



Gigabit Color IP Phone SIP-T29G User Guide

Version 80.130 Jul. 2016

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Statements of compliance can be obtained by contacting support@yealink.com.

CE Mark Warning

CE

This device is marked with the CE mark in compliance with EC Directives 2014/35/EU and 2014/30/EU.

Part 15 FCC Rules

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference, and
- 2. this device must accept any interference received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1. Reorient or relocate the receiving antenna.
- 2. Increase the separation between the equipment and receiver.
- 3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4. Consult the dealer or an experienced radio/TV technician for help.

WEEE Warning



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

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GNU GPL INFORMATION

Yealink SIP-T29G IP phone firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293&NewsCat

About This Guide

Thank you for choosing the SIP-T29G IP phone, a Gigabit Color IP phone which is exquisitely designed to provide business telephony features, such as Call Hold, Call Transfer, Busy Lamp Field, Multicast Paging and Conference over an IP network.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use the SIP-T29G IP phone.

Note

Network Directory and Network Call Log features are hidden for IP phones in neutral firmware version, which are designed for the BroadWorks environment. Please contact your system administrator for more information.

In This Guide

Topics provided in this guide include:

- Chapter 1 Overview
- Chapter 2 Getting Started
- Chapter 3 Customizing Your Phone
- Chapter 4 Basic Call Features
- Chapter 5 Advanced Phone Features

Summary of Changes

This section describes the changes to this guide for each release and guide version.

Changes for Release 80, Guide Version 80.130

The following sections are new:

- Screen Saver on page 31
- Power Saving on page 33

Major updates have occurred to the following sections:

- Icon Instructions on page 3
- Volume on page 45

- Ring Tones on page 46
- DSS Keys on page 77
- Call Park on page 133
- Display Issues on page 195

Changes for Release 80, Guide Version 80.95

The following section is new:

• Entering Data and Editing Fields on page 25

Major updates have occurred to the following sections:

- Icon Instructions on page 3
- Optional Accessories on page 14
- Phone Installation on page 16
- Troubleshooting on page 195

Changes for Release 80, Guide Version 80.80

Major updates have occurred to the following sections:

- Backlight on page 31
- Contrast on page 37
- Bluetooth on page 72
- Ext Keys on page 90

Changes for Release 80, Guide Version 80.60

The following sections are new:

- Shared Call Appearance (SCA) on page 165
- Bridged Line Appearance (BLA) on page 181

Major updates have occurred to the following sections:

- Icon Instructions on page 3
- LED Instructions on page 6
- Web User Interface on page 8
- Call Forward on page 119

Changes for Release 80, Guide Version 80.20

The following section is new:

• Short Message Service (SMS) on page 187

Major updates have occurred to the following sections:

- Icon Instructions on page 3
- Time & Date on page 39
- Bluetooth on page 72
- Anonymous Call Rejection on page 142
- Intercom on page 153
- Multicast Paging on page 156
- Appendix A Time Zones on page 211

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Overview

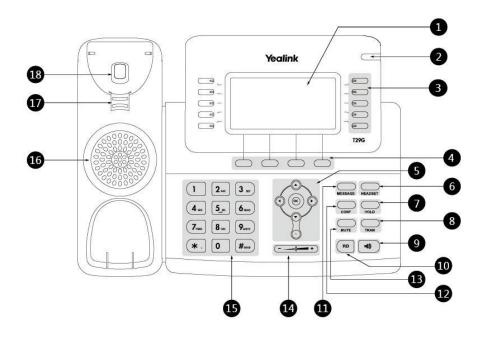
This chapter provides the overview of the SIP-T29G IP phone. Topics include:

- Hardware Component Instructions
- Icon Instructions
- LED Instructions
- User Interfaces
- Documentations

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

Hardware Component Instructions

The main hardware components of the SIP-T29G IP phone are the LCD screen and the keypad.



	ltem	Description
1	LCD Screen	 Shows information about calls, messages, soft keys, time, date and other relevant data: Call information—caller ID, call duration Icons (for example,) Missed call text or second incoming caller information Prompt text (for example, "Saving config file!") Time and date
2	Power Indicator LED	Indicates phone power and some feature statuses.Receives an incoming call—Fast flashingReceives a voice mail or text message—Slow flashing
3	Line Keys	Use these keys to activate up to sixteen accounts and assign various features.
4	Soft Keys	Label automatically to identify their context-sensitive features.
	$\odot \odot \odot \odot$	Scroll through the displayed information.
5	ОК	Confirms actions or answers incoming calls.
	×	Cancels actions or rejects incoming calls.
6	HEADSET Key	Toggles and indicates the headset mode.
\bigcirc	HOLD Key	Places a call on hold or resumes a held call.
8	TRAN Key	Transfers a call to another party.
9	Speakerphone Key	Toggles the hands-free speakerphone mode.
10	RD Key	Redials a previously dialed number.
11	MESSAGE Key	Indicates and accesses voice mails.
12	CONF Key	Conducts a conference call with multiple other parties.
13	MUTE Key	Mutes or un-mutes an active call.
14	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
(15)	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
(16)	Speaker	Provides hands-free (speakerphone) audio output.
17	Hookswitch Tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on how to adjust the hookswitch tab, refer to <i>Yealink Wall Mount Quick Installation Guide for Yealink IP Phones</i> .

Hardware component instructions of the SIP-T29G IP phone are:

	ltem	Description
18	Hookswitch	Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line, laying the handset down on the handset cradle, the phone disconnects from the line.

Icon Instructions

Icons appearing on the LCD screen are described in the following table:

lcons	Description
-	Network is unavailable
☎	The private line registers successfully
(c)	Register failed
6	Registering
6	The shared/bridged line registers successfully
4	Hands-free speakerphone mode
B	Handset mode
C	Headset mode
	Voice Mail
	Text Message
A _A	Auto Answer
•	Do Not Disturb
5	Call Forward
(1)	Call Hold
@	Call Mute
*	Ringer volume is 0

lcons	Description
	Phone Lock
+	Received Calls
1	Placed Calls
	Missed Calls
*	Recording box is full
R	A call cannot be recorded
۲	Recording starts successfully
X	Recording cannot be started
X	Recording cannot be stopped
*	Bluetooth
8.	Bluetooth headset is both paired and connected
Ω	Conference
<u>.0</u>	The contact icon
2	The default caller photo

The icons of DSS key appearing on the LCD screen are described in the following table:

lcons	Description
3	Log into the ACD system
2	The ACD status is available
2	The ACD status is unavailable
4	Log out of the ACD system
1	Directory Local Group XML Group

lcons	Description
	LDAP
2	BLF/BLF List
20	BLF/BLF list failed state
888	Speed Dial
\$	URL XML Browser Multicast Paging Paging List Direct Pickup Group Pickup DTMF Prefix Hot Desking Phone Lock Call Park
*	Park failed
\$	Park successfully
a	Retrieve park
	Record Voice Mail Intercom Transfer Forward Conference Hold DND ReCall SMS URL Record Group Listening Zero Touch

LED Instructions

Power Indicator LED

LED Status	Description
Solid red	The phone is initializing.
Fast flashing red (300ms)	The phone is ringing.
Slow flashing red (1s)	The phone receives a voice mail or text message.
	The phone is powered off.
	The phone is idle.
Off	The phone is busy.
	The call is placed on hold or is held.
	The call is muted.

Line key LED

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

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

LED Status	Description	
Solid green	The monitored user is idle.	
Fast flashing red (200ms)	The monitored user receives an incoming call.	
	The monitored user is busy.	
Solid red	The monitored user's conversation is placed on	
	hold (This LED status requires server support).	
Slow flashing red (1s)	The call is parked against the monitored user's	
	phone number.	
Off	The monitored user does not exist.	

Line key LED (used as a page switch key)

LED Status	Description	
Solid red	There is a parked call on the line key of the non-current page.	

LED Status	Description	
Fast flashing green	The line receives an incoming call on the line key of	
Fast hashing green	the non-current page.	
Frat flashing red	The monitored user receives an incoming call on	
Fast flashing red	the line key of the non-current page.	
Off	The line keys are idle.	

Line key LED (associated with a shared line)

The local SCA phone indicates the phone is involved in an SCA call, while the monitoring SCA phone indicates the phone is not involved in the SCA call.

LED Status	Description	
Off	The shared line is idle.	
Fast flashing green	The shared line receives an incoming call.	
Solid green (for local SCA phone) Solid red (for monitoring SCA phone)	The shared line is in conversation. The shared line is dialing. The shared line is seized. The shared line conversation is barged in by the other shared line party.	
Slow flashing green (for local SCA phone) Slow flashing red (for monitoring SCA phone)	The shared line conversation is placed on public hold.	
Slow flashing green (for local SCA phone) Solid red (for monitoring SCA phone)	The shared line conversation is placed on private hold. For a multi-party call, all the shared line parties participating in this call place the shared line conversation on hold.	

Line key LED (associated with a bridged line)

The local BLA phone indicates the phone is involved in a BLA call, while the monitoring BLA phone indicates the phone is not involved in the BLA call.

LED Status	Description
Off	The bridged line is idle.
Fast flashing green	The bridged line receives an incoming call.
Solid green (for local BLA phone) Solid red (for monitoring BLA phone)	The bridged line is in conversation. The bridged line is dialing. The bridged line is seized.
Slow flashing green (for local BLA phone) Slow flashing red (for	The bridged line conversation is placed on hold.

LED Status	Description
monitoring BLA phone)	

Note The above introduces the default LED status. The statuses of the power indicator LED and BLF key are configurable via web user interface. For more information, refer to Yealink_SIP-T2_Series_T19(P) E2_T4_CP860_Series_IP_Phones_Administrator_Guide.

User Interfaces

Two ways to customize configurations of your SIP-T29G IP phone:

- The user interface on the IP phone.
- The user interface in a web browser on your PC.

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone. In addition, you can use the web user interface to access all configuration settings. In many cases, it is possible to use either the phone user interface and/or the web user interface interchangeably. However, in some cases, it is only possible to use one or the other interface to operate the phone and change settings.

Phone User Interface

You can customize your phone by pressing the **Menu** soft key to access the phone user interface. The Advanced option is only accessible to the administrator, and the default administrator password is "admin" (case-sensitive). For more information on customizing your phone with the available options from the phone user interface, refer to Customizing Your Phone on page 29.

Web User Interface

In addition to the phone user interface, you can also customize your phone via web user interface. In order to access the web user interface, you need to know the IP address of your new phone. To obtain the IP address, press the OK key on the phone when the phone is idle. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of a web browser on your PC. The default administrator user name and password are both "admin" (case-sensitive).

Options	Phone User Interface	Web User Interface	
Status			
IPv4			
MAC			
Firmware	\checkmark	\checkmark	
Network			
Phone			
Accounts			
Basic Phone Settings			
Wallpaper	\checkmark		
Backlight	√	\checkmark	
Screen Saver	\checkmark		
Power Saving	х		
Contrast	\checkmark	×	
Language	\checkmark		
Time & Date	\checkmark		
Administrator Password	\checkmark		
Key as Send	\checkmark		
Phone Lock	\checkmark		
Ring Tones	√		
Contact Management			
Directory	x		
Local Directory	\checkmark		
Blacklist	\checkmark	\checkmark	
Remote Phone Book	x		
Call History Management	√		
DSS Keys	\checkmark		
Bluetooth	\checkmark		
Account Registration	\checkmark		
Dial Plan	x		
Emergency Number	x		
Live Dialpad	х		
Hotline	\checkmark		
Basic Call Features			
Recent Call In Dialing	x		
Auto Answer	√		
Auto Redial	\checkmark	\checkmark	
Call Completion	\checkmark		
ReCall	√		
Do Not Disturb (DND)	\checkmark		

The options you can use to customize the IP phone via phone user interface and/or via web user interface are listed in the following table:

Options	Phone User Interface	Web User Interface
Call Forward	\checkmark	
Call Transfer	\checkmark	
Call Waiting	\checkmark	
Conference	x	
Call Park	\checkmark	
Call Pickup	\checkmark	
Anonymous Call	\checkmark	
Anonymous Call Rejection	\checkmark	
Advanced Phone Features		
Busy Lamp Field (BLF)	\checkmark	
BLF List	x	
Call Recording	\checkmark	
Hot Desking	\checkmark	
Intercom	\checkmark	7
Multicast Paging	x	V
Music on Hold	x	
Automatic Call Distribution (ACD)	x	
Shared Call Appearance (SCA)	x	
Bridged Line Appearance (BLA)	x	
Messages	\checkmark	
SIP Account		
User Options		
Activation	\checkmark	
Label	\checkmark	
Display Name	\checkmark	
Register Name	\checkmark	
User Name	\checkmark	
Password	\checkmark	\checkmark
Server Options		
SIP Server 1/2	\checkmark	
Register Port	х	
Outbound Status	\checkmark	
Outbound Proxy1/2	\checkmark	
Proxy Fallback Interval	\checkmark	
NAT Status	\checkmark	

Note

The table above lists most of the feature options. Please refer to the relevant sections for more information.

Documentations

Name	Contents	Where found	Language
Quick Start Guide	Basic call features and phone	In the package	English
Guick Start Guide	customizations	On the website	English/Chinese
User Guide	Phone/Web user interface settings Basic call features and advanced phone features	On the website	English/Chinese

The following table shows documentations available for the SIP-T29G IP phone.

Note

You can also download the latest documentations online: http://support.yealink.com/documentFront/forwardToDocumentDetailPage?documentId= 15.

Getting Started

This chapter provides the following basic installation instructions and information for obtaining the best performance with the SIP-T29G IP phone. Topics include:

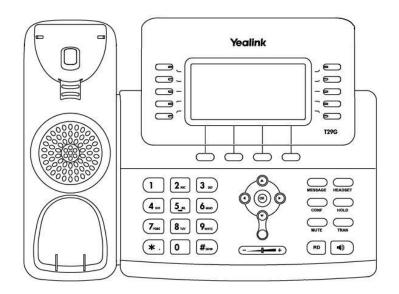
- Packaging Contents
- Phone Installation
- Phone Initialization
- Phone Status
- Basic Network Settings
- Registration
- Idle Screen
- Entering Data and Editing Fields

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

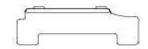
Packaging Contents

The following components are included in your SIP-T29G IP phone package:

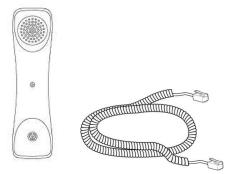
• SIP-T29G IP Phone



Phone Stand



• Handset & Handset Cord



• Ethernet Cable



Quick Start Guide

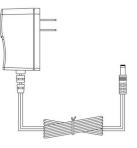


Check the list before installation. If you find anything missing, contact your system administrator.

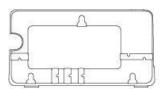
Optional Accessories

The following items are optional accessories for your SIP-T29G IP phone. You need to purchase them separately if required.

Power Adapter



Wall Mount Bracket



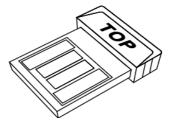
• Headset



• Wireless Headset Adapter EHS36



Bluetooth USB Dongle BT40



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

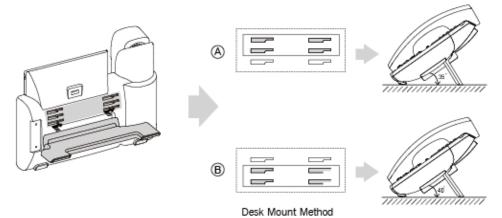
Phone Installation

If your phone is already installed, proceed to Phone Initialization on page 19.

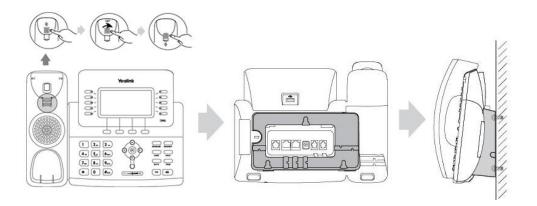
This section introduces how to install the phone:

- 1) Attach the stand or the optional wall mount bracket
- 2) Connect the handset and optional headset
- 3) Connect the network and power
- 1) Attach the stand or the optional wall mount bracket

Desk Mount Method



Wall Mount Method (Optional)

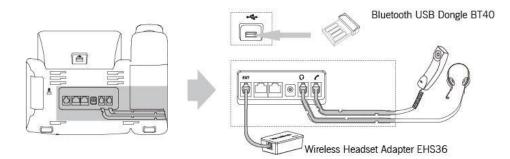


Note

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

For more information on how to attach the wall mount bracket, refer to *Yealink Wall Mount Quick Installation Guide for Yealink IP Phones*.

2) Connect the handset and optional headset



Note

The EXT port can also be used to connect an expansion module EXP20.

For more information on how to use EHS36, EXP20 or Bluetooth USB Dongle BT40, refer to Yealink EHS36 User Guide, Yealink EXP20 User Guide or Yealink Bluetooth USB Dongle BT40 User Guide.

3) Connect the network and power

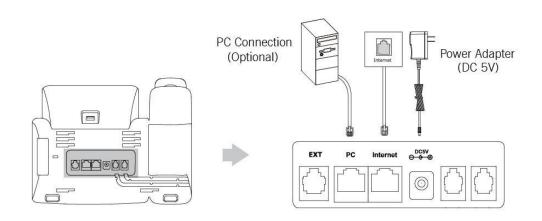
You have two options for power and network connections. Your system administrator will advise you which one to use.

- AC power (Optional)
- Power over Ethernet (PoE)

AC Power (Optional)

To connect the AC power:

- 1. Connect the DC plug on the power adapter to the DC5V port on the phone and connect the other end of the power adapter into an electrical power outlet.
- 2. Connect the included or a standard Ethernet cable between the Internet port on the phone and the one on the wall or switch/hub device port.



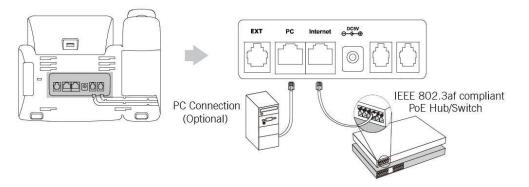
Note The IP phone should be used with Yealink original power adapter (5V/2A) only. The use of the third-party power adapter may cause the damage to the phone.

Power over Ethernet

With the included or a regular Ethernet cable, the SIP-T29G IP phone can be powered from a PoE-compliant switch or hub.

To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.



If in-line power is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant.

The phone can also share the network with another network device such as a PC (personal computer). This is an optional connection.

Important! Do not remove power from the phone while it is updating firmware and configurations.

Phone Initialization

Note

After your phone is powered on, the system boots up and performs the following steps:

Automatic Phone Initialization

The phone finishes the initialization by loading the saved configuration. The LCD screen displays "Welcome Initializing...Please wait" during the initialization.

DHCP (Dynamic Host Configuration Protocol)

The phone attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g., IP address, subnet mask, default gateway address and DNS address) by default.

Note If your network does not use DHCP, proceed to Basic Network Settings on page 21.

Phone Status

You can view phone status via phone user interface or web user interface. Available information of phone status includes:

Network status (e.g., IPv4 status, IP mode and MAC address).

- Phone status (e.g., product name, hardware version, firmware version, product ID, MAC address and device certificate status).
- Account status (e.g., register status of SIP accounts).

Note You can view device certificate status via phone user interface only.

To view the phone status via phone user interface:

- 1. Press (or), or press Menu->Status.
- 2. Press (\bullet) or (\bullet) to scroll through the list and view the specific information.

Status		
1. IPv4:	10.10.20.21	
2. MAC:	AC: 00-15-65-78-6F-FA	
3. Firmware:	46.80.0.90	
4. More		
Back		

To view the phone status via web user interface:

- 1. Open a web browser on your computer.
- 2. Enter the IP address in the browser's address bar, and then press the Enter key.
- 3. Enter the user name (admin) and password (admin) in the login page.

Login	Gigabit Color IP Phone SIP-T29G		
Username Password			
Сот	nfirm Cancel		

4. Click Confirm to login.

ealink 1296	Status Account Network	DSSKey Features S	Settings Directory Security
Status	Version 🕜		NOTE
	Firmware Version	46.80.0.90	Version
	Hardware Version	46.0.0.128.0.0.0	It shows the version of firmwa
	Network 🕜		and hardware.
	Internet Port	IPv4	Network It shows the network settings
	IPv4 🕜		of Internet (WAN) port.
	WAN Port Type	DHCP	Account It shows the registration status
	WAN IP Address	10.10.20.21	of SIP accounts.
	Subnet Mask	255.255.255.0	You can click here to get
	Gateway	10.10.20.254	more guides.
	Primary DNS	192.168.1.20	
	Secondary DNS	192.168.1.22	
	Network Common 🕜		
	MAC Address	001565786FFA	
	Link Status	Connected	
	Device Type	Bridge	
	Account Status 🕜		
	Account1	Disabled	
	Account2	Disabled	
	Account3	Disabled	
	Account4	Disabled	
	Account5	Disabled	
	Account6	Disabled	

The phone status is displayed on the first page of the web user interface.

Basic Network Settings

If your phone cannot contact a DHCP server for any reason, you need to configure network settings manually. The IP phone can support either or both IPv4 and IPv6 addresses.

To configure the IP mode via phone user interface:

- 1. Press Menu->Advanced (default password: admin) ->Network->WAN Port.
- 2. Press () or () , or the Switch soft key to select IPv4, IPv6 or IPv4 & IPv6 from the IP Mode field.

	WAN Port	
1. IP Mode:	IPv4	
2. IPv4		
3. IPv6		
Back	Switch	Save

3. Press the Save soft key to accept the change or the Back soft key to cancel.

You can configure a static IPv4 address for the IP phone. Before configuring it, make sure

that the IP mode is configured as IPv4 or IPv4 & IPv6.

To configure a static IPv4 address via phone user interface:

- 1. Press Menu->Advanced (default password: admin) ->Network->WAN Port.
- 2. Press (\bullet) or (\bullet) to select **IPv4** and then press the **Enter** soft key.

	WAN Port	
1. IP Mode:	IPv4	
2. IPv4		
3. IPv6		
Back		Enter

- 3. Press (\cdot) or (\cdot) , or the Switch soft key to select the Static IP from the Type field.
- 4. Enter the desired value in the IP Address, Subnet Mask, Gateway, Primary DNS and Secondary DNS field respectively.

	IPv4	WAN Port	
1. Type:		Static IP	< Þ
2. IP Address		192.168.1.10	
3. Subnet Ma	sk:	255.255.255.0	
4. Gateway:	192.168.1.1		
5. Primary DN	IS:	202.101.103.55	
Back	123	Delete	Save

5. Press the Save soft key to accept the change or the Back soft key to cancel.

You can configure a static IPv6 address for the IP phone. Before configuring it, make sure that the IP mode is configured as **IPv6** or **IPv4 & IPv6**.

To configure a static IPv6 address via phone user interface:

1. Press Menu->Advanced (default password: admin) ->Network->WAN Port.

2. Press () or () to select IPv6 and then press the Enter soft key.

	WAN Port	
1. IP Mode:	IPv6	4 •
2. IPv4		
3. IPv6		
Back		Enter

- 3. Press (\cdot) or (\cdot) , or the Switch soft key to select the Static IP from the Type field.
- 4. Enter the desired value in the IP Address, IPv6 IP Prefix, Gateway, Primary DNS and Secondary DNS field respectively.

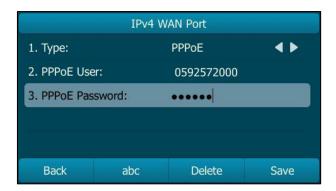
	IPv6 \	VAN Port	
1. Type:		Static IP	< Þ
2. IP Address		2005:1:1:1::25	
3. IPv6 IP Pro	efix:	64	
4. Gateway:		2005:1:1:1::1	
5. Primary DNS:		2005:1:1:1::89	
Back	123	Delete	Save

5. Press the Save soft key to accept the change or the Back soft key to cancel.

If you are using an xDSL modem for IPv4 network connection, you can connect your phone to the Internet via PPPoE mode. Set the WAN port as a PPPoE port. The PPPoE port will perform a PPP negotiation to obtain the IP address. Contact your system administrator for the PPPoE user name and password.

To configure PPPoE via phone user interface:

- 1. Press Menu->Advanced (default password: admin) ->Network->WAN Port->IPv4.
- 2. Press (\cdot) or (\cdot) , or the **Switch** soft key to select the **PPPoE** from the **Type** field.
- 3. Enter the user name and password in the corresponding fields.



4. Press the Save soft key to accept the change or the Back soft key to cancel.

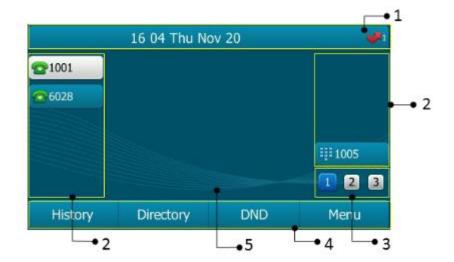
Note The wrong network settings may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

Registration

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you start up your phone, the phone will be registered and ready for use. The SIP-T29G IP phone supports up to 16 accounts. If your phone is not registered, you may have to register it. For more information on how to register your phone, refer to Account Management on page 90.

Idle Screen

If the phone has successfully started up, the idle LCD screen will be displayed as below.



Idle Screen description:

No.	Description
1	This area shows the phone's time, date and feature status. For more information, refer to <u>lcon Instructions</u> on page 3.
2	This area shows the line key labels. You can customize the line key as other functions. For more information, refer to Line Keys on page 77.
3	This area shows three page icons.
4	This area shows the soft key labels. The default soft key labels are

No.	Description
	"History", "Directory", "DND" and "Menu".
5	This area shows the wallpaper which can be customized. For more information, refer to Wallpaper on page 29.

Entering Data and Editing Fields

You can enter data and edit fields using the phone keypad.

Keypad on the phone provides different characters (or numbers) when using the **2aB**, **abc**, **Abc**, **ABC** or **123** input mode. You can change the following input modes to enter data and edit fields on your phone. When your phone keypad matches the input mode, you can press the keypad repeatedly to view the character (or numbers) options and stop to select. When the character (or numbers) you want to enter displays in the field, wait one second, and enter the next character (or numbers).

The following table lists the input modes and character (or numbers) options for the keypad:

Input Mode Keypad	2aB	abc	Abc (initials in capitals)	ABC	123
	1				1
2 ,src	2abcABC	abc2äæå àáâãç	abc2äæå àáâãç	ABC2ÄÆÅ ÀÁÂÃÇ	2
3 ₂₀₇	3defDEF	def3èéêë ð	def3èéêë ð	DEF3ÈÉÊË Đ	3
(4 _{est})	4ghiGHI	ghi4ìíîï	ghi4ìíîï	GHI4ÌÍĨÏ	4
5.	5jklJKL	jkl5£	jkl5£	JKL5£	5
6	6mnoMN O	mno6öøò óôõñ	mno6öøò óôõñ	MNO6ÖØ ÒÓÔÕÑ	6
(7 _{rgs})	7pqrsPQR S	pqrs7BS	pqrs7BS	PQRS7S	7
8 _{nw}	8tuvTUV	tuv8ùúûü	tuv8ùúûü	TUV8ÙÚÛ Ü	8

Input Mode Keypad	2aB	abc	Abc (initials in capitals)	ABC	123
9 _{wvz}	9wxyzWX YZ	wxyz9ýÞ	wxyz9ýÞ	WXYZ9ÝÞ	9
0	0	space	space	space	0
*.	*.,'?!\-()@/: _;+&%=< > £\$¥€[]{} ~^i¿\$#"	*.,'?!\-()@/: _;+&%=< > £\$¥€[]{} ~^i¿\$#"	*.,'?!\-()@/: _;+&%=< > £\$¥€[]{} ~^i¿\$#"	*.,'?!\-()@/: _;+&%=< > £\$¥€[]{} ~^i¿\$#"	.*:/@[]
#::::	#	#	#	#	#

To enter or edit data:

Do one of the following:

If you want to	Then you can
If you want to	Then you can Press a keypad key one or more times (depending what input mode you're in) to enter the characters that is displayed on the keypad key. You can press the abc soft key one or more times to switch among uppercase (ABC soft key), numeric (123 soft key), alphanumeric (2aB soft key), uppercase and lowercase (Abc soft key) and lowercase (abc soft key) input modes.
uppercase (A) characters, lowercase (a) characters, or alphanumeric (2aB) characters.	 For example, if the input mode is ABC: To enter "A", press 2 once. To enter "B", press 2 twice quickly. To enter "C", press 2 three times quickly. To enter "2ÄÆÅÀÁÂÂÇ", press 2 more than three times quickly. Note: When you are in the uppercase (ABC soft key), uppercase and lowercase (Abc soft key) or lowercase (abc soft key) input mode, 1 is not available.

lf you want to	Then you can
Enter special characters.	Press the keypad key # or *. , or press ○ . For ○ Key: If it is in the uppercase (ABC soft key), uppercase and lowercase (Abc soft key) or lowercase (abc soft key) input mode, it will provide the space character. If it is in the numeric (123 soft key) or alphanumeric (2aB soft key) input mode, it will only provide the digit 0. For # key: It only provides the pound character #. For * key: If it is in the uppercase (ABC soft key), lowercase (abc soft key) or alphanumeric (2aB soft key) input mode, it will only provide the digit 0. For * key: If it is in the uppercase (ABC soft key), lowercase (abc soft key), uppercase and lowercase (Abc soft key) or alphanumeric (2aB soft key) input mode, it will provide the following special characters: *,?!\-()@!:_;+&%=<> f \$\fmodelow E[]{~ ^i2\$#"]. If it is in the numeric (123 soft key) input mode, it will provide the following special characters: *,?!\-()@!:_;+&%=<> f \$\fmodelow E[]{}~ ^i2\$#"].
Delete text you entered.	Press (•) or (•) to position the cursor to the right of the text you want to delete, and then press the Delete soft key to delete one character at a time.

Customizing Your Phone

You can customize your SIP-T29G IP phone by personally configuring certain settings, for example, contrast, time & date and ring tones. You can add contacts to the phone's local directory manually or from call history. You can also personalize different ring tones for different callers.

This chapter provides basic operating instructions for customizing your phone. Topics include:

- General Settings
- Audio Settings
- Contact Management
- Call History Management
- System Customizations

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

General Settings

Wallpaper

You can customize the wallpaper of the SIP-T29G IP phone, and can change the wallpaper image via phone user interface or web user interface. You can also upload custom wallpaper images via web user interface.

The SIP-T29G IP phones support the file format of wallpaper image in the following table:

Format	Resolution	Wallpaper Size		
.jpg/.png/*.bmp	480*272	≤5MB		

To change the wallpaper via phone user interface:

1. Press Menu->Basic->Display->Wallpaper.



- 2. Press (\cdot) or (\cdot) , or the **Switch** soft key to select the desired wallpaper image.
- 3. Press the Save soft key to accept the change or the Back soft key to cancel.

Wallpaper is configurable via web user interface at the path Settings->Preference.

To upload the customized wallpaper via web user interface:

- 1. Click on Settings->Preference.
- 2. In the Upload Wallpaper(480*272) field, click Browse to select the wallpaper image from your local system.

ealink 17296								Log Out
	Status	Account	Network	DSSKey	Featu	res	Settings	Directory Security
Preference	Lang	guage		English(English)	•	0		NOTE
Time & Date		Dialpad r Digit Time(1~14s)		Disabled	-	0 0		Language Selects a language for the web
Call Display		klight Inactive Level		Low	-	0		user interface.
Upgrade	Back	klight Active Level		8	•	0		Live Dialpad It allows IP phones to automatically dial out the entered
Auto Provision		klight Time(seconds) chDog	1	Always On	• •	0 0		phone number after a specified period of time.
Configuration		а Туре		Ring1.wav	•	0		Backlight Specifies the brightness of the
Dial Plan	Uplo	ad Ringtone		Browse No	o file selected		0	LCD screen display.
Voice				Upload	Cancel]		Contrast Specifies the contrast of the LCD screen display.
Ring		lpaper		Default.jpg	•	0		Ring Tones
Tones	Uplo	oad Wallpaper(480*:	272)	Browse No	o file selected Cancel]	0	A ring tones A ring tone that will alert you when a call comes in for the IP phone.
Softkey Layout	Scre	eensaver Wait Time		Never	•	?		
TR069		eensaver Type		System	•	0		You can click here to get more guides.
Voice Monitoring	Scre	eensaver		System.jpg	•	0		
SIP		Confi	m		Cancel			

3. Click Upload to upload the file.

The customized wallpaper appears in the pull-down list of Wallpaper.

Note The SIPT29G IP phone screen size is 480*272 pixels. If the size of the custom wallpaper doesn't meet the IP phone screen size, the wallpaper will be stretched or zoomed out according to the IP phone screen size.

Screen Saver

The screen saver will automatically start each time your phone is idle for a certain amount of time. The screen saver is used to blank the screen or fill it with moving images or patterns. You can stop the screen saver at any time and return to the idle screen by pressing a key on the phone. If your phone is idle again for a specified period of time, the screen saver will start again.

You can configure the screen saver of SIP-T29G IP phone, and upload custom pictures to set up a screen saver of your picture via web user interface. You can only configure the screen saver wait time via phone user interface.

The SIP-T29G IP phone supports the file format of custom pictures in the following table:

Format	Resolution	Picture Size
.jpg/.png/*.bmp	480*272	≤5MB

Uploading the Custom Picture via Web User Interface

To upload a custom picture via web user interface:

- 1. Click on Settings->Preference.
- 2. Select Upload Picture from the pull-down list of Screensaver Type.
- 3. In the **Upload Screensaver** field, click **Browse** to locate the custom picture from your local system.
- 4. Click Upload to upload the file.

The Upload Screensaver field appears only if Screensaver Type is set to Upload Picture.

