Yealink SIP-T77U

Desk Phone User Guide

cloudDS Reference Guide

Powered by Datacom Solutions

cloudds.ca

This document is provided as a reference for cloudDS customers. The original Yealink documentation follows on the next page.

Glossary

0 - 9

2.5mm

2.5mm plugs are standard round plugs. Commonly used on mobile and cordless phones, as well as a few business telephones.

3.5mm

3.5mm plugs are standard round plugs. Less commonly used than the 2.5mm plugs, these are used on some business telephones.

A

AA

AA is an acronym for ‘Auto Attendant’.

ACD

ACD is an acronym for ‘Automatic Call Distribution’.

API

This stands for ‘Application Programming Interface’,

Auto Dial

Auto dial is the name given to electronic hardware and software that dials numbers automatically. Once calls are answered, either a recorded message will play (this is sometimes known as ‘robocalling’ or ‘voice broadcasting’), or a human operator will interact with the called party.

Auto Attendant

Also referred to as an ‘AA’ or ‘virtual receptionist’, an auto-attendant automatically transfers callers to certain extensions without the need for human intervention. The majority of AAs provide a simple menu of options for callers to choose from – pushing ‘1’ may take a caller through to a billing department, for example, while ‘2’ may transfer them to customer services.

B

Bluetooth

Bluetooth is a wireless technology standard usually associated with mobile phones. Bluetooth benefits from high levels of security but is only effective over short distances.

BLF

BLF stands for 'Busy Lamp Field'. A Busy lamp field is a row of programmable keys that indicate whether a colleague's phone line is busy or not, usually by the use of a color LED.

C

Call Control

The act of controlling the flow of a conversation, usually by asking questions.

Call Forwarding

This feature allows calls made from one number to be easily forwarded to another. This feature is useful for putting callers through to appropriate individuals and/or departments.

Call Forwarding on Busy

Allows incoming calls to be redirected to a mobile or other number when your line is busy.

Call Hold

This telephone feature allows operators to pause a call, while they seek additional information for the caller, or activate another feature (Call Pickup, for example).

Call Park

This telephone feature allows an operator to place a call on hold from one terminal, and send it to an unused extension number so the call can be answered from elsewhere. For example, a department of a supermarket might be called from head office and told they have “a call waiting on 452” – the department would then dial 452 to attend to the call.

Call Pickup

This feature allows employees to answer ringing phones they hear located at unattended terminals, simply by lifting their own respective handset. Caller ID Also known as calling line identification (CLID), calling number identification (CNID), calling line identification presentation (CLIP), and calling number delivery (CND), is present on a variety of analogue and digital phone systems. It allows a name (if available) associated with a number to be transmitted to the called party during ringing (and vice versa), which is then displayed on a telephone’s built-in screen, or another device.

Call Waiting

A feature that provides audible or visual indicators to let a single-line phone user know that there is another call waiting.

Caller ID

Transmits a phone number and possibly a name to the called party’s telephone equipment during the ringing signal.

Conferencing/Conference Call

Sometimes referred to as ATC (Audio Tele-Conferencing), conferencing functionality allows a caller to call and include more than one party within a phone call.

Contact

Any communication between a customer or prospect and a Brand Specialist, primarily through a call,

email, chat, fax, letter, social media or SMS.

D

DND/Do Not Disturb

DND is shorthand for ‘Do Not Disturb’. When switched on, this phone setting will mute or redirect calls to a different, selected terminal.

E

EHS

EHS is an acronym for 'Electronic Hook Switch'. Please see Electronic Hook Switch for more information.

Electronic Hook Switch

Electronic Hook Switch is a cable used to connect a telephone to the base unit of a cordless telephone. This cable allows users to remotely answer the telephone if they are away from their desks. It replaces the slightly cruder handset lifter.

I

Intercom

Two-way talk paths over a phone base speaker with or without announcement, for group announcement or limited public dialogue with everyone in the group.

Intercom Groups

Two-way talk paths over a phone base speaker with or without announcement, for group announcements, or limited public dialogue with everyone in the group.

M

Messaging

Refers to voicemail, fax, and/or broadcast messaging. Messages can vary in content and media type– the distinction being that they are recorded or stored for pickup in the future.

O

Off-Hook

A telephone set in use – the handset is removed from its cradle, thus sending an electrical signal to the central office that a circuit needs to be opened.

Off-Line

The condition where a terminal or device capable of active connection with the facilities of a computer or communications network is in the disconnected or idle state.

On-Hook

The normal state of the phone in that the handset rests in the cradle and the circuit to the central

office conducts no electrical signal.

On-Line

The condition where a terminal or device capable of active connection with the facilities of a communications network or computer is in the active or connected state; a unit functioning under the continual control of a computer.

P

Paging

A service designed to deliver numeric or alphanumeric messaging to a person whose location is uncertain – paging services make use of radio communications.

R

Redial

Pushing this button will see the last number dialed from a telephone, redialled.

Ring Tones

Customizable audible alerts, representing various telephone activities. Allows audible distinguishing of internal calls, and external calls, and can be assigned to specific phone numbers or activities.

S

Speakerphone

A telephone comprising a microphone and a loudspeaker allows hands-free verbal exchanges.

T

Talk Time

Talk time is the amount of time a telephone (or related accessory) can be used before its battery is exhausted and requires recharging.

Speed Calling/Dialing

This telephone feature allows operators to dial from a list of frequently used numbers using a one or two-digit pre-assigned number, to make dialing more efficient.

U

UC

UC stands for unified communications. UC is the incorporation of real-time communications services, which would include IP telephony, video conferencing, data sharing, instant messaging, etc.

V

Voice Mail

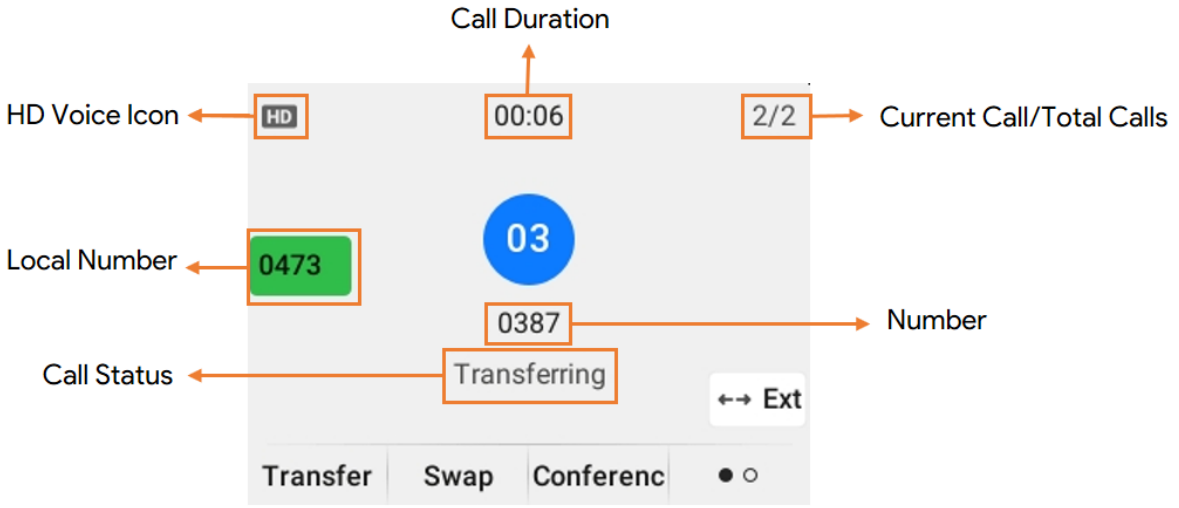
Answering machine where messages are digitized and recorded for future retrieval.

Screen Icon

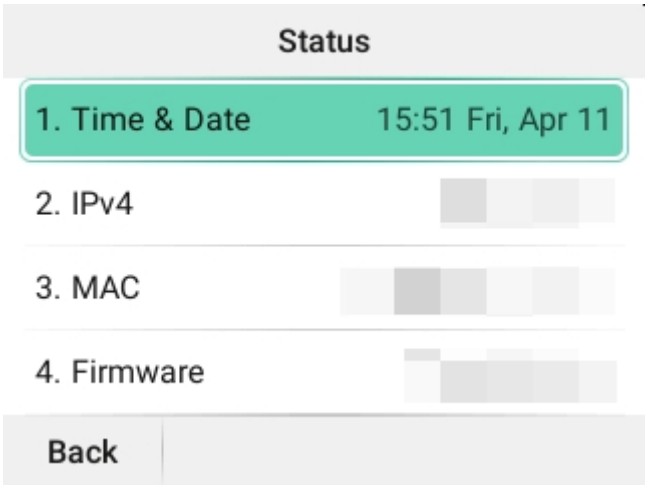
Call Screen Icons

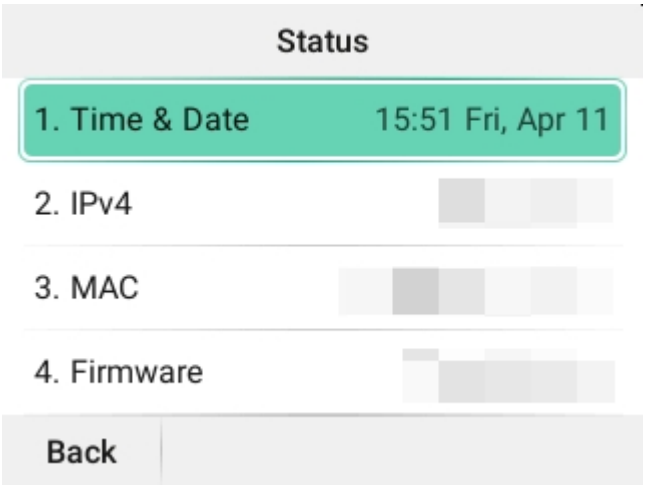
All of your active and held calls are displayed on the calls screen. You can press the up or down navigation key to switch between calls.

When there is an active call and a held call, the call screen is shown below:



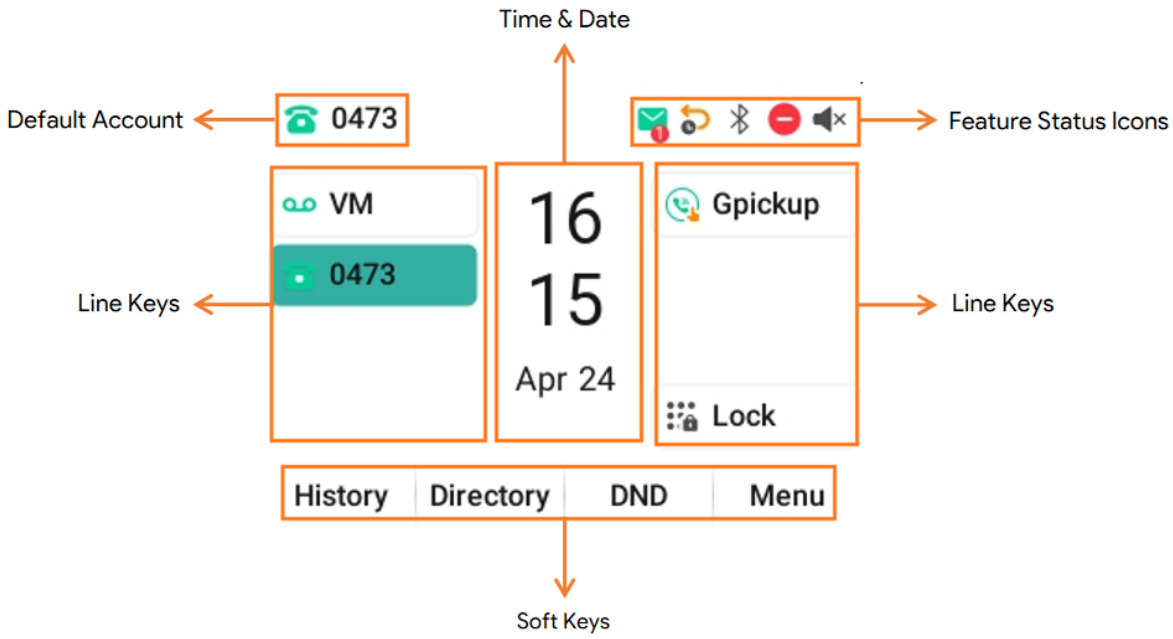
You can press **OK** key during a call to view the current time & date, and phone status. The phone screen is shown below:





Idle Screen Icons

The idle screen is made up of the status bar, line keys, and soft keys. The time & date are displayed in the middle of the screen.



Line Key Icons

If you want to hide the icon of the Line Key, contact your administrator.

Icon indicators (associated with line key features)

Icons	Description	Icons	Description
	Hold		DND
	Voice Mail		SMS

	Direct Pickup		Group Pickup
	Conference		Forward
	Transfer		Recall
	Record		Recording in the process (Record)
	Multicast Paging Paging List		Hot Desking
	Phone Lock		Directory
	Speed Dial		DECT Intercom
	Mobile Account		Extend

Icon indicators (associated with the line)

Icons	Description	Icons	Description
	The private line is registered successfully		The shared/bridged line registers successfully
	Registering	 (Flashing)	Register failed
	Call forward is enabled on this line		DND is enabled on this line.

Status Bar Icons

Icons	Description	Icons	Description
	Wired network is unavailable		Missed Calls
	Wired network is unreachable		Busy Forward

	Speakerphone (hands-free) mode		Always Forward
	Handset Mode		No Answer Forward
	Headset Mode		Recording starts successfully (Using a USB flash drive)
	Voice Mail		Recording is paused (Using a USB flash drive)
	Text Message		Bluetooth mode is on
	Auto Answer		Bluetooth headset is both paired and connected
	Do Not Disturb (DND)		Bluetooth mobile phone connection fails
	Phone Warning		Wi-Fi connection is successful
	Keep Mute		Wi-Fi connection is unreachable
	Ringer volume is 0		Wi-Fi connection fails

LED Indicator

Power LED

The power LED indicator indicates the call, message, and phone's system status.

The following introduces the default LED status. Your system administrator can configure the power LED indicator status.

LED Status	Description
Solid red	The phone is initializing.
Flash red fast (0.3 s)	The phone is ringing.
Flash red slowly (1 s)	The phone receives a voicemail or text message.
Solid red for 0.5 s and off for 3 s alternately	The phone enters the power-saving mode.

Line Key LED

The line key LED indicators indicate the status of phone lines and features.

Line key LED (associated with the phone line)

LED Status	Description
Solid green	The line is seized. The line is in conversation.
Flash green fast	The line receives an incoming call.
Flash green slowly	The call is placed on hold.
Off	The line is inactive.

Line key LED (configured as a page switch key)

LED Status	Description
Solid red	There is a call parked on the line, and the line key is not on the current page.
Flash green fast	The line receives an incoming call, and the line key is not on the current page.
Flash red fast	The monitored user whose line key is not on the current page receives an incoming call.
Off	The line keys are idle.

Enter Characters

Keypad Phone

You can use the keypad keys on your phone to enter or update field information.

The following table describes how to enter different characters using the keypad keys.

Task	Action
Switch input modes	Press the **ABC**, **abc**, **Abc**, **2aB**, or **123** soft key to switch the input modes.
Enter alphas	Select **ABC**, **abc**, **2aB**, or **Abc** mode. Press a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter.
Enter numbers	Select **123** mode, press the corresponding keys.
Enter special characters	Select **ABC**, **abc**, **2aB**, or **Abc** mode, and press *key or **#** key one or more times to enter one of the following special characters: ①*** key**: *.,'?!-()@/:_;+&%=<> £ $¥¤[]{}~^¡¿ § #"| ②**# key**: # ③In **123** mode, you can press the * key to choose the following special characters: .*:/@[].
Insert space	Select **ABC**, **abc**, **2aB**, or **Abc** mode, press the **0** key.
Move cursor	Press the left or right navigation key to position the cursor.
Delete one or more characters	Position the cursor to the right of the character, and select the **Delete** soft key.

Touchscreen Phone

The touch-screen phones provide an onscreen keyboard, phone keypad, and dial pad for entering data. The keypad and dial pad have the standard key layout, enabling users to use existing or familiar key positions.

Use Onscreen Keyboard

The onscreen keyboard on touchscreen phones enables you to enter information into text fields using the touch screen.

Procedure

1. Tap the field you want to edit, and the onscreen keyboard displays on the touchscreen.

2. Enter the information. Do the following:

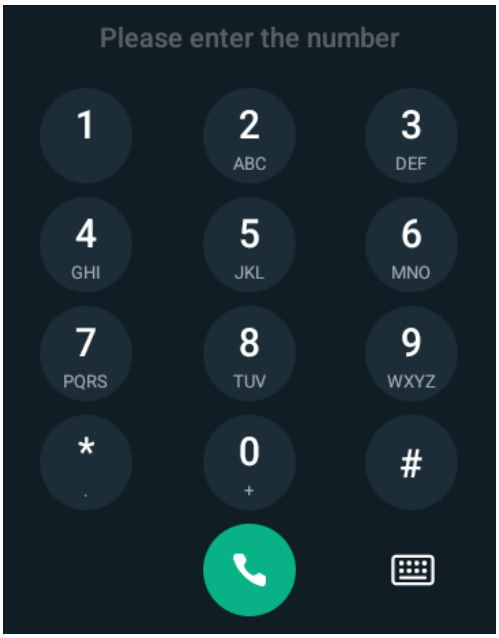
Task	Action
Enter uppercase (A) characters, lowercase (a) characters, or a combination of uppercase and lowercase characters.	1. If a keyboard with characters does not display, tap ABC. 2. Tap to toggle between uppercase and lowercase mode. 3. Tap the characters you want to enter.
Enter numbers.	1. If a keyboard with numbers does not display, tap ?123. 2. Tap the numbers you want to enter.
Enter special characters.	1. If a keyboard with special characters does not display, tap ?123. 2. Tap the special characters you want to enter.
Position the cursor.	• Tap to position.
Confirm the settings/ Go to the next field.	• If there is only one field or the field you are editing is the last one of the configuration, tap **Done** to confirm the setting. • If the field you are editing is not the last one of the configuration, tap **Next** to go to the next field.
Delete characters one by one.	1. Position the cursor on the right side of the text you want to delete. 2. Tap .
Delete more characters at a time.	1. Drag your finger across the characters to highlight the ones you want to delete. 2. Tap .
Replace characters.	1. Drag your finger across the characters to highlight the ones you want to replace. 2. Tap the characters you want.

3. Select to hide the onscreen keyboard.

Use Phone Keypad & Dial Pad

You can use the keypad on your phone or the dial pad to enter data. The phone keypad only provides digit keys, # key, and * key, and the dial pad provides digit keys and special characters.

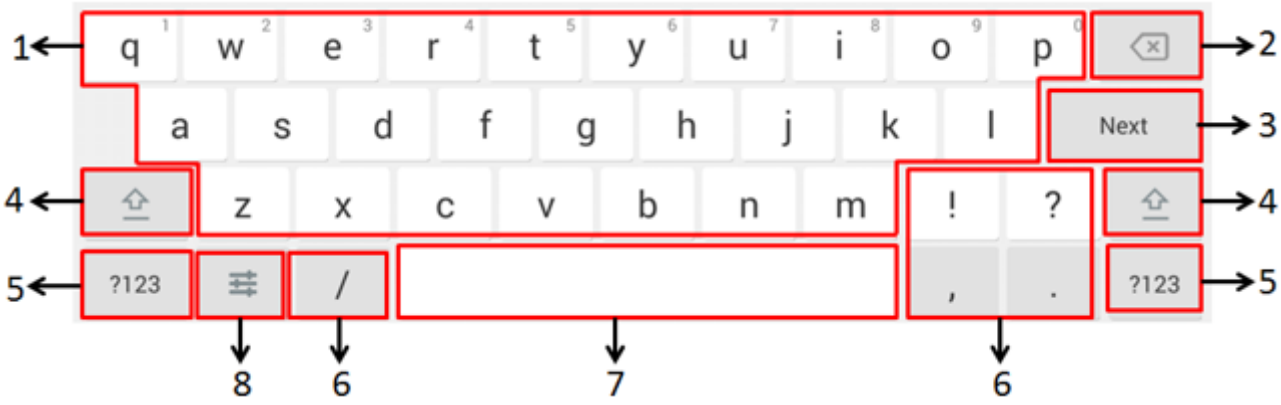
The dial pad is shown below:



You can tap to switch to the onscreen keyboard.

English (UK) Input Method

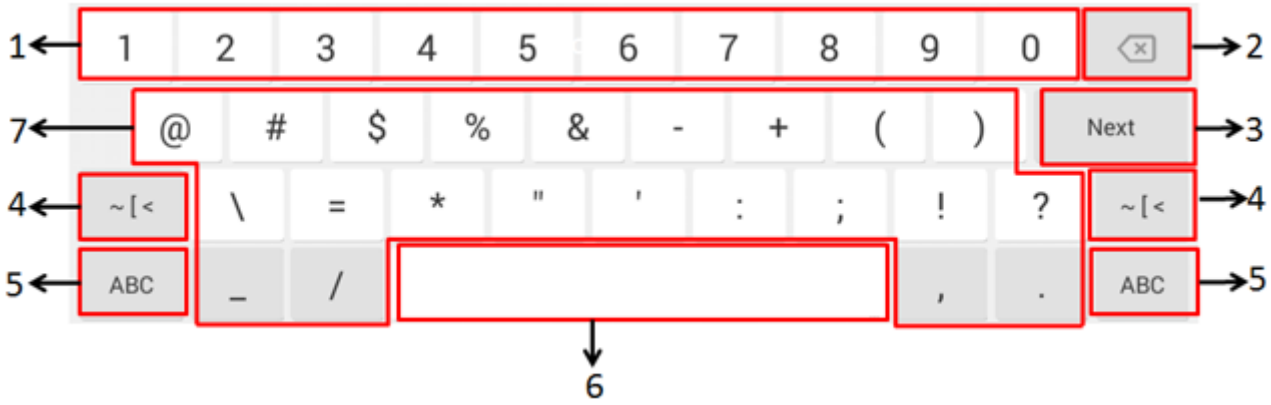
You can use the English (UK) input method to enter information.



No.	Item	Description
1	26 English Letters	• Tap to enter letters. • Long tap a key, then slide to choose one of the options to enter an alternate character.
2	Delete Key	• Tap to delete the entered characters one by one. • Long tap to delete two or more characters.
3	Label automatically to identify the context-sensitive features.	• Next Key: Tap to go to the next field. • Done Key: Tap to confirm the settings. • Send Key: Tap to dial out the number. • Go Key: Tap to browse the web page.

4		Tap to switch to the uppercase input mode.
5	?123	Tap to switch to the numeric and symbolic input mode.
6	Five Special Characters	Tap to enter the special character.
7	Space Key	• Tap to enter spaces. • Long tap to change the input method.
8		Tap to access input options to configure **Input languages** or **Android Keyboard Settings (AOSP)**. You can use AOSP to configure Android keyboards, including Input languages, Auto-capitalization, Sound on keypress, and so on.

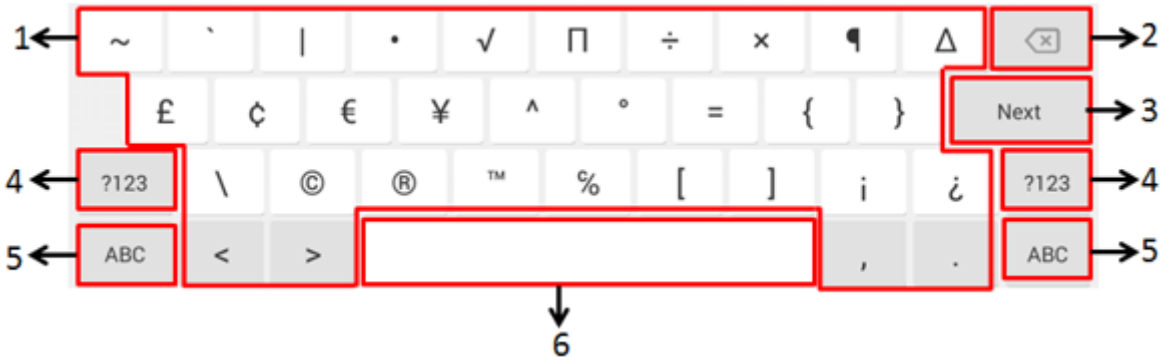
Tap ?123 to switch to the numeric&symbolic input mode.



