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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 configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate 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-T27P 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 on the following phone’s support pages:

- IP Phone SIP-T29G
- IP Phone SIP-T27P
- 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 for 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 for all regulatory and safety guidance.

In This Guide

This guide mainly takes the SIP-T27G IP phone 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 how to navigate your phone for the best performance.

**Topics**
- Hardware Overview
- Screen and Icons
- Entering Characters

**Hardware Overview**

Yealink T2 series IP phone has distinct hardware types:

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<td>Grayscale</td>
<td>Color</td>
</tr>
<tr>
<td>Line Keys</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>USB Port</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**T2X Series Hardware**

![T2X Series Hardware Diagram]
<table>
<thead>
<tr>
<th>NO.</th>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LCD Screen</td>
<td>Shows information about your phone, such as calls, messages, soft keys, time and date.</td>
</tr>
<tr>
<td>2</td>
<td>Power LED Indicator</td>
<td>Indicates call status, message status and phone's system status.</td>
</tr>
<tr>
<td>3</td>
<td>Line Keys</td>
<td>Access your phone lines and features. The SIP-T19(P) E2 IP phone does not have Line keys.</td>
</tr>
<tr>
<td>4</td>
<td>Soft Keys</td>
<td>Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.</td>
</tr>
<tr>
<td>5</td>
<td>Navigation Keys</td>
<td>• Scroll through information or options displayed on the screen. • Access History and Directory respectively.</td>
</tr>
<tr>
<td>6</td>
<td>OK Key</td>
<td>Confirms actions or answers incoming calls.</td>
</tr>
<tr>
<td>7</td>
<td>Cancel Key</td>
<td>Cancels actions or rejects incoming calls. On the SIP-T23G/T23P/T21(P) E2 IP phone, you can also use it to mute or unmute an activate call. The SIP-T19(P) E2 IP phone does not have Cancel Key.</td>
</tr>
<tr>
<td>8</td>
<td>HEADSET Key</td>
<td>Toggles the headset mode on or off. The LED indicator glows green when the headset is activated. Only the SIP-T29G/T27P/T27G IP phone has a key light.</td>
</tr>
<tr>
<td>9</td>
<td>HOLD Key</td>
<td>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.</td>
</tr>
<tr>
<td>10</td>
<td>TRAN Key</td>
<td>Transfers a call.</td>
</tr>
<tr>
<td>11</td>
<td>Speakerphone Key</td>
<td>Toggles the speakerphone (hands-free) mode or not.</td>
</tr>
<tr>
<td>12</td>
<td>RD Key</td>
<td>Redials a previously dialed number.</td>
</tr>
<tr>
<td>13</td>
<td>MESSAGE Key</td>
<td>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.</td>
</tr>
<tr>
<td>14</td>
<td>CONF Key</td>
<td>Creates a conference with another party. The SIP-T23G/T23P/T21(P) E2/T19(P) E2 IP phone does not have CONF key.</td>
</tr>
<tr>
<td>15</td>
<td>MUTE Key</td>
<td>Toggles the microphone on or off. The SIP-T23G/T23P/T21(P) E2 IP phone does not have MUTE key.</td>
</tr>
<tr>
<td>16</td>
<td>Volume Key</td>
<td>Adjust the volume of handset, headset, speaker, ringer, or media.</td>
</tr>
<tr>
<td>17</td>
<td>Keypad keys</td>
<td>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.</td>
</tr>
<tr>
<td>18</td>
<td>Speaker</td>
<td>Provides ringer and speakerphone audio output.</td>
</tr>
<tr>
<td>19</td>
<td>Reversible Tab</td>
<td>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.</td>
</tr>
</tbody>
</table>
Getting Started with Your Phone

<table>
<thead>
<tr>
<th>NO.</th>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>Hookswitch</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Power LED Indicator**

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

**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)**

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The line is seized.</td>
</tr>
<tr>
<td></td>
<td>The line is in conversation.</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>The line receives an incoming call.</td>
</tr>
<tr>
<td>Slow-flashing green</td>
<td>The call is placed on hold.</td>
</tr>
<tr>
<td>Off</td>
<td>The line is inactive.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The always forward feature is activated.</td>
</tr>
<tr>
<td>Off</td>
<td>The always forward feature is deactivated.</td>
</tr>
</tbody>
</table>

**Note**
If the value (the destination number) is not configured for a Forward key, the key LED 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)**

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The monitored user is idle.</td>
</tr>
</tbody>
</table>
### LED Status

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast-flashing red (200ms)</td>
<td>The monitored user receives an incoming call.</td>
</tr>
<tr>
<td>Solid red</td>
<td>The monitored user is busy.</td>
</tr>
<tr>
<td></td>
<td>The monitored user’s conversation is placed on hold (This LED status requires server support).</td>
</tr>
<tr>
<td>Slow-flashing red (1s)</td>
<td>The call is parked on the monitored user.</td>
</tr>
<tr>
<td>Off</td>
<td>The monitored user does not exist.</td>
</tr>
</tbody>
</table>

#### Line key LED (used as a page switch key)

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid red</td>
<td>There is a call parked on the line whose line key is not on the current page.</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>The line receives an incoming call on the line key of the non-current page.</td>
</tr>
<tr>
<td>Fast-flashing red</td>
<td>The monitored user receives an incoming call whose line key is not on the current page.</td>
</tr>
<tr>
<td>Off</td>
<td>The line keys are idle.</td>
</tr>
</tbody>
</table>

#### 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.

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

#### 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.

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>The bridged line is idle.</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>The bridged line receives an incoming call.</td>
</tr>
<tr>
<td>LED Status</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Solid green (Local BLA Phone)</td>
<td>The bridged line is busy or is in a call.</td>
</tr>
<tr>
<td>Solid red (Monitoring BLA Phone)</td>
<td>The bridged line is dialing.</td>
</tr>
<tr>
<td>Slow-flashing green (Local BLA Phone)</td>
<td>The bridged line is seized.</td>
</tr>
<tr>
<td>Slow-flashing red (Monitoring BLA Phone)</td>
<td>The call on bridged line is placed on hold.</td>
</tr>
</tbody>
</table>

**Screen and Icons**

Before you use the phone, you need to understand 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

**Idle Screen**

The Idle screen is made up of three parts: the status bar, line keys and soft keys. The time & date displays on the status bar or middle of screen that varies by phone models.
- **Status Bar**: Display the default account, feature status icons, and the time. The status icons display when features are activated.
- **Line Keys**: Display the information associated with the line 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 phone or line key 9-21 on the SIP-T27P/T27G IP phone.
- **Soft Keys**: Each soft key label indicates the action for the soft key below 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. The placed call records display on the LCD screen. From Dialing/Pre-dialing screen, you can use phone keypad to enter and edit data. The contacts whose name or phone number matches the entered characters appear on the LCD screen. You can select the desired contact to place a call directly.

**Note**

Your system administrator can configure 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.
Getting Started with Your Phone

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

When there is an active call and a held call, the Calls screen on the IP phone is shown as below:

Icons in the Status Bar
Icons in the status bar vary by phone models.

Topics
- T29G Icons in the Status Bar
- T27P/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

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔴</td>
<td>Wired network is unavailable</td>
</tr>
<tr>
<td>🎤</td>
<td>speakerphone (hands-free) mode</td>
</tr>
<tr>
<td>✆</td>
<td>Handset mode</td>
</tr>
<tr>
<td>Icons</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>🎧</td>
<td>Headset mode</td>
</tr>
<tr>
<td>📩</td>
<td>Voice Mail</td>
</tr>
<tr>
<td>📣</td>
<td>Text Message</td>
</tr>
<tr>
<td>🔔</td>
<td>Auto Answer</td>
</tr>
<tr>
<td>🚫</td>
<td>Do Not Disturb (DND)</td>
</tr>
<tr>
<td>🔗</td>
<td>Keep Mute</td>
</tr>
<tr>
<td>🔊</td>
<td>Ringer volume is 0</td>
</tr>
<tr>
<td>🛠</td>
<td>Phone Lock</td>
</tr>
<tr>
<td>🔴</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>🔗</td>
<td>Call Forward</td>
</tr>
<tr>
<td>🔥</td>
<td>Recording starts successfully (Using a USB flash drive)</td>
</tr>
<tr>
<td>⏸️</td>
<td>Recording is paused (Using a USB flash drive)</td>
</tr>
<tr>
<td>🔗</td>
<td>Bluetooth mode is on</td>
</tr>
<tr>
<td>🔗</td>
<td>Bluetooth headset is both paired and connected</td>
</tr>
<tr>
<td>🔗</td>
<td>Bluetooth-Enabled mobile phone is both paired and connected</td>
</tr>
<tr>
<td>🏬</td>
<td>Wi-Fi connection is successful</td>
</tr>
<tr>
<td>✗</td>
<td>Wi-Fi connection fails</td>
</tr>
</tbody>
</table>

