4. Press **OK** to delete.

You can also delete all text messages by selecting the **Delete All**.

Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones. This feature is set up on the server side and not all servers support this feature.

Topics

[Setting the Voice Mail Code](#)

[Receiving a Voice Message](#)

[Leaving Voice Mails](#)

[Listening to Voice Mails](#)

Setting the Voice Mail Code

If you want to connect your phone to the message center, you need to set the voice mail code on your phone.

Before You Begin

Get the voice mail code from your system administrator.

Procedure

1. Navigate to **Menu->Message->Voice Mail->Set Voice Mail Code.**

You can also press the MESSAGE key when the voice mail code is not configured.

2. Enter the voice mail code (for example, *4) in the desired account field.
3. Press **Save**.

Receiving a Voice Message

When receiving a new voice mail, the phone plays a warning tone and the power LED indicator slowly flashes red. A message of "n New Voice Mail(s)" ("n" indicates the number of unread voice messages) is displayed on the phone screen.



If the voice mail prompt box disappears, it will not pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

Note

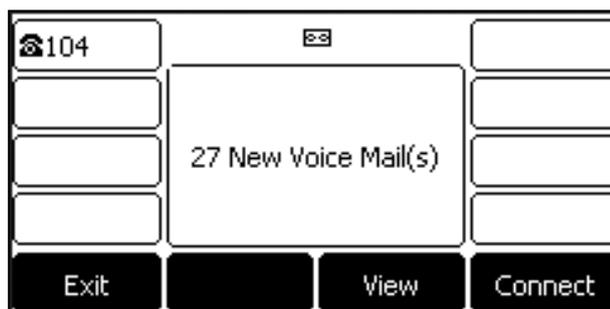
Your system administrator can disable the prompt box for new message(s).

Leaving Voice Mails

You can leave a voice mail for other people when they are busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

Listening to Voice Mails

When the phone screen prompts that the phone receives a new voice mail, you can press the MESSAGE key or **Connect** soft key to dial out the voice mail access code directly, or press the **Exit** soft key to close the prompt box when you are not ready to listen to your voice mail.



You can also listen to your voice mails after the voice mail pop-up message box disappears.

Before You Begin

You need to set the voice mail code in advance.

Procedure

1. Navigate to **Menu->Message->Voice Mail->View Voice Mail**.
The phone screen displays the amount of new and old voice mails.
2. Highlight an account, and then press **Connect**.
3. Follow the voice prompt to listen to your voice mails.

Related Topic

[Setting the Voice Mail Code](#)

Hot Desking

Hot desking is regularly used in places where not all the employees are in the office at the same time, or not in the office for very long, which means that actual personal offices would be often vacant, consuming valuable space and resources.

You can use hot desking to log out from the current account and then log into a new account. As a result, many users can share one same phone resource at different times.

Note

Hot desking is not available on all servers. Contact your system administrator for more information.

Before You Begin

Your system administrator has set a Hot Desking key for you to use this feature. Get the login account information from your system administrator.

Procedure

1. Press the Hot Desking key when the phone is idle.
The phone screen prompts you whether to clear the account configuration.
2. Press **OK**.
Registration configurations of all accounts on the phone will be cleared immediately.
The login wizard will be displayed.
3. Enter the login information.
4. Press **Save** to log in.

Automatic Call Distribution (ACD)

ACD is often used in offices for customer service, such as call center. The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons at the earliest opportunity. ACD on all IP phones allows the ACD system to distribute large volumes of incoming calls to the registered ACD users.

ACD is not available by default. Check with your system administrator to find out if this feature is available on your phone.

Topics

[Logging into the ACD System](#)
[Changing the ACD Status](#)

Logging into the ACD System

You can log into the ACD system. After logging in, you are ready to receive calls from the ACD system.

Before You Begin

Your system administrator has set an ACD key for you to log into the ACD system. Get the User ID and Password to access the ACD system from your system administrator.

Procedure

1. Press the ACD key when the phone is idle.

The phone screen prompts you the following information:

User ID: the identity used to log into the queue.

Password: the password used to log into the queue.



2. Press **Login** to log in.

Changing the ACD Status

You can press the ACD key to show your current ACD user status.

When you set the ACD user status to be available, the ACD key LED glows green, the server begins distributing calls to your IP phone.

When you set the ACD user status to be unavailable, the ACD key LED flashes green, the server temporarily stops distributing calls to your IP phone.

Procedure

1. Press the **Available (Avail)/Unavailable (Unavail)** soft key.
ACD user status synchronizes on both the IP phone and ACD system.
2. To log out of the ACD system, press the **Logout** soft key.

Optional Accessories with Your Phone

This section describes the optional accessories that you can use to extend your phone's capabilities.