No.	Item	Description
1	Numbers	• Tap to enter letters. • Long tap a key, then slide to choose one of the options to enter an alternate character.
2	Delete Key	• Tap to delete the entered characters one by one. • Long tap to delete two or more characters.
3	Label automatically to identify the context-sensitive features.	• Next Key: Tap to go to the next field. • Done Key: Tap to confirm the settings. • Send Key: Tap to dial out the number. • Go Key: Tap to browse the web page.
4	~ [<	Tap to switch to the symbolic input mode.
5	ABC	Tap to switch to the lowercase input mode.
6	Space Key	• Tap to enter spaces.

		• Long tap to change the input method. **Tip**: You can also tap at the bottom-right corner of the phone screen to change the input method.
7	Special Characters	• Tap to enter special characters. • Long tap a key, then slide to choose one of the options to enter an alternate character.

Tap ~ [< to switch to the symbolic input mode.



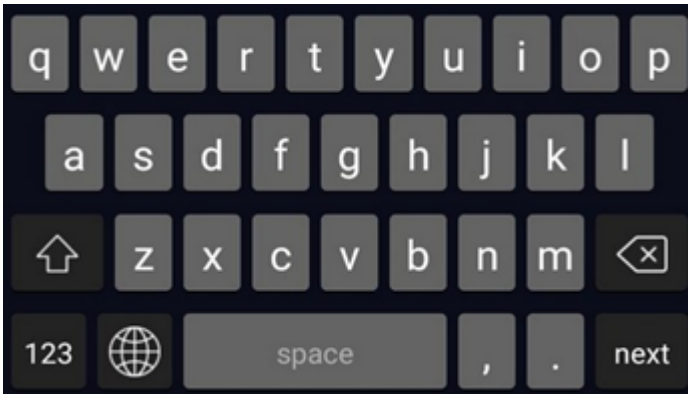
No.	Item	Description
1	Special Characters	• Long tap a key, then slide to choose one of the options to enter an alternate character. • Tap to enter special characters.
2	Delete Key	• Tap to delete the entered characters one by one. • Long tap to delete two or more characters.
3	Label automatically to identify the context-sensitive features.	• Next Key: Tap to go to the next field. • Done Key: Tap to confirm the settings. • Send Key: Tap to dial out the number. • Go Key: Tap to browse the web page.
4	?123	Tap to switch to the numeric and symbolic input mode.
5	ABC	Tap to switch to the lowercase input mode.
6	Space Key	• Tap to enter spaces. • Long tap to change the input method.

Tap ?123 to switch to the numeric and symbolic input mode.

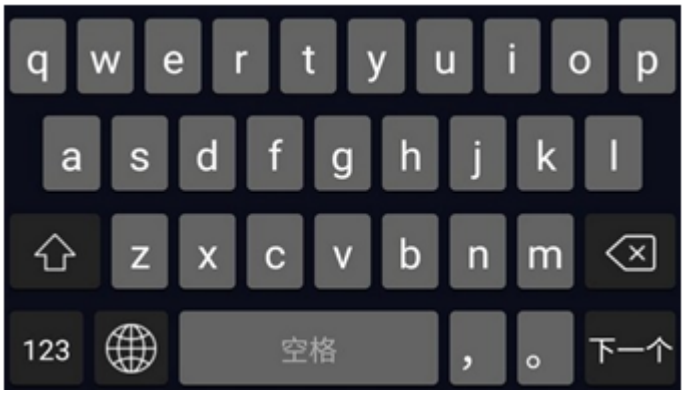
Google Pinyin Input Method

You can use the Google Pinyin input method to enter Chinese characters.

When you change the input method to Google Pinyin, the onscreen keyboard displays the English input mode as shown below by default:



Long tap  to switch to the other input mode, as shown below:



Place Calls

Place a Call from Dialer

Introduction

You can use the dial pad to place calls in the following ways:

- With no number entered: The dial pad shows your recent calls list by default. You can directly select a number from this list to call, or open your contacts to choose a contact to call.
- With a partial number entered: The dial pad matches your input against recent calls and contacts. You can then select a matching contact to call, or directly dial the entered number.

Procedure

1. Enter the dialer screen.

   You can access it using any of the following methods:

   - Press any number key on the dial pad.
   - Select the desired line key.
   - Pick up the handset, press the **Speaker** key or the **Headset** key.

2. Enter a number or select a contact.
3. Select the **OK** hard key or the **Call** soft key.

> Your system administrator can enable the live dialpad feature, which enables your phone to automatically dial out the phone number after a period of time without selecting **Send**.

Place Multiple Calls

Introduction

You can put your current call on hold and initiate a new call while already on a call.

Procedure

1. Select the **Hold** key to place the original call on hold.
2. Select **New Call** (**NewCall**) to open the dial screen.

   Alternative for Steps 1-2: Press any available line key. This will put your first call on hold and open a new line to dial.

3. Enter the desired number or select a contact.
4. Select the **OK** key or the **Call** soft key.

Place a call with Speed Dial

Introduction

You can quickly dial frequently used or hard-to-remember numbers using a Speed Dial key.

Note: If your system administrator has enabled the Favorites feature on the phone, you cannot manually set a Speed Dial key.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

   Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.
3. In the **Type** field, select **SpeedDial**.
4. In the **Account ID** field, select the desired line.
5. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
6. In the **Value** field, enter the contact number directly, or press **Directory** (**Dir**) to select a contact from your directory list.
7. Select **Save**.
8. Press the configured **Speed Dial** key when the phone is idle to quickly place the call.

Note

- **In Step 6**, you can also include a DTMF sequence to be sent after the call connects. Commas separate the contact number and DTMF sequence. One comma stands for 500 milliseconds.

  Example: **1234,123#** means the phone dials out the number 1234 first, and then after the call is set up for 1 second, it sends the DTMF sequence 123# to the remote party.
- By default, calls are placed using the line selected **in Step 4**. To use a different line, press the desired line key first, then press the Speed Dial key.

Call Back to Last Incoming Call

Introduction

You can quickly redial the last incoming number using a Recall key.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Recall**.
5. Optional: In the **Label** field, enter the name to display on the phone screen.
6. Select **Save**.
7. Press the configured Recall key when the phone is idle to quickly redial the last incoming number.

Redial Number

Introduction

The phone maintains a log of all calls you have placed, allowing you to quickly recall recently dialed contacts.

Procedure

1. Press the **REDIAL** key.
2. Select the desired record, and select the **OK** key or the **Call** soft key.

Alternative: Press the REDIAL key twice to recall the contact you called.

Dial Hotline Number

Introduction

When the phone is off-hook, it will dial the hotline number automatically after the designated delay time.

Procedure

1. Go to **Menu** > **Features** > **Hot Line** (or **Menu** > **Features** > **Others** > **Hot Line**).

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > > **Hot Line**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Hot Line.**

2. Do one of the following:
   - In the **Hotline Number** field, enter the desired number.
   - Press the **Directory** (**Dir**) and select a desired contact from the Directory list.
3. In the **Hotline Delay** field, enter the desired delay time (0-10 seconds).
4. Select **Save**.

5. On the home screen, pick up the handset or press the **Speakerphone** key to open the dialer (with no digits entered).

The phone will automatically call the hotline number after the set delay period.

Place an International Call

Introduction

You can place calls to international phone numbers on your phone.

Procedure

1. Press and hold the **0** key on the phone keypad until the **plus sign (+)** appears.
2. Enter the phone number with the country code.
3. Select **Call**.

Place Call from History

Introduction

You can call contacts from the History list, which contains recently placed, answered, missed, or forwarded calls.

Procedure

1. Press **History** or go to **Menu** > **History**.

   The phone screen displays all call records.

2. Select the desired call list, then select the desired number.
3. Select **Call**.

   For touch-screen phones: Tap the desired entry to dial directly.

Place a call from Directory

Introduction

You can place a call to a contact directly from your directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.

   If contacts are organized into groups, you can filter by group.

2. Select the desired contact group or **All Contacts**.
3. Select the contact you want to call.
4. Select **Call**.

   For touch-screen phones: Tap the desired entry to dial directly.

> Tip: If the contact has multiple numbers, tap the specific number you want to dial.

Place an Anonymous Call

Introduction

You can hide your name and number when you place a call. As a result, the callee receives an anonymous call without the caller's identity.

Before You Begin

Contact your system administrator to see if this feature is available on your phone and to get the anonymous call on or off code if required.

Procedure

1. Go to **Menu** > **Features** > **Anonymous** (or **Anonymous Call**).

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **Anonymous**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Anonymous.**

2. Select the desired line.

   In Step 2, you can select **All On** to turn on local anonymous for all lines.

3. Enable **Local Anonymous**.
4. Optional: In the **Send Anonymous Code** field, select the desired value.
5. Optional: Enter the anonymous call on code and off code.
6. Select **Save**.
7. Select the anonymous line to place a call.
   - *The callee is prompted with an incoming call from anonymity.*
   - *If the callee enables an anonymous rejection feature, you may be prompted that the callee does not accept calls from an anonymous number.*

> If you receive an anonymous call, you cannot call back.
>
> a. When receiving an anonymous call, enter History to view the anonymous call.
>
> b. If you call back the anonymous number, the LCD prompt Number Unavailable disappears after 3 seconds and will not generate a call history.

Place an Emergency Call from a Locked Phone

Introduction

Once all keys are locked on the phone, you can only dial emergency numbers or authorized numbers

set up by your administrator, such as 911.

Note: This feature is only applicable to the following phone models: T3X/T4X/T53X/T54W/VP59/T58A/T58W/T7X/T8X.

Before you begin

The phone is locked.

Procedure

1. Press any key, or tap **Emergency** (**Emerg/** ).
2. Enter the configured emergency number.
3. Select **Call**.

In-Call Controls

Answer Calls

Answer a Call

Introduction

When you receive an incoming call, the phone rings, and the screen displays the information of the incoming call. You can choose to answer the incoming call.

Procedure

Do one of the following:

- Pick up the handset.
- Press the **Speaker** key or **Headset** key.
- Press **Answer** or the line key that has the flashing green LED indicator.

By default, the call is answered in speakerphone (hands-free) mode.

Answer New Call During a Call

Introduction

You can answer a call when there is an active call on your phone.

When you are on an active call, and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.

Procedure

1. Select **Answer**.

The active call is placed on hold, and the incoming call becomes active.

> Tip: You can disable the call waiting feature to reject the incoming call automatically during a call.

Answer Call Automatically

Introduction

The auto answer enables you to automatically answer an incoming call in speakerphone (hands-free) mode when your phone is idle.

Procedure

1. Go to **Menu** > **Features** > **Auto Answer** (or **Menu** > **Features** > **Others** > **Auto Answer**).

> Special Device Entry Instructions:

- For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > > **Auto Answer**.
- For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Auto Answer.**

2. Select the desired line.

3. In the **Status** field, select **Enabled**.

4. Select **Save**.

If the auto-answer feature is enabled for the default account, the auto-answer icon appears on the phone screen.

Hold & Resume Calls

Introduction

You can place an active call on hold and resume the call when you are ready. When you put a call on hold, the held party may hear the music played by its server.

Hold Call

Procedure

1. Press the **HOLD** key or select **Hold** during a call.

By default, the phone will play a beep every 30 seconds in hands-free mode.

Resume Held Call

Procedure

1. Press the **HOLD** key again, or select **Resume**.

If multiple calls are placed on hold, select the desired call first.

To switch between calls:
Press the corresponding line key to swap between held and active calls.
Select **Swap** to switch calls. On CP phones, use the **Previous**/**Next**.

Mute Audio

Mute/Unmute Audio

Introduction

When you are on a call, you can mute the audio so that you can hear the other person, but they cannot hear your voice.

Procedure

1. Press the **MUTE** during a call.

The mute key LED glows red.

2. Press the **MUTE** key again to unmute the call.

The mute key LED glows out.

> Tip: You can also mute the microphone while the phone is dialing or ringing, so the other party cannot hear you when the call is set up.

Keep Mute

Introduction

In a meeting room, if incoming calls are answered automatically on your phone, callers may hear your discussion with your colleagues. You can keep the phone muted to prevent this unintended situation.

The mute state of your phone persists across calls. The phone stays in the mute state until you unmute the microphone manually or until the phone restarts.

Procedure

1. Long-press **MUTE** when the phone is idle.
2. *The mute key LED glows red, and the mute icon appears on the idle screen.*
2. Long-press **MUTE** again to deactivate the mute state.

The mute key LED glows out, and the mute icon disappears on the idle screen.

Silence & Reject Incoming Calls

Silence Call

Introduction

You can silence a call to stop your phone from ringing. Even if you silence the call, the incoming call notification will be displayed on your phone.

Procedure

1. Select **Silence**.

> Special Device Entry Instructions:
>
> - For CP925/CP935/CP965, tap .

Reject Call Manually

Introduction

You can reject a call manually, and the call may be sent to voicemail. The rejected calls are displayed in the Received Calls list in your History list.

Procedure

1. Select **Reject**.

Reject Anonymous Calls

Introduction

You can reject incoming calls from callers who have hidden their identities. As a result, your phone will not ring, and you will not be notified of an attempted call.

Before You Begin

Contact your system administrator to see if this feature is available on your phone and to get the anonymous call on or off code if required.

Procedure

1. Go to **Menu** > **Features** > **Anonymous** (**Anonymous Call**).

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **Anonymous**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Anonymous.**

2. Select the desired line.
3. Enable **Local Anonymous Rejection**.
4. Optional: In the **Send Anonymous Code** field, select the desired value.
5. Optional: Enter the anonymous call on code and off code.
6. Select **Save**.

End Calls

Introduction

You can end the current call at any time.

Procedure

Do one of the following:

- If you are using the handset, press the **Cancel** key, **End Call** (**EndCall**), or hang up the handset.
- If you are using the headset, press the **Cancel** key or **End Call** (**EndCall**).
- If you are using the speakerphone, press the **Cancel** key, **End Call** (**EndCall**), or **Speaker** key.

Switch Calls

Switch Among Handset, Speakerphone & Headset Modes

Introduction

You can select the desired mode before placing a call or alternate among Speakerphone, headset, and handset modes during a call.

Procedure

During the call, pick up the handset, press the **Speaker** key, or the **HEADSET** key.

> Tip: Your system administrator can disable your use of the handset, speakerphone (Hands-free), or headset mode.

Switch Between Call Screen and Idle Screen

> Note: This feature is only applicable to the following phone models: VP59/T58A/T58W/T88W (Pro)/T88V Pro.

Return to Idle Screen during Call

Introduction

During the call, you can return to the idle screen to access other applications to confirm some issues. After the operation, you can return the call conveniently.

Procedure

1. tap , to go back to the idle screen.

> For T88W (Pro)/T88V Pro, also can slide up the calling screen.

Switch Calls Screen & Idle Screen

Introduction

After returning to the idle screen, you can return to the talking screen as long as the call has not ended.

Procedure

Do one of the following when you are on the idle screen:

- Tap **Back To Talking** at the top of the phone screen.
- Tap the floating video window.

Call Transfer & Forward

Call Transfer

Introduction

During a call, you can transfer the call to other contacts. The phone supports the following three transfer methods:

Blind Transfer: Transfer a call directly to a third party without consulting.

Semi-Attended Transfer: Transfer a call when receiving a ringback.

Consultative Transfer: Transfer a call after a third party answers the call and conducts the consultation.

Perform Blind Transfer

Introduction

You can immediately transfer a call to another contact without consulting them.

Procedure

1. Press the **TRANSFER** key or **Transfer** (**Trans**) during a call.
2. Do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer to.
   - If you have set a **Speed Dial** key, you can also press the **Speed Dial** key to transfer the call to the contact directly.
   - Press **Directory** (**Dir**). Select the desired contact from the **Directory** list.
3. Press **B Transfer** (**B Trans**) or the **TRANSFER** key to complete the transfer.

   If you use a handset, the transfer can be completed by hanging up the handset.

> **Tip**:
> For VP59, You can perform a blind transfer conveniently by dragging the far-site window to a target speed dial, BLF key, or another one.
> **Procedure**
> Do one of the following:
> - When there is an active call for the account related to the speed dial or BLF key, drag the far-site window to that speed dial or BLF key.
>
>   *Then the call is connected to the number specified in the Value field of the speed dial or BLF*

key.

- When there is an active call, and one or more calls are on hold, drag the active far-site window to another held one. And then tap Transfer from the screen.

  The active call is connected to the number of the held party.

Perform Semi-Attended Transfer/Consultative Transfer

Introduction

You can transfer calls to other contacts immediately when receiving a ringback or after consulting with them first.

Procedure

1. Press the **TRANSFER** key or **Transfer** (**Trans**)during a call.
2. Do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer the call to.
   - Select the **Directory** and select the desired contact to dial out.
   - Select **History** and select the desired entry to dial out.
3. Press the **OK** key or select **Send**/**Call**.
4. Do one of the following:
   - When you hear the ringback tone, press the **TRANSFER** key or **Transfer** (**Trans**) to finish a semi-attended transfer.
   - After the contact answers the call, press the **TRANSFER** key or **Transfer** (**Trans**) to finish an attended transfer (consultative transfer).

   If you use a handset, the transfer can be completed by hanging up the handset.

Perform Transfer with Transfer Key

Introduction

By default, you can transfer an active call directly to a preset contact using a dedicated Transfer key. Your system administrator may also configure the key to use consultative transfer mode.

By default, you can transfer a call to a specific contact directly using a Transfer key during a call.

This feature is not applicable to CP925/CP935W/CP965 phones.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Setting**> **Dsskey**).
2. Select the desired line key.

   Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its

configuration page directly.

3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Transfer**.
5. Optional: In the **Label** field, enter the string appearing on the phone screen.
6. Do one of the following:
   - In the **Value** field, enter the contact number you want to transfer the call to.
   - Select **Directory** (**Dir**) to select the desired contact from the Directory list.
7. Select **Save**.
8. During an active call, press the configured [redacted] key.
   - When the consultative transfer mode is configured, the phone will first dial the preset target number. Wait until you hear the ringback tone or the call connects before completing the transfer.
   - When blind transfer mode is configured, the call will be transferred directly to the preset target number.

Call Forward

Introduction

When you are not available to answer calls on your phone, you can forward the calls to another phone.

You can set up the forwarding type, enabling your phone to forward all incoming calls to a contact. There are three types of forwarding:

- **Always Forward**: Forward all incoming calls immediately.
- **Busy Forward**: Forward incoming calls when you are busy on a call.
- **No Answer Forward**: Forward incoming calls when no one answers the calls.

Forward All Incoming Calls

Introduction

You can forward all incoming calls on the phone.

Procedure

1. Go to **Menu** > **Features** > **Call Forward** (or **Menu** > **Features** > **Others** > **Call Forward**).

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **Call Forward**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Call Forward.**

2. Select the desired forwarding type and select **Enabled** or **On** from the corresponding field.
3. Do one of the following:
   - In the **Forward to** field, enter the contact number to which you want to forward incoming calls.
   - Select **Forward to** field. Press **Directory** (**Dir**) to select the desired contact from the Directory list.
4. If you select the **No Answer Forward** option, in the **After Ring Time** field, select the desired ring time to wait before forwarding.
5. Optional: In the **On Code** or **Off Code** field, enter the always/busy/no answer forward on code or off code.
6. Select **Save**.
7. *The call forward icon appears in the status bar. And the phone prompts you that call forward is enabled.*

Forward Specific Incoming Calls

Introduction

By default, the forwarding setting applies to all lines on your phone. Your system administrator can change the forward mode to Custom so that you can forward all incoming calls for specific lines.

> It is not available on the T30P/T30 phones.

Before You Begin

Check with your system administrator if the forward the on code or off code is required. If required, get the forward the on code or off code from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **Call Forward** (or **Menu** > **Features** > **Others** > **Call Forward**).

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** >  > **Call Forward**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Call Forward.**

2. Select the desired line.
3. Select the desired forwarding type and select **Enabled** or **On** from the corresponding field.
4. Do one of the following:
   - In the **Forward to** field, enter the contact number you want to forward incoming calls to.
   - Select **Forward to** field. Press **Directory** (**Dir**) to select the desired contact from the Directory list.
5. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.

6. Optional: Enter the always/busy/no answer forward on code or off code, respectively, in the **On Code** or **Off Code** field.
7. Select **Save**.
8. *The forward icon appears on the desired line.*
9. *If you activate forward on the default line, the forward icon will appear both on the line and in the status bar. The phone also prompts you that call forwarding is enabled.*

Deactivate Call Forward

Introduction

You can deactivate the call forward when you no longer want to forward your calls.

Procedure

1. Go to **Menu** > **Features** > **Call Forward** (or **Menu** > **Features** > **Others** > **Call Forward**).

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **Call Forward**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Call Forward.**

2. Optional: Select the desired line if the forward is activated for a specific line.
3. Select the desired forwarding type and select **Disabled** or **Off** from the corresponding field.
4. Select **Save**.

> Tip: You can tap All Lines to deactivate forward for all lines. You can also tap Close forward to deactivate forward for all lines.

Auto Forward

Introduction

You can divert all incoming calls from a particular contact to another contact. Auto divert has precedence over call forward.

Procedure

1. Go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select the desired contact, and select **Option** > **Detail**.
4. In the **Auto Divert** field, enter the contact’ s number you want to divert the call to.
5. Select **Save**.

Manual Forward

Forward an Incoming Call Manually

Introduction

You can manually forward the call to another contact while your phone rings.

Procedure

1. When the phone is ringing, select **Forward**.
2. Enter the number you want to forward the incoming call to.
3. Press the **OK** key, select **Call** or **Forward**.

Forward Incoming Calls with Forward Key

Introduction

When the phone receives an incoming call, you can easily press the **Forward** key to forward the incoming call to a specific contact.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

   Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.
3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Call Forward**.
5. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
6. In the **Value** field, enter the contact number directly, or press **Directory** (**Dir**) to select a contact from your directory list.
7. Select **Save**.
8. Return to the home screen, then press the configured forward key to initiate the transfer.

Incoming Call Controls

DND

Introduction

You can enable DND to reject all incoming calls automatically when you do not want to be interrupted.

If you want to receive incoming calls from specific numbers when DND is enabled, you can ask your system administrator to set DND Authorized Numbers.

Reject Calls with DND on All Lines

Introduction

You can enable DND for all lines if there are multiple lines on the phone. After activating it, the phone will reject all incoming calls automatically.

Before You Begin

Check with your system administrator if the DND on code or off code is required. If required, get it from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **DND**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **DND**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **DND.**
> - For CP925/CP935W/CP965 phones, go to **More** > **Settings** > **Features** > **DND.**

2. Enable **DND**.
3. Optional: In the **On Code** or **Off Code** field, enter the DND on code or off code, respectively.
4. Select **Save**.
5. *The DND icon appears in the status bar.*

> Tip: To activate or deactivate DND quickly, press the DND soft key when the phone is idle.

Reject Calls with DND on Specific Line

Introduction

By default, the DND feature applies to all lines on your phone. Your system administrator can change the DND mode to Custom so that you can enable DND for specific lines.

Before You Begin

The DND mode is set to **Custom**. Check with your system administrator if the DND on code or off code is required. If required, get it from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **DND**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **DND**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **DND.**
> - For CP925/CP935W/CP965 phones, go to **More** > **Settings** > **Features** > **DND.**
>
> Select the desired line.

2. Enable **DND**.
3. Optional: Enter the DND on code or off code, respectively, in the **On Code** or **Off Code** field.
4. Select **Save**.
5. *The DND icon appears on the desired line. If you activate DND on the default line, the DND icon will appear both on the line and in the status bar.*

> Tip: You can also press the All On soft key to activate DND for all lines.

Disable DND

Procedure

1. Go to **Menu** > **Features** > **DND**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **DND**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **DND.**
> - For CP925/CP935W/CP965 phones, go to **More** > **Settings** > **Features** > **DND.**

2. Optional: Select the desired line.
3. Disable **DND**.
4. *The DND icon disappears from the status bar.*

> Tip: Press the DND soft key when the phone is idle to deactivate DND quickly.

Call Waiting

Introduction

If the call waiting feature is disabled, the new incoming calls are automatically rejected when there are

already calls.

Before You Begin

Check with your system administrator if the call waiting for the off code is required. If required, get it from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **Call Waiting**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** >  > **Call Waiting**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Call Waiting.**
> - For CP925/CP935W/CP965 phones, go to **More** > **Settings** > **Features** > **Call Waiting.**

2. Optional: In the **Play Tone** field, select enable/disable.
3. Enable/Disable **Call Waiting**.
4. Optional: In the **Off Code** field, enter the call waiting off code.
5. Select **Save**.