**T27P/T27G Icons in the Status Bar**

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📷</td>
<td>Wired network is unavailable</td>
</tr>
<tr>
<td>Icons</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>📞</td>
<td>speakerphone (hands-free) mode</td>
</tr>
<tr>
<td>📞</td>
<td>Handset mode</td>
</tr>
<tr>
<td>🎤</td>
<td>Handset mode</td>
</tr>
<tr>
<td>🎧</td>
<td>Headset mode</td>
</tr>
<tr>
<td>📧</td>
<td>Voice Mail</td>
</tr>
<tr>
<td>📨</td>
<td>Text Message</td>
</tr>
<tr>
<td>🔴</td>
<td>Auto Answer</td>
</tr>
<tr>
<td>🔴</td>
<td>Do Not Disturb (DND)</td>
</tr>
<tr>
<td>🔴</td>
<td>Keep Mute</td>
</tr>
<tr>
<td>🔴</td>
<td>Ringer volume is 0</td>
</tr>
<tr>
<td>🔴</td>
<td>Phone Lock</td>
</tr>
<tr>
<td>🔴</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>🔴</td>
<td>Call Forward</td>
</tr>
<tr>
<td>🔴</td>
<td>Recording starts successfully (Using a USB flash drive)</td>
</tr>
<tr>
<td>🔴</td>
<td>Recording is paused (Using a USB flash drive)</td>
</tr>
<tr>
<td>🔴</td>
<td>Bluetooth mode is on</td>
</tr>
<tr>
<td>🔴</td>
<td>Bluetooth headset is both paired and connected</td>
</tr>
<tr>
<td>🔴</td>
<td>Wi-Fi connection is successful</td>
</tr>
<tr>
<td>🔴</td>
<td>Wi-Fi connection fails</td>
</tr>
</tbody>
</table>
T23G/T23P/T21(P) E2/T19(P) E2 Icons in the Status Bar

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Wired network is unavailable</td>
</tr>
<tr>
<td>![Icon]</td>
<td>speakerphone (hands-free) mode</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Handset mode</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Headset mode</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Voice Mail</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Text Message</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Auto Answer</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Do Not Disturb (DND)</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Keep Mute</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Ringer volume is 0</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Phone Lock</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Call Forward</td>
</tr>
</tbody>
</table>

**Line Key Icons**
Icons on the line key that vary by phone models.

**Topics**
- T29G Line Key Icons
- T27P/T27G Line Key Icons
- T23G/T23P/T21(P) E2 Line Key Icons

**Icon indicators** (associated with line key features):

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Hold/Public Hold</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Private Hold</td>
</tr>
<tr>
<td>Icons</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>📲</td>
<td>DND</td>
</tr>
<tr>
<td>🎤</td>
<td>Voice Mail</td>
</tr>
<tr>
<td>📬</td>
<td>SMS</td>
</tr>
<tr>
<td>📨</td>
<td>Direct Pickup</td>
</tr>
<tr>
<td>📞</td>
<td>Group Pickup</td>
</tr>
<tr>
<td>📊</td>
<td>DTMF Prefix</td>
</tr>
<tr>
<td>📩</td>
<td>Local Group XML Group LDAP</td>
</tr>
<tr>
<td>🌐</td>
<td>XML Browser</td>
</tr>
<tr>
<td>🎥</td>
<td>Conference</td>
</tr>
<tr>
<td>⬅️</td>
<td>Forward</td>
</tr>
<tr>
<td>🔄</td>
<td>Transfer</td>
</tr>
<tr>
<td>📞</td>
<td>ReCall</td>
</tr>
<tr>
<td>🎧</td>
<td>Record URL Record</td>
</tr>
<tr>
<td>🔴</td>
<td>Recording in process (Record/URL Record)</td>
</tr>
<tr>
<td>📣</td>
<td>Multicast Paging Group Listening Paging List</td>
</tr>
<tr>
<td>🎥</td>
<td>Hot Desking</td>
</tr>
<tr>
<td>🖍️</td>
<td>Zero Touch</td>
</tr>
<tr>
<td>🏛️</td>
<td>URL</td>
</tr>
<tr>
<td>📞</td>
<td>Phone Lock</td>
</tr>
<tr>
<td>🛍️</td>
<td>Directory</td>
</tr>
<tr>
<td>📪</td>
<td>Speed Dial</td>
</tr>
</tbody>
</table>

**Icon indicators** (associated with line)
## Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>The private line registers successfully</td>
</tr>
<tr>
<td>📞</td>
<td>The shared/bridged line registers successfully</td>
</tr>
<tr>
<td>🕒</td>
<td>Registering</td>
</tr>
<tr>
<td>🕒</td>
<td>Register failed</td>
</tr>
<tr>
<td>📞</td>
<td>DND is enabled on this line</td>
</tr>
<tr>
<td>📞</td>
<td>Call forward is enabled on this line</td>
</tr>
</tbody>
</table>

### Icon indicators (associated with call park/retrieve park)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Park successfully/Idle state</td>
</tr>
<tr>
<td>🕒</td>
<td>Park failed</td>
</tr>
<tr>
<td>📞</td>
<td>Ringing state</td>
</tr>
<tr>
<td>🕒</td>
<td>Retrieve parked call</td>
</tr>
</tbody>
</table>

### Icon indicators (associated with BLF/BLF List)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Monitored line is available.</td>
</tr>
<tr>
<td>📞</td>
<td>Monitored line is ringing.</td>
</tr>
<tr>
<td>📞</td>
<td>Monitored line is dialing.</td>
</tr>
<tr>
<td>📞</td>
<td>Monitored line is busy or in a call.</td>
</tr>
<tr>
<td>🕒</td>
<td>Monitored line is placed on hold.</td>
</tr>
<tr>
<td>🕒</td>
<td>Monitored line is parked.</td>
</tr>
<tr>
<td>🕒</td>
<td>BLF/BLF List fails to register.</td>
</tr>
</tbody>
</table>

### Icon indicators (associated with intercom)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Target extension is available.</td>
</tr>
<tr>
<td>📞</td>
<td>Target extension is ringing.</td>
</tr>
<tr>
<td>📞</td>
<td>Target extension is dialing or in a call.</td>
</tr>
<tr>
<td>🕒</td>
<td>Target extension fails to register.</td>
</tr>
</tbody>
</table>

### Icon indicators (associated with ACD)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🕒</td>
<td>Log in</td>
</tr>
</tbody>
</table>
## Getting Started with Your Phone

### Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>:</td>
<td>Available</td>
</tr>
<tr>
<td>:</td>
<td>Wrap up</td>
</tr>
<tr>
<td>:</td>
<td>Unavailable</td>
</tr>
<tr>
<td>:</td>
<td>Log out</td>
</tr>
</tbody>
</table>

### 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.

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

### 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.

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>:</td>
<td>The bridged line is idle.</td>
</tr>
<tr>
<td>: (for monitoring BLA phone)</td>
<td>The bridged line is seized.</td>
</tr>
<tr>
<td>:</td>
<td>The bridged line receives an incoming call.</td>
</tr>
<tr>
<td>:</td>
<td>The bridged line is dialing.</td>
</tr>
</tbody>
</table>
## Yealink T2 Series IP Phones User Guide

### T29G Line Key Icons

#### Icon indicators (associated with line):

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>☷️</td>
<td>The bridged line is busy or is in a call.</td>
</tr>
<tr>
<td>📠</td>
<td>The call on bridged line is placed on hold.</td>
</tr>
</tbody>
</table>