Yealink 17296								Log Out
	Status	Account	Network	DSSKey	Featu	es	Settings	Directory Security
Preference	Lang	uage		English(English)	•	0		NOTE
Time & Date		Dialpad Digit Time(1~14s)		Disabled	•	0 0		Language Selects a language for the web
Call Display		light Inactive Level		Low	•	0		user interface.
Upgrade	Back	light Active Level		8	•	0		Live Dialpad It allows IP phones to automatically dial out the entered
Auto Provision		light Time(seconds)	Always On	-	0		phone number after a specified period of time.
Configuration		:hDog Type		Enabled Ring1.wav	•	0		' Backlight Specifies the brightness of the
Dial Plan	Uplo	ad Ringtone		Browse No	o file selected		0	LCD screen display.
Voice				Upload	Cancel			Contrast Specifies the contrast of the LCD
Ring		paper ad Wallpaper(480*	272)	Default.jpg Browse No	▼	0	0	screen display. Ring Tones
Tones			,	Upload	Cancel			A ring tone that will alert you when a call comes in for the IP phone.
Softkey Layout	Scre	ensaver Wait Time		30s	•	0		
TR069		ensaver Type		Upload Picture	•	0		You can click here to get more guides.
Voice Monitoring		ensaver ad Screensaver		System.jpg Browse No	▼ o file selected	?		
SIP				Upload	Cancel			
Power Saving		Confi	rm		Cancel			

The web user interface prompts "Upload success!". The custom picture appears in **Screensaver** list. The first picture in the list is System.jpg. You can only delete the custom picture by clicking **Del** in the **Screensaver** field.

Note You can only upload one custom image at a time via web user interface.

Configuring the Screen Saver

The screen saver wait time can be configured from the following options:

- Never: Screen saver is off permanently.
- **15s, 30s, 60s, 120s, 300s, 600s** or **1800s:** The screen saver will automatically start each time your phone is idle a designated amount of time (in seconds).

To configure the screen saver wait time via phone user interface:

- 1. Press Menu->Basic->Display-> Screensaver.
- Press (•) or (•), or the Switch soft key to select the desired value from the Wait Time(s) field.

	Screensaver		
1. Wait Time(s):	30s	< ۲	
Back	Switch	Save	

3. Press the Save soft key to accept the change or the Back soft key to cancel.

To configure the screen saver via web user interface:

- 1. Click on Settings->Preference.
- 2. Select the desired wait time from the pull-down list of Screensaver Wait Time.
- 3. Select the desired screen saver type from the pull-down list of Screensaver Type.
 - If you select System.

Yealink 1296							Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory Security
Preference	Lang	juage		English(English)	• 0		NOTE
Time & Date		Dialpad r Digit Time(1~14s)		Disabled	• 0		Language Selects a language for the web
Call Display		dight Inactive Level		Low	• 0		user interface.
Upgrade	Back	dight Active Level		8	• 🕜		Live Dialpad It allows IP phones to automatically dial out the entered
Auto Provision		dight Time(seconds)		Always On	• 0		phone number after a specified period of time.
Configuration		chDog I Type		Enabled Ring1.wav	· 0		Backlight Specifies the brightness of the
Dial Plan	Uplo	ad Ringtone		Browse No	file selected.	0	LCD screen display.
Voice				Upload	Cancel		Contrast Specifies the contrast of the LCD
Ring		lpaper ad Wallpaper(480*2	22)	Default.jpg Browse No	• 🕜	0	screen display. Ring Tones
Tones	opio		.72)	Upload	Cancel		A ring tone that will alert you when a call comes in for the IP
Softkey Layout	Scre	ensaver Wait Time		30s	• 🕜		phone.
TR069		ensaver Type		System	• 🕜		more guides.
Voice Monitoring	Scre	ensaver		System.jpg	• 🕜		
SIP		Confir	m		Cancel		

The IP phone will automatically set System.jpg as the screen saver.

- If you select Upload Picture.

The IP phone will automatically set the custom pictures you upload as the screen saver, and display these pictures alternately.

4. Click **Confirm** to accept the change.

Power Saving

The power saving feature is used to turn off the screen to conserve energy. The IP phone enters power-saving mode after it has been idle for a certain period of time. And the IP phone will exit power-saving mode if a phone event occurs—for example, if the phone has an incoming call or message, or you press a key on the phone. If the screen saver is enabled on your phone, power-saving mode will still occur.

You can configure the following power-saving settings:

- Office Hour
- Idle Timeout (minutes)

Note Power saving is configurable via web user interface only.

Enabling the Power Saving via Web User Interface

The office hour and idle timeout (minutes) settings works only if the power saving feature is enabled.

To enable the power saving feature via web user interface:

1. Click on Settings->Power Saving.

	Status	Account Network	D	SSKey	Fea	tures	Settings	Directory Security
Preference	P	ower Saving	Ena	bled		• 0		NOTE
Time & Date	0	ffice Hour 🕜	07	- 19	0			settings-powersaving-note
Call Display		Tuesday		- 19	0			You can click here to get more guides.
Upgrade		Wednesday	07	- 19	0			more galaco.
Auto Provision		Thursday		- 19	0			
Configuration		Friday Saturday		19 07	0			
Dial Plan		Sunday	07	- 07	0			
Voice	Ic	lle TimeOut (minutes)						
Ring		Office Hour Idle TimeOut Off Hour Idle TimeOut	480 10			0		
Tones		User input extention Idle TimeOut	10			0		
Softkey Layout		Confirm			Cancel			
TR069								
Voice Monitoring								
SIP								

2. Select Enabled from the pull-down list of Power Saving.

3. Click **Confirm** to accept the change.

Configuring the Office Hour via Web User Interface

Office Hour specifies the starting time and ending time in the office each day.

To configure the office hour via web user interface:

- 1. Click on Settings->Power Saving.
- 2. Select a desired day of the week.

alink 1296	Status	Account	Network	DS	SKey		Features	Settings	Directory	Security
Preference	Р	ower Saving		Enal	oled		• 0		NOTE	
	a	ffice Hour 🕜								
Time & Date		Monday		07	- 19	0			settings-powe	rsaving-note
Call Display		Tuesday		07	- 19	0			You can cl more guides.	ick here to get
Upgrade		Wednesday		07	- 19	0			more guides.	
Auto Provision		Thursday		07	- 19	0				
		Friday		07	- 19	0				
Configuration		Saturday		07	07	0				
Dial Plan		Sunday		07	- 07	0				
Voice	I	dle TimeOut (minu	tes)							
Ring		Office Hour Idle Ti	meOut	480			0			
iting		Off Hour Idle Time	Out	10			0			
Tones		User input extenti	on Idle TimeOut	10			0			
Softkey Layout		Confi				<u> </u>	ancel			
TR069		Com								
Voice Monitoring										
SIP										

3. Enter the starting time and ending time respectively in the desired day field.

4. Click **Confirm** to accept the change.

Configuring the Idle Timeout via Web User Interface

Idle Timeout specifies the period of time before the IP phone enters power-saving mode. The following three types of idle timeout you can configure:

- Office Hours Idle Timeout: Configures the idle timeout for office hours.
- Off Hours Idle Timeout: Configures the idle timeout for non-office hours.
- User input extension Idle Timeout: Configures idle timeout that applies after you
 use the IP phone (for example, press a key on the phone or pick up/hang up the
 handset).

By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout. If you use the IP phone, the idle timeout that applies (User input extension Idle Timeout or Office Hours/Off Hours Idle Timeout) is the timeout with the highest value. If the phone has an incoming call or message, the User input extension Idle Timeout is ignored.

To configure the idle timeout via web user interface:

- 1. Click on Settings->Power Saving.
- 2. Enter the desired value in the **Office Hours Idle Timeout** field.

The default value is 120, you can set to 1-240.

- Enter the desired value in the Off Hours Idle Timeout field.
 The default value is 10, you can set to 1-10.
- 4. Enter the desired value in the User input extension Idle Timeout field.

	Status	Account N	etwork	DSS	Key	Feat	ires	Settings	Directory	Security
Preference	Po	ower Saving		Enable	ed		• 0		NOTE	
Time & Date	O	ffice Hour 🕜							settings-powe	
Time & Date		Monday		07 -	- 19	0			secongs-powe	ersaving-note
Call Display		Tuesday		07 -	- 19	0			You can o more guides.	lick here to get
Upgrade		Wednesday		07 -	- 19	0				
Auto Provision		Thursday		07 -	- 19	0				
		Friday		07 -	- 19	0				
Configuration		Saturday		07 -	- 07	0				
Dial Plan		Sunday		07 -	- 07	0				
Voice	Id	lle TimeOut (minutes)								
Ring		Office Hour Idle TimeOu	t	480			0			
		Off Hour Idle TimeOut		10			0			
Tones		User input extention Idle	e TimeOut	10			0			
Softkey Layout	e e	Confirm			ſ	Cancel	٦			
TR069		comm			L	Guncer				
Voice Monitoring										
STP										

The default value is 10, you can set to 1-20.

5. Click Confirm to accept the change.

Backlight

Backlight has three options:

Backlight Active Level: The intensity of the LCD screen when the phone is active. You can change the intensity of the LCD screen. Digits (1-10) represent different intensities. 10 is the highest intensity.

Backlight Inactive Level: The intensity of the LCD screen when the phone is inactive. You can select a low intensity or turn off the backlight.

Backlight Time: The delay time to change the intensity of the LCD screen when the phone is inactive. You can select a desired time to change the intensity or turn on the backlight permanently.

- Always On: Backlight is on permanently.
- **15s, 30s, 60s, 120s, 300s, 600s** or **1800s:** Backlight is changed when the phone is inactive after the designated time (in seconds).

You can also change the intensity of the LCD screen of EXP20 connected to the SIP-T29G IP phone.

To configure the backlight via phone user interface:

- 1. Press Menu->Basic->Display->Backlight.
- Press (•) or (•), or the Switch soft key to select the desired value from the Backlight Active Level field.
- 3. Press (\cdot) or (\cdot) , or the **Switch** soft key to select the desired value from the

Backlight Inactive Level field.

4. Press (•) or (•), or the Switch soft key to select the desired time from the Backlight Time field.



5. Press the Save soft key to accept the change or the Back soft key to cancel.

Backlight is configurable via web user interface at the path Settings->Preference.

Contrast

You can configure the contrast of EXP20 connected to the SIP-T29G IP phone to a comfortable level. Ensure EXP20 has been connected to the phone before configuration. The intensity of contrast ranges from 1 to 10 and the highest intensity is 10.

To configure the contrast via phone user interface:

1. Press Menu->Basic->Display->Contrast Setting.

If EXP20 is not connected to the phone, the Contrast Setting screen displays "No EXP".

Press (•) or (•), or the Switch soft key to increase or decrease the intensity of contrast.

The default contrast level is "6".

Contrast Setting					
Switch	Save				
	Switch				

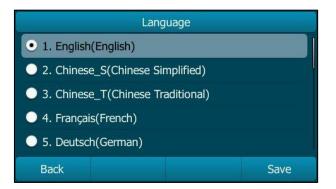
3. Press the Save soft key to accept the change or the Back soft key to cancel.

Language

The default language of the phone user interface is English. If the language of your web browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively.

To change the language for the phone user interface:

- 1. Press Menu->Basic->Language.
- **2.** Press (\bullet) or (\bullet) to select the desired language.



3. Press the Save soft key to accept the change.

Text displayed on the phone user interface will change to the selected language.

To change the language for the web user interface:

- 1. Click on Settings->Preference.
- 2. Select the desired language from the pull-down list of Language.

	Status	Account	Network	DSSKey	Featu	res	Settings	Directory	Security
Preference	Lan	guage		English(English	i) -	0		NOTE	
Time & Date		e Dialpad		Disabled	•	0		Language	
Call Display		r Digit Time(1~14s) klight Inactive Level		4 Low		0		Selects a languag user interface.	ge for the web
Upgrade		klight Active Level		8	•	0		Live Dialpad It allows IP phone	es to
Auto Provision	Bac	klight Time(seconds)		Always On	•	0		automatically dia phone number af	
Configuration		tchDog		Enabled	•	0		period of time. Backlight	
Dial Plan		g Type oad Ringtone		Ring1.wav Browse	• No file selected	?	0	Specifies the brig LCD screen displa	
Voice		-		Upload	Cancel]		Contrast Specifies the con	trast of the LC
Ring	Wal	llpaper		Default.jpg	•	0		screen display.	
Tones	Uple	oad Wallpaper(480*:	272)	Browse	No file selected	1	0	Ring Tones A ring tone that w when a call come	
Softkey Layout	Scr	eensaver Wait Time		Never	•	0		phone.	
TR069	Scr	eensaver Type		System	•	0		You can click more guides.	here to get
Voice Monitoring	Scr	eensaver		System.jpg	•	?			

3. Click **Confirm** to accept the change.

Text displayed on the web user interface will change to the selected language.

Time & Date

The time and date are displayed on the LCD screen when the phone is idle. You can configure the phone to obtain the time and date from the SNTP server automatically, or configure the time and date manually. If the phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, contact your system administrator for more information.

To configure the SNTP settings via phone user interface:

- 1. Press Menu->Basic->Time & Date->General->SNTP Settings.
- 2. Press (•) or (•), or the Switch soft key to select the time zone that applies to your area from the Time Zone field.

The default time zone is "+8".

- Enter the domain name or IP address of SNTP server in the NTP Server1 and NTP Server2 field respectively.
- Press (•) or (•), or the Switch soft key to select the desired value from the Daylight Saving field.
- 5. Press (•) or (•), or the **Switch** soft key to select the desired time zone name from the **Location** field.

General 1. Time Zone: +8 2. NTP Server1: cn.pool.ntp.org 3. NTP Server2: cn.pool.ntp.org 4. Daylight Saving: Automatic **4** 5. Location: China(Beijing) Back Switch Save

The default time zone name is "China(Beijing)".

6. Press the Save soft key to accept the change or the Back soft key to cancel.

Note Please refer to Appendix A - Time Zones for the list of available time zones on the IP phone.

To configure the time and date manually via phone user interface:

1. Press Menu->Basic->Time & Date->General->Manual Settings.

2. Enter the specific date and time.

General				
1. Date & Time	<mark>2015</mark> -05-16 00:05:35 韋			

3. Press the Save soft key to accept the change.

The time and date displayed on the LCD screen will change accordingly.

To configure the date and time format via phone user interface:

- 1. Press Menu->Basic->Time & Date->Time & Date Format.
- Press (•) or (•), or the Switch soft key to select the desired date format from the Date Format field.
- Press (•) or (•), or the Switch soft key to select the desired time format (12 Hour or 24 Hour) from the Time Format field.

Time & Date Format				
1. Date Format:	WWW MMM DD	 		
2. Time Format:	24 Hour			
Back	Switch	Save		

4. Press the Save soft key to accept the change or the Back soft key to cancel.

There are 7 available date formats. For example, for the date format "WWW DD MMM", "WWW" represents the abbreviation of the weekday, "DD" represents the two-digit day, and "MMM" represents the first three letters of the month.

The date formats available:

Date Format	Example (2015-05-16)
WWW MMM DD	Sat May 16
DD-MMM-YY	16-May-15
YYYY-MM-DD	2015-05-16
DD/MM/YYYY	16/05/2015

MM/DD/YY	05/16/15
DD MMM YYYY	16 May 2015
WWW DD MMM	Sat 16 May

Time and date are configurable via web user interface at the path **Settings**->**Time & Date**.

Administrator Password

The Advanced option is only accessible to the administrator. The default administrator password is "admin". For security reasons, you should change the default administrator password as soon as possible.

To change the administrator password via phone user interface:

- 1. Press Menu->Advanced (default password: admin) ->Set Password.
- 2. Enter the old password in the Current PWD field.
- 3. Enter the new password in the New PWD field.
- 4. Re-enter the new password in the Confirm PWD field.

Set Password							
1. Current PV	VD:	•••					
2. New PWD:		•••					
3. Confirm P	ND:	•••					
Back	abc	Delete	Save				

5. Press the Save soft key to accept the change or the Back soft key to cancel.

Administrator password is configurable via web user interface at the path **Security->Password**.

Key as Send

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

To configure key as send via phone user interface:

1. Press Menu->Features->Others->General.

2. Press (•) or (•), or the Switch soft key to select # or * from the Key as Send field, or select Disabled to disable this feature.

	General	
1. Key as Send:	#	
2. History Record:	Enabled	
Back	Switch	Save

3. Press the Save soft key to accept the change or the Back soft key to cancel.

Key as send is configurable via web user interface at the path **Features**->**General Information**.

Phone Lock

You can lock your phone temporarily when you are not using it. This feature helps to protect your phone from unauthorized use.

Phone lock consists of the following:

Menu Key:	The Menu soft key is locked. You cannot access the menu of the
	phone until unlocked.
Function Keys:	The function keys are locked. You cannot use the MESSAGE, RD,
	HOLD, MUTE, TRAN, CONF, OK, X, navigation keys, soft keys
	and line keys until unlocked.
All Keys:	All keys are locked except the Volume key, digit keys, # key, *
	key and Speakerphone key. You are only allowed to dial
	emergency numbers, reject incoming calls by pressing the X
	key or Reject soft key, answer incoming calls by lifting the
	handset, pressing the Speakerphone key, the HEADSET key, the
	OK key or Answer soft key, and end the call by hanging up the
	handset, pressing the Speakerphone key, EndCall soft key or X
	key.

Note The emergency number setting, if desired, must be made before lock activation. For more information, refer to Emergency Number on page 98.

To activate the phone lock via phone user interface:

- 1. Press Menu->Advanced (default password: admin) ->Phone Lock.
- 2. Press () or () , or the Switch soft key to select Enabled from the Lock Enable field.

- Press (•) or (•), or the Switch soft key to select the desired type from the Lock
 Type field.
- 4. (Optional.) Enter the desired interval of automatic phone lock in the Lock Time Out field.

The default timeout is 0. It means the phone will not be automatically locked. You need to long press $[\#_{em}]$ to lock it immediately when the phone is idle.

If it is set to other values except 0 (e.g., 5), the phone will be locked when the phone is inactive in idle screen for the designated time (in seconds).

Phone Lock					
1. Lock Enable:	Enabled				
2. Lock Type:	All Keys	4 •			
3. Lock Time Out:	0				
Back	Switch	Save			

5. Press the Save soft key to accept the change.

When the phone is locked, the LCD screen prompts "Phone locked." and displays the icon $\fbox{}$.

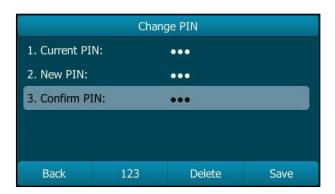
	14 40 Mon Nov 03				
21001					
Not	e				
	Phone	locked.			
History	Directory	DND	Menu		

To unlock the phone, you must know the phone unlock PIN. The default phone unlock PIN is "123".

To change the phone unlock PIN via phone user interface:

1. Press Menu->Basic->Change PIN.

2. Enter the desired value in the Current PIN, New PIN and Confirm PIN field respectively.



3. Press the Save soft key to accept the setting or the Back soft key to cancel.

Note The unlock PIN length must be within 15 digits.

To unlock the phone via phone user interface:

- 1. Press any locked key, the LCD screen prompts "Unlock PIN".
- 2. Enter the PIN in the Unlock PIN field.

	14:41 Mon Nov 03		
1001			
Admi	n		
Unloc	k PIN 💽		
Cancel	123	Delete	ОК

3. Press the OK soft key to unlock the phone.

The [] icon disappears from the LCD screen.

You can long press μ_{m} or wait for a period of time (if configured) to lock the phone again.

Note You can also unlock the phone by administrator password. When you enter the administrator password to unlock the phone, the phone will turn to the Change PIN screen.

To deactivate the phone lock via phone user interface:

1. Press Menu->Advanced (default password: admin) ->Phone Lock.

2. Press (•) or (•), or the Switch soft key to select Disabled from the Lock Enable field.

Phone Lock				
1. Lock Enable:	Disabled			
2. Lock Type:	All Keys	٩.		
3. Lock Time Out:	0			
Back	Switch	Save		

3. Press the Save soft key to accept the change.

Phone lock is configurable via web user interface at the path **Features**->**Phone Lock**.

Audio Settings

Volume

You can press the Volume key to adjust the ringer volume when the phone is idle or ringing. You can also press the Volume key to adjust the receiver volume of currently engaged audio devices (handset, speakerphone or headset) when the phone is in use.

To adjust the ringer volume:

When the phone is idle:

14 53 Mon Nov 03					
2 1001					
◄> 110000000000					
History	Directory	DND	Menu		

When the phone is ringing:



Note If ringer volume is adjusted to minimum, the 🗱 icon will appear on the LCD screen.

To adjust the volume when the phone is during a call:



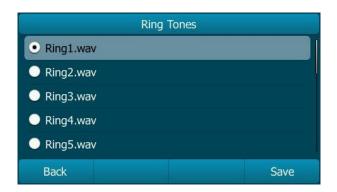
Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish different accounts registered on your phone, or to distinguish your phone from your neighbor's.

To select a ring tone for the phone via phone user interface:

1. Press Menu->Basic->Sound->Ring Tones->Common.

2. Press (\bullet) or (\bullet) to select the desired ring tone.



- 3. (Optional.) Press ----- to adjust the ringer volume.
- 4. Press the Save soft key to accept the change or the Back soft key to cancel.

A ring tone for the phone is configurable via web user interface at the path **Settings**->**Preference**->**Ring Type**.

To select a ring tone for the account via phone user interface:

- 1. Press Menu->Basic->Sound->Ring Tones.
- 2. Press (\bullet) or (\bullet) to select the desired account and then press the **Enter** soft key.

	Ring Tones	
1. Common		
2. 1001		
Back		Enter

3. Press (\bullet) or (\bullet) to select the desired ring tone.

If **Common** is selected, this account will use the ring tone selected for the phone.

Rin	g Tones
• Common	
Ring1.wav	
Ring2.wav	
Ring3.wav	
Ring4.wav	
Back	Save

- 4. (Optional.) Press ----- to adjust the ringer volume.
- 5. Press the Save soft key to accept the change or the Back soft key to cancel.

A ring tone for the account is configurable via web user interface at the path **Account->Basic->Ring Type**.

To upload a custom ring tone for your phone via web user interface:

- 1. Click on Settings->Preference.
- In the Upload Ringtone field, click Browse to locate a ring tone (the file format must be *.wav) file from your local system.

Yealink 1796						-		Log Out
	Status	Account	Network	DSSKey	Featu	res	Settings	Directory Security
Preference	Lan	guage		English(English)	•	0		NOTE
Time & Date		e Dialpad er Digit Time(1~14s)		Disabled	•	0 0		Language Selects a language for the web
Call Display		klight Inactive Level		Low	•	0		user interface.
Upgrade	Bac	klight Active Level		8	•	0		Live Dialpad It allows IP phones to
Auto Provision		klight Time(seconds)		Always On	•	0		automatically dial out the entered phone number after a specified period of time.
Configuration		tchDog g Type		Enabled Ring1.wav	•	0		Backlight Specifies the brightness of the
Dial Plan	Uplo	oad Ringtone		Browse	Io file selected	Ι.	0	LCD screen display.
Voice				Upload	Cancel]		Contrast Specifies the contrast of the LCD
Ring		llpaper bad Wallpaper(480*:	272)	Default.jpg Browse	• Io file selected		0	screen display. Ring Tones
Tones			,	Upload	Cancel]		A ring tone that will alert you when a call comes in for the IP phone.
Softkey Layout	Scre	eensaver Wait Time		Never	•	0		
TR069		eensaver Type		System	•	0		You can click here to get more guides.
Voice Monitoring	Scre	eensaver		System.jpg	•	•		
SIP		Confi	rm		Cancel			

- 3. Click Upload to upload the file.
- Note The priority of ring tone for an incoming call on the phone is as follows: Contact ring tone (refer to Adding Contacts) >Group ring tone (refer to Adding Groups) >Account ring tone >Phone ring tone.

Single custom ring tone file must be within 8MB and total custom ring tone files must be within 20MB.

Uploading custom ring tones for your phone is configurable via web user interface only.

Contact Management

This section provides the operating instructions for managing contacts. Topics include:

- Directory
- Local Directory
- Blacklist
- Remote Phone Book

Directory

Directory provides easy access to frequently used lists. The lists may contain Local Directory, History, Remote Phone Book and LDAP.

To configure the directory via web user interface:

- 1. Click on Directory->Setting.
- In the Directory block, select the desired list from the Disabled column and then click →.

The selected list appears in the **Enabled** column.

- 3. Repeat the step 2 to add more lists to the **Enabled** column.
- 4. To remove a list from the **Enabled** column, select the desired list and then click ____.
- To adjust the display order of enabled lists, select the desired list and then click
 or

 .

The LCD screen will display the list(s) in the adjusted order.

		Log Out
Yealink T296		
	Status Account Network SSKey Features Settings	Directory Security
Local Directory	Directory 🕜	NOTE
Remote Phone Book	Disabled Enabled Remote Phone Bool Local Directory	Directory It provides easy access to frequently used lists.
Phone Call Info	LDAP History	Search Source in Dialing It allows the IP phone to
LDAP		automatically search entries from the search source list
Multicast IP		based on the entered string, and display results on the pre- dialing screen.
Setting	• • • • •	Recent Call In Dialing
		It allows users to view the placed calls list when the phone is on the pre-dialing screen.
	Search Source List In Dialing 🕜	You can click here to get
	Disabled Enabled	more guides.
	Remote Phone Bool A Local Directory A History	
	-	
	¥ ¥	
	Recent Call In Dialing Disabled 🔹 🕜	
	Confirm	

6. Click **Confirm** to accept the change.

Note Directory is configurable via web user interface only.

To view the directory via phone user interface:

1. Press the **Directory** soft key when the phone is idle.

The LCD screen displays the enabled list(s) in the directory.

Directory		
1. Local Directory		
2. History		
Cancel		Enter

If there is only one list in the directory, press the **Directory** soft key to enter this list directly.

Note If the remote phone book and LDAP are not configured in advance, you cannot see remote phone book and LDAP lists on the phone user interface. For more information on remote phone book, refer to Remote Phone Book on page 65. For more information on the LDAP, refer to Yealink SIP-T2 Series T19(P) E2_T4_CP860 Series IP_Phones Administrator_Guide.

Local Directory

The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1000 contacts and 48 groups in your phone's local directory. You can add new groups and contacts, edit, delete or search for a contact, or simply dial a contact number from the local directory.

Adding Groups

To add a group to the local directory:

1. Press the Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory				
1. All Contacts				
Back	AddGroup	Search	Enter	

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

- 2. Press the AddGroup soft key.
- 3. Enter the desired group name in the Name field.
- 4. Press () or (), or the **Switch** soft key to select the desired group ring tone from the **Ring** field.

If **Auto** is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to Adding Contacts) >Account ring tone (refer to Ring Tones)>Phone ring tone (refer to Ring Tones). If a specific ring tone is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to Adding Contacts) >Group ring tone.



5. Press the Save soft key to accept the change or the Back soft key to cancel.

You can also edit or delete any newly added contact groups.

Editing Groups

To edit a group in the local directory:

1. Press the Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory				
1. All Contacts				
2. Test				
Back	AddGroup	Search	Enter	

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

- 2. Select the desired contact group.
- 3. Press the **Option** soft key, and then select **Detail** from the prompt list.

Local Directory			
1. All Cont	tacts		
2. Test	Detail		
	Delete		
	Delete All		
Cancel		ОК	

- 4. Press (\bullet) or (\bullet) to highlight the group information and then edit.
- 5. Press the Save soft key to accept the change or the Back soft key to cancel.

Deleting Groups

To delete a group from the local directory:

1. Press the Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory						
1. All Contacts						
2. Test						
Back	AddGroup	Search	Enter			

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

- 2. Select the desired contact group.
- 3. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:

ji L	ocal Directory	
1. All Contacts		
2. Ter UWarning		
Delet	e selected group	?
Cancel		ОК

Press the OK soft key to confirm the deletion or the Cancel soft key to cancel.
 You can also delete all contact groups by pressing the Option soft key, and then select Delete All.

Adding Contacts

You can add contacts to the local directory in one of the following ways:

- Manually
- From call history
- From a remote phone book

Adding Contacts Manually

To add a contact to the local directory manually:

1. Press the Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory						
1. All Contacts						
2. Test						
Back	AddGroup	Search	Enter			

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

2. Select the desired contact group and then press the Enter soft key.

If the contact is not in any group, select **All Contacts** and then press the **Enter** soft key.

3. Press the Add soft key.

4. Enter the name and the office, mobile or other numbers in the corresponding fields.

Add Contact						
1. Name: 1006						
2. Office Nun	2. Office Number: 1006					
3. Mobile Number:						
4. Other Number:						
5. Account:	5. Account: Auto < 🕨					
Back	123	Delete	Save			

5. Press () or () , or the Switch soft key to select the desired account from the Account field.

If **Auto** is selected, the phone will use the default account when placing calls to the contact from the local directory.

6. Press (•) or (•), or the Switch soft key to select the desired ring tone from the Ring field.

If **Auto** is selected, this contact will use the ring tone according to the priority: Group ring tone (refer to Adding Groups) >Account ring tone (refer to Ring Tones)>Phone ring tone (refer to Ring Tones).

- 7. Press (•) or (•), or the **Switch** soft key to select the desired group from the **Group** field.
- 8. Press (\bullet) or (\bullet) to select the **Photo** field and then press the **Enter** soft key.
- 9. Press () or () , or the Switch soft key to select the desired photo from the Photo field.
- 10. Press the Save soft key to accept the change or the Back soft key to cancel.
- Note If the contact already exists in the directory, the LCD screen will prompt "Contact name existed!".

Adding Contacts from Call History

To add a contact to the local directory from call history:

- 1. Press the History soft key.
- 2. Press (\bullet) or (\bullet) to highlight the desired entry.

- All
 Missed
 Placed
 1/5

 IO24
 Yesterday 19:19
 IO24
 day 19:17

 IO24
 Add to Contacts
 day 19:15

 Add to Blacklist
 Delete All
 OK
- 3. Press the Option soft key, and then select Add to Contacts from the prompt list.

- 4. Press the OK soft key, and then edit the contact name.
- 5. Press the Save soft key to accept the change.

The entry is successfully saved to the local directory.

Adding Contacts from remote phone book

To add a contact to the local directory from remote phone book:

1. Press Menu->Directory->Remote Phone Book.

If Remote Phone Book is added to the directory (refer to Directory on page 49), press **Directory**->**Remote Phone Book** to enter the remote phone book.

- 2. Select the desired remote group and then press the Enter soft key.
- **3.** Press (\bullet) or (\bullet) to highlight the desired entry.
- 4. Press the Option soft key, and then select Add to Contacts from the prompt list.
- 5. Press the Save soft key to save the contact to the local directory.

If the contact already exists in the local directory, the LCD screen will prompt "Overwrite the original contact?". Press the **OK** soft key to overwrite the original contact in the local directory or the **Cancel** soft key to cancel.

For more information on remote phone book operating, refer to Remote Phone Book on page 65.

Editing Contacts

To edit a contact in the local directory:

1. Press the Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory						
1. All Contact	1. All Contacts					
2. Test						
Back	AddGroup	Search	Enter			

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

- Select the desired contact group and then press the Enter soft key.
 If the contact is not in any group, select All Contacts and then press the Enter soft key.
- 3. Press (\bullet) or (\bullet) to highlight the desired contact.
- 4. Press the **Option** soft key, and then select **Detail** from the prompt list.
- 5. Press (\bullet) or (\bullet) to highlight the contact information and then edit.

1006							
1. Name: 1006							
2. Office Number: 1006							
3. Mobile Nun	nber:						
4. Other Num	4. Other Number:						
5. Account: Auto							
Back	123 Delete Save						

6. Press the Save soft key to accept the change or the Back soft key to cancel.

Deleting Contacts

To delete a contact from the local directory:

1. Press the Directory soft key.

 Local Directory

 1. All Contacts
 2. Test

 Back
 AddGroup
 Search
 Enter

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

- Select the desired contact group and then press the Enter soft key.
 If the contact is not in any group, select All Contacts and then press the Enter soft key.
- **3.** Press (\bullet) or (\bullet) to highlight the desired contact.
- 4. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:

All Contacts		1/1 🕨
گ 1006	1006	
U Warning]	
	Delete selected item?	
Cancel		ОК

5. Press the OK soft key to confirm the deletion or the Cancel soft key to cancel.

You can also delete all contacts by pressing the **Option** soft key, and then select **Delete All**.

Uploading Contact Photos

To upload a new custom photo for the contact via web user interface:

- 1. Click on Directory->Local Directory.
- 2. Click Browse, and then select a photo from your local computer.
- 3. Click Upload Photo to upload the photo.

You can c	also click	Delete	Photo to	delete	the	photo.
-----------	------------	--------	----------	--------	-----	--------

Yealink						Log Out
	Status	Account	Network	DSSKey Fea	atures Settings	Directory Security
Local Directory	Index	Name	Office Number	Mobile Other Number Number	All Contacts 👻	NOTE
Remote Phone Book Phone Call Info	1 2 3 4 5					numbers of your contacts.
LDAP Multicast IP	6 7 8 9					contacts, edit, delete or search for a contact, or simply dial a
Setting		Prev Next	Hang Up	Delete All Delete	Move To All Contac	 You can import or export the contact list. You can click here to get
	Directory @ Name Office Number Mobile Number Other Number Ring Tone	Auto		Dele	ite Photo	more guides.
	Group Account Photo	All Co Auto	ontacts 🔹	Browse*** No fi Upload Photo Import Local Directory	ile selected. y File 🕜	

Note

The phone only supports *.png, *.jpg and *.bmp format files.

You can only delete custom photos.

To change the custom photo for the contact via web user interface:

- 1. Click on **Directory**->Local Directory.
- 2. Click to select the desired entry which you want to edit.
- 3. Select the desired photo from the pull-down list of Photo.
- 4. Click Edit to accept the change.

Yealink							Log	Out
	Status	Account	Network	DSSKey	Features	Settings	Directory Security	
Local Directory	Index	Name	Office Number		nder	tacts 👻 🔲	NOTE	
Remote Phone Book	1 2	1006	<u>1006</u>		All Co	ontacts 🔽	Local Directory The built-in phone directory	can
Phone Call Info	3 4 5						store the names and phone numbers of your contacts.	
LDAP	6 7						You can add new groups and contacts, edit, delete or sear for a contact, or simply dial a	rch
Multicast IP	8 9						contact number from the loc directory.	
Setting	10 Page 1 👻	Prev Next	Hang Up	Delete All Del	lete Move 1	Fo All Contac 👻	You can import or export the contact list.	в
	Directory						You can click here to get more guides.	t
	Name Office Number Mobile Number	1006 1006						
	Other Number				Delete Photo			
	Ring Tone Group	Auto All Co	• ntacts •	Browse	No file selected.			
	Account Photo	Auto	v pai	Upload Pl				
	Add		dit		file selected.			

When you place a call to the contact or receive a call from the contact, the LCD screen will show the contact photo.



Placing Calls to Contacts

To place a call to a contact from the local directory:

1. Press the Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory						
1. All Contacts						
2. Test						
Back	AddGroup	Search	Enter			

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

2. Select the desired contact group and then press the Enter soft key.

If the contact is not in any group, select **All Contacts** and then press the **Enter** soft key.

