Yealink
EASY VOIP

Enterprise IP Phone

SIP-T20P & SIP-T20

Quick Start Guide (V73.40)

Applies to firmware version 9.73.0.40 or later.
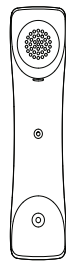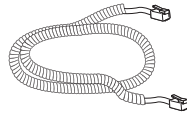
Packaging Contents

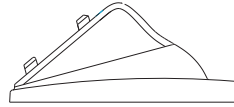The following items are included in your package. If you find anything missing, contact your system administrator.
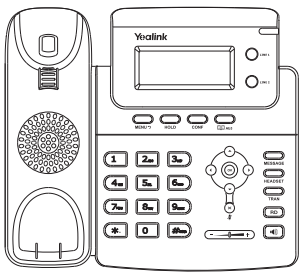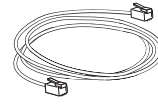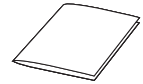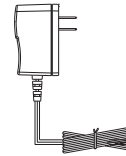

IP Phone

Handset

Handset Cord

Stand

Ethernet Cable

Power Adapter
(Optional)

Quick Start Guide

Assembling the Phone

1. Attach the stand, as shown below:

Ⓐ

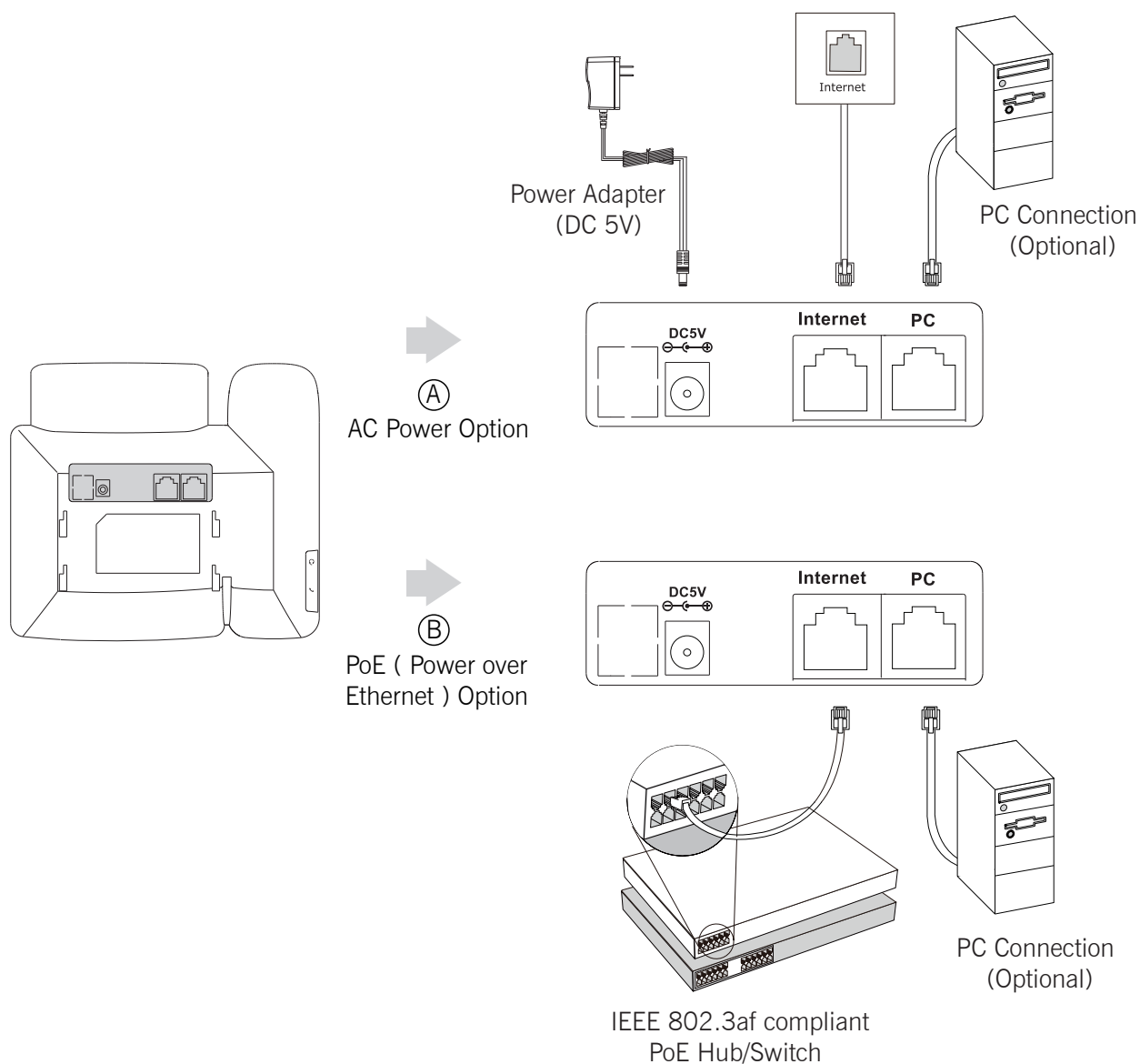Desk Mount Method

Ⓑ

180°