#### Icon indicators (associated with line key features):

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📷</td>
<td>The private line registers successfully</td>
</tr>
<tr>
<td>🔄</td>
<td>The shared/bridged line registers successfully</td>
</tr>
<tr>
<td>🔴</td>
<td>Register failed</td>
</tr>
<tr>
<td>🔄</td>
<td>Registering</td>
</tr>
<tr>
<td>🔴</td>
<td>DND is enabled on this line</td>
</tr>
<tr>
<td>🔴</td>
<td>Call forward is enabled on this line</td>
</tr>
<tr>
<td>📷</td>
<td>Hold/Public Hold</td>
</tr>
<tr>
<td>📷</td>
<td>Private Hold</td>
</tr>
<tr>
<td>🔴</td>
<td>DND</td>
</tr>
<tr>
<td>📷</td>
<td>Voice Mail</td>
</tr>
<tr>
<td>🔴</td>
<td>SMS</td>
</tr>
<tr>
<td>📷</td>
<td>Direct Pickup</td>
</tr>
<tr>
<td>📷</td>
<td>Group Pickup</td>
</tr>
<tr>
<td>📷</td>
<td>DTMF Prefix</td>
</tr>
<tr>
<td>📷</td>
<td>Local Group XML Group LDAP</td>
</tr>
<tr>
<td>📷</td>
<td>XML Browser</td>
</tr>
<tr>
<td>📷</td>
<td>Conference</td>
</tr>
<tr>
<td>📷</td>
<td>Forward</td>
</tr>
<tr>
<td>📷</td>
<td>Transfer</td>
</tr>
<tr>
<td>📷</td>
<td>ReCall</td>
</tr>
<tr>
<td>📷</td>
<td>Record URL Record</td>
</tr>
<tr>
<td>📷</td>
<td>Recording starts successfully (Record/URL Record)</td>
</tr>
<tr>
<td>📷</td>
<td>Multicast Paging</td>
</tr>
<tr>
<td>Icons</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>📞</td>
<td>Group Listening</td>
</tr>
<tr>
<td>📞</td>
<td>Paging List</td>
</tr>
<tr>
<td>📞</td>
<td>Hot Desking</td>
</tr>
<tr>
<td>📞</td>
<td>Zero Touch</td>
</tr>
<tr>
<td>📞</td>
<td>URL</td>
</tr>
<tr>
<td>📞</td>
<td>Phone Lock</td>
</tr>
<tr>
<td>📞</td>
<td>Directory</td>
</tr>
<tr>
<td>📞</td>
<td>Speed Dial</td>
</tr>
</tbody>
</table>

**Icon indicators (associated with call park/retrieve park)**

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Park successfully/Idle state</td>
</tr>
<tr>
<td>📞</td>
<td>Park failed</td>
</tr>
<tr>
<td>📞</td>
<td>Ringing state</td>
</tr>
<tr>
<td>📞</td>
<td>Retrieve parked call</td>
</tr>
</tbody>
</table>

**Icon indicators (associated with BLF/BLF List)**

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Monitored line is available.</td>
</tr>
<tr>
<td>📞 (Flashing)</td>
<td>Monitored line is ringing.</td>
</tr>
<tr>
<td>📞 (Flashing)</td>
<td>Monitored line is dialing.</td>
</tr>
<tr>
<td>📞</td>
<td>Monitored line is busy or in a call.</td>
</tr>
<tr>
<td>📞</td>
<td>Monitored line is placed on hold.</td>
</tr>
<tr>
<td>📞</td>
<td>Monitored line is parked.</td>
</tr>
<tr>
<td>📞</td>
<td>BLF/BLF List fails to register.</td>
</tr>
</tbody>
</table>

**Icon indicators (associated with intercom)**

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Target extension is available.</td>
</tr>
<tr>
<td>📞</td>
<td>Target extension is ringing.</td>
</tr>
<tr>
<td>📞</td>
<td>Target extension is dialing.</td>
</tr>
<tr>
<td>📞</td>
<td>Target extension is busy or is in a call.</td>
</tr>
<tr>
<td>📞</td>
<td>Target extension fails to register.</td>
</tr>
</tbody>
</table>

**Icon indicators (associated with ACD)**
### Icons | Description
--- | ---
[Log in icon] | Log in
[Available icon] | Available
[Wrap up icon] | Wrap up
[Unavailable icon] | 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 |
--- | ---|
[Local SCA Phone] | The shared line is idle.
(Monitoring SCA Phone) | The shared line is seized.
[Monitoring SCA Phone] | The shared line receives an incoming call.
[Monitoring SCA Phone] | The shared line is dialing.
[Monitoring SCA Phone] | The shared line is busy or is in a call.
(Local SCA Phone) | The call on shared line is placed on public hold.
(Monitoring SCA Phone) | The call on shared line is placed on private hold.
[Monitoring SCA Phone] | The call on shared line is barged in by the other shared line party.
[Monitoring SCA Phone] | 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 |
--- | ---|
[Local BLA Phone] | The bridged line is idle.
(Monitoring BLA Phone) | The bridged line is seized.
[Monitoring BLA Phone] | The bridged line receives an incoming call.
[Monitoring BLA Phone] | The bridged line is dialing.
[Monitoring BLA Phone] | The bridged line is busy or is in a call.
Getting Started with Your Phone

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>The call on bridged line is placed on hold.</td>
</tr>
</tbody>
</table>

**T27P/T27G Line Key Icons**

**Icon indicators** (associated with line):

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✖️</td>
<td>The private line registers successfully</td>
</tr>
<tr>
<td>✔️</td>
<td>The shared/bridged line registers successfully</td>
</tr>
<tr>
<td>🔄</td>
<td>Register failed</td>
</tr>
<tr>
<td>🔄</td>
<td>Registering</td>
</tr>
<tr>
<td>☑️</td>
<td>DND is enabled on this line</td>
</tr>
<tr>
<td>🟢</td>
<td>Call forward is enabled on this line</td>
</tr>
</tbody>
</table>

**Icon indicators** (associated with ACD)

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td>Log in</td>
</tr>
<tr>
<td>🌐</td>
<td>Available</td>
</tr>
<tr>
<td>🔔</td>
<td>Wrap up</td>
</tr>
<tr>
<td>📥 and 🌐</td>
<td>Unavailable</td>
</tr>
</tbody>
</table>

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

**Icon indicators** (associated with line):

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✖️</td>
<td>The private line registers successfully</td>
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<tr>
<td>✔️</td>
<td>The shared/bridged line registers successfully</td>
</tr>
<tr>
<td>🔄</td>
<td>Register failed</td>
</tr>
<tr>
<td>🔄</td>
<td>Registering</td>
</tr>
<tr>
<td>☑️</td>
<td>DND is enabled on this line</td>
</tr>
<tr>
<td>🟢</td>
<td>Call forward is enabled on this line</td>
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</tbody>
</table>

**Icon indicators** (associated with ACD)

<table>
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<tr>
<th>Icons</th>
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</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td>Log in</td>
</tr>
<tr>
<td>🌐</td>
<td>Available</td>
</tr>
<tr>
<td>🔔</td>
<td>Wrap up</td>
</tr>
<tr>
<td>📥 and 🌐</td>
<td>Unavailable</td>
</tr>
</tbody>
</table>
### Call History Icons

#### Topics

**T29G Call History Icons**

**T27G/T27P/T23G/T23P/T21(P) E2/T19(P) E2 Call History Icons**

#### T29G Call History Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Received Calls</td>
</tr>
<tr>
<td>🔄</td>
<td>Placed Calls</td>
</tr>
<tr>
<td>🔄</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>🔄</td>
<td>Forwarded Calls</td>
</tr>
</tbody>
</table>

#### T27G/T27P/T23G/T23P/T21(P) E2/T19(P) E2 Call History Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Received Calls</td>
</tr>
<tr>
<td>🔄</td>
<td>Placed Calls</td>
</tr>
<tr>
<td>🔄</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>🔄</td>
<td>Forwarded Calls</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switch input mode</td>
<td>Press the ABC, abc, Abc, 2aB, or 123 soft key to switch the input mode.</td>
</tr>
<tr>
<td>Enter alphas</td>
<td>Select ABC, abc, 2aB or Abc mode. On the SIP- T27P/T27G/T23(P) E2/T19(P) E2 IP phone, press the keys labeled with letters until your desired letter appears. On the SIP-T29G IP phone, 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.</td>
</tr>
<tr>
<td>Enter numbers</td>
<td>Select 123 mode, press the corresponding keys.</td>
</tr>
<tr>
<td>Enter special characters</td>
<td>Select ABC, abc, 2aB, or Abc mode, press * key or # key one or more times to enter one of the following special characters: * key: *.,?-@/:_;+&amp;%=&lt;&gt; $€[].~^¡¿§#</td>
</tr>
<tr>
<td></td>
<td># key: #</td>
</tr>
<tr>
<td></td>
<td>In 123 mode, you can press * key to choose the following special characters: *./@[]</td>
</tr>
<tr>
<td>Insert space</td>
<td>Select ABC, abc, 2aB, or Abc mode, press the 0 key.</td>
</tr>
<tr>
<td>Move cursor</td>
<td>Press (↑) or (↓) to position the cursor.</td>
</tr>
<tr>
<td>Delete one or more characters</td>
<td>Position the cursor to the right of the character, and press the Delete soft key.</td>
</tr>
</tbody>
</table>
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 only be set from the Advanced settings. By default, you require a password to access the Advanced settings. The default administrator password is “admin”.