Topics

[Supported Accessories](#)

[Headset](#)

[Bluetooth](#)

[Wireless Network](#)

[Expansion Module and Your Phone](#)

Supported Accessories

You can use your phone with different types of accessories. The following optional accessories need to be purchased separately if required for your particular phone:

- Headset YHS32/YHS33
- Wireless Headset Adapter EHS36
- Bluetooth USB Dongle BT40
- Wi-Fi USB Dongle WF40 or WF50
- Expansion Module EXP20

Check with your system administrator to find out which of these applications or accessories are available on your phone.

Caution

We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in poor performance.

Headset

Yealink IP phone supports wired or wireless headset, USB headset and Bluetooth headset to place and answer calls.

You can connect an analog headset to all IP phones or connect a USB headset to the SIP-T29G/T27G IP phones. You can also pair and connect a Bluetooth headset with your SIP-T29G/T27G IP phone. On all IP phones, you can use a wireless headset adapter EHS36 to connect an EHS-compatible wireless headset.

Note

Your system administrator can disable the headset feature. Check with your system administrator to find out if it is available on your phone.

Topics

[Analog Headset](#)

[Wireless Headset](#)

[Bluetooth Headset](#)

[USB Headset](#)

[Using Headsets](#)

Analog Headset

If you want to use an analog headset, you require an optional headset YHS32/YHS33.

Connecting a YHS32/YHS33 Headset

Procedure

1. Simply insert the headset connector into the headset port on the back of your IP phone.
For the information on how to connect headset YHS32/YHS33, refer to the YHS32/YHS33 user guide on [Yealink Technical Support](#) page.

Wireless Headset

You can use most wireless headsets with your phone.

EHS36 provides the technical interface between your IP phone and an EHS-compatible wireless headset, such as Senheiser/Jabra (GN Netcom) or Plantronics headset.

For more information on how to connect EHS36, see the EHS36 User Guide on [Yealink Technical Support](#) page.

After the EHS36 and your headset are connected successfully, you can handle calls by your headset.

For more information on how to use your headset, see your headset documentation from the manufacturer.

Bluetooth Headset

You can use a Bluetooth headset to handle calls on the SIP-T29G/T27G IP phones. If both a Bluetooth headset and an analog headset are connected, only the Bluetooth headset can be used.

For more information, refer to the documentation from your Bluetooth headset manufacturer.

Related Topics

[Pairing and Connecting the Bluetooth Headset](#)

[Deleting the Paired Bluetooth Device](#)

[Disconnecting the Bluetooth Device](#)

[Analog Headset](#)

USB Headset

You can use a USB headset to handle calls on the SIP-T29G/T27G IP phones.

For a list of supported headsets, refer to [Tested headset list compatible with Yealink IP Phone](#) for your IP phones on [Yealink Support](#). USB headsets that are not listed may not function properly if you connect them to your IP phone.

For more information on how to use your USB headset, refer to the related documentation from the manufacturer.

Connecting a USB Headset

Procedure

1. Simply insert the headset connector into the USB port on the back of your IP phone.
For the information on how to connect a USB headset, see the Quick Start Guide for your IP phone on [Yealink Support](#).

Using Headsets

You can use only one headset at a time. The IP phone will use the headset according to the priority: USB/Bluetooth headset>YHS32/YHS33/wireless headset.

Topics

[Activating the Headset Mode](#)
[Deactivating the Headset Mode](#)

Related Topics

[Switching Among the Handset, Speakerphone and Headset Modes](#)
[Placing Calls](#)
[Answering Calls](#)

Activating the Headset Mode

After connecting a headset to your phone, you can activate the headset mode and use the headset when answering and placing calls.

Procedure

1. Press the HEADSET key on the phone.

The HEADSET key LED glows green on the SIP-T29G/T27G IP phones, and the headset icon appears on the phone screen of all IP phone except the SIP-T27G IP phone.

Note

You can initiate or end calls by pressing the HEADSET key. Check with your system administrator to find out if it is available on your phone.

Deactivating the Headset Mode

If you do not want to use a headset to handle calls, you can deactivate the headset mode.

Procedure

1. Press the HEADSET key again on the phone.

The HEADSET key LED goes out on the SIP-T29G/T27G IP phone. The headset icon disappears from the phone screen of all IP phone except the SIP-T27G IP phone.

Bluetooth

The SIP-T29G/T27G IP phones support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the range of 1 to 2 meters (3 to 6 feet).

When the Bluetooth mode is activated, you can pair and connect your Bluetooth device (Bluetooth headset or Bluetooth-enabled mobile phone) to the phone. You can scan and pair up to 60 Bluetooth devices with your phone. However, only one device can be connected at a time. If you connect your Bluetooth-enabled mobile phone to the IP phones, you can synchronize the mobile contacts to the IP phone.

