



Voice Message







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

To listen to voice messages:

1. Press  or .
2. Follow the voice prompts to listen to your voice messages.









Customizing Your Phone

Call History











1. Press  when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:
 - Press  to place a call.
 - Press  to add the entry to the local directory.
 - Press  to delete the entry from the list.

Contact Directory











To add a contact:

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

To edit a contact:



1. Press  when the phone is idle, and then select **Local Directory->All Contact**.
2. Press  or  to select **Enter** and then press .
3. Press  or  to select the desired entry, press  or  to select **Edit** and then press .
4. Edit the contact information.
5. Press  to accept the change.

To delete a contact:





1. Press  when the phone is idle, and then select **Local Directory->All Contact**.
2. Press  or  to select **Enter** and then press .
3. Press  or  to select the desired entry, press  or  to select **Del** and then press .
4. Press  when the LCD screen prompts "Delete selected item?".

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

Volume Adjustment

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

Ring Tones

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

For more information, refer to the User Guide available online:

http://www.yealink.com/SupportDownloadfiles_detail.aspx?Catelid=187&flag=142

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Enterprise IP Phone

SIP-T20P & SIP-T20



Quick Reference Guide


www.yealink.com

Applies to firmware version 72.1 or later.



Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press .

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press .

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press .

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

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

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

Ending a Call

Using the handset:

Hang up the handset or press .







Using the speakerphone:

Press  or .



Using the headset:

Press .

Redial

- Press  to enter the placed calls list, press  or  to select the desired entry, and then press  or .
- Press  twice when the phone is idle to dial the last dialed number.

Call Mute and Un-mute


- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press  during an active call.

To resume the call, do one of the following:



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

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




Call Transfer

You can transfer a call in the following ways:




Blind Transfer

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

Semi-Attended Transfer


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

Attended Transfer

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

Call Forward




To enable call forward:

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




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

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

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




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

Call Conference

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

Speed Dial

To configure a speed dial key:

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

To use the speed dial key:

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