For security reasons, you should change the default password as soon as possible.

Procedure
1. Navigate to **Menu** > **Settings** > **Advanced Settings** > **Change Password**.
   For the SIP-T29G IP phone, 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**.

Wallpaper
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.

<table>
<thead>
<tr>
<th><strong>Note</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>You can also change it to any custom picture uploaded by your system administrator.</td>
</tr>
</tbody>
</table>

Topics
Changing Idle Screen Wallpaper
Adding a Wallpaper from a USB Flash Drive

Changing Idle Screen Wallpaper
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 a 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 a 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 will automatically start when the IP phone is 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 for a preset waiting time, the screen saver starts again.

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

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 display on the screen saver.

**Note**

The custom information is preset by your system administrator.

The SIP-T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2 IP phone only displays custom information as the screen saver.

**Topics**

Changing the Waiting Time for Screen Saver
Enabling/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 screen saver.

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

**Enabling/Disabling Time & Date and Status Icons Display**

For the SIP-T29G IP phone, 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 phone, 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 displays on the screen saver, as shown below:

   ![Screen Saver Example](image)

**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-T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2 IP phone, you cannot set the screen saver type. The system administrator can set custom information displayed when screen saver starts.

For the SIP-T29G IP phone, 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 uploaded by your system administrator.

If you want to show custom information on the screen saver, make sure that the custom 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 phone will automatically set the built-in picture as the screen saver.
   - If you select **Custom**.
     The IP phone will automatically set the custom pictures as the screen saver, and display these pictures alternately.
   - If you select **Server XML**.
     The IP phone will 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 LCD screen during phone activity and inactivity. The backlight brightness automatically changes when the phone is 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 LCD 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/T27P IP phone.
- **Inactive Level**: The brightness of the LCD 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 phone.
- **Backlight Time**: The delay time to change the brightness of the LCD 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.
Customizing Your 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 phone, navigate to **Menu > Basic > Display > Backlight**.
2. For the SIP-T29G/T27G/T27P IP phone, select the desired level from the **Active Level** field.
3. For the SIP-T29G IP phone, 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 LCD screen 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 phone.

**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 language of the phone user interface is English. You can change the language for the phone user interface.

**Procedure**

1. Navigate to **Menu > Settings > Basic Settings > Language**.
   - For the SIP-T29G IP phone, navigate to **Menu > Basic > Language**.
2. Select the desired language.
3. Press **Save**.
   - Text displayed on the phone user interface will change to the selected language.

**Time & Date**

You can set the time and date manually. The time and date format is also customizable.

**Topics**

- Setting the Time and Date Manually
- Changing the Date Format

**Setting the Time and Date Manually**

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

**Procedure**

1. Navigate to **Menu > Settings > Basic Settings > Time & Date > Manual Settings**.
   - For the SIP-T29G IP phone, navigate to **Menu > Basic > Time & Date > General > Manual Settings**.
2. Enter the specific date and time in the corresponding fields. 
   For the SIP-T29G IP phone, you can also press the up or down navigate key to select the desired date and time.

3. Press **Save**. 
   The time and date displayed on the LCD screen will change accordingly.

**Changing the Date Format**
You can customize the date by choosing among a variety of time and date formats.

The built-in date formats are listed as below:

<table>
<thead>
<tr>
<th>Date Format</th>
<th>Example (2016-09-02)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WWW MMM DD</td>
<td>Fri, Sep 02</td>
</tr>
<tr>
<td>DD-MMM-YY</td>
<td>02-Sep-16</td>
</tr>
<tr>
<td>YYYY-MM-DD</td>
<td>2016-09-02</td>
</tr>
<tr>
<td>DD/MM/YYYY</td>
<td>02/09/2016</td>
</tr>
<tr>
<td>MM/DD/YY</td>
<td>09/02/16</td>
</tr>
<tr>
<td>DD MMM YYYY</td>
<td>02 Sep, 2016</td>
</tr>
<tr>
<td>WWW DD MMM</td>
<td>Fri, 02 Sep</td>
</tr>
</tbody>
</table>

**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 phone, 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 phone, 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 in the bottom of the Idle screen for all IP phones except the SIP-T29G IP phone. 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 should keep a **Menu** soft key, otherwise you may not access the phone settings.

**Procedure**

1. Navigate to **Menu** – **Settings** – **Advanced Settings** – **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 LCD screen in the **Label** field.
6. (Optional.) Enter the corresponding value in the **Value** field.
7. Press **Save**.

**Phone Lock**

Phone lock helps you to protect your phone from unauthorized use. You can lock your phone manually when you are not using it or lock it 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 emergency number or authorized numbers that set up by your administrator, answering or rejecting an incoming call and ending a call.

**Note**

The Volume key, HEADSET key and Speakerphone key are always available when you lock the phone.

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.

**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 select 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 phone, 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 a desired type from the **Lock Type** field.

6. Enter the desired interval between 0 and 3600 (seconds) of automatic phone lock in the **Auto Lock** field.

7. Press **Save**.

**Related Topics**

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 will appear on the LCD screen.

**Related Topics**

Setting the Phone Lock

**Unlocking Your Phone**

**Procedure**

1. Press any locked key, the LCD 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 LCD screen.

**Note**

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

**Changing Your Phone Unlock PIN**

The default unlock PIN is 123. You can change your unlock PIN at any time for security reasons.

**Procedure**

1. Navigate to **Menu -> Settings -> Basic Settings -> Change PIN**.

   For the SIP-T29G IP phone, 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

You can control certain audio settings on your phone, including adjusting the audio volume, setting a ring tone and key tone.

**Topics**

Adjusting the Volume  
Setting the Ring Tone  
Setting the Key Tone

**Adjusting the Volume**

You can adjust the volume of audio during a call or when playing an audio file, and adjust the volume of phone ringtone.

**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 decrease the volume of 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 LCD 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 caller when your phone rings.
You can also choose a unique ring tone for the different accounts on your phone.

The ring tones is used according to the 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 phone, navigate to **Menu > Basic > Sound > Ring Tones > Common**.
2. Select a desired ring tone.
3. The ring tone is played automatically. You can press the Volume key to adjust the ringtone volume.
4. Press **Save**.

**Related Topics**

- Adjusting the Audio Volume

**Setting a Ring Tone for an Account**

You can select a unique ring tone for individual account.

**Procedure**

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

**Related Topics**

- 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 phone rings.
By default, the **Auto** is selected, and this group will use the ring tone according to the 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 the 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 a desired group.
3. Press **Option**, and then select **Detail**.
4. Select a 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** to accept the change.

**Related Topics**

**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 phone rings.

By default, the **Auto** is selected, and this contact uses the ring tone according to the 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 a desired contact, and then press **Option**. Select **Detail**.
4. Select a 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 Topics**

**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 phone, navigate to **Menu -> Basic -> Sound -> Key Tone**.
2. Select the desired value from the **Key Tone** field.
3. Press **Save**.
Directory

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

The phone provides the following types of directories by default:

- Local Directory
- Favorites
- Blacklist
- Mobile Contacts
- Remote Phone Book

Local Directory

You can store up to 1000 contacts and 48 groups in your phone's 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 Local Directory 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 help 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 AddGroup (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 phone, 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 a desired group.
3. Press Option, and then select Detail.
4. Edit the group information.
5. Press Save to accept the change.

**Deleting Contact Groups**
You can delete a group from 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 a desired group.
3. Press Option, and then select Delete.
   A confirmation message is displayed, confirming that you want to delete the group.
4. Press OK to delete.

**Managing the Local Directory Contacts**
You can add, edit and delete contacts in the local directory.

**Topics**
- Adding Contacts
- Editing Contacts
- Deleting Contacts

**Adding Contacts**
When you add a contact to your local directory, you can enter a unique name with up to three kinds of numbers of your choosing, including office number, mobile number or other number. You can set other information for your contact, including:

- Specify an account to use when calling this contact.
- Specify a ring tone for the contact.
- Specify a contact photo to the contact (only available on the SIP-T29GIP phone).

**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 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 numbers 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 phone, select a desired photo from the Photo field.
8. Press Add.
   On the SIP-T29G IP phone, press Save.
If the contact already exists in the local directory, the LCD screen 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 a desired contact, and then press Option. Select Detail.
4. Edit the contact information.
5. Press Save.