Conference Calls

Introduction

The phone supports creating local conferences and network conferences. During the conference, follow these tips:

- Use the handset or a headset in an open environment.
- Mute your microphone when not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Local Conference

Set Up Local Conference Call

Procedure

1. Place a call to the first party.
2. Select **Conference** (**Conf**) to place a new call.

> Special Device Entry Instructions:
>
> - For CP925/CP935W/CP965, select **More** > **New Call,** or you can directly select **Call multiple members? Click here** to Initiate Multiple Numbers**.**
> - For T77U/T87W/T88W (Pro)/T88V Pro, Select **Calls** > **Merge Conference.**
> - For T58W, Select **Invite.**

3. Do one of the following:
   - Dial the second party's number.
   - Select the desired contact from the search list/placed call list/**Directory**/**History.**
4. When the second party answers the call, select **Conference** (**Conf** / **Merge**) to add the second party to the conference.
5. Repeat the above steps to add more parties to the conference.

Merge Two Calls into Conference

You can invite a held call into a conference call with the active call.

Procedure

6. Place two calls on the phone.
7. Select the desired call for a conference and ensure that the call is active.
8. Select **Conference** (**Conf**).
9. Select the desired hold call and select **Call** / **Merge**.
10. *The active call and the selected hold call are joined into a conference.*

Create a Hybrid Conference

> It is only applicable to VP59/T58A/T58W/T7X/T8X.

You can merge the calls on your phone and connect your mobile phone to a hybrid conference. There are many ways to create a hybrid conference, and the following shows an example.

Before You Begin

Make sure you have connected a mobile phone to your phone.

Procedure

1. Place a mobile call over Bluetooth on the mobile phone.
2. Place a call on the phone.
3. Tap **Conference** / **Invite**.
4. Tap the held call.
5. *The calls are merged into a conference call.*

Create a Hybrid UC Conference

> It is only applicable to CP925/CP935W/CP965.

You can merge the calls on your IP phones, the PC, and a connected mobile phone into a hybrid UC conference. There are many ways to create a hybrid UC conference, and the following shows an example.

Before You Begin

Ensure you have an active PC audio and connect a mobile phone to your PC.

Procedure

1. Select **Invite**.
2. Do one of the following to place a mobile call over Bluetooth on the phone.
   - Enter the desired number and then select **Invite**.
   - Select the connected mobile phone in the pop-up dialog box.
3. Select **Invite**.

4. Do the following to place an IP call.
   - Enter the desired number and then select **Invite**.
   - Select the registered account.

Create a Multi-party Conference with Conference Key

You can create a multi-party conference via a Conference key on the idle screen.

> It is only applicable to T4XU/T5X/VP59/T7X/T8X.

Set Conference Key

You can set a conference key to create a multi-party conference.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (**Setting**> **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Conference**.
5. Optional: In the **Label** field, enter the string that will appear on the phone screen.
6. Do one of the following:
   - In the **Value** field, enter the contact number you want to transfer the call to.
   - Select **Directory** (**Dir**) to select the desired contact from the Directory list.
7. Select **Save**.
8. Return to the home screen, then tap the **conference key** while the phone is idle or during a call.

> Tip: In **Step 6**, you can use the conference DSSkey Value setting to establish a conference call with multiple fixed numbers by entering the numbers separated by commas. For example, if you want to establish a conference call with numbers 112, 113, and 114, you can set the conference DSSkey Value to "112,113,114".

Network Conference

Introduction

If your system administrator has set a network conference feature on your phone, you can initiate a conference with two or more contacts.

Set Up Network Conference

You can set up a network conference with two or more contacts.

Procedure

1. Place a call to the first party.
2. Select **Conference** (**Conf**).
3. *The first active call is placed on hold*.

> Special Device Entry Instructions:
>
> - For CP925/CP935W/CP965, select **More** > **New Call,** or you can directly select **Call multiple members? Click here** to Initiate Multiple Numbers**.**
> - For T77U/T87W/T88W (Pro)/T88V Pro, Select **Calls** > **Merge Conference.**
> - For T58W, Select **Invite.**

3. Dial the second party's number.
4. When the second party answers the call, select **Conference** (**Conf**) to add the second party to the conference.
5. Repeat the above steps to add more parties to the conference.

Manage Conference

Hold or Resume Conference Call

When you place a conference call on hold, other participants can only hear each other once you resume the held conference call.

Procedure

1. Press the **HOLD** key / select **Hold** to place the conference on hold.
2. Press the **HOLD** key again or select **Resume** to resume the held conference call.

Mute or Unmute Conference Call

When you mute the local microphone during a conference call, other participants can hear each other except you.

Procedure

1. Select the **MUTE** key to mute the conference.
2. Select the **MUTE** key again to unmute the conference.

Split Conference Call

You can split the conference call into individual calls. After the split, the conference call ends, and other parties are held.

Procedure

- Select **Split**.

Manage Conference Participants

You can manage the conference participants to make the conference more flexible.

Procedure

1. During a conference call, select **Manage**.
2. Select the desired party, and you can do the following:
   - Select **Far Mute** ( ) to mute the party. The muted party can hear everyone, but no one can hear the muted party.
   - Select **Far Hold** ( ) to hold the party. The held party cannot hear anyone, and no one can hear the held party.
   - Select **Remove** ( ) to remove the party from the conference call.

End Conference Call

When you end the conference call, the other parties drop the call.

However, the system administrator can set up your phone so that the other two parties remain connected when you end the conference call.

Procedure

1. Select **End Call**.

Enable/Disable DND Mode for Conference Call

It is only applicable to CP925/CP935W/CP965/VP59/T58A/T58W.

You can enable the DND mode for a conference call, as a result, the conference call will not be disturbed by incoming calls.

Procedure

1. Select **More** ( ) > **DND** to enable the DND mode.
2. Select **More** ( ) > **DND** again to disable the DND mode.

Shared Line

Introduction

You can get the shared line's status by viewing the LED and icon indicator of the shared line key.

The following table shows all kinds of LED and icon indicators associated with the shared line on phones and the corresponding descriptions:

State Indicator of Shared Line

Line Key LED	Icon (T73U as an example)	Description
Off		The shared line is idle.
Solid green	 (Monitoring SCA Phone)	The shared line is seized.
Flash green fast	 (Flashing)	The shared line receives an incoming call.
Solid green	 (Flashing)	The shared line is dialing.
Solid green		The shared line is busy or is on a call.
Flash green slowly (local phone) Flash red slowly (other phones)		The call on the shared line is placed on public hold.
Flash green slowly (local phone) Solid red (other phones)		The call on the shared line is placed on private hold.

Solid green		The call on the shared line is barged in by the other shared line user.
Flash green slowly		In a multi-party call, place the call on hold locally.

Place & Answer Calls on Shared Line

Place Calls on Shared Line

You can place one or multiple calls on a shared line.

The phone places a call on the first shared line key automatically. You can select the desired shared line key first and place a call using this key.

Answer Calls on Shared Line

You can answer one or more calls on the shared line.

When an incoming call arrives on the shared line, all the registered phones will ring simultaneously, and the call can be answered on any phone. Incoming calls will be distributed evenly among the available shared line keys. (The specific ringing schedule rules are set by the administrator.)

Public Hold or Private Hold

Place a call on Public Hold

You can place a call on public hold so that any shared line phone can retrieve the held call.

Procedure

During a call, press the HOLD key or **Hold**.

The call is held on your phone, and all of the phones registered with a shared line show the call is in a held state on the shared line key.

Place a call on Private Hold

In the SCA scenario, you can place a call on private hold so that only you can retrieve the held call.

Your system administrator can preset the **PriHold** soft key, and you can also set a line key as the private hold key manually if the **PriHold** soft key is not available on your phone. You need to configure a private hold key before you place the call on private hold.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Setting** > **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its

configuration page directly.

3. Select the desired line key.

4. In the **Type** field, select **Key Event**.

5. In the **Key Type** field, select **Private Hold**.

6. Optional: In the **Label** field, enter the string that will display on the phone screen.

7. Select **Save**.

8. During an SCA call, press **PriHold** or **Private Hold** soft key.

When the call is held on your phone, and the other phones registered with a shared line show the call is in the busy state on the shared line key. Other users on the shared line cannot resume your held call.

Retrieve Held Call on Shared Line

Introduction

If you place a call on hold on a shared line, you can resume this call at any time. When the shared line key shows a call in a held state, you can resume the call remotely from another user's phone.

Before You Begin

There is at least one call placed on public hold on the shared line.

Procedure

1. Press and hold the shared line key.

*(Select /**More**) The **Cancel**, **Call Pull**, **New Call** and **Retrieve** appear on the screen.*

2. Select **Retrieve** to retrieve the call.

Barge in Active Call on Shared Line

Introduction

In the SCA scenario, you can barge into an active call on the shared line. After you barge into a call, the call turns into a three-party conference.

Before You Begin

There is at least one active call on the shared line.

Procedure

1. Press and hold the desired line key, and then select an active call.

*(Select /**More**) The **Cancel**, **Call Pull**, **New Call,** and **Barge In** appear on the phone screen.*

2. Select **Barge In** (**BargeIn**) to interrupt the active call.

Pull Shared Call on Shared Line

Introduction

In the SCA scenario, you and other users can pull an existing call from another shared phone with an active or hold state.

Check with your system administrator to see if this feature is available for your phone.

Before You Begin

There is an active or held call on the shared line.

Procedure

1. Press and hold the shared line key.

*(Select /**More**) The **Cancel**, **Call Pull**, **New Call** and **Retrieve** appear on the screen.*

2. Select **Call Pull** (**CallPull**) to pull the call.

Call Pickup

Introduction

You can use the call intercept function to answer calls from other users. Please confirm with your system administrator whether your phone is configured with this function.
The phone supports the following two types of intercept functions:

- Pick Up Call Directly: Directly answer the call from the designated user.
- Pick Up Group Call Directly: Intercept and answer the incoming calls of any user within the same group. (Group intercept answer requires pre-setting group members.)

Pick Up Call Directly

Procedure

1. Pick up the handset and press the line key or the **Speaker key**.
2. *The **DPickup**/**Pick Up** appears on the phone screen (You may need to select **More** > **DPickup**).*

2. Select **DPickup**/**Pick Up** on your phone.
3. Enter the phone number that is receiving an incoming call.
4. Select **DPickup**/**Pick Up** again.
5. *The call is answered on your phone.*

> Tip: When the phone is idle, you can use a Directed Pickup or BLF/BLF List key to pick up a call to a specific contact directly.

Pick Up Group Call Directly

When any phone within a predefined group receives an incoming call, you can pick up that call on your phone.

If multiple incoming calls are on the group simultaneously, you can only pick up the first one.

Procedure

1. Pick up the handset, press the line key or the **Group Pick Up**.
2. *The **GPickup** appears on the phone screen.*

2. Select **GPickup** on your phone when any phone in the group receives an incoming call.
3. *The call is answered on your phone.*

Pick Up Call with Pick Up Key

Introduction

You can easily use a Pick Up key to pick up a call to a specific contact’ s phone.

Before You Begin

Ask your system administrator for the directed call pickup code.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Pick Up**.
5. In the **Account ID** field, select the desired line.
6. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
7. In the **Value** field, enter the contact number directly, or press **Directory** (**Dir**) to select a contact from your directory list.
8. Select **Save**.
9. When the target phone receives an incoming call, you can press the **Pick Up key**, and the call is answered on your phone.

Pick Up Call with Group Pickup Key

Introduction

You can easily select a Group Pickup key to pick up a group call.

Before You Begin

Check with your system administrator if the group call pickup code is required for this key. If required, get the group call pickup code from your system administrator.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Group Pick Up**.

5. In the **Account ID** field, select the desired line.
6. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
7. In the **Value** field, enter the contact number directly, or press **Directory** (**Dir**) to select a contact from your directory list.
8. Select **Save**.
9. When the target phone receives an incoming call, you can press the **Group Pick Up key**, and the call is answered on your phone.

Call Park & Call Retrieve

Introduction

You can park an ongoing call on hold, and resume the parked call from a different terminal. After parking, the call remains on hold and can be retrieved at any time to continue the conversation.

Park or Retrieve Call in FAC Mode

Introduction

You can park the call to the local or desired extension by dialing the park code.

Park Call

You can park a call in the FAC mode directly. When you park a call to the local or desired extension, the call is held in the same network on your phone.

Before You Begin

Your system administrator has set call park in the FAC mode.

Procedure

1. During a call, select **Park** (You may need to select **More** > **Park**).

The phone will dial the call park code, which is pre-configured.

2. Do one of the following:
   - If you want to park the call against the local extension, press the **#** key.
   - If you want to park the call against the desired extension, enter the extension (for example, 4606) where you want to park the call and press the # key.

   If the call is parked successfully, you will hear a voice prompt that the call is parked.

> Tip: You can use a Park key or a BLF key to park a call to a specific contact directly.

Retrieve Parked Call

Introduction

You can retrieve a parked call in the FAC mode from any phone within your network.

Before You Begin

Your system administrator has set call park in the FAC mode. There is a call parked on the extension.

Procedure

1. Select **Retrieve** (You may need to select **More** > **Retrieve**) on the dialing screen.

The phone will dial the park retrieve code, which is configured in advance.

a. Follow the voice prompt to retrieve:

- Press the # key on the phone where the call is parked.
- Enter the desired extension followed by # (for example, 4606#) on any phone.

> Tip: When the phone is idle, you can use a Retrieve key or a BLF key to retrieve a parked call directly.

Park or Retrieve Call in Transfer Mode

Park Call

You can park a call in the transfer mode directly. When you park a call to the shared parking lot, the call is held on your phone.

Before You Begin

Your system administrator has set call park in the Transfer mode.

Procedure

1. During a call, select **Park** (You may need to select **More** > **Park**).

The call will be directly transferred to the shared parking lot.

> Tip: You can use a Call Park key to park a call to a specific shared parking lot directly.

Retrieve Parked Call

You can retrieve a parked call in the transfer mode from any phone in the same network.

Before You Begin

Your system administrator has set call park in the Transfer mode. There is a call parked on the shared parking lot.

Procedure

1. Select **Retrieve** (You may need to select **More** > **Retrieve**) on the dialing screen.

The phone will retrieve the parked call from the shared parking lot.

> Tip: When the phone is idle, you can use a Retrieve key to retrieve a parked call directly.

Park or Retrieve Call with Park or Retrieve Key

State Indicator of Park/Retrieve key

You can get the call park/retrieve status by viewing the icon indicator of the Park/Retrieve key.

Icons(Using T73U as an example)	Description
	Park successfully/Idle state.
	Ringing state.
	Park failed.
	Retrieve the parked call.

Park Call

You can set a line key as a Park key, and specify an extension or a shared parking lot you want to park a call to for this key. By using the Park key, you can park a call quickly.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone, and if **Account ID** is necessary for this key.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

   Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.
3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Call Park**.
5. In the **Account ID** field, select the desired line.
6. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
7. In the **Value** field, enter the contact number directly, or press **Directory** (**Dir**) to select a contact from your directory list.
8. Select **Save**.
9. During a call, you can press the **Call Park key**, and the call is parked to the desired extension or the shared parking lot directly.

Retrieve Parked Call

You can set a line key as a Retrieve key and specify a parked extension or retrieve lot you want to retrieve a parked call from for this key. By using the Retrieve key, you can retrieve a parked call quickly.

Before You Begin

Check with your system administrator if the FAC or Transfer mode is set on your phone and if **Account ID** is necessary for this key.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

   Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.
3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Retrieve Park**.
5. In the **Account ID** field, select the desired line.
6. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
7. In the **Value** field, enter the contact number directly, or press **Directory** (**Dir**) to select a contact from your directory list.
8. Select **Save**.
9. When a call is parked on the extension or the shared parking lot, you can press the **Retrieve key** on the idle screen, and the call is retrieved from the parked extension or shared parking lot directly.

Multicast Paging

Introduction

Multicast Paging allows you to broadcast instant audio announcements to users listening to a specific multicast group on a specific channel.

The phone supports the following 31 channels:

- **0**: Broadcasts are sent to channel 0. It is the default channel.
- **1 to 30**: Broadcasts are sent to channels 1 to 30. We recommend that you specify these channels when broadcasting with Yealink IP phones.

> All IP phones in the multicast paging group must be deployed in the same subnet since a broadcast is used. The phone can only send/receive broadcasts to/from the listened channels. Other channels' broadcasts will be ignored automatically by the IP phone.

Send Multicast Paging

Introduction

Your phone supports up to 31 groups for paging. You can assign a label to each group to identify the phones, such as All, Sales, or HR.

You can set a line key as a Multicast Paging key or Paging List key on the phone, which allows you to send announcements to the phones with pre-configured multicast address(es) on a specific channel(s).

Note: It is not applicable to CP925/CP935W/CP965.

> Multicast RTP is one-way from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Send Paging by Multicast Paging Key

You can set a Multicast Paging key for a paging group, which allows you to send announcements quickly on the idle screen.

The line key is unavailable on the T30P/T30 phones, so ask your system administrator to set up a Multicast Paging key for your phone.

Before You Begin

Get the multicast IP address and port number from your system administrator.

Procedure

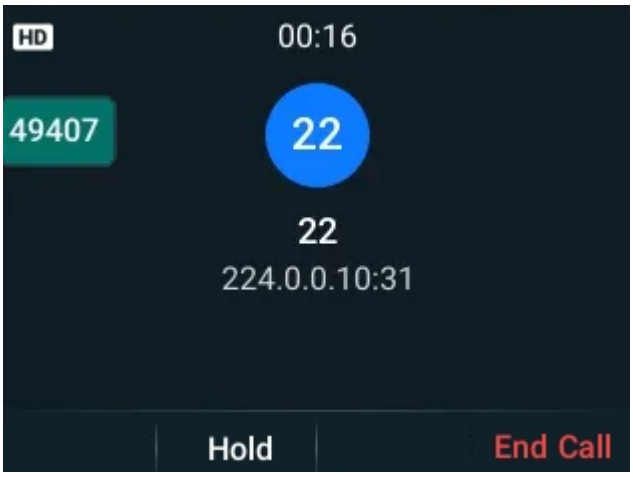
1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Multicast Paging**.
5. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
6. In the **Value** field, enter the multicast IP address and port number (for example, 224.5.6.20:10008).
7. In the **Channel** field, enter the desired channel between 0 and 30.
8. Select **Save**.
9. Press the **Multicast Paging** key when the phone is idle.

Both your phone and the receiver's phone play a warning tone, and the multicast RTP session will be automatically answered on the receiver's phone in speakerphone (hands-free) mode.

The following figure shows a multicast RTP session on the T73U phone:



Send Paging by Paging List Key

You can set a **Paging List** key to access the paging groups on the idle screen.

The line key is unavailable on the T30P/T30 phones, so ask your system administrator to set a Paging List key for your phone.

Procedure

- Assign the Key

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its

configuration page directly.

3. In the **Type** field, select **Key Event**.
4. In the **Key Type** field, select **Paging List**.
5. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
6. Select **Save**.

- Configure a Paging Group

7. Press the **Paging List** key when the phone is idle.
8. Select the desired paging group. (*The default tag is **Empty** if it is not configured before.*)
9. Select **Option** > **Edit**.
10. In the **Address** field, enter the multicast IP address and port number (for example, 224.5.6.20:10008).
11. In the **Label** field, enter the string displayed on the phone screen.
12. In the **Channel** field, enter the desired channel between 0 and 30.
13. Select **Save**.

    To set more paging groups, repeat steps 8 to 12.

- Send Paging

14. Select **Paging** to send RTP.

Both your phone and the receiver's phone play a warning tone, and the multicast RTP session will be automatically answered on the receiver's phone in speakerphone (hands-free) mode.

Receive Multicast Paging

Your system administrator has set up a listening paging group for you.

- When the phone is idle, you can automatically receive a paging call.
- When there is a voice call or a paging call in progress, or when DND is activated on your phone, the phone handles the new paging call differently according to the multicast listening settings configured by your system administrator.

Manage a Paging Call

Introduction

During a paging call, you can manage it manually at any time.

Procedure

Do one of the following:

- Select **Hold** to place the current paging call on hold.

- *The paging call is placed on hold, and the receiver releases the session*
- Select **Resume** to resume the held paging call.
- *The multicast RTP session is re-established.*
- Select **End Call** (**EndCall**) to end the paging call.

Intercom

Introduction

The intercom is a useful feature in an office environment to connect with the operator or the secretary quickly.

Intercom enables you to place an intercom call that is answered automatically on the contact's phone if the contact is not in an active call. The intercom is not available on all servers. Contact your system administrator for more information.

State Indicator of Intercom Key

You can get the intercom status by viewing the icon indicator of the Intercom key.

Icon (Using T73U as an example)	Description
	Target extension is available.
	Target extension is ringing.
	Target extension is dialing or busy.
	Target extension is on hold.
	Target extension does not exist

Place Intercom Call

Introduction

You can place an intercom call to relay a message to a contact quickly.

The target phone plays a warning tone and automatically answers the call in speakerphone (hands-free) mode by default. When the target phone has an active call, the intercom call is answered automatically after the active call ends.

You can also press the BLF/BLF List key to initiate an outgoing intercom call to the monitored user. Check with your system administrator to see if it is available on your phone.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Settings** > **Dsskey**).

2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. In the **Type** field, select **Intercom**.
4. In the **Account ID** field, select the desired line.
5. Optional: In the **Label** field, enter the name that will appear on the phone screen for this key.
6. In the **Value** field, enter the contact number directly, or press **Directory** (**Dir**) to select a contact from your directory list.
7. Select **Save**.
8. Press the **Intercom key** to place an intercom call.

Pick Up Target Extension's Incoming Call

Introduction

You can pick up the target extension's incoming call by pressing the Intercom key.

Before picking up an incoming call, ensure that the directed call pickup code has been configured either for an Intercom key or the Call Pickup feature in advance.

Check with your system administrator if this Extension feature is available on your phone. If the directed call pickup code is not set, the phone will place a call to the target extension instead of picking up an incoming call from the target extension when you press the Intercom key.

Before You Begin

Get the directed call pickup code from your system administrator.

Procedure

1. Long-press the Intercom key.
2. Enter the directed call pickup code in the **Extension** field.
3. Select **Save**.

Answer Intercom Call

Introduction

By default, when there is an incoming intercom call, the phone plays a warning tone and automatically answers the incoming call.

During the intercom call, you can switch between the Speakerphone (hands-free), Handset, and headset modes. If your phone is set to answer intercom calls with your microphone muted, you need to press the Mute key to unmute your microphone before responding.

You can configure the following behaviors when receiving an intercom call.

- **Intercom Allow**
- The intercom Allow feature allows the phone to answer an incoming intercom call automatically. If you disable this feature, the phone will handle an incoming intercom call like a normal one.

Your system administrator can set a period of delay time before the phone automatically answers intercom calls.

- **Intercom Mute**/**Intercom Audio Mute**/**Intercom Video Mute**
- The Intercom Mute feature allows the phone to mute the microphone when incoming intercom calls are answered automatically.

Note: The Intercom Audio Mute/Intercom Video Mute feature is only applicable to T88W (Pro)/ T88V Pro.

- **Intercom Tone**
- The Intercom Tone feature allows the phone to automatically play a warning tone before answering an intercom call.
- **Intercom Barge**
- Intercom Barge allows the phone to automatically answer an incoming intercom call while an active call is in progress. The active call will be placed on hold. If you disable this feature, the phone will handle an incoming intercom call like a normal incoming call while there is already an active call on the phone. To enable the phone to receive a new incoming call when it already has an active call, make sure that the call waiting feature is enabled on the phone in advance.

Procedure

1. Go to **Menu** > **Features** > **Intercom**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** >  > **Intercom**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Intercom.**

2. Make the desired changes.
3. Select **Save**.

Hot Desking

Introduction

You can use hot desking to log out of the current account and then log in to a new account. So many users can share one phone resource at different times.

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

Before You Begin

Your system administrator has set a hot desking key for you to use for this feature. Get the login account information from your system administrator.

Procedure

1. Press the **Hot Desking** key when the phone is idle.
2. For CP925/CP935W/CP965 phones, tap the hot desking key from the Dsskey screen.
3. *The phone prompts you to clear the account configuration or not.*
2. Select **OK**.
3. *Registration configurations of all accounts on the phone will be cleared immediately. The login wizard will be displayed.*
3. Enter the login information.
4. Select **Save**.

BLF & BLF List

Busy Lamp Field (BLF)

Introduction

You can monitor the usage status of a user's account via the BLF key.

