Call Transfer

There are two ways to transfer a call: Blind Transfer and Attended Transfer.

Blind Transfer:
- Press TRAN button during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number
- Hang up to complete the transfer
- You will be disconnected from the call

Attended Transfer:
- Press TRAN button during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number
- When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer
- You will be disconnected from the call

Call Forward

- Enter the Call Forward path: Menu->Features-> Call Forward
- There are 5 options: Always Forward, Busy Forward, No-Answer Forward, Busy/No-Answer Forward and Cancel Forward
- If you choose one of them (except Cancel Forward), you need to enter the number you want to forward your calls to. Press OK button to save the changes

Conference Call

- Press the CONF key during an active call
- The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press SEND to dial out
- When the call is answered, the conference call will now include you and the other two parties.
- Hang up to disconnect all parties

Menu Instruction

Sub-Menu	Description
Status	You can check the status of your IP phone: IP address, MAC address, Firmware version, etc.
Features	You can set Call Forward, Call Waiting, Auto Answer, '#'as send, Hotline, etc.
Settings	It includes the basic phone settings like Language, Time&Date, Ring Tone, Phone Volume and some advanced settings like Accounts, Network, Phone Lock, Reset to Factory, Set Admin Password, etc.
Voice Mail	It allows the users to check the voice mail on the server.
Call History	You can check the call history here: All calls, Dial Calls, received Calls, Missed Calls, Forward Calls.
Address Book	It shows the contact list of the phone.

# Yealink
easy VoIP

Enterprise IP Phone
SIP-T20P

Quick Reference

www.yealink.com

Context-sensitive Softkeys

Power Indication LED

Account Buttons

Message

Speaker

Headset

DTMF Keypad

Transfer

Redial

Navigation Keys

Hands-free

Volume Adjustment Bar

LEDs

Table 1 Account Button LEDs

LED Status	Description
Steady green	The account is active
Blinking green	There is an incoming call to the account
Off	The phone is in idle status whether registered/unregistered

Table 2 Power Indication LED

LED Status	Description
Steady green	Power on
Off	Power off

Making a Call

You can make a call by pressing the Speaker/HEADSET button or picking up the handset.

- **Dial number directly**: Dial the number directly, press SEND button to call out
- **Dial from Call History**: Go to History, use the navigation key to highlight the specific one, press SEND button to call out
- **Dial from Directory**: Press CONTACT to enter Address Book, use the up/down button to highlight the specific contact, press SEND button to call out
- **Re-dial**: Press RD button to dial out the last call you made
  During the conversation, you can alternate between Headset, Handset and Speakerphone by pressing the corresponding buttons or picking up the handset
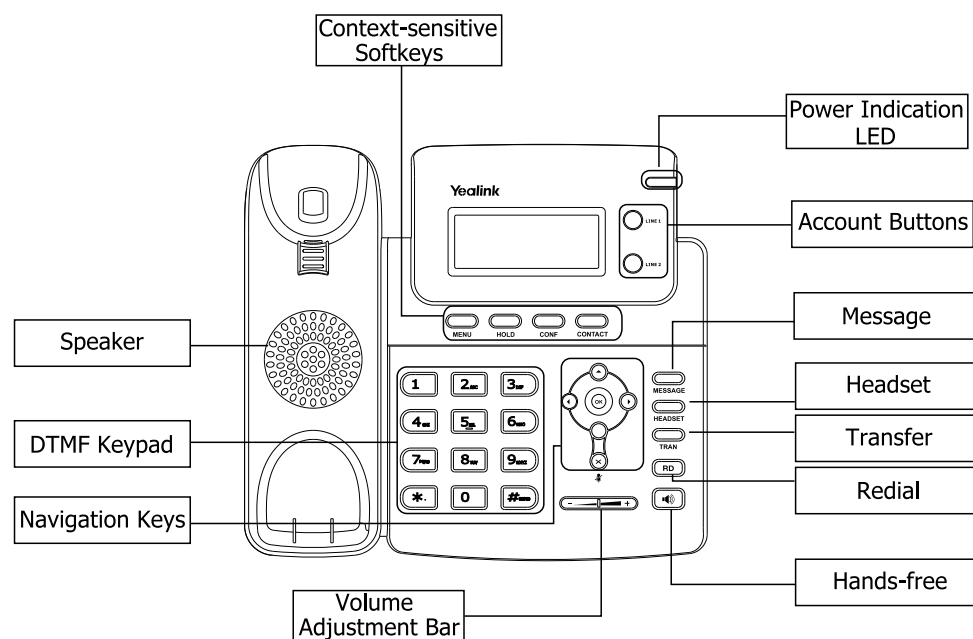
Answering a Call

Answering an incoming call in the following ways:
- If you are on another call, press the answer softkey; If not, lift the handset or press the Speaker to answer it, or press the HEADSET button to answer it using the headset
- You can also press MENU key to deny the incoming call

Muting a Call

- Press the ⊗ button during the conversation to mute the call, press it again to get the microphone return to normal conversation

Volume Adjustment

- During the call, you can press the volume adjustment bars to adjust the volume

Putting a Call on Hold

- Press the HOLD button to put your active call on hold
- If there is only one call on hold, press the HOLD key again to retrieve it
- If there is more than one call on hold, press the up/down button to highlight the call, press HOLD key to retrieve the call

Voice Mail

- The presence of new Voice Mail messages is indicated in the idle screen, press MESSAGE, enter the desired password to get the voicemail in the server