Wall Mount Method
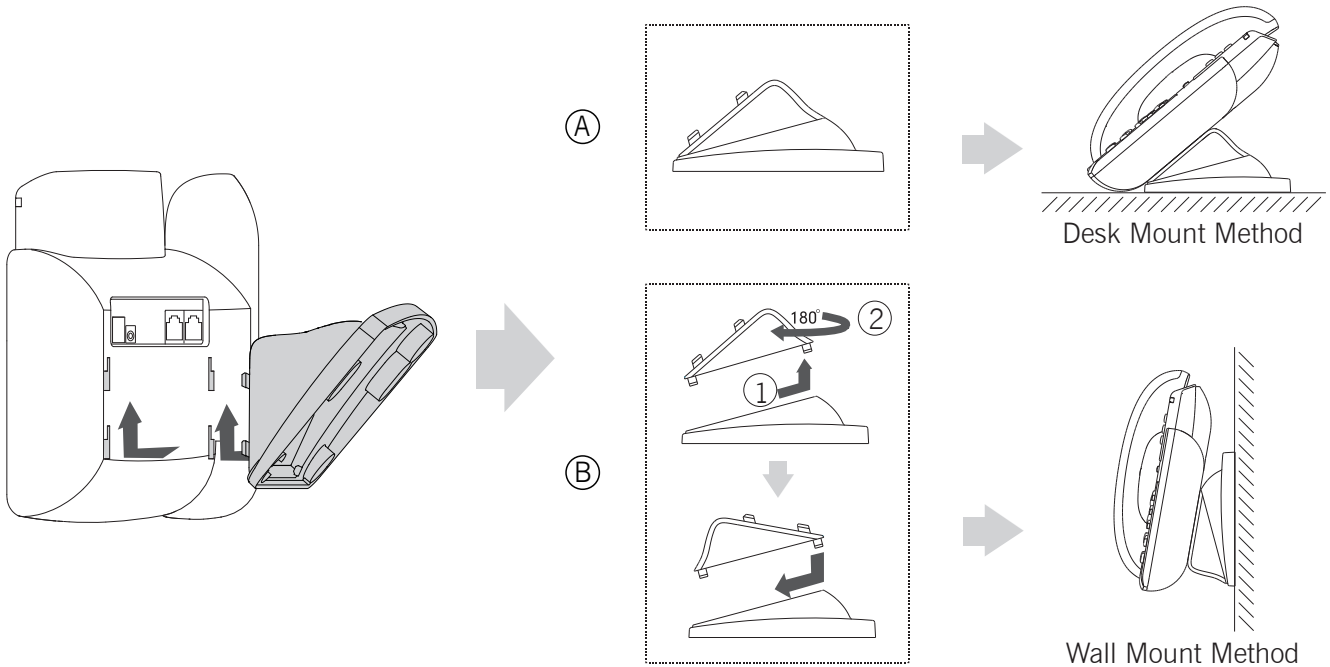
2. Connect the handset and optional headset, as shown below:
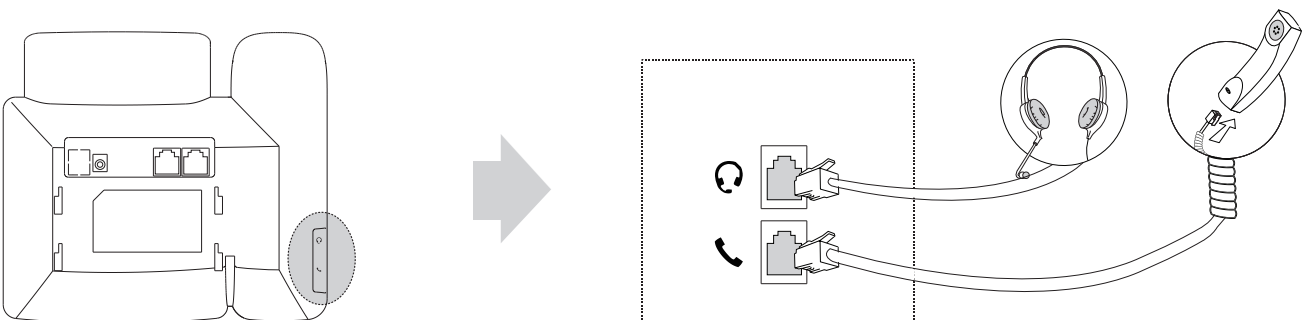
Note: The headset should be purchased separately.

3. Connect the network and power, as shown below:

You have two options for network and power connections. Your system administrator will advise you on which one to use.

Power Adapter
(DC 5V)

Internet

PC Connection
(Optional)

DC5V   Internet   PC

Ⓐ
AC Power Option

DC5V   Internet   PC

Ⓑ
PoE (Power over
Ethernet) Option

PC Connection
(Optional)

IEEE 802.3af compliant
PoE Hub/Switch

Note: PoE is only applicable to the SIP-T20P IP phone. If inline power (PoE) is provided, you do not need to connect the power adapter. Make sure the hub/switch is PoE-compliant.