State Indicator of Remote Line by BLF Key

LED indicator	Icons (Using T73U as an example)	Description
Green light solid on		The monitored line is idle
Red fast flash		The monitored line is ringing.
Red fast flash		The monitored line is dialing
Red light solid on		The monitored line is in an active call.
Red slow flash		The monitored line places a call on hold
Red slow flash		A call is parked on the monitored line.
LED off		The monitored line fails to register or does not exist.

Set Alert Tone for Monitored Lines

Introduction

You can set the alert ring type for the monitored lines to make it easier to recognize.

Before You Begin

Check with your system administrator to see if the Audio Alert for the BLF Pickup feature is available.

Procedure

1. Go to **Menu** > **Basic** > **Sound** > **BLF Ring Tones**.

> Special Device Entry Instructions:

- For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > > **Ring Tones** > **BLF Ring Tones**.
- For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Sound** > **BLF Ring Tone**.

2. Select the desired ringtone.

3. Select **Save**.

Visual Alert for BLF Pickup

Introduction

Your system administrator can configure your phone to display the call information when the specified monitored line receives an incoming call.

You can select to pick up the call to the monitored line, place a call to the monitored line, place a new call, or go back to the idle screen.

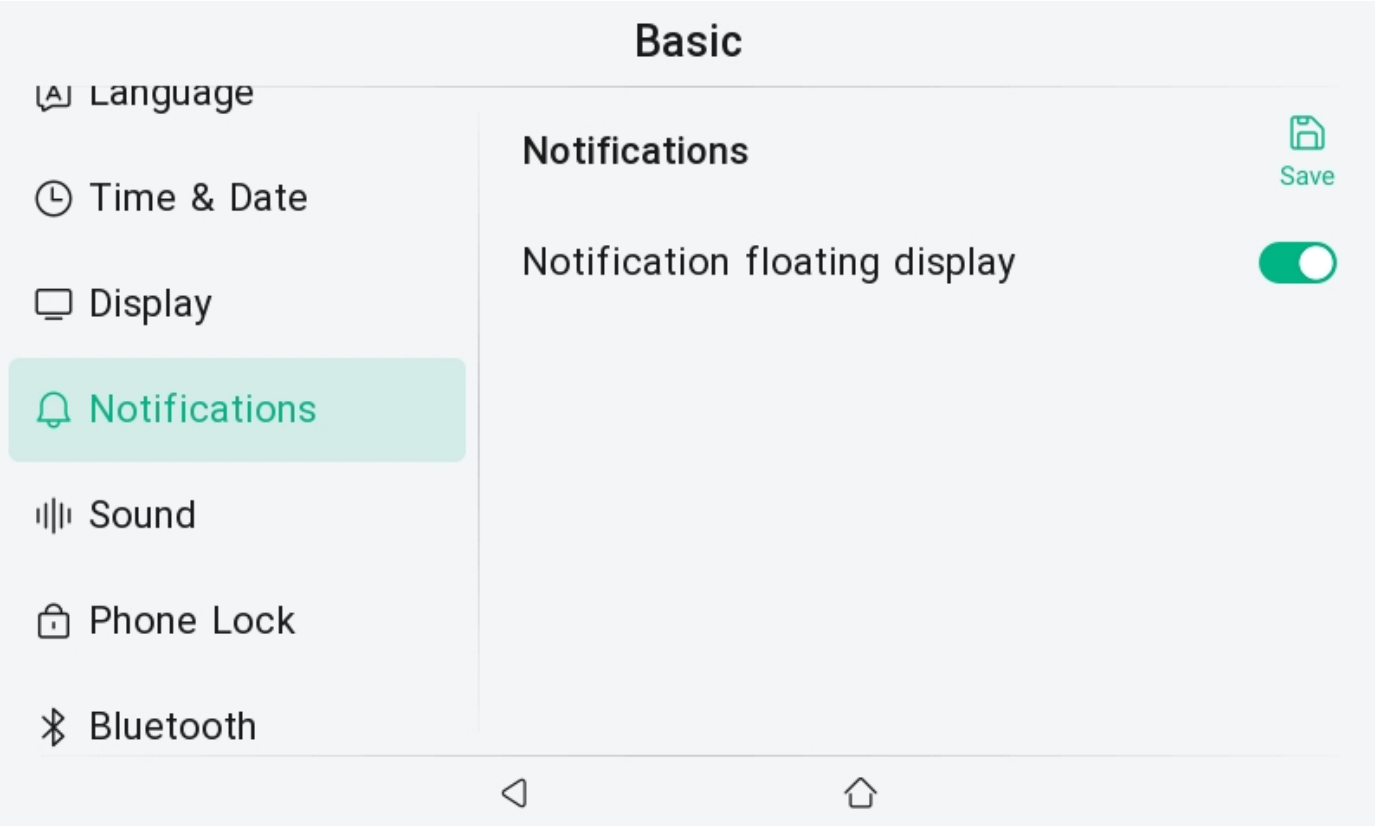
If you select **Cancel** to return to the idle screen, you can long-press the BLF key to enter the **Calls for Pickup** screen again.

Set BLF Floating Notification

In idle status, the phone can display a BLF floating window at the top, showing BLF functions after Dsskey11. On T77U and T87W phones, tapping the floating window allows direct navigation to the corresponding Dsskey page, while on the T88W phone, it directly opens BLF operation options. (Only applicable to T77U\T87W\T88W (Pro) phones.)

Procedure

1. Go to **Menu** > **Basic** > **Notifications** > **Notification floating display**.



When this feature is enabled, if there is a change in the account monitored by Dsskey, a BLF floating window will appear at the top of the phone to notify the user of the change in the Dsskey status.



Set BLF Key

Introduction

You can set a BLF key to monitor a specific line for status changes on the phone.

Procedure

1. go to **Menu** > **Features** > **Dsskey**(or **Settings** > **Dsskey**).
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. In the **Type** field, select **BLF**.
4. Optional: In the **Label** field, enter the string appearing on the phone screen.
5. Do one of the following:
   - In the **Value** field, enter the contact number you want to transfer the call to.
   - Select **Directory** (**Dir**) to select the desired contact from the Directory list.
6. Optional: In the **Extension** field, enter the directed call pickup code.
7. Select **Save**.

> Tip: During a call, you can press the **BLF key** to select a transfer mode. Check with your system administrator to find out if this feature is available on the phone.

Pick Up Remote Call by BLF Key

Introduction

When the monitored users are not at their desks, and someone rings their lines, you can pick up the desired call by tapping the flashing BLF key.

If your system administrator sets the directed call pickup code in advance, you can use the BLF key to pick up the call directly. If not, or if you want to set a pickup code for a specific BLF line, you can manually set a pickup code for the BLF key.

Before You Begin

You have edited the BLF key's Extension field with your system administrator's directed call pickup code.

Procedure

When the monitored line receives an incoming call, you can do one of the following:

- Press the **BLF key** to pick up the call for the monitored line directly.
- Long-press the **BLF key**. *The **Pick Up**, **Send**/**Call**, **New Call,** and **Cancel** appear on the screen.*

Select **Pick Up** to pick up the call. If multiple incoming calls are on the monitored line, select the desired call to pick up.

Transfer Call by BLF Key

Introduction

When there is already an active call on the IP phones, you can transfer the active call to the monitored line by pressing the BLF key.

The phone transfers the active call differently depending on the Transfer Mode via the dsskey feature configured by your system administrator.

Perform Blind Transfer

Before You Begin

Check with your system administrator if the Transfer Mode via dsskey is set to Blind Transfer.

Procedure

1. During a call, press the **BLF key** of the monitored line to which you want to transfer this call.

> Special Device Entry Instructions:
>
> For CP925/CP935W/CP965 phones: Select ••• > **Dsskey** during a call, then press the BLF key of the monitored line to which you want to transfer this call.

Perform Semi-attended/Attended Transfer

Before You Begin

Check with your system administrator if the Transfer Mode via dsskey is set to Attended Transfer.

Procedure

1. During a call, press the **BLF key** of the monitored line to which you want to transfer this call.
2. *The phone will dial the number of the monitored line.*
2. Press the BLF key of the monitored line again or **Transfer** (**Trans**) to complete the transfer when the monitored user receives ringback or after the monitored user answers the call.

Park & Retrieve Call by BLF Key

Introduction

During the call, you can use the BLF key to park the current call to a monitored line or retrieve a call that is parked on the monitored line.

Park Call to Monitored Line

Before You Begin

Your system administrator has set the call park feature in the FAC mode in advance.

Procedure

1. During a call, select **Park** (or ••• > **Park**).

2. Press the desired **BLF** key to park the call to the monitored line.

Retrieve Parked Call

Before You Begin

Your system administrator has set the call park feature to FAC mode.

Procedure

1. Select **Retrieve** on the dialing screen.
2. Press the desired **BLF** key to retrieve a call that is parked on the monitored line.

BLF List

Introduction

BLF List is an enhanced extension of the standard BLF feature. It supports bulk binding and centralized management of multiple target accounts/lines on the phone, forming a unified monitoring list.

State Indicator of Remote Line by BLF List Key

Audio Alert for BLF Pickup

Visual Alert for BLF Pickup

Alert Tone for BLF Parked Call Monitor

You can set the alert ring type when there is a call parked on the monitored lines.

Before You Begin

Check with your system administrator to find out if the Audio Alert for BLF Parked Call Monitor feature is available.

Procedure

1. Go to **Menu** > **Basic** > **Sound** > **Ring Type for BLF Parked Call Monitor**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **Ring Tones** > **Ring Type for BLF Parked Call Monitor**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Sound** > **Ring Type for BLF Parked Call Monitor.**

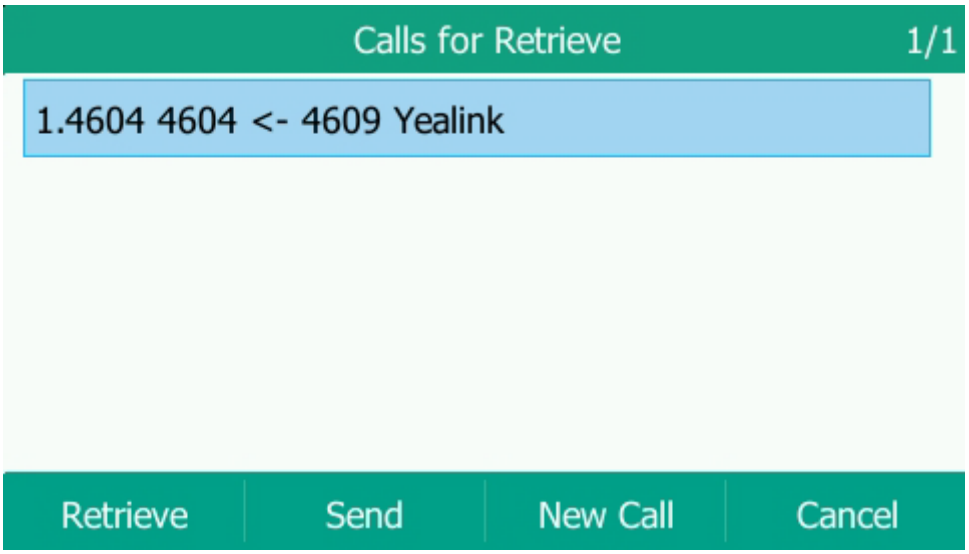
2. Select the desired ringtone.
3. Select **Save**.

Visual Alert for BLF Parked Call Monitor

Introduction

Your system administrator can configure your phone to display the call information when the specified monitored line receives an incoming call.

You can select to retrieve the call parked to the monitored line, place a call to the monitored line, place a new call, or go back to the idle screen.



Pick Up Remote Call by BLF List Key

Introduction

When the monitor user is not at their desk, and someone rings their line, you can pick up the call simply by pressing the flashing BLF List key. You can also check the caller ID first and pick up the incoming call.

Before You Begin

Check with your system administrator if the remote control or Busy Lamp Field feature is available on your phone.

Procedure

When the monitored line receives an incoming call, you can do one of the following:

- Press the BLF List key to pick up the call for the monitored line directly.
- Long-press the BLF List key. *The **Pick Up**, **Send**/**Call**, **New Call,** and **Cancel** appear on the screen.*

Select **Pick Up** to pick up the call. If multiple incoming calls are on the monitored line, select the desired call to pick up.

Transfer Call by BLF List Key

Introduction

When there is already an active call on the IP phones, you can transfer the active call to the monitored user by pressing the BLF List key.
The phone transfers (Blind Transfer or Attended Transfer) the active call differently depending on the Transfer Mode via Dsskey feature configured by your system administrator.

Perform Blind Transfer

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to Blind Transfer.

Procedure

1. During a call, press the BLF List of the monitored line to which you want to transfer this call to.

Perform Semi-attended/Attended Transfer

Before You Begin

Check with your system administrator if the Transfer Mode via Dsskey is set to Attended Transfer.

Procedure

1. During a call, press the **BLF List** of the monitored line to which you want to transfer this call.
2. *The phone will dial the number of the monitored line.*
2. Press the **BLF List key** of the monitored line again or **Transfer** (**Trans**) to complete the transfer when the monitored user receives a ringback or after the monitored user answers the call.

Park & Retrieve Call by BLF List Key

Park Call by BLF List Key

You can use the BLF List key to park a call to the idle monitored user.

Before You Begin

Check with your system administrator if the BLF List Key feature is available on your phone.

Procedure

1. During a call, press the desired **BLF List key**.

Retrieve Parked Call

You can use the BLF List key to retrieve a call that is parked on the monitored line.

Before You Begin

Check with your system administrator if the Retrieve Parked Call feature is available on your phone.

Procedure

1. Press the desired **BLF List** key to retrieve a call that is parked to the monitored line.

> For touch-screen phones, tap  to return to the idle screen, long-tap the desired BLF List key, and then tap **Retrieve** to retrieve a call that is parked to the monitored line.

Message

Vocie Mail

Introduction

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones.

This feature is set up on the server side, and not all servers support this feature.

Set Voice Mail Code

If you want to connect your phone to the message center, you need to set the voice mail code on your phone. (Voice Mail can support playback for up to 2 minutes.)

Before You Begin

Get the voice mail code from your system administrator.

Procedure

1. Go to **Menu** > **Message** > **Voice Mail** > **Set Voice Mail Code**.
2. Enter the voice mail code (for example, *4) in the desired account field.
3. Select **Save**.

> Tip: You can also press the **MESSAGE key** to set voice mail code if the code is not set.

Leave Voice Mails

You can leave a voice mail for someone busy or inconvenient to answer the call.

Procedure

1. Follow the voice prompts to leave a voice mail.
2. Hang up to complete the voice mail.

Listen to Voice Mail

You can listen to your voice mails on the phone, to obtain voice information sent by a contact.

Before You Begin

You need to set the voice mail code in advance.

Procedure

1. Go to **Menu** > **Message** > **Voice Mail** > **View Voice Mail**.

The phone screen displays the number of new and old voice mails.

2. Select an account, and then select **Connect**.

3. Follow the voice prompt to listen to your voice mails.

> Tip: When the phone prompts that the phone receives a new voice mail, you can press the MESSAGE key or Connect soft key to dial out the voice mail access code directly.

Short Message Service (SMS)

Introduction

Text messages can be stored in your phone's Inbox, Sentbox, Outbox, or Draftbox, and each box stores up to 100 text messages.

If there are more than 100 text messages in any one of the boxes, the phone will directly delete the oldest text message in the box.

Read Text Message

You can read your text messages on the phone to obtain text information sent by a contact.

Procedure

1. Go to **Menu** > **Message** > **Text Message** > **Inbox**.

2. Select the desired message and select **View**.

> - For touch-screen phones, tap the desired text message to read.
> - If the phone prompts you that there is a new text message, you can select the View soft key to read the new messages directly. But your system administrator can disable the prompt box for the new message(s).

Send Text Message

The phones can send text messages.

Procedure

1. Go to **Menu** > **Message** > **Text Message** > **New Message**.

2. Compose the new text message, and select **Send**.

3. In the **From** field, select the desired account.

4. Do one of the following:

   - In the **To** field, enter the number you want to send the message to.
   - Select **Directory(Dir)** and then select the desired contact.

5. Send the message.

Reply to Text Message

You can reply to a message after reading a text message.

Procedure

1. Go to **Menu** > **Message** > **Text Message** > **Inbox**.
2. Select the desired message and press **Reply**.
3. Compose the new text message.
4. Select **Send**.

Delete Text Message

You can delete messages from your phone after reading.

Procedure

1. Go to **Menu** > **Message** > **Text Message** > **Inbox**.
2. Select the desired message.
3. Select **Option** > **Delete**.
4. *The phone prompts you to delete the message or not.*
4. Select **OK**.

You can also delete all text messages by selecting **Delete All**.

Automatic Call Distribution (ACD)

Introduction

ACD is often used in offices for customer service, such as call centers.

The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons at the earliest opportunity. ACD on all IP phones allows the ACD system to distribute large volumes of incoming calls to the registered ACD users.

ACD is not available by default. Check with your system administrator to find out if this feature is available on your phone.

State Indicator of ACD User

You can get the ACD user's status by viewing the line key LED and icon indicator of the ACD key. The state indicator of the ACD key varies by phone model.

Line key LED Status	Icons (Black-and-White Display Phone)	Icons (T46X)	Icons (Color LCD Phone)	Description
Off				Log out
Solid green				Available/Log in
Solid red				Wrap up
Flash green fast				Unavailable

Log in to the ACD System

After logging into your ACD account, you can receive calls from the ACD system.

Before You Begin

Your system administrator has set an ACD key for you to log into the ACD system. Get your ACD account information from your system administrator.

Procedure

1. Press the **ACD** key when the phone is idle.
2. Enter your ACD account information.
3. Select **Login**.

Change ACD Status

You can press the ACD key to change your current ACD user status.

Procedure

1. Select **Available** (**Avail**)/**Unavailable** (**Unavail**).
2. *ACD user status synchronizes on both the phone and the ACD system.*

2. To log out of the ACD system, select **Logout**.

Record

Introduction

- For T58W / T58V / VP59 / CP965 / T88V / T88W(Pro) devices:
  - Support recording to both built-in SD card and USB flash drive.
  - By default, recordings are saved to the built-in SD card. If a USB flash drive is connected, the storage priority for recordings is: **USB flash drive** > **Built-in SD card**.
  - SD card recording is enabled by default, while USB flash drive recording is disabled by default.
- For all other phones:
  - Only USB flash drive recording is supported.
  - Recordings are saved to the USB flash drive.
  - USB flash drive recording is disabled by default. Please contact your system administrator to enable this feature.

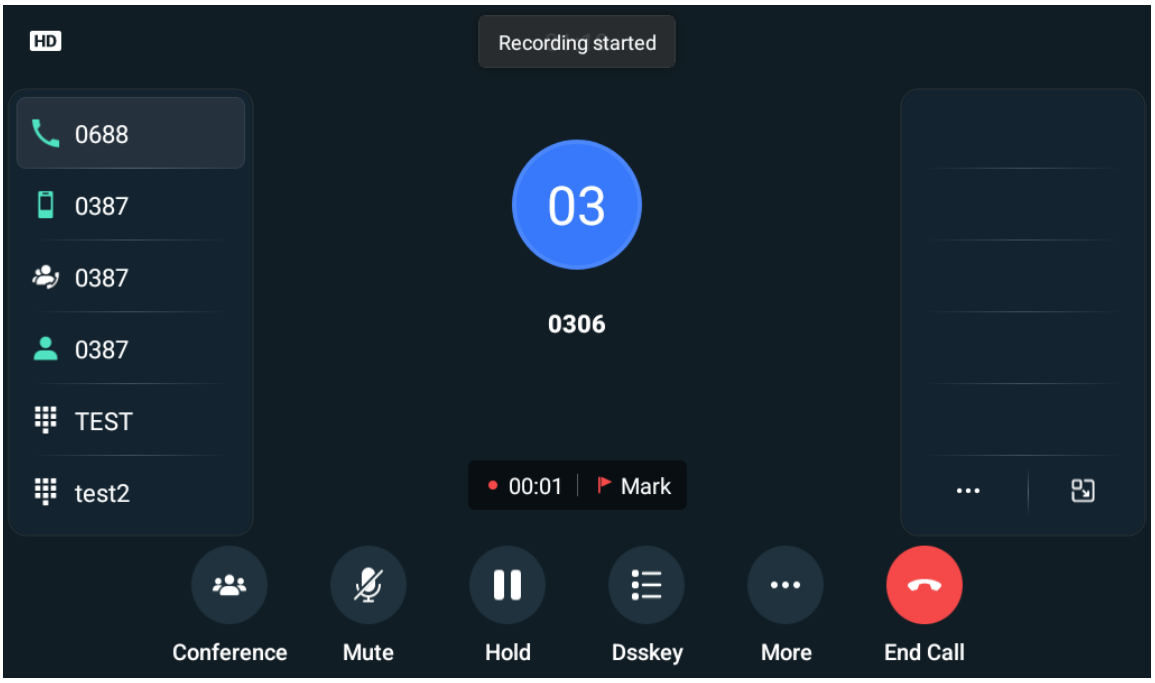
All call recordings are saved in the **.wav** file format.

- The size of a single recording file should be less than 2 GB.
- Before call recording, especially those involving PSTN, it is necessary to know about the rules and restrictions of call recording in the country where you are.
- It is also very important to inform all the call parties that you are recording and ask for their consent before recording the conversation.

Record a Call

Procedure

1. Select **More**(•••) > **Record**(⦿) during a call.
2. The phone screen displays a recording icon and the recording duration.



Pause & Resume Record

Introduction

When you do not want the current sensitive information to be recorded, you can pause the recording.

After pausing, you can resume it at any time, and the recording continues and will be saved in the same file.

Procedure

1. Select **Pause REC** to pause a recording.
2. *The pause recording icon appears on the phone screen, and the duration stops counting.*

2. Select **Resume REC** to resume a recording.

> If you hold the call during the recording, none of the parties will be recorded until you resume the call.

Stop Record

Introduction

You can stop recording a call before the call ends. The recording also stops when the active call ends. The recording will be saved as a "*.wav" file in the USB flash drive automatically.

> The size of a single recording file should be less than 2G.

Procedure

1. Do one of the following:
   - Select **Stop REC**.

- *The recording icon and recording duration disappear. The screen prompts a message that the call has been recorded successfully.*
- Select **End Call** (**EndCall**).
- *The recording icon and recording duration disappear, and the phone returns to the idle screen. The screen prompts a message that the call has been recorded successfully.*

Manage Record

After stopping recording, you can manage the recordings on your phone. Make sure the USB flash drive is still inserted into the phone.

Listen to the Recording

You can browse and play back the recordings on your phone.

During the recording, you can switch among Speakerphone (hands-free) modes by pressing the **Speakerphone** key, Handset modes by pressing the **HEADSET** key, or Handset mode by picking up the handset.

> You can also play back the recordings on a PC using an application capable of playing the "*.wav" file.

Procedure

1. Go to **File Manager** > **USB Storage** > **Audios**.

*The phone screen shows all recorded files (filename, duration time and file size) in the **Browse Audio** list. The filename consists of the recording time & date, the other party's number/IP address/name (or the first person's number/IP address/name you called).*

2. Select the desired audio and select **Play**.

The length of the recording and a progress bar are displayed as the recording plays.

Pause/Resume Playback

When you are playing a recording, you can pause it manually to take notes.

When you receive an incoming call while playing a recording, the recording is paused automatically. You can resume the playback after handling the call.

Procedure

1. Select **Pause** to pause the playback. The **Play** soft key appears on the phone screen.
2. Select **Play** to restart the playback.

Fast Forward/Rewind Playback

While a recording plays, you can fast forward or rewind the playback at any time.

Procedure

1. Select **Fast Forward** to skip forward in the playback. Press once to skip forward 8 seconds.
2. Select **Fast Rewind** to rewind the playback. Press once to rewind 8 seconds.

Delete Recorded Call

You can delete the recordings when you need additional space on your USB flash drive or when the recordings are useless.

Procedure

1. Go to **Menu** > **USB** > **Browse Audio**.
2. Select **Edit** , and then select the desired audio.
3. Select **Delete**.
4. Select **OK**.

View Available Record Time

Introduction

You can view the available recording time on your phone to avoid recording failure due to a timeout.

During a recording, if there is insufficient free space (30 minutes or 10 minutes left) on the USB flash drive, the phone will prompt you with a message (XX minutes left for call recording). If there is no free space on the USB flash drive during recording, the recording is stopped and saved on the USB flash drive automatically.