**Deleting Contacts**

You can delete a contact or all contacts from the Local Directory.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the contact added to the Favorites directory is deleted in the Local Directory, it will be automatically deleted from the Favorites directory.</td>
</tr>
</tbody>
</table>

**Topics**

Deleting a Contact
Deleting All Contacts

**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 a desired contact, and then press Option.
4. Select Delete.
   A confirmation message is displayed, confirming that you want to delete the contact.
5. Press OK to delete.

**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**.
   A confirmation message is displayed, confirming that you want to delete all contacts.
4. Press **OK** to delete.

**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 a desired contact, and then press **Option**.
4. Select **Add to Blacklist**.
   A confirmation message is displayed, confirming that you want to move to blacklist.
5. Press **OK**.

**Searching for Local Directory 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 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.

**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. This feature 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
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 you want to add does not belong to any group, enter the All Contacts.
3. Highlight a 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 LCD 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 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 phone, press Save.
   If the contact already exists in the local directory, the LCD screen will prompt “Contact name existed!”.
   If the favorite index of contact already exists, the LCD screen will prompt “Favorites Index already exist!”.
   The contact exists in the Favorites directory and local directory both.
### Tip
You can long press a 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
- Favorites
- 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**.

### Reordering Favorites
You can change the order in which your favorites display on the idle screen or in the favorites directory.

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

### 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 a 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 only removed from favorites directory, 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 a 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 is rejected automatically. You can store up to 30 contacts; add, edit, delete or search for a blacklist contact in the blacklist.

**Topics**
Managing the Blacklist Contacts
Moving a Blacklist Contact to the Local Directory

**Managing the Blacklist Contacts**
You can add, edit and delete blacklist contacts.

**Topics**
Adding a Blacklist Contact
Editing a Blacklist Contact
Deleting Blacklist Contacts

**Adding a Blacklist Contact**

**Procedure**
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 phone, press Save.

**Editing a Blacklist Contact**
You can change or add more information to your blacklist contacts at any time.

**Procedure**
2. Highlight a desired blacklist contact, and then press Option. Select Detail.
3. Edit the blacklist contact information.
4. Press Save.

**Deleting Blacklist Contacts**
You can delete a blacklist contact or all blacklist contacts to make room for new blacklist contact.
Topics

Deleting a Blacklist Contact
Deleting all Blacklist Contacts

Deleting a Blacklist Contact

Procedure

2. Highlight a desired group.
3. Press Option, and then select Delete.
   A confirmation message is displayed, confirming that you want to delete the contact.
4. Press OK to delete.

Deleting all Blacklist Contacts

Procedure

2. Press Option, and then select Delete All.
   A confirmation message is displayed, confirming that you want to delete all contacts.
3. Press OK to delete.

Moving a Blacklist Contact to the Local Directory
You can move a blacklist contact to local directory. Incoming calls from this contact will not be rejected automatically.

Procedure

2. Highlight a desired contact, and then press Option.
3. Select Add to Contact.
   A confirmation message is displayed, confirming that you want to move to contact.
4. Press OK.

Mobile Contacts
On the SIP-T29G/T27G IP phone, you can temporarily synchronize mobile phone contacts. The mobile phone contacts will be imported to your IP phone 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 phone.

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 contact that is 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 phone, and mobile contact sync feature is enabled.

Procedure
2. Highlight a 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 phone, 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 phone, 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 LCD screen prompts “Updating, please wait…”.

**Note**

If you disconnect the mobile phone from IP phone when the IP phone is updating the Mobile Contacts, the LCD screen will prompt “Fail to download mobile contacts!”, and the mobile contacts will 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

**Remote Phone Book**

Your system administrator can set the Remote Phonebook feature so that you can access your corporate directory directly from your phone. You can simply dial a contact number from the corporate directory. You can also search for a contact or add remote phone book contacts 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**

Adding a Remote Phone Book Contact to the Local Directory/Blacklist
Searching for Remote Phone Book Contacts

**Adding a Remote Phone Book Contact to the Local Directory/Blacklist**

You can add Remote Phone Book contacts to the Local Directory or Blacklist. The contact you add from the remote phone book will not disappear, even after 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 a desired contact, and then press **Option**.
4. Select **Add to Contact** (or **Add to Blacklist**).
5. Edit the corresponding fields.
6. Press **Save**.

**Searching for Remote Phone Book Contacts**

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

**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 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.
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/Blacklist
Deleting History Records
Disabling History Record

Viewing History Records

You can view a list of up to 100 missed, placed, received and forwarded call records.

Procedure

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

Adding a History Record to Local Directory/Blacklist

You can add a history record to the Local Directory or to Blacklist.

Procedure

1. Press History.
   The LCD screen displays all call records.
2. Select a desired list.
3. Highlight a 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 a call record 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 LCD screen displays all call records.

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

**Deleting All Call Records**

**Procedure**

1. Press **History**.
   
   The LCD screen displays all call records.

2. Select a desired list.

3. Press **Option**, and then select **Delete All**.
   
   A confirmation message is displayed, confirming that you want 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 Setting**.
   
   For the SIP-T29G IP phone, navigate to **Menu** -> **Features** -> **Others** -> **General**.

2. Select **Disabled** from the **History Record** field.

3. Press **Save**.
Call Features

The Yealink IP phone is designed to be easily used like a phone deployed on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

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 Hold
Do Not Disturb (DND)
Redirecting Incoming Calls
Transferring Calls
Conference Calls
Call Recording
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/T27P IP phone does not have key light.

<table>
<thead>
<tr>
<th>Note</th>
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<tr>
<td>Your system administrator can disable you to use handset, speakerphone (Hands-free) or headset mode.</td>
</tr>
</tbody>
</table>

Related Topics

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 phone, 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 a desired account from the Default Account field.
3. Press Save.

Related Topics

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 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 a 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:
   - Start typing a phone number.
   - Press a 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 keypad 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 Topics**

**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 Topics**

**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 phone, 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 -> DSS Keys**.
2. Select a desired line key.
3. Select **SpeedDial** from the **Type** field.
4. Select a desired line from the **Account ID** field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field. Enter the contact number you want to dial out directly in the **Value** field.
   - For the SIP-T29G IP phone, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select a desired contact from the Directory list(s).

6. Press **Save**.

**Tip**

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

**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 phone, 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 Topics**

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 phone, so ask your system administrator to set a Recall key for your phone.

**Procedure**

1. Navigate to **Menu -> Features -> DSS Keys**.
2. Select a 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 LCD screen in the **Label** field.
6. Press **Save**.
Call Features

**Tip**
By default, you can long press a 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 phone, check with your system administrator if the Recall key has set for your phone.

**Procedure**
1. Press the Recall key.

**Related Topics**
Setting a Recall Key

### Redialing a Number
The phone keeps a record of all the placed calls. You can call the recent dialed phone number.

**Procedure**
1. Press the RD key.
   - A record of Placed Calls displays 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.

**Topics**
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 phone, 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. Pick up the phone.
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 a desired call list.
3. Select a desired call record, and press Send.

Placing a Call from the Directory
You can search or call contacts in your phone directories.

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

Related Topics
Searching for Local Directory 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 on the callee’s phone screen.

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 use this line to place calls.

Topics
Enabling Anonymous Call
Placing a 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 a desired line from the **Line ID** field (not for the SIP-T19(P) E2 IP phone).
   - For the SIP-T29G IP phone, select a 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 a Anonymous Call**

**Before You Begin**

Enable anonymous call for a specific line.

**Procedure**

1. Select the anonymous line to place a call.
   - The LCD screen of callee’s phone prompts an incoming call from anonymity.

   ![Incoming Anonymous Call Screen](image)

   If the callee enables anonymous rejection feature, your phone LCD screen may have a prompt that the callee does not accept calls from anonymous number.

   ![Anonymous Call Rejection Screen](image)

**Related Topics**

- Enabling Anonymous Call
- Rejecting Anonymous Calls Automatically
Answering Calls

When your phone receives an incoming call on your phone, you can choose to answer it in various ways, including answering a call or multiple calls, or answering calls automatically.

Topics

Answering a Call
Answering a Call When in a Call
Answering Calls Automatically

Answering a Call

Procedure

1. 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/T27P 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 Topics

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

1. Press the Answer soft key.
   The active call is placed on hold, and the incoming call becomes active.

Related Topics

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 Calls 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 a desired line (not for the SIP-T19(P) E2 IP phone).
3. Select Enabled from the Status field.
   For the SIP-T29G IP phone, 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 concealed their caller ID information (including name or phone number). Your phone does not ring, and you are not 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
   For the SIP-T29G IP phone, navigate to Menu -> Features -> Anonymous.
2. Select a desired line from the Line ID field (not for the SIP-T19(P) E2 IP phone).
   For the SIP-T29G IP phone, select a 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 phone, the call is automatically rejected.

