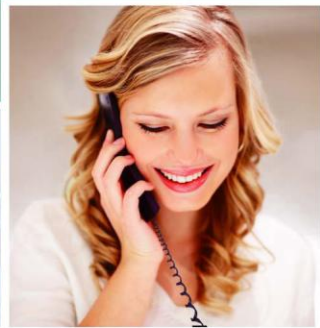


# Yealink



**HD** 



**SIP-T19P**

# Enterprise IP Phone

## User Guide

Version 71.30

Sept. 2013

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This device is marked with the CE mark in compliance with EC Directives 2006/95/EC and 2004/108/EC.

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This device is compliant 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.

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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 experience 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.

## Customer Feedback

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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?BaseInfoCatId=293&NewsCatId=293&CatId=293>.

## About This Guide

Thank you for choosing the SIP-T19P IP phone, exquisitely designed to provide business telephony features, such as Call Hold, Call Transfer, 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-T19P IP phone.

If this is your first time using the SIP-T19P IP phone, we recommend that you first refer to the *Quick Installation Guide* and *Quick Reference Guide*, available online:

<http://www.yealink.com/DocumentDownload.aspx?CatId=142&flag=142>.

### Note

Shared Line, Network Directory, Network Call Log, Call Park and Automatic Call Distribution features are disabled for IP phones in neutral version, which are designed for BroadWorks environment. Please contact your system administrator for more information.

## In This Guide

This is the first edition based on firmware version 71. 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](#)



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# Overview

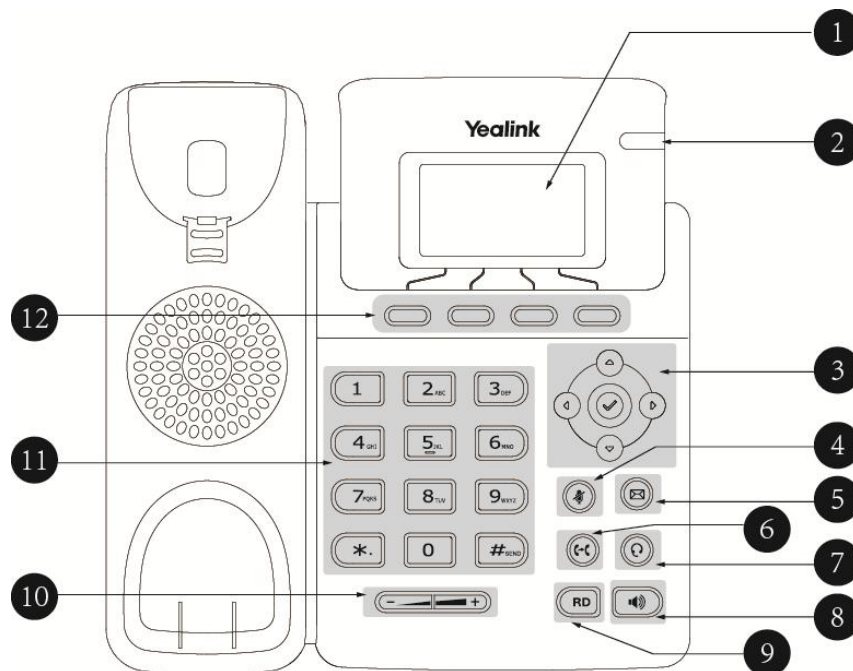
This chapter provides the overview of the SIP-T19P IP phone. Topics include:

- [Hardware Component Instructions](#)
- [Icon 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-T19P IP phone are the LCD screen and the keypad.



























Hardware component instructions of the SIP-T19P IP phone are:

	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: <ul style="list-style-type: none"> <li>• Call information — caller ID, call duration</li> <li>• Icons (for example,  )</li> <li>• Missed call text or second incoming caller information</li> <li>• Prompt text (for example, "Saving config file!")</li> <li>• Time and date</li> </ul>
②	Power Indicator LED	Indicates phone power status and phone status.
③		Scroll through the displayed information.
		Confirms actions or answers incoming calls.
④	Mute Key	Mutes or un-mutes calls.
⑤	Message Key	Indicates and accesses voice mails.
⑥	Transfer Key	Transfers a call to another party.
⑦	Headset Key	Toggles the headset mode.
⑧	Speakerphone Key	Toggles the hands-free speakerphone mode.
⑨	RD Key	Redials a previously dialed number.
⑩	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑪	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
⑫	Soft Keys	Label automatically to identify their context-sensitive features.

## Icon Instructions

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

Icon	Description
	Network is unavailable
	Registered successfully
	Registration failed

Icon	Description
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Multi-lingual uppercase and lowercase letters input mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Forwarded/Forwarded Calls
	Call Hold
	Call Mute
	Ringer volume is 0
	Keypad Lock
	Received Calls
	Placed Calls
	Missed Calls

## User Interfaces

Two ways to customize configurations of your SIP-T19P 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, 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 Settings 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 17.

### 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  on the phone. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of web browser on your PC. The default administrator user name and password are both “admin” (case-sensitive).

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
<b>Status</b>	√	√
--IP Address		
--IPv6		
--MAC		
--Firmware		
--Network		
--Phone		
--Account		
<b>Basic Phone Settings</b>		
--Contrast	√	√

Options	Phone User Interface	Web User Interface
--Language	√	√
--Time & Date	√	√
--Administrator Password	√	√
--Key as Send	√	√
--Keypad Lock	√	√
--Volume	√	
--Ring Tones	√	√
--Contact Management		
--Directory		√
--Local Directory	√	√
--Blacklist	√	√
--Remote Phone Book		√
--Call History Management	√	√
--Logo Customization		√
--Headset Prior		√
--Programmable Keys		√
--Account Registration	√	√
--Dial Plan		√
--Emergency Number		√
--Live Dialpad		√
--Hotline	√	√
<b>Basic Call Features</b>		
--Recent Call In Dialing		
--Auto Answer	√	
--Auto Redial	√	
--Call Completion	√	
--Call Return		
--DND	√	
--Call Forward	√	√
--Call Transfer	√	
--Call Waiting	√	
--Conference		
--Call Pickup	√	
--Anonymous Call	√	
--Anonymous Call Rejection	√	
<b>Advanced Phone Features</b>		
--Hot Desking		
--Intercom	√	√
--Multicast Paging		
--Music on Hold		
--Messages	√	

Options	Phone User Interface	Web User Interface
<b>SIP Account</b>		√
--User Options		
--Register Status	√	
--Activation	√	
--Label	√	
--Display Name	√	
--Register Name	√	
--User Name	√	
--Password	√	
--SIP Server1/2	√	
--Server Option		
--Server Port		
--Outbound Status	√	
--Outbound Proxy	√	
--NAT Traversal		
--STUN Status	√	
--STUN Server	√	

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



## Documentations

The following table shows documentations available for the SIP-T19P IP phone.

Name	Contents	Where found	Format/Language
Quick Installation Guide	Basic setup of the phone	In the package	PDF/English
Quick Reference Guide	Basic call features and phone customizations	In the package	PDF/English
User Guide	Phone/Web user interface settings Basic call features and advanced phone features	On the Website	PDF/English

**Note**

You can also download the latest documentations online:

<http://www.yealink.com/DocumentDownload.aspx?CatId=142&flag=142>.



# Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the SIP-T19P IP phone. Topics include:

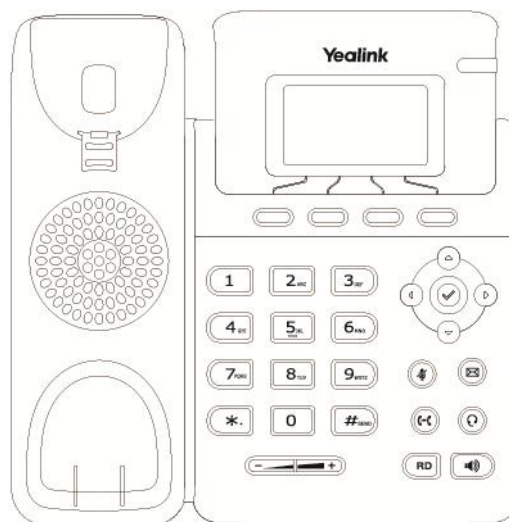
- [Packaging Contents](#)
- [Phone Installation](#)
- [Phone Initialization](#)
- [Phone Status](#)
- [Basic Network Settings](#)
- [Registration](#)
- [Idle Screen](#)

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-T19P IP phone package:

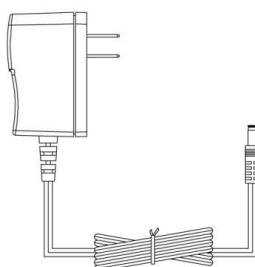
- **SIP-T19P IP Phone**



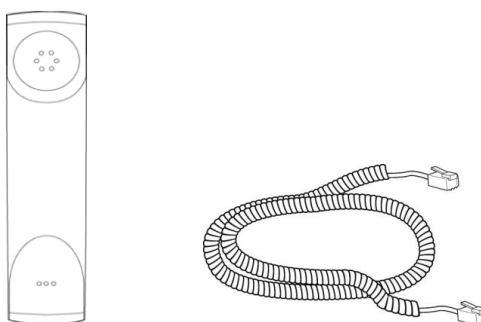
- **Phone Stand**



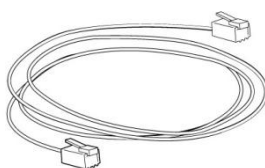
- **Power Adapter**



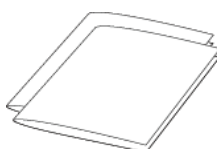
- **Handset & Handset Cord**



- **Ethernet Cable**



- **Quick Installation Guide & Quick Reference Guide**



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

## Phone Installation

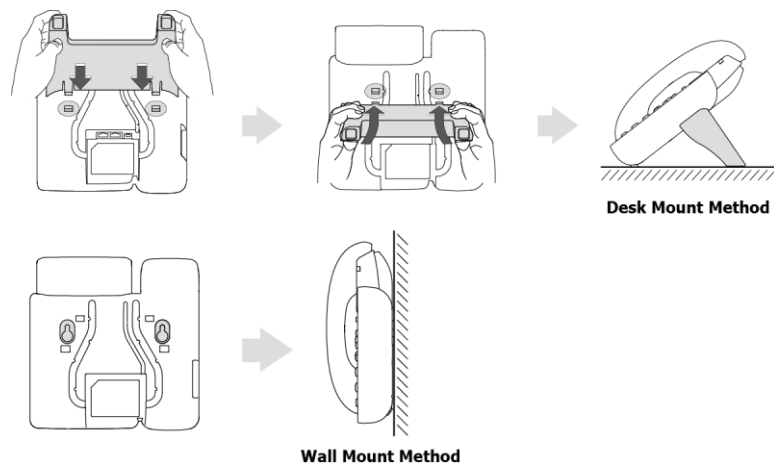
If your phone is already installed, proceed to [Phone Initialization](#) on page 13.

This section introduces how to install the phone:

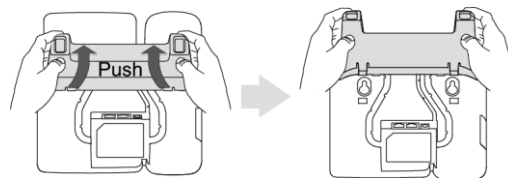
- 1) Attach and detach the stand
- 2) Connect the handset and optional headset
- 3) Connect the network and power

### 1) Attach the stand and detach the stand

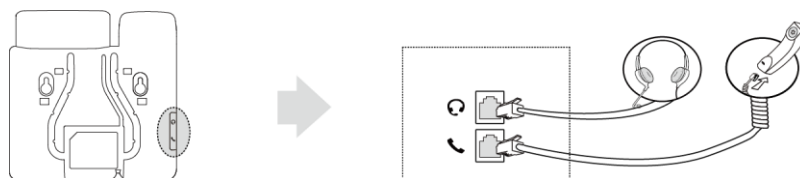
#### a) Attach the stand



#### b) Detach the stand



### 2) Connect the handset and optional headset



#### Note

A headset is not included in the packaging contents. Contact your system administrator for more information.

### 3) Connect the network and power

You have two options for power and network connections. Your system administrator will

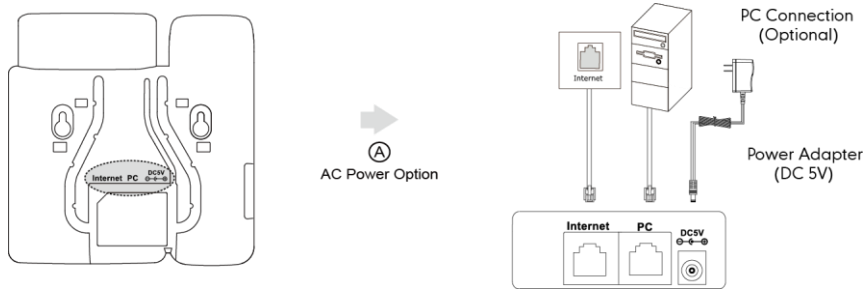
advise you which one to use.

- AC power
- Power over Ethernet (PoE)

### AC Power

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.

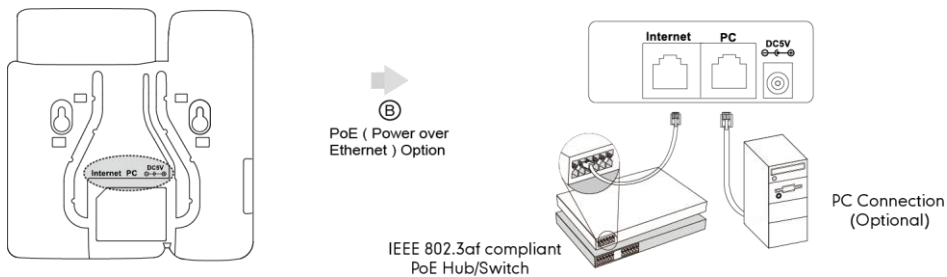


### Power over Ethernet

With the included or a regular Ethernet cable, the SIP-T19P 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.



#### Note

If in-line power switch/hub 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). It is an optional connection.

**Important!** Do not unplug or remove power to the phone while it is updating firmware and configurations.

## Phone Initialization

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 “Initializing...please wait” during this process.

### DHCP (Dynamic Host Configuration Protocol)

The phone attempts to contact a DHCP server in your network to obtain valid IPv4 and IPv6 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 14.




## Phone Status

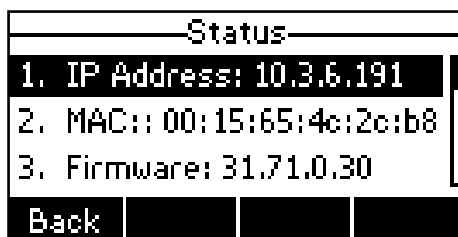
You can view phone status via phone user interface or web user interface.

Available information of phone status includes:

- Network status (e.g., IPv4 status, IPv6 status, IP mode and MAC address).
- Phone status (e.g., device model, hardware version, firmware version, product ID, MAC address and device certificate status: factory, installed and not installed).
- Account status (e.g., the register status of SIP account).

#### To view the phone status via phone user interface:

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



#### To view the phone status via web user interface:

1. Open the web browser of your computer.
2. Enter the IP address in the browser's address bar, and then press **Enter**.

3. Enter the user name (admin) and password (admin) in the login page.

4. Click **Confirm** to login.

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

Category	Parameter	Value
Version	Firmware_Version	31.71.0.15
	Hardware_Version	31.0.0.0.0.0.0
Network	Internet Port	IPv4 & IPv6
	WAN_Port_Type	DHCP
IPv4	WAN_IP_Address	10.3.6.176
	Subnet_Mask	255.255.255.0
	Gateway	10.3.6.254
	Primary DNS	192.168.1.167
	Secondary DNS	192.168.1.166
	WAN_Port_Type	DHCP
IPv6	WAN_IP_Address	2006:1:1:1:215:65ff:fe4c:2cb8/64
	Gateway	2006:1:1:1::/64
	Primary DNS	::
	Secondary DNS	::
Network Common	MAC_Address	0015654c2cb8
	Link_Status	Connected
	Device_Type	Bridge
AccountStatus	Account1	1919@10.2.1.199 : Registered

## 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.

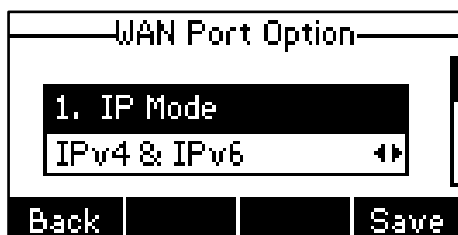
**To configure the IP address mode via phone user interface:**

1. Press **Menu->Settings->Advanced Settings** (password: admin) ->**Network->WAN**



**Port.**

2. Press  or  to select IPv4, IPv6 or IPv4 & IPv6 from the IP Mode field.



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

**To configure a static IPv4 address via phone user interface:**

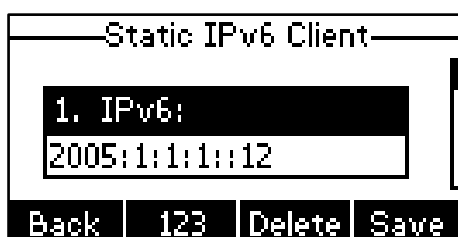
1. Press **Menu->Settings->Advanced Settings** (password: admin) ->**Network->WAN Port->IPv4->Static IP Client**.
2. Enter the desired values in the **IP Address**, **Subnet Mask**, **Default Gateway**, **Pri.DNS** and **Sec.DNS** fields respectively.



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

**To configure a static IPv6 address via phone user interface:**

1. Press **Menu->Settings->Advanced Settings** (password: admin) ->**Network->WAN Port->IPv6->Static IPv6 Client**.
2. Enter the desired values in the **IPv6**, **IPv6 Prefix**, **IPv6 Gateway**, **IPv6 Pri.DNS** and **IPv6 Sec.DNS** fields respectively.



3. 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**->**Settings**->**Advanced Settings** (password: admin) ->**Network**->**WAN Port**->**IPv4**->**PPPoE IP Client**.



2. Enter the user name and password in the corresponding fields.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

#### Note

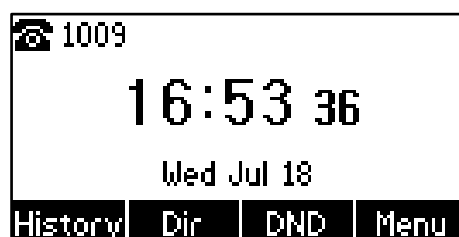
Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

## 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. If your phone is not registered, you may have to register it. For more information on how to register your phone, refer to [Account Registration](#) on page 50.

## Idle Screen

If the phone has successfully started up, the idle screen will be shown as below:



The idle screen shows the label of current account, time and date, and four soft keys.

# Customizing Your Phone

You can customize your SIP-T19P IP phone by personally configuring certain settings, for example, contrast, language and time & date. 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

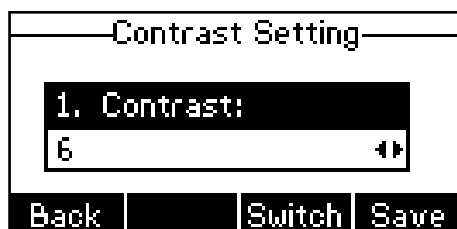
### Contrast

You can configure the contrast of the LCD screen to a comfortable level.

**To configure the contrast via phone user interface:**

1. Press **Menu**->**Settings**->**Basic Setting**->**Contrast**.
2. Press  or , or the **Switch** soft key to increase or decrease the intensity of contrast.

The default contrast level is 6.



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

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



## Language

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

**Note**

Not all of the supported languages are available for selection. The available languages depend on the language packs currently loaded to the IP phone. Please contact your system administrator for more information on the available languages of your new phone.