Startup

After the IP phone is connected to the
network and supplied with power, it automatically
begins the initialization process. After startup,
the phone is ready for use. You can configure the
phone via web user interface or phone user interfafce.

Initializing
Please wait

Configuring Your Phone

Configuring via web user interface

Accessing the web user interface:

1. Press the **OK** key when the phone is idle to obtain the IP address of the phone.
2. Open a web browser on your computer, enter the IP address into the address bar (e.g., "http://192.168.0.10" or "192.168.0.10") and press **Enter.**
3. Enter the user name (default: admin) and password (default: admin) in the login page and click **Confirm**.

Network Settings: Click on **Network->Basic->IPv4 Config**

You can configure the network in the following ways:

DHCP: By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, e.g., IP address, subnet mask, gateway address and DNS address.

Static IP Address: If your phone cannot contact a DHCP server for any reason, you need to configure IP address, subnet mask, gateway address, primary DNS address and secondary DNS address for the phone manually.

PPPoE: If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. Contact the ITSP for the PPPoE user name and password.

Note: The IP phone also supports IPv6, but IPv6 is disabled by default.
Wrong network settings may result in inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

Account Settings: Click on **Account->Register->Account X** (X=1,2)

Parameters of the account:

Register Status:	It shows the register status of the current account.
Line Active:	You can select Enabled/Disabled to enable/disable the account.
Label:	It is shown on the LCD screen to identify the account.
Display Name:	It is shown as caller ID when placing a call.
User Name:	It is provided by ITSP for registration (required).
Register Name:	It is an authenticated ID for authentication provided by ITSP (required).
Password:	It is provided by ITSP for registration (required).
Server Host:	It is provided by ITSP for registration (required).

Note: Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

Configuring via phone user interface

Network Settings:

Press the **MENU** key when the phone is idle, select **Settings->Advanced Settings** (default password:admin)**->Network->WAN Port /VLAN/Webserver Type/802.1x Settings/VPN/LLDP** to configure the network.

Account Settings:

Press the **MENU** key when the phone is idle, select **Settings->Advanced Settings** (default password:admin)**->Accounts** to configure the account.

Note: For more information on account parameters, refer to **Configuring via web user interface.**

Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press [#SEND].

Using the speakerphone:

1. With the handset on-hook, press [🔊].
2. Enter the number, and then press [#SEND].

Using the headset:

1. With the headset connected, press [HEADSET] to activate the headset mode.
2. Enter the number, and then press [#SEND].

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

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press [🔊].

Using the headset:

Press [HEADSET].

> **Note:** You can reject 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 [🔊] or [MENU].

Using the headset:

Press [MENU].

Redial

- Press [RD] to enter the placed calls list, press [▲] or [▼] to select the desired entry, and then press [RD] or [#SEND].
- Press [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 [HOLD] during an active call.

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

Semi-Attended Transfer

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

Attended Transfer

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

Call Forward

To enable call forward:

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

    Always Forward ---- Incoming calls are forwarded unconditionally.

    Busy Forward---- Incoming calls are forwarded if the phone is busy.

    No Answer Forward ---- Incoming calls are forwarded if not answered after a period time.

3. Enter the number you want to forward to. For **No Answer Forward**, press ◀ or ▶ to select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press OK to accept the change.

Call Conference

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

Speed Dial

To configure a speed dial key:

1. Press ⬭ MENU when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired line key, and then press OK.
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 OK to accept the change.

To use the speed dial key:

Press the speed dial key to dial out the preset number.

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 call the entry.
   - 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.
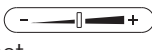5. Press (OK) to accept the change.

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 **Delete** and then press (OK).
4. Press (OK) when the LCD screen prompts "Delete selected item?".

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

Volume Adjustment

- Press (- ——I—▬—+) during a call to adjust the receiver volume of the handset/speakerphone/ headset.
- Press (- ——I—▬—+) 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 Settings->Sound->Ring Tones**.
2. Press (▲) or (▼) to select **Common** or the desired account and then press the **Enter** soft key.
3. Press (▲) or (▼) to select the desired ring tone.
4. Press (OK) to accept the change.

About us

Founded in 2001, Yealink, the global TOP 3 SIP phone provider and a leading provider of VoIP Phone and IP communication solutions, has been focusing on VoIP products characterized by reliable quality, easy deployment and affordable price for more than a decade. Today, customers from over 140 countries rely on Yealink as the backbone of global collaboration to extend the value of network communications.

More about Yealink

Since 2001, Yealink has continued to develop state-of-the art, hi-tech VoIP communication terminals that include IP video phones, IP phones and USB phones. With a worldwide market in more than 140 countries, the company has also established a first-class international service network.

Our priorities are quality, functionality, ease-of-use, customer support and competitive pricing. To provide new solutions for the future in this fast-evolving sector, Yealink's large, talented and highly-experienced VoIP R&D team is totally committed to the pursuit of excellence.

To date, we have passed more than 80 interoperability tests and meet certification requirements set by leading VoIP system and platforms. Yealink works in close partnership with T-Mobile, Telefonica, Portugal Telecom and other leading telecommunication service providers.