Related Topics

Placing an Anonymous Call

Ending Calls

Procedure
1. Do one of the following:
Call Features

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

1. The phone screen displays the redial times and interval, press **OK**.
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 Topics**

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

**Tip**
You can also mute the microphone while 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 the 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 LCD 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 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
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.

<table>
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<th>Note</th>
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<tbody>
<tr>
<td>Check with your system administrator to find out if the DND feature is available on your phone.</td>
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</table>

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.

<table>
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<th>Note</th>
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<tr>
<td>If both DND and busy forward are activated on the phone, calls will be forwarded to the configured destination number.</td>
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</table>

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.
Call Features

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 a desired line, and then press Enter.
3. Select Enabled from the DND Status field.
   On the SIP-T29G IP phone, 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 a desired line, and then press Enter.
3. Select Disabled from the DND Status field.
   On the SIP-T29G IP phone, 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 Calls
Diverting Calls to a Contact

Forwarding Calls
You can forward calls from any line on your phone to a contact. There are two ways of forwarding your calls:

- Forwarding calls in special situations, such as when the phone is busy or there is no answer, or forwarding all incoming calls to a contact immediately.
  If you want to receive specific numbers when Forward is activated, you can ask your system administrator to set Forward Authorized Numbers.
- Manually forwarding an incoming call to a number.

Topics
Forwarding All Incoming Calls to a Contact
Forwarding an Incoming Call Manually
Forwarding Incoming Calls with a Forward Key

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 a 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 phone, highlight the Forward to field. Press Directory (Dir), and then select a 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.

Tip
When the phone is idle, you can press a Forward key to activate always forward feature to a specific contact.

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 phone.

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 a desired line.
3. Select a 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 phone, highlight the Forward to field. Press Directory (Dir), and then select a 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 a desired line.
3. Select the desired forwarding type and select **Disabled** from the corresponding field.
4. Press the **Save** soft key.

**Tip**
You can press the **All Lines** soft key to deactivate forward for all lines when deactivating it for a specific line.

### 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 LCD 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 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 phone, so ask your system administrator to set a Forward key for your phone.

**Procedure**

1. Navigate to **Menu** > **Features** > **DSS Keys**.
2. Select a 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 LCD 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 phone, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select a desired contact from the Directory list(s).

6. Press **Save**.

### Tip

By default, you can long press a 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 phone, 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 LCD screen prompts you the Always Forward feature is activated and the contact number that all incoming call will forward to.
   - 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 a 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 Calls**

**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.
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. On all IP phones except the SIP-T29G IP phone, select New Call first.
3. 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 a 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 a call to another contact immediately when receiving ringback or after 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 the call to.
   - Press Directory (Dir). Select a 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 TRANkey or Transfer (Trans) to finish a semi-attended transfer.
   - After the contact answers the call, press the TRANkey or Transfer (Trans) to finish an attended 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 to an Existing Call
If there are multiple calls on the SIP-T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2 phone, you can transfer a call to an existing call.

Before You Begin
Your system administrator has enabled the Allow Trans Exist Call feature.

Procedure

1. Press the TRAN or Transfer (Trans) during a call.
2. Select the desired hold call you want to transfer the call to, and then press Select.

The call is then connected to the call which you are transferring to.

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

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 phone, so ask your system administrator to set a Transfer key for your phone.

Procedure

1. Navigate to Menu -> Features -> DSS Keys, and then select a 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 LCD 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 phone, highlight the Label or Value field. Press Directory (Dir) and then select a desired contact from the Directory list(s).
5. Press Save.

Tip

By default, you can long press a 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 phone, 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 Topics**

*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 phone, 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 Topics**

*Setting a Transfer Key*

**Conference Calls**

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

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network conference is not available on all servers. Check with your system administrator to find out if it is available on your phone.</td>
</tr>
</tbody>
</table>

**Topics**

*Local Conference*

*Network Conference*

**Local Conference**

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

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check with your system administrator to find out if local conference is enabled on your phone.</td>
</tr>
</tbody>
</table>

**Topics**
Setting Up a Local Conference Call
Joining Two Calls in a Conference
Joining a Transfer Target and a Transferee into a Conference
Holding/Resuming a Conference Call
Muting/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/T27P IP phone, you can also press the CONF key.
3. Enter the number of the second party to dial out.
   You can also select a 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/T27P IP phone, you can also press the CONF key.

Joining Two Calls in a Conference
You can select a hold call to join 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 conference and ensure that the call is active.
3. Press Conference (Conf).
4. Select a desired hold call, and then press Select.
On the SIP-T29G IP phone, 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/T27P IP phone, you can also press the CONF key.

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

#### Related Topics

**Performing a Semi-Attended/Attended Transfer**

### Holding/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/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 phone, press the Cancel key.

2. Press the MUTE key again to unmute the conference.

   On the SIP-T23G/T23P/T21(P) E2 IP phone, 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.
Call Features

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 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/T27P IP phone, 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/T27P IP phone, you can also press the CONF key.
5. Press Conference (Conf) to place a new call.
   On the SIP-T29G/T27G/T27P IP phone, 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/T27P IP phone, you can also press the **CONF** key.
8. Repeat steps 5 to 7 until you add all parties.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>The procedures for setting up a network conference call on specific servers may be different from introduction above. Contact your system administrator for more information.</td>
</tr>
</tbody>
</table>

### Call Recording

On the SIP-T29G/T27G IP phone, you can record active calls onto a USB flash drive connected to your IP phone, 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.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

### Topics

- Recording a Call
- Managing a Call While Recording
- Pausing a Recording
- Resuming a Recording
- Stopping a Recording
- Playing a Recorded Call
- Pausing/Resuming a Recording
- Fast Forwarding/Rewinding a Played Recorded Call
- 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.

<table>
<thead>
<tr>
<th>Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

### Procedure

1. During a call, press **More**→**Start REC**.
   - The LCD 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 a 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 LCD 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
- 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 LCD 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).

   ![Browse Audio](image)

2. Select a desired file to play.
   The length of the recording and a progress bar are displayed as the recording plays.

   ![Recording Playback](image)

You can press the Volume key to adjust the volume of audio output.

Related Topics

Switching Among the Handset, Speakerphone and Headset Modes
Adjusting the Audio Volume

Pausing/Resuming a Recording

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 LCD screen.
2. Press Play to resume the playback.

Fast Forwarding/Rewinding a Played Recorded Call

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 drive.

Procedure
1. Navigate to Menu - USB - Browse Audio.
2. Highlight a desired recording, and then press Delete. A confirmation message is displayed, confirming that you want 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 that you want to include in the multicast paging group need to be 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 phone, so ask your system administrator to set an 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** > **DSS Keys**.
2. Select a 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 a 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 phone, so ask your system administrator to set an Paging List key for your phone.

**Procedure**
1. Navigate to Menu > Features > DSS Keys.
2. Select a desired line key.
3. Select Key Event from the Type field.
4. Select Paging List from the Key Type field.
5. Enter the string that will display on the LCD screen in the Label field.
6. Press Save.

**Tip**
By default, you can long press a 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.
2. Select a desired paging group.
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 LCD 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.
2. Enter the multicast IP address and port number (for example, 224.5.6.20:10008) in the Value field.
3. Enter the desired channel between 0 and 30 in the Channel field.
4. Press Save.
5. To delete a paging group, repeat steps 1 to 4.
Menu -> Features -> Others -> Paging List on the SIP-T29G IP phone or Menu -> Features -> Paging List on other IP phones

2. Select a desired paging group.

3. Press Option, and then select Delete.
   A confirmation message is displayed, confirming that you want 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 phone, 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 phone, the multicast paging key LED glows green.
   The following figure shows a multicast RTP session on the phone:

   ![Multicast RTP Session](image)

**Related Topics**

*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 phone, 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 a 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 Topics**

86
Setting a Paging List Key

Receiving Multicast Paging
You 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 which depends on 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 receiver’s phone 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 phone, 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 Topics

**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
- 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. If there are multiple incoming calls on the phone at the same time, you can only pick up the first incoming call.

**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 LCD 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**
When any phone within a predefined group of phones receives an incoming call, you can pick up that call easily on your phone.

**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 LCD 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 Topics**

- 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 phone, so ask your system administrator to set a Directed Pickup key for
before you begin

your system administrator has set the directed call pickup code.

procedure

1. navigate to menu -> features -> dss keys.
2. select a desired line key.
3. select key event from the type field.
4. select pick up from the key type field.
5. select a desired line from the account id field.
6. do one of the following:
   - (optional.) enter the string that will display on the lcd 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 phone, highlight the label or value field. press directory (dir) and then select a desired contact from the directory list(s).
7. press save.

