![SMARTCHOICE - You Manage the Business. We Connect It.]

YEALINK T31 - USER GUIDE

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number and press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press 🔊
2. Enter the number and press the **Send** soft key.

Using the headset:

1. With the headset connected, press 🎧 to activate the headset mode.
2. Enter the number and press the **Send** soft key.

Answering a Call

Using the handset:
Pick up the handset.

Using the speakerphone:
Press 🔊 .

Using the headset:
Press 🎧 .

💡 You can reject an incoming call by pressing the **Reject** soft key.

Ending a Call

Using the handset:
Hang up the handset or press the **EndCall** soft key.

Using the speakerphone:
Press 🔊 or the **EndCall** soft key.

Using the headset:
Press the **EndCall** soft key.

Redial

- Press 🔄 to enter the **Placed Calls** list, select the desired entry, and press 🔄 or the **Send** soft key.
- Press 🔄 twice when the phone is idle to dial out the last dialed number.

Call Mute

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

Call Hold

To place a call on hold:
Press the **Hold** soft key during an active call. **To resume the call, do one of the following:**

- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, select the desired call, and press the **Resume** soft key.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press the **Trans** soft key during an active call.
2. Enter the number you want to transfer to.
3. Press the **B Trans** soft key.

Semi-Attended Transfer

1. Press the **Trans** soft key during an active call.
2. Enter the number you want to transfer to, and press the **Send** soft key.
3. Press the **Trans** soft key when you hear the ring-back tone.

Attended Transfer

1. Press the **Trans** soft key during an active call.
2. Enter the number you want to transfer to, and press the **Send** soft key.
3. Press the **Trans** soft key when the second party answers.

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Call Forward

To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features**->**Call Forward**.
2. Select the desired forward type.
3. Enter the number you want to forward to. For **No Answer Forward**, select the desired ring time to wait before forwarding from the **After Ring Time** ield.
4. Press the **Save** soft key to accept the change.

Call Conference

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

You can split the conference call into two individual calls by pressing the **Split** soft key.

Speed Dial

To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features**->**Dsskey**.
2. Select the desired DSS key, and press the **Enter** soft key.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** ield, enter a label in the **Label** field, enter the number in the **Value** ield.
4. Press the **Save** soft key to accept the change.

To use the speed dial key:
Press the speed dial key to dial out the preset number.

Voice Message

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly lashes red.

To listen to voice messages:

1. Press ✉ or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

Call History

1. Press the **History** soft key when the phone is idle,
2. press ⌃ or ⌄ to scroll through the list.
3. Select an entry from the list, you can do the following:
   - Press the **Send** soft key to call the entry.
   - Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:

- Select **Detail** to view detailed information about the entry.
- Select **Add to Contacts** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all entries from the list.

Contact Directory

To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** ield and contact numbers in the corresponding ields.
4. Press the **Save** soft key to accept the change.

To edit a contact:
1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press ⌃ or ⌄ to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press ⌃ or ⌄ to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?".

Volume Adjustment

Press ⬜⬜⬜ to adjust the volume.