To change the language for the phone user interface:

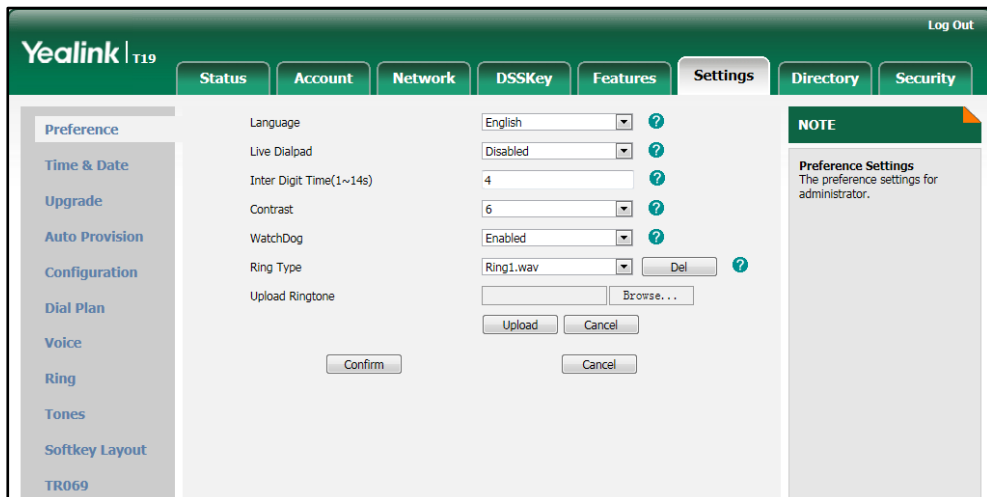
1. Press **Menu->Settings->Basic Setting->Language**.
2. Press  or  to select the desired language.



3. Press the **Save** soft key to accept the change.  
Text displayed on the LCD screen 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**.



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. If the phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, you need to configure the time and date manually. For more information on the SNTP server, contact your system administrator.

To configure the SNTP settings via phone user interface:

1. Press **Menu->Settings->Basic Setting->Time & Date->SNTP Settings**.



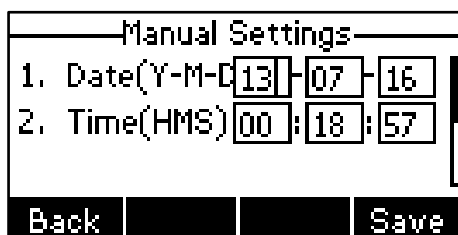
2. Press **◀** or **▶**, or the **Switch** soft key to select the time zone that applies to your area from the **Time Zone** field.  
The default time zone is "+8 China(Beijing)".
3. Enter the domain names or IP addresses in the **NTP Server 1** and **NTP Server 2** fields respectively.
4. Press **◀** or **▶**, or the **Switch** soft key to select the desired value from the **DST** field.
5. 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:

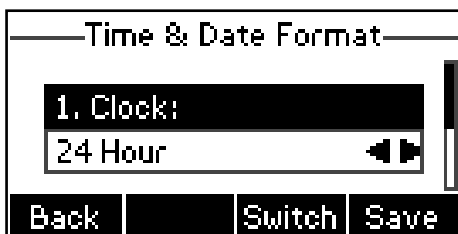
1. Press **Menu->Settings->Basic Setting->Time & Date->Manual Settings**.
2. Enter the specific date in the **Date** field.
3. Enter the specific time in the **Time** field.



4. Press the **Save** soft key to accept the change.  
The date and time displayed on the LCD screen will change accordingly.

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

1. Press **Menu->Settings->Basic Setting->Time & Date->Time & Date Format**.



2. Press **◀** or **▶**, or the **Switch** soft key to select the desired time format from the **Clock** field.
3. Press **◀** or **▶**, or the **Switch** soft key to select the desired date format from the **Date Format** field.
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 week, “DD” represents the two-digit day, and “MMM” represents the first three letters of the month.

The date formats you need to know:

Date Format	Example(2013-1-16)
WWW MMM DD	Wed Jan 16
DD-MMM-YY	16-Jan-13
YYYY-MM-DD	2013-01-16
DD/MM/YYYY	16/01/2013
MM/DD/YY	01/16/13
DD MMM YYYY	16 Jan 2013
WWW DD MMM	Wed 16 Jan

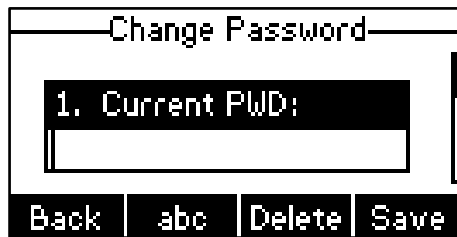
Time and date is configurable via web user interface at the path **Settings->Time & Date**.

## Administrator Password

The Advanced Settings 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->Settings->Advanced Settings** (password: admin) -> **Set Password**.



2. Enter the current password in the **Current PWD** field.
3. Enter the new password in the **New PWD** field.
4. Enter the new password again in the **Confirm PWD** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

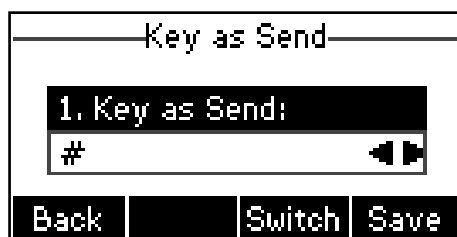
Administrator password is configurable via web user interface at the path **Security->Password**.

## Key as Send

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

To configure key as send via phone user interface:

1. Press **Menu->Features->Key as Send**.
2. Press **◀** or **▶**, or the **Switch** soft key to select # or \* from the **Key as Send** field, or select **Disable** to disable this feature.



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**.

## Keypad Lock

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



Keypad lock consists of the following:

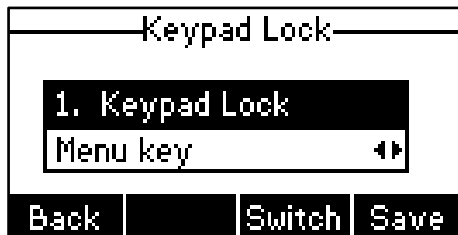
- Menu Key:** The Menu soft key is locked. You cannot access the menu of the phone until unlocked.
- Function Keys:** The function keys are locked. You cannot use the Message, Mute, RD, Transfer, √, navigation keys and soft keys until unlocked.
- All Keys:** All keys are locked except the Volume key. You are only allowed to dial emergency numbers; answer incoming calls by lifting the handset, pressing the Speakerphone key, the Headset key or the √ key, place an active call on hold by pressing the Hold soft key, resume the held call by pressing the Resume soft key, and end the call by hanging up the handset or pressing the Speakerphone key.



**Note**

The emergency number setting, if desired, must be made before lock activation. For more information, refer to [Emergency Number](#) on page 56.

To activate the keypad lock via phone user interface:


1. Press **Menu**->**Settings**->**Advanced Settings** (password: admin) ->**Keypad Lock**.
2. Press  or , or the **Switch** soft key to select the desired type from the **Keypad Lock** field.



3. Press the **Save** soft key to accept the change.
4. Long press  to lock the keypad immediately when the phone is idle. The LCD screen prompts "Keypad locked." and displays the icon .

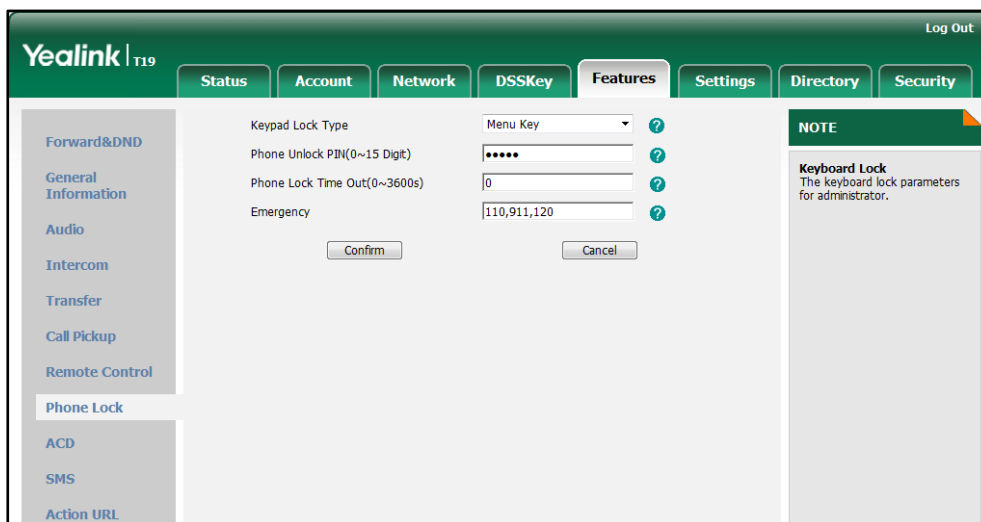





You can configure the interval (in seconds) to automatically lock the keypad instead of long pressing  .

To configure the interval of automatic keypad lock via web user interface:

1. Click on **Features->Phone Lock**.
2. Enter the desired interval in the **Phone Lock Time Out (0~3600s)** field.



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

**Note** The default interval is 0 second, that is, you can long press  to lock the keypad only. The interval of automatic keypad lock is configurable via web user interface only.

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

To change the keypad unlock PIN via phone user interface:

1. Press **Menu->Settings->Basic Setting ->Phone Unlock PIN**.



2. Enter the current PIN in the **Current PIN** field.
3. Enter the new PIN in the **New PIN** field.
4. Enter the new PIN again in the **Confirm PIN** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.


**Note** The unlock PIN length must be within 15 characters.


**To unlock the keypad via phone user interface:**

1. Press any locked key, the LCD screen prompts "Please Enter PIN".



2. Enter the PIN in the **PIN** field.
3. Press the **Confirm** soft key to unlock the keypad.



The  icon disappears from the LCD screen.

You can long press  or wait for a period of time (if configured) to lock the keypad again.

**Note**

You can also unlock the keypad by administrator password. When you enter the administrator password to unlock the keypad, the phone will turn to the **Reset Phone PIN** screen.

**To deactivate the keypad lock via phone user interface:**

1. Press **Menu->Settings->Advanced Settings** (password: admin) ->**Keypad Lock**.
2. Press  or , or the **Switch** soft key to select **Disable** from **Keypad Lock** field.



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


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

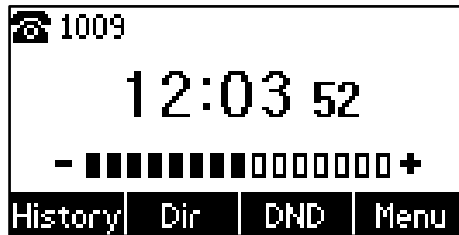
## Audio Settings

### Volume


You can press the Volume key to adjust the ringer volume when the phone is idle. 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 volume when the phone is idle:


1. Press  to adjust the ringer volume.



**Note**

If the 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:



1. Press  to adjust the volume of currently engaged audio device (handset, speakerphone or headset).

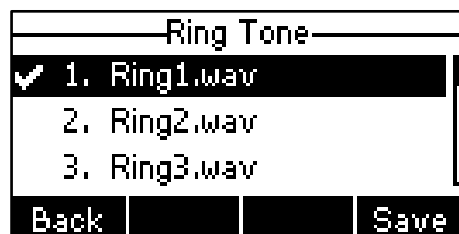


## Ring Tones

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

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

1. Press **Menu->Settings->Basic Setting->Ring Tone**.
2. Press  or  to select the desired ring tone.

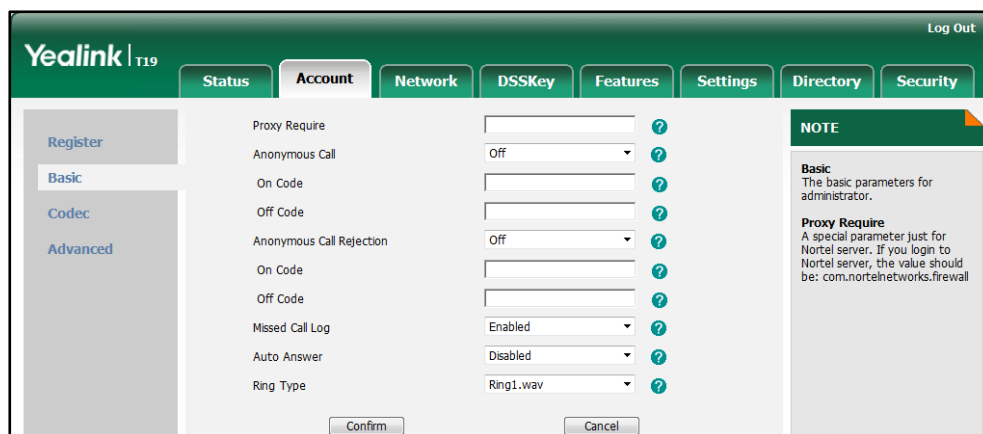


3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

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

1. Click on **Account->Basic**.
2. Select the desired ring tone from the pull-down list of **Ring Type**.

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



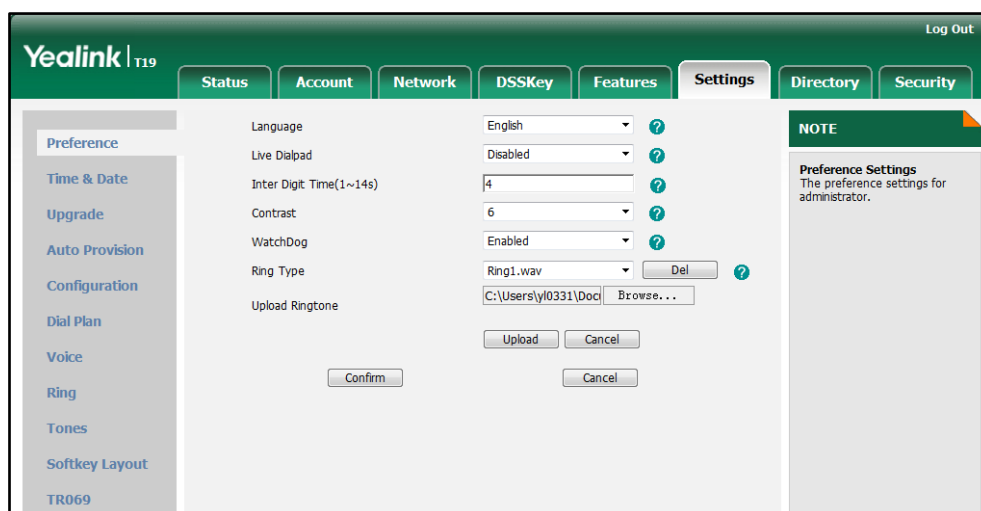
3. Click **Confirm** to accept the change.

**Note**

A ring tone for the account is configurable via web user interface only.

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

1. Click on **Settings->Preference**.
2. Click **Browse** to locate a ring tone (file format must be \*.wav) file from your local system.



3. Click **Upload** to upload the file.

**Note**

The ring tone for an incoming call on the phone may be different. For example, when the phone receives an incoming call from a contact stored in the local directory, it will play the ring tone assigned to the contact in the contact directory (refer to [Adding Contacts](#)). If no ring tone is assigned to the contact, the phone will play the ring tone assigned to the associated group (refer to [Adding Groups](#)). Otherwise, the phone will play the ring tone assigned to the account. If no ring tone is assigned to the account, the phone will play the ring tone assigned for the phone.

All custom ring tone files must be within 100KB. 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 and Remote Phone Book.

**To configure the directory via web user interface:**

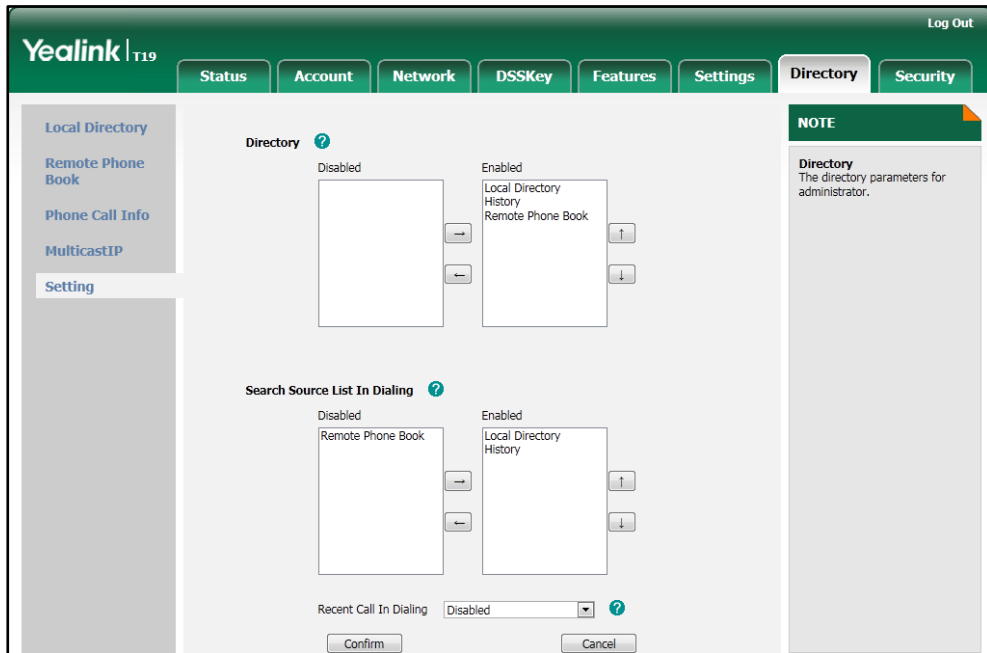
1. Click on **Directory->Setting**.
2. In the **Directory** block, select the desired list from the **Disabled** column and then click .

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

3. Repeat 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 displays the list(s) in the adjusted order.

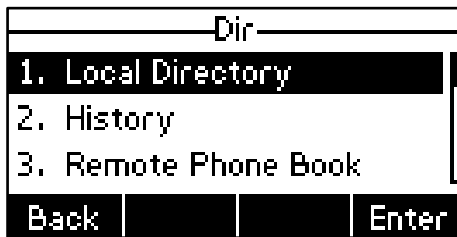


- Click **Confirm** to accept the change.

**Note** Directory is configurable via web user interface only.

**To check the directory via phone user interface:**

- Press the **Dir** soft key when the phone is idle.  
The LCD screen displays the list(s) in the directory.



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

## Local Directory

The built-in phone directory can store contact names and numbers. You can store up to 1000 contacts and 6 groups (including the default All Contacts, Company, Family and Friend) in your phone's local directory; add new contacts and groups; 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 **Dir** soft key.

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



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

2. Press the **AddGrp** soft key.
3. Enter the desired group name in the **Name** field.
4. Press  or  to select the desired group ring tone from the **Ring Tones** field.

If **Auto** is selected, this group will use the ring tone assigned to the account. For more information on ringtone for an account, refer to [Ring Tones](#) on page 25.

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

## Editing Groups

To edit a group in the local directory:

1. Press the **Dir** soft key.

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





If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

2. Select the desired group.

3. Press the **Option** soft key, and then select **Detail** from the prompt list.



4. Press  or  to scroll through the group information and then edit.
5. Press the **Save** soft key to accept change or the **Back** soft key to cancel.

## Deleting Groups

To delete a group from the local directory:

1. Press the **Dir** soft key.

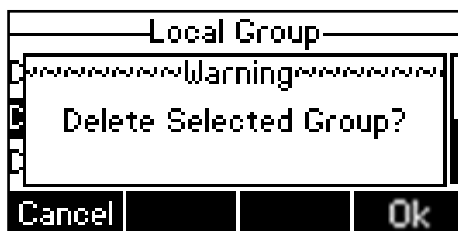
The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

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

The LCD screen prompts "Delete Selected Group?".



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

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



## Adding Contacts

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

- Manually
- From call history
- From remote phone book

### Adding Contacts Manually

To add a contact to the local directory manually:

1. Press the **Dir** soft key.

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



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

2. Select the desired group 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.



5. Press **◀** or **▶**, or the **Switch** soft key to select the desired ring tone from the **Ring Tones** field.

If **Auto** is selected, this contact will use the ring tone assigned to the group.

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

#### Note

If the contact has existed 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 the call history:

1. Press the **History** soft key.
2. Press  $\uparrow$  or  $\downarrow$  to select the desired entry.
3. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.