Topics

[Connecting the Bluetooth USB Dongle BT40](#)
[Activating the Bluetooth Mode](#)
[Deactivating the Bluetooth Mode](#)
[Pairing and Connecting the Bluetooth Headset](#)
[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)
[Syncing the Mobile Contacts to the IP Phone](#)
[Viewing the Bluetooth Device Information](#)
[Editing Device Name of your Phone for Recognition](#)
[Deleting the Paired Bluetooth Device](#)
[Disconnecting the Bluetooth Device](#)

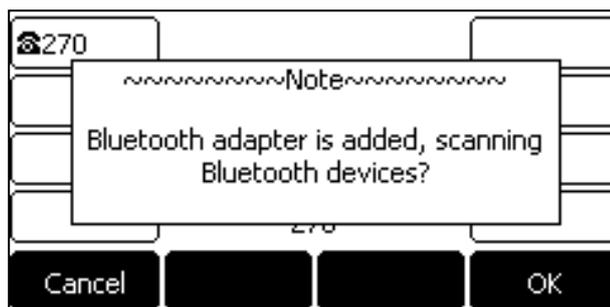
Connecting the Bluetooth USB Dongle BT40

Procedure

1. Insert the USB dongle with "TOP" facing upwards into the USB port on the back of the phone.
For more information on Bluetooth USB dongle BT40, see the user guide for Bluetooth USB dongle BT40 on [Yealink Technical Support](#).

Activating the Bluetooth Mode

When you insert Bluetooth USB dongle BT40 into the USB port on the back of the IP phones, a message is displayed on the phone screen:



You can press **OK** to activate the Bluetooth mode directly.

If you press **Cancel**, you can activate the Bluetooth mode when you want to use the Bluetooth feature.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth**.
2. Select **On** from the **Bluetooth** field.
3. Press **Save**.
The IP phone scans the available Bluetooth devices automatically.

Deactivating the Bluetooth Mode

You can deactivate the Bluetooth mode when you no longer use a Bluetooth device.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth**.
2. Select **Off** from the **Bluetooth** field.
3. Press **Save**.

The Bluetooth device will not be connected anymore, but it will still be paired. When you activate the Bluetooth mode again, the paired Bluetooth device will appear in the **Paired Bluetooth Device** list.

Pairing and Connecting the Bluetooth Headset

Before You Begin

Make sure that the Bluetooth headset is discoverable.

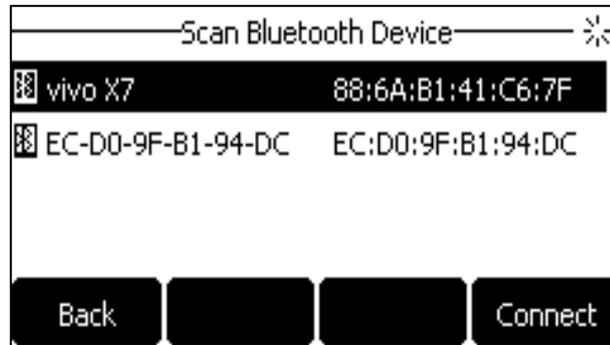
Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth**.

On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth**.

2. Press **Scan** to search the Bluetooth devices.

The phone proceeds to scan the local Bluetooth devices, and phone screen displays the available Bluetooth devices.



3. Find your Bluetooth headset, and then press **Connect**.

The Bluetooth icon appears on the phone screen.

Related Topic

[Activating the Bluetooth Mode](#)

Pairing and Connecting the Bluetooth-enabled Mobile Phone

You can pair and connect the Bluetooth-enabled mobile phone to the IP phone.

Before You Begin

Make sure that the Bluetooth-enabled mobile phone is discoverable.

Procedure

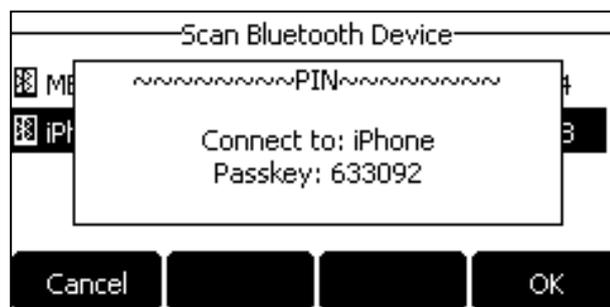
1. Navigate to **Menu->Settings->Basic Settings->Bluetooth**.

On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth**.

2. Press **Scan** to search for the Bluetooth-enabled mobile phone.

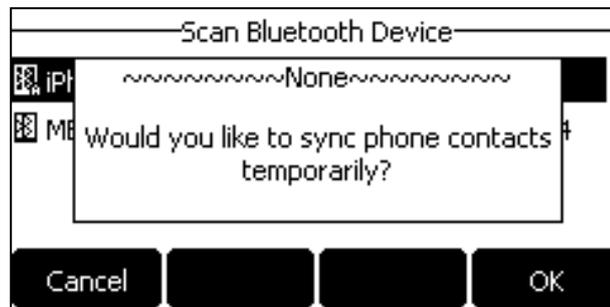
3. Find your Bluetooth-enabled mobile phone, and then press **Connect**.