- 3. Press (\bullet) or (\bullet) to highlight the desired contact.
- 4. Do one of the following:
 - If only one number for the contact is stored in the local directory, press the **Send** soft key to dial out the number.
 - If multiple numbers for the contact are stored in the local directory, press the **Send** soft key to display a list of numbers.

Press (\bullet) or (\bullet) to highlight the desired number.

Press the Send soft key to dial out the number.

Searching for Contacts

To search for a contact in the local directory:

1. Press the Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory						
1. All Contacts						
2. Test						
Back	AddGroup	Search	Enter			

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

- 2. Press the Search soft key.
- **3.** Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number) using the keypad.



The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

Search Source List in Dialing

You can search for a contact from the desired lists when the phone is on the dialing screen. The lists can be Local Directory, History, Remote Phone Book and LDAP.

To configure search source list in dialing via web user interface:

- 1. Click on **Directory**->**Setting**.
- 2. In the Search Source List In Dialing block, select the desired list from the Disabled column and click -

The selected list appears in the **Enabled** column.

- 3. Repeat the step 2 to add more lists to the **Enabled** column.
- 4. To remove a list from the **Enabled** column, select the desired list and then click 👝 .
- 5. To adjust the display order of the enabled list, select the desired list, and click to or 1.

The LCD screen will display search results in the adjusted order.

Yealink								Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Local Directory Remote Phone Book Phone Call Info LDAP Multicast IP Setting	Direc	tory ? Disabled History Remote P LDAP	hone Boo	Enabled Local Directory	* *		NOTE Directory It provides ea frequently use Search Sourn It allows the I automatically from the search based on the search and display ree pre-dialing scr	ed lists. ce in Dialing IP phone to search entries ch source list entered string, sults on the
	Searc	ch Source List In Disabled LDAP Recent Cal	In Dialing	Enabled Local Directory History Remote Phone B	300 T T T Cancel		is on the pre-	s to view the t when the phone dialing screen. lick here to get

6. Click **Confirm** to accept the change.



To search for an entry in the enabled search source lists:

- 1. Pick up the handset, press the Speakerphone key or press the line key.
- 2. Enter a few continuous characters of the entry's name or continuous numbers of the entry's phone number (office, mobile or other number) using the keypad.

The entries in the enabled search source lists whose name or phone number matches the characters entered will appear on the LCD screen. You can press \frown or \bigcirc to scroll to the desired entry and then place a call to the entry.

4) 1001				
§ 1001	1			
	1006			
	1			
	1005			
	1008			
Send	123	Delete	Line	

Importing/Exporting Contact Lists

You can manage your phone's local directory via phone user interface or web user interface. But you can only import or export the contact list via web user interface.

To import an XML contact list file via web user interface:

- 1. Click on Directory->Local Directory.
- 2. Click **Browse** to locate a contact list file (the file format must be *.xml) from your local system.

Yealink 1296							Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory Security
Local Directory	Index	Name	Office Number	Mobile Oth Number Num		acts 👻 📃	NOTE
	1						
Remote Phone	2						Add Contact/Blacklist Fill out the contact information.
Book	3						User shouldn't leave contact
Phone Call Info	4						name blank.
Phone cui into	5						
LDAP	6						Delete Contact/Blacklist
	7						Select the contact you want to
Multicast IP	8						delete in the grid, and then press the button Delete to
	9						confirm.
Setting	10	_					
	Page 1 🔻 🛛	Prev Next	Hang Up	Delete All Dele	te Move To	All Contac 👻	Move to Contact/Blacklist
	Directory 💡						Choose the contacts you want to move in the grid, and press the button move to
	Name						Contact/Blaklist to move it.
	Office Number						
	Mobile Number						Import Browse the file in XML format.
	Other Number						browse the me in Ant format.
	Ring Tone	Auto	•		Delete Photo		Export
	Group	All Co	ntacts -	Browse	No file selected.		Click Export button and create a file with whose name you prefer
	Account	Auto	•	Upload Ph	ioto		to export.
	Photo	defau	ılt_contact_ir ▼	Import Local Dir	ectory File 🛛 🕜	1	You can click here to get
HyperSna	p 7 - [快照49.png]	E	dit	Browse No	file selected.		more help through download Administrator Guide!
	Group Setting			Import XML	Export XML		Aurimisu ator Guide!

3. Click Import XML to import the contact list.

The web user interface prompts "The original contact will be covered, continue?".

4. Click OK to complete importing the contact list.

To import a CSV contact list file via web user interface:

- 1. Click on Directory->Local Directory.
- Click Browse to locate a contact list file (the file format must be *.csv) from your local system.
- 3. (Optional.) Check the **Show Title** checkbox.

It will prevent importing the title of the contact information which is located in the first line of the CSV file.

- 4. Click Import CSV to import the contact list.
- 5. (Optional.) Mark the On radio box in the Delete Old Contacts field.

It will delete all existing contacts while importing the contact list.

6. Select the contact information you want to import into the local directory from the pull-down list of **Index**.

At least one item should be selected to be imported into the local directory.

Yealink	_	_	_				Log Out
	Status	Accoun	t Netwo	rk DSSKe	y Feature	s Settings	Directory Security
Preview	D <mark>e</mark> lete Old Co	ntacts 🧕 On	Off				NOTE
	1 displ 2		Iobile Number - office_number 1122 1234	Ignore - mobile_number 45322 34555	Ignore - other_number	Line -	I contacts-preview-note I You can click here to get more guides.
	<		m	Import			,

7. Click Import to complete importing the contact list.

To export a contact list via web user interface:

- 1. Click on Directory->Local Directory.
- 2. Click Export XML (or Export CSV).
- 3. Click Save to save the contact list to your local system.

Importing/exporting contact lists is available via web user interface only.

Blacklist

Note

The built-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts, add, edit, delete or search for a contact in the blacklist directory, and even call a contact from the blacklist directory. Incoming calls from

blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory manually:

- 1. Press Menu->Directory->Blacklist.
- 2. Press the Add soft key.
- 3. Enter the name and the office, mobile or other numbers in the corresponding fields.

Add Blacklist					
1. Name:		W			
2. Office Nun	nber:	8888			
3. Mobile Nur	3. Mobile Number:				
4. Other Num	4. Other Number:				
5. Account: Auto					
Back	123	Delete	Save		

4. Press (•) or (•), or the Switch soft key to select the desired account from the Account field.

If **Auto** is selected, the phone will use the default account when placing calls to the contact from the blacklist directory.

5. Press the Save soft key to accept the change or the Back soft key to cancel.

To add a contact to the blacklist directory from the local directory:

1. Press Directory soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory					
1. All Contac	cts				
Back	AddGroup	Search	Enter		

If Local Directory is removed from the directory (refer to Directory on page 49), press **Menu->Directory->Local Directory** to enter the local directory.

2. Select the desired contact group and then press the Enter soft key.

If the contact is not in any group, select **All Contacts** and then press the **Enter** soft key.

- 3. Press (\bullet) or (\bullet) to highlight the desired contact.
- 4. Press the Option soft key, and then select Add to Blacklist from the prompt list.

All Conta	acts	1/1 🕨
<u> 1006</u>	1006	
🕕 Wa	rning	
Move selected to blacklist?		
Cancel		ОК

The LCD screen prompts the following warning:

5. Press the OK soft key to accept the change.

For operating instructions on editing, deleting, placing calls to and/or searching for contacts in the blacklist directory, refer to the operating instructions of Local Directory on page 50.

Remote Phone Book

You can add new contacts to the local directory, search for a contact, or simply dial a contact number from the remote phone book.

You can configure your new phone to access up to 5 remote phone books. For the access URL of the remote phone book, contact your system administrator.

Configuring an Access URL

To configure an access URL for a remote phone book via web user interface:

- 1. Click on **Directory**->**Remote Phone Book**.
- 2. Enter the access URL in the Remote URL field.
- 3. Enter the name in the **Display Name** field.

Yealink 1296	Status	Account Network DSSKey	Features Settings	Log Out
Local Directory	Index	Remote URL	Display Name	NOTE
Demote Dhana	1	http://10.3.6.130/Department.xml	Group one	Remote Phone Book
Remote Phone Book	2			It is a centrally maintained
Phone Call Info	3			phone book, stored on the remote server.
Phone Cai Into	4			Users only need the access URL
LDAP	5			of the remote phone book. The IP phone can establish a
Multicast IP				connection with the remote server and download the phone
Setting		Incoming/Outgoing Call Lookup	Disabled 🔹 🕜	book, and then display the remote phone book entries on
5		Update Time Interval(Seconds)	21600	the phone user interface.
		Confirm	Cancel	You can click here to get more guides.

4. Click **Confirm** to accept the change.

Note An access URL for a remote phone book is configurable via web user interface only.

Accessing the Remote Phone Book

To access your remote phone book via phone user interface:

1. Press Menu->Directory->Remote Phone Book.

If Remote Phone Book is added to the directory (refer to Directory on page 49), press **Directory**->**Remote Phone Book** to enter the remote phone book.

2. Select the desired remote group, and then press the Enter soft key.

The phone then connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the LCD screen.

Group or	ne		1/1 🕨
🔔 Test1		23000	
💄 Test2		303	
💄 Test3		6650	
Back	Search	Option	Send

3. Press the **Back** soft key to back to the previous screen.

Placing Calls to Contacts

To place a call from the remote phone book:

1. Press Menu->Directory->Remote Phone Book.

If Remote Phone Book is added to the directory (refer to Directory on page 49), press Directory->Remote Phone Book to enter the remote phone book.

- 2. Select the desired remote group, and then press the **Enter** soft key to load the remote phone book.
- 3. Select the desired contact in the remote phone book.
- 4. Press the Send soft key.

Searching for Contacts

To search for a contact in the remote phone book:

1. Press Menu->Directory->Remote Phone Book.

If Remote Phone Book is added to the directory (refer to Directory on page 49), press Directory->Remote Phone Book to enter the remote phone book.

- 2. Select the desired remote group, and then press the **Enter** soft key to load the remote phone book.
- 3. Press the Search soft key.
- 4. Press the **Abc** soft key to change the input mode. And then enter a few continuous characters of the contact name or continuous numbers of the contact number using the keypad.

	0/150			
A				
💄 Abraham Jan		0321021226		
🚨 Adolt Radim		0570593302		
▲ Adolt Radim *m		0724871144		
🚨 Ales Ferdinand		0321021235		
Back	ABC	Delete	Search	

The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can place a call from the result list.

Incoming/Outgoing Call Lookup

You can enable the phone to present the caller/callee identity stored in the remote phone book when receiving/placing a call.

To configure incoming/outgoing call lookup and update time interval via web user interface:

- 1. Click on Directory->Remote Phone Book.
- 2. Select Enabled from the pull-down list of Incoming/Outgoing Call Lookup.
- Enter the desired refresh period in the Update Time Interval(Seconds) field. The default value is 21600.

ealink 1296	Status	Account Network DS	SKey Features Setting	Directory Security
Local Directory	Index	Remote URL	Display Name	NOTE
	1 http://	10.3.6.130/Department.xml	Group one	
Remote Phone Book	2			Remote Phone Book It is a centrally maintained
Phone Call Info	3			phone book, stored on the remote server.
Phone Call 1110	4			Users only need the access U
LDAP	5			of the remote phone book. T IP phone can establish a
Multicast IP				connection with the remote server and download the phot
Setting	Incomin	g/Outgoing Call Lookup	Enabled 🔹 📢	the set of a state of the set of the set of the
	Update	Time Interval(Seconds)	21600	and the second sec
		Confirm	Cancel	You can click here to get more guides.

4. Click **Confirm** to accept the change.

Call History Management

The SIP-T29G IP phone maintains call history lists of Missed calls, Placed calls, Received calls and Forwarded calls. Each call history list supports up to 100 entries. You can view call history, place a call, add a contact or delete an entry from the call history list.

History record feature is enabled by default. If you don't want to save the call history, you can disable the feature.

To disable history record via phone user interface:

- 1. Press Menu->Features->Others->General.
- Press (•) or (•), or the Switch soft key to select Disabled from the History Record field.

General				
1. Key as Send:	#	< Þ		
2. History Record:	Disabled			
Back	Switch	Save		

3. Press the Save soft key to accept the change or the Back soft key to cancel.

To view call history:

1. Press the **History** soft key.

The LCD screen displays all call records.

- Press (•) or (•) to switch among All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls.
- **3.** Press (\bullet) or (\bullet) to select the desired entry.
- 4. Press the Option soft key, and then select Detail from the prompt list.

The detailed information of the entry appears on the LCD screen.

To place a call from the call history list:

- 1. Press the History soft key.
- 2. Press (•) or (•) to switch among All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls.
- 3. Press (\bullet) or (\bullet) to select the desired entry.
- 4. Press the Send soft key.

To add a contact to the local directory (or blacklist directory) from the call history list:

1. Press the History soft key.

- 2. Press (•) or (•) to switch among All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls.
- 3. Press (\bullet) or (\bullet) to select the desired entry.
- Press the Option soft key, and then select Add to Contacts (or Add to Blacklist) from the prompt list.
- 5. Enter the desired values in the corresponding fields.
- 6. Press the Save soft key.

For more information, refer to Contact Management on page 48.

To delete an entry from the call history list:

- 1. Press the History soft key.
- 2. Press (•) or (•) to switch among All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls.
- 3. Press (\bullet) or (\bullet) to select the desired entry.
- 4. Press the Delete soft key.

To delete all entries from the call history list:

- 1. Press the History soft key.
- 2. Press (•) or (•) to switch among All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls.
- 3. Press the Option soft key, and then select Delete All from the prompt list.
- 4. Press the OK soft key.

The LCD screen prompts "Delete all the call records?".

5. Press the OK soft key to confirm the deletion or the Cancel soft key to cancel.

System Customizations

Headset Use

If you want to use a wired headset, physically connect your headset to the phone and activate the headset mode for use. For more information on physically connecting a headset, refer to Phone Installation on page 16.

If you want to use a wireless headset, insert the Bluetooth USB dongle into the USB port on the back of the phone. For more information on using a Bluetooth headset, refer to Bluetooth on page 72.

This section provides an introduction to wired headset use.

Note

If both a Bluetooth headset and a wired headset are connected, only the Bluetooth headset can be used.

Headset Mode Activation/Deactivation

To activate the headset mode:

1. Press $\bigoplus_{\text{HEADSET}}$ on the phone.

The HEADSET key LED illuminates solid green when the headset mode is activated. Press the line key or the **Answer** soft key to answer an incoming call. The call will be connected to your headset automatically.

Enter the desired number and then press the **Send** soft key, the phone will then place a call using the headset automatically. For more information on using the headset to place a call, refer to Placing Calls on page 103.

To deactivate the headset mode:

1. Press $\bigoplus_{\text{HEADSET}}$ again on the phone.

The HEADSET key LED goes out when the headset mode is deactivated.

Headset Prior

You can use headset in priority when headset prior feature is enabled. This feature is especially useful for permanent or full-time headset users.

To enable headset prior via web user interface:

- 1. Click on Features->General Information.
- 2. Select Enabled from the pull-down list of Headset Prior.

ealink 1296									Log Ou
	Status	Account	Network	DSSKey	Featur	es	Settings	Directory	Security
Forward&DND	9	General Informat	ion 🕜					NOTE	
Connect		Call Waiting		Enabled	•	0		o-II weitige	
General Information		Call Waiting On C	ode			0			iones to receive a
Audio		Call Waiting Off (Code			0		new incoming already an act	call when there is ive call.
Intercom		Auto Redial		Disabled	•	0		Auto Redial It allows IP ph	
Transfer								automatically number after	the first attempt.
Call Pickup				•				Key As Send Assigns "#" or	"*" as the send
Remote Control		DTMF Repetition		3	•	0		key.	
Remote control		Multicast Codec		G722	•	0		Hotline	
Phone Lock		Play Hold Tone		Enabled	•	0		IP phone will automatically out the hotline number wh lifting the handset, pressing speakerphone key or the li	
ACD		Play Hold Tone ()elay	30		0			
SMS		Allow Mute		Enabled	•	0		key.	
5145		Dual-Headset		Disabled	•	0		Call Complet	
Action URL		Auto-Answer De	lay(1~4s)	1		0		busy party and	to monitor the destablish a call
Bluetooth		Headset Prior		Enabled	Ŧ	0		when the busy party becom available to receive a call.	
Power LED		DTMF Replace T	an	Disabled	×	0		🚺 You can c	lick here to get
Notification Popups		Tran Send DTMF				0		more guides.	-
		Conf	ìrm		Cancel				

3. Click **Confirm** to accept the change.

To use headset prior, you should activate the headset mode in advance:

- 1. Physically connect the headset.
- 2. Press _____ to activate the headset mode.

Note

If headset prior is enabled, the headset mode will not be deactivated until you press the **HEADSET** key again.

If headset prior is disabled, the headset mode can be deactivated by pressing the Speakerphone key or the **HEADSET** key.

Headset prior is configurable via web user interface only.

Dual Headset

You can use two headsets when dual headset feature is enabled. To use this feature, you must physically connect headsets to the headset jack and handset jack respectively. Once the phone connects to a call, the headset connected to the headset jack will have full-duplex capabilities, while the one connected to the handset jack will only be able to listen.

To enable dual headset via web user interface:

- 1. Click on Features->General Information.
- 2. Select Enabled from the pull-down list of Dual-Headset.

ealink T296								Log O
	Status	Account	Network	DSSKey	Featur	es	Settings	Directory Security
Forward&DND	(ieneral Informat	ion 🕜					NOTE
General Information		Call Waiting Call Waiting On C	ode	Enabled	•	0		Call Waiting It allows IP phones to receive
Audio		Call Waiting Off C	ode			0		new incoming call when there already an active call.
Intercom		Auto Redial		Disabled	*	0		Auto Redial It allows IP phones to automatically redial a busy
Transfer								number after the first attempt
Call Pickup				•				Key As Send Assigns "#" or "*" as the send
Remote Control		DTMF Repetition		3	•	0		key.
Phone Lock		Multicast Codec Play Hold Tone		G722 Enabled	•	0		Hotline IP phone will automatically dia out the hotline number when
ACD		Play Hold Tone D	elay	30		0		lifting the handset, pressing the speakerphone key or the line
SMS		Allow Mute		Enabled	×	0		key.
Action URI		Dual-Headset		Enabled	•	0		Call Completion It allows users to monitor the
		Auto-Answer De	ay(1~4s)	1		0		busy party and establish a call when the busy party become
Bluetooth		Headset Prior		Enabled	٠	0		available to receive a call.
Power LED		DTMF Replace Tr	an	Disabled	•	0		You can click here to get
Notification Popups		Tran Send DTMF				0		more guides.
		Conf	irm		Cancel			

3. Click **Confirm** to accept the change.

Note Dual headset is configurable via web user interface only.

Bluetooth

The SIP-T29G IP phone supports Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meter (3 to 6 feet) range.

You can activate/deactivate the Bluetooth mode on the phone, and then pair and connect the Bluetooth headset with your phone. You can pair up to 30 Bluetooth headsets with your phone. However, only one headset can be connected at a time. You can also disconnect and delete your Bluetooth headset from the phone.

Note Ensure that the Bluetooth USB dongle is properly connected to the USB port on the back of the phone. For more information, refer to Phone Installation on page 16.

To activate the Bluetooth mode via phone user interface:

- 1. Press Menu->Basic->Bluetooth.
- 2. Press (\cdot) or (\cdot) , or the Switch soft key to select **On** from the **Bluetooth** field.

	Bluetooth	
1. Bluetooth:	On	
Back	Switch	Save

3. Press the Save soft key to accept the change.

The LCD screen displays the Bluetooth icon 🐰 .

Before you pair a Bluetooth headset, check the indicator on the Bluetooth headset to make sure that the Bluetooth headset is discoverable. For more information, refer to the documentation from the Bluetooth headset manufacturer. When you insert Bluetooth USB dongle BT40 into the USB port on the back of the phone, the LCD screen prompt "Adapter has been added, scanning the Bluetooth devices right now?". You can press the **OK** soft key to enter the Bluetooth screen. You can activate Bluetooth mode and then scan Bluetooth devices.

	08:48 Thu Sep 10						
2 1007							
Not	е						
Ada	Adapter has been added, scanning the bluetooth devices right now?						
Cancel		ОК					

To pair and connect your Bluetooth headset to your phone:

- 1. Press Menu->Basic->Bluetooth.
- 2. Press the Scan soft key to search the Bluetooth devices.

The LCD screen prompts the following message:

	Scan Bluetooth Device	
🕕 Note		
	Scanning	
Cancel		

The phone proceeds to scan the local Bluetooth devices. When the phone completes scan, it will display the available Bluetooth devices on the LCD screen.

Scan Bluetooth Device						
9 xxPlantronics 48:C1:AC:72:45:24						
Back	Refresh	Connect				

- 3. Select the desired Bluetooth headset and then press Connect soft key.
- 4. Enter the PIN in the Password field.

The default PIN is "0000".

Enter Password							
Password: ••••							

5. Press the OK soft key.

The Bluetooth headset is then automatically connected to your phone.

The Bluetooth icon 🚴 appears on the LCD screen.

With the Bluetooth headset paired and connected, you can use the Bluetooth headset to place and answer calls. For more information, refer to the documentation from the Bluetooth headset manufacturer.

To view the Bluetooth headset information:

1. Press Menu->Basic->Bluetooth->Paired Bluetooth Device.

The LCD screen displays a list of paired and connected Bluetooth headsets.

Paired Bluetooth Device						
● 9xxPlantronics						
Back	Scan	(Option	Disconnect		

2. Select the desired Bluetooth headset.

- **3.** Press the **Option** soft key, and then select **Detail** from the prompt list to view the Bluetooth headset information:
 - Device Name: the name of the Bluetooth headset.
 - MAC: the MAC address of the Bluetooth headset.

9xxPlantronics						
1. Device Name: 9xxPlantronics						
2. MAC: 48:C1:AC:72:45:24						
Back	Disconnect					

To edit device information via phone user interface:

- 1. Press Menu->Basic->Bluetooth.
- 2. Press (\cdot) or (\cdot) , or the **Switch** soft key to select **On** from the **Bluetooth** field.
- 3. Press the Save soft key to accept the change.
- 4. Select Edit My Device Information and then press the Eter soft key.

The LCD screen displays the device name and MAC address. The MAC address cannot be edited.

5. Enter the desired name in the **Device Name** field.

The default device name is Yealink-T29G.

Edit My Device Information						
1. Device Name: Yealink-T29G						
2. MAC: 00:18:91:DD:3C:61						
Back	abc	Delete	Save			

6. Press the Save soft key to accept the change or the Back soft key to cancel.

The preconfigured Bluetooth device name will display in scanning list of other device.

To disconnect your Bluetooth headset from your phone:

- 1. Press Menu->Basic->Bluetooth->Paired Bluetooth Device.
- 2. Select the connected Bluetooth headset.
- 3. Press the Disconnect soft key.

The Bluetooth headset is disconnected. To connect it to your phone again, press the

Connect soft key.

You can delete your Bluetooth headset from your phone. When you delete the Bluetooth headset, it disappears from the **Paired Bluetooth Device** list. To connect it to your phone again, you need to scan and connect it again.

To delete your Bluetooth headset from your phone:

- 1. Press Menu->Basic->Bluetooth->Paired Bluetooth Device.
- 2. Select the Bluetooth headset you want to delete.
- 3. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning "Delete the selected item?".

4. Press the OK soft key to confirm the deletion or the Cancel soft key to cancel.

You can also delete all headsets by pressing the **Option** soft key and then select **Delete All**. For more information, refer to the above steps.

If you cannot connect a Bluetooth headset to the phone successfully, we recommend that you delete the Bluetooth headset from the **Paired Bluetooth Device** list (if it exists) before pairing it.

To deactivate the Bluetooth mode via phone user interface:

- 1. Press Menu->Basic->Bluetooth.
- 2. Press (\cdot) or (\cdot) , or the Switch soft key to select Off from the Bluetooth field.

	Bluetooth	
1. Bluetooth:	Off	
Back	Switch	Save

3. Press the Save soft key to accept the change.

The Bluetooth icon 🗞 disappears from the phone.

If a Bluetooth headset is paired and connected, and then you deactivate the Bluetooth mode, it will disappear from the **Bluetooth Devices** list. The Bluetooth headset won't be connected anymore, but it will still be paired. When you activate the Bluetooth mode again, the Bluetooth headset will be connected automatically if Auto Connection feature is enabled.

Bluetooth mode is configurable via web user interface at the path Features->Bluetooth.

Note

DSS Keys

There are three types of DSS keys: Line Keys, Programable Keys and Ext Keys. Details will be introduced in the following. The SIP-T29G IP phone supports 27 line keys and 14 programable keys. For more information on DSS key icon indicators, refer to Icon Instructions on page 3.

Line Keys

You can assign predefined functionalities to line keys. You can also define a label for a line key feature which will appear on the LCD screen. Line keys allow you to quickly access features such as recall and voice mail. The line key LEDs will indicate the monitored status when the line keys are assigned with particular features, such as BLF. The default key type of line key 1-16 is Line. The default key type of line key 17-27 is N/A, which indicates that this line key provides no functionality until configuration.

To assign functionality to a line key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired line key, and then press the Enter soft key.
- 3. Select the desired key type from the Type field.
- 4. (Optional.) Select the desired key event type from the Key Type field.
- 5. (Optional.) Select the desired line from the Account ID field.
- 6. (Optional.) Enter the string that will appear on the LCD screen in the Label field.
- 7. (Optional.) Enter the corresponding value in the Value field.
- 8. (Optional.) Enter the corresponding value in the Extension field.
- 9. Press the Save soft key to accept the change or the Back soft key to cancel.

Line key is configurable via web user interface at the path DSSKey->Line Key.

Note When the phone is idle, you can also long press the line key to configure it directly on the phone.

You can assign functionalities to 27 line keys. These 27 line keys are indicated on three pages. When you assign functionality to line keys located in line key 1-10, the labels of line keys are indicated on the first page. The following figure shows an example:



When you assign functionality to line key located in line key 11-27, the label of the line key 10-18 are indicated on the second page, and the labels of the line key 19-27 are indicated on the third page. The line key in the right bottom is used to switch pages. The following figure shows an example:

	19 13 Wed N	ov 19	
1010			
			1 2 3
History	Directory	DND	Menu

The following table lists the page icons:

lcons	Description
2	Indicates the current page of line keys.
1 3	Indicates the non-current page of line keys.

Page Tips

You can use page tips feature to enable the page icon and page switch key LED to indicate different statuses. This feature is disabled by default.

The following table lists the page icons to indicate different statuses:

lcons	Description
1	Fast flashing: the BLF monitored user receives an incoming

lcons	Description
	call on the non-current page.
	Solid: there is a parked call on the non-current page.
1	Fast flashing: the line receives an incoming call on the non-current page.

For more information on the page switch key LED status, refer to LED Instructions on page 6.

To configure the page icon to indicate status via web user interface:

- 1. Click on **DSSKey**->Line key.
- 2. Select Enabled from the pull-down list of Enable Page Tips.

alink T296	Status	Ao	count	Netwo	ork DS	SKey	Features	Settings	Directory Securit
Line Key 1-9	Enable Page	Tips Enab	oled	•	Label	Length Defa	ult 👻		NOTE
	Key	Ту	pe	V	alue	Label	Line	Extension	
Line Key 10-18	Line Key1	Line	•	Default	•	108	Line 1	•	Line Keys Line keys allow you to quick
Line Key 19-27	Line Key2	Line	•	Default	•		Line 2	•	access features such as reca and voice mail.
Programable Key	Line Key3	Line	•	Default	-		Line 3	•	
Ext Key	Line Key4	Line	•	Default	-		Line 4	•	You can click here to ge
LAUNCY	Line Key5	Line	•	Default	-		Line 5	-	more guides.
	Line Key6	Line	•	Default	-		Line 6	•	
	Line Key7	Line	•	Default	•		Line 7	•	
	Line Key8	Line	•	Default	•		Line 8	•	
	Line Key9	Line	-	Default	-		Line 9	-	

3. Click Confirm to accept the change.

Label Length

You can specify labels for some key features, which will be displayed on the idle LCD screen. If the length of the label exceeds the maximum display length, the phone only displays the first few characters. You can configure the phone to display more characters via label length feature.

The following figure shows an example of label display when the label length feature is set to extended:

	17 10 We	ed Nov 26	
2 1001			
speeddialtest	testtesttestt		
History	Directory	DND	Menu

The following figure shows an example of label display when the label length feature is disabled:

	16 58 We	ed Nov 26	
21001 speeddi			
- operation			
History	Directory	DND	Menu

To configure the label length via web user interface:

- 1. Click on DSSKey->Line Key.
- 2. Select Extended from the pull-down list of Label Length.

alink T296	Status	Accou	nt	Network	D	SSKey	Features	Settings	Directory Security
Line Key 1-9	Enable Page	Tips Enabled		•	Labe	Length Extend	ed 🔻	7	NOTE
	Key	Туре		Value		Label	Line	Extension	
Line Key 10-18	Line Key1	Line	•	Default	•	108	Line 1 👻		Line Keys Line keys allow you to quick
Line Key 19-27	Line Key2	Speed Dial	Ŧ			speeddialtestte	Line 1 👻		access features such as recal and voice mail.
Programable Key	Line Key3	Line	•	Default	•		Line 3 👻		
Ext Key	Line Key4	Line	•	Default	•		Line 4 👻		You can click here to ge
LAUNCY	Line Key5	Line	•	Default	•		Line 5 🔹		more guides.
	Line Key6	Line	•	Default	•		Line 6 🔹		
	Line Key7	Line	•	Default	•		Line 7 🔹		
	Line Key8	Line	•	Default	•		Line 8 👻		
	Line Key9	Line	-	Default	-		Line 9 👻		

3. Click **Confirm** to accept the change.

Note Page icon status and label length features are configurable via web user interface only.

Line key features are explained in the following subchapters in detail:

- Line
- Speed Dial
- Voice Mail
- Direct Pickup
- Group Pickup
- Call Park
- DTMF
- Prefix
- Local Group
- XML Group
- XML Browser
- LDAP
- Conference
- Forward
- Transfer
- Hold
- DND
- SMS
- Group Listening
- Zero Touch
- URL
- Phone Lock
- Retrieve
- Directory

For the features not listed above, refer to Basic Call Features on page 103 and Advanced Phone Features on page 145. For more information, contact your system administrator.

Line

You can use this key feature to accept incoming calls, place active calls on hold or resume a held call. It performs in the same way as a hard line key.

Dependencies: Type (Line)

Account ID (the account this feature will be applied to) Label (key label displayed on the LCD screen) Value (Default/Lock) Usage: When the phone receives an incoming call, the DSS key LED flashes green:

- 1. Press the DSS key to accept the incoming call.
- 2. Press the DSS key to place a call and the active call is placed on hold.
- 3. Press the DSS key again to resume the held call.

If you select **Lock** from the **Value** field, the line keys located in the same position of the other page will be automatically assigned Line feature with **Lock** filled in the **Value** field. This feature is only applicable to line key 1-9. Then you can use this key on every page. If you select **Default** from the **Value** field, you can only use this key on the current page.

Speed Dial

You can use this key feature to speed up dialing the numbers frequently used or hard to remember.

Dependencies: Type (Speed Dial)

Account ID (the account this feature will be applied to) Label (key label displayed on the LCD screen) Value (the number you want to dial out)

Usage: Press the DSS key to dial out the number specified in the **Value** field, using the account selected from the **Account ID** field.

Voice Mail

You can use this key feature to quickly connect voice mail. For more information, refer to Voice Mail on page 190.

Dependencies: Type (Key Event)

Key Type (Voice Mail) Account ID (the account this feature will be applied to) Label (key label displayed on the LCD screen) Value (the voice mail access code)

Usage: Press the DSS key to dial out the voice mail access code. Then follow the voice prompt to listen to the voice mails.

Direct Pickup

You can use this key feature to answer someone else's incoming call on the phone.

Dependencies: Type (Key Event)

Key Type (DPickup) Account ID (the account this feature will be applied to) *Label* (key label displayed on the LCD screen) *Value* (the directed pickup code followed by the target phone number)

Usage: Press the DSS key on your phone when the target phone number receives an incoming call. The call is then answered on your phone.

Group Pickup

You can use this key feature to answer incoming calls in a group that is associated with their own group.

Dependencies: Type (Key Event)

Key Type (GPickup) Account ID (the account this feature will be applied to) *Label* (key label displayed on the LCD screen) *Value* (the group pickup feature code)

Usage: Press the DSS key on your phone when a phone number in the group receives an incoming call. The call is answered on your phone.

Call Park

You can use this key feature to park a call.

Dependencies: Type (Key Event)

Key Type (Call Park)

Account ID (the account this feature will be applied to) Label (key label displayed on the LCD screen) Value (the call park code/call park number)

Usage: Press the DSS key on your phone to park a call.

Note The call park key is also available for other accounts that are registered on the same server, and the SIP server type of other accounts must be set to Star2Star. For more information on SIP server type, contact your system administrator.

DTMF

You can use this key feature to send the specification of arbitrary key sequences via DTMF.

Dependencies: Type (Key Event)

Key Type (DTMF) Label (key label displayed on the LCD screen) *Value* (DTMF sequence)

Note DTMF sequence can only contain "0-9", "*", "#".

Usage: Press the DSS key during an active call to send the key sequence specified in the **Value** field.

Prefix

You can use this key feature to add a specified prefix number before the dialed number. You can only configure the SoftKey (1-4) as the prefix key.

Dependencies: Type (Key Event)

Key Type (Prefix) Label (key label displayed on the LCD screen) *Value* (the prefix number)

Usage: Press the DSS key when the phone is idle, the phone will then enter the dialing screen and display the prefix number that you specified in the **Value** field. You can enter the remaining digits and then dial out.

Local Group

You can use this key feature to quickly access a contact group in the local directory. For more information, refer to Local Directory on page 50.

Dependencies: Type (Key Event)

Key Type (Local Group) Local Group (the contact group name you want to access) Label (key label displayed on the LCD screen)

Usage: Press the DSS key to access the contact group specified in the Local Group field.

XML Group

You can use this key feature to quickly access a remote group in your remote phone book. You should configure remote phone book in advance. For more information, refer to Remote Phone Book on page 65.