4. Enter 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->Dir->Remote Phone Book**.  
If Remote Phone Book is added to the directory, press **Dir->Remote Phone Book** to enter remote phone book.
2. Press  $\uparrow$  or  $\downarrow$  to select the desired contact.
3. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.
4. Press the **Save** soft key to save the contact in the local directory.  
If the contact has already existed in the local directory, the LCD screen will prompt "Overwrite the original contact?". Press the **Ok** soft key to overwrite the original contact in local directory or the **Cancel** soft key to cancel.

For more information on remote phone book operating, refer to [Remote Phone Book](#) on page 39.

## Editing Contacts

To edit a contact in the local directory:

1. Press the **Dir** soft key.

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



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

2. Select the desired group and then press the **Enter** soft key.
3. Press  $\uparrow$  or  $\downarrow$  to select the desired contact.
4. Press the **Option** soft key, and then select **Detail** from the prompt list.
5. Press  $\uparrow$  or  $\downarrow$  to scroll through the contact information and then edit.



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

## Deleting Contacts



To delete a contact from the local directory:

1. Press the **Dir** soft key.

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



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

2. Select the desired group and then press the **Enter** soft key.
3. Press  or  to select the desired contact.
4. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts "Delete Selected Item?".



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

## Placing Calls to Contacts





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

1. Press the **Dir** soft key.

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



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

2. Select the desired group and then press the **Enter** soft key.
3. Press  or  to select the desired contact.
4. Do one of the following:
  - If only one number of the contact is stored in the local directory, press the **DIAL** soft key to dial out the number.
  - If multiple numbers of the contact are stored in the local directory, press the **DIAL** soft key to display a list of numbers.  
Press  or  to select the desired number.  
Press the **DIAL** soft key to dial out the number.

## Searching for Contacts



To search for a contact in the local directory:

1. Press the **Dir** soft key.

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



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

2. Press  or  to scroll to the **All Contacts** field.
3. Press the **Search** soft key.
4. Enter a few continuous characters of the contact name or number using the keypad.







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

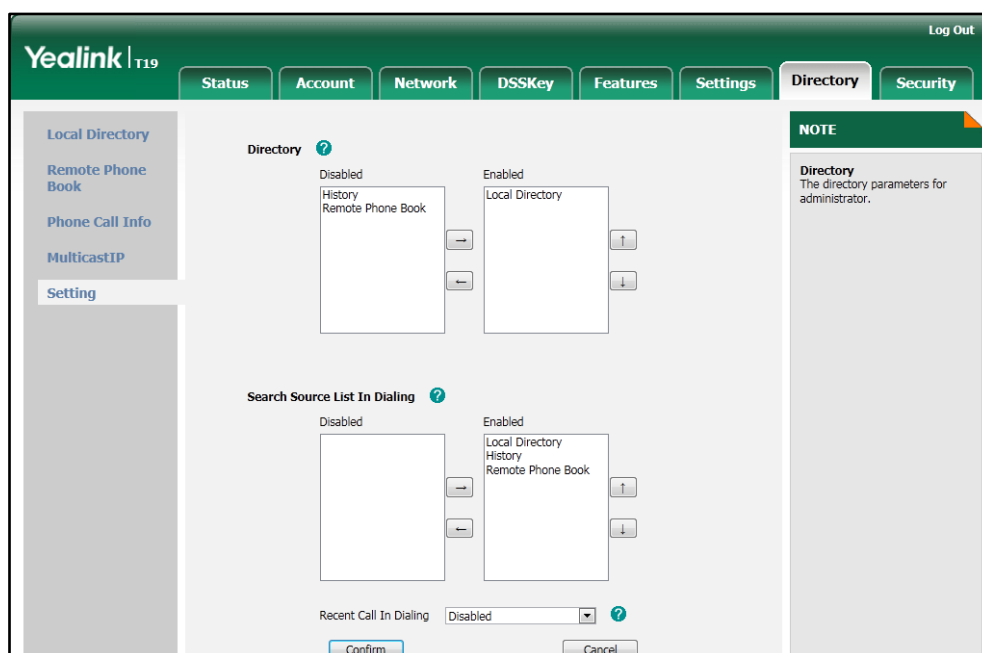
## Search Source List in Dialing

You can search for a contact in your desired lists when the phone is in the dialing screen. The lists may contain Local Directory, History and Remote Phone Book.

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 then click  .  
The selected list appears in the **Enabled** column.
3. Repeat 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 search results, select the desired list and then click  or  .

The LCD screen displays the search results in the adjusted order.





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

**Note**

Search source list in dialing is configurable via web user interface only.

**To search for a contact in the enabled search source lists:**

1. Pick up the handset or press the speakerphone.
2. Enter a few continuous characters of the contact name or number using the keypad.

The contacts in the enabled search source lists whose name or number matches the characters entered will appear on the LCD screen. You can press  or  to select the desired contact and then place a call to the contact.

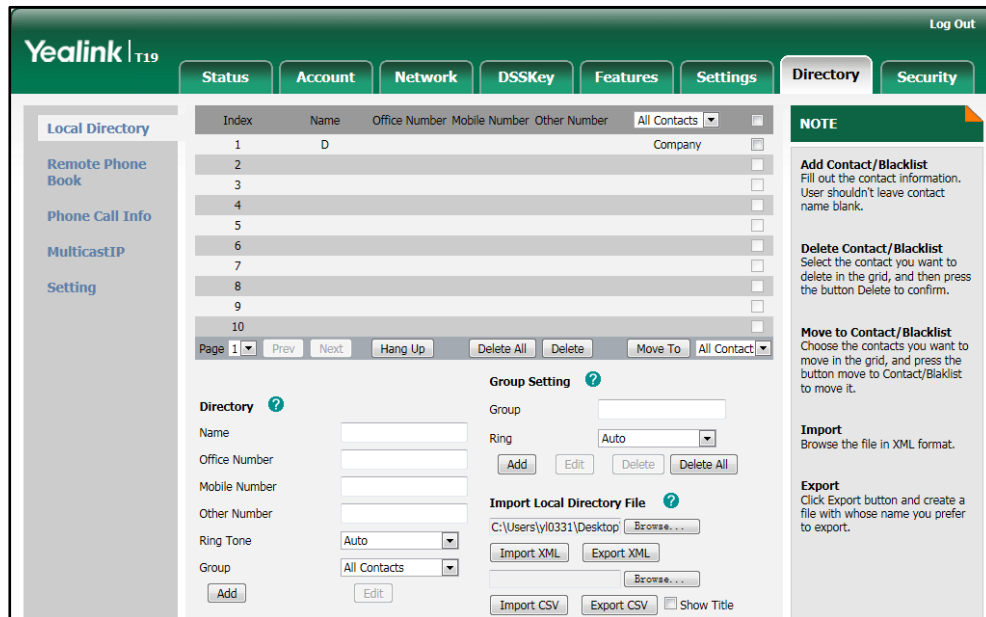


## Importing/Exporting Contact Lists

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 file of contact list via web user interface:

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

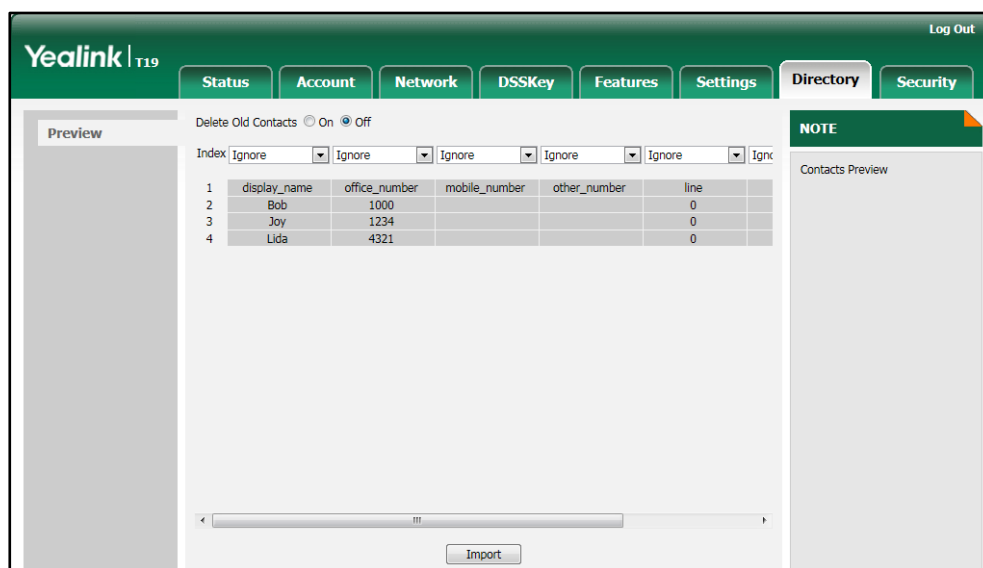


3. Click **Import XML** to import the contact list.  
The web user interface prompts "The original contact will be covered, Continue?".
4. Click **OK** to complete importing the contact list.

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

1. Click on **Directory->Local Directory**.
2. Click **Browse** to locate a contact list file (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.

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



- Click **Import** to complete importing the contact list.

**To export contact list via web user interface:**

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

**Note** Importing/exporting contact lists are configurable via web user interface only.

## Blacklist

The built-in phone directory can store names and numbers for a blacklist. You can store up to 30 contacts in your phone's blacklist; add, edit, delete or search for a contact in the blacklist; even dial a contact number from the blacklist, but any incoming call from the blacklist will be rejected automatically.

**To add a contact to the blacklist manually:**

- Press **Menu->Dir->Blacklist**.
- Press the **Add** soft key.



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



- Press the **Add** soft key to accept the change or the **Back** soft key to cancel.



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

- Press the **Dir** soft key.

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



If Local Directory is removed from the directory, press **Menu->Dir->Local Directory** to enter the local directory.

- Press  or  to select the desired contact.
- Press the **Option** soft key and then select **Add To Blacklist** from the prompt list.

The LCD screen prompts "Move selected to blacklist?".



- Press the **Ok** soft key to confirm the setting.

For more operating instructions on editing, deleting, placing calls to and/or searching for contacts in the blacklist, refer to the operating instructions of [Local Directory](#) on page 28.

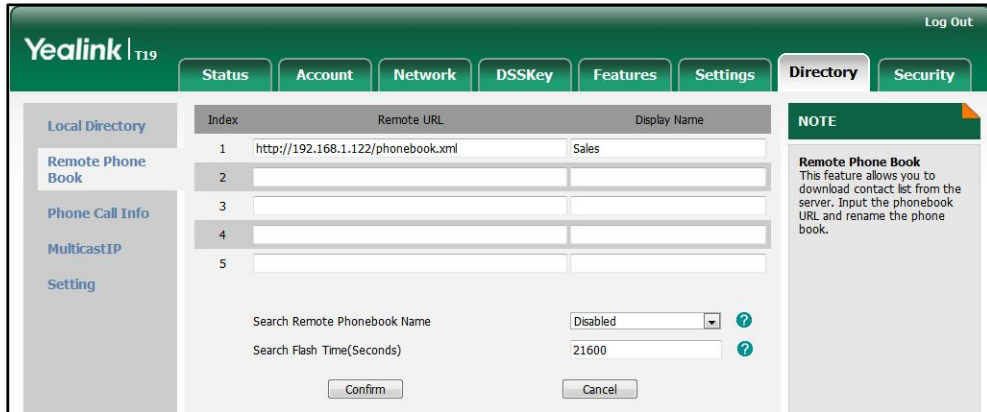
## Remote Phone Book

You can access your corporate directory through your phone. You can add local contacts, search for a contact, or simply dial a contact number from the corporate directory.

You can configure your new phone to access up to 5 corporate directories. The phone supports up to 2000 corporate directory entries. For the access URL of the corporate directory, contact your system administrator.

**To configure an access URL for 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.



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

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

**To access your corporate directory via phone user interface:**

1. Press **Menu->Dir->Remote Phone Book**.

If Remote Phone Book is added to the directory, press **Dir->Remote Phone Book** to enter remote phone book.



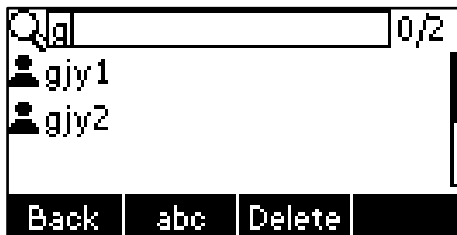
2. Press **▲** or **▼** to select the desired remote group, and then press the **Enter** soft key.

The phone connects to load the corporate directory, and then the corporate contact list appears on the LCD screen.

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

**To search for a contact in the corporate directory:**

1. Press **Menu->Dir->Remote Phone Book**.  
If Remote Phone Book is added to the directory, press **Dir->Remote Phone Book** to enter remote phone book.
2. Select the desired remote group, and then press the **Enter** soft key to load the corporate directory.
3. Press the **Search** soft key.
4. Enter a few continuous characters of the contact name or number using the keypad.



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

**To place a call from the corporate directory:**

1. Press **Menu->Dir->Remote Phone Book**.  
If Remote Phone Book is added to the directory, press **Dir->Remote Phone Book** to enter remote phone book.
2. Press  $\uparrow$  or  $\downarrow$  to select the desired remote group, and then press the **Enter** soft key to load the corporate directory.
3. Select the desired contact in the corporate directory.
4. Press the **DIAL** soft key.

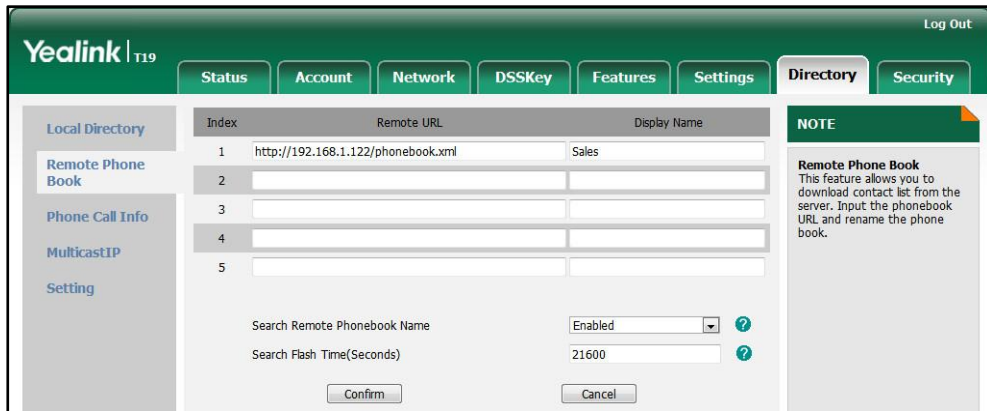
In addition, you can enable the phone to present the caller identity stored in the corporate directory when receiving a call.

**To enable the presentation of caller identity stored in remote phone book via web user interface:**

1. Click on **Directory->Remote Phone Book**.
2. Select **Enabled** from the pull-down list of **Search Remote Phonebook Name**.

3. Enter the refresh period of corporate directory in the **Search Flash Time (Seconds)** field.

The default value is 21600 seconds.



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

## Call History Management

The SIP-T19P IP phone maintains call history lists of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Call history lists support 100 entries in all. You can view the call history, place a call, add a contact or delete an entry from the call history list. You should enable history record in advance.

**To enable history record via phone user interface:**

1. Press **Menu->Features->History Setting**.
2. Press **◀** or **▶**, or the **Switch** soft key to select **Enable** from the **History Record** field.







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

**To view the call history:**





1. Press the **History** soft key.  
The LCD screen displays **All Calls** list.
2. Press **◀** or **▶** to switch between **All Calls**, **Placed Calls**, **Received Calls**, **Missed Calls** and **Forwarded**.
3. Press **▲** or **▼** 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 between **All Calls, Placed Calls, Received Calls, Missed Calls** and **Forwarded**.
3. Press  or  to scroll to the desired entry.
4. Press the **Send** soft key.

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



1. Press the **History** soft key.
2. Press  or  to switch between **All Calls, Placed Calls, Received Calls, Missed Calls** and **Forwarded**.
3. Press  or  to scroll to the desired entry.
4. 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, and then press the **Save** soft key.

For more information, refer to [Contact Management](#) on page 27.

**To delete an entry from the call history list:**

1. Press the **History** soft key.
2. Press  or  to switch between **All Calls, Placed Calls, Received Calls, Missed Calls** and **Forwarded**.
3. Press  or  to scroll to 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 between **All Calls, Placed Calls, Received Calls, Missed Calls** and **Forwarded**.
3. Press the **Option** soft key, and then select **Del All** from the prompt list.
4. Press the **Ok** soft key.

The LCD screen prompts "Delete all records?".



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

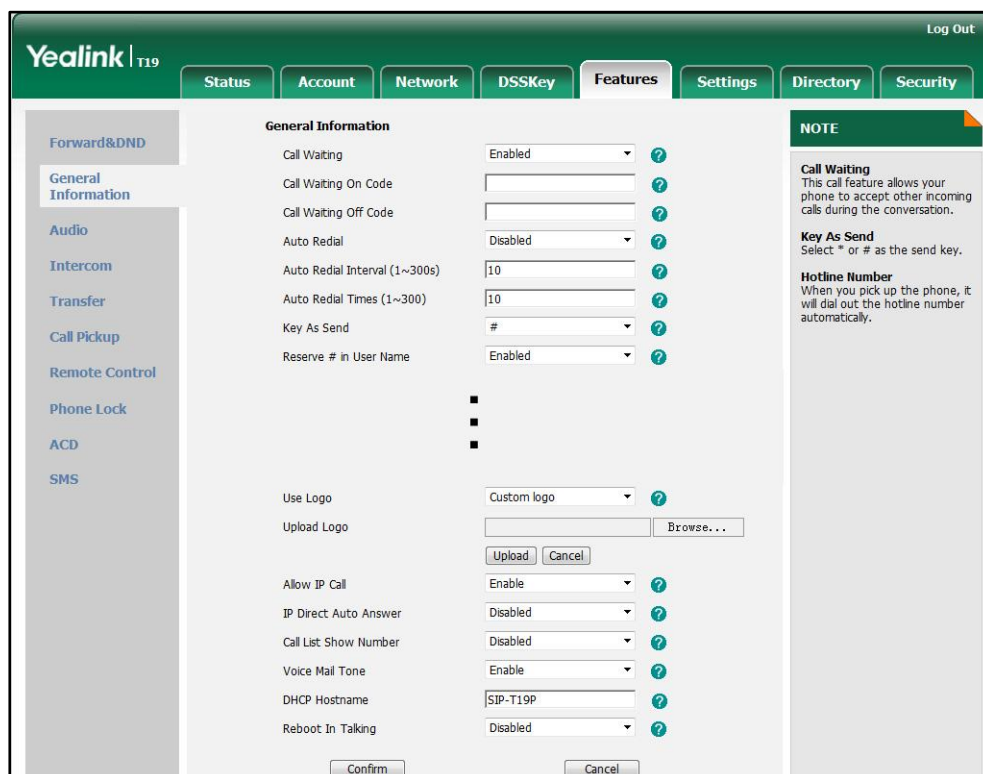
## System Customizations

### Logo Customization

You can upload your custom logo which will be shown on the idle screen.

To upload a custom logo via web user interface:

1. Click on **Features->General Information**.
2. Select **Custom Logo** from the pull-down list of **Use Logo**.



3. Click **Browse** to locate the logo file from your local system.
4. Click **Upload** to upload the file.

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

**Note**

The logo file format must be \*.dob, contact your system administrator for more information.


Logo customization is configurable via web user interface only.

## Headset Use

Physically connect your headset and activate the headset mode for use. For more information on physically connecting a headset, refer to [Phone Installation](#) on page 11.

### Headset Mode Activation/Deactivation

**To activate the headset mode:**

1. Press  on the phone.

The headset icon on the idle screen indicates that the headset mode is activated.

Press the **Answer** soft key to answer a call. The call will connect to your headset automatically. Enter the desired number and press the **Send** soft key, then the phone will place a call using the headset automatically. For more information on using the headset to place a call, refer to [Placing Calls](#) on page 59.