The IP phone will prompt the connection passkey on the phone screen, as shown below:



4. Make sure your mobile phone is showing the same passkey, and then press **OK** on both mobile phone and IP phone.

A message is displayed on the phone screen:



5. (Optional.) Press **OK** to enable the mobile contacts sync feature and the IP phone will sync the mobile contacts temporarily, or press **Cancel** to disable mobile contacts sync feature and the IP phone will not sync the mobile contacts.

Note

If you enable mobile contacts sync feature, you also need to authorize the IP phone to sync the contacts temporarily on the mobile phone.

Related Topics

[Activating the Bluetooth Mode](#)

[Syncing the Mobile Contacts to the IP Phone](#)

Syncing the Mobile Contacts to the IP Phone

You can sync mobile contacts to your IP phone. This is a convenient way to view a contact without accessing your mobile phone.

Topics

[Enabling the Mobile Contacts Sync Feature](#)

[Viewing your Mobile Contacts on the IP Phones](#)

[Disabling the Mobile Contacts Sync Feature](#)

Enabling the Mobile Contacts Sync Feature

Before You Begin

Make sure that the Bluetooth-enabled mobile phone is paired and connected to your IP phone.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth->Paired Bluetooth Device**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth->Paired Bluetooth Device**.
2. Press **Option**, and then select **Detail**.
3. Select **On** from the **Mobile Contacts Sync** field.

You need to authorize the IP phone to synchronize the contacts temporarily on the mobile phone first, and then the mobile contacts directory will appear in the IP phone directory list.

Related Topic

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)

Viewing your Mobile Contacts on the IP Phones

You can view your mobile contacts on the IP phone.

Before You Begin

Make sure that the mobile contact sync feature is enabled.

Procedure

1. Navigate to **Menu->Directory->Mobile Contacts**.

The contacts stored in your mobile phone will display in the Mobile Contacts list.

Related Topic

[Enabling the Mobile Contacts Sync Feature](#)

Disabling the Mobile Contacts Sync Feature

You can disable the IP phone to sync your mobile phone contacts.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth->Paired Bluetooth Device**.

On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth->Paired Bluetooth Device**.

2. Press **Option**, and then select **Detail**.
3. Select **Off** from the **Mobile Contacts Sync** field.

The mobile contacts directory disappears from the IP phone directory list.

The mobile contacts directory also disappears from the IP phone directory list after deactivating the Bluetooth mode.

Related Topic

[Deactivating the Bluetooth Mode](#)

Viewing the Bluetooth Device Information

You can view the paired Bluetooth device information.

Before You Begin

Make sure that the Bluetooth mode is activated and the Bluetooth device has been paired on your IP phone.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth**.

On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth->Paired Bluetooth Device**.

2. Select the desired Bluetooth device. Press **Option**, and then select **Detail** to view the Bluetooth device information:
 - **Device Name:** the name of the Bluetooth device.
 - **MAC:** the MAC address of the Bluetooth device.
 - **Mobile Contacts Sync:** mobile contacts synchronization when the Bluetooth-enabled mobile phone is connected.

Related Topics

[Activating the Bluetooth Mode](#)

[Pairing and Connecting the Bluetooth-enabled Mobile Phone](#)

Editing Device Name of your Phone for Recognition

You can edit the device name of your phone to display in scanning list of other Bluetooth devices.

Before You Begin

Make sure that the Bluetooth mode is activated.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth->Edit My Device Information**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth->Edit My Device Information**.
The phone screen displays the device name and Bluetooth dongle MAC address.
2. Enter the desired name in the **Device Name** field.
3. Press **Save**.

Related Topic

[Activating the Bluetooth Mode](#)

Deleting the Paired Bluetooth Device

You can delete your Bluetooth device from your phone. When you delete the Bluetooth device, it disappears from the **Paired Bluetooth Device** list.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth->Paired Bluetooth Device**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth->Paired Bluetooth Device**.
2. Press **Option**, and then select **Delete** or **Delete All**.
The phone screen prompts you whether to delete the device.
3. Press **OK** to delete.

Disconnecting the Bluetooth Device

You can disconnect the Bluetooth device from your phone. After you disconnect the Bluetooth device, it remains paired so you can easily connect it to your IP phone next time.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Bluetooth->Paired Bluetooth Device**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Bluetooth->Paired Bluetooth Device**.
2. Highlight the connected Bluetooth device, and then press **Disconnect**.
The Bluetooth device is disconnected when deactivating the Bluetooth mode.

Tip

You can quickly disconnect your Bluetooth headset by turning your headset off. When you turn your Bluetooth headset on, the Bluetooth headset is connected again.

Related Topic

[Deactivating the Bluetooth Mode](#)

Wireless Network

You can connect the SIP-T29G/T27G IP phones to a wireless network.