Tip

by default, you can long press a 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 phone, 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 topics

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

**Tip**

By default, you can long press a 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 phone, 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 Topics**

**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 performing 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/Retrieve Key

Parking or Retrieving a Call in the FAC Mode
Your system administrator sets up the FAC mode in which you can park and retrieve a call on your phone.

Topics

Parking a Call in the FAC Mode
Retrieving a Parked Call in the FAC Mode

Parking a Call in the FAC Mode

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 configured call park code.
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 a 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 confirming that the call is parked. The call is parked against the specified extension.

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/Retrieve Key
Parking/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.
Related Topics

Parking or Retrieving a Call with a Park/Retrieve Key
Parking/Retrieving a Call by BLF Key
Retrieving a Call by BLF List Key

Parking or Retrieving a Call in the Transfer Mode

Your system administrator has set up 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 Park key to park a call to a specific shared parking lot directly.

Related Topics

Parking or Retrieving a Call with a Park/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 Topics

Parking or Retrieving a Call with a Park/Retrieve Key
Parking or Retrieving a Call with a Park/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 -> DSS Keys, and then select a 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 LCD 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 phone, highlight the Label or Value field. Press Directory (Dir) and then select a desired contact from the Directory list(s).
6. Press Save.

**Tip**

By default, you can long press a 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 Park key with a specific extension or a shared parking lot.

**Procedure**

1. During a call, press the Park key.

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

**Related Topics**

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

**Tip**

By default, you can long press a 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**

There is a call parked on the extension or the shared parking lot. 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 Topics**

- Setting a Retrieve Key
- **Busy Lamp Field (BLF)**

**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/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 -> DSS Keys.
2. Select a 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 LCD 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 phone, highlight the Label or Value field. Press Directory (Dir) and then select a desired contact from the Directory list(s).

6. Press Save.

State Indicator of Remote Line by BLF Key
The state indicator of the monitored line on a BLF key varies by phone models.

Before You Begin
Set a BLF key to monitor the state of specific remote line.
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.

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Icons</th>
<th>T29G</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td></td>
<td>🔄</td>
<td>Monitored line is idle.</td>
</tr>
<tr>
<td>Fast-flashing red</td>
<td></td>
<td>🔄</td>
<td>Monitored line is ringing.</td>
</tr>
<tr>
<td>Slow-flashing red</td>
<td></td>
<td></td>
<td>Monitored line places a call on hold.</td>
</tr>
<tr>
<td>Slow-flashing red</td>
<td></td>
<td>🔄</td>
<td>A call is parked to the monitored line.</td>
</tr>
<tr>
<td>Off</td>
<td></td>
<td>🔄</td>
<td>Monitored line fails to register or does not exist.</td>
</tr>
</tbody>
</table>

### Audio Alert for Monitored Lines

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

### Topics

**Setting an Alert Tone for Monitored Lines**

**Procedure**

1. Navigate to **Menu > Settings > Basic Settings > Sound > BLF Ring Type**.
   - For the SIP-T29G IP phone, 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 monitored line receives an incoming call.

Topics

Handling a Remote Call when Visual Alert

Handling a Remote Call when Visual Alert

When the monitored line receives an incoming call, your phone LCD screen displays an incoming call to the monitored line (for example, from 1008 to 1001). You can pick up the call to monitored line, place a call to monitored line, place a new call or go back to the Idle screen.

Before You Begin

If you want to pick up a remote call, check with your system administrator to make sure that the directed call pickup code is set in advance.

Procedure

Do one of the following:

- Press **Pick Up** to pick up the incoming call.
  - The remote phone stops ringing and the call is answered on your phone. The caller ID of the party that initiated the call appears on the screen.
- Press **Send** to place a call to the monitored line.
- Press **New Call** to place a new call.
- Press **Cancel** to go back to the Idle screen.

**Note**

If your phone is locked, you cannot use the **Pick Up, Send, New Call** and **Cancel** soft keys until unlocked. For more information, refer to **Phone Lock**.

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 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 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**
You need to set a BLF key and 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 Topics**
- 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 pick up code for a BLF key or your system administrator has set the call pickup feature.

**Procedure**
1. Pressing the BLF key to pick up the call to monitored line directly.

**Related Topics**
- 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 phone, 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 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 **Transfer (Trans)** to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

**Parking/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 URL (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 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  
Picking up a Remote Call by BLF List Key  
Transferring a Call by BLF List Key  
Retrieving a Call by BLF List Key  
Barging In an Active Call by 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.

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell icon</td>
<td>T29G</td>
<td>Monitored line is idle.</td>
</tr>
<tr>
<td>Fast-flashing red</td>
<td></td>
<td>Monitored line is ringing.</td>
</tr>
<tr>
<td>Solid red</td>
<td></td>
<td>Monitored line is busy or in a call.</td>
</tr>
<tr>
<td>Slow-flashing red</td>
<td></td>
<td>Monitored line places a call on hold.</td>
</tr>
<tr>
<td>Off</td>
<td></td>
<td>Monitored line fails to register or does not exist.</td>
</tr>
</tbody>
</table>

**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.

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

**Procedure**

1. Pressing the BLF List key to pick up the call for the monitored line directly.
Transferring a Call by BLF List Key

When there is already an active call on the IP phone, 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.

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 Transfer (Trans) to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

Retrieving a Call by BLF List Key

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

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

Procedure

1. Press the desired BLF List key to retrieve a call that is parked to the monitored line.

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.

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

Procedure

1. Press the BLF List key.

   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 Shared Call Appearance (SCA) or Bridged Line Appearance (BLA) to share a line, which can be registered on more than one IP phone at the same time.

Your system administrator can set up your phone to use 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 Hold on a Shared Line
- 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/outgoing calls to/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 phone):

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

<table>
<thead>
<tr>
<th>Line Key LED</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>except SIP-T19(P) E2</td>
<td>T29G</td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>🔄️</td>
<td>The shared line is idle.</td>
</tr>
<tr>
<td>Solid green</td>
<td>🔄️</td>
<td>The shared line is seized.</td>
</tr>
<tr>
<td>Fast-flashing green</td>
<td>🔄️</td>
<td>The shared line receives an incoming call.</td>
</tr>
<tr>
<td>Solid green</td>
<td>🔄️</td>
<td>The shared line is dialing.</td>
</tr>
<tr>
<td>Solid green</td>
<td>🔄️</td>
<td>The shared line is busy or is in a call.</td>
</tr>
<tr>
<td>Slow-flashing green (Local Phone)</td>
<td>🔄️</td>
<td>The call on shared line is placed on public hold.</td>
</tr>
<tr>
<td>Slow-flashing red (other Phones)</td>
<td>🔄️</td>
<td></td>
</tr>
</tbody>
</table>
### Placing Calls on a Shared line

You can have one call 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 Topics**

- 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 of the phones. You can answer one call 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 Topics**

- Answering Calls

### Placing a Call on Hold on a Shared Line

You can place a call on public hold or private hold. Private hold feature is not available for BLA.

**Topics**

- Placing a Call on Public Hold
- Placing a Call on Private Hold

### Placing a Call on Public Hold

You can place a call on public hold that allows any shared line phone to 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 held state on the shared line key.

---

<table>
<thead>
<tr>
<th>Line Key LED</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>except SIP-T19(P) E2</td>
<td>T29G</td>
<td>The call on shared line is placed on private hold.</td>
</tr>
<tr>
<td>Slow-flashing green (local Phone) Solid red (other Phone)</td>
<td>(Local SCA Phone) (other Phone)</td>
<td>The call on shared line is barged in by the other shared line user.</td>
</tr>
<tr>
<td>Solid green</td>
<td></td>
<td>In a multi-party call, place the call on hold locally.</td>
</tr>
<tr>
<td>Slow-flashing green</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Placing a Call on Private Hold

In SCA scenario, you can place a call on private hold that only allows you to 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 -> DSS Keys.
2. Select a 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 LCD screen in the Label field.
6. Press Save.

Tip

By default, you can long press a 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 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 busy state on the shared line key. Other users on the shared line cannot resume your call.

Related Topics

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 held state, you can resume the held call remotely from other users’ 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 shared line. Only one user can barge in on a call at a time. After a user barges into a call, the call becomes a three-party conference.

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

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.

   ![Shared Calls Screen](image)

   The Cancel, Call Pull (CallPull), New Call (NewCall) and Barge In (Bargeln) appear on the LCD screen.