Dependencies: Type (Key Event)

Key Type (XML Group) XML Group (the remote group name you want to access if remote phone book is configured)

Label (key label displayed on the LCD screen)

Usage: Press the DSS key to access the remote group specified in the XML Group field.

XML Browser

You can use this key feature to quickly access an XML browser. The XML browser allows you to create custom services which meet your functional requirements on the server. You can customize practical applications, such as weather report, stock information, Google search, etc.

Dependencies: *Type (Key Event)*

Key Type (XML Browser) Label (key label displayed on the LCD screen) Value (the access URL for XML browser) Usage: Press the DSS key to access the XML browser specified in the Value field.

LDAP

You can use this key feature to quickly access a LDAP search screen.

Dependencies: Type (Key Event)

Key Type (LDAP)

Label (key label displayed on the LCD screen)

Usage:

- 1. Press the DSS key to access the LDAP search screen.
- 2. Enter a few continuous characters of the contact name or continuous numbers of the contact number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the LCD screen.

Conference

You can use this key feature to set up a conference call. For more information, refer to Conference on page 130.

Dependencies: Type (Key Event)

Key Type (Conference)

Label (key label displayed on the LCD screen)

Value (the number you want to add to the conference)

Usage: Press the DSS key during an active call to set up a conference with the number specified in the **Value** field.

Note If the Value field is left blank, the DSS key performs the same as the Conference soft key during a call.

Forward

You can use this key feature to forward an incoming call to someone else. For more information, refer to Call Forward on page 119.

Dependencies: Type (Key Event)

Key Type (FWD) Label (key label displayed on the LCD screen) *Value* (the number you want to forward to)

Usage:

Press the DSS key to forward an incoming call to the number specified in the Value field.

Note If the Value field is left blank, the DSS key performs the same as the FWD soft key when receiving an incoming call.

Transfer

When there is an active call on the phone, you can use this key feature to handle the call differently depending on the transfer mode assigned to the DSS key.

Dependencies: Type (Key Event)

Key Type (Transfer) Label (key label displayed on the LCD screen) *Value* (the number you want to transfer to)

Usage:

- When the transfer mode on DSS key is **Blind Transfer**, press the DSS key to complete the blind transfer to the number specified in the **Value** field.
- When the transfer mode on DSS key is **Attended Transfer**, press the DSS key to dial out the number specified in the **Value** field, and then perform the attended or semi-attended transfer.
- When the transfer mode on DSS key is New Call, press the DSS key to place a new call to the number specified in the Value field.

Note Transfer mode via DSS key is configurable via web user interface at the path Features->Transfer->Transfer Mode Via Dsskey.

If the **Value** field is left blank, the DSS key performs the same as the **TRAN** key or the **Transfer** soft key during a call. For more information, refer to Call Transfer on page 127.

Hold

You can use this key feature to place an active call on hold or retrieve a held call.

Dependencies: Type (Key Event)

Key Type (Hold) Label (key label displayed on the LCD screen)

Usage:

- 1. Press the DSS key during an active call to place the call on hold.
- 2. Press the DSS key again to retrieve the held call.

DND

You can use this key feature to activate or deactivate DND. You can also use this key feature to access the custom DND screen. For more information, refer to Do Not Disturb (DND) on page 115.

Dependencies: Type (Key Event)

Key Type (DND) Label (key label displayed on the LCD screen)

Usage:

When DND is in phone mode:

- 1. Press the DSS key to activate DND.
- 2. Press the DSS key again to deactivate DND.

When DND is in custom mode:

 Press the DSS key to access the Custom DND screen. You can activate or deactivate DND for one or all accounts.

Note When DND is activated, the DND key LED will illuminate solid green, and the incoming calls will be rejected automatically.

SMS

You can use this key feature to quickly access text message. For more information, refer to Short Message Service (SMS) on page 187.

Dependencies: Type (Key Event)

Key Type (SMS)

Label (key label displayed on the LCD screen)

Usage: Press the DSS key when the phone is idle to access text message.

Group Listening

You can use this key feature to activate the Speakerphone and Handset/Headset mode at the same time. It is suitable for the group conversations which have more than one person present at one end. You are able to speak and listen through the handset/headset, while the others nearby can only listen through the speaker.

Dependencies: Type (Key Event)

Key Type (Group Listening)

Label (key label displayed on the LCD screen)

Usage:

1. During a call, press the DSS key to activate the group listening mode.

You can then speak and listen through the handset/headset, while other people at your side can only listen through the speaker at the same time.

2. Press the DSS key again to deactivate the group listening mode.

Zero Touch

You can use this key feature to quickly configure auto provision and network parameters.

Dependencies: Type (Key Event)

Key Type (Zero Touch) Label (key label displayed on the LCD screen)

Usage:

- 1. Press the DSS key to access the zero touch screen.
- 2. Press the OK soft key within a few seconds.
- 3. Configure the network parameters in the corresponding fields.
- 4. Press the Next soft key.
- 5. Configure the auto provision parameters in the corresponding fields.
- 6. Press the OK soft key.

The phone will reboot to update configurations.

URL

You can use this key feature to trigger the phone to send an HTTP GET request containing a specific URL.

Dependencies: Type (URL)

Label (key label displayed on the LCD screen)

URL (the URL contained in the HTTP GET request)

Usage: Press the DSS key to trigger the phone to send an HTTP GET request containing the URL specified in the **URL** field.

Phone Lock

You can use this key feature to immediately lock your phone instead of long pressing $\boxed{\#_{\text{res}}}$. For more information, refer to Phone Lock on page 42.

Dependencies: Type (Key Event)

Key Type (Phone Lock)

Label (key label displayed on the LCD screen)

Usage: When the phone lock feature is enabled, press the DSS key to immediately lock your phone instead of long pressing $\#_{\text{me}}$.

Retrieve

You can use this key feature to retrieve a parked call.

Dependencies: Type (Retrieve)

Account ID (the account this feature will be applied to) Label (key label displayed on the LCD screen) Value (the park retrieve code/park retrieval number)

Usage: Press the DSS key on your phone to retrieve a parked call.

Directory

You can use this key feature to easily access frequently used lists. For more information, refer to Directory on page 49.

Dependencies: Type (Key Event)

Key Type (Directory)

Label (key label displayed on the LCD screen)

Usage: Press the DSS key to immediately access to frequently used lists.

Note The DSS key performs the same function as the **Directory** soft key when the phone is idle.

Programable Keys

You can customize the soft keys, navigation keys and function keys.

To customize programable keys via web user interface:

- 1. Click on DSSKey->Programable Key.
- 2. Customize specific features for these keys.

Yealink 1296							Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory Security
Line Key 1-9	Кеу	Туре	Line	Value	Label	Extension	NOTE
Line Key 10-18	SoftKey 1	History -	Local History 🔻				Programmable Keys
Line Key 10-10	SoftKey 2	Directory -	N/A 👻				Customizes the soft keys,
Line Key 19-27	SoftKey 3	DND -	N/A -				navigation keys and function keys.
Programable Key	SoftKey 4	Menu 👻	N/A 👻				
Ext Key	Up	History -	Local History 🔹				You can click here to get more quides.
Encincy	Down	Directory -	N/A -				more guides.
	Left	Switch Account 👻	N/A -				
	Right	Switch Account 👻	N/A 👻				
	ок	Status 👻	N/A -				
	Cancel	N/A 👻	N/A -				
	CONF	N/A 👻	N/A 👻				
	HOLD	N/A 👻	N/A 👻				
	Mute	N/A 👻	N/A 👻				
	Tran	Forward -	N/A 👻				
		Confirm	Cancel		Reset to de	fault	

- (Optional.) Enter the string that will appear on the LCD screen in the Label field.
 Label is configurable only when customizing SoftKey (1-4).
- 4. Click Confirm to accept the change.

You can click Reset to default to reset custom settings to defaults.

Then you can press the keys on the phone to perform the features you configured.

For example:

Switch Account Up

You can press Switch Account Up key to change the default account.

Dependencies: Type (Switch Account Up)

Usage: Press the **Switch Account Up** key to scroll up the account list to select the desired default account.

Switch Account Down

You can press Switch Account Down key to change the default account.

Dependencies: Type (Switch Account Down)

Usage: Press the **Switch Account Down** key to scroll down the account list to select the desired default account.

Note Programable keys are configurable via web user interface only.

Ext Keys

If EXP20 is connected to the SIP-T29G IP phone, you can customize features for Ext keys.

To customize Ext keys via web user interface:

- 1. Click on DSSKey->Ext Key.
- 2. Customize specific features for these keys.

Yealink 1296							Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory Security
Line Key 1-9	Expansion Ke		Value	Label	Line Exter	anian Kau	NOTE
Line Key 10-18	Key	Type Switch -	value			nsion Key	Ext Keys
Line Key 19-27		Switch -		N/A		Key2	Customizes the key feature of the expansion module.
Programable Key	Key3	V/A -		N/A	•	=	You can click here to get
Ext Key		√A ▼		N/A		Key4	more guides.
	Key5 I	¶/A ▼		N/A		_	
		¶/A ▼		N/A		Кеуб	
	Key7	√A ▼		N/A	-	_	
		√A -		N/A	-	Key8	
	Key9	√A -		N/A	-	_	
		¶/A ▼		N/A		Key10	
	Key11	1/A ▼	,	N/A		_	
		I/A ▼		N/A	~	Key12	
		Confi	m		Cancel	_	

3. Click Confirm to accept the change.

For more information, refer to Yealink EXP20 User Guide.

Note Ext keys are configurable via web user interface only.

Account Management

You can register one or multiple accounts on the SIP-T29G IP phone. You can also configure each line key to associate with an account or configure multiple line keys to associate with an account.

Account Registration

To register an account via phone user interface:

- 1. Press Menu->Advanced (default password: admin) ->Accounts.
- 2. Select the desired account and then press the Enter soft key.
- 3. Select Enabled from the Activation field.
- Enter the desired value in Label, Display Name, Register Name, User Name, Password and SIP Server1/2 field respectively. Contact your system administrator for more information.
- 5. If you use the outbound proxy servers, do the following:
 - Press (•) or (•), or the Switch soft key to select Enabled from the Outbound Status field.
 - 2) Enter the desired value in the **Outbound Proxy1/2** and **Proxy Fallback Interval** field respectively. Contact your system administrator for more information.
- 6. Press the Save soft key to accept the change or the Back soft key to cancel.

You can repeat steps 2 to 6 to register more accounts.

The following figures demonstrate single or multiple accounts registered on the phone:

Single account:



Multiple accounts:

	16:13 Thu N	ov 20	
2 1001			
1009			
History	Directory	DND	Menu

To disable an account via phone user interface:

1. Press Menu->Advanced (default password: admin) ->Accounts.

- 2. Select the desired account and then press the Enter soft key.
- 3. Select Disabled from the Activation field.
- 4. Press the Save soft key to accept the change or the Back soft key to cancel.

Registering an account is configurable via web user interface at the path **Account->Register**.

Note Default account can be set by pressing () or () on the idle screen. It has priority when placing a call. The phone's default account cannot be changed after reboot.

Multiple Line Keys per Account

You can configure multiple line keys to associate with an account. This enhances call visualization and simplifies call handling.

	Status	Accoun	t Network	DSSKey	Features	Settings	Directory Security
Line Key 1-9	Enable Page	Tips Disabled	-	Label Length Defa	ault 🔹		NOTE
	Кеу	Туре	Value	Label	Line	Extension	
Line Key 10-18	Line Key1	Line	✓ Default	▼ 1001	Line 1 👻		Line Keys Line keys allow you to quick
Line Key 19-27	Line Key2	Line	✓ Default	▼ 1001	Line 1 👻		access features such as recal and voice mail.
Programable Key	Line Key3	Line	▼ Default	•	Line 3 👻		1
Ext Key	Line Key4	Line	▼ Default	-	Line 4 👻		You can click here to ge
LAUNCY	Line Key5	Line	▼ Default	-	Line 5 🗸		more guides.
	Line Key6	Line	▼ Default	-	Line 6 🔻		
	Line Key7	Line	▼ Default	-	Line 7 👻		
	Line Key8	Line	▼ Default	•	Line 8 👻		
	Line Key9	Line	✓ Default	•	Line 9 🔻		

If this is the case, the LCD screen will resemble the following figure:

16:13 Thu Nov 20								
21001								
History	Directory	DND	Menu					

Incoming calls to this account will be distributed evenly among the available line keys. Outgoing calls will be distributed similarly.

Your phone can be configured to have a combination of accounts with a single line key and accounts with multiple line keys.

Dial Plan

Dial plan is a string of characters that governs the way your SIP-T29G IP phone processes the inputs received from your phone keypad. The SIP-T29G IP phone supports the following dial plan features:

- Replace Rule
- Dial-now
- Area Code
- Block Out

Basic expression syntaxes you need to know:

	The dot "." can be used as a placeholder or multiple placeholders for any character. Example:
•	"12." would match "12 3 ", "12 34 ", "12 345 ", "12 abc ", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "12 1 ", "12 2 ", "12 3 ", "12 a ", etc.
-	Numeric ranges are allowed within the brackets: Digit "-" Digit. Example: "[5-7]" would match the number" 5 ", " 6 " or " 7 ".
0	The square brackets "[]" can be used as a placeholder for a single character which matches any of a set of characters. Example: "91[5-7]1234" would match "91 5 1234", "91 6 1234", "91 7 1234".
()	The parentheses "()" can be used to group together patterns, for instance, to logically combine two or more patterns. Example: "([1-9])([2-7])3" would match " 92 3", " 15 3", " 77 3", etc.
	The "\$" followed by the sequence number of a parenthesis means the characters placed in the parenthesis. The sequence number stands for the corresponding parenthesis. Example:
\$	A replace rule configuration, Prefix: "001(xxx)45(xx)", Replace: "9001\$145\$2". When you dial out "0012354599" on your phone, the IP phone will replace the number with "9001 235 45 99 ". "\$1" means 3 digits in the first parenthesis, that is, "235". "\$2" means 2 digits in the second parenthesis, that is, "99".

Replace Rule

You can configure one or more replace rules (up to 100) to remove the specified string and replace it with another string. You can configure a pattern with wildcards (refer to the expression syntax in the table above), so that any string that matches the pattern will be replaced. This feature is convenient for you to dial out a long number. For example, a replace rule is configured as "Prefix: 1" and "Replace: 1234567", when you try to dial out the number "1234567", you just need to enter "1" on the phone and then press the Send soft key.

To add a replace rule via web user interface:

- 1. Click on Settings->Dial Plan->Replace Rule.
- 2. Enter the string (e.g., 1) in the Prefix field.
- 3. Enter the string (e.g., 1234567) in the Replace field.
- 4. Enter the desired line ID in the Account field or leave it blank.

Yealink								Log Out	
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	
Preference	Replace Rule	Dial-now Ar	ea Code Block	Out			ΝΟΤΕ		
Time & Date	Index	Prefix	Repl	ace	Account		Replace Rule	:An alternative	
o li pi a luc	1						string that rep numbers.	laces the entered	
Call Display	2						Dial-now:Aut	omatically dial out	
Upgrade	3						the entered numbers. Area Code:Automatically add the area code before the numbers when dialing. Block Out:It prevents users		
Auto Provision	4								
	5						Block Out: It p from dialing ou		
Configuration	6						numbers.	c specific	
Dial Plan	7						".":represents		
Voice	8							s any character. Inge of characters	
Voice	9						within the brac	ckets.	
Ring	10						",":a separator bracket.		
Tones							"[]":a characte character sets. "()":combines		
Softkey Layout	Prefix 1		Replace 1234567	'	Account			by the sequence	
TR069		Add) E	dit	Del		number of a parenthesis.	arenthesis means placed in the	
Voice Monitoring									
SIP							You can cli more guides.	ick here to get	

5. Click Add to add the replace rule.

When you enter the number "1" using the keypad and then press the **Send** soft key, the phone will dial out "1234567" instead.

Note The valid values for the Account field can be one or more digits among 1-16. Every two digits must be separated by a comma. For example, when you enter the value "1, 2" in the Account field, this replace rule will apply to account1 and account2.

If you leave the Account field blank or enter 0, the replace rule will apply to all accounts.

To edit a replace rule via web user interface:

- 1. Click on Settings->Dial Plan->Replace Rule.
- 2. Select the desired replace rule by checking the checkbox.
- 3. Edit the values in the **Prefix** and **Replace** fields.
- 4. Enter the desired line ID in the Account field or leave it blank.
- 5. Click Edit to accept the change.

To delete one or more replace rules via web user interface:

- 1. Click on Settings->Dial Plan->Replace Rule.
- 2. Select the one or more replace rules by checking the checkbox(es).

3. Click **Del** to delete the replace rule(s).

Note Replace rule is configurable via web user interface only.

Dial-now

You can configure one or more dial-now rules (up to 100) on your phone. When the dialed number matches the dial-now string, the number will be dialed out automatically. For example, a dial-now rule is configured as "1xxx", any entered four-digit string beginning with 1 will then be dialed out automatically on the phone.

To add a dial-now rule via web user interface:

- 1. Click on Settings->Dial Plan->Dial-now.
- 2. Enter the desired value (e.g., 1xxx) in the Rule field.
- 3. Enter the desired line ID in the Account field or leave it blank.

For more information on the valid values for the **Account** field, refer to **Replace Rule** on page 93.

Yealink 1296								Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Preference	Replace Rul	e Dial-now A	ea Code Block	Out			NOTE	
Time & Date	Index	Dial-now Ru	le		Account		Replace Rule	:An alternative
Call Display	1						numbers. Dial-now:Aut	laces the entered
Upgrade	3							itomatically add
Auto Provision	4 5						the area code numbers when Block Out:It p	dialing.
Configuration	6						from dialing ou numbers.	t specific
Dial Plan	7						".":represents	any string. any character.
Voice	9						"-":match a ra within the brac	nge of characters ckets.
Ring	10						",":a separator bracket.	
Tones							"[]":a characte character sets. "()":combines	
Softkey Layout	Ru	le 1xxx		Accou	Int			y the sequence arenthesis means
TR069		Add		Edit	Del		the characters parenthesis.	
Voice Monitoring								
SIP							more guides.	ick here to get

4. Click Add to add the dial-now rule.

When you enter the number "1234" using the keypad, the phone will dial out "1234" automatically without the pressing of any key.

Note You can also edit or delete the dial-now rule, refer to Replace Rule on page 93 for more information.

Dial-now rule is configurable via web user interface only.

Delay Time for Dial-Now Rule

You can configure the delay time for dial-now rules. That is, you can configure your phone to automatically dial out the phone number which matches a dial-now rule, after the designated delay time.

To configure the delay time for dial-now rule via web user interface:

- 1. Click on Features->General Information.
- Enter the time between 0 and 14 (seconds) in the Time-Out for Dial-Now Rule field. The default value is "1".

Yealink 17296								_	Log Out	
	Status	Account	Network	DSSKey	Featur	res	Settings	Directory	Security	
Forward&DND	Ge	neral Informati	on					NOTE		
General Information		Call Waiting Enabled Call Waiting On Code		0 0			ones to receive a call when there is			
Audio		Call Waiting Off C	ode	Disabled Image: Constraint of the second secon				already an active call. Auto Redial It allows IP phones to automatically redial a busy		
Intercom		Auto Redial Auto Redial Inten	/al (1~300s)							
Transfer		Auto Redial Times (1~300)		10		0		number after the first attem		
Call Pickup		Key As Send		# ▼		0		Assigns "#" or key.	"*" as the send	
Remote Control		Reserve # in User Name Hotline Number Hotline Delav(0~10s)		Enabled	• 0			Hotline IP phone will automatically dial		
Phone Lock				4 2				lifting the hand speakerphone	e number when lset, pressing the key or the line	
ACD		Busy Tone Delay (Seconds)		0 •		0		key. Call Completion It allows users to monitor the busy party and establish a call when the busy party becomes available to receive a call.		
SMS		Return Code When Refuse		486 (Busy Here) 🔻		0				
Action URL		Return Code When DND		480 (Temporarily Unava 🔻		0				
Bluetooth		Call Completion			•	0		You can click here to get		
Power LED		Feature Key Sync	Disabled				more guides.			
Notification Popups	L	Time-Out for Dial-Now Rule RFC 2543 Hold		1 Disabled		0				
		Use Outbound Pr	oxy In Dialog	Enabled	•	0				
		180 Ring Workard	ound	Enabled	•	0				
		Logon Wizard		Disabled	۲	2				

3. Click Confirm to accept the change.

Note Delay time for dial-now rule is configurable via web user interface only.

Area Code

Area codes are also known as Numbering Plan Areas (NPAs). They usually indicate geographical areas in a country. This feature is necessary when dialing a phone number outside the code area. For example, an area code is configured as "Code: 0592, Min Length: 1, Max Length: 15". When you dial out the number "56789" (the length of the number is between 1 and 15), the phone will add the area code and dial out the number "059256789". You can only configure one area code rule on your phone.

To configure the area code and lengths via web user interface:

1. Click on Settings->Dial Plan->Area Code.

- 2. Enter the desired values in the Code, Min Length (1-15) and Max Length (1-15) fields.
- 3. Enter the desired line ID in the Account field or leave it blank.

For more information on the valid values for the **Account** field, refer to Replace Rule on page 93.

		Log Out
Yealink 1296	Status Account Network DSSKey Features Settings	Directory Security
Preference	Replace Rule Dial-now Area Code Block Out	NOTE
Time & Date	Code 0592	Replace Rule: An alternative
Call Display	Min Length (1-15) 1	string that replaces the entered numbers. Dial-now:Automatically dial out
Upgrade	Max Length (1-15) 15 Account	the entered numbers. Area Code:Automatically add
Auto Provision	Confirm	the area code before the numbers when dialing. Block Out:It prevents users
Configuration		from dialing out specific numbers.
Dial Plan		".":represents any string.
Voice		"x":represents any character. "-":match a range of characters within the brackets.
Ring		",":a separator within the bracket.
Tones		"[]":a character matches any of character sets. "()":combines two or more
Softkey Layout		patterns. "\$":followed by the sequence
TR069		number of a parenthesis means the characters placed in the parenthesis.
Voice Monitoring		
SIP		You can click here to get more guides.

4. Click **Confirm** to accept the change.

Note The default value of minimum and maximum length is 1 and 15 respectively. Area code is configurable via web user interface only.

Block Out

You can block some specific numbers (up to 10) from being dialed on your phone. When you dial a block out number on your phone, the dialing will fail and the LCD screen will prompt "Forbidden Number".

To add a block out number via web user interface:

- 1. Click on Settings->Dial Plan->Block Out.
- 2. Enter the desired value in the BlockOut Number field.
- 3. Enter the desired line ID in the Account field or leave it blank.

For more information on the valid values for the **Account** field, refer to Replace Rule on page 93.

Replace Rule Dial-now Area Code Block Out Time & Date BlockOut Number1 5432 Account Call Display BlockOut Number2 Account Upgrade BlockOut Number3 Account BlockOut Number5 Account Configuration BlockOut Number6 BlockOut Number6 Account Dial Plan BlockOut Number9 Voice BlockOut Number10	NOTE Replace Rule: An alternative string that replaces the entern numbers. Dial-now: Automatically dial ou the entered numbers. Area Code: Automatically add the area code before the numbers when dialing. Block Out: It prevents users
Blockout Number1 5432 Account Call Display Blockout Number2 Account Upgrade Blockout Number3 Account Blockout Number5 Account Blockout Number6 Account Blockout Number7 Account Dial Plan Blockout Number9	string that replaces the entere numbers. Dial-now:Automatically dial ou the entered numbers. Area Code:Automatically add the area code before the numbers when dialing. Block Out!t prevents users
Upgrade BlockOut Number3 Account Account BlockOut Number4 Account BlockOut Number5 Account BlockOut Number6 Account BlockOut Number6 Account BlockOut Number7 Account Dial Plan BlockOut Number8 Account BlockOut Number9 Account Account Account Account Account Account BlockOut Number9 Account Acc	numbers. Dial-now:Automatically dial ou the entered numbers. Area Code:Automatically add the area code before the numbers when dialing. Biock Out:It prevents users
BlockOut Number3 Account Upgrade BlockOut Number4 Account Auto Provision BlockOut Number5 Account BlockOut Number6 Account Configuration BlockOut Number7 Account Dial Plan BlockOut Number9 Account	the entered numbers. Area Code:Automatically add the area code before the numbers when dialing. Block Out:It prevents users
Auto Provision BlockOut Number4 Account Auto Provision BlockOut Number5 Account Configuration BlockOut Number7 Account Dial Plan BlockOut Number9 Account	the area code before the numbers when dialing. Block Out: It prevents users
BiockOut Number6 Account Configuration BiockOut Number7 Account Dial Plan BiockOut Number8 Account BiockOut Number9 Account	numbers when dialing. Block Out:It prevents users
BlockOut Number6 Account Configuration BlockOut Number7 Account Dial Plan BlockOut Number8 Account BlockOut Number9 Account	Block Out: It prevents users
Dial Plan BlockOut Number Account BlockOut Number Account Account	
Dial Plan BlockOut Number9 Account	from dialing out specific numbers.
BlockOut Number9 Account	
Voice BlockOut Number10 Account	".":represents any string. "x":represents any character.
	"-":match a range of characte
Ring Confirm Cancel	within the brackets. ",":a separator within the bracket. "[]":a character matches any
Tones	character sets. "()":combines two or more
Softkey Layout	patterns. "\$":followed by the sequence
TR069	number of a parenthesis mean the characters placed in the parenthesis.
Voice Monitoring	

4. Click Confirm to add the block out number.

Note Block out number is configurable via web user interface only.

Emergency Number

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when necessary. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the emergency telephone numbers on the IP phone for contacting the emergency services in an emergency situation. You can dial these numbers when the phone is locked. For more information on phone lock, refer to Phone Lock on page 42.

Note Contact your local phone service provider for available emergency numbers in your area.

To specify emergency numbers via web user interface:

- 1. Click on Features->Phone Lock.
- 2. Enter the emergency number in the Emergency field.

alink 1296	Status Account Network	DSSKey	Features	Settings Directory Security
Forward&DND	Phone Lock Enable	Disabled	• 📀	NOTE
	Phone Lock Type	All Keys	• 🕜	
General Information	Phone Unlock PIN(0~15 Digit)		0	Phone Lock It is used to lock the IP phone
Information				to prevent it from unauthorized
Audio	Phone Lock Time Out(0~3600s)	0	0	use. Once the IP phone is locked, a user must enter the
	Emergency	112,911,110	0	password to unlock it.
Intercom Transfer	Confirm		Cancel	IP phones offer three types of phone lock: Menu Key, Functio Keys and All Keys.
Call Pickup				The IP phone will not be locke
Remote Control				immediately after the phone lock type is configured.
Phone Lock				You can click here to get
				more guides.

For multiple emergency numbers, enter a comma between every two numbers. The default emergency numbers are 112, 911, 110.

3. Click **Confirm** to accept the change.

Note

Emergency number is configurable via web user interface only.

Live Dialpad

You can enable live dialpad on the SIP-T29G IP phone, which enables the IP phone to automatically dial out a phone number without pressing the send key. You can also configure a delay, and then the phone will dial out the phone number automatically after the designated period of time.

To enable the live dialpad via web user interface:

- 1. Click on Settings->Preference.
- 2. Select Enabled from the pull-down list of Live Dialpad.
- 3. Enter the desired delay time in the Inter Digit Time(1~14s) field.

	Status	Account	Network	DSSKey	Featu	res	Settings	Directory	Security
Preference	Lang	guage		English(English)	•	0		NOTE	
Time & Date		Dialpad r Digit Time(1~14s)		Enabled	-	0 0		Language Selects a langu	age for the web
Call Display		dight Inactive Level		Low	•	0		user interface.	
Upgrade	Back	dight Active Level		8	•	0		Live Dialpad It allows IP pho	nes to al out the entere
Auto Provision		klight Time(seconds)	1	Always On	•	0			al out the entere after a specified
Configuration		chDog I Type		Enabled Ring1.wav	•	0		Backlight Specifies the br	ightnoss of the
Dial Plan	Uplo	ad Ringtone		Browse N	o file selected		0	LCD screen disp	
Voice				Upload	Cancel]			ntrast of the LCD
Ring		lpaper		Default.jpg	•	0		screen display.	
Tones	Uplo	ad Wallpaper(480*:	272)	Browse N Upload	o file selected Cancel]	0	Ring Tones A ring tone that when a call con phone.	
Softkey Layout	Scre	eensaver Wait Time		Never	•	?			
TR069	Scre	eensaver Type		System	•	?		You can clic more guides.	k here to get
Voice Monitoring	Scre	ensaver		System.jpg	•	0			

The default delay time is 4s.

4. Click Confirm to accept the change.

Note Live dialpad is configurable via web user interface only.

Hotline

You can dial a hotline number immediately upon lifting the handset, pressing the Speakerphone key or the line key. You can also configure a delay, and then the phone will dial out the hotline number automatically after the designated period of time.

To configure the hotline number via phone user interface:

- 1. Press Menu->Features->Others->Hot Line.
- 2. Enter the desired number in the **Number** field.
- 3. Enter the delay time in the Hotline Delay field.

The valid values range from 0 to 10 (seconds) and the default value is "4".

Hot Line						
1. Number:		1005				
2. Hotline Del	ay:	4				
Back	123	Delete	Save			

4. Press the Save soft key to accept the change or the Back soft key to cancel.

Hotline is configurable via web user interface at the path **Features**->**General Information**.

Basic Call Features

The SIP-T29G IP phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides basic operating instructions for the SIP-T29G IP phone. Topics include:

- Placing Calls
- Answering Calls
- Ending Calls
- Redialing Numbers
- Recent Call In Dialing
- Auto Answer
- Auto Redial
- Call Completion
- ReCall
- Call Mute
- Call Hold/Resume
- Do Not Disturb (DND)
- Call Forward
- Call Transfer
- Call Waiting
- Conference
- Call Park
- Call Pickup
- Anonymous Call
- Anonymous Call Rejection

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

Placing Calls

You can place a call in one of three ways using your SIP-T29G IP phone:

• Using the handset

- Using the speakerphone
- Using the headset

You can also dial the number first, and then choose the way you want to speak to the other party.

You can also search and dial a contact from call history, local directory or remote phone book. For more information, refer to Contact Management on page 48 and Call History Management on page 68.

During a call, you can alternate between Speakerphone, Headset, and Handset modes by pressing the Speakerphone key, the HEADSET key, or by picking up the handset.

The call duration of the active call and far-site's information (name or phone number) are visible on the LCD screen. In the figure below, the call to "Tom" (the phone number: 1002) has lasted 6 seconds.



To place a call using the handset:

- 1. Pick up the handset.
- 2. Enter the desired number using the keypad.
- **3.** Press (o_{K}) , **#**_{stre}, or the **Send** soft key.

The *#* key is configured as a send key by default. You can also set the * key as the send key, or set neither. For more information, refer to the Key as Send on page 41.

Note

You can also dial using the SIP URI or IP address. To obtain the IP address of a phone, press the **OK** key when the phone is idle. The maximum length of SIP URI or IP address length is 32 characters. For example, SIP URI: 3606@sip.com, IP: 192.168.1.15.

Your phone may not support direct IP dialing. Contact your system administrator for more information.

To place a call using the hands-free speakerphone mode:

Do one of the following:

- With the handset on-hook, press 📣 or the line key to obtain a dial tone.

Enter the desired number using the keypad.

Press (o_{K}) , $\#_{sno}$ or the **Send** soft key.

- With the handset on-hook, enter the desired number using the keypad.

Press , , , ox or the **Send** soft key.

To place a call using the headset:

Do one of the following:

 With the optional headset connected, press HEADSET to activate the headset mode.
 Press the line key to obtain a dial tone.

Enter the desired number using the keypad.

Press $(\circ\kappa)$, #, or the **Send** soft key.

Note To permanently use the headset mode, refer to Headset Prior on page 70.

The SIP-T29G IP phone can handle multiple calls at a time. However, only one active call (the call that has audio associated with it) can be in progress at any time, other calls are placed on hold. The SIP-T29G IP phone can handle a maximum of 50 calls at one time.

To place multiple calls:

You can have more than one call on your SIP-T29G IP phone. To place a new call during an active call, do one of the following:

Press the line key. The active call is placed on hold.

Enter the desired number using the keypad.

Press (o_{κ}) , $\#_{so}$, or the **Send** soft key.

Press \bigcirc or the **Hold** soft key to place the original call on hold.

Press the NewCall soft key.

Enter the desired number using the keypad.

Press (o_{K}) , $\#_{obs}$, or the **Send** soft key.

You can press (\bullet) or (\bullet) to switch between calls, and then press the **Resume** soft key to retrieve the desired call.

Note If multiple accounts are registered on the phone, you can first press the desired line key on the idle screen or press the **Line** soft key on the dialing screen, and then you can use the selected account to place a call.

Answering Calls

When you are not in another call, you can answer a call in one of three ways:

- Using the handset
- Using the speakerphone
- Using the headset
- Note You can reject incoming calls by pressing the X key or the **Reject** soft key. You can also activate Do Not Disturb mode to ignore the incoming calls without ringing on your phone. For more information, refer to Do Not Disturb (DND) on page 115.

You can forward incoming calls to someone else by pressing the **FWD** soft key. For more information, refer to Call Forward on page 119.

Answering When Not in Another Call

Call duration and destination will always appear on the LCD screen for the active call.

To answer a call using the handset:

1. Pick up the handset.

To answer a call using the hands-free speakerphone mode:

Do one of the following:

- Press 🕠.
- With the handset on-hook and the headset mode deactivated, press the **Answer** soft key.
- With the handset on-hook and the headset mode deactivated, press the line key with the fast flashing green LED indicator.

To answer a call using the headset:

Do one of the following:

- Press ____.
- With the headset mode activated, press the Answer soft key.
- With the headset mode activated, press the line key with the fast flashing green LED indicator.

Answering When in Another Call

If you have an active call, and an incoming call arrives on the phone, do one of the following:

- Press the Answer soft key.

The incoming call is answered and the original call is placed on hold.

- Press (\bullet) to access the new call.

Press (ok) or the **Answer** soft key.

The incoming call is answered and the original call is placed on hold.

Ending Calls

To end a call:

Do one of the following:

- If you are using the handset, press (x), the EndCall soft key or hang up the handset.
- If you are using the headset, press (\times) or the **EndCall** soft key.
- If you are using the speakerphone, press (x) , \blacksquare or the **EndCall** soft key.

Redialing Numbers

To redial the last dialed number from your phone:

1. Press (RD) twice.

A call to your last dialed number is attempted.