**To deactivate the headset mode:**

1. Press  again on the phone.

The headset icon disappears from the idle screen indicates the headset mode is deactivated.

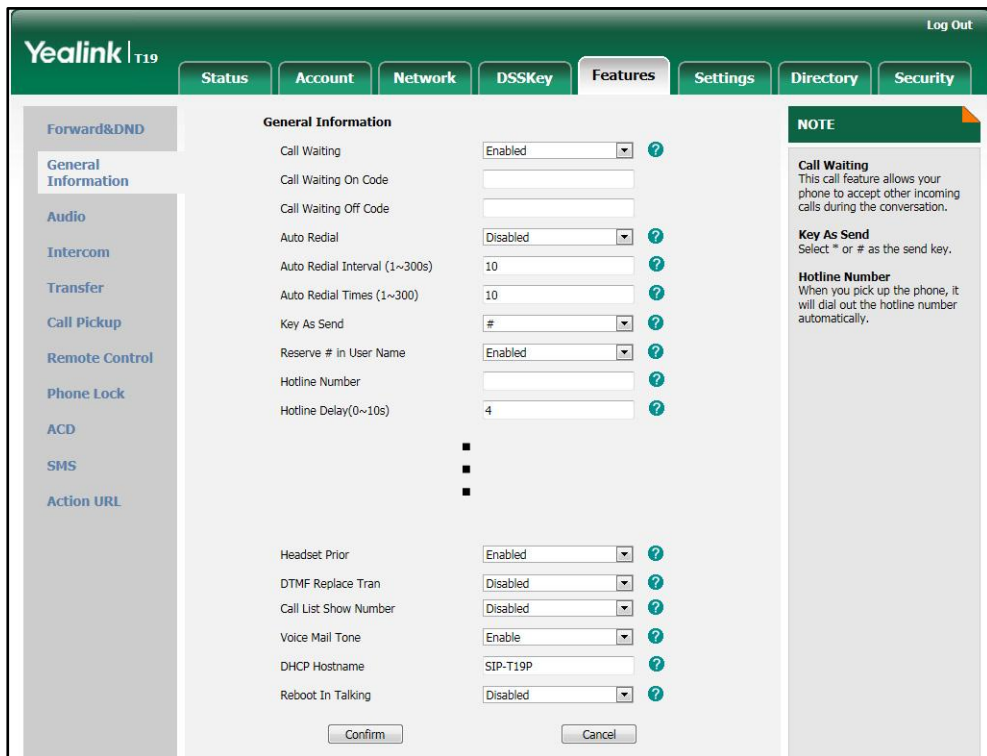
### Headset Prior

You can use headset in priority when enabling headset prior. 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**.



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

To use headset prior feature, 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.  
Headset prior is configurable via web user interface only.

## Programmable Keys

You can customize the soft keys, navigation keys and function keys on the keypad. The SIP-T19P IP phone supports 11 programmable keys.

To customize the programmable keys via web user interface:

1. Click on **DSSKey->Programmable Key**.



2. Customize specific features for these keys.

Key	Type	Line	Value	Label	Extension
SoftKey 1	History	Local History			
SoftKey 2	Directory	N/A			
SoftKey 3	DND	N/A			
SoftKey 4	Menu	N/A			
Up	History	Local History			
Down	N/A	N/A			
Left	N/A	N/A			
Right	N/A	N/A			
OK	Status	N/A			
MUTE	N/A	N/A			
TRAN	Forward	N/A			

3. (Optional.) Enter a string that will appear on the LCD screen in the **Label** field.

Label is configurable only when customizing four soft keys.

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

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

**Note**

Programmable keys are configurable via web user interface only.

Common used programmable key features are explained in the following subchapters in detail:

- Speed Dial
- Directed Pickup
- Group Pickup
- Prefix
- Local Directory
- Local Group
- XML Directory
- XML Group
- XML Brower
- SMS
- New SMS
- Zero Touch
- Keypad Lock

For more information, contact your system administrator.

### Speed Dial

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

**Dependencies:** *Type (Speed Dial)*

*Value (the number you want to dial out)*

**Usage:** Press the programmable key to dial out the number specified in the **Value** field.

### Directed Pickup

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

**Dependencies:** *Type (Directed Pickup)*

*Value (the directed pickup code followed by the specific phone number)*

**Usage:** Press the programmable key on your phone when the specific phone number receives an incoming call. The call is 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 (Group Pickup)*

*Value (the group pickup feature code)*

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

### Prefix

You can use this key feature to add a specified prefix number before the dialed number.

**Dependencies:** *Type (Prefix)*

*Value (the prefix number)*

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

### Local Directory

You can use this key feature to access the local directory quickly. For more information, refer to [Local Directory](#) on page 28.

**Dependencies:** *Type (Local Directory)*

**Usage:** Press the programmable key to access the local directory quickly.

### Local Group

You can use this key feature to access the group in the local directory quickly. For more information, refer to [Local Directory](#) on page 28.

**Dependencies:** *Type (Local Group)*

*Line (the group you want to access)*

**Usage:** Press the programmable key to access the group specified in the **Line** field.

**XML Directory**

You can use this key feature to access the corporate directory quickly. For more information, refer to [Remote Phone Book](#) on page 39.

**Dependencies:** *Type (XML Directory)*

**Usage:** Press the programmable key to access the corporate directory quickly.

**XML Group**

You can use this key feature to access the remote group in the corporate directory quickly. You should configure remote phone book in advance. For more information, refer to [Remote Phone Book](#) on page 39.

**Dependencies:** *Type (XML Group)*

*Line (the remote group you want to access if the remote phone book is configured)*

**Usage:** Press the programmable key to access the remote group specified in the **Line** field.

**XML Browser**

You can use this key feature to access the XML browser quickly. 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 (XML Browser)*

*Value (the access URL for xml browser)*

**Usage:** Press the programmable key to access the XML browser specified in the **Value** field.

**SMS**

You can use this key feature to quick access short message service. For more information, refer to [Short Message Service \(SMS\)](#) on page 91.

**Dependencies:** *Type (SMS)*

**Usage:** Press the programmable key when the phone is idle to access the short message service.

**New SMS**

You can use this key feature to quick access the new short message service. For more information, refer to [Short Message Service \(SMS\)](#) on page 91.

**Dependencies:** *Type (New SMS)*

**Usage:** Press the programmable key when the phone is idle to access the New

Message screen. You can enter the text message and then send it.

### Zero Touch

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


**Dependencies:** *Type (Zero Touch)*

#### Usage:


1. Press the programmable key to access the zero touch screen.
2. Press the **Ok** soft key in 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.

### Keypad Lock

You can use this key feature to immediately lock the keypad of your phone instead of long pressing . For more information, refer to [Keypad Lock](#) on page 22.

**Dependencies:** *Type (Keypad Lock)*

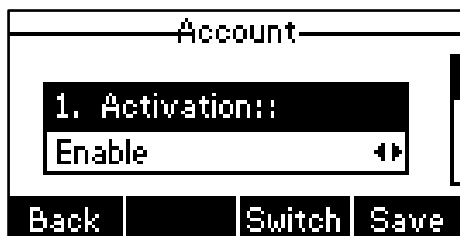
**Usage:** Press the programmable key to immediately lock the keypad of your phone instead of long pressing .

## Account Registration

You can register one account on the SIP-T19P IP phone.

**To register an account via phone user interface:**

1. Press **Menu->Settings->Advanced Settings** (password: admin) ->**Account**.
2. Press the **Enter** soft key.
3. Select **Enable** from the **Activation** field.



4. Enter the desired values in the **Label**, **Display Name**, **Register Name**, **User Name**, **Password** and **Sip Server1/2** fields respectively. Contact your system administrator for more information.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**To disable an account via phone user interface:**

1. Press **Menu->Settings->Advanced Settings** (password: admin) ->**Account**.
2. Press the **Enter** soft key.
3. Select **Disable** from the **Activation** field to disable the account.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Account registration is configurable via web user interface at the path **Account->Register**.

## Dial Plan

Dial plan is a string of characters that governs the way your SIP-T19P IP phone processes the inputs received from your phone keypad. The SIP-T19P IP phone supports the following dial plan features:

- [Replace Rule](#)
- [Dial-now](#)
- [Area Code](#)
- [Block Out](#)

The basic expression syntax you need to know:

.	The dot "." can be used as a placeholder or multiple placeholders for any character. Example: "12." would match "123", "1234", "12345", "12abc", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "121", "122", "123", "12a", etc.
[]	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 "9151234", "9161234", "9171234".
()	The parentheses "()" can be used to group together patterns, for instance, to logically combine two or more patterns. Example: "91([5-7])1(x)" would match "91511", "91618", "91715", etc.
\$	The "\$" should be followed by the sequence number of a parenthesis. The "\$" plus the sequence number means the whole character or characters placed in the parenthesis. The number directs to the right parenthesis when there are more than one. Example: A replace rule configuration: Prefix: "9([5-7]) (.)", Replace: "5\$2". When you enter "96123" to dial out on your phone, the number will be replaced as "5123" and then dialed out. "\$2" means the characters in the second parenthesis, that is, "123".

## 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 trying 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., 1234) in the **Replace** field.

4. 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 “1234” instead.

### 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 check box.
3. Edit the values in the **Prefix** and **Replace** fields.
4. 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 one or more replace rules by checking the check box(es).

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

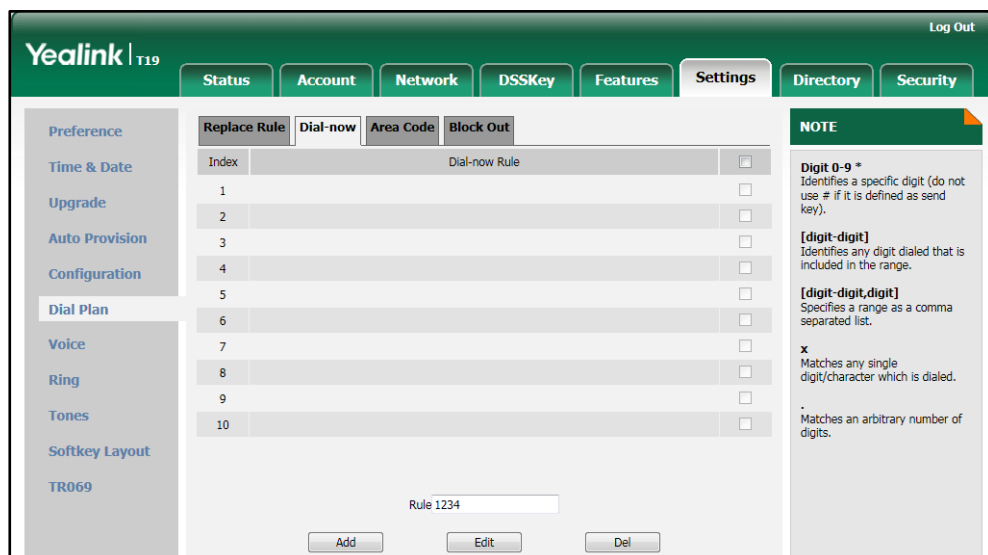
**Note** Replace rule is configurable via web user interface only.

## Dial-now

You can configure one or more dial-now rules (up to 100) on your phone. When the dialed out number matches the dial-now string, the number will be dialed out automatically. For example, a dial-now rule is configured as "2xx", then any entered three-digit string beginning with 2 will 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., 1234) in the **Rule** field.



3. 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 pressing any key.

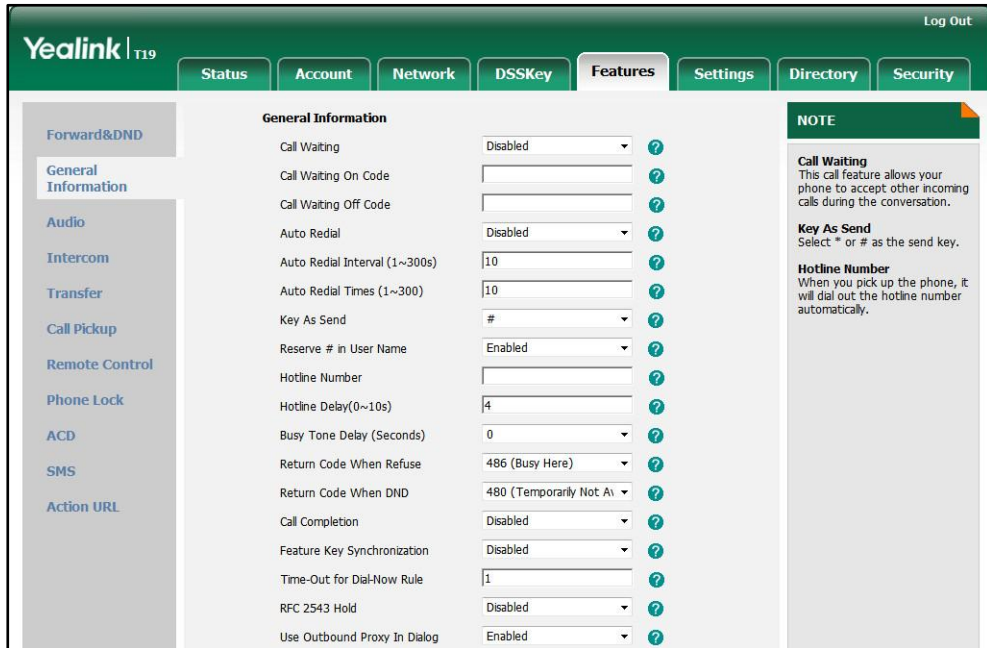
**Note** Dial-now rule is configurable via web user interface only.

### Delay Time for Dial-now Rule

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

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

1. Click on **Features->General Information**.
2. Enter the time within 1-14 (in seconds) in the **Time-Out for Dial-Now Rule** field.



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

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

## Area Code

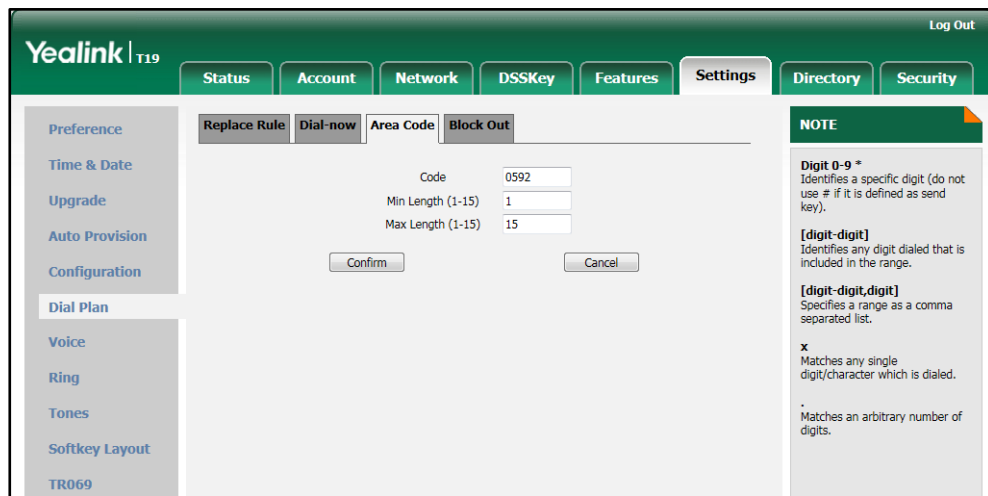
Area codes are also known as Numbering Plan Areas (NPAs). They usually indicate geographical areas in a country. This feature is necessary only when dialing the number outside the code area. For example, area code is configured as "Code: 0592, Min Length: 4, Max Length: 11", then when you dial out the number "56789", which has the digits between 4 to 11, 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 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. Click **Confirm** to accept the change.

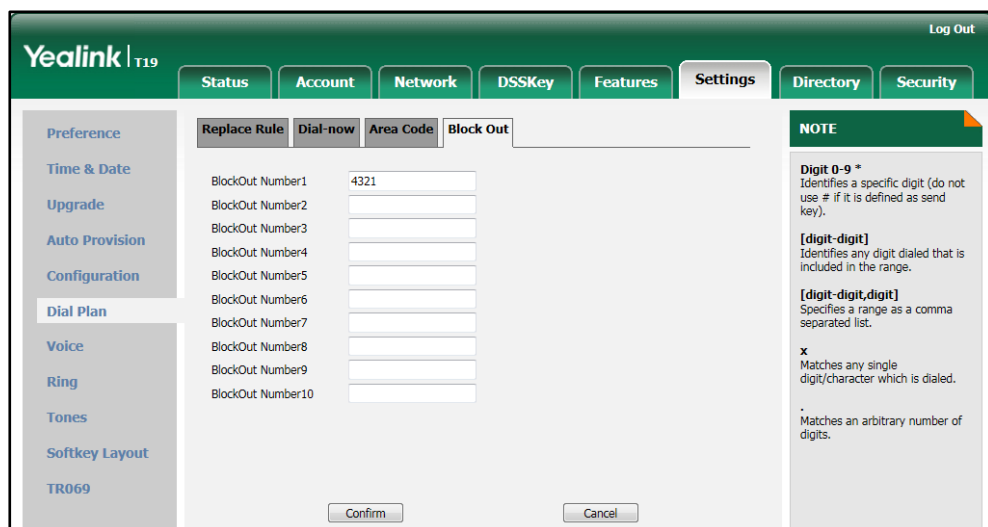
**Note** Area code is configurable via web user interface only.

## Block Out

You can block some specific numbers 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". You can add 10 block out rules at most on your phone.

**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. 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 different emergency numbers for different emergency services.

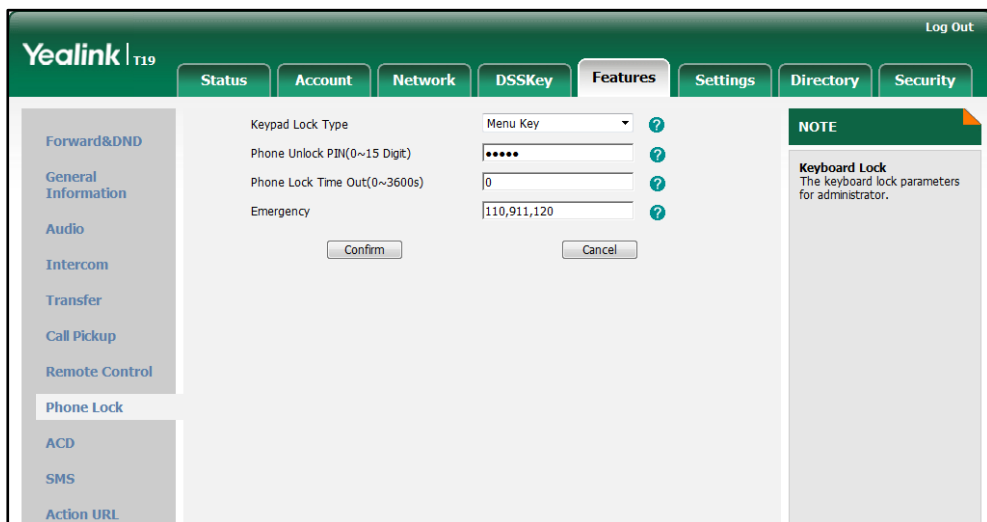
You can specify the emergency telephone number on the IP phone for contacting the emergency services in an emergency situation.

**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.

For multiple numbers, enter a comma between every two emergency numbers. The default emergency numbers are 110, 911 and 120.