Procedure

Do one of the following:

- When you insert a USB flash drive during a call, a pop-up window will show the available recording duration.
- To check remaining USB recording time in idle mode: Go to **Menu** > **USB Record** > **Storage Space**.
- To Check Storage Space: Select the **File Manager**.

  For CP965: Tap **More** > **Recorder**, then select **USB** / **Local**.

Call Completion

Introduction

When you call someone who is temporarily unavailable to answer the call, you can monitor the busy party and establish a call after the busy party becomes available to receive a call.

Call completion is not available on all servers. For more information, contact your system administrator.

Procedure

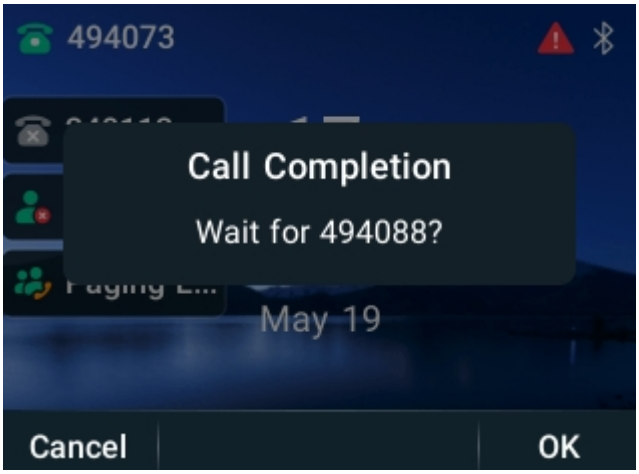
1. Go to **Menu** > **Features** > (**Others**) > **Call Completion**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > ⚙ > **Call Completion.**
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **Call Completion.**

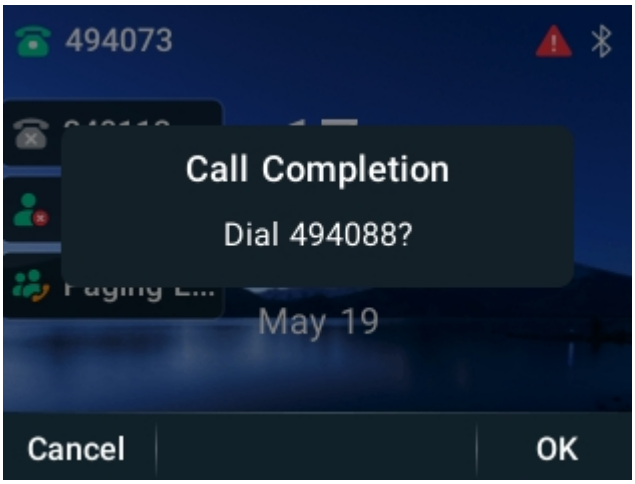
2. Enabled **Call Completion**.
3. Select **Save**.

The following demonstrates the feature effects using the T73U as an example:

- *When you place a call, and the callee is temporarily unavailable to answer the call, the phone prompts whether to wait for the callee and select **OK** to activate the call completion feature.*



- *When the callee becomes idle, the phone prompts whether to dial the number, and select **OK** to dial the number.*


494073
Call Completion
Dial 494088?
May 19
Cancel
OK

Audio Setting

Adjust Volume

Introduction

You can adjust the volume of the ringer, media, and audio during a call.

Procedure

Press the Volume key.

Set Ring Tone

Introduction

You can set distinctive ring tones for groups or contacts in your Local Directory so that you can identify the caller when your phone rings.

The ringtones are used according to this priority: Contact ring tone > Group ring tone > Account ring tone > Phone ring tone.

Set Ring Tone for Phone

You can choose a ring tone for all incoming calls.

Procedure

1. Go to **Menu** > **Basic** > **Sound** > **Ring Tones** > **Common**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** >  > **Ring Tones** > **Common**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Sound** > **Ring Tones** > **Common**.

2. Select the desired ring tone.
3. Select **Save**.

Set Ring Tone for Account

You can select a unique ring tone for an individual account.

Procedure

1. Go to **Menu** > **Basic** > **Sound** > **Ring Tones**.

> Special Device Entry Instructions:

- For T88W (Pro)/T88V Pro phones, go to **Call**/**Contact**/**History** > > **Ring Tones** > **Ring Tones**.
- For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Sound** > **Ring Tones** > **Ring Tones**.

2. Select the desired account.
3. Select the desired ring tone.
4. *If **Common** is selected, this account will use the ring tone selected for the phone.*
4. Select **Save**.

Set Ring Tone for Group

You can select a unique ring tone for various groups in your Local Directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired group.
3. Select **Option** > **Detail ( )**.
4. Select the desired ring tone from the **Ring** field.
   - If **Auto** is selected, this group uses the ring tone according to the default priority.
   - *If a specific ring tone is selected, this group uses the ring tone according to the priority: Contact ring tone>Group ring tone.*
5. Select **Save**.

Set Ring Tone for a Contact

You can select a unique ring tone for various contacts in your Local Directory. This helps you quickly identify callers according to the ring tones.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact, and select **Option** > **Detail ( )**.
3. Select the desired ring tone from the **Ring** field.
4. *If **Auto** is selected, the contact uses the ring tone according to the default priority.*
4. Select **Save**.

Disable Key Tone

Introduction

If you disable the key tone, the phone will not produce a sound when pressing the keypad keys.

Procedure

1. Go to **Menu** > **Basic** > **Sound** > **Key Tone**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Audio** > **Key Tone**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Sound** > **Key Tone**.

2. Turn off **Key Tone**.
3. Select **Save**.

Enable Touch Tone

Introduction

If you enable touch tone, the phone will produce a sound when you tap an option on the phone screen.

Procedure

1. Go to **Menu** > **Basic** > **Sound** > **Touch Tone**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Audio** > **Touch Tone**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Sound** > **Touch Tone**.

2. Turn off **Touch Tone**.
3. Select **Save**.

Configure Notification Sound

Introduction

The phone will produce a notification sound when receiving a notification (for example, an incoming email notification).

Procedure

1. Go to **Menu** > **Basic** > **Sound**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Audio**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Sound**.

2. Tap the desired notification sound from the **Notification Sound** field.
3. Select **Save**.

Mute Ringtone

Introduction

You can mute the ringtone of incoming calls on the idle screen.

Procedure

1. Press and hold the MUTE key for 2 seconds on the idle screen.
2. Press and hold the MUTE key again to unmute the ringtone.

Enable Silent Mode

Introduction

If you turn on the silent mode, your phone won't produce a ring tone/key tone/touch sound/ notification sound from the phone's speaker.

Procedure

- Go to **Settings** > **Basic Settings** > **Sound**, turn on **Silent Mode** and then select .
- Press the Volume key to adjust the ringer volume to the minimum.
- Swipe down from the top of the screen and toggle **Silent** on.

Display Setting

Wallpaper

Introduction

You can change the background picture that is displayed on your phone.

The phone comes with a default background picture; you can change it to another built-in picture. You can also add personal pictures stored on a USB flash drive or use a custom picture uploaded by your system administrator as the wallpaper.

Change Wallpaper on Idle Screen

You can set one of your pictures as the background image on your phone's idle screen.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Wallpaper**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Display** > **Wallpaper** > **Wallpaper Selection**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Display** > **Wallpaper**.

2. Select the desired image.
3. Select **Save**.

Add Wallpaper from USB Flash Drive

Introduction

You can use a picture that is stored on a USB flash drive as the background image of your phone.

We recommend that you add a picture less than 2.0 megapixels. Either the smaller or larger picture will be scaled proportionally to fit the screen.

Before You Begin

Make sure that the picture is in the root directory of your USB flash drive, and the USB flash drive is connected to your phone successfully.

Procedure

1. Go to **Menu** > **USB** > **Browse Photo**.

> Special Device Entry Instructions:

> - For VP59/T58A/T58W/T88W (Pro)/T88V Pro phones, go to **Gallery** or **File Manager** app.
> - For CP925/CP935W/CP965 phones, go to **More** > **USB** > **Browse Photo**.

2. Select the desired picture and select **Preview**.
3. Select **Set as** > **Set as wallpaper**.
4. Select **OK**.

Adjust Transparency

Introduction

If the background picture affects the idle screen display, you can change the transparency to make the texts of the line key and status bar easier to read.

Procedure

1. Go to **Menu** > **Basic** > **Accessibility** > **Transparency**.

> Special Device Entry Instructions:
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Accessibility** > **Transparency**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Basic** > **Display** > **Transparency.**

2. Select the desired value from the **Transparency** field.
3. Select **Save**.

Screen Saver

Change Waiting Time for Screen Saver

Introduction

The screen saver starts automatically when your phone has been idle for the preset waiting time. You can stop the screen saver by pressing any key.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Screensaver**.

> Special Device Entry Instructions:
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Display** > **Screensaver**.

2. Select the desired waiting time from the **Screensaver Wait Time** field.
3. Select **Save**.

Disable Time/Date & Status Icons Display

Introduction

For the T33P/T33G/T48S/T48G/T46S/T46G/T48U/T46U/T57W/T54W/T53C/CP925/CP935W phones, you can disable your phone to display time, date, and status icons on the screen saver.

You cannot configure Time & Date and status icons display if your system administrator has set your phone to display custom information on the screen saver.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Screensaver**.
2. Select **Disabled** or **Off** from the **Display Clock** field.
3. Select **Save**.

Set Screen Saver Type

Introduction

The screen saver can start with different types, and you can set it manually.

- For VP59/T58A/T58W/CP965, supports the following types: Clock, Colours, Photo Frame, Photo Table.
- For T88W (Pro)/T88V Pro, supports the following types: Clock, Colours, Photo Frame, Photo Table, Server XML (shows custom information on the screen saver), System screensaver.
- For T3X/T4X/T5X/T7X/T8X (Color screen non-touchscreen), supports the following types: System, Custom, Server XML (shows custom information on the screen saver).
- For T3X/T4X/T5X (Black and white screen), phones can only display custom information that your system administrator presets as the screen saver.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Screensaver**.
2. Select the desired screen saver type from the **Screensaver Type** field.
   - If you select **System**, the phone automatically sets the built-in picture as the screen saver.
   - If you select **Custom**, the phone automatically sets the custom pictures as the screen saver and displays these pictures alternately.
   - If you select **Server XML**, the phone automatically displays the custom information (for example, notifications or company logo) on the screen saver.
   - If you select **Clock**, select ⚙ to select **Style** or **Night mode**.
     - **Style**: Select the clock style. Analog = analog pointer clock; Digital = digital clock.
     - **Night mode**: When checked, the screen brightness is reduced to a very low level, suitable for dark environments.
   - If you select **Colours**, the phone automatically displays the Colours effect.

- If you select **Photo Frame**, select to select the desired photo album(s).
- If you select **Photo Table**, select to select the desired photo album(s).

3. Select **Save**.

Adjust Screen Contrast

Introduction

You can adjust the screen contrast of the phone to make it easier to read.

The intensity of screen contrast ranges from 1 to 10, and the highest intensity is 10. It is only available on the Black and white screen.

Procedure

1. Go to **Menu** > **Settings** > **Basic Settings** > **Display** > **Contrast**.
2. Select the desired value from the **Contrast** field.
3. Select **Save**.

Theme

Introduction

You can switch between the dark and light themes displayed on your phone. Only applicable to T73U/T73W/T74U/T74W/T77U/T85W/T87W/T88W (Pro)/T88V Pro phones.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Appearance**.
2. Select the desired theme.
3. Select **Save**.

Change Backlight & Time

Introduction

You can change the brightness of the phone screen during phone activity and inactivity. The brightness automatically changes after the phone has been idle for a specified time.

You can change the screen backlight and time in the following settings:

- **Active Level**: The brightness level of the phone screen when the phone is active. Digits 1 to 10 represent different brightness levels. 10 is the brightest level.
- **Inactive Level**: The brightness of the phone screen when the phone is inactive. You can select a low brightness or turn off the backlight. It is only available for the T57W/T54W/T53C phones.
- **Backlight Time**: The delay time to change the brightness of the phone screen when the phone is

inactive. Backlight time includes the following settings:

- Always On: Backlight is on permanently.
- Always Off: Backlight is off permanently. It is not available for the T57W/T54W/T53C phones.
- 30min, 1h, 2h, 4h, 6h, 8h, or 12h: Backlight is changed when the phone is inactive after the designated time.

The T44U/T44W's time and date display format cannot be changed. The current version only supports the 24-hour clock format, and the date format is fixed as MM/DD.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Backlight**.

> Special Device Entry Instructions:
>
> - For CP965/VP59/T58A/T58W/T88W (Pro)/T88V Pro, swipe down from the top of the screen and drag the backlight slider.

2. Select the desired level from the **Active Level** field.
3. Select the desired level from the **Inactive Level** field.
4. Select the desired time from the **Backlight Time** field.
5. Select **Save**.

Change Language

Introduction

Your phone supports several languages that you can choose to use on the phone.

Procedure

1. Go to **Menu** > **Basic** > **Language** (or **Menu** > **Settings** > **Basic Settings** > **Language**).

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **General** > **Language**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Language & Input** > **Language**.

2. Select the desired language.
3. Select **Save**.
4. *The phone language is changed to the selected one.*

Time & Date

Change Time & Date

Introduction

You can adjust the time display format (12-hour or 24-hour) and date format (D/M/Y). Furthermore, you can toggle DHCP time retrieval, set up SNTP for auto-sync, or manually configure the time.

Procedure

1. Go to **Menu** > **Basic** > **Time & Date** (or **Menu** > **Settings** > **Basic Settings** > **Time & Date**).
2. Select the desired setting.
3. Select **Save**.

Disable Idle Clock Display

You can disable the idle clock display so that the time and date are displayed in the status bar. It is only available for the T54W/T53C phones.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Idle Clock**.
2. Select **Disabled** from the **Idle Clock Display** field.
3. Select **Save**.

Phone Lock

Introduction

You can manually lock the phone or wait a specified time to lock the phone automatically.

What unauthorized users can do depends on the settings of the phone lock type.

The phone supports the following phone lock types:

- **Menu key**: It prevents unauthorized users from accessing the menu or changing the personal settings for your phone.
- **Function key**: It only allows users to use the keypad for placing a call, answering or rejecting an incoming call, and ending a call, and it prevents unauthorized users from performing these operations.
- **All keys**: It only allows users to use the keypad for dialing an emergency number or authorized numbers that are set up by your system administrator, answering or rejecting an incoming call, ending a call, and prevents unauthorized users from performing other operations. The T57W phones only support the All Keys type of phone lock.

> The Volume key, HEADSET key, and Speakerphone key are always available when you lock the phone.

Set Phone Lock Key and Unlock PIN

Procedure

1. Go to **Menu** > **Basic** > **Phone Lock** or **Menu** > **Settings** > **Basic Settings** > **Phone Lock**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Phone Lock**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Advanced Settings** (default password: admin) > **Phone Lock**.

2. Select **Enabled** from the **Lock Enable** field.
3. Select the desired type from the **Lock Type** field.
4. Enter the desired interval (0 - 3600 seconds) in the **Auto Lock** field.
5. Enter the desired PIN in the **New Unlock PIN** field and repeat it in the **Confirm Unlock PIN** field.

> Special Device Entry Instructions:

- For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Change PIN**.

6. Select **Save**.

- In Step 1, if the keypad lock is active, you need to enter the configured PIN.
- In Step 4, if the value is set to 0, the phone will not be automatically locked.

Lock Your Phone Manually

Before You Begin

Make sure that the phone lock is set.

Procedure

1. Long-press the # key when the phone is idle.

The lock icon appears on the phone screen.

Unlock Your Phone

You can use an unlock PIN to unlock the phone.

If you forget the unlock PIN, you can enter the administrator password to unlock your phone, and then automatically access the PIN change screen.

Procedure

1. Press any locked key, and the phone prompts you to enter an unlock PIN.
2. Enter the configured PIN (default: 123) in the **Unlock PIN** field.
3. Select **OK**.

The lock icon disappears from the phone screen.

Line Keys

Introduction

Line keys allow you to access features such as recall and speed dial quickly. The line key can indicate the monitored status when the line keys are assigned with particular features, such as BLF.
You can assign predefined functions to line keys. You can also define a label for a line key feature, which will appear on the phone screen.

Set Line Key

Procedure

1. Go to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.

Alternative for Steps 1-2: When the phone is idle, press and hold the desired line key to open its configuration page directly.

3. Select the desired key type from the **Type** field.
4. (Optional) Select the desired key type from the **Key Type** field.

> Select **Extended** to expand the line key labels, where a single label takes up 1/2 of the screen. (Keypad phones only)

5. (Optional) Enter the string that will appear on the phone screen in the **Label** field.
6. Select the desired value from the **Value** field.
7. Select **Save**.

Lock Line Key

Procedure

1. Go to **Menu** > **Features** > **Dsskey**.
2. Select the desired line key.
3. Select **Line** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. (Optional) Enter the string that will appear on the phone screen in the **Label** field.
6. Select **Lock** from the **Value** field.
7. Select **Save**.

Change Locations of Line Keys

Introduction

You can change the order in which your line keys display on the phone screen.

Procedure

> It is only applicable to VP59/T58A/T58W/T88W (Pro)/T88V Pro.

1. Do one of the following:
   - Drag up and down to scroll through the line keys list if required.
   - Tap  on the bottom-right of the line key list.
2. Drag a line key to the desired location that another line key locates.

Delete Line Key

Procedure

1. Select the desired line key.
2. Select **NULL** from the **Type** field.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, long-tap the desired line key, and then select **Delete**.
> - For VP59/T58A/T58W phones, drag the desired line key to the Delete field.

Customize Soft Keys

Introduction

You can customize the function of the soft keys displayed at the bottom of the idle screen for the phones.

The soft keys are typically used to access frequently used functions and to create menu shortcuts to access frequently used phone settings. The soft keys perform the same functions as the hard keys.

> We recommend that you keep a **Menu** soft key; otherwise, you cannot access the phone settings.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** > **Softkey Label**.
2. Select the desired soft key.
3. Select the desired key type from the **Type** field.
4. (Optional) Select the desired line from the **Account ID** field.
5. (Optional) Enter the string that will appear on the phone screen in the **Label** field.
6. (Optional) Enter the corresponding value in the **Value** field.
7. Select **Save**.

Network & Security

Wireless Access Point

> It is only applicable to VP59/T58A/T58W/T88W (Pro)/T88V Pro.

The IP phone supports creating AP hotspots and sharing its wired network with other devices.

Enable Wireless Access Point

Procedure

1. Go to **Settings** > **Wireless AP** (or **Settings** > **Basic Settings** > **Wi-Fi AP**).
2. Turn on the Wi-Fi AP.

If you have already turned on Wi-Fi, select **OK** to turn it off.

Configure Wireless Access Point

You can configure the wireless access point for the device.

Before you begin

Make sure you enable a wireless access point.

Procedure

1. Go to **Settings** > **Wireless AP** > **Configure AP** (or **Settings** > **Basic Settings** > **Wi-Fi AP** > **AP Configure**).
2. Enter the name of the wireless AP in the **AP Name** field.
3. Select the desired security mode of the wireless AP from the **AP Security Mode** field. If you select **WPA2-PSK**, enter the password of the wireless AP in the **AP Password** field.
4. Select the desired frequency of the wireless AP in the **AP Frequency** field.
5. Select the desired channel of the wireless AP in the **AP Channel** field.
6. Select **Save**.

View Connected Devices

Procedure

1. Go to **Settings** > **Wireless AP** > **AP device list** (or **Settings** > **Basic Settings** > **Wi-Fi AP** > **AP Client List**).
2. View the name and MAC address of the connected device.

Add Connected Devices to Blocklist

You can add connected devices to the blocklist, and the device is disconnected from the wireless AP.

Procedure

1. Go to **Settings** > **Wireless AP** > **AP device list** (or **Settings** > **Basic Settings** > **Wi-Fi AP** > **AP Client List**).
2. Select after the desired device.
3. *The phone prompts whether to move the device into the blocklist.*
3. Tap **OK**.

Remove Devices from Blocklist

You can remove devices from the blocklist so that the devices can connect to the wireless AP provided by the phone.

Procedure

1. Go to **Settings** > **Wireless AP** > **Blocklist** (or **Settings** > **Basic Settings** > **Wi-Fi AP** > **AP Blocklist**).
2. Select after the desired device.
3. *The phone prompts whether to remove the device from the blocklist.*
3. Tap **OK**.

Disable Wireless Access Point

Procedure

1. Go to **Settings** > **Wireless AP** (or **Settings** > **Basic Settings** > **Wi-Fi AP**).
2. Turn off the Wi-Fi AP.

Security Control Center

Introduction

You can enable this feature to connect devices and report device information to the Yealink Device Management Platform (YDMP)/Yealink Management Cloud Service (YMCS), where you can view device information, manage devices, and diagnose devices.

If you are concerned about data security risks or the leakage of internal private data, you can disable the connection to the platform. Additionally, you can determine whether to authorize the platform to access these features.

Procedure

1. Go to **Menu** > **Security**.
2. Select whether to connect to the DM Service.
3. (Optional) Set up **Packet Capture** to determine whether the server is authorized to capture packets.
4. (Optional) Set up **Screenshot** to determine whether the server is authorized to take screenshots.
   - **Unauthorized**: When the YDMP/YMCS wants to take the phone's screenshots or capture packets, the phone will pop up a dialog, prompting users to allow or reject the request. When users allow the request, the value will change to **Allowed**, and the window will not pop up again. If users reject the request, the value will not change, and the window will pop up again when YDMP/YMCS makes a request next time.
   - **Allowed**: You allow the YDMP/YMCS to take the phone's screenshots or capture packets.
   - **Blocked**: You reject the YDMP/YMCS to take the phone's screenshots or capture packets.
5. Select **Save**.

Call Quality Statistic (QoE)

Introduction

When the device fails, the technician needs to obtain the device diagnosis-related data, but if you do not want to report the data unrelated to the diagnosis to the platform, you can disable the QoE.

Before You Begin

Before enabling **Call Quality Statistic (QoE)**, ensure that the **Connect DM Service** is enabled.

Procedure

1. Go to **Menu** > **Security**.
2. Enable **Call Quality Statistic (QoE)**.
3. Select **Save**.

Accessibility

The phone includes several features to accommodate users who have low vision or are blind.

> This feature is only applicable to **T44W/T44U/T46U/T48U/T54W/T57W/T7X/T8X**.

Transparency

Large Text

You can change the displayed text size.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **Accessibility** > **Large Text** (or **Settings** > **Accessibility** > **Large Text**).
2. Select **Normal** or **Large**.
3. Tap **Save** to save the change.

Color Correction

You can change the color mode if any difficulties with color recognition.

Procedure

4. Do one of the following:
   - Go to **Menu** > **Basic** > **Display** > **Accessibility** > **Color Correction**.
   - Go to **Settings** > **Accessibility** > **Color Correction**.
5. Select the desired value from the **Color Correction** field.
   - Off
   - Deuteranomaly (red-green)
   - Protanomaly (red-green)
   - Tritanomaly (blue-yellow)
6. Tap **Save** to save the change.

Screen Reader

Introduction

The phone supports automatic reading of on-screen text and key-press announcements, converting user actions into spoken feedback to help users understand what is on the screen.

Supported models: T73U/T73W/T74U/T74W/T85W/T77U/T87W/T88W/T88W Pro/T88V Pro.

Support language：French；German；Italian；Polish；Portuguese；Spanish；Turkish；Russian；Czech；Slovak

Broadcast Description：

Physical buttons	Broadcast content
Hold Key	Play： Hold
Transfer Key	Play： Transfer
Redial Key	Play： Redial
Handfree Key	Play： Handfree
Navigation Key	Play： Up, Down, Left, Right
Ok Key	Play: Ok
Cancel Key	Play： Exit
Volume Key	No Play
Emergency Button	No Play
Linekey Keys	Play the Type and Label
Message Touch Key	Play： Message
Headset Touch Key	Play： Handset
Mute Touch Key	Play： Muted/Un-muted
Page Touch Key	Play： Page key

Keyboard/dial pad content/volume key/emergency button not broadcast.

Enable Screen Reader

Procedure

1. Go to **Menu** > **Basic** > **Accessibility** > **Screen Reader** (**Settings** > **Accessibility** > **Screen Reader**).
2. Select **On** or **Off**.
3. Tap **Save** to save the change.

Use the Screen Reader Feature

- Operating touchscreen content:
  - Single tap to play.
  - Double-tap to activate.

