



## 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/DocumentDownload.aspx?CatId=142&flag=142>  
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# Yealink

EASY VOIP

# Enterprise IP Phone SIP-T20P



## Quick Reference Guide


[www.yealink.com](http://www.yealink.com)

Applies to firmware version 71 or later.



## Basic Call Features

### Placing a Call

#### Using the handset:

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

#### 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** ---- Incoming calls are forwarded unconditionally.

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

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




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

### Call Conference

1. Press  during an active call. The call is placed on hold.
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.