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

**Note** Emergency number is configurable via web user interface only.

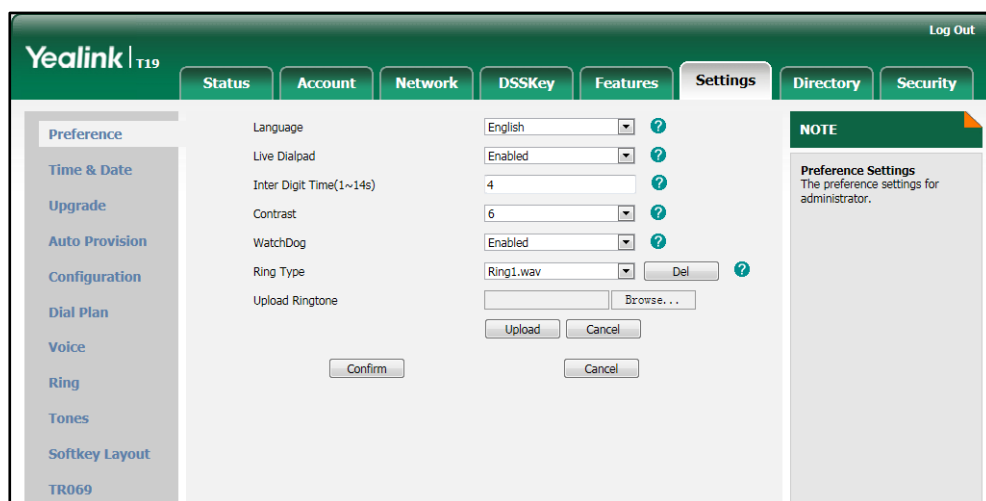
## Live Dialpad

You can enable live dialpad on the SIP-T19P IP phone, which enables the IP phone to automatically dial out the phone number without pressing the send key. You can also configure a delay, where the phone will dial out the phone number automatically after the specified period of time.

**To enable 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.

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 or pressing the Speakerphone key. You can also configure a delay, where the phone will dial out the hotline number automatically after the specified period of time.

**To configure the hotline number via phone user interface:**

1. Press **Menu->Features->Hotline**.

2. Enter the desired number in the **Number** field.



3. Enter the delay time (in seconds) in the **Hotline Time-out** field.  
The valid values range from 0 to 10.
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-T19P 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-T19P IP phone. Topics include:

- [Placing Calls](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Redialing Numbers](#)
- [Recent Call In Dialing](#)
- [Auto Answer](#)
- [Auto Redial](#)
- [Call Completion](#)
- [Call Return](#)
- [Call Mute](#)
- [Call Hold/Resume](#)
- [Do Not Disturb \(DND\)](#)
- [Call Forward](#)
- [Call Transfer](#)
- [Call Waiting](#)
- [Conference](#)
- [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 three ways using your SIP-T19P IP phone:

- Using the handset
- Using the speakerphone

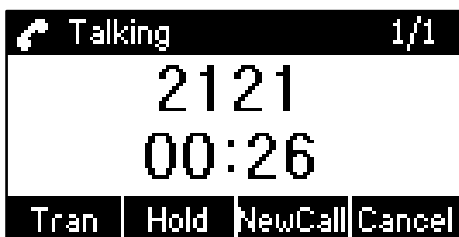
- Using the headset

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 27 and [Call History Management](#) on page 42.

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

The call duration of active call is visible on the LCD screen. In the figure below, the call to Kame has lasted 26 seconds.



#### To place a call using the handset:

1. Pick up the handset.
2. Enter the desired number using the keypad.
3. Press , , 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 [Key as Send](#) on page 21.







#### Note

You can also dial using the SIP URI or IP address. To obtain the IP address of the phone, press the  $\checkmark$  key. The maximum SIP URI or IP address length is 32 characters. For example, SIP URI: 2210@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  to obtain a dial tone.  
Enter the desired number using the keypad.  
Press , , or the **Send** soft key.
- With the handset on-hook, enter the desired number using the keypad.  
Press , , , or the **Send** soft key.

**To place a call using the headset:**



1. With the optional headset connected, press  to activate the headset mode.
2. Enter the desired number using the keypad.
3. Press , , or the **Send** soft key.



**Note**

To permanently enable your headset, refer to [Headset Prior](#) on page 45.

**To place multiple calls:**

You can have more than one call on your SIP-T19P IP phone. To place a new call during an active call:

1. Press the **Hold** soft key to place the original call on hold.
2. Press the **NewCall** soft key.
3. Enter the desired number using the keypad.
4. Press , , or the **Send** soft key.

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

## Answering Calls

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

- Using the handset
- Using the speakerphone
- Using the headset

**Note**

You can ignore incoming calls by pressing the **Reject** soft key or the **Silence** soft key. You can also activate Do Not Disturb mode to ignore all incoming calls without ring on your phone. For more information, refer to [Do Not Disturb \(DND\)](#) on page 69.

You can forward incoming calls to someone else by pressing the **Fwd** soft key. For more information, refer to [Call Forward](#) on page 70.

**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 headset mode deactivated, press the **Answer** soft key.



### To answer a call using the headset:

Do one of the following:

- Press  .
- With the headset mode activated, press the **Answer** soft key.

### 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  to access the new call.  
Press  or the **Answer** soft key.  
The incoming call is answered and the original call is placed on hold.


#### Note

The phone will not receive a new incoming call when there are two calls on the phone.

## Ending Calls

### To end a call:

Do one of the following:

- If you are using the handset, press the **Cancel** soft key or hang up the handset.
- If you are using the headset, press the **Cancel** soft key.
- If you are using the speakerphone, press  or the **Cancel** soft key.

#### Note

To end a call placed on hold, you can press the **Cancel** soft key to end the call directly, or press the **Resume** soft key to resume the call before ending it.



## 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:

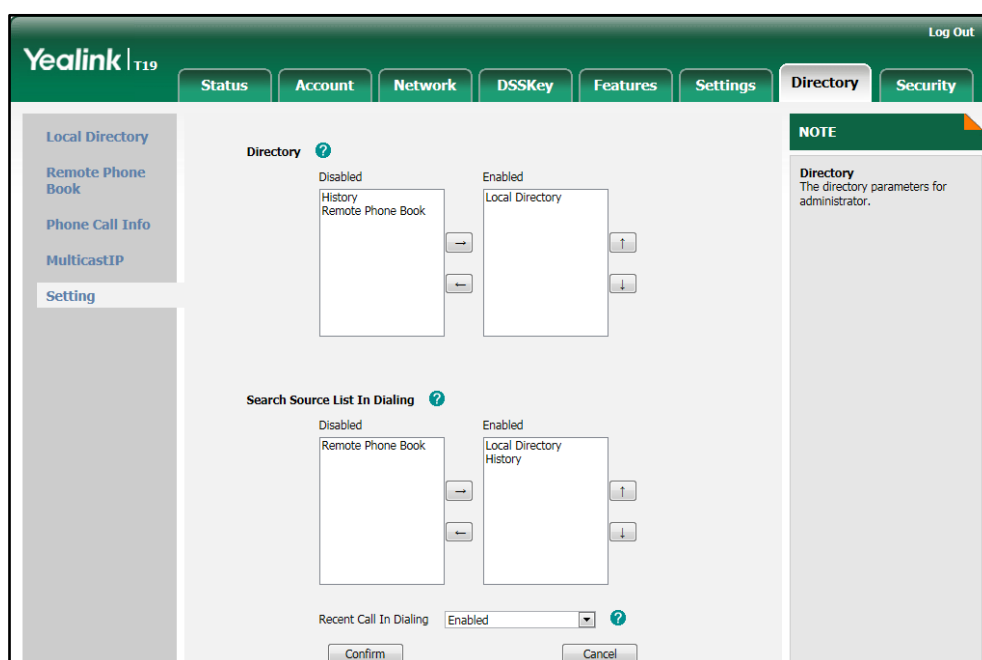
1. Press **RD** when the phone is idle.
2. Press **▲** or **▼** to select the desired entry, and then press **RD** or the **Send** soft key.

## Recent Call In Dialing

You can view the placed calls list when the phone is in the pre-dialing screen. To do this, you should enable recent call in dialing in advance.

To enable recent call in dialing via web user interface:

1. Click on **Directory->Setting**.
2. Select **Enabled** from the pull-down list of **Recent Call In Dialing**.





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

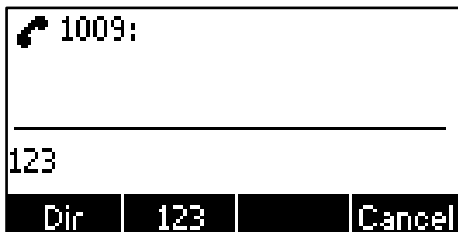
### Note

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

To view placed calls list when the phone is in the pre-dialing screen:

1. Pick up the handset or press the speakerphone.



The LCD screen displays the placed calls list. You can press  or  to select the desired entry and then place a call to the contact.

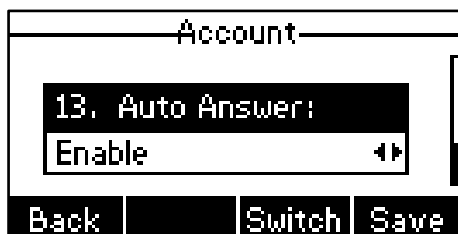



## Auto Answer

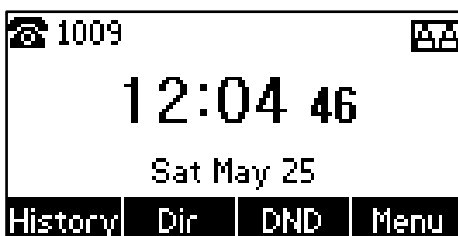
You can use auto answer to automatically answer an incoming call.

To configure auto answer via phone user interface:

1. Press **Menu**->**Settings**->**Advanced Settings** (password: admin) ->**Account**.
2. Press the **Enter** soft key.
3. Press  or , or the **Switch** soft key to select **Enable** from the **Auto Answer** field.



4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.  
The  icon appears on the LCD screen.



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 redial the phone number automatically when the called party is busy. You can also configure the times settings for auto redial and the time to wait between redial attempts.

To configure auto redial via phone user interface:

1. Press **Menu->Features->Auto Redial**.
2. Press  or , or the **Switch** soft key to select **Enable** from the **Auto Redial** field.



3. Enter the desired time in the **Interval** field.  
The default time interval is 10s.
4. Enter the desired times in the **Times** field.  
The default times are 10.
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**.

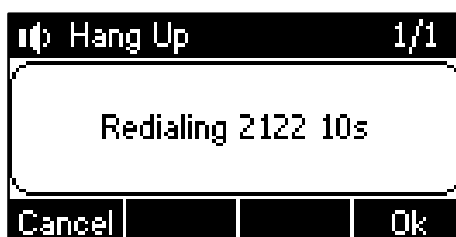
To use auto redial:

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:



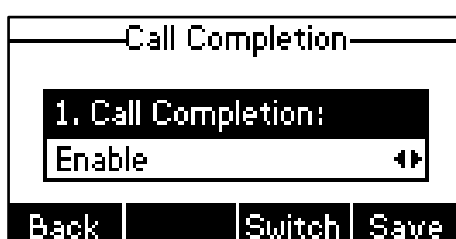
2. Wait for a period of time or press the **Ok** soft key to redial the phone number.  
The phone will retry as many times as configured until the called party is idle.

## Call Completion

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

**To configure call completion via phone user interface:**

1. Press **Menu->Features->Call Completion**.
2. Press  $\leftarrow$  or  $\rightarrow$ , or the **Switch** soft key to select **Enable** from the **Call Completion** field.



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**.

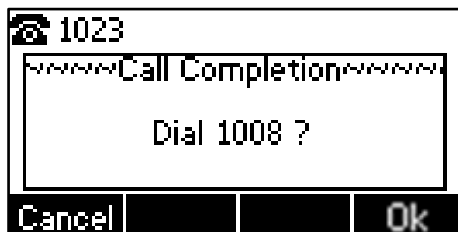
**To use call completion:**

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 appears on the LCD screen of the phone:



2. 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.

## Call Return

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

To configure a call return key via web user interface:

1. Click on **DSSKey->Programmable Key**.
2. Select the desired programmable key.
3. Select **Call Return** from the pull-down list of **Type**.

 A screenshot of the Yealink T19 web user interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'DSSKey' tab is selected. Below the navigation bar, there is a 'Programmable Key' section with a table. The table has columns for 'Key', 'Type', 'Line', 'Value', 'Label', and 'Extension'. The 'Key' column lists various keys: SoftKey 1, SoftKey 2, SoftKey 3, SoftKey 4, Up, Down, Left, Right, OK, MUTE, and TRAN. The 'Type' column shows dropdown menus for each key. The 'TRAN' key is currently set to 'Call Return'. At the bottom of the table, there are 'Confirm', 'Cancel', and 'Reset to default' buttons. On the right side of the page, there is a 'NOTE' section with information about 'Key Type', 'Key Event', and 'Intercom'.

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


#### Note

A call return key is configurable via web user interface only.

## Call Mute

You can mute the microphone of the active audio device during an active call, and then the other party cannot hear you.


### To mute a call:

1. Press  during an active call.

The LCD screen indicates that the call is on mute.



### To un-mute a call:

1. Press  again to un-mute the call.

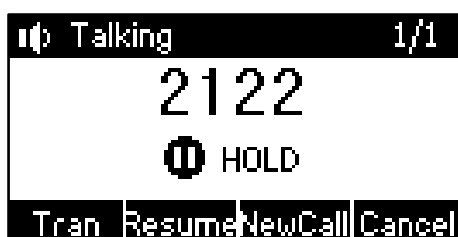
## Call Hold/Resume

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 on hold to the other party while waiting.

### To place a call on hold:

1. Press the **Hold** soft key during a call.

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 the **Resume** soft key.

**Multiple Calls on Hold:**

If multiple calls are placed on hold:

1. Press  or  to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.


If more than one call is placed on hold, a numbered prompt appears on the LCD screen, for example "1/2", indicating that this is the first call out of two calls.

## Do Not Disturb (DND)

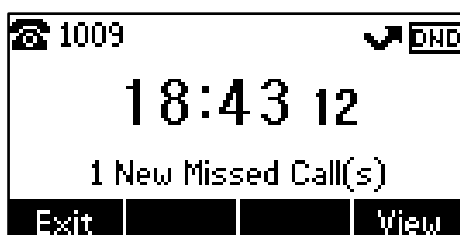
You can use DND to reject incoming calls automatically on the phone. Callers will receive a busy message. You can receive incoming calls from authorized numbers when DND is enabled.

**To activate DND via phone user interface:**

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

The  icon on the idle screen indicates that DND is enabled.

Incoming calls will be rejected automatically and "n New Missed Call(s)" ("n" indicates the number of the missed calls) will appear on the LCD screen.

**Note**

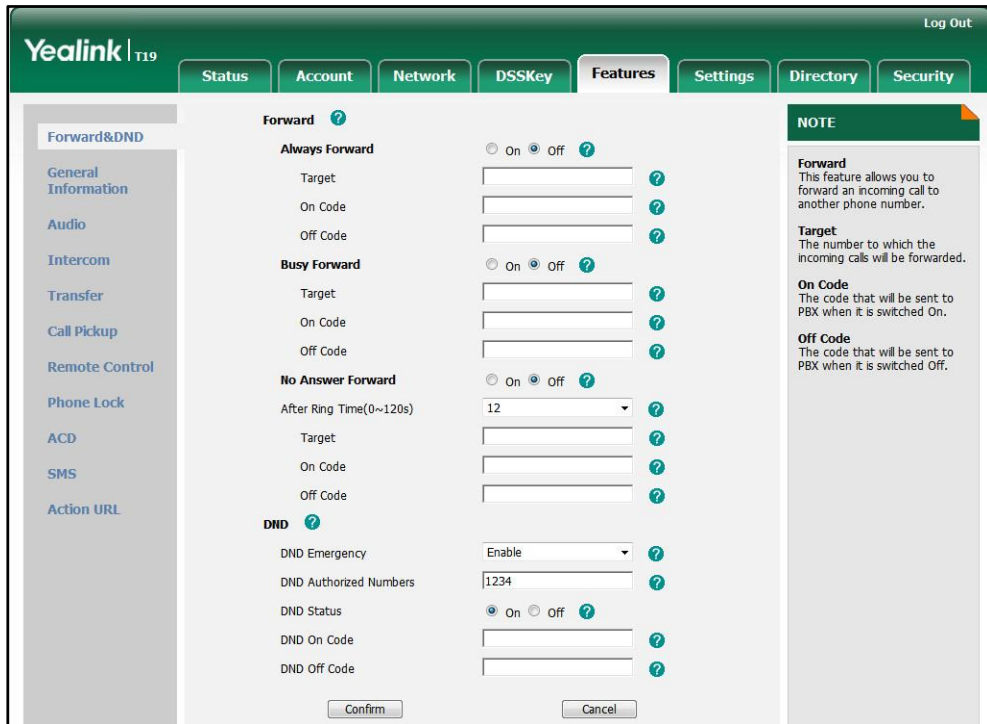
The prompt message displays only if Missed Call Log for the line is enabled. Missed Call Log is configurable via web user interface at the path **Account->Basic**.

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

**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**.

- Enter the numbers in the **DND Authorized Numbers** field.  
For multiple numbers, enter a comma between every two numbers.



- 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 by the static forwarding. You can also forward calls while your phone is ringing, refer to the dynamic forwarding.





### Static Forwarding

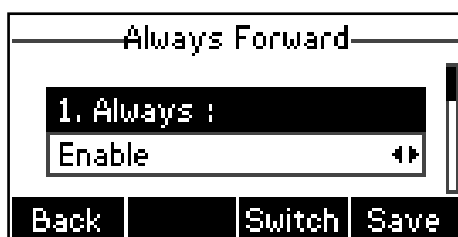
Three types of static forwarding:



- 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.



**To enable call forward via phone user interface:**

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**:
    - 1) Press  or , or the **Switch** soft key to select **Enable** from the **Always** field.





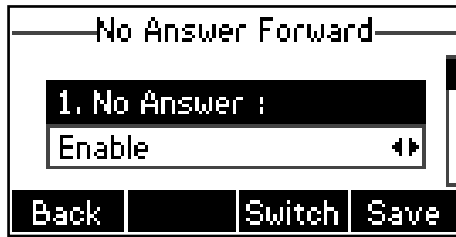
- 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
  - 3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.
- b.) If you select **Busy Forward**:
- 1) Press  or , or the **Switch** soft key to select **Enable** from the **Busy** field.





- 2) Enter the destination number you want to forward all 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.

c.) If you select **No Answer Forward**:

- 1) Press  or  , or the **Switch** soft key to select **Enable** from the **No Answer** field.




- 2) Enter the destination number you want to forward all unanswered incoming calls to in the **Forward to** field.
- 3) Press  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.

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

The  icon on the idle screen indicates call forward is enabled.

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 59.

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 disable call forward in phone mode:**

Do one of the following:

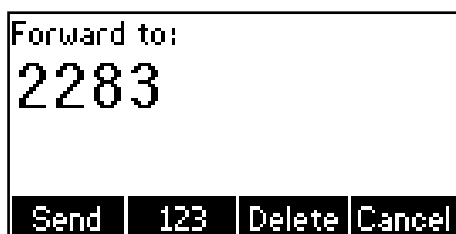
- Press  when the phone is idle.
- Press **Menu->Features->Call Forward**.  
Press  or  to select the desired forwarding type, then press the **Enter** soft key.  
Press  or  , or the **Switch** soft key to select **Disable** to disable the call forward.

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

## Dynamic Forwarding

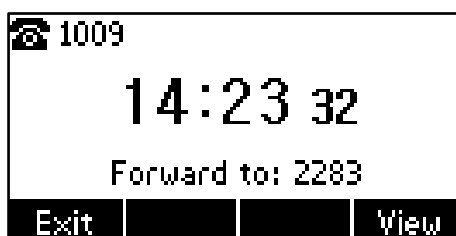
To forward an incoming call to another party:

1. When the phone is ringing, press the **Fwd** soft key.
2. Enter the number you want to forward the incoming call to.



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

The incoming call is forwarded. The LCD screen prompts a call forward message.





## Call Transfer

You can transfer a call to another party in one of the 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 **Tran** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press  or the **Tran** soft key to complete call transfer.

Then the call is connected to the number to which you are transferring.







To perform a semi-attended transfer:

1. Press  or the **Tran** soft key during a call.
2. Do one of the following:
  - Enter the number you want to transfer the call to.
  - Press the **Dir** 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 27 for more information.).