To redial a previously dialed number from your phone:

- 1. Press (RD) when the phone is idle.
- Press () or () to select the desired entry from the placed calls list, and then press (RD) or the Send soft key.

Recent Call In Dialing

To view the placed calls list when the phone is on the dialing screen, you should enable recent call in dialing in advance.

To enable recent call in dialing via web user interface:

1. Click on Directory->Setting.

Note When a call is placed on hold, you cannot press (\times) to end it. You should press the **Resume** soft key to resume the call, and then press (\times) to end it.

Yealink		Log Out
	Status Account Network DSSKey Features Settings	Directory Security
Local Directory	Directory 🕜	NOTE
Remote Phone Book	Disabled Enabled History A Local Directory A	Directory It provides easy access to frequently used lists.
Phone Call Info		Search Source in Dialing It allows the IP phone to automatically search entries
Multicast IP Setting	•	from the search source list based on the entered string, and display results on the pre-dialing screen.
octaing	Search Source List In Dialing 🛛 🕢	Recent Call In Dialing It allows users to view the placed calls list when the phone is on the pre-dialing screen.
	Disabled Enabled	is on the pre-dialing screen.
	Remote Phone Boo A Local Directory A History	You can click here to get more guides.
	Recent Call In Dialing Enabled	
	Confirm Cancel	

2. Select Enabled from the pull-down list of Recent Call In Dialing.

3. Click **Confirm** to accept the change.

Note Recent call in dialing is configurable via web user interface only.

To view placed calls list when the phone is on the dialing screen:

1. Pick up the handset, press the Speakerphone key or press the line key.

The LCD screen displays the placed calls list.

() 1001			
& 1001			
	1006		
	1005		
	1008		
			ļ
Send	123	Delete	Line

You can also enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number) to search from placed calls list.

(1) 1001			
<u></u> 1001	1		
	1006		
	1005		.U
	1008		
			ļ
Send	123	Delete	Line

Auto Answer

You can use auto answer feature to automatically answer an incoming call on a line. Auto answer is configurable on a per-line basis.

To configure auto answer via phone user interface:

- 1. Press Menu->Features->Auto Answer.
- 2. Select the desired line and then press the Enter soft key.
- 3. Press (•) or (•), or the Switch soft key to select Enabled from the Auto Answer field.

Line 1				
1. Auto Answer:	Enabled			
Back	Switch	Save		

4. Press the Save soft key to accept the change or the Back soft key to cancel.

The A icon appears on the LCD screen.

@ 1001	16:15 Thu No	v 20	An An
1001			
History	Directory	DND	Menu

Auto answer is configurable via web user interface at the path Account->Basic.

Note Auto answer is only applicable when there is no other call in progress on the phone.

Auto Redial

You can enable auto redial to automatically redial a phone number when the called party is busy. You can also configure the number of auto redial attempts and the time to wait between redial attempts.

To configure auto redial via phone user interface:

- 1. Press Menu->Features->Others->Auto Redial.
- 2. Press (•) or (•), or the Switch soft key to select Enabled from the Auto Redial field.
- Enter the desired time (in seconds) in the Redial Interval field. The default value is "10".
- Enter the desired number of redial attempts in the Redial Times field. The default value is "10".

	Auto	Redial	
1. Auto Redi	al:	Disabled	
2. Redial Inte	erval:	10	
3. Redial Times:		10	
Back	123	Delete	Save

5. Press the Save soft key to accept the change or the Back soft key to cancel.

Auto redial is configurable via web user interface at the path **Features**->**General Information**.

To use auto redial:

When the called party is busy, the following prompt will appear on the LCD screen of the phone:



1. Press the **OK** soft key to activate auto redial. The following prompt will appear on the LCD screen of the phone:

📞 Call Fini	sh	
<u>6</u> 1001	1006	
	😵 Redial Times: 10, Interval: 7s	123
ОК		Cancel

2. Wait for the designated period of time or press the **OK** soft key to redial the phone number.

The phone will retry as many times as configured until the called party is idle.

Call Completion

You can use call completion to notify the caller who failed to reach a desired party when the party becomes available to receive a call.

To configure call completion via phone user interface:

1. Press Menu->Features->Others->Call Completion.

2. Press (•) or (•), or the Switch soft key to select Enabled from the Call Completion field.

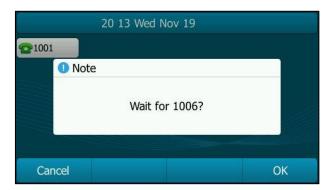
Call Completion				
1. Call Completion: Enabled				
Back	Switch	Save		

3. Press the Save soft key to accept the change or the Back soft key to cancel.

Call completion is configurable via web user interface at the path **Features**->**General Information**.

To use call completion:

When the called party is busy, the following prompt will appear on the LCD screen of the phone:



1. Press the **OK** soft key, the phone returns to the idle screen and call completion is activated.

When the called party becomes idle, the following prompt will appear on the LCD screen of the phone:

20 09 Wed Nov 19	
@1001 • Note	
Dialing 1006	?
Cancel	ОК

- 1. Press the **OK** soft key to redial the number.
- Note Call completion is not available on all servers. For more information, contact your system administrator.

ReCall

You can press a recall key to place a call back to the last incoming call.

To configure a recall key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- 3. Press (\cdot) or (\cdot) , or the Switch soft key to select Key Event from the Type field.
- 4. Press (•) or (•), or the Switch soft key to select ReCall from the Key Type field.
- 5. (Optional.) Enter the string that will appear on the LCD screen in the Label field.

Line Key 2					
1. Type: Key Event 4					
2. Key Type: ReCall <					
3. Label:					
Back	Switch	Save			

6. Press the Save soft key to accept the change or the Back soft key to cancel.

ReCall key is configurable via web user interface at the path DSSKey->Line key.

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).

To mute a call:

1. Press \bigoplus_{MUTE} during an active call.

The LCD screen indicates that the call is now muted.



To un-mute a call:

1. Press \bigoplus_{MUTE} again to un-mute the call.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold. When you place a call on hold, your IP PBX may play music to the other party while waiting.

To place a call on hold:

1. Press \bigoplus_{Hold} or the **Hold** soft key during a call.

The line key LED flashes green. The LCD screen indicates that the call is on hold.



Note The phone will beep softly every 30 seconds to remind you that you still have a call on hold.

To resume a held call:

1. Press or the **Resume** soft key.

Multiple Calls on Hold:

If multiple calls are placed on hold, do one of the following:

- Press or to switch between the calls, and then press or the Resume soft key to retrieve the desired call.
- Press the corresponding line key to retrieve the call.

If more than two calls are on hold, a numbered prompt appears on the LCD screen, for example "2/4", indicating that this is the second call out of four calls.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. The prompt message "**n New Missed Call(s)**" ("n" indicates the number of missed calls) will appear on the LCD screen, and callers will receive a busy message. All calls you receive while DND is enabled are logged to your missed calls list.

Note The prompt message will display only if Missed Call Log for the line is enabled. Missed call log is configurable via web user interface at the path Account->Basic->Missed Call Log.

Do not disturb is local to the phone, and may be overridden by the server settings. For more information, contact your system administrator.

You can enable/disable DND for the phone system, or you can customize DND for each or all accounts. Two DND modes:

- **Phone** (default): DND is effective for the phone system.
- Custom: DND can be configured for each or all accounts.

You can receive incoming calls from authorized numbers when DND is enabled.

To configure the DND mode via web user interface:

1. Click on Features->Forward & DND.

2. In the DND block, mark the desired radio box in the Mode field.

ealink 17296				Log Oı
	Status Account Netw	ork DSSKey Featur	es Settings	Directory
Forward&DND	Forward			NOTE
General Information	Forward Emergency Forward Authorized Numbers	Disabled 👻	0 0	Call Forward It allows users to redirect an incoming call to a third party.
Audio	Mode	Phone Custom		Call Forward Mode
Intercom	Account	1001 -	0	Phone: Call forward feature is effective for the IP phone. Custom: Call forward feature
Transfer		:		can be configured for each or accounts.
Call Pickup	Un Loge	•	**	Do Not Disturb (DND)
Remote Control	Off Code		0	It allows IP phones to ignore incoming calls.
Phone Lock	DND 🕜			DND Mode Phone: DND feature is effective
ACD	DND Emergency	Disabled 👻	0	for the IP phone. Custom: DND feature can be
SMS	DND Authorized Numbers		0	configured for each or all accounts.
Action URL	Mode	Phone Custom ?	1	You can click here to get
ACUOITORE	Account	1001 -	0	more guides.
Bluetooth	DND Status	🛇 On 🖲 Off 🕜		
Power LED	DND On Code		0	
	DND Off Code		0	
Notification Popups	Confirm	Cancel		

3. Click **Confirm** to accept the change.

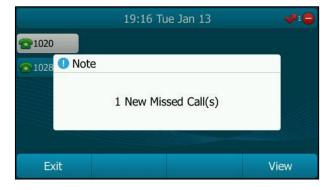
Note DND mode is configurable via web user interface only.

To activate DND in phone mode:

1. Press the **DND** soft key when the phone is idle.

The 😑 icon on the status bar indicates that DND is enabled.

Incoming calls will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of missed calls. e.g., 1 New Missed Call(s)) will appear on the LCD screen.



Note

When DND and busy forward are enabled in phone mode, calls will be sent to the configured destination number. For more information on busy forward, refer to Call Forward on page 119.

To activate DND in custom mode for a specific account:

1. Press the **DND** soft key when the phone is idle.

The LCD screen displays a list of accounts on the phone.

Custom DND					
1. 1020:					
2. 1028:		٩)			
Back	All On	Enter	Save		

- 2. Press (\bullet) or (\bullet) to select the desired account.
- 3. Press () or () soft key to select **On** to activate DND.
- 4. Press the Save soft key to accept the change.

If you activate DND for the default account, the associated line icon will change to \bigcirc , and the \bigcirc icon will appear on the status bar.

If you activate DND for the non-default account, only the associated line icon will change to \bigcirc .

Incoming calls on the specific line will be rejected automatically, and the LCD screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of missed calls. e.g., 1 New Missed Call(s)).

	19:18 Tue Jan 13	🔶 🔶
ᇦ 1020		
1028 • Note		
	1 New Missed Call(s)	
Exit		View

Note When DND and busy forward are both enabled for a specific account, calls to the specific account will be sent to the configured destination number. For more information on call forward, refer to Call Forward on page 119.

To activate DND in custom mode for all accounts:

1. Press the **DND** soft key when the phone is idle.

	Custo	m DND	
1. 1020:		Off	
2. 1028:		<►	
Back	All On	Enter	Save

The LCD screen displays a list of accounts registered on the phone.

- 2. Press the All On soft key to activate DND for all accounts.
- 3. Press the Save soft key to accept the change.

The \bigcirc icon appears on the status bar, and all line icons change to \bigcirc .

Incoming calls will be rejected automatically, and the LCD screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of missed calls. e.g., 1 New Missed Call(s)).

	19:19 Tue Jan 13	0
0 1020		
😑 1028 🕕 Note		
	1 New Missed Call(s)	
Exit		View

To configure the DND authorized numbers via web user interface:

- 1. Click on Features->Forward & DND.
- 2. Select Enabled from the pull-down list of DND Emergency.

3. Enter the numbers in the DND Authorized Numbers field.

For multiple numbers, enter a comma between every two numbers.

	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Forward&DND	,	orward					NOTE	
General Information		Forward Emergen Forward Authorize		Disabled	• 0		Call Forward It allows users	
Audio		Mode Account		Phone C (1001)			incoming call to Call Forward I	Mode
Intercom		Always Forward	ı	○ On ● Off	• • • • • • • • • • • • • • • • • • •		Phone: Call for effective for th Custom: Call for	
Transfer		Target			0		can be configured for each o accounts. Do Not Disturb (DND)	
Call Pickup		On Code			0			
Remote Control	Off Code			🔘 On 🖲 Off	0		It allows IP phones to ignore incoming calls.	
Phone Lock	Busy Forward Target			© On ♥ Off	0		DND Mode	eature is effectiv
ACD		On Code			Ő		for the IP phone.	
SMS		Off Code			0		configured for accounts.	each or all
Action URL		No Answer Forv	vard	🔘 On 🖲 Off	0		You can cli	ck here to get
Bluetooth		After Ring Tin	ne(0~120s)	12	• 0		more guides.	
		Target			0			
Power LED		On Code			0			
Notification Popups		Off Code			0			

4. Click **Confirm** to accept the change.

When DND is enabled on the phone, the phone can still receive incoming calls from the numbers specified in the **DND Authorized Numbers** field.

Note DND authorized number is configurable via web user interface only.

Call Forward

You can configure your phone to forward incoming calls to another party through static forwarding. You can also forward calls while your phone is ringing; refer to Dynamic Forwarding.

Static Forwarding

Three types of static forwarding:

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

You can enable/disable call forward for the phone system, or you can customize call forward for each or all accounts. Two call forward modes:

- Phone (default): Call forward is effective for the phone system.
- **Custom:** Call forward can be configured for each or all accounts.

To configure the call forward mode via web user interface:

- 1. Click on Features->Forward & DND.
- 2. In the Forward block, mark the desired radio box in the Mode field.

			Log Out
Yealink 1296	Status Account Network	DSSKey Features Settings	Directory Security
Forward&DND	Forward		NOTE
General Information	Forward Emergency Forward Authorized Numbers	Disabled • ?	Call Forward It allows users to redirect an incoming call to a third party.
Audio	Mode	Phone Custom 1001 V	Call Forward Mode Phone: Call forward feature is
Intercom	Always Forward	© On ම Off ?	effective for the IP phone. Custom: Call forward feature can be configured for each or all
Call Pickup	Target On Code		accounts.
Remote Control	Off Code Busy Forward	◎ On ◎ Off ②	It allows IP phones to ignore incoming calls.
Phone Lock	Target	0	DND Mode Phone: DND feature is effective for the IP phone.
ACD SMS	On Code Off Code		Custom: DND feature can be configured for each or all accounts.
Action URL	No Answer Forward After Ring Time(0~120s)	○ On ◎ Off ?	You can click here to get more guides.
Bluetooth	Target	0	
Power LED	On Code Off Code	0	
Notification Popups	DND 🕜		
	DND Emergency	Disabled 🗸	
	DND Authorized Numbers		

3. Click **Confirm** to accept the change.

Note Call forward mode is configurable via web user interface only.

To enable call forward in phone mode:

- 1. Press Menu->Features->Call Forward.
- 2. Press (•) or (•) to select the desired forwarding type, and then press the Enter soft key.
- 3. Depending on your selection:
 - a) If you select Always Forward:
 - Press (•) or (•), or the Switch soft key to select Enabled from the Always Forward field.
 - 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
 - 3) (Optional.) Enter the always forward on code or off code respectively in

the On Code or Off Code field.

Always Forward					
1. Always Forv	vard:	Enabled			
2. Forward to:		1008			
3. On Code:		*71			
4. Off Code:		*72			
Back	123	Delete	Save		

- b) If you select Busy Forward:
 - Press (•) or (•), or the Switch soft key to select Enabled from the Busy Forward field.
 - 2) Enter the destination number you want to forward incoming calls to when the phone is busy in the **Forward to** field.
 - (Optional.) Enter the busy forward on code or off code respectively in the On Code or Off Code field.

Busy Forward						
1. Busy Forwa	rd:	Enabled	< Þ			
2. Forward to:		1008				
3. On Code:		*73				
4. Off Code:		*74				
Back	123	Delete	Save			

- c) If you select No Answer Forward:
 - Press (•) or (•), or the Switch soft key to select Enabled from the No Answer Forward field.
 - 2) Enter the destination number you want to forward unanswered incoming calls to in the **Forward to** field.
 - Fress (•) or (•), or the Switch soft key to select the ring time to wait before forwarding from the After Ring Time field.

The default ring time is 12 seconds.

4) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

	No Ans	wer Forward	
1. No Answer	Forward:	Enabled	
2. Forward to		1008	
3. After Ring Time:		12s	< Þ
4. On Code:		*75	
5. Off Code:		*76	
Back	123	Delete	Save

4. Press the Save soft key to accept the change or the Back soft key to cancel.

The 😏 icon on the status bar indicates that the call forward is enabled.

To enable call forward in custom mode:

- 1. Press Menu->Features->Call Forward.
- 2. Press (\bullet) or (\bullet) to select the desired account, and then press the **Enter** soft key.

	Custom Forward	
1. 1020:	Off	
2. 1028:	Off	
Back		Enter

- 3. Press or to select the desired forwarding type, and then press the Enter soft key.
- 4. Depending on your selection:
 - a) If you select Always Forward, you can enable it for a specific account.
 - Press (•) or (•), or the Switch soft key to select Enabled from the Always Forward field.
 - 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.

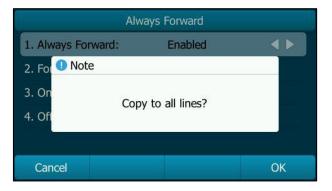
 (Optional.) Enter the always forward on code or off code respectively in the On Code or Off Code field.

Always Forward						
1. Always For	ward:	Enabled	< Þ			
2. Forward to:		1008				
3. On Code:		*71				
4. Off Code:		*72				
Back	123	Delete	Save			

You can also enable always forward for all accounts. After always forward was enabled for a specific account, do the following:

- 1) Press (\bullet) or (\bullet) to highlight the Always Forward field.
- 2) Press the All Lines soft key.

The LCD screen prompts "Copy to all lines?".



- Press the OK soft key to accept the change or the Cancel soft key to cancel.
- b) If you select Busy Forward, you can enable it for a specific account.
 - Press (•) or (•), or the Switch soft key to select Enabled from the Busy Forward field.
 - 2) Enter the destination number you want to forward incoming calls to when the phone is busy in the **Forward to** field.

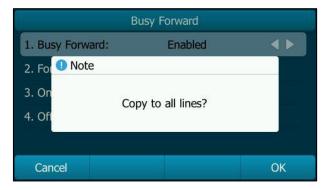
3) (Optional.) Enter the busy forward on code or off code respectively in the On Code or Off Code field.

Busy Forward						
1. Busy Forwa	ard:	Enabled	<►			
2. Forward to:		1008				
3. On Code:		*73				
4. Off Code:		*74				
Back	123	Delete	Save			

You can also enable busy forward for all accounts. After busy forward was enabled for a specific account, do the following:

- 1) Press (\bullet) or (\bullet) to highlight the **Busy Forward** field.
- 2) Press the All Lines soft key.

The LCD screen prompts "Copy to all lines?".



- 3) Press the OK soft key to accept the change or the Cancel soft key to cancel.
- c) If you select No Answer Forward, you can enable it for a specific account.
 - Press (•) or (•), or the Switch soft key to select Enabled from the No Answer Forward field.
 - 2) Enter the destination number you want to forward unanswered incoming calls to in the **Forward to** field.
 - Fress (•) or (•), or the Switch soft key to select the ring time to wait before forwarding from the After Ring Time field.

The default ring time is 12 seconds.

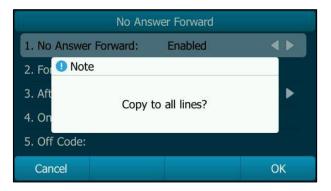
 (Optional.) Enter the no answer forward on code or off code respectively in the On Code or Off Code field.

	No Ans	wer Forward	
1. No Answer	Forward:	Enabled	4 Þ
2. Forward to:		1008	
3. After Ring Time:		12s	4 Þ
4. On Code:		*75	
5. Off Code:		*76	
Back	123	Delete	Save

You can also enable no answer forward for all accounts. After no answer forward was enabled for a specific account, do the following:

- 1) Press (\bullet) or (\bullet) to highlight the **No Answer Forward** field.
- 2) Press the All Lines soft key.

The LCD screen prompts "Copy to all lines?".



- Press the OK soft key to accept the change or the Cancel soft key to cancel.
- 5. Press the Save soft key to accept the change or the Back soft key to cancel.

If you activate call forward for the default account, the associated line icon will change to 5, and the 5 icon will appear on the status bar.

If you activate call forward for the non-default account, only the associated line icon will change to $\mathbf{1}$.

Call forward is configurable via web user interface at the path **Features**->**Forward & DND**.

Note You can also enter the SIP URL or IP address in the **Forward to** field. For more information on using the SIP URL or IP address, refer to Placing Calls on page 103.

Call forward is local to the phone, and may be overridden by the server settings. Call forward on code or off code may be different between servers. For more information, contact your system administrator.

To configure the forward authorized numbers via web user interface:

- 1. Click on Features->Forward & DND.
- 2. Select Enabled from the pull-down list of Forward Emergency.
- 3. Enter the numbers in the Forward Authorized Numbers field.

For multiple numbers, enter a comma between every two numbers.

Yealink							Log Out	
	Status	count Network	DSSKey	Features	Settings	Directory	Security	
Forward&DND	Forward	I				NOTE		
General Information		rd Emergency rd Authorized Numbers	Enabled 1002,1005	0 T		Call Forward It allows users		
Audio	Mode		Phone C C 1001	ustom 🕜		Call Forward	o a third party. Mode rward feature is	
Intercom		ys Forward	◯ On ම Off				ne IP phone. forward feature ired for each or all	
Transfer Call Pickup		irget 1 Code		0		accounts.		
Remote Control	Off Code			0		Do Not Disturb (DND) It allows IP phones to ignore incoming calls.		
Phone Lock		Forward	© On	0			eature is effective	
ACD		n Code		0		for the IP pho Custom: DND configured for	feature can be	
SMS	-	f Code nswer Forward	© On ● Off	0		accounts.		
Action URL	Af	ter Ring Time(0~120s)	12	• •		You can cl more guides.	ick here to get	
Bluetooth Power LED		irget 1 Code		0				
Notification Popups	-	f Code		0				
	DND 🧉							
		mergency Authorized Numbers	Disabled	• • •				

4. Click Confirm to accept the change.

When call forward is enabled on the phone, the phone cannot forward incoming calls from the numbers specified in the **Forward Authorized Numbers** field.

Note Forward authorized number is configurable via web user interface only.

To disable call forward in phone mode:

Do one of the following:

- Press when the phone is idle.
- Press Menu->Features->Call Forward.

Press \bigcirc or \bigcirc to select the desired forwarding type and then press the **Enter** soft key.

Press \bigcirc or \bigcirc , or the **Switch** soft key to select **Disabled** to disable the call forward.

Press the **Save** soft key to accept the change.

To disable call forward in custom mode for a specific account:

- 1. Press Menu->Features->Call Forward or press when the phone is idle.
- 2. Press \bigcirc or \bigcirc to select the desired account and then press the **Enter** soft key.
- 3. Press (•) or (•) to select the desired forwarding type and then press the Enter soft key.
- 4. Press () or (), or the Switch soft key to select Disabled to disable the call forward.
- 5. Press the Save soft key to accept the change.

Dynamic Forwarding

To forward an incoming call to another party:

- 1. When the phone is ringing, press the FWD soft key.
- 2. Enter the number you want to forward the incoming call to.

Sorward	d to		
§ 1001	1		
	1006		
	1		
	1005		
-	1008		
Send	123	Delete	Cancel

3. Press (or), #...), or the Send soft key.

The LCD screen prompts a call forward message.

Note When the phone forwards a call, a prompt window will pop up by default, if you want to disable the feature, contact your system administrator for more information.

Call Transfer

You can transfer a call to another party in one of three ways:

- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when the target phone is ringing.
- Attended Transfer: Transfer a call with prior consulting.

To perform a blind transfer:

1. Press or the **Transfer** soft key during a call.

2. Enter the number you want to transfer the call to.

📞 Transfe	er to		2/2
§ 1001	1		
	1006		
	1		
	1005		
	1008		
Transfer	123	Delete	Cancel

3. Press \bigoplus_{TRAN} to complete the transfer.

Then the call is connected to the number to which you are transferring.

To perform a semi-attended transfer:

- 1. Press \bigoplus_{TRAN} or the **Transfer** soft key during a call.
- 2. Do one of the following:
 - Enter the number you want to transfer the call to.
 - Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact (Directory should be configured in advance.
 Refer to Directory on page 49 for more information).
 - Press the **Directory** soft key, and then select **History**. Select the desired list and then press

 or
 to select the entry (Directory should be configured in advance. Refer to Directory on page 49 for more information).
 - Press the Directory soft key, and then select Remote Phone Book. Select the desired group and search for the contact (Directory should be configured in advance. Refer to Directory on page 49 and Remote Phone Book on page 65 for more information).
- 3. Press (or) or #=== to dial out.
- 4. Press or the **Transfer** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

- 1. Press \bigcirc or the **Transfer** soft key during a call.
- 2. Do one of the following:
 - Enter the number you want to transfer the call to.
 - Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact (Directory should be configured in advance. Refer to Directory on page 49 for more information).
 - Press the Directory soft key, and then select History. Select the desired list and

then press () or () to select the entry (Directory should be configured in advance. Refer to Directory on page 49 for more information).

- Press the Directory soft key, and then select Remote Phone Book. Select the desired group and search for the contact (Directory should be configured in advance. Refer to Directory on page 49 and Remote Phone Book on page 65 for more information).
- **3.** Press $(\circ \kappa)$ or $\#_{sevo}$ to dial out.
- 4. After the party answers the call, press or the **Transfer** soft key to complete the transfer.

If you are using a handset, the transfer can be completed by hanging up the handset. You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

Call Waiting

You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting via phone user interface:

- 1. Press Menu->Features->Call Waiting.
- 2. Press () or () , or the Switch soft key to select Enabled from the Call Waiting field.
- 3. Press (\cdot) or (\cdot) , or the Switch soft key to select **Enabled** from the **Play Tone** field.
- (Optional.) Enter the call waiting on code or off code respectively in the On Code or Off Code field.

	Call Waiting	
1. Call Waiting:	Enabled	
2. Play Tone:	Enabled	
3. On Code:		
4. Off Code:		
Back	Switch	Save

5. Press the Save soft key to accept the change or the Back soft key to cancel.

Call waiting is configurable via web user interface at the path **Features**->**General Information**.

Conference

You can create a conference with other two parties using the phone's local conference. You can create a conference between an active call and a call on hold (on the same or another line) by pressing or the **Conference** soft key. The SIP-T29G also supports network conference.

Note

Network conference is not available on all servers. For more information, contact your system administrator.

Local Conference

The SIP-T29G IP phone supports up to 3 parties (including yourself) in a conference call. This is the default method of conference called Local Conference.

To set up a local conference call:

- 1. Place a call to the first party.
- 2. When the first party answers the call, press or the **Conference** soft key to place a new call.

The active call is placed on hold.

- **3.** Enter the number of the second party and then press (**•k**), **#•••**), or the **Send** soft key.
- 4. When the second party answers the call, press or the **Conference** soft key again to join all parties in the conference.



To join two calls in a conference:

- 1. Place two calls using two different accounts on the phone (for example, place the first call using account 1, and then place the second call using account 2).
- 2. Press (•) or (•) to select the call for conference and ensure that the call is active (for example, select the call on account 1).
- **3.** Press or the **Conference** soft key to join the two calls in the conference on the selected account.

During the conference call, you can do the following actions:

- Press or the Hold soft key to place the conference on hold.
- Press the **Split** soft key to split the conference call into two individual calls on hold.
- Press the **Manage** soft key, and then press (\bullet) or (\bullet) to select the desired party:
 - Press the **Far Mute** soft key to mute the party. The muted party can hear everyone, but no one can hear the muted party.
 - Press the **Remove** soft key to remove the party from the conference call.
 - Press the New Call soft key to place a new call.
 - Press the **Back** soft key to return to the previous screen.
- Press to mute the conference call, all other participants can hear each other, but they cannot hear you.
- Press the **EndCall** soft key to drop the conference call.

Network Conference

You can use network conference feature on the SIP-T29G IP phone to conduct a conference with multiple participants.

This feature allows you to perform the following:

- Join two calls together into a conference call.
- Invite another party into an active conference call.

To use this feature, contact your system administrator for the network conference URI in advance.

To configure network conference via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Select Network Conference from the pull-down list of Conference Type.

4. Enter the conference URI (e.g., conference@example.com) in the **Conference URI** field.

alink 1296								Log Oı
	Status Accou	nt Network	DSSKey	Featur	es	Settings	Directory	Security
Register	Account		Account 1	•	?		NOTE	
lasic	Keep Alive Type	2	Default	•	0		DTMF	
Sasic	Keep Alive Inter	val(Seconds)	30		0		It is the signal	sent from the IF
odec	RPort		Disabled	•	0			network, which en pressing the
dvanced	Subscribe Period	d(Seconds)	1800		0		phone's keypa	d during a call.
							Session Time It allows a per SIP sessions th re-INVITE required determine wh	iodic refresh of rough a uest, to
	SIP Send Line		Disabled	•	0		session is still a	
	SIP Registration	Retry Timer(0~1800s)	30		0			
	Conference Typ	e	Network Confere	ence 👻	0			cific extension/a
	Conference URI		conference@exa	mple.com	0		list of extensio changes on IP	
	ACD Subscribe F	Period(120~3600s)	3600		0			
	VQ RTCP-XR Co	lector name			0		Shared Call A (SCA)/ Bridg	
	VQ RTCP-XR Co	lector address			0		Appearance	
	VQ RTCP-XR Co	lector port	5060		0			IP phones. Any
		Confirm		Cancel				ceive calls on the

5. Click Confirm to accept the change.

Note Network conference is configurable via web user interface only.

To set up a network conference call:

- 1. Place a call to the first party.
- Press or the Conference soft key to place a new call.
 The active call is placed on hold.
- 3. Enter the number of the second party and then press (), (), or the **Send** soft key.
- 4. When the second party answers the call, press or the **Conference** soft key to add the second party to the conference.
- Press or the Conference soft key to place a new call.
 The conference is placed on hold.
- 6. Enter the number of the new party and then press $(\mathbf{o}_{\mathbf{K}})$, $\mathbf{\mu}_{\mathbf{w}}$, or the **Send** soft key.
- 7. When the new party answers the call, press or the **Conference** soft key to add the new party to the conference.
- 8. Repeat steps 5 to 7 until you have added all intended parties.

The procedures to set up a network conference call on specific servers may be different from introduced above. Contact your system administrator for more information.

Call Park

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by pressing the **Park** soft key or call park key (if configured) on the phone. If the call is parked successfully, there is a voice prompt confirming that the call was parked. You can retrieve the parked call by pressing the **Retrieve** soft key or the retrieve park key (if configured). If the parked call is not retrieved within a period of time defined by the system, the phone performing call park will receive a call back.

Note Call park is not available on all servers. Contact your system administrator for more information.

The IP phone supports call park feature under the following modes:

- FAC mode (dial the call park code to park the call to local extension or a desired extension)
- Transfer mode (park the call to directional parking lot directly)

You may need to configure the call park code/call park number or park retrieve code/park retrieval number before using call park feature. You can also configure a call park key and retrieve park key. For more information, refer to DSS Keys on page 77.

Note The call park code/call park number can be configured for either the **Park** soft key or a call park key. It is applicable to both the **Park** soft key and call park key.

The park retrieve code/park retrieval number can be configured for either the **Retrieve** soft key or a retrieve park key. It is applicable to both the **Retrieve** soft key and retrieve park key.

The call park code/call park number and park retrieve code/park retrieval number are predefined on the system server. Contact your system administrator for more information.

FAC Mode

To configure call park feature in FAC mode via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select FAC from the pull-down list of Call Park Mode.
- 3. Select Enabled from the pull-down list of Call Park.

If **Enabled** is selected, the **Park** soft key will display on the LCD screen during a call, and the **Retrieve** soft key will display on the dialing screen.

4. (Optional.) Enter the call park code in the Call Park Code field.

It is configured for the **Park** soft key. This call park code will also apply to the call park key. For more information, refer to DSS Keys on page 77.

5. (Optional.) Enter the park retrieve code in the Park Retrieve Code field.

It is configured for the **Retrieve** soft key. This call park code will also apply to the retrieve park key. For more information, refer to DSS Keys on page 77.

Yealink 1296							Log Out
Status		Account	Network	DSSKey	Features	Settings	Directory Security
Forward&DND	C	all Pickup					NOTE
0		Directed Call Pickup		Disabled	• 🕜		Product of the last
General Information		Directed Call Pickup	Code		0		Directed Call Pickup Picks up an incoming call on a
	Group Call Pickup			Disabled	• 🕜		specific extension.
Audio	Group Call Pickup Code Visual Alert for BLF Pickup		de		0		Directed Call Pickup Picks up incoming calls within a
Intercom			Pickup	Disabled	- 0		pre-defined group.
Transfer		Audio Alert for BLF Pickup			- 0		You can configure
Call Pickup	Call Park 🕜						directed/group call pickup feature for the IP phone.
	Г	Call Park Mode		FAC	- 0]	Visual Alert for BLF Pickup
Remote Control		Call Park		Enabled	- 0		It allows the supervisor's phone to display a visual prompt when
Phone Lock		Call Park Code		*68	0		the monitored user receives an incoming call.
ACD		Park Retrieve Code		*88	0		Audio Alert for BLF Pickup
SMS	L	Confirm			Cancel	1	It allows the supervisor's phone to play an alert tone when the monitored user receives an

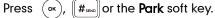
6. Click Confirm to accept the change.

Note If the Park or Retrieve soft key doesn't appear on the LCD screen, please select Disabled from the pull-down list of Custom Softkey via web user interface at path Settings->Softkey Layout.

To park a call in FAC mode:

- 1. During a call, press the **Park** soft key (You may need to press the **More** soft key to see the **Park** soft key) or the call park key (If configured).
 - If the call park code is not configured, you need to enter the call park code.

<u>4605</u>	*68		
Send	123	Delete	Cancel



- If the call park code is configured, the phone will dial the configured call park code shown as below:



- 2. Do one of the following:
 - a) If you want to park the call against the local extension.
 - 1) Press **#**_{send}.
 - 1. If the call is parked successfully, you will hear a voice prompt confirming that the call is parked.
 - b) If you want to park the call against desired extension.
 - 1) Enter an extension where you want to park the call.
 - 2) Press (or) or (#_{SEND}).
 - If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The call is parked against the extension you entered.

To retrieve a parked call in FAC mode:

- 1. Do one of the following:
 - If the park retrieve code is not configured, dial the park retrieve code (e.g., *88).
 - If the park retrieve code is configured, press the **Retrieve** soft key on the dialing screen or retrieve park key (if configured) on the IP phone.