- Press the physical operation key:
  - First press: Announce the corresponding focus or key.
  - Second press: Perform the corresponding operation (within 5 seconds).

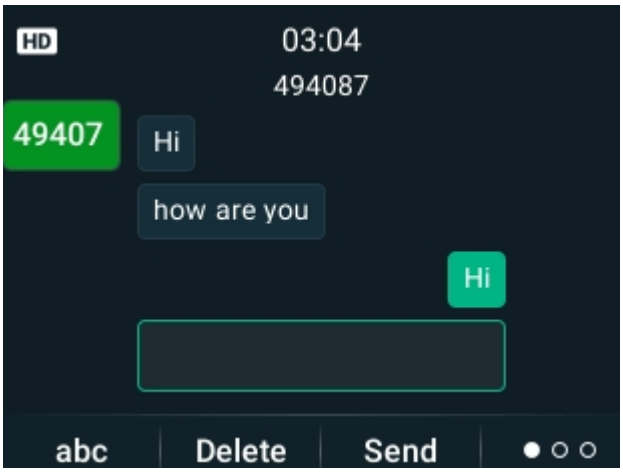
RTT Call

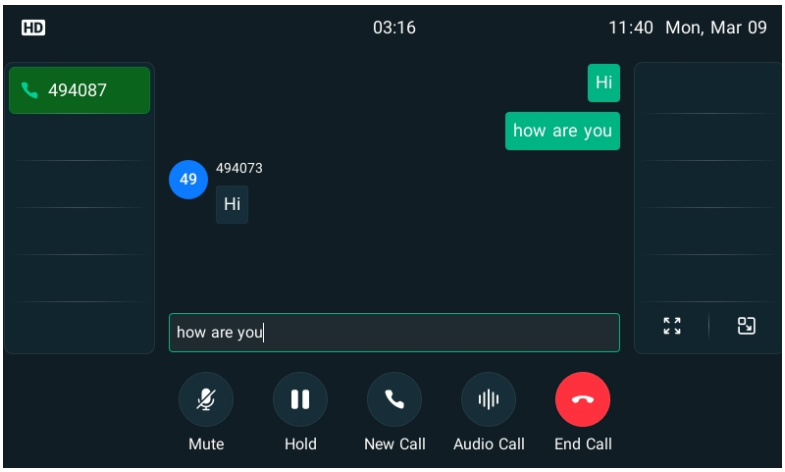
Introduction

The phone supports voice and RTT in the same call, enabling real-time text transmission.

> **Note**
>
> - Both parties need to have RTT (Real-Time Text) enabled to use this feature (multi-party conference calls are not supported).
> - Supports up to two RTT calls simultaneously. Once two calls are established, new calls can only be audio calls.
> - T88V Pro disables video calls after RTT is enabled.

Using T73U and T87W as examples:





Enable RTT Call

Procedure

1. Go to **Menu** > **Basic** > **Accessibility** > **RTT Call** (**Settings** > **Accessibility** > **RTT Call**).
2. Select an account.
3. In the "RTT Call Mode" field, select the desired option.
   - RTT First: Establish an RTT call when initiating a call.
   - Optional: When initiating a call, you can choose between an audio call or an RTT call.
   - Disabled: Initiate an audio call.
4. Tap **Save** to save the change.

RTT Call Switch

Switching to an RTT call during an audio call

Procedure

1. On the call screen, select **RTT call** softkey.

   local screen displays a pop-up saying "Requesting RTT Call," and the other side sees "xx activate RTT for text communication?"

   - *If the other side selects **accept**, switch to RTT call.*
   - *If the other side selects **Ignore**, a message will pop up saying "The other end is not available", but the call will remain as an audio call.*

Switching to an audio call during an RTT call

Procedure

1. On the call screen, select **Audio Call** softkey.

   Neither side receives a prompt on their screen; the screen directly switches to the audio call interface.

Local Directory

Manage Local Directory Groups

Introduction

You can manage the Local Directory groups when the phone is idle.

Add Contact Groups

You can add additional groups in the Local Directory to organize your contacts and make them easier to find.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select **Add Group** (**Add Gro**).

> Special Device Entry Instructions:
>
> - For T77U/T85W/T87W phones, select > **New Group**.
> - For T88W (Pro)/T88V Pro phones, select .
> - For T48U/T57W/VP59/T58A/T58W phones, select **Settings** ( ) > **New Group**.

3. Enter the desired group name.
4. Select **Save**.

Edit Contact Groups

You can change or add the group's information.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired group.
3. Select **Option** ( ) > **Detail**.

> Special Device Entry Instructions:
>
> - For T77U/T85W/T87W phones, select **Rename**.

4. Edit the group name.
5. Select **OK**.

Delete Contact Groups

When you delete a contact group, the contacts in the group will not be deleted. You can view the contacts in **All Contacts** list.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired group.
3. Select **Option** (•••) > **Detail**.

> Special Device Entry Instructions:
>
> - For T77U/T85W/T87W phones, select **Rename**.

4. Select **Delete**.

   The phone prompts you to delete the group or not.

5. Select **OK**.

   The group is deleted successfully and removed from the list. Contacts under this group remain in the All Contacts list.

Manage Local Directory Contacts

Introduction

You can manage the Local Directory contacts when the phone is idle.

Add Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name for each new contact.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Add** (⊕).
4. Enter your contact's information.
5. Select the desired account from the **Account** field.
6. Optional: Select the desired photo from the **Photo** field.
7. Select **OK**.

View Contacts

You can view the local contacts from the Local Directory on your phone.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. *The contact names are displayed in alphabetical order.*

Edit Contacts

You can update your contact information.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select the desired contact, and select **Option** (•••) > **Detail**.
4. Edit the contact information.
5. Select **Save**.

Delete a Contact

You can delete any contact from the Local Directory.

Procedure

1. Select **Directory** or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select the desired contact, and select **Option** (•••) > **Delete**.

   If you want to delete all contacts from the Local Directory, select Delete All.

   The phone prompts you to delete the contact or not.
4. Select **OK**.

Move Local Directory Contact to Blocklist

Introduction

You can move a contact in the Local Directory to the blocklist. Incoming calls from this contact will be rejected automatically.

Procedure

1. Select **Directory** (**Dir**) or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact, and select **Option** > **Add to Blocklist**.
3. *The phone prompts you to move to the blocklist or not.*

3. Select **OK**.

Search for Contacts

Introduction

In the Local Directory, you can enter search criteria to find your desired contact quickly.

Procedure

1. Select **Directory** (**Dir**) or go to **Menu** > **Directory** > **Local Directory**.
2. Select **Search** ( ).
3. Enter your search criteria in the search field.

For touchable phones, you can select the desired letter (for example, T) along the right side to jump to contacts whose names start with T or t.

Favorite

Add Favorites

Introduction

Favorites are the contacts in your Local Directory that you call most often.

If your system administrator has enabled the Favorites feature for you, you can add contacts as favorites, view favorites on the idle screen, reorder favorites, and delete favorites.

After adding a contact as a favorite, your phone will automatically assign a Speed Dial key for it. You can quickly dial a contact using the Speed Dial key on the idle screen.

On all IP phones, a star is displayed in the Local Directory for a contact saved as a favorite.

Add Existed Contact to Your Favorites

You can add an existing contact as a favorite from the Local Directory.

Procedure

1. Select **Directory** (**Dir**) or go to **Menu** > **Directory** > **Local Directory**.
2. Select the desired contact, and select **Option** ( ).
3. Select **Copy to Favorites** ( ).
4. *The phone prompts you to automatically accept the next available index number or manually enter your own.*
4. Select **OK** to automatically accept an index number or select **Edit** or **Cancel** to enter an index number (1- 999999999).

Add New Contact to Your Favorites

You can add a new contact as a favorite by designating an index number.

Procedure

1. Select **Directory** (**Dir**) or go to **Menu** > **Directory** > **Favorite**.
2. Select **Add** ( ).
3. Enter the contact information.
4. Enter the desired index number (1-999999999) in the **Favorite Index** field.
5. Select **Save**.

View Favorites

You can view a list of favorites in the Favorites directory.

Procedure

1. Go to **Menu** > **Directory** > **Favorites** or **Directory** > **Favorites**.

Reorder Favorites

You can reorder favorites to change the display order in the Favorites.

Procedure

1. Go to **Menu** > **Directory** > **Favorites** or **Directory** > **Favorite**.
2. Select the desired contact, and select **Option** > **Detail**.

   For T88W (Pro)/T88V Pro phones, tap the desired contact and select the .
3. Enter a new index number in the **Favorites Index** field.
4. Select **OK**.

Delete Favorites

You can delete favorites to make room for new favorites.

Procedure

1. Go to **Menu** > **Directory** > **Favorites** or **Directory** > **Favorite**.
2. Select the desired contact, and select **Option** > **Detail**.

> Special Device Entry Instructions:
>
> - For CP925/CP935W/CP965 phones, tap the desired contact and select ••• > **Edit**.
> - For T77U/T85W/T87W phones, tap ⓘ behind the desired contact, and then select the **Remove favorite**.
> - For T88W (Pro)/T88V Pro phones, tap the desired contact and select the ☆.

3. Delete the favorite index number in the **Favorites Index** field.
4. Select **OK**.

The contact is removed from the Favorites directory, while it remains in your Local Directory.

> You can also delete a favorite by selecting **Option** > **Remove from Favorites**.

Blocklist

Introduction

Incoming calls from the Blocklist are rejected automatically. You can store up to 30 contacts in the blocklist to block unwanted callers.

Add Blocklist Contact

You can add a blocklist contact on the phone to prevent someone from calling you.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist** or **Directory** > **Blocklist**.
2. Select **Add**, **Add to Blocklist** ( ), or .
3. Enter the blocklist contact's information.
4. Select **OK**.

View Blocklist Contacts

You can view the blocklist contacts from the Blocklist on your phone.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist** or **Directory** > **Blocklist**.

Edit Blocklist Contact

You can update your blocklist contacts' information.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist** or **Directory** > **Blocklist**.
2. Select the desired blocklist contact, and select **Option** > **Detail**.
3. Edit the blocklist contact information.
4. Select **OK**.

Delete Blocklist Contacts

You can delete one or all blocklist contacts. If a contact is removed from the blocklist, you can answer the call from the contact normally.

Delete a Blocklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blocklist.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist** or **Directory** > **Blocklist**.
2. Select the desired blocklist contact.
3. Select **Option** > **Delete** ( ).

   If you want to delete all contacts from the blocklist, select **Delete All**.

   The phone prompts you to delete the contact or not.
4. Select **OK**.

Move Blocklist to Local Directory

Introduction

You can move a blocklist contact to a Local Directory. Incoming calls from this contact will not be rejected automatically.

Procedure

1. Go to **Menu** > **Directory** > **Blocklist** or **Directory** > **Blocklist**.
2. Select the desired blocklist contact.
3. Select **Add to Contacts**.

> Special Device Entry Instructions:
>
> - For T77U/T85W/T87W phones, select **Edit**, and then select **All Contacts** from the **Group** drop-down menu.
> - For T88W (Pro)/T88V Pro phones, select the desired blocklist contact, tap to open the edit page, then select **Local Directory** from the **Group** field.

4. Select **OK**.

Remote Phone Book

Introduction

If your system administrator has enabled the Remote Phone Book feature, you can access your corporate directory directly from your phone.

Search for Remote Phone Book Contacts

In the Remote Phone Book, you can enter search criteria to find your desired contact quickly.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book** or **Contact** > **Remote Phone Book**.
2. Select the desired remote phone book.
3. Select **Search(** **)**.
4. Enter your search criteria in the search field.

View Remote Phone Book Contacts

You can view the contact list of the remote phone book on your phone.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book** or **Contact** > **Remote Phone Book**.

> In version x.86.0.131 and later, you can update the Remote Phone Book directly from its interface. Press the Update softkey to refresh it.

Save Remote Phone Book Contact to Local Directory

Introduction

After you add a Remote Phone Book contact to the Local Directory, the contact stays available on the phone even if the Remote Phone Book cannot be reached.

Before you begin

- Your administrator has enabled the Remote Phone Book feature.
- The phone is connected to the network and can reach the remote server.
- The Local Directory is not full.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book**, or **Contact** > **Remote Phone Book**.

2. Select a remote phone book.

3. Select the contact you want to add, and then select **Option** > **Add to Contacts**.

> Special Device Entry Instructions:
>
> - For VP59/T58A/T58W/CP965/CP925/CP935W phones, select ••• > **Add (** ⊕ **)**.
> - For T88W (Pro)/T88V Pro phones, select ⊕.

4. Edit the contact information.

5. Select **Save**.

The contact is now in the Local Directory and stays available even if the Remote Phone Book cannot be reached.

Save Remote Phone Book Contact to Blocklist

Introduction

You can add a Remote Phone Book contact to the Blocklist to prevent that contact from calling you.

Before you begin

- Your administrator has enabled the Remote Phone Book feature.
- The phone is connected to the network and can reach the remote server.
- The Blocklist has not reached its 30-entry limit.

Procedure

1. Go to **Menu** > **Directory** > **Remote Phone Book**, or **Contact** > **Remote Phone Book**.

2. Select the remote phone book you want to use.

3. Select the contact you want to block, then press **Option** > **Add to Blocklist**.

> Special Device Entry Instructions:
>
> - For T88W (Pro)/T88V Pro phones, tap ⊘.
> - For VP59/T58A/T58W/CP965/CP925/CP935W phones, you can also tap ••• > **Add (** ⊕ **)**, and then select **Blocklist** in the Group field.

4. Edit the contact information.

5. Select **Save**.

The contact is added to the Blocklist, and calls from that contact are automatically rejected.

Google Contacts

Introduction

If your system administrator has enabled the Google Contacts feature, you can access the contacts and groups in your Google account from the phone. You can view, update, and search your Google contacts.

View Google Contacts

Before you begin

- Your administrator has enabled the Google Contacts feature.
- The phone is connected to the network and signed in to your Google account.

Procedure

1. Go to **Menu** > **Directory** > **Google Contacts**.

The phone displays all contacts and groups in your Google account. You can view each contact's basic information.

Update Google Contacts

Introduction

When contact information changes on the Google Contacts server, you can manually trigger an update on the phone to download the latest contacts.

Before you begin

- Your administrator has enabled the Google Contacts feature.
- The phone is connected to the network and signed in to your Google account.

Procedure

1. Go to **Menu** > **Directory** > **Google Contacts**.
2. Select **Update(** **)**.

The phone downloads the latest contact information from the Google Contacts server, and the contact list is updated.

Search Google Contacts

Before you begin

- Your administrator has enabled the Google Contacts feature.

- The phone is connected to the network and signed in to your Google account.

Procedure

1. Go to **Menu** > **Directory** > **Google Contacts**.
2. Select **Search(**)**.**
3. Enter the search criteria.

   The phone performs a search and displays all Google contacts that match your search criteria.

Network Directory

View Network Contacts

Before you begin

- Your administrator has set up network contacts.
- The phone is connected to the network.

Procedure

1. Go to **Menu** > **Directory** > **Network Directory**.

The phone displays all contacts and groups in your account. You can view each contact's basic information.

Update Network Contacts

Introduction

When contact information changes on the server, you can manually trigger an update on the phone to download the latest contacts.

Before you begin

- Your administrator has set up network contacts.
- The phone is connected to the network.

Procedure

1. Go to **Menu** > **Directory** > **Network Directory**.
2. Select **Update**.

The phone downloads the latest contact information from the server, and the Network Directory list is updated.

NOTE

Network contacts are managed centrally by your administrator and sync to all devices after an update. You cannot modify them directly.

Search Network Contacts

Before you begin

- Your administrator has set up network contacts.
- The phone is connected to the network.

Procedure

1. Go to **Menu** > **Directory** > **Network Directory**.
2. Select **Search**.
3. Enter the search criteria.

   The phone performs a search and displays all network contacts that match your search criteria.

Add Private Contacts

Before you begin

- Your administrator has set up network contacts.
- The phone is connected to the network.

Procedure

1. Go to **Menu** > **Directory** > **Network Directory**.
2. Select the contact you want to add, and then select **Option** > **Add to Private Contacts**.

   Special Device Entry Instructions:

   - For T88W (Pro)/T88V Pro phones, select ⊕.
   - For VP59/T58A/T58W phones, select ••• > **Add to Private Contacts**.

   *On the new contact page, the **Group** field defaults to **Private**.*
3. Edit the contact information.
4. Select **Save**.

NOTE

The private contact is visible only to you. Other users cannot access or view it.

CardDAV Phone Book

Introduction

If your system administrator has enabled the CardDAV Directory feature, you can access your corporate directory directly from your phone.

This feature is supported only in version V87 or higher.

Search for CardDAV Phone Book Contacts

Procedure

1. Go to **Menu** > **Directory** > **CardDAV Phone Book**, or **Contact** > **CardDAV Phone Book**.
2. Select the CardDAV phone book you want to search.
3. Select **Search(** **)**.
4. Enter your search criteria.

   The phone displays all CardDAV contacts that match your search criteria.

View CardDAV Phone Book Contacts

Procedure

1. Go to **Menu** > **Directory** > **CardDAV Phone Book**, or **Contact** > **CardDAV Phone Book**.

   The phone displays the CardDAV contact list. You can view each contact's basic information.

Save CardDAV Phone Book Contact to Local Directory

Introduction

After you save a CardDAV phone book contact to the Local Directory, you can still reach that contact quickly on the phone even when the CardDAV phone book cannot be accessed.

Before you begin

- The Local Directory is not full.

Procedure

1. Go to **Menu** > **Directory** > **CardDAV Phone Book**, or **Contact** > **CardDAV Phone Book**.
2. Select the CardDAV phone book you want to use.

3. Select the contact you want to add, and then select **Option** > **Add to Contacts**.

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/CP965/CP925/CP935W phones, select ••• > **Add (** **)**.
> - For T88W (Pro)/T88V Pro phones, select ⊕.

4. Edit the contact information.

5. Select **Save**.

The CardDAV contact is added to the Local Directory and remains available even when the CardDAV phone book cannot be accessed.

Save CardDAV Phone Book Contact to Blocklist

Introduction

You can add a contact from the CardDAV phone book to the Blocklist to prevent that contact from calling you.

Before you begin

- The Blocklist has not reached its 30-entry limit.

Procedure

1. Go to **Menu** > **Directory** > **CardDAV Phone Book**, or **Contact** > **CardDAV Phone Book**.

2. Select the CardDAV phone book you want to use.

3. Select the contact you want to block, and then select **Option** > **Add to Blocklist**.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, tap .
> - For VP59/T58A/T58W/CP965/CP925/CP935W phones, you can also tap ••• > **Add (** **)**, and then select **Blocklist** in the Group field.

4. Edit the contact information.

5. Select **Save**.

The CardDAV contact is added to the Blocklist, and calls from that contact are automatically rejected.

Call History

Introduction

The phone's call log contains placed calls, received calls, missed calls, and forwarded calls, and each list stores up to 100 records. You can view the details of a history record, save a record to the Local Directory or the Blocklist, delete one or all records, and disable the history record feature. The call history icons differ by phone model and indicate the call status.

Call History Icons

Each icon in the call history indicates the corresponding call status.

Icon	Description
	Missed Call
	Placed Call
	Received Call
	Forwarded Call

View History Records

Introduction

A history record saves call information such as the caller's name, number, call time, line, and call duration. You can view the details of a record to review your call history.

Before you begin

- The history record feature is enabled.
- The phone has call history records.

Procedure

1. Select **History**, or go to **Menu** > **History**.
2. Select the call list you want to view.
3. Select the history record you want to view.
4. Select **Option** > **Detail**.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, select ⓘ to view the details.

- For CP925/CP935W/CP965 phones, select , and then select the record you want to view.

Save History Record to Local Directory

Procedure

1. Select **History**, or go to **Menu** > **History**.
2. Select the call list you want to view.
3. Select the record you want to save, and then select **Option** > **Add to Contacts**.

Special Device Entry Instructions:

- For T88W (Pro)/T88V Pro phones, select > .
- For VP59/T58A/T58W/CP925/CP935W/CP965 phones, select > ••• > **Add**.

4. Edit the contact information.
5. Select **Save**.

Save History Record to Blocklist

Introduction

You can prevent someone from calling you again by saving a history record to the Blocklist.

Procedure

1. Select **History**, or go to **Menu** > **History**.
2. Select the call list you want to view.
3. Select the record you want to block, and then select **Option** > **Add to Blocklist**.

Special Device Entry Instructions:

- For T88W (Pro)/T88V Pro phones, select > .
- For VP59/T58A/T58W/CP925/CP935W/CP965 phones, select > ••• > **Blocklist**.

4. Edit the contact information.
5. Select **Save**.

Delete History Records

Procedure

1. Select **History**, or go to **Menu** > **History**.
2. Select the call list you want to view.
3. Select the record you want to delete, and then select **Delete**. To delete all records, select **Option** >

Delete All.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, select > **Select All** > **Delete** ( ).

Disable History Record

Introduction

The history record feature is enabled by default. If you do not want to save call records on the phone, you can disable it.

Procedure

1. Go to **Menu** > **Features** > **Others** > **General** > **History Record**.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, go to **Call/Contact/History** > > **History Record**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Features** > **History Record**.

2. Select **Off** in the **History Record** field.
3. Select **Save**.

Wi-Fi Connection

Introduction

You can connect your phone to an available wireless network in your area.

Activate Wi-Fi Mode

Before you begin

The phone supports Wi-Fi. If it does not, connect the Wi-Fi USB dongle to the phone.

Procedure

1. Go to **Menu** > **Basic** > **Wi-Fi** (or **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Wi-Fi**.
> - On touchscreen phones, you can also swipe down from the top of the screen and select .

2. Select **On** in the **Wi-Fi** field.

   If you want to deactivate the Wi-Fi mode, select **Off** in this step.

3. Select **Save**.

   The phone starts scanning for available wireless networks in your area.

Connect to a Wireless Network

Connect to an Available Wireless Network Manually

Introduction

After you activate the Wi-Fi mode, the phone automatically connects to the saved wireless network. You can also connect it to other networks manually.

Before you begin

- You have obtained the wireless network password from your system administrator.
- The Wi-Fi mode is activated.

Procedure

1. Go to **Menu** > **Basic** > **Wi-Fi** (or **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**).
2. Optional: Select **Scan** to search for other available wireless networks.
3. Select the wireless network you want to connect to, and select **Connect**.

4. Enter the password in the **Password** field.

5. Select **OK**.

Connect to a Wireless Network via WPS

Introduction

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks, which can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication. The phone supports two WPS methods: Push Button Configuration (PBC) and Personal Identification Number (PIN).

Before you begin

- The Wi-Fi mode is activated.
- This feature is supported only on T4XU/T5XW/CP phones.

Procedure

1. Go to **Menu** > **Basic** > **Wi-Fi** (or **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**).

2. Do one of the following:

   - Select **WPS** > **WPS** to use the PBC method, and then long-press the WPS key on your gateway or router.

Once the WPS setup is complete, the phone screen prompts "Connect Success."

   - Select **WPS** > **WPS-PIN** to use the PIN method, and then log into the web interface of your gateway or router and configure it to search for clients.

Once the WPS-PIN setup is complete, the web interface of the gateway or router prompts that the connection is successful.

> **Special Device Entry Instructions:**
>
> - For CP925/CP935W/CP965 phones, go to ⋮ > **WPS**/**WPS-PIN**.

For more information about configuring your gateway or router, refer to the documentation from its manufacturer.

Add a Wireless Network Manually

Introduction

If the SSID broadcast on your gateway or router is disabled, the wireless network does not appear in the scan results, and you need to add it manually. The phone can store up to 5 connected wireless networks.

Before you begin

- You have obtained the available wireless network information from your system administrator.

- The Wi-Fi mode is activated.

Procedure

1. Go to **Menu** > **Basic** > **Wi-Fi** (or **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**).
2. Select **Known Network(s)**, and then select **Add**.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, scroll to the bottom of the available network list, and select **Other** to open the add network page.
> - For VP59/T58A/T58W phones, go to ⋮ > **Add**.
> - For CP925/CP935W/CP965 phones, select ⊕.

3. Enter the SSID in the **SSID** field.
4. Select the security mode in the **Security Mode** field:
   - **None**
   - **WEP**, **WPA/WPA2 PSK**, or **WPA3-Personal**: enter the password.
   - **802.1x EAP**: select the EAP method you want to use, and enter the required values in the corresponding fields.
5. Optional: Select **Enabled**(👁) in the **Show Password** field to display the password you entered, or select **Disabled**(👁‍🗨) to hide it.
6. Select **Save**.