- Press the **Dir** soft key, and then select **History**. Select the desired list and use  or  to select the entry (Directory should be configured in advance. Refer to [Directory](#) on page 27 for more information.).
  - Press the **Dir** soft key, and then select **Remote Phone Book**. Select the desired group and search for the contact (Directory and remote phone book should be configured in advance. Refer to [Directory](#) on page 27 and [Remote Phone Book](#) on page 39 for more information.).
3. Press  or  to dial out.
  4. Press  or the **Tran** soft key to complete call transfer when receiving the ringback.

#### To perform an attended transfer:

1. Press  or the **Tran** soft key during a call.
2. Do one of the following:
  - Enter the number you want to transfer the call to.
  - Press the **Dir** 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 27 for more information.).
  - Press the **Dir** soft key, and then select **History**. Select the desired list and use  or  to select the entry (Directory should be configured in advance. Refer to [Directory](#) on page 27 for more information.).
  - Press the **Dir** soft key, and then select **Remote Phone Book**. Select the desired group and search for the contact (Directory and remote phone book should be configured in advance. Refer to [Directory](#) on page 27 and [Remote Phone Book](#) on page 39 for more information.).
3. Press  or  to dial out.
4. After the party answers the call, press  or the **Tran** soft key to complete call transfer.

If you are using a handset, call transfer can be completed by hanging up the handset.

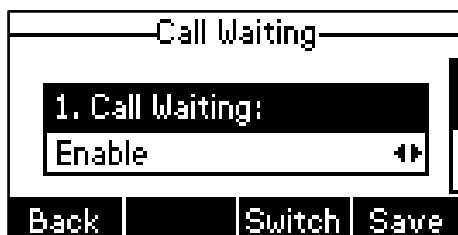
You can cancel call transfer before the call is connected by pressing the **Cancel** soft key.

## Call Waiting

You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call when there is 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 **Enable** from the **Call Waiting** field.
3. Press **◀** or **▶** , or the **Switch** soft key to select **Enable** from the **Play Tone** field.
4. (Optional.)Enter the call waiting on code or off code respectively in the **CW On Code** or **CW Off Code** field.
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 parties using the phone's local conference. You can create a conference between an active call and a call on hold by pressing the Conference soft key.

### Note

Network conference is not available on all servers. For more information, contact your system administrator.



## Local Conference

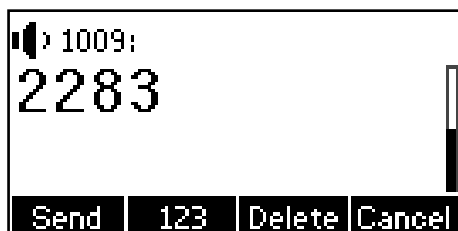
The SIP-T19P IP phone supports up to 3 parties (including yourself) in a conference call. This is the default method of conference called Local Conference.

**To set up a local conference call:**

1. Place a call to the first party.
2. When the first party answers the call, press the **NewCall** soft key to place a new call.

The active call is placed on hold.

3. Enter the number of the second party and press  ,  , or the **Send** soft key.



4. When the second party answers the call, you can consult with him or her before adding to the conference.
5. Press the **Conference** soft key again to join all parties in the conference.

You can press the **Hold** soft key to place the conference on hold. You can press the **Split** soft key to split the conference call into two individual calls. To drop the conference call, press the **Cancel** soft key.

## Network Conference

You can use network conference on the SIP-T19P 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 **Network Conference** from the pull-down list of **Conference Type**.

- Enter the conference URI (e.g., conference@example.com) in the **Conference URI** field.

The screenshot shows the Yealink T19 Advanced settings page. The 'Conference URI' field is set to 'conference@example.com'. Other settings include Keep Alive Type (Default), Keep Alive Interval (30), Local SIP Port (5062), RPort (Disabled), SIP Session Timer T1 (0.5), SIP Session Timer T2 (4), SIP Session Timer T4 (5), and Subscribe Period (1800). A 'NOTE' box on the right states: 'Advanced: The Advanced parameters for administrator.'

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

#### To set up a network conference call:

- Place a call to the first party.
- Press the **NewCall** soft key to place a new call.  
The active call is placed on hold.
- Enter the number of the second party and press , , or the **Send** soft key.
- When the second party answers the call, press the **Conference** soft key to add the second party to the conference.
- Press the **NewCall** soft key to place a new call.  
The conference is placed on hold.
- Enter the number of the new party and then press , , or the **Send** soft key.
- When the new party answers the call, press the **Conference** soft key to add the new party to the conference.
- Repeat steps 5 to 7 until you have added all intended parties.

The procedures to set up a network conference call for specific servers may be different from introduced above. Contact your system administrator for more information.

## Call Pickup

You can use call pickup to answer someone else’s incoming call on the phone. The SIP-T19P 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 specific phone number. Group call pickup is used for picking up a call that is ringing at any phone number in the 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.

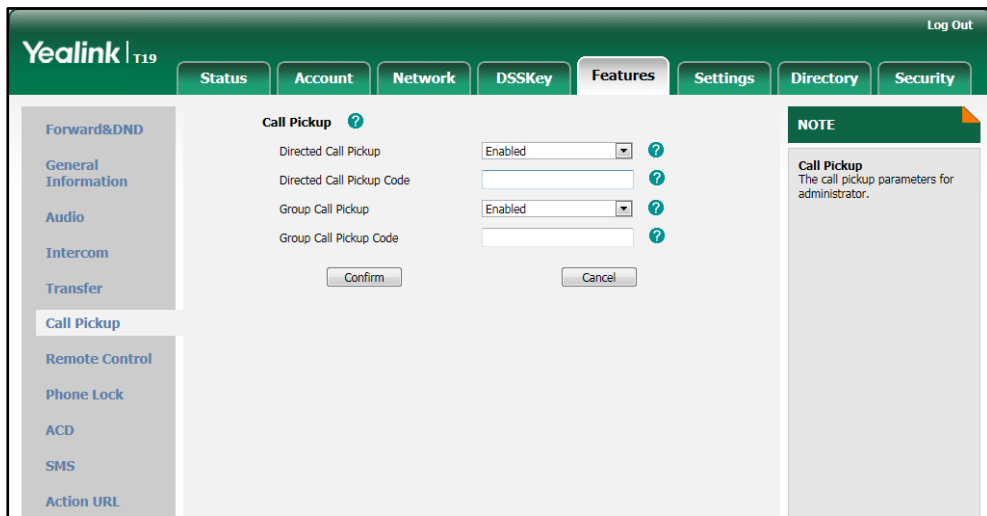
**Note**

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 the directed call pickup via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **Enabled** from the pull-down list of **Directed Call Pickup**.



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

To configure the directed call pickup code on a global basis via web user interface:

1. Click on **Features->Call Pickup**.



- Enter the directed call pickup code in the **Directed Call Pickup Code** field.

The screenshot shows the 'Call Pickup' configuration page in the Yealink T19 web interface. The 'Features' tab is selected. The 'Directed Call Pickup' dropdown is set to 'Enabled', and the 'Directed Call Pickup Code' field contains '\*97'. The 'Group Call Pickup' dropdown is also set to 'Enabled'. The 'Confirm' button is highlighted.

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

To configure the directed call pickup code on a per-line basis via web user interface:

- Click on **Account->Advanced**.
- Enter the directed call pickup code in the **Directed Call Pickup Code** field.

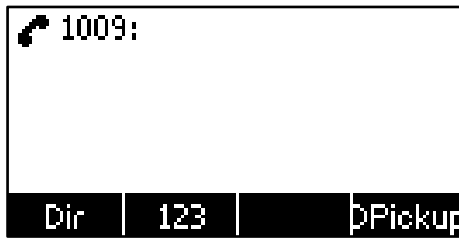
The screenshot shows the 'Advanced' configuration page in the Yealink T19 web interface. The 'Account' tab is selected, and the 'Advanced' sub-tab is active. The 'Directed Call Pickup Code' field contains '\*97'. The 'Confirm' button is highlighted.

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

To pick up a call directly:

- Pick up the handset.

The **DPickup** soft key appears on the LCD screen.



2. Press the **DPickup** soft key on your phone when a phone receives an incoming call.
3. Enter the phone number which receives an incoming call.
4. Press the **DPickup** soft key again.

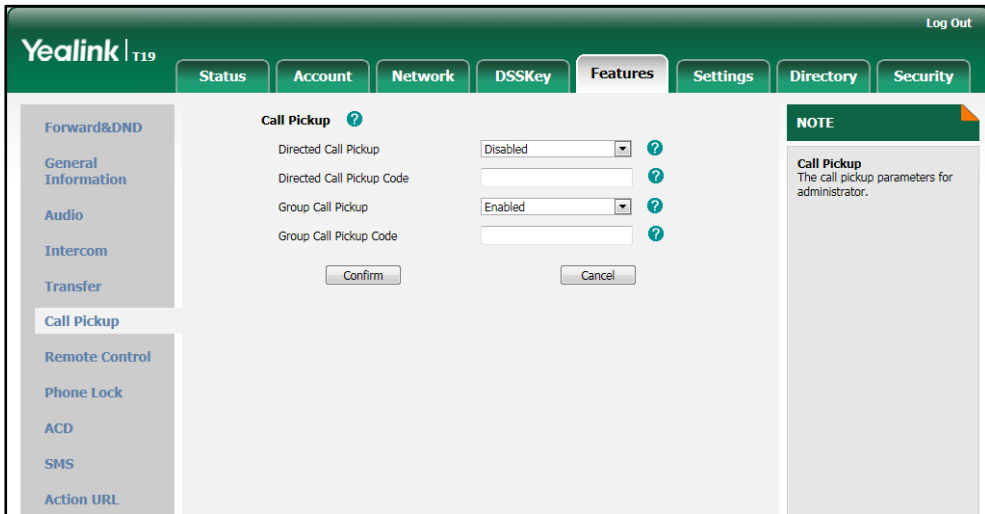
The call is answered on your phone.

You can also configure a programmable key as directed pickup key via web user interface. You can pick up a call by pressing the directed pickup key directly.

### Group Call Pickup

To enable the group call pickup via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **Enabled** from the pull-down list of **Group Call Pickup**.

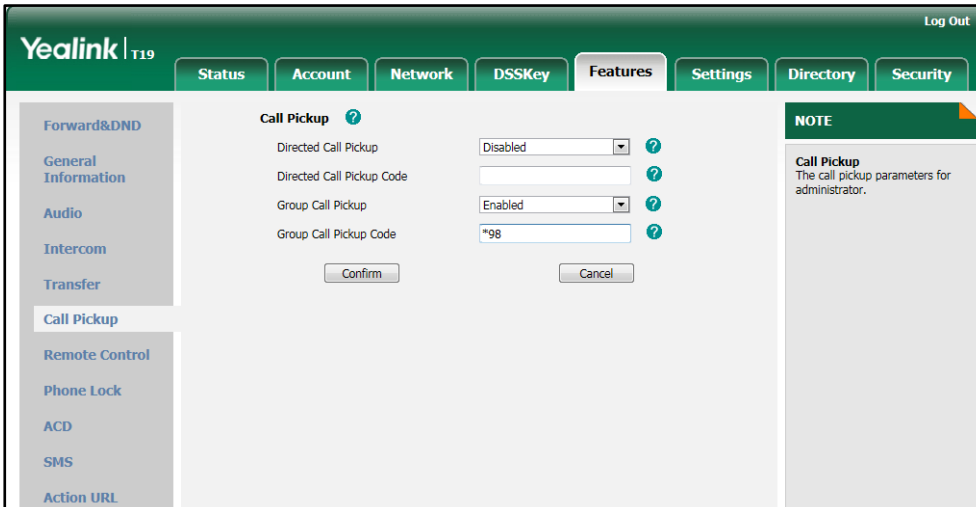


3. Click **Confirm** to accept the change.

To configure the group call pickup code on a global basis via web user interface:

1. Click on **Features->Call Pickup**.

- Enter the group call pickup code in the **Group Call Pickup Code** field.



The screenshot shows the Yealink T19 web interface. The 'Features' tab is selected, and the 'Call Pickup' section is active. The configuration is as follows:

Field	Value
Directed Call Pickup	Disabled
Directed Call Pickup Code	
Group Call Pickup	Enabled
Group Call Pickup Code	*98

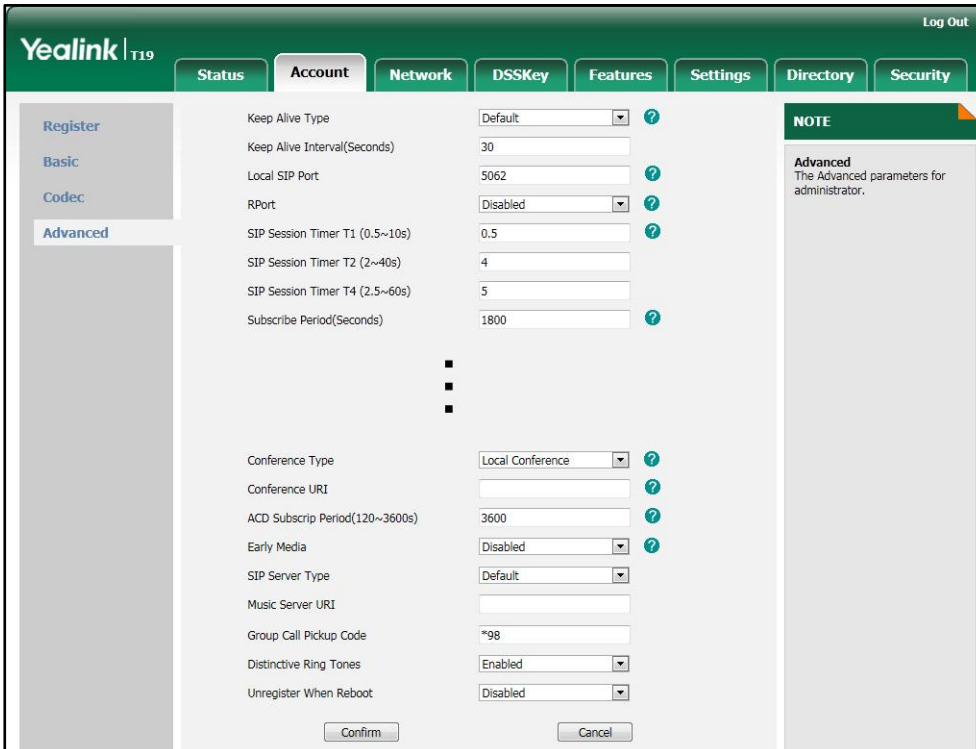
Buttons: Confirm, Cancel

**NOTE**  
Call Pickup  
The call pickup parameters for administrator.

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

To configure the group call pickup code on a per-line basis via web user interface:

- Click on **Account->Advanced**.
- Enter the group call pickup code in the **Group Call Pickup Code** field.



The screenshot shows the Yealink T19 web interface. The 'Account' tab is selected, and the 'Advanced' section is active. The configuration is as follows:

Field	Value
Keep Alive Type	Default
Keep Alive Interval(Seconds)	30
Local SIP Port	5062
RPort	Disabled
SIP Session Timer T1 (0.5~10s)	0.5
SIP Session Timer T2 (2~40s)	4
SIP Session Timer T4 (2.5~60s)	5
Subscribe Period(Seconds)	1800
Conference Type	Local Conference
Conference URI	
ACD Subscrip Period(120~3600s)	3600
Early Media	Disabled
SIP Server Type	Default
Music Server URI	
Group Call Pickup Code	*98
Distinctive Ring Tones	Enabled
Unregister When Reboot	Disabled

Buttons: Confirm, Cancel

**NOTE**  
Advanced  
The Advanced parameters for administrator.

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

To pick up a call in the group:

- Pick up the handset.

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 programmable key as a group pickup key via web user interface. 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

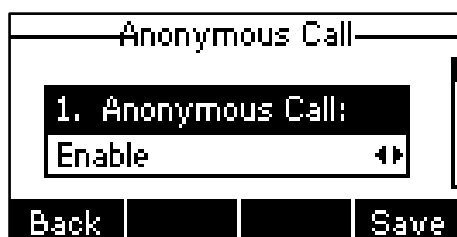
You can use anonymous call to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some of the services, but don't want to be harassed.

#### 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 Call**.
2. Press **◀** or **▶**, or the **Switch** soft key to select **Enable** from the **Anonymous Call** field.



3. (Optional.) Enter the anonymous call on code in the **Call On Code** field.
4. (Optional.) Enter the anonymous call off code in the **Call Off Code** field.

5. 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.

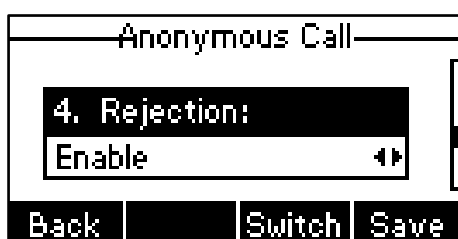


## Anonymous Call Rejection

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 showing up.

**To configure anonymous call rejection via phone user interface:**

1. Press **Menu->Features->Anonymous Call**.
2. Press  or  to scroll to the **Rejection** field.
3. Press  or , or the **Switch** soft key to select **Enable** from the **Rejection** field.
4. (Optional. ) Enter the anonymous call rejection on code in the **Reject On Code** field.
5. (Optional.) Enter the anonymous call rejection off code in the **Reject Off Code** field.



6. 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-T19P IP phone. Topics include:

- [Hot Desking](#)
- [Intercom](#)
- [Multicast Paging](#)
- [Music on Hold](#)
- [Messages](#)

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

## 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 at all, which means actual personal offices would be often vacant, consuming valuable space and resources.

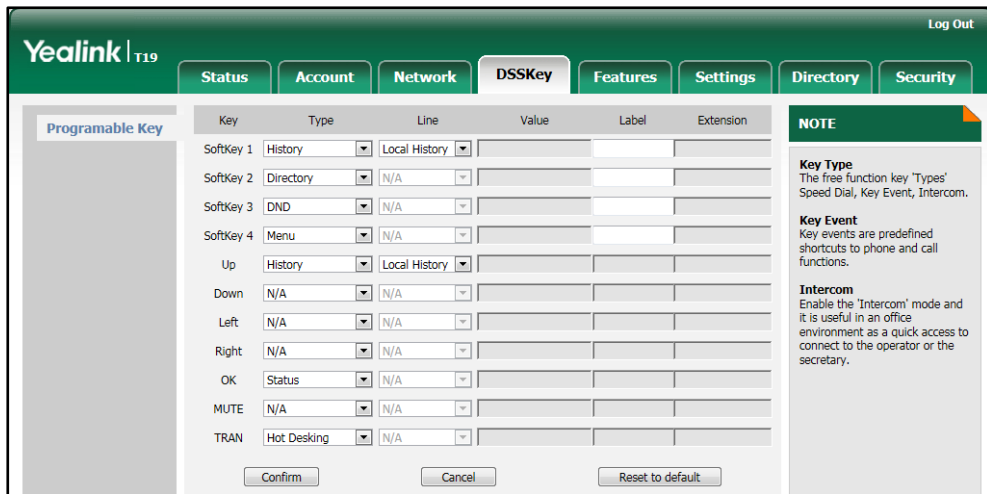
You can use hot desking on the SIP-T19P IP phone to log out of the existing account and then log into a new account, that is, many users can share the phone resource in different time. To use this feature, you need to configure a hot desking key in advance.

**Note** Hot desking is not available on all servers. Contact your system administrator for more information.

**To configure a hot desking key via web user interface:**

1. Click on **DSSKey->Programmable Key**.
2. Select the desired programmable key.

3. Select **Hot Desking** from the pull-down list of **Type**.

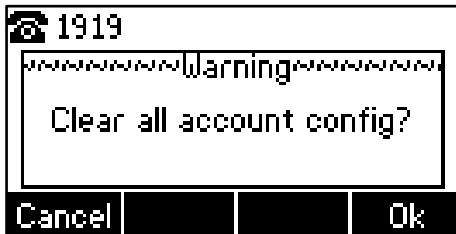


5. Click **Confirm** to accept the change.

**Note** A hot desking key is configurable via web user interface only.

**To use hot desking:**

1. Press the hot desking key when the phone is idle.  
 The LCD screen prompts "Clear all account config?".



2. Press the **Ok** soft key, registration configurations (e.g., display name, register name, user name and password) of the account will be cleared immediately.