Topics

[Connecting the Wi-Fi USB Dongle WF40 or WF50](#)

[Activating the Wi-Fi Mode](#)

[Deactivating the Wi-Fi Mode](#)

[Connecting to the Wireless Network](#)

[Viewing the Wireless Network Information](#)

[Managing the Saved Wireless Network](#)

[Disconnecting the Wireless Network Connection](#)

Connecting the Wi-Fi USB Dongle WF40 or WF50

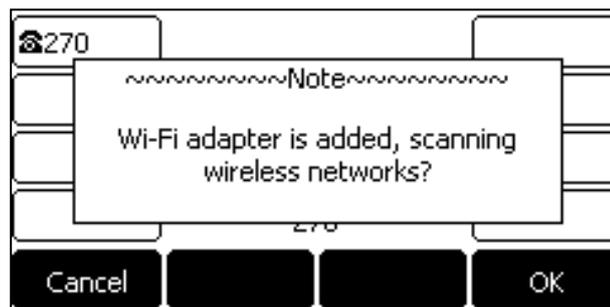
Procedure

1. Insert the Wi-Fi USB Dongle WF40/WF50 into the USB port on the back of the phone.

For more information on WF40/WF50, refer to the Wi-Fi USB dongle WF40 or WF50 user guide on [Yealink Technical Support](#) page.

Activating the Wi-Fi Mode

When Wi-Fi USB dongle WF40 or WF50 is connected to the USB port on the back of the IP phones, a message is displayed on the phone screen:



You can press **OK** to activate Wi-Fi mode directly and to scan Wi-Fi devices automatically.

If you press **Cancel**, you can activate Wi-Fi mode manually when you want to use the Wi-Fi feature.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi**.
2. Select **On** from the **Wi-Fi** field.
3. Press **Save**.
The IP phone scans the available wireless networks in your area.

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi**.
2. Select **Off** from the **Wi-Fi** field.
3. Press **Save**.

Connecting to the Wireless Network

There are three ways to connect IP phones to the wireless network:

- [Connecting to an Available Wireless Network Manually](#)
- [Connecting to the Wireless Network Using Wi-Fi Protected Setup \(WPS\)](#)
- [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. Navigate to **Menu->Settings->Basic Settings->Wi-Fi**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi**.
2. Highlight the **X Available Network(s)** (X represents the number of available networks), and then press **Enter**.
3. (Optional.) To research the available network, press **Scan**.
4. Select the desired wireless network and then press **Connect**.
5. If the network is secure, enter its password.
6. Press **OK**.

Related Topic

[Activating the Wi-Fi Mode](#)

Connecting to the Wireless Network Using Wi-Fi Protected Setup (WPS)

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks which can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication.

There are two methods supported by Yealink IP phones in the Wi-Fi protected setup:

- **Push Button Configuration (PBC):** The user simply has to press the WPS key on both the IP phone and gateway/router to connect.
- **Personal Identification Number (PIN):** The user enters the PIN generated randomly by the IP phone on the gateway/router to connect.

Before You Begin

Make sure that the Wi-Fi mode is activated.

Push Button Configuration (PBC)

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi**.

On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi**.

2. Press **WPS**, and then select **WPS**.

The phone screen prompts "WPS has been activated, connect in 120s!".

3. Long press the WPS key on your gateway or router.

Once the WPS setup has completed successfully, the phone screen will prompt "Connect Success."

Personal Identification Number (PIN)

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi**.

On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi**.

2. Press **WPS**, and then select **WPS-PIN**.

The phone screen prompts "Please input below PIN code on your Wi-Fi router and press OK to connect: xxx".

3. Log into your gateway or router's web interface, and configure it to search the clients. For more information, refer to the documentation from the gateway or router manufacturer.

Once WPS-PIN setup has completed successfully, the web interface of the gateway or router will prompt the connection is successful.

Related Topic

[Activating the Wi-Fi Mode](#)

Adding a Wireless Network Manually

If SSID broadcast on your gateway or router is disabled, the wireless network might not appear in the scanning results. In that case, you must manually add a wireless network. The connected wireless networks will be saved to **Known Network(s)** list.

Before You Begin

Get the available wireless network information from your system administrator. Make sure that the Wi-Fi mode is activated. The **Known Network(s)** list can store up to 5 wireless networks.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi**.

On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi**.

2. Highlight **Known Network(s)**, and then press **Add**.

3. Use the WLAN settings obtained from your gateway/router to configure this WLAN Profile on the IP phone. Do the following:

- If you select **None** or **WEP** from the **Security Mode** field, enter the desired values in the corresponding fields.
- If you select **WPA-PSK**, **WPA2-PSK**, **WPA-EAP** or **WPA2-EAP** from the **Security Mode** field, select the desired cipher type first and enter the desired values in the corresponding fields.

4. Press **Save**.

The connected wireless networks will be saved to **Known Network(s)** list.