The connected wireless network is saved to the Known Network(s) list.

View Wireless Network Information

Introduction

After the Wi-Fi mode is activated, you can view the wireless network information, such as the SSID and signal strength.

Procedure

1. Go to **Menu** > **Basic** > **Wi-Fi** (or **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**).
2. Go to **Wi-Fi Status**.

> **Special Device Entry Instructions:**
>
> *The phone screen shows the SSID, signal strength, and other information of the currently connected wireless network.*
>
> - For T88W (Pro)/T88V Pro phones, select the connected network, and select [icon].
> - For VP59/T58A/T58W/CP925/CP935W/CP965 phones, select the connected network to view

> the information.

Manage Saved Wireless Networks

Introduction

You can view, edit, and delete saved wireless networks.

Before you begin

- The Wi-Fi mode is activated.
- At least one wireless network is saved on the phone.

Procedure

1. Go to **Menu** > **Basic** > **Wi-Fi** (or **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**).
2. Select the saved wireless network, and then do one of the following:
   - Select **Connect** to connect to the wireless network manually.
   - Select **Edit** to change the security mode, password, and other information of the wireless network.
   - Select **Delete** to delete the saved wireless network information.

Disconnect the Wireless Network Connection

Introduction

You can manually disconnect the phone from the current wireless network. After disconnecting, the phone still keeps the saved information of the network for the next connection.

Procedure

1. Go to **Menu** > **Basic** > **Wi-Fi** (or **Menu** > **Settings** > **Basic Settings** > **Wi-Fi**).
2. Select the currently connected wireless network, and select **Disconnect** ( ).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, select the connected network, and select **Forget the Network**.
> - For VP59/T58A/T58W/CP925/CP935W/CP965 phones, select the connected network, and then select **Forget** in the pop-up window.

The phone immediately disconnects from the wireless network, and the screen shows that the wireless network is disconnected.

WiFi AP

Refer to the Wireless Access Point section for more information.

Bluetooth Connection and Pairing

Introduction

After you activate the Bluetooth mode, you can pair and connect Bluetooth devices to the phone. The phone can scan for and pair with up to 60 Bluetooth devices, and it supports connecting up to two devices at the same time.

Activate or Deactivate Bluetooth Mode

Before you begin

The phone supports Bluetooth. If it does not, connect the Bluetooth USB dongle to the phone.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Bluetooth**.
> - On touchscreen phones, you can also swipe down from the top of the screen and select .

2. Select **On** in the **Bluetooth** field.

   If you want to deactivate the Bluetooth mode, select **Off** in this step.

3. Select **Save**.

   - *On touchscreen phones, the phone automatically scans for available Bluetooth devices and shows them in the Available Devices area.*
   - *On key phones, select **Scan** to search for available Bluetooth devices.*

> After you deactivate the Bluetooth mode, the paired Bluetooth device disconnects from the phone automatically, and it reconnects when you activate the Bluetooth mode again.

Pair Devices

Pair and Connect a Bluetooth Headset

Standard Pairing

Before you begin

- The Bluetooth headset is discoverable.

- The Bluetooth mode is activated.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth**).
2. Select **Scan** to search for available Bluetooth headsets.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, the phone scans for available Bluetooth devices automatically and shows them in the Available Devices area.
> - For VP59/T58A/T58W phones, select .

3. Find your Bluetooth headset in the list, and select **Connect**.

Fast Pairing

Introduction

When the BH71/BH72/BH76 Bluetooth headset enters pairing mode and is within 1 meter of the phone, a dialog box automatically appears on the phone to prompt for connection. When the phone is in power-saving mode, it does not show a dialog box or connect to the Bluetooth headset automatically.

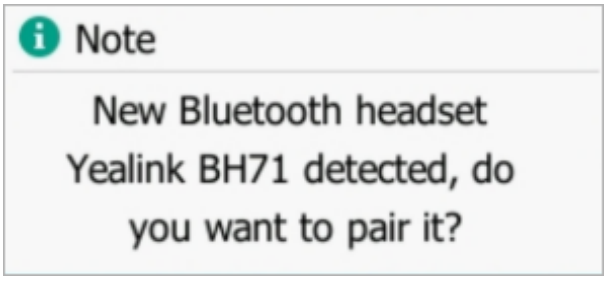
Before you begin

Bluetooth is enabled on the phone.

Procedure

1. Set the BH71/BH72/BH76 Bluetooth headset to pairing mode.

   The phone performs fast pairing, and a dialog box appears on the home screen.



Pair and Connect a Bluetooth-enabled Mobile Phone

Introduction

After you pair and connect a Bluetooth-enabled mobile phone, you can use the mobile contacts sync feature.

Before you begin

- The Bluetooth-enabled mobile phone is discoverable.

- The Bluetooth mode is activated.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth**).
2. Select **Scan** to search for available Bluetooth-enabled mobile phones.

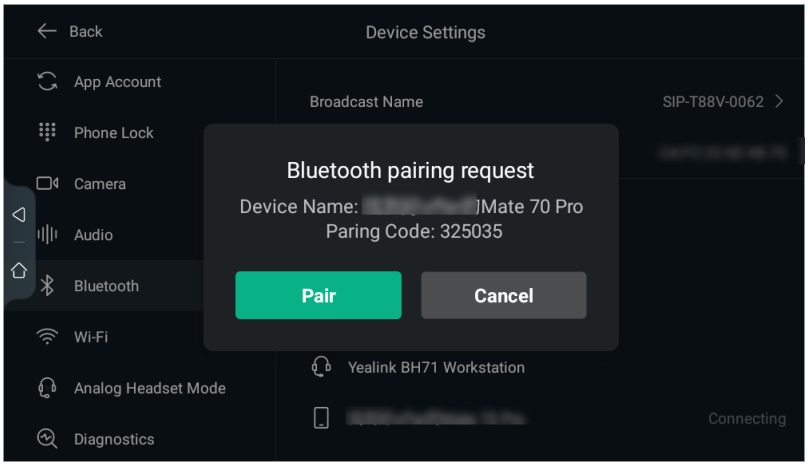
> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, select **On** in the **Open Discover** field, and the phone scans for nearby devices automatically.
> - For VP59/T58A/T58W/CP925/CP935W/CP965 phones, go to **Edit My Device Information**, select **On** in the **Open Discover** field, and then go back and select .

3. Find the Bluetooth-enabled mobile phone you want to connect in the list, and select **Connect**.

   A passkey appears on both the phone screen and the mobile phone screen.

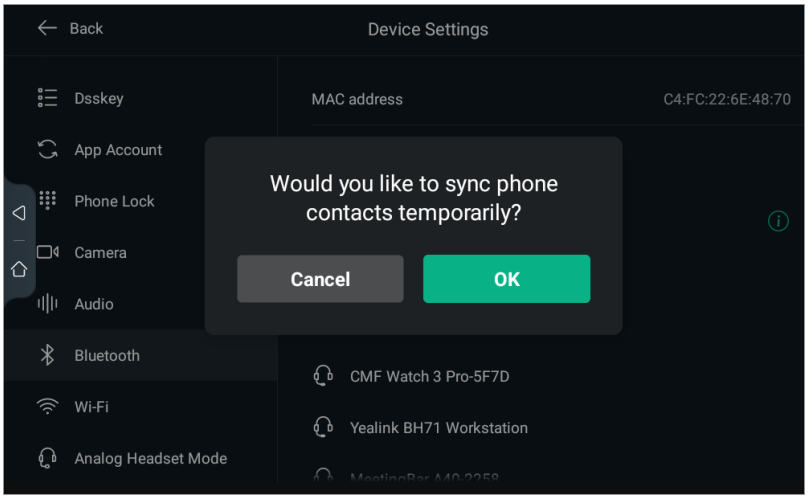
4. Make sure the mobile phone displays the same passkey as the IP phone, and then select **OK** on both devices.

   (If you want to enable the mobile contacts sync feature, you also need to authorize the IP phone to sync contacts temporarily on the mobile phone.)





5. Optional: select **OK** to enable the mobile contacts sync feature, or select **Cancel** to disable it.



Pair and Connect Two Bluetooth Devices

Introduction

You can connect two Bluetooth devices to the phone at the same time, for example, a Bluetooth-enabled mobile phone and a Bluetooth headset.

Before you begin

- The Bluetooth devices are discoverable.
- The Bluetooth mode is activated.

Procedure

1. Pair and connect the Bluetooth headset and the Bluetooth-enabled mobile phone.

> **NOTE**
> The phone does not support connecting two Bluetooth devices of the same type at the same time. The Bluetooth channel cannot support two devices at the same time, and a Bluetooth-enabled mobile phone has a higher priority than a Bluetooth headset.

Delete Paired Bluetooth Device

Introduction

After you unpair a Bluetooth device from the phone, the phone does not connect to the device automatically the next time you activate the Bluetooth mode.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth**).
2. Select the Bluetooth device you want to delete, go to **Option** > **Detail** (select ⓘ/ ⚙), and select **Unpair**.

   The phone prompts you whether to delete the device.

3. Select **OK**.

Disconnect Bluetooth Device

Introduction

After you disconnect a Bluetooth device from the phone, the phone keeps the pairing information of the device for the next connection.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth**).
2. Select the Bluetooth device you want to disconnect, go to **Option** > **Detail** (select ⓘ/ ⚙), and select **Disconnect**.

   The phone prompts you whether to disconnect the device.
3. Select **OK**.

You can quickly disconnect your Bluetooth headset by turning the headset off. When you turn the headset on again, it reconnects to the phone.

Manage Bluetooth Devices

View/Edit Bluetooth Device Information

Before you begin

- The Bluetooth device is paired with the phone.
- The Bluetooth mode is activated.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Bluetooth** > **Paired Devices**.
> - On touchscreen phones, you can also swipe down from the top of the screen and select .

2. Select the Bluetooth device you want to view, and go to **Option** > **Detail** (select /) to view the device name, the MAC address, and the mobile contacts sync status.

   You can also edit the device name and the mobile contacts sync status here.

Edit the Device Name of the Phone

Introduction

You can edit the name of the phone that appears in the scan list of other Bluetooth devices.

Before you begin

The Bluetooth mode is activated.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** > **Edit My Device Information** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Edit My Device Information**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Basic Settings** > **Bluetooth** > **Broadcast Name**.

2. Enter a new name in the **Device Name** field.
3. Select **Save**.

Mobile Contacts

Introduction

After you sync mobile contacts to the phone, you can view the contacts stored on your mobile phone directly on the phone.

Enable Mobile Contacts Sync

Before you begin

The Bluetooth-enabled mobile phone is paired and connected to the phone.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Bluetooth** > **Paired Devices**.
> - On touchscreen phones, you can also swipe down from the top of the screen and select .

2. Select the Bluetooth device you want to view, and go to **Option** > **Detail** (select /).
3. Select **On** in the **Mobile Contacts Sync** field.

After you authorize the phone to sync contacts temporarily on the mobile phone, the mobile contacts directory appears in the phone's directory list.

View Mobile Contacts on the Phone

Before you begin

The mobile contacts sync feature is available.

Procedure

1. Go to **Menu** > **Directory** > **Mobile Contacts**.

The Mobile Contacts list displays the contacts stored on your mobile phone.

Disable Mobile Contacts Sync

Introduction

You can disable the mobile contacts sync feature when you no longer need to view and use mobile contacts on the phone.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device** (or **Menu** > **Settings** > **Basic Settings** >

Bluetooth > **Paired Bluetooth Device**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Bluetooth** > **Paired Devices**.
> - On touchscreen phones, you can also swipe down from the top of the screen and select .

2. Select the Bluetooth device you want to view, and go to **Option** > **Detail** (select /).
3. Select **Off** in the **Mobile Contacts Sync** field.

The mobile contacts directory disappears from the phone's directory list.

> The mobile contacts directory also disappears from the phone's directory list when you deactivate the Bluetooth mode.

Handle a Mobile Phone Call on the Phone

Introduction

You can handle a mobile phone call on the phone, which acts as a hands-free device for your mobile phone. The call details are shown on both the phone screen and the mobile phone screen. You can switch the audio channel on the mobile phone:

- If you select Bluetooth, the call audio goes through the phone.
- If you select Handset or Speaker, the call audio goes through the mobile phone.

Before you begin

- The mobile phone is paired and connected to the IP phone via Bluetooth.
- The phone audio feature is enabled.

Procedure

1. Do one of the following on the phone:
   - Place a mobile phone call: select the My Mobile programmable key ( ) on the home screen, call one or more mobile contacts, and select the mobile account as the line.
   - Answer a mobile phone call: an incoming call to the mobile phone is also shown on the phone, and you can answer it on the phone. Mobile contacts that you call or that call you are matched with the mobile contacts directory first.
   - During a call: you can hold or resume the call, mute or unmute it, or end it on the phone.

Configure Phone Audio

Introduction

After you connect a Bluetooth-enabled mobile phone and enable mobile contacts sync, the phone acts as a hands-free device for the mobile phone. The call is established on the mobile phone, but you can control it on the phone.

NOTE
If the phone is connected to a Bluetooth headset, phone audio can only be played through the hands-free speaker or the wired handset, not through the Bluetooth headset.

This feature applies only to T88W (Pro)/T88V Pro/T87W/T85W/T74W/T73W/VP59/T58A/T58W/CP925/CP935W/CP965 phones.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**).

   Special Device Entry Instructions:
   - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Bluetooth** > **Paired Devices**.
   - On touchscreen phones, you can also swipe down from the top of the screen and select .

2. Select the connected Bluetooth device, and go to **Option** > **Detail** (select /).
3. Turn **Phone Audio** on or off.
4. Select **OK**.

Configure Media Audio

Introduction

If a Bluetooth headset is connected to the phone, you can enable the media audio feature to stream the audio from the phone to the Bluetooth headset. The Bluetooth headset acts as the player for the phone.

Before you begin

Pair and connect the Bluetooth headset to the phone.

Procedure

1. Go to **Menu** > **Basic** > **Bluetooth** > **Paired Bluetooth Device** (or **Menu** > **Settings** > **Basic Settings** > **Bluetooth** > **Paired Bluetooth Device**).

   Special Device Entry Instructions:
   - For T88W (Pro)/T88V Pro/VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Bluetooth** > **Paired Devices**.

> ° On touchscreen phones, you can also swipe down from the top of the screen and select .

2. Select the connected Bluetooth device, and go to **Option** > **Detail** (select /).
3. Turn on **Media Audio**.
4. Select **OK**.

Send Files via Bluetooth

Introduction

You can use **Gallery** or **File Manager** to share pictures, videos, or audio with an available Bluetooth device in your area. Refer to Share Pictures/Videos/Audio via Bluetooth.

Receive Files via Bluetooth

Introduction

You can receive pictures, audio, video, and documents sent by available Bluetooth devices in your area, and then view the files with the corresponding system application.

Procedure

1. A nearby Bluetooth device sends a file to your phone. The phone plays a notification sound and prompts you whether to accept the file.
2. Select **Accept**.

   The phone prompts "The file will be received. Check progress in the Notification panel.", and the corresponding icon appears in the status bar.
3. Optional: Swipe down from the top edge of the screen to open the **notification center**, tap the "Bluetooth share: Received files" notification, and view the file with the corresponding system application.

Attach DECT USB Dongle DD10K

You need to attach the DECT USB Dongle DD10K to turn the phone into a corded-cordless phone.

Procedure

Attach the DD10K into the USB port on the phone.

Handset Registration

Introduction

After attaching the DD10K, you can register up to four handsets to your phone.

Set the Phone to Handset Registration Mode

You have to set the phone to the handset registration mode before you register a handset to the phone.

Before You Begin

Make sure you have attached a DD10K to the phone.

Procedure

1. Go to **Menu** > **DECT Settings** > **Handsets**.

> **Special Device Entry Instructions**:
>
> For T53W/T53 phones, go to **Menu** > **Settings** > **DECT Settings** > **Handsets**.

2. Select **Register**.
3. *The phone prompts you to register your handset.*

Register a Handset to Phone

The corded-cordless phone acts as a base station and Handset 1. You can register other handsets to the phone.

Before You Begin

Make sure the phone is in the handset registration mode.

Procedure

1. Do one of the following on the handset:
   - Go to **OK** > **Register Handset**.
   - Go to OK > **Settings** > **Registration** > **Register Handset**.
   - *The handset begins searching for the phone.*
2. Press **OK** after a phone is found.
3. Enter the base PIN (default: 0000), and then press **OK**.
4. *The handset prompts you that the handset is registered successfully.*

Deregister a Handset on the Handset

You can deregister a handset from the handset when you no longer want to use the current base station.

Procedure

1. Go to **OK** > **Settings** > **Registration** > **De-reg. Handset**.
2. Enter the base PIN (default: 0000), and then press **Done**.
3. *The phone displays the handsets that are registered to the same phone. The name of your handset is highlighted.*
3. Highlight the desired handset and then press **OK**.
4. *The phone prompts you to deregister the handset or not.*
4. Press **Yes**.

Deregister a Handset on the Phone

You can deregister a handset on the phone when you no longer need this handset.

Procedure

1. Go to **Menu** > **DECT Settings** > **Handsets**.

> **Special Device Entry Instructions**:
>
> For T53W/T53 phones, go to **Menu** > **Settings** > **DECT Settings** > **Handsets**.

2. Select **Delete**.
3. Enter the base PIN (default: 0000), and then select **OK**.

DECT Intercom

Introduction

After a handset is registered to your phone, you can place a DECT intercom call to the handset or receive a DECT intercom call from it.

Configure Auto Intercom

You can configure the phone to automatically answer an incoming internal intercom call and play a warning tone. The following types of warning tones are available:

- **On (Beep On)**: The phone answers an incoming internal intercom call automatically and plays a warning tone.
- **On (Beep Off)**: The phone answers an incoming internal intercom call automatically without a warning tone.
- **Off**: Auto intercom feature is off. You need to answer an incoming internal intercom call manually.

Procedure

1. Go to **Menu** > **DECT Settings** > **Auto Intercom** or **Menu** > **Settings** > **DECT Settings** > **Auto Intercom**.

> **Special Device Entry Instructions:**
>
> For VP59/T58A/T58W/T88W (Pro)/T88V Pro phones, go to **DECT Settings** > **Auto Intercom**.

2. Select a desired option from the **Auto Intercom** field.
3. Select **Save** or ✓.

Place a DECT Intercom Call on the Handset

You can place a DECT intercom call to a handset registered to the same phone, or place a DECT intercom call to the phone which you registered the handset.

Up to two intercom calls can be set up on the handset.

Procedure

1. Go to **OK** > **Intercom**.
2. *The phone screen displays the names of all registered handsets and the **All Handsets** option.*
2. Highlight the desired handset or phone.
3. Press **OK** to dial out.

Place a DECT Intercom Call on the Phone

You can place a DECT intercom call to a handset registered to the phone.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** (or **Menu** > **Features** > **Others** > **Dsskey**).

> **Special Device Entry Instructions:**
>
> For VP59/T58W/T88W (Pro)/T88V Pro phones, go to > **DECT Intercom**.

The phone screen displays the names of all registered handsets.

2. Select the desired handset, then select **Send**.

> **Special Device Entry Instructions:**
>
> For T57W/VP59/T58W/T88W (Pro)/T88V Pro phones, tap the desired handset.

The corresponding handset will ring.

Place a DECT Intercom Call with the DECT Intercom Key

You can quickly dial a handset registered to your phone through the DECT Intercom key.

Procedure

1. Go to **Menu** > **Features** > **Dsskey** or **Menu** > **Features** > **Others** > **Dsskey**.

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/T88W (Pro)/T88V Pro/T88V Pro phones:
>
> i. Swipe left or right to go to the second idle screen.
>
> ii. Go to **Settings** > **Features** > **Dsskey**.

2. Select the desired line key.
3. Select **DECT Intercom** from the **Type** field.
4. Select a target handset from the **Select handset** field.
5. Optional: Enter the string that will appear on the phone screen in the **Label** field.
6. Select **Save** or .
7. Place a DECT intercom call by pressing a DECT Intercom key when the phone is idle.

> You can drag the line key to the **Edit** field to set a DECT Intercom key.

Perform Blind Transfer to Handset

You can quickly transfer a SIP call to the handset registered to your phone.

Procedure

1. When the phone is on a call, select **Transfer**.

2. Select the DECT intercom handset list.

> **Special Device Entry Instructions:**
>
> - For T54W/T53W/T53/T53C phones, select **Intercom**.
> - For T57W/T85W/T87W phones, select **Directory** > **DECT Intercom**.
> - For VP59/T58W/T88W (Pro)/T88V Pro phones, drag the far-site window to a DECT Intercom key, and then select **Transfer**.

3. Select the desired handset, and select **B Transfer**.

Merge DECT Intercom Call with SIP Call into Conference

You can merge the current DECT intercom call with a SIP call into a conference.

Procedure

1. Place a DECT intercom call and a SIP call on the phone.
2. Select the desired call for a conference and ensure that the call is active.
3. Select **Conference**.
4. Select the held call to join the conference.

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/T88W (Pro)/T88V Pro phones, you can also drag one far-site window to the other far-site window, and then select **Conference** in the pop-up box.

Repeater Mode

Introduction

The repeater mode extends the radio coverage of the phone. A repeater has the same radio coverage as the base station. This feature is especially useful for users who require mobility in large dwellings. Once the repeater mode is enabled and a repeater is registered to the base station, the handset registered to the base station can be used in either the base station or the repeater coverage area, giving users greater freedom of movement.

The phone is compatible with the DECT repeaters RT10/RT20/RT20U/RT30.

Enable Repeater Mode

You have to enable the repeater mode before you register a repeater.

Procedure

1. Go to **Menu** > **DECT Settings** > **Repeater** (or **Menu** > **Settings** > **DECT Settings** > **Repeater**).

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/T88W (Pro) phones, swipe left or right to go to the second or third idle screen, and then go to **DECT Settings** > **Repeater Mode**.

2. Select a repeater from the **Repeater Mode** field.

3. Select **Save** or ✓.

Set the Phone to Repeater Registration Mode

After enabling the repeater mode, you have to set the phone to the repeater registration mode.

Procedure

1. Go to **Menu** > **DECT Settings** > **Repeater** or **Menu** > **Settings** > **DECT Settings** > **Repeater**.

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/T88W (Pro) phones,
>
> i. Swipe left or right to go to the second/third idle screen.
>
> ii. Go to **DECT Settings** > **Handsets**.

2. Select **Register Repeater** and select **Start Reg**.

> **Special Device Entry Instructions:**
>
> - For T57W phones, tap **Register** in the **Register Repeater** field.

The phone is in the repeater registration mode now.

Register Repeater

You need to register a repeater if you want to extend the radio coverage of the phone.

Before You Begin

The repeater mode is enabled, and the phone is in the repeater registration mode.

Procedure

1. Plug the repeater into an AC outlet.
2. *POWER LED glows green, and DECT LED flashes red.*
2. Enable the repeater registration mode on the phone.
3. *If a phone is found, DECT LED will flash orange.*
4. When DECT LED glows green/orange, the registration to the phone is successful.

Satellite Mode

Introduction

You can bind a W53H/W56H/W59R handset with the T57W/T54W/T53W/T53/T53C/T85W/T87W/T88W (Pro) phone to use the satellite mode.

The phone account is applied to the handset, and all line statuses (for example, DND) on the phone and the handset are synchronized. You can use the phone while you are sitting at your desk, and use the handset while away from your desk to enhance your business activities.

The phone and the handset can share contacts. For more information, refer to Shared Directory.

Satellite mode is available only when one handset is registered. For more information, refer to Handset Registration.

Select Handset to Use Satellite Mode

You can select a handset to use the satellite mode with the phone, and configure a mode for whether to continue the conversation of the handset when the phone goes off-hook.

There are two satellite modes:

- **Busy**: You cannot switch the active call between the phone and the handset. Regardless of the phone or the handset, the device in a call can initiate a new call. If you are not in a call and try to initiate a call on the phone/handset, the phone/handset screen will prompt "Path Busy".
- **Take over call**: When the handset is on a call, you can retrieve the call from the handset to the phone after going off-hook. When the phone is on a call, you can push the call to the handset.

Procedure

1. Go to **Menu** > **DECT Settings** > **Satellite Mode** or **Menu** > **Settings** > **DECT Settings** > **Satellite Mode**.

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/T88W (Pro) phones:
>
> i. Swipe left or right to go to the second/third idle screen.
>
> ii. Go to **DECT Settings** > **Satellite Mode**.