The login wizard will be shown as below:



3. Enter the desired values in the **User Name** and **Password** fields respectively.  
 Contact your system administrator for more information.
4. Press the **Save** soft key to login or **Cancel** soft key to cancel.





## Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. The SIP-T19P 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 placed on hold.

Intercom features you need to know:

Intercom Feature	Description
Accept Intercom	Enable or disable the IP phone to automatically answer an incoming intercom call.
Intercom Mute	Enable or disable the microphone on the IP phone for intercom calls.
Warning Tone	Enable or disable the IP phone to play a warning tone when it receives an incoming intercom call.
Intercom Barge	Enable or disable the IP phone to automatically answer an incoming intercom call while there is already an active call on the phone.

To configure intercom features via phone user interface:

1. Press **Menu->Features->Intercom**.
2. Make the desired changes (Press  or  to switch between different intercom features).



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**.

### **Accept Intercom**

You can enable or disable the phone to automatically answer an incoming intercom call. If Accept Intercom is enabled, the phone automatically answers an incoming intercom call. If Accept Intercom is disabled, the phone rejects incoming intercom calls and sends a busy message to the caller. Accept Intercom is enabled by default.

#### **Note**

Your administrator can set a 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 microphone on the phone for intercom calls automatically. If Intercom Mute is enabled, the microphone is muted for intercom calls. If Intercom Mute is disabled, the microphone works for intercom calls. Intercom Mute is disabled by default.

### **Warning Tone**

You can enable or disable the phone to play a warning tone when receiving an intercom call. If Warning Tone is enabled, the phone plays a warning tone before answering the intercom call. If Warning Tone is disabled, the phone automatically answers the intercom call without warning. Warning 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 automatically answers the intercom call and places the active call on hold. If Intercom Barge is disabled, the phone handles an incoming intercom call like a waiting call. Intercom Barge is disabled by default.

## **Multicast Paging**

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

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 takes precedence over all incoming multicast paging calls. Valid values in the Paging Barge field:

- **1 to 10:** Define the priority of an active call, 1 with the highest priority, 10 with the lowest.
- **Disabled:** The voice call in progress shall take precedence over all incoming paging calls.

## Paging Priority Active

Paging priority active parameter decides how the phone handles the 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->MulticastIP**.
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 for incoming RTP multicast in the **Listening Address** field.

The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

The screenshot shows the Yealink T19 web interface. The navigation menu includes Status, Account, Network, DSSKey, Features, Settings, Directory, and Security. The 'Directory' menu is active, and the 'MulticastIP' option is selected. The configuration page shows the following settings:

- Paging Barge: 10
- Paging Priority Active: Enabled

IP Address	Listening Address	Label	Priority
1 IP Address	224.5.6.20:10008	Pagingone	1
2 IP Address			2
3 IP Address			3
4 IP Address			4
5 IP Address			5
6 IP Address			6
7 IP Address			7
8 IP Address			8
9 IP Address			9
10 IP Address			10

Buttons: Confirm, Cancel

**NOTE**  
Multicast IP  
The multicast IP parameters for administrator.

5. Enter the label in the **Label** field.

Label will appear on the LCD screen when receiving the RTP multicast.

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

**Note**

The priorities of listening addresses are predefined: 1 with the highest priority, 10 with the lowest.

The phone plays a warning tone when receiving incoming multicast paging calls.

The phone will not receive a new incoming multicast paging call when there are two calls on the phone.

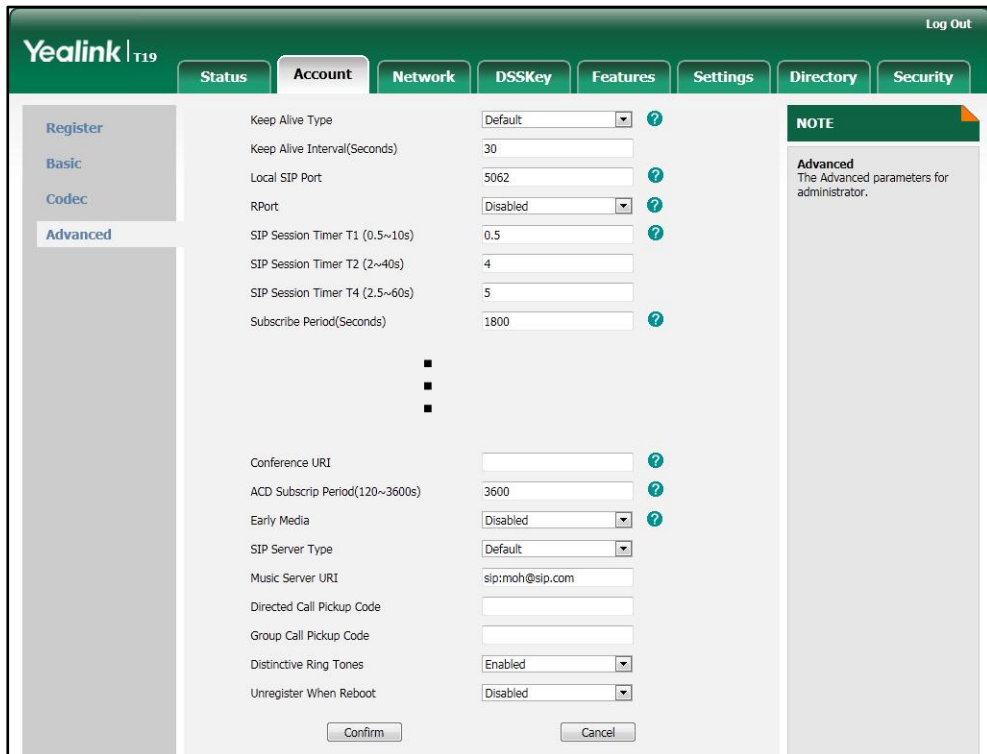
Multicast listening addresses is configurable via web user interface only.

## 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 MoH server account. When a call is placed on hold, the phone will send a SIP INVITE message to the MoH server account. The MoH server account automatically answers to 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 MoH server via web user interface:**

- Click on **Account->Advanced**.
- Enter the SIP URI (e.g., sip:moh@sip.com) in the **Music Server URI** field.



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

When you have placed a call on hold, the held party can hear the music.

**Note** All involved parties cannot use encrypted RTP (SRTP).  
MoH server is configurable via web user interface only.

## Messages

### Short Message Service (SMS)

You can send and receive text messages using the SIP-T19P 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 LCD screen will prompt receiving new text messages with the number of waiting messages (e.g., 1 New Text Message(s)) and a flashing icon.



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->Messages->Text Message->Inbox**.



2. Select the desired message and press the **View** soft key.

**Note** If the phone prompts receiving new text messages, you can also press the **View** soft key to read the new messages directly.

**To send a text message:**

1. Press **Menu->Messages->Text Message->New Message**.
2. Compose the new text message. You can press the **abc** soft key to change the input mode.



3. Press the **Send** soft key after completing the content.
4. Enter the number you want to send the message to in the **To** field.
5. 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->Messages->Text Message->Inbox**.
2. Select the desired message and press the **Reply** soft key.



3. Compose the new text message. You can press the **abc** soft key to change the input mode.
4. Press the **Send** soft key after completing the content.

**To delete a text message:**

1. Press **Menu->Messages->Text Message->Inbox (sentbox, Outbox or Draftbox)**.
2. Select the desired message and then press the **Delete** soft key.



3. Select **Delete** to delete the desired message.

The LCD screen prompts “Delete Message?”.

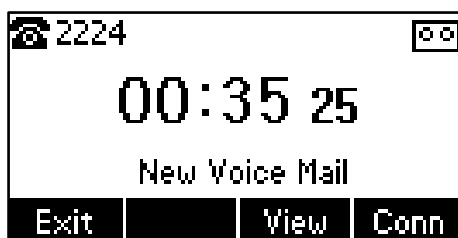


4. Press the **Ok** soft key to delete this message or the **Cancel** soft key to cancel. You can also delete all text messages by pressing the **Delete** soft key and then select **Del All**. For more information, refer to the above steps.

**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 on the SIP-T19P IP phone. You can also listen to the voice mails stored in a centralized location. When receiving a new voice mail, the phone will play a warning tone. The LCD screen will display a prompt message and flashing icon.



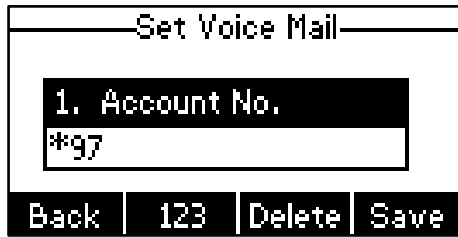
**Note** Voice mail is not available on all servers. Contact your system administrator for more information.

### 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->Messages->Voice Mail->Set Voice Mail**.




2. Press the **123** soft key to select the proper input mode and then enter the voice mail access code.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**Note**

Voice mail access code must be predefined on the system server. Contact your system administrator for the more information.

**To listen to voice mails:**

1. When the phone user interface prompts receiving new voice mails, press  or the **Conn** soft key to dial out the voice mail access code.
2. Follow the voice prompt to listen to voice mails.

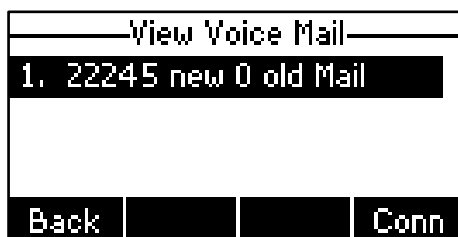
**Note**

Before listening to voice mails, make sure the voice mail access code has been configured.

**To view the voice mail via phone user interface:**

1. Press **Menu->Messages->Voice Mail->View Voice Mail**.

The LCD screen displays the amount of new and old voice mails.



2. Press the **Conn** soft key to listen to the voice mails.

## Message Waiting Indicator (MWI)

The SIP-T19P 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 two ways: a warning tone and a prompt message (including a voice mail



icon) on the LCD screen. This will be cleared when you retrieve all voice mails or delete them.

The MWI service is unsolicited for some servers, so the SIP-T19P IP phone only handles the MWI messages sent from the server. But for other servers, the MWI service is solicited, so the SIP-T19P IP phone must enable subscription for MWI.

**Note**

MWI service is not available on all servers. Contact your system administrator for more information.

The MWI Subscription parameters you need to know:

Option	Description
<b>Subscribe for MWI</b>	Enable or disable a subscription for MWI service.
<b>MWI Subscription Period</b>	Period of MWI subscription. The IP phone sends a refresh SUBSCRIBE request before initial SUBSCRIBE expiration.
<b>Subscribe MWI to Voice Mail</b>	Enable or disable a subscription to the voice mail number for MWI service. To use this feature, you should configure subscribe for MWI and the voice mail number in advance.

**Note**

Whether the phone sends SUBSCRIBE messages for MWI service to the account or the voice mail number depends 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 **Enabled** from the pull-down list of **Subscribe for MWI** field.

3. Enter the period time in the **MWI Subscription Period (Seconds)** field.

The screenshot shows the Yealink T19 web user interface. The 'Account' tab is selected, and the 'Advanced' sub-tab is active. The 'MWI Subscription Period(Seconds)' field is set to 1800. Other visible fields include 'Keep Alive Type' (Default), 'Keep Alive Interval(Seconds)' (30), 'Local SIP Port' (5062), 'RPort' (Disabled), 'SIP Session Timer T1 (0.5~10s)' (0.5), 'SIP Session Timer T2 (2~40s)' (4), 'SIP Session Timer T4 (2.5~60s)' (5), 'DTMF Type' (RFC2833), 'DTMF Info Type' (DTMF-Relay), 'DTMF Payload Type(96~127)' (101), 'Retransmission' (Disabled), 'Subscribe for MWI' (Enabled), 'Subscribe MWI To Voice Mail' (Disabled), 'Voice Mail' (23), and 'Caller ID Source' (FROM). A 'NOTE' box on the right states: 'Advanced: The Advanced parameters for administrator.'

4. 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 **Enabled** from the pull-down list of **Subscribe MWI To Voice Mail**.
3. Enter the desired voice mail number in the **Voice Mail** field.

The screenshot shows the Yealink T19 web user interface. The 'Account' tab is selected, and the 'Advanced' sub-tab is active. The 'Subscribe MWI To Voice Mail' field is set to 'Enabled' and the 'Voice Mail' field is set to 123. Other visible fields include 'Keep Alive Type' (Default), 'Keep Alive Interval(Seconds)' (30), 'Local SIP Port' (5062), 'RPort' (Disabled), 'SIP Session Timer T1 (0.5~10s)' (0.5), 'SIP Session Timer T2 (2~40s)' (4), 'SIP Session Timer T4 (2.5~60s)' (5), 'Subscribe Period(Seconds)' (1800), 'DTMF Type' (RFC2833), 'DTMF Info Type' (DTMF-Relay), 'DTMF Payload Type(96~127)' (101), 'Retransmission' (Disabled), 'Subscribe for MWI' (Enabled), 'MWI Subscription Period(Seconds)' (3600), 'Caller ID Source' (FROM), 'Session Timer' (Disabled), and 'Session Expires(30~7200s)' (1800). A 'NOTE' box on the right states: 'Advanced: The Advanced parameters for administrator.'

4. 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

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This chapter provides general troubleshooting information to help to solve the problems you might encounter when using your SIP-T19P IP phone.

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

## 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 plugging it directly into a wall outlet instead.
- If the phone is powered from PoE, ensure you use a PoE-compliant switch or hub.

## 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.
- Contact your system administrator for more information.


## Why does the phone display “No Service”?

The LCD screen displays “No Service” when no SIP account registers successfully.

## 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 the SNTP server, configure the time and date manually.

## How do I find the basic information of the phone?

Press  when the phone is idle to check the basic information of the phone, such as the IP address and firmware version. For more the basic information, refer to [Phone Status](#) on page 13.

### How to obtain the MAC address of a phone when the phone is not powered on?

Three ways you can obtain the MAC address of a phone:

- You can ask your supplier for shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address in the label of carton box.
- You can find the MAC address from the phone's bar code on the back of the phone.

### 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 11.
- Switch between the Handset, Headset (if present) and 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 that the ringer volume on the phone. To adjust the ringer volume setting, press the Volume key when the phone is idle. For more information, refer to [Volume](#) on page 24.

### Why can't I receive calls?

- Check that the SIP registration with your system administrator.
- Check that DND (Do Not Disturb) feature is disabled on the phone. Refer to [Do Not Disturb \(DND\)](#) on page 69.
- Check that call forward is disabled on the phone. Refer to [Call Forward](#) on page 70.
- Check whether the caller number is stored in the blacklist. Refer to [Blacklist](#) on page 38.

### Why is my handset not working?

Check that the handset cord is fully connected to both the handset jack on the phone and handset. Refer to [Phone Installation](#) on page 11.

### Why is my headset not working?

- Check that the headset cord is fully connected to the headset jack on the phone. Refer to [Phone Installation](#) on page 11.
- Check that the headset mode is activated. Refer to [Headset Mode Activation/Deactivation](#) on page 45.

- Check that the headset volume is adjusted to an appropriate level. Refer to [Volume](#) on page 24.

### What is the difference between user name, register name and display name?

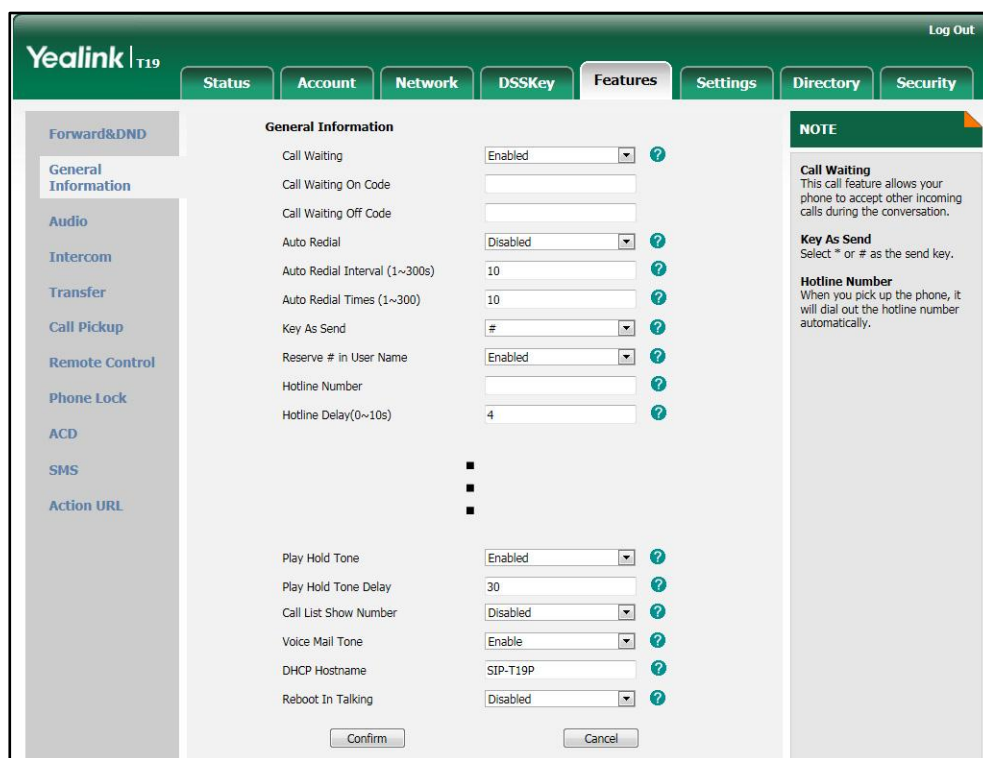
Both user name and register name are defined by the server. A user name is used to identify the account while a register name matched with a password is used for authentication if the server requires. Display name is the caller ID that will be displayed on the callee’s LCD screen. Server configurations may override local configurations.

### 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. Play hold tone is enabled by default. Play hold tone and play hold tone delay are configurable via web user interface only.

To configure play hold tone and play 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 seconds) in the **Play Hold Tone Delay** field.



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

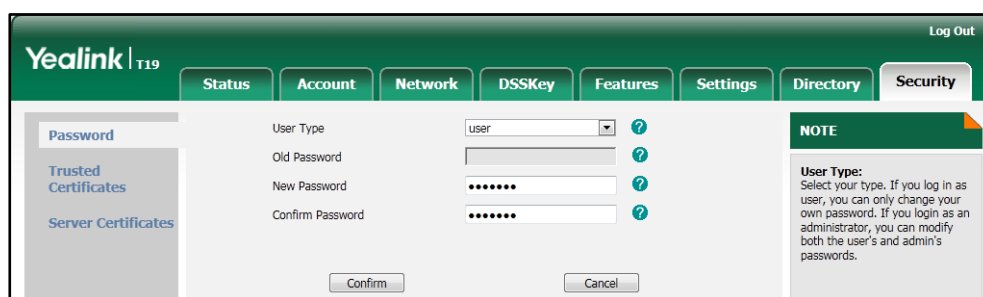
### Why can't I send a SMS to any other phone?

SMS depends on support from a SIP server. Contact your system administrator for more information.

### 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.



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

#### Note

If logging into the web user interface of the phone with the user credential, you need to enter the current user password in the **Old Password** field.

User password is configurable via web user interface only.