Related Topic

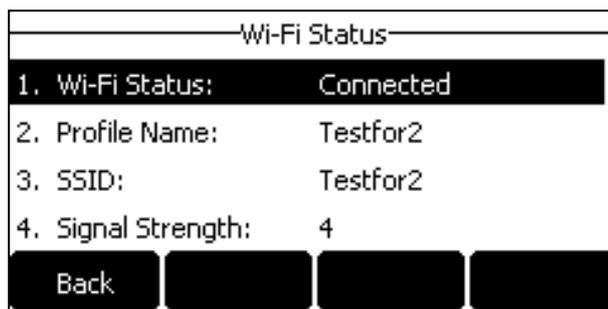
[Activating the Wi-Fi Mode](#)

Viewing the Wireless Network Information

You can view the wireless network information when the Wi-Fi mode is activated.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi->X Available Network(s)**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi->X Available Network(s)**.
2. Press **Detail** to view the detailed wireless network information (for example, Profile Name, SSID or Signal Strength).
If the IP phone is connected to a wireless network successfully, you can also navigate to **Menu->Settings->Basic Settings->Wi-Fi->Wi-Fi Status** to view the connected wireless network information.



Managing the Saved Wireless Network

Once the IP phone has been connected to a wireless network successfully, this wireless network profile will be saved in **Known Network(s)** list. Next time you activate Wi-Fi mode, the IP phone will be automatically connected to the wireless network which has the highest priority (the top one). Up to 5 wireless network profiles can be saved in **Known Network(s)** list. If you want to add a new one when the IP phone has already saved 5 wireless network profiles, delete an older one before adding.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi->Known Network(s)**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi->Known Network(s)**.
2. Press **Option**.
3. Do one of the following:
 - Select **Edit** to edit the wireless network profile, and press **Save**.
 - Select **Move Up** or **Move Down** to change the priority of the wireless network.
 - Select **Delete** or **Delete All** to delete the saved wireless network profile.

Disconnecting the Wireless Network Connection

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Wi-Fi**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Wi-Fi**.
2. Highlight the **X Available Network(s)** (X represents the number of available networks), and then press **Enter**.
3. Highlight the connected wireless network, and then press **Disconnect**.

You can also disconnect the wireless network when deactivating the Wi-Fi mode.

Related Topic

[Deactivating the Wi-Fi Mode](#)

Expansion Module and Your Phone

The expansion module is a console you can use to connect to an IP phone to add additional line keys and expand the functions of your phone. Yealink SIP-T29G/T27G IP phone supports expansion module EXP20. It features a 160*320 graphic phone screen and 20 physical keys with dual-color LEDs. You can add 20 additional keys via a page switch key, bringing the number of keys up to 40. This section provides you how to connect the expansion module EXP20, how to assign the features for ext keys and how to adjust the contrast and backlight of expansion module EXP20.

For more information on expansion module EXP20, refer to the LCD Expansion Module EXP20 user guide on [Yealink Technical Support](#) page.

Topics

[Connecting the Expansion Module](#)

[Assigning the Features for Ext Keys](#)

[Adjusting the Contrast of Expansion Module](#)

[Adjusting the Backlight of Expansion Module](#)

Connecting the Expansion Module

Procedure

1. Connect the expansion module to the IP phone using the supplied connecting sheet and screws.
2. Connect the supplied cord from the Ext jack on the host phone to the Ext in jack on the expansion module.

Assigning the Features for Ext Keys

You can customize features for ext keys on the connected IP phone.

Procedure

1. Long press the desired ext key on the expansion module.
The IP phone LCD screen will enter the user setting interface of this key.
2. Customize the specific feature for this key on the IP phone.
3. Press **Save**.

Adjusting the Contrast of Expansion Module

You can configure the contrast of the expansion module via the host phone.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Display->Contrast**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Display->Contrast**
If the EXP20 is not connected to SIP-T29G IP phones, the Contrast screen displays "No EXP".
2. Select the desired value between 1 and 10 (highest intensity) from the **Contrast** field.
3. Press **Save**.

Adjusting the Backlight of Expansion Module

When you change the backlight intensity settings on your SIP-T29G/T27G IP phones, the backlight on expansion module connected to your phone automatically changes to match the new settings.

Related Topics

Changing the Screen Backlight Brightness and Time

Maintaining Your Phone

When your phone is unable to operate properly, you need to investigate or troubleshoot issues among other tasks your system administrator may ask you to perform.

Topics

[Warnings](#)

[Diagnosing the Network](#)

[Rebooting Your Phone](#)

[Resetting to Factory Settings](#)

[Updating the Phone Configuration](#)

Warnings

When one of the following situations occurs:

- The default password is being used
- Failed to register the account
- Provisioning credentials are wrong
- Network is unavailable

On the T27G/T23P/T23G/T21(P) E2/T19(P) E2 IP phones, a warning icon appears in the status bar.

Topics

[Investigating Warnings](#)

[Re-provisioning Your Phone](#)

[Clearing Warnings](#)

Related Topic

[Changing the Administrator Password](#)

Investigating Warnings

You can view details about warnings in the **Status** screen.

