TeleDynamic
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Yealink
easy VoIP

T20P
Quick Reference Guide

Voice Message

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The **MESSAGE** key LED lights up.

To listen to voice messages:

1. Press ⬚ MESSAGE or (ok).
2. Follow the voice prompts to listen to your voice messages.

Customizing Your Phone

Call History

1. Press (▲) when the phone is idle, press (▲) or (▼) to scroll through the list.
2. Select an entry from the list, you can do the following:
- Press (#SEND) to place a call.
- Press ⬚ Ab3 to add the entry to the local directory.
- Press (×) to delete the entry from the list.

Contact Directory

To add a contact:

1. Press ⬚ Ab3 when the phone is idle, and then select **Local Directory**->**All Contact**.
2. Press (◀) or (▶) to select **Enter** and then press (ok).
3. Press (▲) or (▼) to select **New Item** and then press (ok).
4. Enter a unique contact name in the **Name** field, and enter the phone number in the proper field.
5. Press (ok) to accept the change.

To edit a contact:

1. Press ⬚ Ab3 when the phone is idle, and then select **Local Directory**->**All Contact**.
2. Press (◀) or (▶) to select **Enter** and then press (ok).
3. Press (▲) or (▼) to select the desired entry, press (◀) or (▶) to select **Edit** and then press (ok).
4. Edit the contact information.
5. Press (ok) to accept the change.

To delete a contact:

1. Press ⬚ Ab3 when the phone is idle, and then select **Local Directory**->**All Contact** .
2. Press (◀) or (▶) to select **Enter** and then press (ok).
3. Press (▲) or (▼) to select the desired entry, press (◀) or (▶) to select **Del** and then press (ok).
4. Press (ok) when the LCD screen prompts "Delete selected Item?".

Note: You can add contacts from the call history easily. For more information, refer to **Call History** above.

Volume Adjustment

- Press ⬚—┃—+ during a call to adjust the receiver volume of the handset/speakerphone/ headset.
- Press ⬚—┃—+ when the phone is idle to adjust the ringer volume.

### Ring Tones

1. Press ⬚ MENU when the phone is idle, and then select **Settings**->**Basic**->**Sound**->**Ring Tones**.
2. Press (▲) or (▼) to select the desired ring tone.
3. Press (ok) to accept the change.

Yealink
EASY VoIP

Enterprise IP Phone
SIP-T20P

Quick Reference Guide

www.yealink.com   Applies to firmware version 71 or later.

Basic Call Features

Placing a Call
Using the handset:

1. Pick up the handset.
2. Enter the number, and then press $\boxed{\#_{\text{SEND}}}$.

Using the speakerphone:

1. With the handset on-hook, press $\boxed{\text{📣}}$.
2. Enter the number, and then press $\boxed{\#_{\text{SEND}}}$.

Using the headset:

1. With the headset connected, press ⬭ to activate the headset mode.
   HEADSET
2. Enter the number, and then press $\boxed{\#_{\text{SEND}}}$.

Note: During a call, you can alternate between headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key or the **Speakerphone** key or picking up the handset. Headset mode requires a headset connected.

Answering a Call
Using the handset:
Pick up the handset.

Using the speakerphone:
Press $\boxed{\text{📣}}$.

Using the headset:
Press ⬭.
HEADSET

Note: You can ignore an incoming call by pressing the **X** key.

Ending a Call
Using the handset:
Hang up the handset or press ⬭.
MENU
Using the speakerphone:
Press $\boxed{\text{📣}}$ or ⬭.
MENU
Using the headset:
Press ⬭.
MENU

Redial

- Press $\boxed{\text{RD}}$ to enter the **Placed Calls** list, press ⌃ or ⌄ to select the desired entry, and then press $\boxed{\text{RD}}$ or $\boxed{\#_{\text{SEND}}}$.

- Press $\boxed{\text{RD}}$ twice when the phone is idle to dial the last dialed number.

Call Mute and Un-mute

- Press ⊗ to mute the microphone during a call.

- Press ⊗ again to un-mute the call.

Call Hold and Resume
To place a call on hold:

Press ⬭ during an active call.
HOLD

To resume the call, do one of the following:

- If there is only one call on hold, press ⬭ .
  HOLD

- If there is more than one call on hold, press ⌃ or ⌄ to select the desired call, and then press ⬭ .
  HOLD

Call Transfer
You can transfer a call in the following ways:
Blind Transfer

1. Press ⬭ during a call. The call is placed on hold.
   TRAN
2. Enter the number you want to transfer to.
3. Press ⬭ .
   TRAN

Semi-Attended Transfer

1. Press ⬭ during a call. The call is placed on hold.
   TRAN
2. Enter the number you want to transfer to, and then press $\boxed{\#_{\text{SEND}}}$.
3. Press ⬭ when you hear the ring-back tone.
   TRAN

Attended Transfer

1. Press ⬭ during a call. The call is placed on hold.
   TRAN
2. Enter the number you want to transfer to, and then press $\boxed{\#_{\text{SEND}}}$.
3. Press ⬭ when the second party answers.
   TRAN

Call Forward
To enable call forward:

1. Press ⬭ when the phone is idle, and then select **Features**->**Call Forward.**
   MENU
2. Select the desired forward type:

   Always ---- Incoming calls are forwarded unconditionally.
   Busy ---- Incoming calls are forwarded if the phone is busy.
   No Answer ---- Incoming calls are forwarded if not answered after a period time.

3. Enter the number you want to forward to. For **No Answer,** press ⦉ or ⦊ to select the ring time to wait before forwarding.
4. Press ⊛ to accept the change.

Call Conference

1. Press ⬭ during an active call. The call is placed on hold.
   CONF
2. Enter the number of the second party, and then press $\boxed{\#_{\text{SEND}}}$.
3. Press ⬭ again when the second party answers. All parties are now joined in the conference.
   CONF
4. Press the **Cancel** soft key to disconnect all parties.

Speed Dial
To configure a speed dial key:

1. Press ⬭ when the phone is idle, and then select **Features**->**DSS Keys.**
   MENU
2. Select the desired line key, and then press ⊛ .
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, and enter the number in the **Value** field.
4. Press ⊛ to accept the change.

To use the speed dial key:
Press the speed dial key to dial out the preset number.