### How to make a call using SRTP?

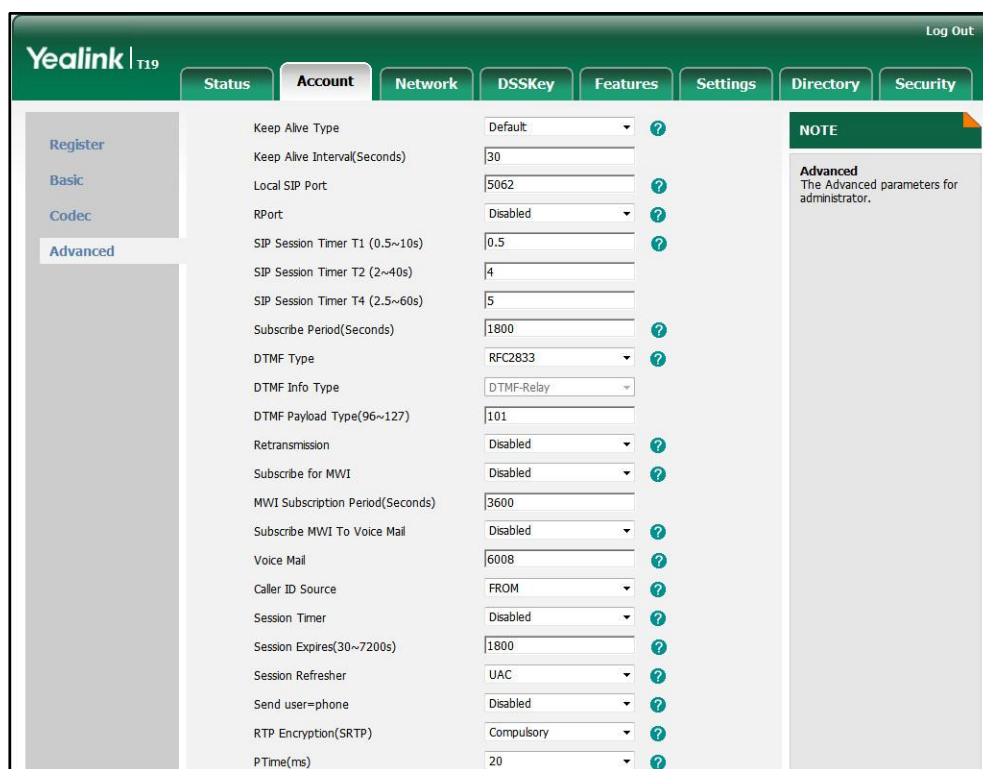
You can enable SRTP to encrypt the audio stream(s) of phone calls. The parties participating in the call should enable SRTP.

To enable SRTP via web user interface:

1. Click on **Account->Advanced**.



2. Select the desired value from the pull-down list of **RTP Encryption (SRTP)**.



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

**Note**

SRTP is not available on all servers. Contact your system administrator for more information.

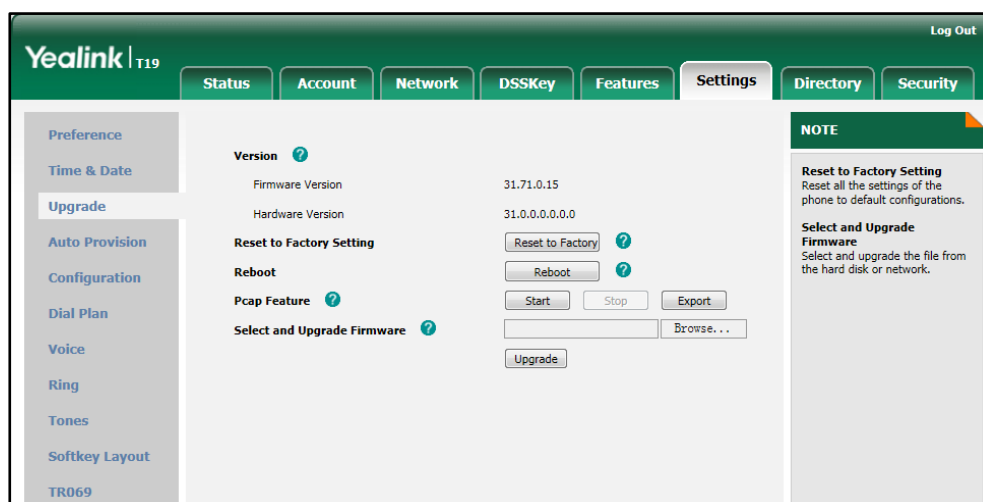
SRTP is configurable via web user interface only.

**How to reboot the phone?**

**To reboot the phone via web user interface:**

1. Click on **Settings->Upgrade**.

2. Click **Reboot** to reboot the phone.



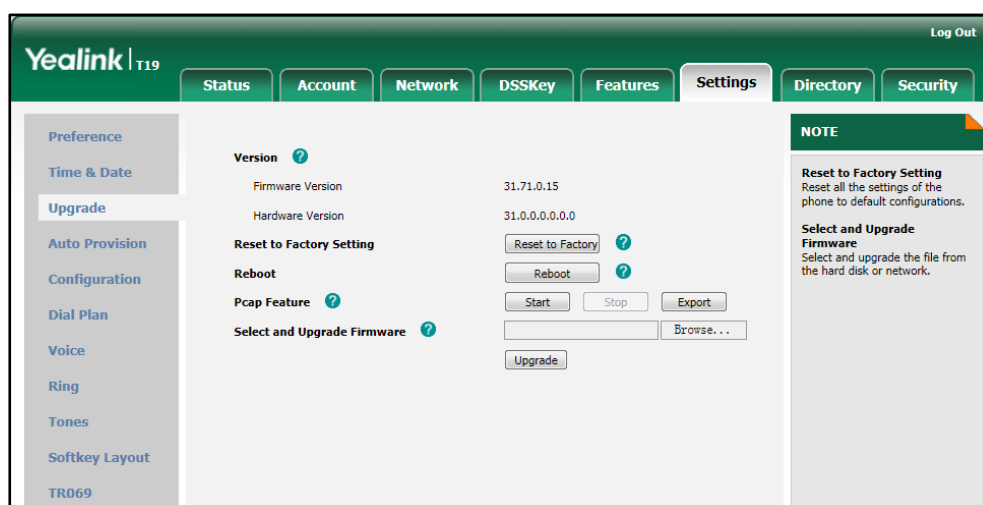
**Note** Any reboot of the phone may take a few minutes.

### 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->Upgrade**.
2. Click **Start** to start recording signal traffic.
3. Recreate the error to be documented in the trace.
4. Click **Stop** to stop recording.
5. Click **Export** to open file download window, and then save the file to your local system.

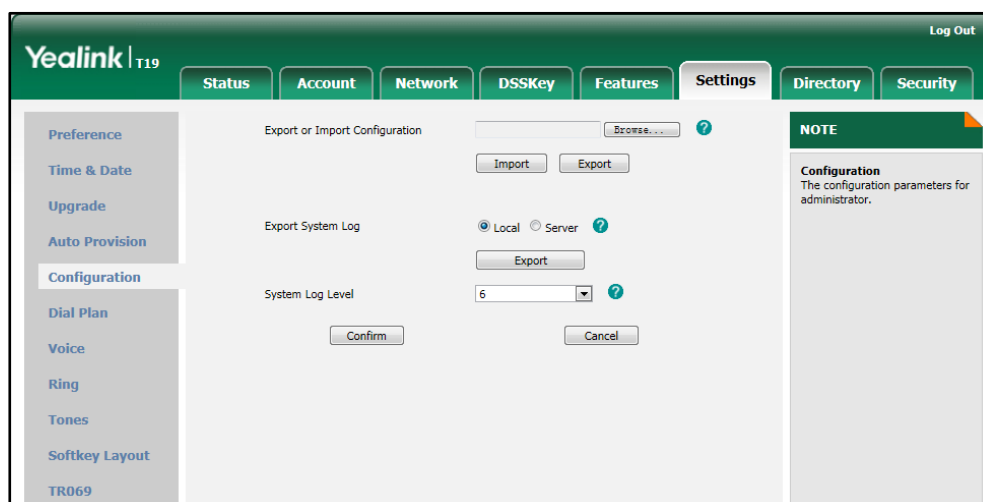


### How to export system log?

We may need you to provide debug log information to help analyze problem. By default, you can export the debug system log information to local PC.

#### To export the system log to local PC via web user interface:

1. Click on **Upgrade->Advanced**.
2. 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.  
The web user interface prompts "Do you want to restart your machine?". The configuration will take effect after reboot.
4. Click **OK** to reboot the phone.  
After the IP phone finishes reboot, the system log level is set as 6, the debug level.
5. Mark the **Local** radio box in the **Export System Log** field.



6. Click **Export** to open file download window, and then save the file to your local system.

You can also export the system log to a syslog server. Contact your system administrator for more information.

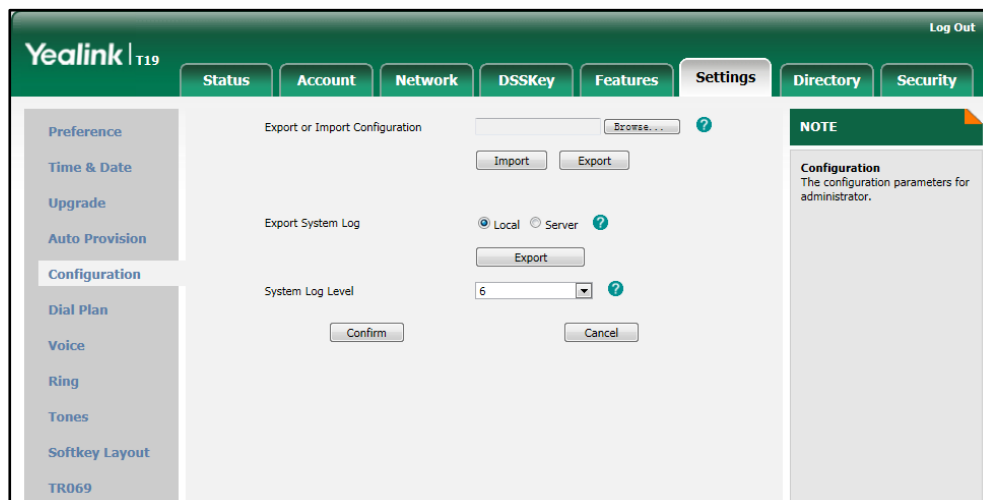
### How to export/import phone configurations?

We may need you to provide the phone configurations to help analyze your problem. In some instance, you may need to import configurations to the phone.

#### To export the phone configurations via web user interface:

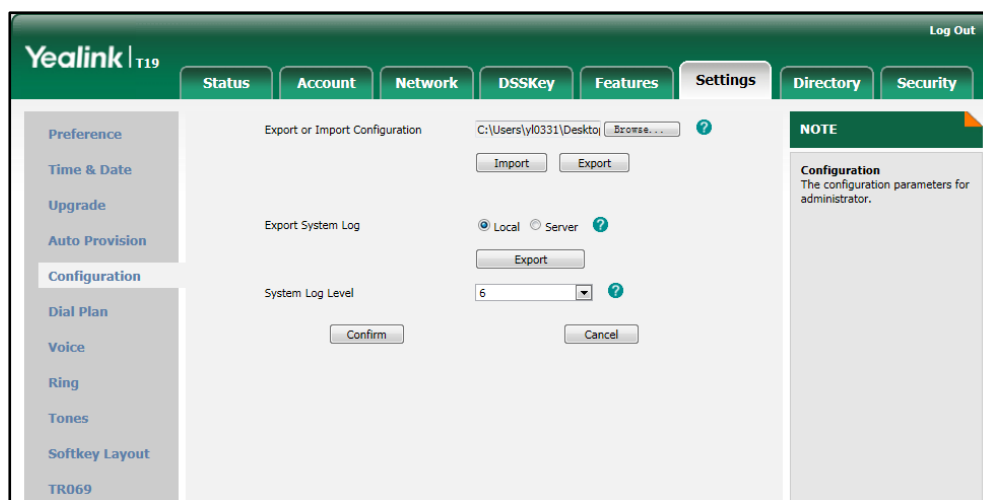
1. Click on **Settings->Configuration**.

2. Click **Export** to open file download window, and then save the file to your local system.



To import the phone configurations via web user interface:

1. Click on **Settings->Configuration**.
2. Click **Browse** to locate a configuration file from your local system.



3. Click **Import** to import the configuration file.

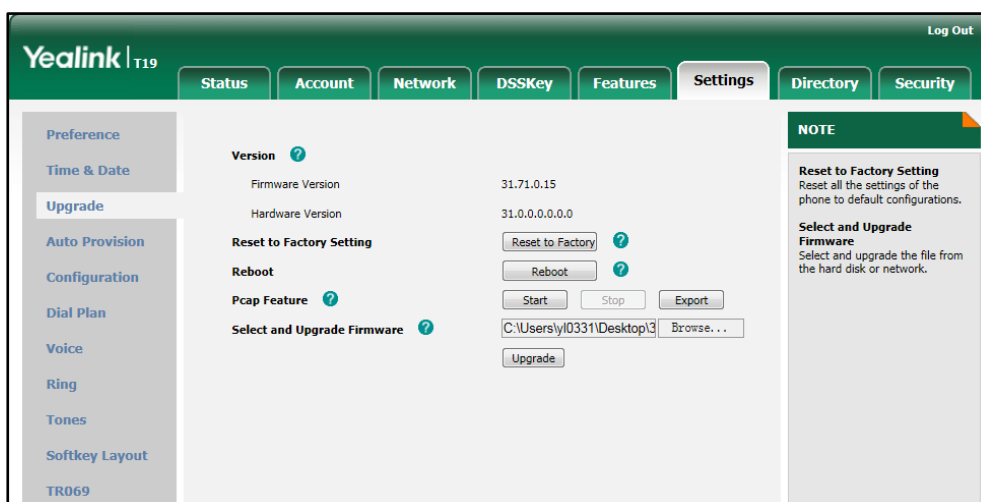
**Note** The file format of configuration file must be \*.bin.

### How to upgrade firmware?

To upgrade firmware via web user interface:

1. Click on **Settings->Upgrade**.

2. Click **Browse** to locate the firmware from your local system.





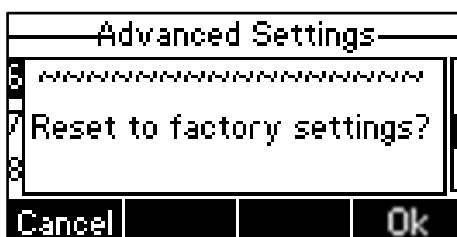
3. Click **Upgrade** to upgrade the firmware.  
The web user interface prompts "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!".
4. Click **OK** to confirm upgrading.

### How to reset the phone?

Reset the phone when other troubleshooting suggestions do not correct the problem. You need to note that all customized settings will be overwritten after resetting. We recommend asking your system administrator for advice before resetting the phone.

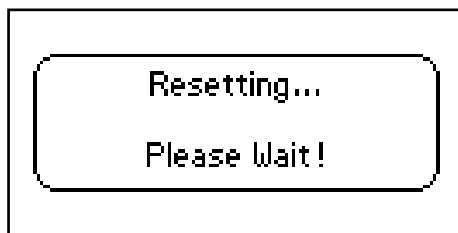
#### To reset the phone via phone user interface:

1. Press **Menu->Settings->Advanced Settings** (password: admin).
2. Press  or  to scroll to **Reset To Factory**, and then press the **Enter** soft key.  
The LCD screen prompts "Reset to factory settings?".

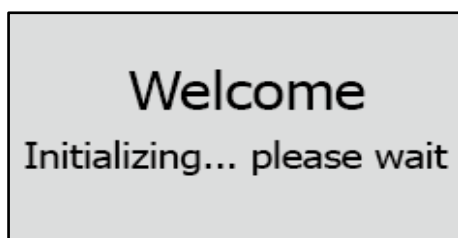


3. Press the **Ok** soft key.

The LCD screen prompts "Resetting...Please Wait!".



The LCD screen prompts "Welcom Initializing...please wait".



The phone will be reset to factory sucessfully after startup.

**Note**

Reset of your phone may take a few minutes. Do not power off until the phone starts 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 PRICE 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 risk of fire, electrical shock, and other personal injury.

#### 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 attempt not 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 circumstance 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 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 dusts.
- Place the device on a stable and level platform.

- Please place no heavy objects on the device in case of damage and 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 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 use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall 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 disconnect 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
- 11:00	Samoa
- 10:00	United States-Hawaii-Aleutian
- 10:00	United States-Alaska-Aleutian
- 09:00	United States-Alaska Time
- 08:00	Canada(Vancouver, Whitehorse)
- 08:00	Mexico(Tijuana, Mexicali)
- 08:00	United States-Pacific Time
- 07:00	Canada(Edmonton, Calgary)
- 07:00	Mexico(Mazatlan, Chihuahua)
- 07:00	United States-Mountain Time
- 07:00	United States-MST no DST
- 06:00	Canada-Manitoba(Winnipeg)
- 06:00	Chile(Easter Islands)
- 06:00	Mexico(Mexico City, Acapulco)
- 06:00	United States-Central Time
- 05:00	Bahamas(Nassau)
- 05:00	Canada(Montreal, Ottawa, Quebec)
- 05:00	Cuba(Havana)
- 05:00	United States-Eastern Time
- 04:30	Venezuela(Caracas)
- 04:00	Canada(Halifax, Saint John)
- 04:00	Chile(Santiago)
- 04:00	Paraguay(Asuncion)
- 04:00	United Kingdom-Bermuda(Bermuda)
- 04:00	United Kingdom(Falkland Islands)
- 04:00	Trinidad&Tobago
- 03:30	Canada-New Foundland(St.Johns)
- 03:00	Denmark-Greenland(Nuuk)
- 03:00	Argentina(Buenos Aires)
- 03:00	Brazil(no DST)
- 03:00	Brazil(DST)
- 02:00	Brazil(no DST)
- 01:00	Portugal(Azores)
0	GMT
0	Greenland
0	Denmark-Faroe Islands(Torshavn)
0	Ireland(Dublin)
0	Portugal(Lisboa, Porto, Funchal)
0	Spain-Canary Islands(Las Palmas)
0	United Kingdom(London)
0	Morocco
+ 01:00	Albania(Tirane)
+ 01:00	Austria(Vienna)
+ 01:00	Belgium(Brussels)
+ 01:00	Caicos
+ 01:00	Chad
+ 01:00	Croatia(Zagreb)
+ 01:00	Czech Republic(Prague)
+ 01:00	Denmark(Kopenhagen)
+ 01:00	France(Paris)
+ 01:00	Germany(Berlin)

Time Zone	Time Zone Name
+01:00	Hungary(Budapest)
+01:00	Italy(Rome)
+01:00	Luxembourg(Luxembourg)
+01:00	Macedonia(Skopje)
+01:00	Netherlands(Amsterdam)
+01:00	Namibia(Windhoek)
+02:00	Estonia(Tallinn)
+02:00	Finland(Helsinki)
+02:00	Gaza Strip(Gaza)
+02:00	Greece(Athens)
+02:00	Israel(Tel Aviv)
+02:00	Jordan(Amman)
+02:00	Latvia(Riga)
+02:00	Lebanon(Beirut)
+02:00	Moldova(Kishinev)
+02:00	Russia(Kaliningrad)
+02:00	Romania(Bucharest)
+02:00	Syria(Damascus)
+02:00	Turkey(Ankara)
+02:00	Ukraine(Kyiv, Odessa)
+02:00	Syria(Damascus)
+03:00	East Africa Time
+03:00	Iraq(Baghdad)
+03:00	Russia(Moscow)
+03:30	Iran(Teheran)
+04:00	Armenia(Yerevan)
+04:00	Azerbaijan(Baku)
+04:00	Georgia(Tbilisi)
+04:00	Kazakhstan(Aktau)
+04:00	Russia(Samara)
+04:30	Afghanistan
+05:00	Kazakhstan(Aqtobe)
+05:00	Kyrgyzstan(Bishkek)
+05:00	Pakistan(Islamabad)
+05:00	Russia(Chelyabinsk)
+05:30	India(Calcutta)
+06:00	Kazakhstan(Astana, Almaty)
+06:00	Russia(Novosibirsk, Omsk)
+07:00	Russia(Krasnoyarsk)
+07:00	Thailand(Bangkok)
+08:00	China(Beijing)
+08:00	Singapore(Singapore)
+08:00	Australia(Perth)
+09:00	Korea(Seoul)
+09:00	Japan(Tokyo)
+09:30	Australia(Adelaide)
+09:30	Australia(Darwin)
+10:00	Australia(Sydney, Melbourne, Canberra)
+10:00	Australia(Brisbane)
+10:00	Australia(Hobart)
+10:00	Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11:00	New Caledonia(Noumea)
+12:00	New Zealand(Wellington, Auckland)
+12:45	New Zealand(Chatham Islands)
+13:00	Tonga(Nukualofa)

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