

# Yealink SIP-T31P and T31G

## Quick Reference Guide


### PLACE CALLS

#### Using the handset

Dial the number you wish to call, then pick up the handset.

**Note:** You can also pick up the handset before dialing. However, the system completes the call after a slight pause in entering digits on the dialpad.

#### Using the speakerphone


With the handset in the cradle, dial the number, then press  or the **Send** soft key.

### ANSWER CALLS

#### Using the handset

When a call comes in, pick up the handset.

#### Using the speakerphone

When a call comes in, press , the blinking line key, or the **Answer** soft key.

#### Answer a second call

When a second call comes in, press the **Answer** soft key or the blinking line key. The active call automatically goes on hold.

### HOLD AND RESUME CALLS

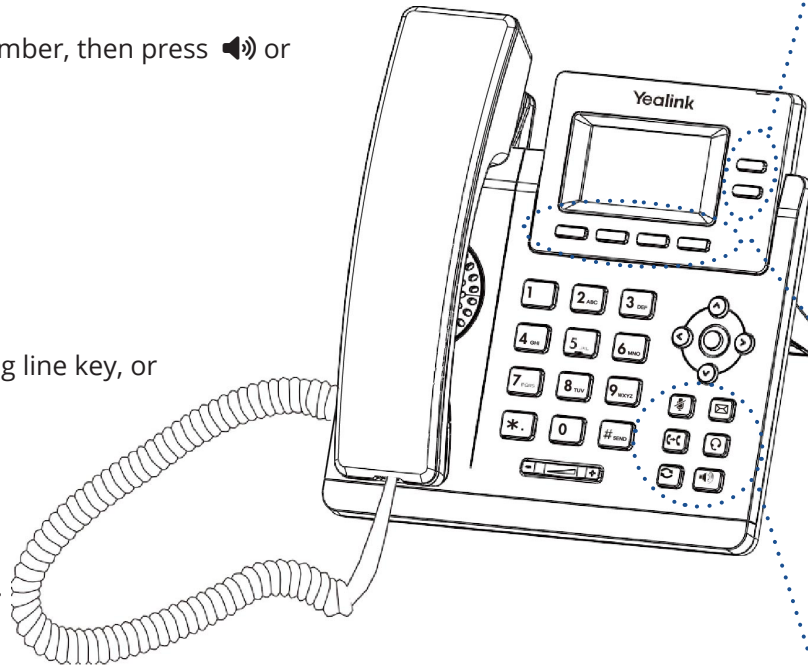
#### Place a call on hold

Press the **Hold** soft key during an active call. The controlling line key blinks.

#### Resume a held call

Press the blinking line key or the **Resume** soft key.

**Note:** You may need to press ▲ or ▼ on the navigation dial to select the desired call to see the **Resume** soft key.



### PHONE LAYOUT

#### Line keys

Line keys programmed to an extension control inbound and outbound calls, as well as indicate the status of the call being managed.

- Blinking green = incoming call or call on hold
- Solid green = active call

Line keys not programmed to an extension may be configured as speed dials, monitored extensions, etc.

#### Soft keys

Soft keys display at the bottom of your screen, and their functions change based on your current activity.

Monitoring your soft keys greatly benefits your phone usage. In nearly all cases, the next action in your call sequence will be displayed as a soft key.

#### Buttons

Physical buttons always perform their labeled function.

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### TRANSFER CALLS

#### Blind transfer

Send a call directly to a recipient without speaking to them first.



To blind transfer a call:

1. Press the  button or the **Transfer** soft key during an active call.  
The system automatically places the call on hold.
2. Enter the number where you want to transfer the call.
3. Press the  button or the **B Transfer** soft key.


#### Consultative transfer

Speak to the transfer recipient before completing the transfer.

To perform a consultative transfer:

1. Press the  button or the **Transfer** soft key during an active call. The call is automatically placed on hold.
2. Place a call to the transfer recipient by entering their number and pressing the **Send** soft key or waiting for the call to connect.
3. When the transfer recipient answers and confirms availability, press the  button or **Transfer** soft key again to complete the transfer.

#### Direct to voicemail transfer


1. Press the  button or **Transfer** soft key during an active call. The call is automatically placed on hold.
2. To transfer to a four-digit extension, enter \*90 followed by the extension number. For a five or six-digit extension, enter \* followed by the extension number.
3. Press the **B Transfer** soft key to complete the transfer.

#### Return to the original caller


At any point before completing a transfer, you may take the original caller off hold by pressing the blinking line key or the **Resume** soft key.

### VOICEMAIL

#### Set up voicemail

To setup voicemail, if available for your extension, the system will guide you through the setup the first time you press the  button.

#### Check voicemail from your phone

Once you have set up your voicemail, press the  button and follow the prompts.



### MAKE A CONFERENCE CALL

The Yealink SIP-T31 supports 5-way conferencing.

Press the **Conference** soft key during an active call. The system automatically places the call on hold.

Enter the number of the party you want to conference in and press the **Send** soft key or wait for the call to connect.


Once the second party answers, press the **Conference** soft key again to join all parties in the conference.

Press the **Split** soft key to split the conference call into individual calls.

Press the **End Call** soft key to disconnect all parties or to leave a three-way conference.

To disconnect all parties in a three-way conference, **Split** into individual calls, then **End Call** each party.

### MUTE AND UNMUTE MICROPHONE

Press the  button to mute the microphone during a call.

Press it again to unmute.