Procedure

1. Navigate to **Menu**->**Status**.
2. Select **Warnings**.

The **Warnings** screen is displayed listing any issues.

Tip

You can also press the **OK** key when the phone is idle, and then select **Warnings**.

Re-provisioning Your Phone

In the Warnings screen, if the phone prompts "Auto-p credentials failed", it means that the provisioning credentials are wrong. You may need to ask your system administrator for the valid provisioning credentials to re-provision your phone.

Procedure

1. Navigate to **Menu->Status->Warnings**.
2. Select **Auto-provisioning failed**, and then press **Re Provision**.
3. Enter valid provisioning credentials, and then press **Save**.
The phone prompts you whether to provision now.
4. Press **OK**.

Clearing Warnings

You can temporarily remove the warning icon from the status bar. However, the warning icon appears again after the phone reboots or the phone has a new warning if the issue is not fixed.

Procedure

1. Navigate to **Menu->Status->Warnings**.
2. Press **Clear Icon**.

Diagnosing the Network

The wrong network settings may result in inaccessibility of your phone and poor network performance. Your system administrator may ask you to use the ping or trace route to troubleshoot network connectivity problems.

Topics

[Checking the Network Using "Ping" Method](#)

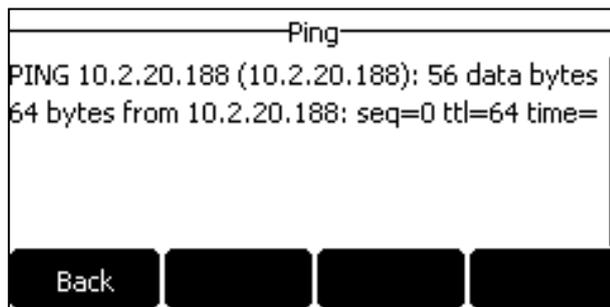
[Checking the Network Using "Trace Route" Method](#)

Checking the Network Using "Ping" Method

Procedure

1. Navigate to **Menu->Features->Diagnostics->Network->Ping**.
2. Enter the desired IP address or URL in the **Ping IP or URL** field.
3. Press **Start**.

The screen displays the network status information.



4. Press **Back** to go back to the preview screen.

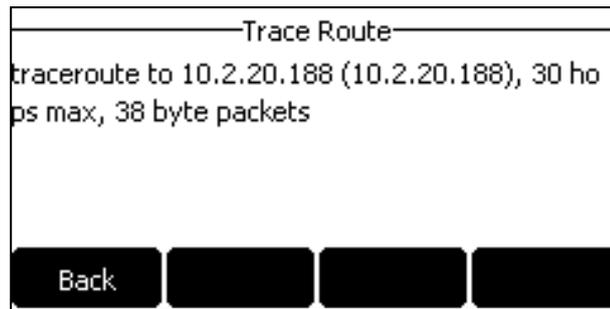
Checking the Network Using "Trace Route" Method

Procedure

1. Navigate to **Menu->Features->Diagnostics->Network->Trace Route**.
2. Enter the desired IP address or URL in the **Trace Route IP or URL** field.

3. Press **Start.**

The screen displays the network status information.



4. Press **Back to go back to the preview screen.**

Rebooting Your Phone

The improper operation may cause malfunction. If the malfunction occurs, your system administrator may ask you to reboot your phone.

Procedure

- 1. Navigate to **Menu->Settings->Basic Settings->Reboot**.**
On the SIP-T29G IP phones, navigate to **Menu->Basic->Reboot**.
The phone screen prompts you whether to reboot the phone.
- 2. Press **OK** to reboot the phone.**

Tip

You can also long press the X key on the keypad when the phone is idle to reboot the phone.

Resetting to Factory Settings

Generally, some common issues may occur while using the IP phone. Your system administrator may ask you to reset your phone to factory configurations after you have tried all troubleshooting suggestions but still do not solve the problem. This operation will delete all your personal configuration settings, and reset all settings to the factory defaults. Check with your system administrator if the personalized settings are kept before resetting your phone to factory settings.

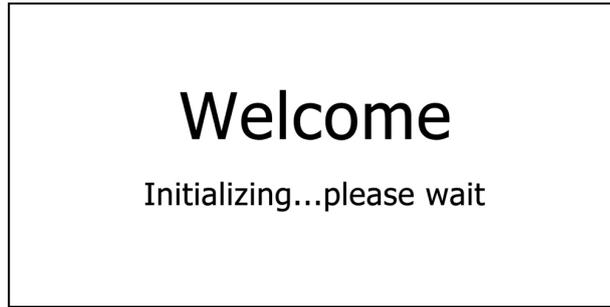
Procedure

- 1. Navigate to **Menu->Settings->Advanced Settings->Reset Config**.**
On the SIP-T29G IP phones, navigate to **Menu->Advanced->Reset Config**.
- 2. Highlight the **Reset to Factory Settings**, and then press **Reset**.**
The phone screen prompts you whether to reset the setting.
- 3. Press **OK**.**
The phone begins resetting.