The phone will dial the configured park retrieve code and the Retrieve screen appears as below:



- 2. Follow the voice prompt, do one of the following:
 - Press # I on the phone where the call is parked.
 - Enter the desired extension follow by # (e.g., 4603#) on any phone.

Transfer Mode

To configure call park feature in transfer mode via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select Transfer from the pull-down list of Call Park Mode.
- 3. Select Enabled from the pull-down list of Call Park.

If **Enabled** is selected, the **Park** soft key will display on the LCD screen during a call, and the **Retrieve** soft key will display on the dialing screen.

4. (Optional.) Enter the call park number in the Call Park Code field.

It is configured for the **Park** soft key. This call park number will also apply to the call park key. For more information, refer to DSS Keys on page 77.

5. (Optional.) Enter the park retrieval number in the Park Retrieve Code field.

It is configured for the **Retrieve** soft key. This park retrieval number will also apply to the retrieve park key. For more information, refer to DSS Keys on page 77.

Yealink 1296			Log Out
	Status Account Network	DSSKey Features	Settings Directory Security
Forward&DND	Call Pickup		NOTE
	Directed Call Pickup	Disabled 🔹 🕜	
General Information	Directed Call Pickup Code	0	Directed Call Pickup Picks up an incoming call on a
	Group Call Pickup	Disabled 🔹 🕜	specific extension.
Audio	Group Call Pickup Code	0	Directed Call Pickup Picks up incoming calls within a
Intercom	Visual Alert for BLF Pickup	Disabled 👻 🕜	pre-defined group.
Transfer	Audio Alert for BLF Pickup	Disabled - 🕜	You can configure
Call Pickup	Call Park 🛛 🕜		directed/group call pickup feature for the IP phone.
	Call Park Mode	Transfer 🔹 🕜	Visual Alert for BLF Pickup
Remote Control	Call Park	Enabled 🔹 🕜	It allows the supervisor's phone to display a visual prompt when
Phone Lock	Call Park Code	*01	the monitored user receives an incoming call.
ACD	Park Retrieve Code	*11	Audio Alert for BLF Pickup
SMS	Confirm	Cancel	It allows the supervisor's phone to play an alert tone when the monitored user receives an

6. Click **Confirm** to accept the change.

Note If the Park or Retrieve soft key doesn't appear on the LCD screen, please select Disabled from the pull-down list of Custom Softkey via web user interface at path Settings->Softkey Layout.

To park a call in Transfer mode:

1. During a call, press the **Park** soft key (You may need to press the **More** soft key to see the **Park** soft key) or the call park key (If configured).

 If the call park number is not configured, you need to enter the call park number (e.g., *01).

(I) Park to			
<u>© 101</u>	*01		
Park	123	Delete	Cancel

Press $(\mathbf{o}_{\mathbf{K}})$, $(\underline{\#}_{\mathtt{usc}})$ or the **Park** soft key. The call will be transferred to the directional parking lot where the call park number directed to.

 If the call park number is configured, the call will be directly transferred to the directional parking lot where the call park number directed to.

To retrieve a parked call in Transfer mode:

- 1. Do one of the following:
 - If the park retrieval number is not configured, you need to enter the park retrieval number (e.g., *11).

 ▲) 101 ▲) 101 	[•] 11		
Send	123	Delete	Cancel

Press $(\mathbf{o}\mathbf{K})$, $\mathbf{\#}_{\text{seno}}$ or the **Send** soft key.

 If the park retrieval number is configured, press the **Retrieve** soft key on the dialing screen or retrieve park key (if configured) on the IP phone.

The phone will retrieve the parked call from the directional parking lot where the park retrieval number directed to.

Call Pickup

You can use call pickup to answer someone else's incoming call on your phone. The SIP-T29G IP phone supports directed call pickup and group call pickup. Directed call pickup is used for picking up a call that is ringing at a target phone number. Group call

pickup is used for picking up a call that is ringing at any phone number in a certain group. The pickup group should be predefined, contact your system administrator for more information.

You can pick up an incoming call by using the **DPickup/GPickup** soft key. To use call pickup, you need to configure the call pickup code beforehand on a global or per-line basis via web user interface.

Note If there are many incoming calls at the same time, pressing the **GPickup** soft key on the phone will pick up the call that rings first.

Directed Call Pickup

To enable directed call pickup and configure the directed call pickup code on a global basis via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select Enabled from the pull-down list of Directed Call Pickup.
- 3. Enter the directed call pickup code in the **Directed Call Pickup Code** field.

					Log O
Status	ccount	etwork DSSKey	Features	Settings	Directory Security
Call Pic	kup			_	NOTE
Direc	ted Call Pickup	Enabled	- 0		
Direc	ted Call Pickup Cod	e *97	0		Directed Call Pickup Picks up an incoming call on a specific extension.
Grou	p Call Pickup	Disabled	- 0	_	
Grou	p Call Pickup Code		0		Directed Call Pickup Picks up incoming calls within a
Visua	al Alert for BLF Picku	p Disabled	• 0		pre-defined group.
Audi	Audio Alert for BLF Pickup		• 0		You can configure directed/group call pickup
Call Pa	rk 🕜				feature for the IP phone.
Call F	Park Mode	Transfer	• 0		Visual Alert for BLF Pickup It allows the supervisor's phone
Call F	Park	Disabled	- 0		to display a visual prompt when
Call Park Code			0		the monitored user receives ar incoming call.
Park	Retrieve Code		0		Audio Alert for BLF Pickup
	Confirm		Cancel		It allows the supervisor's phon- to play an alert tone when the monitored user receives an incoming call.
	Call Pic Direc Grou Grou Visua Audi Call Pa Call F Call F	Call Pickup Directed Call Pickup Directed Call Pickup Code Group Call Pickup Code Visual Alert for BLF Picku Audio Alert for BLF Picku Call Park ? Call Park Mode Call Park Call Park Code Park Retrieve Code	Call Pickup Directed Call Pickup Directed Call Pickup Group Call Pickup Group Call Pickup Oisabled Group Call Pickup Oisabled Audio Alert for BLF Pickup Disabled Call Park Call Ca	Call Pickup Drected Cal Pickup Drected Cal Pickup Coll Pickup Group Call Pickup Group Call Pickup Disabled Call Park Call Cal	Call Pickup Directed Call Pickup Directed Call Pickup Coll Pickup Group Call Pickup Coll Pickup Call Park Call Call

4. Click **Confirm** to accept the change.

To configure the directed call pickup code on a per-line basis via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.

	Status	Account	Network	DSSKey	Featu	es 🛛	Settings	Directory	Security	
Register	Acc	ount		Account 1	•	0		NOTE		
Basic	Kee	p Alive Type		Default	•	0		DTMF It is the signal sent from the II		
	Kee	p Alive Interval(Sec	onds)	30		0				
Codec	RPort			Disabled	•	0		phone to the network generated when pres		
Advanced	Sub	scribe Period(Secon	ıds)	1800		0		phone's keypa	d during a call.	
								Session Time		
							It allows a periodic refresh of SIP sessions through a			
				•				re-INVITE requ determine who		
	Directed Call Pickup Code			*97		0		session is still a	ctive.	
	Group Call Pickup Code			0			Busy Lamp Field/BLF Lis			
	Dist	inctive Ring Tones		Enabled	•	0		Monitors a specific extension list of extensions for status		
	Unr	egister When Rebo	ot	Disabled	•	0		list of extensions for status changes on IP phones.		
	Out Dialog BLF			Disabled	•	• 0				
	VQ	RTCP-XR Collector r	name			0		Shared Call A (SCA)/ Bridg	e Line	
	VQ	RTCP-XR Collector a	address			0		Appearance (It allows users		
		RTCP-XR Collector p		5060		0		line on several	IP phones. An	

3. Enter the directed call pickup code in the Directed Call Pickup Code field.

4. Click **Confirm** to accept the change.

To pick up a call directly:

 Pick up the handset, press the Speakerphone key or press the line key (You may need to press the More soft key to see the DPickup soft key).

The **DPickup** soft key appears on the LCD screen.

% 1020		
<u></u> 1020		
Cancel	DPickup	More

- 2. Press the **DPickup** soft key on your phone when the target phone receives an incoming call.
- 3. Enter the phone number which is receiving an incoming call.
- 4. Press the DPickup soft key again.

The call is answered on your phone.

You can also configure a DSS key as a directed pickup key via phone user interface or web user interface. Once configured, you can pick up a call by pressing the directed pickup key directly.

Group Call Pickup

To enable group call pickup and configure the group call pickup code on a global basis via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select Enabled from the pull-down list of Group Call Pickup.
- 3. Enter the group call pickup code in the Group Call Pickup Code field.

Ma adhalal									Log Out
Yealink 1296	Status	Account	Network	DSSKey	Featur	es	Settings	Directory	Security
Forward&DND	G	all Pickup						ΝΟΤΕ	
0		Directed Call Pickup	1	Disabled	-	0			
General Information		Directed Call Pickup	Code			0		Directed Call Picks up an inc	oming call on a
Audio		Group Call Pickup		Enabled	•	0		specific extensi	
Audio		Group Call Pickup C	ode	*98		0		Directed Call Picks up incomi	Pickup ng calls within a
Intercom		Visual Alert for BLF	Pickup	Disabled	-	0		pre-defined gro	oup.
Transfer		Audio Alert for BLF	Pickup	Disabled	•	0		You can config directed/group	
Call Pickup	Ca	all Park 🕜						feature for the	
		Call Park Mode		Transfer	•	0		Visual Alert fo	
Remote Control		Call Park		Disabled	•	0		to display a visu	pervisor's phone al prompt when
Phone Lock		Call Park Code				0		the monitored incoming call.	user receives an
ACD		Park Retrieve Code				0		Audio Alert f	or BLF Pickup
SMS		Confirm	١		Cancel			It allows the su	pervisor's phone tone when the

4. Click Confirm to accept the change.

To configure the group call pickup code on a per-line basis via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Enter the group call pickup code in the Group Call Pickup Code field.

ealink 1296			Log Ou	
	Status Account Network	DSSKey Features Settings	5 Directory Security	
Register	Account	Account 1 🔹 ?	NOTE	
Basic	Keep Alive Type Keep Alive Interval(Seconds)	Default Q 30 Q	DTMF It is the signal sent from the IP phone to the network, which is	
Advanced	RPort Subscribe Period(Seconds)	Disabled • 🕜 1800 🕜	generated when pressing the If phone's keypad during a call.	
	Directed Call Pickup Code		Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.	
	Group Call Pickup Code Distinctive Ring Tones Unregister When Reboot	*98 0 Enabled • 0 Disabled • 0	Busy Lamp Field/BLF List Monitors a specific extension/a list of extensions for status changes on IP phones.	
	Out Dialog BLF VQ RTCP-XR Collector name VQ RTCP-XR Collector address	Disabled • 0	Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA) It allows users to share a SIP	
	VQ RTCP-XR Collector port	5060 🕜	line on several IP phones. Any IP phone can be used to originate or receive calls on the shared line.	

4. Click **Confirm** to accept the change.

To pick up a call in the group:

1. Pick up the handset, press the Speakerphone key or press the line key.

 I020

 I020

 Directory
 123

 GPickup
 Cancel

The **GPickup** soft key appears on the LCD screen.

2. Press the **GPickup** soft key on your phone when a phone in the group receives an incoming call.

The call is answered on your phone.

You can also configure a DSS key as group pickup key via phone user interface or web user interface. Once configured, you can pick up a call by pressing the group pickup key directly.

Note The directed call pickup code and group call pickup code are predefined on the system server. Contact your system administrator for more information.

The call pickup code configured on a per-line basis takes precedence over that configured on a global basis.

Anonymous Call

You can use anonymous call to block your identify and phone number from appearing to the called party when you call someone. For example, you want to call to consult some of the services, but don't want to be harassed. Anonymous call is configurable on a per-line basis. You can also configure the phone to send anonymous code to the server to activate/deactivate anonymous call on the server side.

Note Anonymous call is not available on all servers. Contact your system administrator for the anonymous call on code and off code.

To configure anonymous call via phone user interface:

- 1. Press Menu->Features->Anonymous.
- 2. Select the desired line and then press the Enter soft key.
- Press (•) or (•) , or the Switch soft key to select Enabled from the Local Anonymous field.

4. (Optional.) Press (•) or (•) , or the **Switch** soft key to select the desired value from the **Send Anony Code** field.

The phone will send the configured on code or off code depending on your selection when you enable or disable anonymous call feature on the phone.

- 5. (Optional.) Enter the anonymous call on code in the On Code field.
- 6. (Optional.) Enter the anonymous call off code in the Off Code field.

Line 1							
1. Local Anon	ymous:	Enabled	< Þ				
2. Anony Reje	ection:	Disabled	< Þ				
3. Send Anon	y Code:	On Code	4 Þ				
4. On Code:		*65					
5. Off Code:		*66					
Back	123	Delete	Save				

7. Press the Save soft key to accept the change or the Back soft key to cancel.

Anonymous call is configurable via web user interface at the path Account->Basic.

To place an anonymous call:

1. Using the specific line on the phone to place a call to phone B.

The LCD screen of phone B prompts an incoming call from anonymity.



Anonymous Call Rejection

You can use anonymous call rejection to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from being displayed. Anonymous call rejection is configurable on a per-line basis. To configure anonymous call rejection via phone user interface:

- 1. Press Menu->Features->Anonymous.
- 2. Select the desired line and then press the Enter soft key.
- **3.** Press (\bullet) or (\bullet) to scroll to the **Anony Rejection** field.
- 4. Press (•) or (•), or the Switch soft key to select Enabled from the Anony Rejection field.
- Press (•) or (•), or the Switch soft key to select the desired value from the Send Rejection Code field.

The phone will send the configured on code or off code depending on your selection when you enable or disable anonymous call rejection feature on the phone.

- 6. (Optional.) Enter the anonymous call rejection on code in the Reject On Code field.
- 7. (Optional.) Enter the anonymous call rejection off code in the **Reject Off Code** field.



8. Press the Save soft key to accept the change or the Back soft key to cancel.

Anonymous call rejection is configurable via web user interface at the path **Account**->**Basic**.

Advanced Phone Features

This chapter provides operating instructions for the advanced features of the SIP-T29G IP phone. Topics include:

- Busy Lamp Field (BLF)
- BLF List
- Call Recording
- Hot Desking
- Intercom
- Multicast Paging
- Music on Hold
- Automatic Call Distribution (ACD)
- Shared Call Appearance (SCA)
- Bridged Line Appearance (BLA)
- Messages

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

Busy Lamp Field (BLF)

You can use BLF to monitor a specific line for status changes on the phone. For example, you can configure a BLF key on the phone to monitor the status of a friend's line (busy or idle). The BLF key LED illuminates solid red when the friend's line is in use. For more information on BLF key LED indicators, refer to LED Instructions on page 6.

You can press a BLF key to dial out the monitored phone number when the monitored line is idle. You can receive a visual or/and an audio alert (if enabled), and also pick up calls that are received on the monitored line. For more information, contact your system administrator.

To configure a BLF key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- **3.** Press (\cdot) or (\cdot) , or the **Switch** soft key to select **BLF** from the **Type** field.
- 4. Press () or () or the **Switch** soft key to 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. Enter the phone number or extension you want to monitor in the Value field.
- 7. (Optional.) Enter the directed call pickup code in the Extension field.

Line Key 1							
1. Type:		BLF	4 Þ				
2. Account ID		Line 1	<►				
3. Label:							
4. Value:		1009					
5. Extension:		***					
Back	2aB	Delete	Save				

8. Press the Save soft key to accept the change or the Back soft key to cancel.

BLF key is configurable via web user interface at the path DSSKey->Line key.

You can enable audio alert feature for BLF pickup on the phone. This allows the monitoring phone to play a warning tone when the monitored line receives an incoming call. You can also enable visual alert feature for BLF pickup on the phone. This allows the LCD screen of the monitoring phone to display the caller ID when the monitored line receives an incoming call.

To enable visual and audio alert features via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select Enabled from the pull-down list of Visual Alert for BLF Pickup.
- 3. Select Enabled from the pull-down list of Audio Alert for BLF Pickup.

			Log Out
ealink 1296	Status Account Network	DSSKey Features	Settings Directory Security
Forward&DND	Call Pickup		NOTE
	Directed Call Pickup	Disabled 🔹 🕜	
General Information	Directed Call Pickup Code	0	Directed Call Pickup Picks up an incoming call on a specific extension.
Audio	Group Call Pickup	Disabled 🔹 🥐	
Audio	Group Call Pickup Code	0	Directed Call Pickup Picks up incoming calls within a
Intercom	Visual Alert for BLF Pickup	Enabled 🔻 🕜	pre-defined group.
Transfer	Audio Alert for BLF Pickup	Enabled 🔹 🥜	You can configure directed/group call pickup
Call Pickup	Call Park 🕜		feature for the IP phone.
	Call Park Mode	Transfer 🔹 🥐	Visual Alert for BLF Pickup
Remote Control	Call Park	Disabled 🔻 🕜	It allows the supervisor's phone to display a visual prompt when
Phone Lock	Call Park Code		the monitored user receives an incoming call.
ACD	Park Retrieve Code	0	Audio Alert for BLF Pickup
SMS	Confirm	Cancel	It allows the supervisor's phone to play an alert tone when the monitored user receives an

4. Click Confirm to accept the change.

Note

Visual and audio alert features are configurable via web user interface only.

When the monitored line receives an incoming call, the following occurs on your phone:

- The phone plays a warning tone (if enabled).
- The BLF key LED flashes red.
- The caller ID appears on the LCD screen (if enabled).

In the following figure, the LCD screen shows an incoming call from 1008 on the monitored line.

	Calls fo	or Pickup	0/1
1. 1006 <- 10	1. 1006 <- 1008		
DPickup	Send	NewCall	Cancel

Note If your phone is locked and the type of the phone lock is configured as **Function Keys** or **All Keys**, you cannot use the **DPickup**, **Send**, **NewCall** and **Cancel** soft keys until unlocked. For more information, refer to Phone Lock on page 42.

When there is an active call on the IP phone, you can transfer the active call to the monitored phone number directly by pressing the BLF key. The phone handles the active call differently depending on the transfer mode via DSS key. For more information on the transfer mode on DSS key, refer to Transfer in DSS Keys section on page 86.

BLF List

You can use the BLF List feature to monitor a list of users defined by your system administrator. For example, your system administrator enables BLF List, and creates a BLF List URI (e.g., BLFList@example.com) including a list of user1, user2 on the server. The BLF List keys on the IP phone can present the status of user1 and user2. The key LEDs illuminate either flashing or solid depending on the status of those users. For more BLF List key LED indicators, refer to LED Instructions on page 6.

You can use the BLF List keys in the following ways:

- When the monitored user is idle, press the BLF list key to dial out the phone number.
- 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 handles the active call differently depending on the transfer mode on DSS key. For more information on the transfer mode on DSS key, refer to Transfer in DSS Keys section on page 86.
- When the monitored user receives an incoming call, press the BLF list key to pick up the call directly. Before picking up an incoming call, ensure that the BLF List Pickup

code has been configured in advance. If the code is not configured, the phone will place a call to the monitored user instead of picking up the incoming call of the monitored user when you press the BLF List key.

- When there is a conversation on the monitored user, press the BLF list key to barge in and set up a conference call. Before barging in an active call, ensure that the BLF List Barge In Code has been configured in advance. If the code is not configured, the phone will place a call to the monitored user instead of barging in an active call of the monitored user when you press the BLF List key.
- When a call is being parked against the monitored phone, press the BLF List key to
 retrieve the parked call from the monitored user. Before retrieving the parked call,
 ensure that the BLF List Retrieve Call Parked Code has been configured in advance.
 If the code is not configured, the phone will place a call to the monitored user
 instead of retrieving the parked call when you press the BLF List key.

To configure BLF List settings via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Enter the BLF List URI in the BLF List URI field.
- 4. (Optional.) Enter the directed pickup code in the **BLF List Pickup Code** field.
- 5. (Optional.) Enter the barge-in code in the BLF List Barge In Code field.
- 6. (Optional.) Enter the call park retrieve code in the **BLF List Retrieve Call Parked Code** field.

Yealink 1296				Log Out
	Status Account Network	DSSKey Features	5 Settings	Directory Security
Register	Account	Account 1 🔹	3	NOTE
Basic	Keep Alive Type Keep Alive Interval(Seconds)		0	DTMF
Codec	RPort		0 0	It is the signal sent from the IP phone to the network, which is generated when pressing the IP
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
		:		Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP
	PTime(ms)	20 👻	0	session is still active.
	BLF List URI BLF List Pickup Code BLF List Barge In Code	*97	0 0 0	Busy Lamp Field/BLF List Monitors a specific extension/a list of extensions for status changes on IP phones.
	BLF List Retrieve Call Parked Code	*88	0	
	Shared Line	Disabled 🗸	2	Shared Call Appearance (SCA)/ Bridge Line
	Dialog Info Call Pickup VQ RTCP-XR Collector port		0 0	Appearance (BLA) It allows users to share a SIP line on several IP phones. Any IP phone can be used to
	Confirm	Cancel		originate or receive calls on the shared line.

7. Click **Confirm** to accept the change.

For more information on BLF List URI/BLF List Pickup Code/BLF List Barge In Code/BLF List Retrieve Call Parked Code, contact your system administrator.

Note

According to the response message from the server, the IP phone will automatically configure the BLF List keys beginning from the first unused DSS key (The default order of BLF list keys assigned automatically is Line Key->Ext Key). Once any DSS key is seized, the IP phone will skip to configure the next DSS key.

You can receive a visual or/and an audio alert (if enabled) on your phone when the monitored user receives an incoming call. For more information, refer to Busy Lamp Field (BLF) on page 145.

Note The pickup code is used in the following order of preference: BLF List Pickup Code (Account->Advanced)>Directed Call Pickup Code (Account->Advanced)> Directed Call Pickup Code (Features->Call Pickup). If all of them are not configured, pressing the BLF List key will directly call the monitored user when he/she receives an incoming call. For more information about pickup Code, refer to Call Pickup on page 137.

Call Recording

You can record calls by pressing a record key on the phone. The SIP-T29G IP phone supports record and URL record.

Two ways of call recording:

- Record: The phone sends SIP INFO message containing a specific header "Record: on/off" to trigger a recording.
- URL Record: The phone sends HTTP URL request to trigger a recording. Contact your system administrator for the predefined URL.
- Note Call record is not available on all servers. Contact your system administrator for more information.

To configure a record key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- **3.** Press (\cdot) or (\cdot) , or the **Switch** soft key to select **Key Event** from the **Type** field.
- 4. Press (•) or (•), or the **Switch** soft key to select **Record** from the **Key Type** field.

5. (Optional.) Enter the string that will appear on the LCD screen in the Label field.

Line Key 1			
1. Type:	Key Event	< >	
2. Key Type:	Record		
3. Label:			
Back	Switch	Save	

6. Press the Save soft key to accept the change or the Back soft key to cancel.

To configure a URL record key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- 3. Press (\cdot) or (\cdot) , or the **Switch** soft key to select **URL Record** from the **Type** field.
- 4. (Optional.) Enter the string that will appear on the LCD screen in the Label field.
- 5. Enter the URL (e.g., http://10.1.2.224/phonerecording.cgi) in the URL Record field.

	Line	Key 2		
1. Type:		URL Record	<►	
2. Label:				
3. URL Record: .1.2.224/phonerecording.cgi				
Back	2aB	Delete	Save	

6. Press the Save soft key to accept the change or the Back soft key to cancel.

Record and URL record keys are configurable via web user interface at the path **DSSKey**->Line key.

The Record and URL Record keys control the recording function, and are available:

- During an active call
- When calls are on hold or mute
- During a blind or attended transfer
- During a conference call
- When the phone prompts you to answer an incoming call

The Record and URL Record keys are not available when:

There are no connected calls on your phone

• You place a new call

To record a call:

1. Press the Record or URL Record key during a call.

If the recording starts successfully, the recording icon will appear on the LCD screen and the Record or URL Record key LED will flash green.

2. Press the Record or URL Record key again to stop recording.

The recording icon disappears from the LCD screen and the Record or URL Record key LED goes out.

Recording status indicators you need to know:

Circumstance	Icons on the LCD screen
A recording is started	e appears on the LCD screen
A recording cannot be started	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A recording cannot be stopped	👿 appears for 1 second, then goes back
The recording box is full	🍿 appears for 1 second
The call cannot be recorded	👿 appears for 1 second

You can listen to the recordings stored on your server system. For example, you can dial an access code to listen to the recordings.

Note

The way in which you listen to the recordings may be different depending on the server. Contact your system administrator for more information.

Hot Desking

Hot desking originates from the definition of being the temporary physical occupant of a work station or surface by a particular employee. A primary motivation for hot desking is cost reduction. This feature 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 on the SIP-T29G IP phone to log out of existing accounts and then log into a new account. As a result, many users can share the phone resource at different times. To use this feature, you need to configure a hot desking key in advance.

Note Hot desking is not available on all servers. Contact your system administrator for more information.

To configure a hot desking key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- **3.** Press (\cdot) or (\cdot) , or the **Switch** soft key to select **Key Event** from the **Type** field.
- 4. Press () or () , or the Switch soft key to select Hot Desking from the Key Type field.
- 5. (Optional.) Enter the string that will appear on the LCD screen in the Label field.

	Line Key 1	
1. Type:	Key Event	< >
2. Key Type:	Hot Desking	
3. Label:		
Back	Switch	Save

6. Press the Save soft key to accept the change or the Back soft key to cancel.

Hot desking key is configurable via web user interface at the path DSSKey->Line key.

To use hot desking:

1. Press the hot desking key when the phone is idle.

The LCD screen prompts the following warning:

	16:27 Thu Nov 20	
@ 1001		
😵 Hot [🕕 Note		
	Clear all account config?	
Cancel		ОК

2. Press the OK soft key, registration configurations of all accounts on the phone will be cleared immediately.

The login wizard will be displayed as below:

	Hot [Desking	
1. User Name:			
2. Password:			
Back	123	Delete	Save

- 3. Enter the login information in each field.
- 4. Press the Save soft key to login or the Back soft key to cancel.

Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can press the intercom key to automatically connect with a preconfigured target extension for outgoing intercom calls, and the target extension will automatically answer incoming intercom calls by default.

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

Outgoing Intercom Calls

To configure an intercom key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- 3. Press () or (), or the Switch soft key to select Intercom from the Type field.
- 4. 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. Enter the target extension number in the Value field.



7. Press the Save soft key to accept the change or the Back soft key to cancel.

Intercom key is configurable via web user interface at the path DSSKey->Line key.

Incoming Intercom Calls

The SIP-T29G IP phone supports automatically to answer an incoming intercom call by default. The phone automatically plays a warning tone when it receives an incoming intercom call. In addition, you can enable the phone to mute the microphone when it automatically answers an incoming intercom call. You can also enable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. The active call is then placed on hold.

Intercom features you need to know:

Intercom Feature	Description
Accept Intercom	Enable or disable the IP phone to answer an
Accept Intercom	incoming intercom call.
Intercom Mute	Enable or disable the IP phone's microphone for
Intercom Mote	intercom calls.
Intercom Tone	Enable or disable the IP phone to play a warning
	tone when it receives an incoming intercom call.
	Enable or disable the IP phone to automatically
Intercom Barge	answer an incoming intercom call while there is
	already an active call on the phone.

Accept Intercom

You can enable or disable the phone to answer an incoming intercom call. If Accept Intercom is enabled, the phone will automatically answer an incoming intercom call. If Accept Intercom is disabled, the phone will reject incoming intercom calls and send a busy message to the caller. Accept Intercom is enabled by default.

Note

Your administrator can set a period of delay time before the phone automatically answers intercom calls. Contact your system administrator for more information.

Intercom Mute

You can mute or un-mute the phone's microphone for intercom calls automatically. If Intercom Mute is enabled, the microphone will be muted for intercom calls. If Intercom Mute is disabled, the microphone will work for intercom calls. Intercom Mute is disabled by default.

Intercom Tone

You can enable or disable the phone to play a warning tone when receiving an intercom call. If Intercom Tone is enabled, the phone will play a warning tone before answering the intercom call. If Intercom Tone is disabled, the phone will automatically answer the intercom call without warning. Intercom Tone is enabled by default.

Intercom Barge

You can enable or disable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. If Intercom Barge is enabled, the phone will automatically answer the intercom call and place the active call on hold. If Intercom Barge is disabled, the phone will handle an incoming intercom call like a waiting call. Intercom Barge is disabled by default.

Note To enable the phone to receive a new incoming call when it has an active call, make sure that call waiting feature is enabled on the phone in advance. For more information, refer to Call Waiting on page 129.

To configure intercom features via phone user interface:

- 1. Press Menu->Features->Intercom.
- 2. Make the desired changes.

Intercom			
1. Accept Intercom:	Enabled		
2. Intercom Mute:	Disabled	4 >	
3. Intercom Tone:	Enabled	< >	
4. Intercom Barge:	Disabled	4 Þ	
Back	Switch	Save	

3. Press the Save soft key to accept the change or the Back soft key to cancel.

These specific parameters are configurable via web user interface at the path **Features**->Intercom.

Using Intercom

To place an intercom call when the target phone is idle:

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

The called destination plays a warning tone and automatically answers the call in the speakerphone mode by default.

2. To end the intercom call, press the intercom key again or the EndCall soft key.

Multicast Paging

You can use multicast paging to quickly and easily broadcast time sensitive announcements to people who are listening to a specific multicast group. You can configure a multicast paging key or paging list key on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address(es) without involving SIP signaling. You can configure the phone to receive an RTP stream from pre-configured multicast listening address(es) without involving SIP signaling. You can specify up to 10 multicast listening addresses.

Sending RTP Stream

To configure a multicast paging key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- 3. Press (\cdot) or (\cdot) , or the **Switch** soft key to select **Key Event** from the **Type** field.
- Press (•) or (•), or the Switch soft key to select Multicast Paging from the Key Type field.
- 5. (Optional.) Enter the string that will appear on the LCD screen in the Label field.
- 6. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the Value field.

The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

	Line	Key 1	
1. Type: Key Event			< >
2. Key Type:	/pe: Multicast Paging 🖪 🖡		g 🔺 🕨
3. Label:			
4. Value: 224.5.6.20:10008			
Back	123	Delete	Save

7. Press the Save soft key to accept the change or the Back soft key to cancel.

Multicast paging key is configurable via web user interface at the path **DSSKey**->**Line** key.

To configure a paging list key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- **3.** Press (\cdot) or (\cdot) , or the Switch soft key to select **Key Event** from the **Type** field.
- 4. Press (•) or (•), or the Switch soft key to select **Paging List** from the **Key Type** field.
- 5. (Optional.) Enter the string that will appear on the LCD screen in the Label field.

	Line Key 2	
1. Туре:	Key Event	< Þ
2. Key Type:	Paging List	
3. Label:		
Back	Switch	Save

6. Press the Save soft key to accept the change or the Back soft key to cancel.

Paging list key is configurable via web user interface at the path DSSKey->Line Key.

To configure paging list via phone user interface:

- 1. Press the paging list key when the phone is idle.
- 2. Press (\bullet) or (\bullet) to select a desired paging group.

The default tag is Empty if it is not configured before.

	Paging List	
1. (Empty)		
2. (Empty)		
3. (Empty)		
4. (Empty)		
5. (Empty)		
Back	Option	Paging

- 3. Press the **Option** soft key, and then press the **Edit** soft key from the prompt list.
- 4. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the Address field.

The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

5. Enter the group name in the Label field.

	Edit Pagi	ng Address				
1. Number:		1				
2. Address:	224.5.6.20:10008					
3. Label:	el: Product					
Back	Abc	Delete	Save			

- 6. Press the Save soft key to accept the change or the Back soft key to cancel.
- 7. Repeat steps 2 to 6, you can add more paging groups.

Paging list is configurable via web user interface at the path: Directory->Multicast IP.

To delete a paging group via phone user interface:

- 1. Press the Paging list key when the phone is idle.
- **2.** Press (\bullet) or (\bullet) to select a desired group.
- 3. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts "Delete selected paging group?".

	Paging List	
1. Product		
2. (Er 🕛 W	arning	
3. (Er	Delete colorted passing group?	
4. (Er	Delete selected paging group?	
5. (Empty)		
Cancel		ОК

4. Press the OK soft key to accept the change or the Cancel soft key to cancel.

If you want to delete all paging groups, you can press the **Delete All** soft key.

You can also configure the phone to use a default codec for sending multicast RTP stream via web user interface.

To configure a default codec for multicast paging via web user interface:

- 1. Click on Features->General Information.
- 2. Select the desired codec from the pull-down list of Multicast Codec.

ealink 1296					Easter				
	Status	Account No	etwork	DSSKey	Featur	es	Settings	Directory	Security
Forward&DND	G	eneral Information						NOTE	
0.1		Call Waiting		Enabled	•	0		0.000	
General Information		Call Waiting On Code				0		Call Waiting It allows IP phor new incoming ca	
Audio		Call Waiting Off Code				0		already an active	
Intercom		Auto Redial		Disabled	•	0		Auto Redial It allows IP phor	
Transfer				:				automatically red number after th	
Call Pickup				•				Key As Send Assigns "#" or "	*" as the send
Remote Control		DTMF Repetition		3	•	0		key.	
		Multicast Codec		G722	•	0		Hotline IP phone will au	tomatically dial
Phone Lock		Play Hold Tone		Enabled	-	0		out the hotline	number when
ACD		Play Hold Tone Delay		30		0		speakerphone k key.	
SMS		Allow Mute		Enabled	-	0			
Action URL		Reboot in Talking		Disabled	¥	0		Call Completio It allows users to	o monitor the
		Hide Feature Access Co	des	Disabled	-	0		busy party and when the busy	party becomes
Bluetooth		Display Method on Dialin	g	User Name	•	0		available to rece	ive a call.
Power LED		Auto Linekeys		Disabled	•	0		You can clic more guides.	k here to get

The default codec is G722.

3. Click **Confirm** to accept the change.

If G722 codec is used for multicast paging, the LCD screen will display the icon HD to indicate that it is providing high definition voice.

Default codec for multicast paging is configurable via web user interface only.

Receiving RTP Stream

Note

You can configure the phone to receive a Real Time Transport Protocol (RTP) stream from the pre-configured multicast address(es) without involving SIP signaling. You can specify up to 10 multicast addresses that the phone listens to on the network.

How the phone handles incoming multicast paging calls depends on Paging Barge and Paging Priority Active parameters configured via web user interface.

