**Packaging Contents**

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

![Image of IP Phone, Handset, Stand, Handset Cord, Ethernet Cable, Power Adapter, Quick Start Guide]

**Note:** The models displayed on the phone differ from each other. The packaging content "IP Phone" listed above takes a SIP-T19P E2 IP phone as an example.

We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

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**Assembling the Phone**

1. **Attach and detach the stand, as shown below:**
   
   a) **Attach the stand:**

   ![Diagram of Stand Attachment]

   **Note:** The hookswitch tab has a lip which allows the handset to stay on-hook when the IP phone is mounted vertically.
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 which one to use.

Note: The IP phone should be used with Yealink original power adapter (5V/600mA) only. The use of the third-party power adapter may cause the damage to the phone. If you are connecting a PC to your phone, we recommend that you use the Ethernet cable provided by Yealink. If inline power (PoE) is provided, you don’t need to connect the power adapter. Make sure the hub/switch is PoE-compliant. PoE is only applicable to the SIP-T19P E2 IP phone.
Accessing the web user interface:

Account Settings:
Click on Account - > Register

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.
- **Register Name**: It is an authenticated ID for authentication provided by ITSP (required).
- **User Name**: It is provided by ITSP for registration (required).
- **Password**: It is provided by ITSP for registration (required).
- **Server Host**: It is provided by ITSP for registration (required).

Register status icons on the LCD screen:
- 📷 Registered
- 🔄 Registering
- 📢 Register Failed

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 soft key when the phone is idle, select Settings - > Advanced Settings (default password: admin) - > Network - > WAN Port/VLAN/Web Server/802.1x/VPN/LLDP/CDP/NAT to configure the network.
Account Settings:

Press the Menu soft 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 above.

Basic Call Features

Placing a Call

Using the handset:
1. Pick up the handset.
2. Enter the number, and then press the Send soft key.

Using the speakerphone:
1. With the handset on-hook, press .
2. Enter the number, and then press the Send soft key.

Using the headset:
1. With the headset connected, press to activate the headset mode.
2. Enter the number, and then press the Send soft key.

Note: During a call, you can alternate between the 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 connected headset.

Answering a Call

Using the handset:
Pick up the handset.

Using the speakerphone:
Press .

Using the headset:
Press .

Note: You can reject an incoming call by pressing the Reject soft key.

Ending a Call

Using the handset:
Hang up the handset or press the EndCall soft key.

Using the speakerphone:
Press or the EndCall soft key.

Using the headset:
Press the EndCall soft key.

Redial
- Press RD to enter the Placed Calls list, press or to select the desired entry, and then press RD or the Send soft key.
- Press RD twice when the phone is idle to dial out 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 the Hold soft key during an active call.

To resume the call, do one of the following:
- If there is only one call on hold, press the Resume soft key.
- If there is more than one call on hold, press or to select the desired call, and then press the Resume soft key.

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

Blind Transfer
1. Press or the Trans soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press or the B Trans soft key.

Semi-Attended Transfer
1. Press or the Trans soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the Send soft key.
3. Press or the Trans soft key when you hear the ring-back tone.

Attended Transfer
1. Press or the Trans soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the Send soft key.
3. Press or the Trans soft key when the second party answers.

Call Forward
To enable call forward:
1. Press the Menu soft key 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 when the phone is busy.
   - No Answer Forward----Incoming calls are forwarded if not answered after a period of 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 the Save soft key to accept the change.

Call Conference
1. Press the NewCall soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the Send soft key.
3. Press the Conf soft key when the second party answers. All parties are now joined in the conference.
4. Press the EndCall soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the Split soft key.
**Voice Message**
Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes yellow.

**To listen to voice messages:**
1. Press  or the Connect soft key.
2. Follow the voice prompts to listen to your voice messages.

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## Customizing Your Phone

### Call History
1. Press the History soft key 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 the Send soft key to place a call.
   - Press the Delete soft key to delete the entry from the list.

If you press the Option soft key, you can also do the following:
- Select Detail to view detailed information about the entry.
- Select Add to Contact to add the entry to the local directory.
- Select Add to Blacklist to add the entry to the blacklist.
- Select Delete All to delete all entries from the list.

### Contact Directory

**To add a contact:**
1. Press the Dir soft key when the phone is idle, and then select All Contacts.
2. Press the Add soft key to add a contact.
3. Enter a unique contact name in the Name field and contact numbers in the corresponding fields.
4. Press the Add soft key to accept the change.

**To edit a contact:**
1. Press the Dir soft key when the phone is idle, and then select All Contacts.
2. Press ▲ or ▼ to select the desired contact, press the Option soft key and then select Detail from the prompt list.
3. Edit the contact information.
4. Press the Save soft key to accept the change.

**To delete a contact:**
1. Press the Dir soft key when the phone is idle, and then select All Contacts.
2. Press ▲ or ▼ to select the desired contact, press the Option soft key and then select Delete from the prompt list.
3. Press the OK soft key 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 during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press when the phone is idle or ringing to adjust the ringer volume.

### Ring Tones
1. Press the Menu soft key 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 the Save soft key to accept the change.
About Yealink

Yealink (Stock Code: 300628) is a global leading unified communication (UC) terminal solution provider that primarily offers video conferencing systems and voice communication solutions. Founded in 2001, Yealink leverages its independent research and development and innovation to pursue its core mission: “Easy collaboration, high productivity.” The company’s high-quality UC terminal solutions enhance the work efficiency and competitive advantages of its customers in over 100 countries. Yealink is the world’s second-largest SIP phone provider and is number one in the China market.

Technical Support

Visit Yealink WIKI (http://support.yealink.com/) for the latest firmware, guides, FAQ, Product documents, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (https://ticket.yealink.com) to submit all your technical issues.