2. Press Barge In (Bargeln) 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 in 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 phone, 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 > DSS Keys.**
2. Select a 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 LCD screen in the **Label** field. Enter the target extension number in the **Value** field.
   - For the SIP-T29G IP phone, highlight the **Label** or **Value** field. Press **Directory (Dir)** and then select a desired contact from the Directory list(s).
6. Press **Save**.
Tip
By default, you can long press a 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 phone, 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 Topics
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 Topics
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 on all other IP phones.

Before You Begin
The directed pickup code has set for Call Pickup feature 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 Topics
Setting the Directed Call Pickup Code for Intercom Key
Answering an Intercom Call
By default, when there is an incoming intercom call, the phone will play a warning tone and this incoming call will be answered automatically. You can configure the behavior when receiving an intercom call.

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

Intercom Allow
Intercom Allow allows the IP phone 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 is enabled by default.

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

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

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

Intercom Barge
Intercom Barge allows the IP phone 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 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 Topics
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 test 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
2. Highlight a 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
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 phone, highlight the To field. Press Directory (Dir), and then select a 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
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 phone, press **Option**, select **Delete**.
   - A confirmation message is displayed, confirming that you want 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 voicemail messages on your IP phone. 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 LCD 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 someone when he/she is 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 LCD 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
   The LCD 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 Topics
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.
   
   A confirmation message is displayed, confirming that you want 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 login.

**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 LCD 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.

   ```plaintext
   ACD
   1. User ID:
   2. Password:
   ```

   [Cancel] [123] [Delete] [Login]
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 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 purchase separately if required for your particular phone:

- Headset YHS32/YHS33
- Wireless Headset Adapter EHS36
- Bluetooth USB Dongle BT40
- Wi-Fi USB Dongle WF40
- 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 Sennheiser/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 phone. 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 phone.

For a list of supported headsets, refer to Tested headset list compatible with Yealink IP Phone for your IP phone 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
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/T27P IP phone, and the headset icon appears on the LCD screen of all IP phone except the SIP-T27G/T27P 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/T27P IP phone. The headset icon disappears from the LCD screen of all IP phone except the SIP-T27G/T27P IP phone.

Bluetooth

The SIP-T29G/T27G IP phone supports 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).

Topics

Connecting the Bluetooth USB Dongle BT40
Activating the Bluetooth Mode
Deactivating the Bluetooth Mode
Using Bluetooth Feature

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 on the Bluetooth USB dongle BT40’s support page 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 phone, a message is displayed on the LCD 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 phone, navigate to Menu > Basic > Bluetooth.

2. Select On from the Bluetooth field.

3. Press Save on all IP phones.
   
   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 phone, 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.

Using Bluetooth Feature

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 phone, you can synchronize the mobile contacts to the IP phone.

Topics

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
Optional Accessories with Your Phone

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 phone, navigate to Menu -> Basic -> Bluetooth.
2. Press Scan to search the Bluetooth devices.
   The phone proceeds to scan the local Bluetooth devices, and LCD screen displays the available Bluetooth devices.

   ![Bluetooth Devices Scan](image)

3. Find your Bluetooth headset, and then press Connect.
   The Bluetooth icon appears on the LCD screen.

Related Topics

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 phone, 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 connect passkey on the LCD 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 LCD 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 phone, 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 Topics

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

   The contacts stored in your mobile phone will display in the Mobile Contacts list.

Related Topics

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.
   On the SIP-T29G IP phone, 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 Topics

Deactivating the Bluetooth Mode

Viewing the Bluetooth Device Information
You can view the paired Bluetooth device information.

Before You Begin

Procedure

1. Navigate to Menu > Settings > Basic Settings > Bluetooth.
   On the SIP-T29G IP phone, 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 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 phone, navigate to **Menu -> Basic -> Bluetooth -> Edit My Device Information**.
   - The LCD screen displays the device name and Bluetooth dongle MAC address.
2. Enter the desired name in the **Device Name** field.
3. Press **Save**.

**Related Topics**

*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 phone, navigate to **Menu -> Basic -> Bluetooth -> Paired Bluetooth Device**.
2. Press **Option**, and then select **Delete** or **Delete All**.
   - A confirmation message is displayed, confirming that you want 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 phone, 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.
Optional Accessories with Your Phone

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 Topics
Deactivating the Bluetooth Mode

Wireless Network
You can connect the SIP-T29G/T27G IP phone to a wireless network.

Topics
Connecting the Wi-Fi USB Dongle WF40
Activating the Wi-Fi Mode
Deactivating the Wi-Fi Mode
Using the Wi-Fi Feature

Connecting the Wi-Fi USB Dongle WF40

Procedure
1. Insert the Wi-Fi USB Dongle WF40 into the USB port on the back of the phone.

For more information on WF40, refer to the Wi-Fi USB dongle WF40 user guide on Yealink Technical Support page.

Activating the Wi-Fi Mode
When Wi-Fi USB dongle WF40 is connected to the USB port on the back of the IP phone, a message is displayed on the LCD 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 phone, 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 phone, navigate to Menu > Basic > Wi-Fi.
2. Select Off from the Wi-Fi field.
3. Press Save.

Using the Wi-Fi Feature
When the Wi-Fi mode is activated on the IP phone, you can connect your phone to a desired wireless network.

Topics
Connecting to the Wireless Network
Viewing the Wireless Network Information
Managing the Saved Wireless Network
Disconnecting the Wireless Network Connection

Connecting to the Wireless Network
There are three ways to connect IP phone 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 phone, 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 re-search 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 Topics
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 WPS key on both the IP phone and gateway/router to connect.
- **Personal Identification Number (PIN):** The user has to enter a 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 phone, navigate to **Menu > Basic > Wi-Fi**.

2. Press the **WPS**, and then select **WPS**.
   
   The LCD screen prompts “WPS has been activated, connect in 120s!”.

3. Long press the WPS key on your gateway/router.
   
   Once WPS setup has completed successfully, the LCD screen will prompt “Connect Success.”.

**Personal Identification Number (PIN)**

**Procedure**

1. Navigate to **Menu > Settings > Basic Settings > Wi-Fi**.
   
   On the SIP-T29G IP phone, navigate to **Menu > Basic > Wi-Fi**.

2. Press the **WPS**, and then select **WPS-PIN**.
   
   The LCD screen prompts “Please input below PIN code on your Wi-Fi router and press OK to connect: xxx”.

3. Log into your gateway/router’s web interface, and configure it to search the clients. For more information, refer to the documentation from the gateway/router manufacturer.
   
   Once WPS-PIN setup has completed successfully, the gateway/router’s web interface will prompt success.

**Related Topics**

**Activating the Wi-Fi Mode**

**Adding a Wi-Fi Network Manually**

If your gateway/router has SSID broadcast disabled, it might not appear in the scanning results. In that case, you must manually add a wireless network. 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 phone, 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 Topics

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 phone, 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 > Basic > Wi-Fi > Wi-Fi Status to view the connected wireless network information.

<table>
<thead>
<tr>
<th>Wi-Fi Status</th>
<th>Connected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile Name:</td>
<td>Testfor2</td>
</tr>
<tr>
<td>SSID:</td>
<td>Testfor2</td>
</tr>
<tr>
<td>Signal Strength:</td>
<td>4</td>
</tr>
</tbody>
</table>

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. The 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, please delete an older one before adding.

Procedure

1. Navigate to Menu > Settings > Basic Settings > Wi-Fi > Known Network(s).
   On the SIP-T29G IP phone, 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 phone, 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 Topics
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/T27P/T27G IP phone supports expansion module EXP20. It features a 160*320 graphic LCD 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 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 phone, navigate to **Menu** > **Basic** > **Display** > **Contrast**
   - If EXP20 is not connected to SIP-T29G IP phone, 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/T27P IP phone, 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 administrator may ask you to perform.

**Topics**

- Diagnosing the Network
- Rebooting Your Phone
- Resetting to Factory Settings
- Updating the Phone Configuration

**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 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 phone, navigate to Menu > Basic > Reboot.
   
   A confirmation message is displayed, confirming that you want to reboot the phone.

2. Press OK to reboot the phone.

   Tip
   
   You can also long press the X key 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 phone, navigate to Menu > Advanced > Reset Config.

2. Highlight the Reset to Factory Settings, and then press Reset.
   
   A confirmation message is displayed, confirming that you want 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 LCD 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 phone, navigate to Menu -> Basic -> Update Configuration.
   A message is displayed on the LCD 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 SIP-T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2 IP Phone