Tip

You can also long press the OK key when the phone is idle.

After reset, the screen prompts "Welcome Initializing...Please wait".



The phone will be reset successfully after startup.

Note

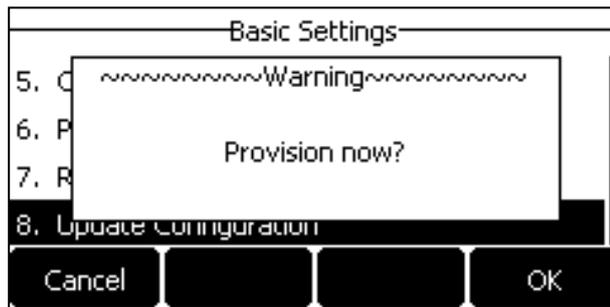
Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

Updating the Phone Configuration

Your system administrator may ask you to update your phone configurations.

Procedure

1. Navigate to **Menu->Settings->Basic Settings->Update Configuration**.
On the SIP-T29G IP phones, navigate to **Menu->Basic->Update Configuration**.
A message is displayed on the phone screen:



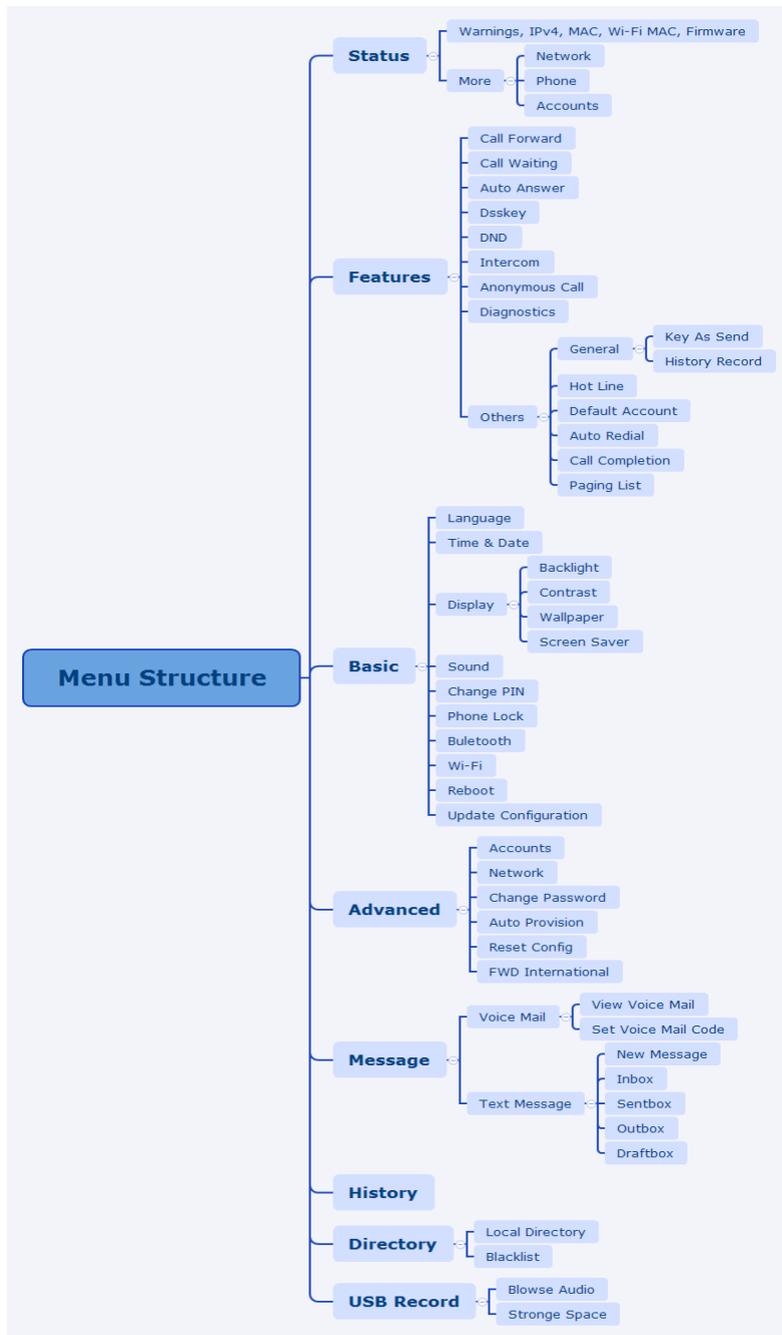
2. Press **OK**.

Tip

You can also long press the REDIAL key when the phone is idle to update the phone configuration.

Appendix - Menu Structure

For the SIP-T29G IP Phone



For the T27G/T23P/T23G/T21(P) E2/T19(P) E2 IP Phone