Paging Barge

The paging barge parameter defines the priority of the voice call in progress. If the priority of an incoming multicast paging call is lower than that of the active call, it will be ignored automatically. If Disabled is selected from the pull-down list of Paging Barge, the voice call in progress will take precedence over all incoming multicast paging calls. Valid values in the Paging Barge field:

- 1 to 10: Define the priority of the active call, 1 with the highest priority, 10 with the lowest.
- **Disabled**: The voice call in progress will take precedence over all incoming paging calls.

Paging Priority Active

The paging priority active parameter decides how the phone handles incoming multicast paging calls when there is already a multicast paging call on the phone. If enabled, the phone will ignore incoming multicast paging calls with lower priorities, otherwise, the phone will answer incoming multicast paging calls automatically and place the previous multicast paging call on hold. If disabled, the phone will automatically ignore all incoming multicast paging calls.

To configure multicast listening addresses via web user interface:

- 1. Click on Directory->Multicast IP.
- 2. Select the desired value from the pull-down list of Paging Barge.
- 3. Select the desired value from the pull-down list of Paging Priority Active.
- **4.** Enter the multicast IP address(es) and port number (e.g., 224.5.6.20:10008) which the phone listens to for incoming RTP multicast in the **Listening Address** field.
- 5. Enter the label in the Label field.

Label will appear on the LCD screen when receiving the multicast RTP stream.

	Status	Account	Network	DSSKey	Featur	es	Settings	Directory	Security
Local Directory	Multicast Lis	tening						NOTE	
Remote Phone		Paging Barge		10	•	0]	Multicast Pa	aging
Book		Paging Priority /	Active	Enabled	•	0		Multicast pagi phones to se	ing allows IP
Phone Call Info	IP A	ddress	Listening Ad	ldress	Label		Priority		nsport Protocol is to/from the
LDAP	1 IP	Address	224.5.6.20:100	08	paging one		1	pre-configure address(es) v	d multicast vithout involving
Multicast IP	2 IP	Address					2	SIP signaling. multicast add	Up to 10 listeni resses can be
	3 IP	Address					3	specified on t	the IP phone.
Setting	4 IP	Address					4		click here to get
	5 IP	Address					5	more guides	
	6 IP	Address					6		
	7 IP	Address					7		
	8 IP	Address					8		
	9 IP	Address					9		
	10 IP	Address					10		

6. Click **Confirm** to accept the change.

Note The priorities of listening addresses are predefined: 1 with the highest priority, 10 with the lowest.

Multicast listening addresses are configurable via web user interface only.

Using Multicast Paging

To send RTP stream via a multicast paging key when the receiver's phone is idle:

1. Press the multicast paging key when the phone is idle.

The phone sends RTP to a preconfigured multicast address (IP: Port).

Both the sender's and receiver's phones play a warning tone and the receiver automatically answers the multicast RTP session in the speakerphone mode.

The multicast paging key LED illuminates solid green.

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



- To place the current multicast RTP session on hold, press the Hold soft key. The sender's phone places the multicast RTP session on hold and receiver's phone releases the session.
- To resume the held multicast RTP session, press the **Resume** soft key. The multicast RTP session is established again.
- 4. To end the multicast RTP session, press the EndCall soft key.

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.

To send RTP stream via a paging list key when the receiver's phone is idle:

- 1. Press the paging list key when the phone is idle.
- **2.** Press (\bullet) or (\bullet) to select the desired group.
- **3.** Press (∞) or the **Paging** soft key to send RTP.

📞 Talking			HD
2 1001	4.5.6.20:10008	00 : 05	
	Hold		EndCall

4. To place the current multicast RTP session on hold, press the Hold soft key. The sender's phone places the multicast RTP session on hold and receiver's phone releases the session.

- To resume the held multicast RTP session, press the Resume soft key. The multicast RTP session is established again.
- 6. To end the multicast RTP session, press the EndCall soft key.

Music on Hold

Music on hold (MoH) is the business practice of playing recorded music to fill the silence that would be heard by the party placed on hold. To use this feature, you should specify a SIP URI pointing to a Music on Hold Server account. When a call is placed on hold, the phone will send a SIP INVITE message to the Music on Hold Server account. The Music on Hold Server account automatically answers the SIP INVITE messages and immediately plays audio from some source located anywhere (LAN, Internet) to the held party. Contact your system administrator for the SIP URI.

To configure music on hold server via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Enter the SIP URI (e.g., sip:moh@sip.com) in the Music Server URI field.

	Status	Account	Network	DSSKey	Featu	res	Settings	Directory	Security
Register	Acc	count		Account 1	•	?		NOTE	
Basic	Kee	ep Alive Type		Default	•	0		DTMF	
Basic	Kee	ep Alive Interval(Se	conds)	30		0		It is the signa	I sent from the
Codec	RPG	ort		Disabled	•	0			network, which nen pressing th
Advanced	Sub	oscribe Period(Seco	nds)	1800		0		phone's keyp	ad during a call.
				:				Session Time It allows a pe SIP sessions t re-INVITE rec determine wh session is still	riodic refresh of hrough a juest, to nether a SIP
		SIP Server Type Music Server URI		Default sip:moh@sip.com	•	0			
			4.	sip:mon@sip.col	m	0			ield/BLF List ecific extension
		ected Call Pickup Co oup Call Pickup Code				0		list of extensi changes on I	ons for status phones.
				Enabled		0			
		tinctive Ring Tones			-	0		Shared Call Appearant (SCA)/ Bridge Line Appearance (BLA)	
		register When Rebo	oc	Disabled	•	0			
		t Dialog BLF		Disabled	•	0		line on severa	s to share a SIP Il IP phones. Ar
		RTCP-XR Collector				0		IP phone can originate or re	be used to aceive calls on t
	VQ	RTCP-XR Collector	address			0		shared line.	

4. Click Confirm to accept the change.

When you place a call on hold, the held party can hear the music.

Note

For this feature to function, all involved parties cannot use encrypted RTP (SRTP).

Music on hold server is configurable via web user interface only.

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 the SIP-T29G IP phone allows the ACD system to distribute large volumes of incoming calls to the registered ACD users. To use this feature, you should configure an ACD key in advance. For more information on ACD key icon indicators, refer to lcon Instructions on page 3.

Note Make sure ACD is enabled on your IP phone. For more information on enabling ACD, contact your system administrator.

To configure an ACD key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- **3.** Press (\cdot) or (\cdot) , or the **Switch** soft key to select **ACD** from the **Type** field.
- 4. (Optional.) Enter the string that will appear on the LCD screen in the Label field.

	Line Key 1	
1. Type:	ACD	
2. Label:		
Back	Switch	Save

5. Press the Save soft key to accept the change or the Back soft key to cancel.

ACD key is configurable via web user interface at the path DSSKey->Line Key.

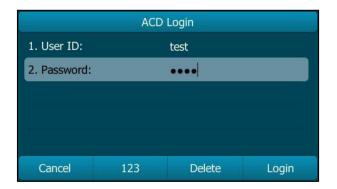
To log into the ACD system:

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.



2. Press the Login soft key to log in.

After configuring an ACD key, you can press the ACD key to log into the ACD system. After logging in, you are ready to receive calls from the ACD system. You can press the ACD key to show your current ACD user status. You can press the **Available/Unavailable** soft key to change your ACD user status. ACD user status synchronizes on both IP phone and ACD system.

When you set the ACD user status to be available, the ACD key LED illuminates solid green, and then the server begins distributing calls to your phone. When you set the ACD user status to be unavailable, the ACD key LED flashes green, and then the server temporarily stops distributing calls to your phone. To log out of the ACD system, press the **Logout** soft key.

Note It is recommended you configure no more than one ACD key per phone. At any time, at most one ACD key can be in progress on your phone.

Note Contact your system administrator for the User ID and Password to access the ACD system.

Shared Call Appearance (SCA)

You can use SCA feature to share an extension which can be registered on two or more IP phones at the same time. The shared line is indicated by a different line icon. In the following figure, the first line is private and the second line is shared:

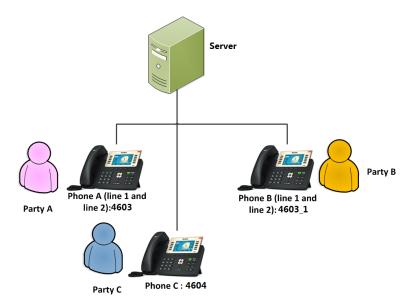
	16 36 Tu	e May 26	
2 4604			
6 1003			
History	Directory	DND	Menu

If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either phone but not both.

This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss's extension on her phone. When there is an incoming call to the extension of the boss, both the phones of the boss and the secretary will ring simultaneously. Either the boss or the secretary can answer the call. Calls on the shared line can be placed on hold, barged in or retrieved from another shared phone.

Configuring SCA Feature on the IP Phone

You can configure a primary account on the IP phone and other alternate accounts on the other IP phones. In a SCA Hybrid Key System scenario, you can automatically assign multiple DSS keys with Line type for a registered shared line on the phone (If auto linekeys feature is enabled). For example, party A, party B share the account 4603, phone A registers the primary account 4603 and assigns line key 1 and line key 2 for the account 4603, phone B registers the alternate account 4603_1 and assigns line key 1 and line key 2 for the account 4603_1, phone C registers the account 4604.



To configure the auto linekeys feature via web user interface:

- 1. Click on Features-> General Information.
- 2. Select Enabled from the pull-down list of Auto LineKeys.

alink 1296	Status	Account	Network	DSSKey	Featur	es	Settings	Directory Security
Forward&DND	G	eneral Informati	on					NOTE
General		Call Waiting		Enabled	-	0		Call Waiting
Information		Call Waiting On Co	ode			0		It allows IP phones to receive a
Audio		Call Waiting Off Co	ode			0		new incoming call when there i already an active call.
Intercom		Auto Redial		Disabled	•	0		Auto Redial It allows IP phones to
Transfer				:				automatically redial a busy number after the first attempt.
Call Pickup				•				Key As Send Assigns "#" or "*" as the send
Remote Control		Call Number Filter		<i>r</i>		0		key.
Phone Lock		Accept SIP Trust	Server Only	Disabled		0		Hotline IP phone will automatically dial
Phone Lock		Allow IP Call		Enabled	•	0		out the hotline number when lifting the handset, pressing the
ACD		IP Direct Auto An	swer	Disabled	•	0		speakerphone key or the line key.
SMS		Call List Show Nur	nber	Disabled	•	0		
Action URI		Voice Mail Tone		Enabled	•	0		Call Completion It allows users to monitor the
		DHCP Hostname		SIP-T29G		0		busy party and establish a call when the busy party becomes
Bluetooth		Hide Feature Acce	ess Codes	Disabled	-	0		available to receive a call.
Power LED		Display Method or	n Dialing	User Name	•	0		You can click here to get
Notification Popups		Auto Linekeys		Enabled	•	0		more guides.

If **Auto LineKeys** is enabled, you can automatically assign multiple DSS keys with Line type for a registered shared line on the phone.

3. Click **Confirm** to accept the change.

To configure the shared line settings and the number of line key on phone A via web user interface:

1. Register the primary account 4603.

	Status Account Networ	k DSSKey Fea	tures Settings	Directory Security
Register	Account	Account 1	• 0	NOTE
Basic	Register Status	Registered		Account Registration
Dasic	Line Active	Enabled	* 🕜	Registers account(s) for the IP
Codec	Label	4603	0	phone.
Advanced	Display Name	4603	0	Server Redundancy It is often required in VoIP
	Register Name	4603	0	deployments to ensure continuity of phone service, fo
	User Name	4603	0	events where the server need to be taken offline for
	Password		0	maintenance, the server fails, o the connection between the I
	SIP Server 1 🕜			phone and the server fails.
	Server Host	pbx.yealnk.com	Port 5060 🕜	NAT Traversal
	Transport	UDP	• 0	A general term for techniques that establish and maintain IP
	Server Expires	3600	0	connections traversing NAT gateways. STUN is one of the
	Server Retry Counts	3	0	NAT traversal techniques.
	SIP Server 2 🕜			You can configure NAT travers
	Server Host		Port 5060	for this account.
	Transport	UDP	- 0	You can click here to get
	Server Expires	3600	0	more guides.
	Server Retry Counts	3	0	
	Enable Outbound Proxy Server	Enabled	• 0	
	Outbound Proxy Server 1	10.1.8.11	Port 5060 🕜	
	Outbound Proxy Server 2		Port 5060	
	Proxy Fallback Interval	3600	0	
	NAT	Disabled	• 0	

- 2. Click on Advanced, and then select Shared Call Appearance from the pull-down list of Shared Line.
- 3. Enter the desired number in the Number of line key field.

This field appears only if Auto Linekeys feature is enabled.

	Status Account Network	DSSKey Feature	es Settings	Directory Security
Register	Account	Account 1 🔹	0	NOTE
	Keep Alive Type	Default 🔹	0	
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the
Codec	RPort	Disabled 👻	0	phone to the network, which generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
	BLF List Retrieve Call Parked Code	•	0	SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Shared Line	Shared Call Appearance 🔻	0	Busy Lamp Field/BLF List
	Call Pull Feature Access Code		0	Monitors a specific extension/ list of extensions for status
	Dialog Info Call Pickup	Disabled 👻	0	changes on IP phones.
	BLA Number		0	Shared Call Appearance
	Out Dialog BLF	Disabled 👻	0	(SCA)/ Bridge Line Appearance (BLA)
	VQ RTCP-XR Collector name		0	It allows users to share a SIP
	VQ RTCP-XR Collector address		0	line on several IP phones. Any IP phone can be used to
				originate or receive calls on th

The default value is 1. In this example, the value is set to 2.

4. Click **Confirm** to accept the change.

The phone A will automatically configure the line keys from the first unused DSS key, according to the configured number in the **Number of line key** field.

To configure the shared line settings and the number of line key on phone B via web user interface:

1. Register the alternate account 4603_1.

ealink 1296				
	Status Account Netw		atures Settings	Directory Security
Register	Account	Account 1	• 🕜	NOTE
Basic	Register Status	Registered		Account Registration
	Line Active	Enabled	• 🕜	Registers account(s) for the IP phone.
Codec	Label	4603_1	0	
Advanced	Display Name	4603_1	0	Server Redundancy It is often required in VoIP
	Register Name	4603	0	deployments to ensure continuity of phone service, for
	User Name	4603_1	0	events where the server need to be taken offline for
	Password	•••••	0	maintenance, the server fails, the connection between the
	SIP Server 1			phone and the server fails.
	Server Host	pbx.yealnk.com	Port 5060	NAT Traversal
	Transport	UDP	• 🕜	A general term for techniques that establish and maintain IP
	Server Expires	3600	0	connections traversing NAT gateways. STUN is one of the
	Server Retry Counts	3	0	NAT traversal techniques.
	SIP Server 2 🕜			You can configure NAT traven
	Server Host		Port 5060	for this account.
	Transport	UDP	• 0	You can click here to get
	Server Expires	3600	0	more guides.
	Server Retry Counts	3		
		-	•	
	Enable Outbound Proxy Server	Enabled	• 🕜	
	Outbound Proxy Server 1	10.1.8.11	Port 5060 🕜	
	Outbound Proxy Server 2		Port 5060	
	Proxy Falback Interval	3600	0	
	NAT	Disabled	• 0	

(Enter the primary account 4603 in the **Register Name** field.)

- 2. Click on Advanced, and then select Shared Call Appearance from the pull-down list of Shared Line.
- 3. Enter the desired number in the **Number of line key** field.

This field appears only if Auto Linekeys feature is enabled.

	Status Account Network	DSSKey Features Settin	ngs Directory Security
Register	Account	Account 1 🔹 ?	NOTE
	Keep Alive Type	Default 🔹 🕜	DTHE
Basic	Keep Alive Interval(Seconds)	30 🕜	DTMF It is the signal sent from the IF
Codec	RPort	Disabled 🔹 🍞	phone to the network, which generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.
	BLF List Retrieve Call Parked Code		SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Shared Line	Shared Call Appearance 👻 🕜	Busy Lamp Field/BLF List
	Call Pull Feature Access Code	0	Monitors a specific extension/a list of extensions for status
	Dialog Info Call Pickup	Disabled 👻 🕐	changes on IP phones.
	BLA Number	0	Shared Call Appearance
	Out Dialog BLF	Disabled 🔻 🕜	(SCA)/ Bridge Line Appearance (BLA)
	VQ RTCP-XR Collector name	0	It allows users to share a SIP line on several IP phones. Any
	VQ RTCP-XR Collector address	•	IP phone can be used to
	VO RTCP-XR Collector port	5060	originate or receive calls on the shared line.

The default value is 1. In this example, the value is set to 2.

4. Click **Confirm** to accept the change.

The phone B will automatically configure the line keys from the first unused DSS key, according to the configured number in the **Number of line key** field.

Configuring private hold soft key or private hold key

Public hold allows any shared line to retrieve the held call. Private hold only allows the hold party to retrieve the held call. For example, you can retrieve the held call on either phone A or phone B when you place a call on public hold; you can retrieve the held call only on phone A when you place a call on private hold on phone A. By default, the private hold soft key isn't displayed on the LCD screen. You need to configure either the private hold soft key or a private hold key before you place the call on private hold.

To configure the private hold soft key via web user interface:

- 1. Click on Settings->Softkey Layout.
- 2. Select Enabled from the pull-down list of Custom Softkey.
- 3. Select On Talk from the pull-down list of Call States.

Select Private Hold from the Unselected Softkeys column and then click .
 The Private Hold appears in the Selected Softkeys column.

State	IS Account Netwo	ork DSSKey	Features	Settings Dir	ectory Security
Preference	Custom Softkey	Enabled	~	NC	DTE
Time & Date	Call States	On Talk	~	The	ftkey Layout e softkey layout template
Call Display	Unselected Softkeys	Selected Softkeys (Ordered by posit		lay The	ws you to customize soft key out for different call states. e call states include CallFailed IIn, Connecting, Dialing (not
Upgrade Auto Provision	Empty Mute Swap New Call	Transfer Hold Conference End Call		Rin	licable to SIP-T48G), gBack and Talking. After up, place the templates to th visioning server and specify
Configuration	Switch Account Answer	Private Hold		the	access URL in the figuration files.
Dial Plan	Reject Park Group Park	-	<u> </u>		You can click here to get re quides.
Voice	RTP Status			ma	re guides.

5. Click **Confirm** to accept the change.

To configure a private hold key via phone user interface:

- 1. Press Menu->Features->DSS Keys.
- 2. Select the desired DSS key.
- **3.** Press (\cdot) or (\cdot) , or the **Switch** soft key to select **Key Event** from the **Type** field.
- 4. Press () or () , or the Switch soft key to select Private Hold from the Key Type field.

Line Key 1					
1. Type:	Key Event	< Þ			
2. Key Type:	Private Hold				
3. Label:					
Back	Switch	Save			

- 5. (Optional.) Enter the string that will appear on the LCD screen in the Label field.
- 6. Press the Save soft key to accept the change or the Back soft key to cancel.

Configuring call pull feature

Call pull feature allows users to retrieve an existing call from another shared phone that is in active or public hold status.

To configure the call pull feature access code via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.

3. Enter the call pull feature access code (e.g., *11) in the **Call Pull Feature Access Code** field.

			Log Ou
ealink 1296	Status Account Network	DSSKey Features Settin	gs Directory Security
Register	Account	Account 1 🔹 🥐	NOTE
-	Keep Alive Type	Default 🔹 🥝	
Basic	Keep Alive Interval(Seconds)	30	DTMF It is the signal sent from the IP
Codec	RPort	Disabled 👻 🕜	phone to the network, which is generated when pressing the I
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.
	BLF List Retrieve Call Parked Code		It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Shared Line	Shared Call Appearance 👻 🕜	
	Call Pull Feature Access Code	*11	Busy Lamp Field/BLF List Monitors a specific extension/a
	Dialog Info Call Pickup	Disabled 🗸 🥜	list of extensions for status changes on IP phones.
	Distinctive Ring Tones	Enabled 🔹 🥐	
	Unregister When Reboot	Disabled 🗸 🥥	Shared Call Appearance (SCA)/ Bridge Line
	Out Dialog BLF	Disabled 🗸 🥥	Appearance (BLA) It allows users to share a SIP
	VQ RTCP-XR Collector name		line on several IP phones. Any IP phone can be used to
	VQ RTCP-XR Collector address	0	originate or receive calls on the
	VQ RTCP-XR Collector port	5060	shared line.
	Confirm	Cancel	Network Conference It allows multiple participants

4. Click **Confirm** to accept the change.

The phone will dial out "*11" automatically when you press the CallPull soft key.

Using SCA Feature on the IP Phone

This section provides you with detailed information on using the SIP-T29G IP phone in a SCA Hybrid Key System scenario. In a SCA Hybrid Key System scenario, the status of the line key LED which associates with a shared line will change. For more information on line key LED indicators, refer to LED Instructions on page 6.

You can do the following using the IP phone in a SCA Hybrid Key System scenario:

- Placing calls
- Answering calls
- Placing a call on hold
- Retrieving a held call
- Barging in an active call
- Call Pull

Placing Calls

You can have one call or multiple calls on the shared line.

To place a call on the shared line:

Do one of following:

Enter the desired number using the keypad when the phone is idle.
 Press or , #main, or the Send soft key.

The phone will dial the entered number using the first line key.

- Press the line key when the phone is idle to enter the dialing screen.

Enter the desired number using the keypad and then press (\mathbf{w}) , $(\mathbf{H}_{\mathbf{w}})$, or the **Send** soft key.

The phone will dial the entered number using the selected line key.

To place multiple calls on the shared line:

You can have more than one call on the shared line. To place a new call when there is an active call on the line key 1 of phone A, do one of the following on phone A:

- Press or the **Hold** soft key. The original call is placed on hold.

Press the NewCall soft key to enter the dialing screen.

Enter the desired number using the keypad.

Press (o_{K}) , $\#_{ERO}$, or the **Send** soft key.

Phone A will dial the entered number using the line key 2 automatically.

- Press the line key. The original call is placed on hold.

Enter the desired number using the keypad.

Press $(o\kappa)$, $\#_{sero}$, or the **Send** soft key.

Phone A will dial the entered number using the selected line key.

Answering Calls

You can have one call or multiple calls on the shared line. Incoming calls will be distributed evenly among the available line keys.

To answer a call on the shared line:

When an incoming call arrives on the shared line, the phone A and phone B will ring simultaneously, and the LED indicators of the line key 1 on both phone A and phone B will flash green. You can answer the incoming call on either phone A or phone B but not both.

Do one of the following on phone A or phone B:

- Press the line key 1, (••) or the **Answer** soft key on phone A.

The LED indicator of the line key 1 on phone A will illuminate solid green and phone

B will illuminate solid Red.

Press the line key 1, , or the Answer soft key on phone B.
 The LED indicators of the line key 1 on phone A will illuminate solid red and phone B will illuminate solid green.

To answer multiple calls on the shared line:

An incoming call arrives on the shared line when there is an active call on phone A's line key 1. The LED indicators of the line key 2 on both phone A and phone B will fast flash green. You can answer the incoming call on either phone A or phone B. The LCD screen of phone A displays the information of the incoming call (e.g., "Incoming call: 4604 Yealink").





Do one of the following on phone A:

- Press the line key 2. Phone B stops ringing.
- Press the Answer soft key. Phone B stops ringing.
- Press (

 to access the new call.

Press (or the **Answer** soft key. Phone B stops ringing.

The incoming call is answered and the original call is placed on hold. The LED indicators of the line key 1 on phone A will slow flash green and phone B will slow flash red indicating that there is the held call on the line key 1. The LED indicators of the line key 2 on phone A will illuminate solid green and phone B will illuminate solid red indicating that there is an active call on the line key 2.

You can also answer the call on phone B. Do one of the following on phone B:

- Press the line key 2. Phone A stops ringing.
- Press (ok) or the **Answer** soft key. Phone A stops ringing.

The LED indicators of the line key 2 on phone A will illuminate solid red and phone B will illuminate solid green indicating that there is an active call on the line key 2. Meanwhile, The LED indicators of the line key 1 phone A will illuminate solid green and phone B will illuminate solid red indicating that there is an active call on the line key 1.

Note

If the number of incoming calls is greater than the configured line keys, the line keys will be used by sequence circulation.

Placing a Call on Hold

To place a call on public hold:

1. Press or the **Hold** soft key on phone A when party A and party C are talking.

📞 Talking			HD
& 4603 & 4603	4604 Yealink 4604	Hold 00 : 13	
Transfer	Resume	NewCall	EndCall

The line key LEDs on phone A slow flash green and phone B slow flash red when the shared line call is placed on hold.

To place a call on private hold:

1. Press the **PriHold** soft key or private hold key on phone A when there is an active call on the shared line (You may need to press the **More** soft key to see the **PriHold** soft key).



The line key LED slow flashes green on phone A when the shared line call is placed on private hold.

The line key LED illuminates solid red on phone B when the shared line call is

placed on private hold.

Retrieving a Held Call

To retrieve a call placed on public hold:

You can retrieve the public held call on either phone A or phone B.

To retrieve the call on phone A:

Press the line key with the slow flashing green LED indicator, or the Resume soft key.

The conversation between phone A and phone C is retrieved.

To retrieve the call on phone B:

Do one of the following:

Press the line key with the slow flashing red LED indicator.

To retrieve a call placed on private hold:

The private held call can be only retrieved by the hold party (party A).

Do one of the following:

- Press the line key with the slow flashing green LED indicator.
- Press the **Resume** soft key on phone A.
- Long press the desired line key. The **Cancel**, **CallPull**, **NewCall** and **Retrieve** soft keys appear on the LCD screen.

	Shared Calls				
1. SCA Held : 4604 Yealink					
Cancel	CallPull	NewCall	Retrieve		

Press the **Retrieve** soft key to retrieve the call.

The conversation is established between phone B and phone C, phone A disconnects the call. And the line key LED on phone A illuminates solid red and phone B illuminates solid green.

Barging In an Active Call

To interrupt the active call on the shared line:

If phone A has only one active call, do the following:

1. Long press the desired line key on phone B.

The **Cancel**, **CallPull**, **NewCall** and **Barge In** soft keys appear on the LCD screen of phone B.

	Shared Calls				
1. SCA Active : 4604 Yealink					
Cancel	CallPull	NewCall	Barge In		

2. Press the Barge In soft key to interrupt the active call of phone A.

Party B will set up a conference call with the other parties in the active call.

- **3.** Press \bigoplus_{HOLD} , the Hold or the EndCall soft key.
 - If any party in the conference call presses or the **Hold** soft key, two-way voice can be heard between the remaining parties.
 - If party A or party B presses the **EndCall** soft key, the remaining parties are still connected. If the other party (not the shared line party) presses the **EndCall** soft key, the conference call is ended.

You can also press the line key with the solid red LED indicator on phone B to set up a conference call with the other parties in the active call.

If phone A has more than one call, do the following:

1. Long press the desired line key on phone B.

The list of calls appears on the LCD screen of phone B.

	1/2					
1. SCA Held : 4604 Yealink						
2. SCA Active	2. SCA Active : 4609 Yealink					
Cancel	CallPull	NewCall	Retrieve			

2. Press \frown or \frown to select the active call.

 Shared Calls
 2/2

 1. SCA Held : 4604 Yealink
 2. SCA Active : 4609 Yealink
 2. SCA Active : 4609 Yealink

 Cancel
 CallPull
 NewCall
 Barge In

The **Cancel**, **CallPull**, **NewCall** and **Barge In** soft keys appear when the active call is highlighted.

3. Press the Barge In soft key to interrupt the active call of phone A.

Party B may hear a warning tone and then set up a conference call with the other parties of the active call.

- 4. Press , the Hold or the EndCall soft key.
 - If any party in the conference call presses _____, the Hold soft key, two-way voice can be heard between the remaining parties.
 - If party A or party B presses the EndCall soft key, the remaining parties are still connected. If the other party (not the shared line party) presses the EndCall soft key, the conference call is ended.

Call Pull

Call pull feature allows users to retrieve an existing call from another shared phone that is in active or hold status. For example, when there is a call between phone A and phone C, you can use call pull feature on phone B to retrieve this call from phone A. Then the call is established between phone B and phone C.

To retrieve a call from another shared phone:

If there is an active call between phone A and phone C, do the following:

1. Long press the desired line key on phone B.

The **Cancel**, **CallPull**, **NewCall** and **Barge In** soft keys appear on the LCD screen of phone B.



2. Press the CallPull soft key.

The active call has been retrieved from the phone A successfully.

If there is a held call between phone A and phone C, do the following:

1. Long press the desired line key on phone B.

The **Cancel**, **CallPull**, **NewCall** and **Retrieve** soft keys appear on the LCD screen of phone B.

	1/1			
1. SCA Held : 4604 Yealink				
Cancel	CallPull	NewCall	Retrieve	

2. Press the CallPull soft key.

The held call has been retrieved from the phone A successfully.

Bridged Line Appearance (BLA)

BLA allows users to share a SIP line on two or more IP phones. Users can monitor the specific extension (BLA number) for status changes on each IP phone. To use this feature, a BLA group should be pre-configured on the server and one of them is specified as a BLA number. BLA depends on support from a SIP server.

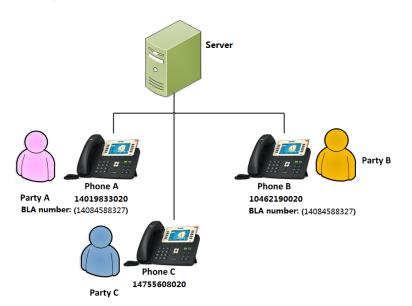
In the following figure, the first line is private and the second line is shared:

	09:53 Tu	e 19 May	
2 140198			
S 104621			
History	Directory	DND	Menu

Any IP phone can be used to originate or receive calls on the bridged line. An incoming call to the BLA number can be presented to multiple phones in the group simultaneously. The incoming call can be answered on any IP phone of the group but not all.

Configuring BLA Feature on the IP Phone

You can share a BLA number on two or more phones. For example, phone A registers the account 14019833020 and assigns BLA number, phone B registers the account 10462190020 and assigns BLA number, phone C registers the account 14755608020. Phone A and phone B share the BLA number 14084588327.



To register an account and configure BLA feature on phone A via web user interface:

1. Register the account 14019833020.

Ma subsets			Log Out
Yealink	Status Account Network	k DSSKey Features Settings	Directory Security
Register	Account	Account 1 • ?	NOTE
	Register Status	Registered	
Basic	Line Active	Enabled 🔹 🕜	Account Registration Registers account(s) for the IP
Codec	Label	14019833020 💡	phone.
Advanced	Display Name	14019833020	Server Redundancy It is often required in VoIP
	Register Name	14019833020 💡	deployments to ensure continuity of phone service, for
	User Name	14084588327	events where the server needs to be taken offline for
	Password	••••••	maintenance, the server fails, or the connection between the IP
	SIP Server 1 👔		phone and the server fails.
	Server Host	sip.ringcentral.com Port 5060	NAT Traversal
	Transport	UDP 🔻 🕜	A general term for techniques that establish and maintain IP
	Server Expires	3600 ?	connections traversing NAT gateways. STUN is one of the
	Server Retry Counts	3	NAT traversal techniques.
	SIP Server 2 🕜		You can configure NAT traversal
	Server Host	Port 5060	for this account.
	Transport	UDP 🔹 🕜	You can click here to get
	Server Expires	3600	more guides.
	Server Retry Counts	3	
	Enable Outbound Proxy Server	Enabled 🔹 🕐	
	Outbound Proxy Server 1	sip114.ringcentral.com Port 5099	
	Outbound Proxy Server 2	Port 5060	
	Proxy Falback Interval	3600	
	NAT	Disabled 🔹 🕐	
	Confirm	Cancel	

2. Click on Advanced, and then select Draft BLA from the pull-down list of Shared Line.

	Status Account Netwo	ork DSSKey Featu	ures Settings	Directory Security
Register	Account	Account 1	0	NOTE
	Keep Alive Type	Default 👻	0	
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the
Codec	RPort	Disabled -	0	phone to the network, which generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
	BLF List Retrieve Call Parked Code		0	Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Shared Line	Draft BLA 🗸	0	
	Dialog Info Call Pickup	Disabled -	0	Busy Lamp Field/BLF List Monitors a specific extension/
	BLA Number	14084588327	0	list of extensions for status changes on IP phones.
	BLA Subscription Period	300	0	
	SIP Send MAC	Disabled 👻	0	Shared Call Appearance (SCA)/ Bridge Line
	Out Dialog BLF	Disabled 🗸	0	Appearance (BLA) It allows users to share a SIP
	VQ RTCP-XR Collector name		0	line on several IP phones. An IP phone can be used to
	VQ RTCP-XR Collector address		0	originate or receive calls on the shared line.

3. Enter the desired number in the **BLA Number** field.

4. Click **Confirm** to accept the change.

To register an account and configure BLA feature on phone B via web user interface:

				Log Out
Yealink 17296	Status Account Networ	k DSSKev Feat		
	Status Account Network	k DSSKey Feat	tures Settings	Directory Security
Register	Account	Account 1	• 0	NOTE
Basic	Register Status	Registered		Account Registration
DdSIC	Line Active	Enabled	• 🕜	Registers account(s) for the IP
Codec	Label	10462190020	0	phone.
Advanced	Display Name	10462190020	0	Server Redundancy It is often required in VoIP
	Register Name	10462190020	0	deployments to ensure continuity of phone service, for
	User Name	14084588327	0	events where the server needs to be taken offline for
	Password	•••••	0	maintenance, the server fails, or the connection between the IP
	SIP Server 1 💡			phone and the server fails.
	Server Host	sip.ringcentral.com	Port 5060	NAT Traversal
	Transport	UDP	• 🔞	A general term for techniques that establish and maintain IP
	Server Expires	3600	0	connections traversing NAT gateways. STUN is one of the
	Server Retry Counts	3	0	NAT traversal techniques.
	SIP Server 2 🕜			You can configure NAT traversal
	Server Host		Port 5060	for this account.
	Transport	UDP	• 🕜	You can click here to get
	Server Expires	3600	0	more guides.
	Server Retry Counts	3	0	
	Enable Outbound Proxy Server	Enabled	• 🕜	
	Outbound Proxy Server 1	sip214.ringcentral.com	Port 5099	
	Outbound Proxy Server 2		Port 5060	
	Proxy Falback Interval	3600	0	
	NAT	Disabled	• 🕜	
	Confirm	Cancel		

1. Register the account 10462190020.

 Click on Advanced, and then select Draft BLA from the pull-down list of Shared Line.

alink 1296	Status Account Network	DSSKey Features Settings	Directory
Register	Account	Account 1 🔹 🥐	NOTE
	Keep Alive Type	Default 👻 🕜	
Basic	Keep Alive Interval(Seconds)	30 🕜	DTMF It is the signal sent from the 1
Codec	RPort	Disabled 🗸 🥜	phone to the network, which generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.
	BLF List Retrieve Call Parked Code		Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Shared Line	Draft BLA 🗸 🥜	
	Dialog Info Call Pickup	Disabled 🗸 🥜	Busy Lamp Field/BLF List Monitors a specific extension/
	BLA Number	14084588327	list of extensions for status changes on IP phones.
	BLA Subscription Period	300	
	SIP Send MAC	Disabled 🗸 🥜	Shared Call Appearance (SCA)/ Bridge Line
	Out Dialog BLF	Disabled 🗸 🧑	Appearance (BLA) It allows users to share a SIP
	VQ RTCP-XR Collector name	0	line on several IP phones. Any
	VQ RTCP-XR Collector address	0	IP phone can be used to originate or receive calls on th shared line.