2. Select the desired handset from the **Select handset** field.
3. Select a mode from the **Select mode** field.
4. Select **Save** or ✓.

Push Active Call to Handset

You can push the active call from the phone to the handset.

Before You Begin

- The phone is on a call, and the satellite mode is selected as **Take over call**.
- Make sure there is only one call on the phone.

Procedure

1. Do one of the following:

- For T53X/T54W/T57W/T85W/T87W phones, select ••• > **Call Shift**.
- For VP59/T58A/T58W/T88W (Pro) phones, swipe the soft key area left and then tap **Call Shift.**

The call is automatically connected on the handset.

Pull Active Call from Handset

You can retrieve the call from the handset to the phone after off-hook.

Before You Begin

The handset is on a call, and the satellite mode is selected as **Take over call**. And make sure there is only one call on the handset.

Procedure

1. Do one of the following:

- Pick up the handset.
- Press the Speakerphone key.
- Select the line key, and then select ••• > **Call Pull** or **Call Pull**.

The call is connected to the phone.

Shared Directory

Introduction

Users can manage contacts and use them on the phone and all registered handsets. You can store up to 1000 contacts in your phone's shared directory.

Add Shared Contacts

Introduction

When you add a contact to the Shared Directory, you can set the desired information for your contact. You must enter a contact name for each new contact.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory** (or **Directory** / > **Share Directory**).
2. Select **Add** ( ).
3. Enter the shared contact's information.
4. Select **Save**.

View Shared Contacts

Introduction

You can view the shared contacts from the Shared Directory on your phone.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory** (or **Directory** / > **Share Directory**).
2. Look through the shared contacts.

Edit Shared Contacts

Introduction

You can modify or add more information to your contacts.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory** (or **Directory** / >**Share Directory**).
2. Select the desired contact, and then select **Option** ( ) > **Detail** ( ).
3. Edit the shared contact information.

4. Select **Save**.

Delete Shared Contact

Introduction

You can delete any contact from the Shared Directory.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory** (or **Directory** / > **Share Directory**).
2. Select the desired contact, and then select **Option** ( ) > **Delete** ( ).
3. Select **OK** to delete.

Delete All Shared Contacts

Introduction

You can delete all contacts from the Shared Directory.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory** (or **Directory** / > **Share Directory**).
2. Select the desired contact, and then select **Option** > **Delete All**.
3. Select **OK** to delete.

Search for Shared Directory Contacts

Introduction

In the Shared Directory, you can enter search criteria to find the desired contact quickly.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory**.
2. Enter your search criteria.

> **Special Device Entry Instructions:**
>
> - For T57W phones, select **Search**, and then enter your search criteria.
> - For VP59/T58A/T58W/T88W (Pro) phones, select **Search** or , and then enter the name or number you are looking for in the search field.

The contacts are displayed in the result list.

Save Shared Contact to Local Directory

Introduction

You can move a shared contact to the Local Directory. The shared contacts added to the Local Directory will not disappear, even after your system administrator disables the Shared Directory feature.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory** (or **Directory** > **Share Directory**).
2. Select the desired contact, and then select **Option** > **Add to Contacts** > **New Entry**.

> **Special Device Entry Instructions:**
>
> - For T57W phones, select the desired contact group or **All Contacts** from the **Group** field.
> - For VP59/T58A/T88W (Pro) phones, select **Settings**, select the contact, and then select **Options** > **Add To Local**.
> - For T58W phones, select , select **New Entry**, and then select **OK**.

3. **Optional:** Edit the contact's information.
4. Select **Save**.

Place a Call from the Shared Directory

Introduction

You can place a call to a contact directly from the Shared Directory.

Procedure

1. Go to **Menu** > **Directory** > **Share Directory** (or **Directory** > **Share Directory**).
2. Select the desired contact, and then select **Send**.
3. If the selected contact has multiple numbers, select the desired number, and then select **Send**.

Rename Handset

Introduction

You can personalize the handset name on the phone.

Procedure

1. Go to **Menu** > **DECT Settings** > **Handsets** (or **Menu** > **Settings** > **DECT Settings** > **Handsets**).

> **Special Device Entry Instructions:**
>
> - For VP59/T58W/T88W (Pro)/T88V Pro phones, swipe left or right to go to the second or third idle screen, and then go to **DECT Settings** > **Handsets**.

2. Select the desired handset, and then select **Detail**.

> **Special Device Entry Instructions:**
>
> - For T57W/VP59/T58W/T88W (Pro)/T88V Pro phones, select beside the handset name.

3. Enter the desired handset name.
4. Select **Save** or **OK**.

Locate Handset

Introduction

You can locate a misplaced registered handset by the phone.

Procedure

1. Go to **Menu** > **DECT Settings** > **Handsets** (or **Menu** > **Settings** > **DECT Settings** > **Handsets**).

> **Special Device Entry Instructions:**
>
> - For VP59/T58W/T88W (Pro)/T88V Pro phones, swipe left or right to go to the second or third idle screen, and then go to **DECT Settings** > **Handsets**.

2. Select **Start Pag** or **Paging**.

All handsets registered to the phone ring simultaneously (paging) and display the IP address of the phone on the screen.

3. Select **Stop Pag** or **Stop Paging** to end paging.

Change Base PIN

Introduction

To avoid unauthorized registration or access to some features on the phone, you should keep the base PIN secret.

Procedure

1. Go to **Menu** > **DECT Settings** > **Change Base PIN** (or **Menu** > **Settings** > **DECT Settings** > **Change Base PIN**).

> **Special Device Entry Instructions:**
>
> - For VP59/T58W/T88W (Pro)/T88V Pro phones, swipe left or right to go to the second or third idle screen, and then go to **DECT Settings** > **Change Base PIN**.

2. Enter the current PIN (default: 0000) in the **Change Base PIN** field.
3. Enter the new PIN in the **New PIN** and **Confirm PIN** fields.

> **Special Device Entry Instructions:**
>
> - For VP59/T58W/T88W (Pro)/T88V Pro phones, enter the new PIN in the **Enter New PIN** and **Re-enter new PIN** fields.

4. Select **Save**.

Expansion Module

Introduction

You can connect an expansion module to the phone to add Ext keys and access more features.

Connect Expansion Module

Introduction

You can connect the expansion module to the phone using the supplied materials in the expansion module packaging.

Procedure

- For EXP55 expansion modules: Connect the expansion module to the phone using the connecting sheet and screws.
- For EXP50/EXP43 expansion modules: Connect the supplied cable from the USB jack on the host phone to the mini USB jack on the expansion module.

For more detailed information about how to connect the expansion module, refer to the Expansion Module.

Assign Features for Ext Keys

Introduction

You can customize features for the Ext keys on the expansion module connected to the phone.

Procedure

1. Long-press the desired Ext key on the expansion module.

   The phone screen enters the user setting interface of this key.

2. Customize the specific feature for the key on the phone.
3. Select **Save**.

Adjust the Backlight of the Expansion Module

Introduction

When you change the backlight intensity settings on the phone, the backlight on the expansion module connected to the phone changes to match the new settings automatically. If you connect a color-screen expansion module EXP55 to the phone, the screen intensity of both the phone and the EXP55 changes synchronously.

Related topic: Change Backlight & Time

Adjust the Screen Saver of the Expansion Module

Change EXP Wallpaper from Phone

Introduction

You can change the EXP wallpaper to personalize your EXP.

Procedure

1. Go to **Menu** > **Basic** > **Display** > **EXP Wallpaper**.
2. Select the desired image.
3. Select **Save**.

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/T88W (Pro)/T88V Pro phones,
>
> i. Swipe left or right to go to the second idle screen.
>
> ii. Go to **Settings** > **Basic Settings** > **Display** > **EXP Background** > **Wallpapers**.
>
> iii. Select the desired wallpaper image.
>
> iv. Tap **Set as exp background**.

NOTE

If the size of the custom picture does not meet the expansion module screen size, the wallpaper will be stretched or zoomed out to fit the screen.

Add EXP Wallpaper from USB Flash Drive

Introduction

You can use a picture stored on your USB flash drive as the EXP wallpaper on the phone.

NOTE

We recommend that you add a picture smaller than 2.0 megapixels. Either a smaller or a larger picture will be scaled proportionally to fit the screen.

Before you begin

- The picture is in the root directory of your USB flash drive.
- The USB flash drive is connected to the EXP50 successfully.

Procedure

1. Go to **Menu** > **USB** > **Browse Photo**.

2. Select the desired picture, and then select **Preview**.
3. Select **Set as** > **Set as EXP wallpaper**.
4. Select **OK**.

> **Special Device Entry Instructions:**
>
> - For VP59/T58A/T58W/T88W (Pro)/T88V Pro phones,
>
> i. Swipe left or right to go to the second idle screen.
>
> ii. Go to **Settings** > **Basic Settings** > **Display** > **EXP Background** > **Wallpapers**.
>
> iii. Select the desired wallpaper image.
>
> iv. Tap **Set as exp background**.

Headset

Connect Headsets

Introduction

For more information on connecting a headset, refer to the User Guide for your phone model on Yealink Technical Support.

Related topic: Headset Compatibility

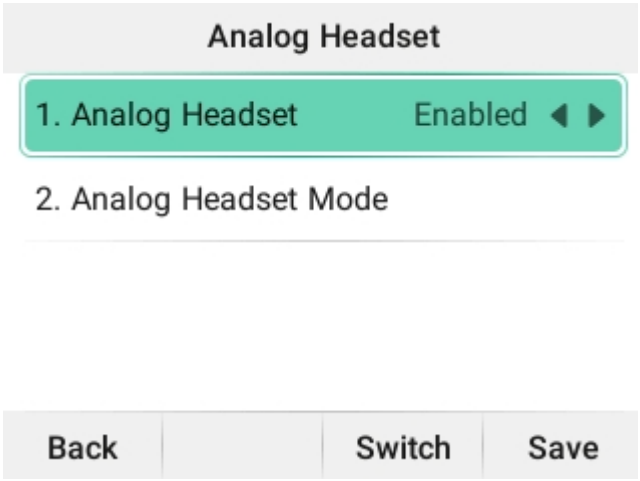
Analog Headset

Introduction

If you want to use an analog headset, you need an optional YHS33/YHS34/YHS36 headset.

Procedure

1. Insert the headset connector into the headset port on the back of the phone.
2. Go to **Menu** > **Basic** > **Analog Headset**, and select **Enabled**.
3. Select the desired mode in the **Analog Headset Mode** field.



Bluetooth Headset

Introduction

You can use a Bluetooth headset to handle calls on the phone.

For more information, refer to the documentation from your Bluetooth headset manufacturer.

Wireless Headset

Introduction

You can use most wireless headsets with the phone.

The EHS40 provides the technical interface between the phone and an EHS-compatible wireless headset, such as a Sennheiser/Jabra (GN Netcom) or Plantronics headset. After the EHS40 and your headset are connected successfully, you can handle calls with your headset.

For more information on how to connect the EHS40, refer to the EHS40 User Guide on Yealink Technical Support. For more information on how to use your headset, refer to the documentation from the headset manufacturer.

USB Headset

Introduction

You can use a USB headset to handle calls on the phone.

For information on how to connect a USB headset, refer to the Quick Start Guide for your phone on Yealink Technical Support. USB headsets that are not listed may not function properly if you connect them to the phone. For more information on how to use your USB headset, refer to the related documentation from the manufacturer.

Use Headsets

Introduction

After connecting a headset to the phone, you can activate the headset mode and use the headset when answering and placing calls. If you do not want to use a headset to handle calls, you can deactivate the headset mode.

Procedure

1. Press the **HEADSET** key on the phone.

   The headset icon appears on the phone screen.

2. Press the **HEADSET** key again on the phone.

   The headset icon disappears from the phone screen.

You can initiate or end calls by pressing the **HEADSET** key. Check with your system administrator to find out if it is available on the phone.

Related topic: Switching among Handset, Speakerphone, and Headset Modes

Manage Yealink Headsets

Introduction

After connecting a Yealink USB headset to the phone, you can configure the headset settings on the phone. The headsets that can be configured on the phone are UH34, UH37, WDD60+WH62/WH63, and

BH7X.

It applies only to all phones except T53W, T54W, T57W, T42U, T43U, T46U, T48U, VP59, and T58V (version x.86.0.129 or later).

Before you begin

Only the PC port can be used to configure the headset. Make sure your phone is connected to the PC port of your headset.

Enable Local Ringtone

Introduction

You can enable the headset to play a built-in tone while receiving an incoming call.

Procedure

1. Go to **Menu** > **Headset** > **Device Setting**.
2. Enable **Local Ringtone**.
3. Select **Save**.

View Headset Information

Before you begin

The headset is connected to the phone.

Procedure

1. Go to **Menu** > **Headset** > **Device Info**.

Setting Your Headset

Procedure

1. Go to **Menu** > **Headset** > **Device Setting**.
2. Do one of the following:
   - To switch the **Keypad Tone** and **Speaker Volume** of your headset, go to **Menu** > **Headset** > **Device Setting** > **Basic Settings** > **Sound**.
   - To switch the **Headset Local Ringtone** and **Base Ringtone Volume** of your headset, go to **Menu** > **Headset** > **Device Setting** > **Basic Settings** > **PC Port**/**Phone Port**.
   - To configure the **General**/**Calling**/**Hearing Protection** settings of your headset, go to **Menu** > **Headset** > **Device Setting** > **Advanced Settings**.

Update Headset or Speakerphone

Introduction

You can connect the headset or speakerphone to the desk phone to update the headset.

It applies only to T5XW/T4XU/T7X/T8X desk phones, and to WH62/WH63/UH33/UH36/CP900/CP700 headsets/speakerphones.

Before you begin

Only the PC port can be used to configure the headset. Make sure your phone is connected to the PC port of your headset.

Procedure

1. Connect the headset or speakerphone to the desk phone. *If the headset or speakerphone is connected for the first time, a pop-up window prompts "Configure your headset now?".*
2. Go to **Menu** > **Headset**.
3. Do one of the following:
   - Select **Firmware Update**.
   - Select **Scan and Upg Now**.

Use a Phone with a PSTN Account

Introduction

You can connect an optional expansion PSTN box CPN10 to the phone to extend its functions and make PSTN calls. You can install up to two cascaded PSTN boxes on one IP phone.

Connect Expansion PSTN Box CPN10

Introduction

To use the PSTN features on the phone, connect the expansion PSTN box CPN10 in advance.

Before you begin

You have a Type-C to USB cable ready.

Procedure

1. Insert the USB plug on the expansion PSTN box into the USB port on the phone.

For more information on how to connect the expansion PSTN box CPN10, refer to the PSTN Box CPN10 Quick Start Guide.

Configure PSTN Account

Introduction

If you have connected an expansion PSTN box CPN10 to the phone, a PSTN account is automatically registered on the phone. You can disable the account.

Before you begin

- The PSTN box CPN10 is connected to the phone successfully.
- The phone prompts you to confirm whether you want to set the PSTN account.

Procedure

1. Select **OK**.
2. Select the PSTN account.
3. Select a value in the **Active Line** field.
4. Optional: Enter the string that will appear on the phone screen in the **Label** field.
5. Select **Save**.

> You can also go to **Menu** > **Settings** > **Advanced Settings** (default password: admin) > **Accounts** to configure the PSTN account.

Select the Country for PSTN Use

Introduction

You have to select the country before using the PSTN account.

Procedure

1. Go to **Menu** > **Settings** > **Country** (or **Menu** > **Settings** > **Basic Settings** > **Country**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Country**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Basic Settings** > **Country**.
> - For CP965 phones, go to **More** > **Settings** > **Basic** > **Country**.

2. Select the country.
3. Select **Save**.

Configure Flash Time

Introduction

You can configure the flash time to adjust the length of time before a hook flash times out (or the call disconnects). Flash time can be configured from the following options:

- **Auto**: The flash time depends on the country selected for the phone and is set automatically.
- **75msec**, **100msec**, **300msec**, or **600msec**: The hook flash times out after the designated time (in milliseconds).

Before you begin

The required flash time may be different in different countries and for different gateways/PBX servers. Contact your system administrator to find out which flash time you need to configure.

Procedure

1. Go to **Menu** > **Settings** > **Advanced Settings** > **Flash Time**.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **Flash Time**.
> - For VP59/T58A/T58W phones, go to **Settings** > **Advanced Settings** > **Flash Time**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Advanced** > **Flash Time**.

2. Select a value.
3. Select **Save**.

PSTN Account Call Features

Introduction

The phone using a PSTN account can also perform some basic call features, such as placing, answering, and ending calls.

Supported Features

The phone supports the following basic call features when using the PSTN account:

- Placing Calls
- Answering Calls
- Ending Calls
- Auto Answer
- Auto Redial
- Recall
- Call Mute
- Call Hold/Resume

Unsupported Features

You cannot use the following features when using a PSTN account:

- Call Completion
- DND
- Call Forward
- Call Transfer
- Call Waiting
- Call Park
- Call Pickup
- Anonymous Call
- Anonymous Call Rejection
- Intercom
- Multicast Paging
- Shared Line
- Messages

Conference

Introduction

As one PSTN account can only support one call, you need to activate a hook flash to set up a conference.

A hook flash is a quick off-hook/on-hook/off-hook cycle (just like picking up a handset, laying the handset down on the handset cradle, and then picking it up again). The active call is then placed on hold, and you can place a new call and connect three parties in a conference. You cannot view the last participant in the conference call.

You can also set up a conference with more than two parties when you have multiple accounts on the phone. You can view and manage each participant in the conference call.

The way to set up a conference call using a hook flash may be different for different gateways/PBX servers.

Procedure

1. Place a call to the first party.
2. When the first party answers the call, select **Flash** to activate a hook flash.
3. Enter the number of the second party.
4. When the second party answers the call, select **Flash** again to join the two parties in the conference. To remove this party from the conference call, select **Flash**.
5. To add an additional party to the conference, select **Conference** (another account is needed).
6. Enter the number of the new party, and select **Send**.
7. Select **Conference** when the party answers.

Record via USB Flash Drive

Introduction

You can use the recording feature when the PSTN box CPN10 is connected. You need to connect a USB flash drive to the USB port on the CPN10 in advance.

Related feature: Call Recording.

Warnings

Introduction

When some issues occur on your phone, a warning icon appears in the status bar. The following lists the detailed situations:

- The default password is being used
- Failed to register the account
- The provisioning credentials are wrong
- The network is unavailable

Investigating Warnings

Introduction

The warning icon lets you know that your phone has one or more important issues. You can view details about warnings on the Status screen.

Procedure

1. Go to **Menu** > **Status**.

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, go to **Settings** > **About**.
> - For VP59/T58W phones, go to **Settings** > **Status** > **General**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Status** > **General** (or **More** > **Settings** > **Status** > **General**).

2. Select **Warnings**.

The Warnings screen is displayed, listing any issues.

Other shortcuts

- On key phones, you can also press the **OK** key on the idle screen, and then select **Warnings**.
- On touchscreen phones, you can also select the warning in the notification panel.

Re-provisioning Phone

Introduction

When the provisioning credentials are wrong, you need to ask your system administrator for valid provisioning credentials to re-provision your phone.

Procedure

1. Go to **Menu** > **Status** > **Warnings**.
2. Select **Auto-p credentials failed** > **Re Provision**.
3. Enter valid provisioning credentials, and then select **Save**.

   The phone prompts you whether to provision now.
4. Select **OK**.

   The phone performs the provisioning.

Clearing Warnings

Introduction

You may temporarily clear the warning icon on the device status bar. If the underlying warning issue remains unresolved, the warning icon/message will reappear after the device restarts.

Procedure

1. Go to **Menu** > **Status** > **Warnings**.

> **Special Device Entry Instructions:**
>
> - For VP59/T58W phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Status** > **General**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Settings** > **Status** > **General** (or **More** > **Status** > **General**).

2. Select **Clear Icon**.

   The phone prompts you whether to provision now.
3. Select **OK**.

   *The warning icon ⚠ is removed from the status bar, and it is also removed from the **Warning** field.*

Other shortcuts

For touchscreen devices, you can clear the warning directly by tapping the 🗑 next to the warning in the drop-down panel.

Diagnose Network

Introduction

When network problems occur on your phone, you can use the "ping" or "trace route" method to troubleshoot network connectivity problems.

> **NOTE**
> Only the administrator can use the "ping" or "trace route" method.

Procedure

1. Go to **Menu** > **Features** > **Diagnostics** > **Network.**

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Diagnostics**.
> - For VP59/T58W phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Features** > **Diagnostics** > **Network**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Features** > **Diagnostics** > **Network** (or **More** > **Settings** > **Features** > **Diagnostics** > **Network**).

2. Do one of the following:
   - Select **Ping**, and then enter the IP address or URL in the **Ping IP or URL** field.
   - Select **Trace Route**, and then enter the IP address or URL in the **Trace Route IP or URL** field.
3. Select **Start**.

   The screen displays the network status information.

Reboot Phone

Introduction

Improper operation may cause a malfunction. If the malfunction occurs, your system administrator may ask you to reboot your phone.

Procedure

1. Go to **Menu** > **Basic** > **Reboot** (or **Menu** > **Settings** > **Basic Settings** > **Reboot**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **General** > **Reboot**.
> - For VP59/T58W phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Basic Settings** > **Reboot**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Basic** > **Reboot** (or **More** > **Settings** > **Basic** > **Reboot**).

2. Select **Reboot**.

   The phone prompts you whether to reboot the phone.

3. Select **OK**.

   The phone reboots and returns to normal operation.

You can also long-press the **Cancel** key on the idle screen to reboot the phone.

Reset to Factory Settings

Introduction

When some issues occur on your phone and you have tried all troubleshooting suggestions but still cannot solve the problem, you can reset your phone to factory settings. This operation will delete all your personal configuration settings and reset all settings to the factory defaults. Check with your system administrator whether the personalized settings are kept before resetting your phone to factory settings.

NOTE

Resetting your phone may take a few minutes. Do not power off until the phone has started up successfully.

Procedure

1. Go to **Menu** > **Advanced** > **Reset Config** (or **Menu** > **Settings** > **Advanced Settings** > **Reset Config**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Advanced** > **System**.
> - For VP59/T58W phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Advanced Settings** > **Reset Config**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Settings** > **Advanced** (default password: admin) > **Reset Config** (or **More** > **Advanced** (default password: admin) > **Reset Config**).

2. Select **Reset to Factory Settings**.
3. *The phone prompts you whether to reset the settings.*
4. Select **OK**.

The phone begins resetting. After the reset, the screen prompts "Welcome Initializing…Please wait". The phone is reset successfully after startup.

Other shortcuts

- On key phones, long-press the **OK** key when the phone is idle.
- On touchscreen phones, long-press the **Redial** key when the phone is idle.
- On CP phones, long-press the left **Mute** key or the **Home** key when the phone is idle.

Update Phone Configuration

Introduction

Your system administrator may ask you to update the configuration for your phone to apply any changes to system settings, which you can do without restarting the phone.

Procedure

1. Go to **Menu** > **Basic** > **Update Configuration** (or **Menu** > **Settings** > **Basic Settings** > **Update Configuration**).

> **Special Device Entry Instructions:**
>
> - For T88W (Pro)/T88V Pro phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **General** > **Update Configuration**.
> - For VP59/T58W phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Basic Settings** > **Update Configuration**.
> - For CP925/CP935W phones, go to **More** > **Basic** > **Update Configuration**.
> - For CP965 phones, go to **More** > **Settings** > **Basic** > **Update Configuration**.

2. Select **Auto Provision**.

   The phone prompts you whether to provision now.

3. Select **OK**.

   The phone configuration is updated and the new system settings are applied.

Other shortcuts

On key phones, you can also long-press the **REDIAL** key when the phone is idle to update the phone configuration.

Clear Personalized Configuration Settings

Introduction

You can clear the personalized configuration settings manually on the phone.

Before you begin

Your system administrator has enabled the phone to keep the user's personalized settings after auto provisioning.

Procedure

1. Go to **Menu** > **Basic** > **Reset local settings** (or **Menu** > **Settings** > **Basic Settings** > **Reset local settings**).

> **Special Device Entry Instructions:**
>
> - For VP59/T58W phones, swipe left or right, or swipe up, to go to the second idle screen, and then go to **Settings** > **Basic Settings** > **Reset Local Config** > **Reset local settings**.
> - For CP925/CP935W/CP965 phones, go to **More** > **Basic** > **Reset Local Config** > **Reset local settings**.

The phone prompts you whether to reset the local settings.

2. Select **OK**.