3. Enter the desired number in the **BLA Number** field.

4. Click **Confirm** to accept the change.

Using BLA Feature on the IP Phone

This section provides you with detailed information on using the SIP-T29G IP phone in a BLA scenario. In a BLA scenario, the status of the line key LED which associates with a bridged line will change. For more information on line key LED indicators, refer to LED Instructions on page 6.

You can do the following using the IP phone in a BLA scenario:

- Placing calls
- Answering calls
- Place a call on hold
- Retrieving a held call

Placing Calls

You can have one call or multiple calls on the bridged line.

To place a call on the bridged line:

Do one of following:

- Enter the desired number using the keypad when the phone is idle.

Press $(\mathbf{o}\mathbf{K})$, $\mathbf{f}_{\mathbf{s} \in \mathbf{N}}$, or the **Send** soft key.

The phone will dial the entered number.

- Press the line key when the phone is idle to enter the dialing screen.

Enter the desired number using the keypad and then press (••), (#•••), or the **Send** soft key.

The phone will dial the entered number.

To place multiple calls on the bridged line:

You can have more than one call on the bridged line. To place a new call when there is an active call on phone A, do one of the following on the phone A:

- Press or the **Hold** soft key. The original call is placed on hold.

Press the NewCall soft key to enter the dialing screen.

Enter the desired number using the keypad.

Press $(\mathbf{o}\mathbf{k})$, $\mathbf{\#}_{\mathbf{s}\mathbf{b}\mathbf{o}}$, or the **Send** soft key.

Phone A will dial the entered number.

- Press the line key. The original call is placed on hold.

Enter the desired number using the keypad.

Press $(^{OK})$, $\#_{sso}$, or the **Send** soft key.

Phone A will dial the entered number.

Answering Calls

When the phone C dials the BLA number "14084588327", an incoming call will arrive on the bridged line. The phone A and phone B ring simultaneously and the LED indicators of the line key on both phone A and phone B will flash green. You can answer the incoming call on either phone A or phone B but not both.

Do one of the following on phone A or phone B:

- Press (or), (or the **Answer** soft key on phone A.

Phone B stops ringing. The LED indicator of the line key on the phone A will illuminate solid green. At the meanwhile, the LED indicator of the line key on the phone B will illuminate solid red indicating that there is an active call on the phone A.

- Press $(\mathbf{o}\mathbf{k})$, $\mathbf{e}\mathbf{k}$ or the **Answer** soft key on phone B.

Phone A stops ringing. The LED indicator of the line key on the phone B will illuminate solid green. At the meanwhile, the LED indicator of the line key on the phone A will illuminate solid red indicating that there is an active call on the phone B.

Placing a Call on Hold

To place a call on hold:

 Press or the Hold soft key on phone A when party A and party C are talking. The line key LEDs on phone A slow flash green and phone B slow flash red when the bridged line call is placed on hold.

Retrieving a Held Call

If there is a held call between phone A and phone C, you can retrieve a held call on either phone A or phone B.

To retrieve the held call on phone A:

1. Press the line key with the slow flashing green LED indicator, or the **Resume** soft key on phone A.

The conversation between phone A and phone C is retrieved.

To retrieve the held call on phone B:

1. Press the line key with the slow flashing red LED indicator on phone B.

The conversation is established between phone B and phone C, phone A disconnects the call.

Messages

Short Message Service (SMS)

You can send and receive text messages using the SIP-T29G IP phone. New text messages can be indicated both acoustically and visually. When receiving a new text message, the phone will play a warning tone. The power indicator LED will slow flash red, and the LCD screen will prompt "n New Text Message(s)" ("n" indicates the number of unread text messages. e.g., 1 New Text Message(s)) and an icon March .

Note

When the phone receives a text message, the text message prompt window will pop up by default, if you want to disable the feature, contact your system administrator for more information.

an 13 🛛 🔤 1
ssage(s)
View

You can store text messages in your phone's Inbox, Sentbox, Outbox or Draftbox. Each of the boxes can store up to 100 text messages. If the number of the text messages in one box is more than 100, 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.

To read a text message:

1. Press Menu->Message->Text Message->Inbox.

Senth	οοχ Οι	utbox 1/4 🕨
	Today 10:07	
Reply	Option	View
	Reply	Today 10:07

2. Select the desired message and then press the View soft key.

To send a text message:

- 1. Press Menu->Message->Text Message->New Message.
- 2. Compose the new text message. You can press the **abc** soft key to change the input mode.

	New M	essage	
hi			
Back	abc	Delete	Send

- 3. Press the **Send** soft key.
- 4. (Optional.) Press (•) or (•), or the **Switch** soft key to select the desired account from the **From** field.
- 5. Enter the number you want to send the message to in the To field.
- 6. Press the Send soft key to send the message or the Back soft key to cancel.

Sending a text message is configurable via web user interface at the path **Features**->**SMS**.

To reply a text message:

1. Press Menu->Message->Text Message->Inbox.

Note If the phone prompts receiving new text messages, you can also press the View soft key to read the new messages directly.

- 2. Select the desired message and then press the Reply soft key.
- **3.** Compose the new text message. You can press the **abc** soft key to change the input mode.

	To:1024<1024@10.3.5.199>		
so			
Back	abc	Delete	Send

- 4. Press the **Send** soft key after completing the content.
- 5. Check the From and To fields, and then press the Send soft key.

To delete a text message:

- 1. Press Menu->Message->Text Message->Inbox (Sentbox, Outbox or Draftbox).
- 2. Select the desired message and then press the Option soft key.

Inbo	X	Sentbox	Outbox	1/4 🕨
		Today	10:07	
	Delete All			
Cancel				ОК

3. Select Delete to delete the desired message, then press OK.

The LCD screen prompts "Delete the selected message?".

I	nbox	Sentbox	Outbox	1/4 🕨
102	.4	Today	10:07	
	Note			
Delete the selected message?				
Cance	el			ОК

4. Press the OK soft key to delete this message or the Cancel soft key to cancel.

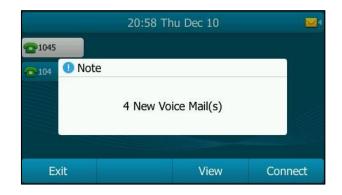
You can also delete all text messages by pressing the **Option** soft key and then select

Delete All. For more information, refer to the above steps.

Note You can also delete a specific message after retrieving by pressing the **Delete** soft key.

Voice Mail

You can leave voice mails for someone else using the SIP-T29G IP phone. You can also listen to voice mails that are stored in a voice mailbox. When receiving a new voice mail, the phone will play a warning tone. The power indicator LED will slow flash red, and the LCD screen will prompt "n New Voice Mail(s)" ("n" indicates the number of unread voice messages, e.g., 4 New Voice Mail(s)) and an icon



If the voice mail pop-up message box disappears, it won't 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 Voice Mail is not available on all servers.

You can configure the phone not to display the pop-up prompt, contact your system administrator for more information.

To leave a voice mail:

You can leave a voice mail for someone else 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.

To configure voice mail access codes via phone user interface:

- 1. Press Menu->Message->Voice Mail->Set Voice Mail.
- 2. Press the navigation keys to highlight the account which you want to set.

3. Press the **123** soft key to select the proper input mode and then enter the voice mail access code (e.g., *97).

Set Voice Mail			
Account1 Code:			
Account2 Code	e:	*97	
Account3 Code:			
Account4 Code:			
Account5 Code:			
Back	123	Delete	Save

- 4. Press the Save soft key to accept the change or the Back soft key to cancel.
- Note Voice mail access codes must be predefined on the system server. Contact your system administrator for the more information.

To listen to voice mails:

- 1. When the LCD screen prompts that the phone receives a new voice mail and the power indicator LED slow flashes red, you can press _____ or the **Connect** soft key to dial out the voice mail access code.
- 2. Follow the voice prompt to listen to your voice mails.
- Note Before listening to voice mails, make sure the voice mail access code has been configured.

When all new voice mails are retrieved, the power indicator LED will go out.

To view the voice mail via phone user interface:

1. Press Menu->Message->Voice Mail->View Voice Mail.

The LCD screen displays the amount of new and old voice mails.

	View Voice Mail
1. 1045	0 new 0 old Mail
2. 4603	0 new 0 old Mail
3. 104	4 new 2 old Mail
4. Account4	Unregistered
5. Account5	Unregistered
Back	Connect

2. Select an account and then press the Connect soft key to listen to voice mails.

Message Waiting Indicator (MWI)

The SIP-T29G IP phone supports MWI when receiving a new voice message. If someone leaves you a voice mail, you will receive a message waiting indicator. MWI will be indicated in three ways: a warning tone, an indicator message (including a voice mail icon) on the LCD screen, and the power indicator LED slow flashes red. This will be cleared when you retrieve all voice mails or delete them.

The MWI service is unsolicited for some servers, so the SIP-T29G IP phone only handles the MWI messages sent from the server. But for other servers, the MWI service is solicited, so the SIP-T29G IP phone must enable subscription for MWI.

Note MWI service is not available on all servers. Contact your system administrator for more information.

Options	Description
Subscribe for MWI	Enable or disable a subscription for MWI service.
MWI Subscription Period	Period of MWI subscription. The IP phone sends a refresh SUBSCRIBE request before initial SUBSCRIBE expiration.
Subscribe MWI To Voice Mail	Enable or disable a subscription to the voice mail number for MWI service. To use this feature, you should also configure the voice mail number.

The MWI subscription parameters you need to know:

Note The phone will send SUBSCRIBE messages for the MWI service to the account or the voice number MWI service depending on the server. Contact your system administrator for more information.

To configure subscribe for MWI via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Select Enabled from the pull-down list of Subscribe for MWI.

	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
ster	Acc	count		Account 1	• ?		NOTE	
	Kee	ep Alive Type		Default	• 🕜		DTMF	
	Kee	ep Alive Interval(Se	conds)	30	0		It is the signal	sent from the !
	RPc	ort		Disabled	• 🕐		generated wh	network, which en pressing the
	Sub	oscribe Period(Seco	nds)	1800	0		phone's keypa	id during a call.
	DTI	MF Type		RFC2833	• 🕜		Session Time	r
	DTI	MF Info Type		DTMF-Relay	· 📀		It allows a per SIP sessions th	iodic refresh of
	DTMF Payload Type(96~127)		101	0		re-INVITE request, to determine whether a SIP		
	Ret	transmission		Disabled	• 0		session is still a	
	Sub	oscribe Register		Disabled	• 📀			
	Sub	oscribe for MWI		Enabled	• 0		Busy Lamp Field/BLF List Monitors a specific extension/	
	MW	/I Subscription Perio	d(Seconds)	3600	0		list of extension changes on IP	
	Sub	oscribe MWI To Voi	ce Mail	Disabled	• 0			
	Voi	ice Mail			0		Shared Call / (SCA)/ Bridg	
	Voi	ice Mail Display		Enabled	• 📀		Appearance	
	Call	er ID Source		FROM	• 📀		line on several	IP phones. Any
	Ses	sion Timer		Disabled	• 0			ceive calls on th
	Ses	sion Expires(30~72	00s)	1800	0		shared line.	
	Ses	sion Refresher		UAC	• 0		Network Cor	
	Ser	nd user=phone		Disabled	• 🕜			ple participants ree) to join in a
	RTF	P Encryption(SRTP)		Disabled	- 0		call.	

4. Enter the period time in the MWI Subscription Period(Seconds) field.

5. Click **Confirm** to accept the change.

The IP phone will subscribe to the account number for MWI service by default.

To enable subscribe MWI to voice mail via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Select Enabled from the pull-down list of Subscribe for MWI.
- 4. Select Enabled from the pull-down list of Subscribe MWI To Voice Mail.

5.	Enter the desired	l voice mai	I number in th	e Voice Mail field.
----	-------------------	-------------	----------------	----------------------------

ealink T296							Log O
	Status	nt Network	DSSKey	Features	Settings	Directory	Security
Register	Account		Account 1	• ?		NOTE	
Basic	Keep Alive Type		Default	• 🕜		DTMF	
Jasic	Keep Alive Interv	/al(Seconds)	30	0		It is the signal	sent from the I
Codec	RPort		Disabled	• 🕜		generated wh	network, which en pressing the
Advanced	Subscribe Period	(Seconds)	1800	0		phone's keypa	d during a call.
	DTMF Type		RFC2833	• 0		Session Time	r
	DTMF Info Type		DTMF-Relay	- 0		It allows a periodic refree SIP sessions through a re-INVITE request, to determine whether a SI	
	DTMF Payload Ty	/pe(96~127)	101	0			
	Retransmission		Disabled	- 0		session is still a	
	Subscribe Regist	er	Disabled	• 🕜			
	Subscribe for MV	VI	Enabled	• 📀			cific extension/a
	MWI Subscription	n Period(Seconds)	3600	0		list of extension changes on IP	
	Subscribe MWI T	o Voice Mail	Enabled	- 0			
	Voice Mail		*88	0		Shared Call A (SCA)/ Bridg	
	Voice Mail Display	r	Enabled	• 0		Appearance	
	Caller ID Source		FROM	- 0		line on several	IP phones. Any
	Session Timer		Disabled	- 0			be used to ceive calls on the
	Session Expires(3	80~7200s)	1800	0		shared line.	
	Session Refreshe	r	UAC	• 🕜		Network Con	ference
	Send user=phon	e	Disabled	• 0			ole participants ree) to join in a
	RTP Encryption(SRTP)	Disabled	- 0		call.	

6. Click **Confirm** to accept the change.

The IP phone will subscribe to the voice mail number for MWI service using Subscribe MWI To Voice Mail.

Note MWI subscription is configurable via web user interface only.

Troubleshooting

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your SIP-T29G IP phone.

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

General Issues

How can I find the basic information of the IP phone?

Press the OK key when the IP phone is idle to check the basic information of the IP phone, such as IP address and firmware version. For more basic information, refer to Phone Status on page 19.

How to obtain the MAC address of a phone when the phone is not powered on?

Three ways to obtain the MAC address of a phone:

- You can ask your supplier for the shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address on the label of carton box.
- You can also find the MAC address from the phone's bar code on the back of the phone.

What is the difference between user name, register name and display name?

Both user name and register name are defined by the server. A user name is used to identify the account while a register name matched with a password is used for authentication if required by the server. Display name is the caller ID that will be displayed on the called party's LCD screen. Server configuration may override the local configuration.

Display Issues

Why is the LCD screen blank?

- Ensure that the phone is properly plugged into a functional AC outlet.
- Ensure that the phone is plugged into a socket controlled by a switch that is on.
- If the phone is plugged into a power strip, try to plug it directly into a wall outlet instead.

- If the phone is powered from PoE, ensure that you use a PoE-compliant switch or hub.
- Check if the IP phone enters the power-saving mode. For more information, refer to Power Saving on page 33.

Why does the phone display "Network unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

Why doesn't the phone display time and date correctly?

Check if you have configured the phone to obtain the time and date from the SNTP server automatically. If the phone fails to connect to the SNTP server, contact your system administrator for more information. You can also configure the time and date manually. For more information, refer to Time & Date on page 39.

Why does the wallpaper has bad display?

Do one of the following:

- Check that the custom image is clear.
- Check that the file format of the custom image for the wallpaper is *.jpg, *.png or *.bmp.
- Check that the custom image is neither too large nor too small. The phone will adjust the image to be able to display it.
- Check the picture resolution of the wallpaper. The wallpaper resolution of SIP-T29G IP phone is 480*272 pixels.

Password Issues

Why can't I access web user interface using the default administrator user name and password (admin/admin)?

- It is case-sensitive, ensure the case is correct.
- Ensure the password has not been changed.
- If the password has been changed, but the computer remembers the old password, try to clear the browser cache and try again or select another browser to login.

How to change the user password?

To change the user password via web user interface:

1. Click on Security->Password.

- 2. Select user from the pull-down list of User Type.
- 3. Enter the new user password in the **New Password** field and **Confirm Password** field.

Yealink 1296	Status Account Network DSSKey	Features Settings	Log Out Directory Security
Password Trusted Certificates Server Certificates	User Type user Old Password •••••• New Password •••••• Confirm Password ••••••	- 0 0 0 0	NOTE User Password/ Administrator Password When logging into the web user interface, you need to enter the user name and password.
	Confirm	Cancel	You can change the user/ administrator password for security reasons. You can click here to get more guides.

4. Click **Confirm** to accept the change.

You can also contact your system administrator for help.

Note If you are logging into the web user interface of the phone with user credentials, you need to enter the current user password in the **Old Password** field.

User password is configurable via web user interface only.

Call Issues

Why can't I receive calls?

- Check the SIP registration with your system administrator.
- Check that the DND (Do Not Disturb) mode is deactivated on your phone. Refer to Do Not Disturb (DND) on page 115.
- Check that call forward is disabled on the phone. Refer to Call Forward on page 119.
- Check whether the caller number is stored in the blacklist directory. Refer to Blacklist on page 63.

Headset & Handset Issues

Why does my handset not work?

Check that the handset cord is fully connected to both the handset jack on the phone and handset. Refer to Phone Installation on page 16.

Why does my headset not work?

- Check that the headset cord is properly connected to the headset jack on the phone. Refer to Phone Installation on page 16.
- Check that the headset mode is activated. Refer to Headset Use on page 69.
- Check that the headset volume is adjusted to an appropriate level. Refer to Volume on page 45.

Audio Issues

Why can't I get a dial tone?

- Check for any loose connections and that the phone has been installed properly. For the installation instructions, refer to Phone Installation on page 16.
- Switch between the Handset, Headset (if present) or Hands-Free Speakerphone to check whether the dial tone is present for one of the audio modes.

If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

Why doesn't the phone ring?

Check the ringer volume on the phone. To adjust the ringer volume setting, press the Volume key when the phone is on-hook and idle. For more information, refer to Volume on page 45.

Why does the phone play a tone when there is a call on hold? How to disable it?

When there is a call on hold, the phone will play a hold tone every 30 seconds. Call hold tone is enabled by default. Call hold tone and the interval of playing a hold tone are configurable via web user interface only.

To configure call hold tone and call hold tone delay via web user interface:

- 1. Click on Features->General Information.
- 2. Select the desired value from the pull-down list of Play Hold Tone.

3. Enter the desired time in the Play Hold Tone Delay field.

alink 1296	Status	Account	Network	DSSKey	Featur	res	Settings	Directory Securit
Forward&DND	(General Informati	on					NOTE
General		Call Waiting		Enabled	•	0		Call Waiting
Information		Call Waiting On Co	ode			0		It allows IP phones to receiv
Audio		Call Waiting Off Co	ode			0		new incoming call when the already an active call.
Addio		Auto Redial		Disabled	•	0		Auto Redial
Intercom								It allows IP phones to automatically redial a busy
Transfer				:				number after the first attem
Call Pickup				•				Key As Send
Сапріскир		Suppress DTMF D	isplay Delay	Disabled	-	0		Assigns "#" or "*" as the set key.
Remote Control		Play Local DTMF 1	Tone	Enabled	•	0		Hotline
Phone Lock		DTMF Repetition		3	•	0		IP phone will automatically d out the hotline number whe
ACD		Multicast Codec		G722	•	0		lifting the handset, pressing speakerphone key or the lin
		Play Hold Tone		Enabled	•	0	1	key.
SMS		Play Hold Tone D	aby	30		0		Call Completion
Action URL		Allow Mute	cid y	Enabled	•	0	J	It allows users to monitor th busy party and establish a ca
Bluetooth		Dual-Headset		Disabled				when the busy party becom available to receive a call.
					•	0		_
Power LED		Display Method or	n Dialing	User Name	•	0		You can click here to ge more guides.
Notification Popups		Auto Linekeys		Disabled	•	0		more guides.

4. Click **Confirm** to accept the change.

How to make a call using SRTP?

You can enable SRTP to encrypt the audio stream(s) of phone calls. The parties participating in the call should enable SRTP on a per-line basis.

To enable SRTP on a per-line basis via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.

 Select the desired value (Optional or Compulsory) from the pull-down list of RTP Encryption(SRTP).

ealink 1296			_	Log O
	Status Account Net	work DSSKey	Features Settin	ngs Directory Security
Register	Account	Account 1	• ?	NOTE
Basic	Keep Alive Type	Default	• 🕜	DTME
DdSIC	Keep Alive Interval(Seconds)	30	0	It is the signal sent from the I
Codec	RPort	Disabled	• 🕜	phone to the network, which generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
	DTMF Type	RFC2833	• 🕜	Session Timer
	DTMF Info Type	DTMF-Relay	- 0	It allows a periodic refresh of
	DTMF Payload Type(96~127)	101	0	SIP sessions through a re-INVITE request, to
	Retransmission	Disabled	• 0	determine whether a SIP session is still active.
	Subscribe Register	Disabled	• 0	
	Subscribe for MWI	Disabled	• 0	Busy Lamp Field/BLF List Monitors a specific extension/a
	MWI Subscription Period(Second	is) 3600	0	list of extensions for status
	Subscribe MWI To Voice Mail	Disabled	- Q	changes on IP phones.
	Voice Mail	District	0	Shared Call Appearance
	Voice Mail Display	Enabled		(SCA)/ Bridge Line Appearance (BLA)
	Caller ID Source	FROM		It allows users to share a SIP line on several IP phones. Any
			• 0	IP phone can be used to
	Session Timer	Disabled	• 0	originate or receive calls on the shared line.
	Session Expires(30~7200s)	1800	0	
	Session Refresher	UAC	▼ Ø	Network Conference It allows multiple participants
	Send user=phone	Disabled	• 🕜	(more than three) to join in a
	RTP Encryption(SRTP)	Optional	- 🕜	call.

4. Click **Confirm** to accept the change.

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

SRTP is configurable via web user interface only.

Log Issues

How to export PCAP trace?

We may need you to provide a PCAP trace to help analyze your problem.

To export a PCAP trace via web user interface:

- 1. Click on Settings->Configuration.
- 2. Click Start to begin capturing signal traffic.
- 3. Recreate the error to be documented in the trace.
- 4. Click Stop to stop the capture.

5. Click **Export** to open file download window, and then save the file to your local system.

	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Preference	E	xport or Import Con	figuration	Browse No fi	e selected.	0	NOTE	
Time & Date				Import	Export		Configuratio	
Call Display Upgrade	E	xport CFG Configura	tion File	Local Configuration	▼ Export	0	in a variety of files, packets, and so on, wh administrator r	provide feedbac forms such as los status indicators ich can help an nore easily find oblem and fix it.
Auto Provision	I	nport CFG Configura	tion File	Browse No fi	e selected.	0	· Log Files	obiern and tix ic.
Configuration				Local Configuration	✓ Import		Capturing Pa Configuration (*.cfg/*.bin)	
Dial Plan	[cap Feature		Start	Stop	t 🛛	You can cl	ick here to get
Voice				Local Serve			more guides.	5
Ring	E	xport System Log			er ⊚ ⊨tp/ intp Ser ⊃	ver 🕐		
Tones				Export				
Softkey Layout		ystem Log Level xport All Diagnostic I	Files		✓ ⑦ Stop Export	t		
TR069								

How to export system log?

We may need you to provide a system log to help analyze your problem.

To export the system log to a local PC via web user interface:

- 1. Click on Settings->Configuration.
- Select 6 from the pull-down list of System Log Level.
 The default system log level is "3".
- 3. Click **Confirm** to accept the change.
- 4. Mark the Local radio box in the Export System Log field.
- 5. Reproduce the issue.

6. Click **Export** to open the file download window, and then save the file to your local system.

Yealink 1296	_							Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Preference	E	xport or Import Cor	figuration	Browse No file	e selected.	0	NOTE	
Time & Date				Import	Export		Configuratio	
Call Display						_	in a variety of	forms such as log status indicators
Upgrade	E	xport CFG Configura	ition File	Local Configuration	 Export 	0	and so on, wh administrator r	iich can help an more easily find
Auto Provision	I	mport CFG Configura	ation File	Browse No file	e selected.	0	• Log Files	oblem and fix it.
Configuration				Local Configuration	▼ Import		Capturing Pa Configuration (* -(* +))	
Dial Plan							(*.cfg/*.bin)	
Voice	P	cap Feature		Start	Stop Export		You can cl more guides.	lick here to get
Ring	E	xport System Log		Local Serve	r 🔘 Ftp/Tftp Serv	ver 🕜		
Tones				Export				
Softkey Layout		iystem Log Level	Filoc		top Export			
TR069		Apore All Diagnoscie	1 100		Export	•		
Voice Monitoring		Confi	m		Cancel			

You can also export the system log to a syslog server. Contact your system administrator for more information.

Note

It is recommended to reset the syslog level to 3 after exporting the system syslog.

How to export all diagnostic files?

We may need you to provide three types of diagnostic files (including PCAP trace, system log and BIN configuration file) to help analyze your problem. You can export these files at a time.

To export all diagnostic files via web user interface:

- 1. Click on Settings->Configuration.
- Click Start to begin capturing signal traffic.
 The system log level will be automatically set to 6.
- **3.** Reproduce the issue.
- 4. Click **Stop** to stop the capture.

The system log level will be reset to 3.

5. Click **Export** to open file download window, and then save diagnostic files to your local system.

	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Preference	E	xport or Import Cor	figuration	Browse No fi	le selected.	0	NOTE	
Time & Date				Import	Export		Configuration	
Call Display						_	IP phones can p in a variety of for files, packets, s	orms such as lo
Upgrade	E	xport CFG Configura	ition File	Local Configuration	▼ Export	0	and so on, whic administrator m	ch can help an ore easily find
Auto Provision	Tr	nport CFG Configura	tion File	Browse No fi	le selected.	0	the system pro	blem and fix it.
Configuration		npore er o configure		Local Configuration		•	 Log Files Capturing Pacies Configuration 	
Dial Plan							(*.cfg/*.bin)	
Voice	р	cap Feature		Start	Stop Expo	rt 🕜	You can clic more guides.	k here to get
Ring	E	xport System Log		Local Serve	er 🔘 Ftp/Tftp Ser	ver 🕜		
Tones				Export				
	S	ystem Log Level		3	• 🕜			
Softkey Layout	Е	xport All Diagnostic	Files	Start	Stop Expo	rt		

Note

If the issue cannot be reproduced, just directly click **Export** to export all diagnostic files.

Reboot & Upgrade & Reset Issues

How to reboot the phone?

To reboot the phone via web user interface:

- 1. Click on Settings->Upgrade.
- 2. Click **Reboot** to reboot the IP phone.

Ve erlinde			Log Out
Yealink 1296	Status Account Network	DSSKey Features Settings	Directory Security
Preference			NOTE
Time & Date	Version 🕜	46.80.0.90	Reset to Factory Setting Resets the IP phone to factory
Call Display	Hardware Version	46.0.0.128.0.0.0	configurations.
Upgrade	Reset to Factory Setting	Reset to Factory Setting 🛛	Reboot Reboots the IP phone.
Auto Provision	Reboot	Reboot 🕜	Upgrading Firmware
Configuration	Select and Upgrade Firmware 🕜	Browse No file selected.	Upgrades firmware manually.

Note

Any reboot of the phone may take a few minutes.

How to upgrade firmware?

To upgrade firmware via web user interface:

- 1. Click on Settings->Upgrade.
- 2. Click Browse to locate the required firmware from your local system.

Yealink			Log Out
	Status Account Network	DSSKey Features Settings	Directory Security
Preference	Harris Hell		NOTE
Time & Date	Version 🕜 Firmware Version	46.80.0.90	Reset to Factory Setting Resets the IP phone to factory
Call Display	Hardware Version	46.0.0.128.0.0.0	configurations.
Upgrade	Reset to Factory Setting	Reset to Factory Setting	Reboot Reboots the IP phone.
Auto Provision	Reboot	Reboot 🕜	Upgrading Firmware
Carfornitian	Select and Upgrade Firmware 🕜	Browse No file selected.	Upgrades firmware manually.
Configuration		Upgrade	You can click here to get

3. Click Upgrade to upgrade the firmware.

The browser pops up the dialog box "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!".

4. Click OK to confirm upgrading.

How to reset the phone?

Reset the phone to factory configurations after you have tried all troubleshooting suggestions but do not solve the problem.

Three ways to reset the phone:

- Full Reset: All configurations and userdata on the phone will be reset.
- Config Reset: All configurations (e.g., account, call history) set on the phone will be reset.
- Userdata Reset: All custom data (e.g., ring tone) set on the phone will be reset.

Contact your system administrator before resetting the phone.

To reset the phone via phone user interface:

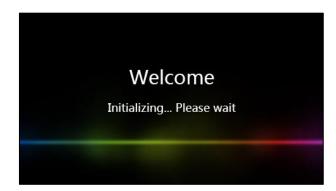
- Press Menu->Advanced (default password: admin) ->Reset&Reboot->Reset to Factory.
- Press (•) or (•), or the Switch soft key to select the desired type from Reset
 Option field.
- 3. Press the Save soft key.

The LCD screen prompts the following warning:

Re	eset to Factory	
1. Reset Option:	Full Reset	
U Warning		
Reset	to factory setting?	
Cancel		ОК

4. Press the OK soft key.

The LCD screen prompts "Welcome Initializing...Please wait".



The phone will be reset to factory settings sucessfully after startup.

Note Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

Regulatory Notices

Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE RICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.

A General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstances liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should also be respected as well.

Environmental Requirements

• Place the device at a well-ventilated place. Do not expose the device under direct sunlight.

- Keep the device dry and free of dust.
- Place the device on a stable and level platform.
- Please do not place heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

🕂 Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use the accessories provided or authorized by the manufacturer.
- The power supply of the device must meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you have disconnected all other cables.

🖄 Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.

• Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

Appendix A - Time Zones

Time Zone	Time Zone Name
-11	Samoa
-10	United States-Hawaii-Aleutian, United States-Alaska-Aleutian
-9:30	French Polynesia
-9	United States-Alaska Time
-8	Canada(Vancouver,Whitehorse), Mexico(Tijuana,Mexicali),
	United States-Pacific Time
-7	Canada(Edmonton,Calgary), Mexico(Mazatlan,Chihuahua),
	United States-MST no DST, United States-Mountain Time
-6	Canada-Manitoba(Winnipeg), Chile(Easter Islands),
	Mexico(Mexico City, Acapulco), United States-Central Time
-5	Bahamas(Nassau), Canada(Montreal,Ottawa,Quebec),
	Cuba(Havana), United States-Eastern Time
-4:30	Venezuela(Caracas)
-4	Canada(Halifax,Saint John), Chile(Santiago),
	Paraguay(Asuncion), United Kingdom-Bermuda(Bermuda),
	United Kingdom(Falkland Islands), Trinidad&Tobago
-3:30	Canada-New Foundland(St.Johns)
-3	Argentina(Buenos Aires), Brazil(DST), Brazil(no DST),
	Denmark-Greenland(Nuuk)
-2:30	Newfoundland and Labrador
-2	Brazil(no DST)
-1	Portugal(Azores)
0	Denmark-Faroe Islands(Torshavn), GMT, Greenland,
	Ireland(Dublin), Morocco, Portugal(Lisboa,Porto,Funchal),
	Spain-Canary Islands(Las Palmas), United Kingdom(London)
	Albania(Tirane), Austria(Vienna), Belgium(Brussels),
	Caicos, Chad, Croatia(Zagreb), Czech Republic(Prague),
+1	Denmark(Kopenhagen), France(Paris), Germany(Berlin), Hungary(Budapest), Italy(Rome), Luxembourg(Luxembourg),
	Macedonia(Skopje), Namibia(Windhoek),
	Netherlands(Amsterdam), Spain(Madrid)
	Estonia(Tallinn), Finland(Helsinki), Gaza Strip(Gaza),
	Greece(Athens), Israel(Tel Aviv), Jordan(Amman), Latvia(Riga),
+2	Lebanon(Beirut), Moldova(Kishinev), Romania(Bucharest),
	Russia(Kaliningrad), Syria(Damascus), Turkey(Ankara),
	Ukraine(Kyiv, Odessa)
+3	East Africa Time, Iraq(Baghdad), Russia(Moscow)
+3:30	Iran(Teheran)
	Armenia(Yerevan), Azerbaijan(Baku), Georgia(Tbilisi),
+4	Kazakhstan(Aktau), Russia(Samara)
+4:30	Afghanistan(Kabul)
+5	Kazakhstan(Aqtobe), Kyrgyzstan(Bishkek),
	Pakistan(Islamabad), Russia(Chelyabinsk)
+5:30	India(Calcutta)
+5:45	Nepal(Katmandu)
+6	Kazakhstan(Astana, Almaty), Russia(Novosibirsk,Omsk)
+6:30	Myanmar(Naypyitaw)
+7	Russia(Krasnoyarsk), Thailand(Bangkok)
+8	Australia(Perth), China(Beijing), Russia(Irkutsk, Ulan-Ude),
	Singapore(Singapore)
+8:45	Eucla
+9	Japan(Tokyo), Korea(Seoul), Russia(Yakutsk,Chita)

Time Zone	Time Zone Name
+9:30	Australia(Adelaide), Australia(Darwin)
+10	Australia(Brisbane), Australia(Hobart),
	Australia(Sydney, Melboume, Canberra), Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11	New Caledonia(Noumea), Russia(Srednekolymsk Time)
+11:30	Norfolk Island
+12	New Zealand (Wellington, Auckland), Russia (Kamchatka Time)
+12:45	New Zealand(Chatham Islands)
+13	Tonga(Nukualofa)
+13:30	Chatham Islands
+14	Kiribati

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