Voice Message

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center.

To listen to voice messages:

1. Press ⊠ or the **Conn** soft key.

2. Follow the voice prompts to listen to your voice messages.

Customizing Your Phone

Call History

1. Press the **History** soft key when the phone is idle, press ⌃ or ⌄ to scroll through the list.
2. Select an entry from the list, you can do the following:
 • Press the **Send** soft key to place a call.
 • 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 **Del 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 the desired group.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Add** soft key to accept the change.

To edit a contact:
1. Press the **Dir** soft key when the phone is idle, and then select the desired group.
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 the desired group.
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?".

Note: You can add contacts from the call history easily. For more information, refer to **Call History** above.

Volume Adjustment

 • Press ⊟━━⊞ during a call to adjust the receiver volume of the handset/speakerphone/headset.
 • Press ⊟━━⊞ when the phone is idle to adjust the ringer volume.

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings**->**Basic Setting**->**Ring Tone**.
2. Press ⌃ or ⌄ to select the desired ring tone.
3. Press the **Save** soft key to accept the change.

For more information, refer to the User Guide available online:
http://www.yealink.com/DocumentDownload.aspx?CateId=142&flag=142

Yealink
EASY VoIP

Enterprise IP Phone
SIP-T19P

Quick Reference Guide

www.yealink.com

Applies to firmware version 71 or later.

Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset.

2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press 🔊 .

2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press 🎧 to activate the headset mode.

2. Enter the number, and then press the **Send** soft key.

> **Note:** During a call, you can alternate between headset, hands-free speakerphone and handset modes by pressing the **Headset** key or the **Speakerphone** key or picking up the handset. Headset mode requires a headset connected.

Answering a Call

Using the handset:
Pick up the handset.

Using the speakerphone:

Press 🔊 .

Using the headset:

Press 🎧 .

> **Note:** You can ignore an incoming call by pressing the **Reject** soft key.

Ending a Call

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

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

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

Redial

- Press 📞ʀᴅ to enter the **Placed Calls** list, press ⌃ or ⌄ to select the desired entry, and then

  press 📞ʀᴅ or the **Send** soft key.

- Press 📞ʀᴅ twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

- Press 🔇 to mute the microphone during a call.

- Press 🔇 again to un-mute the call.

Call Hold and Resume

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, press ⌃ or ⌄ to select the desired call, and then press the **Resume** soft key.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press 📞 or the **Tran** soft key during a call. The call is placed on hold.

2. Enter the number you want to transfer to.

3. Press 📞 or the **Tran** soft key.

Semi-Attended Transfer

1. Press 📞 or the **Tran** soft key during a call. The call is placed on hold.

2. Enter the number you want to transfer to, and then press #ꜱᴇɴᴅ .

3. Press 📞 or the **Tran** soft key when you hear the ring-back tone.

Attended Transfer

1. Press 📞 or the **Tran** soft key during a call. The call is placed on hold.

2. Enter the number you want to transfer to, and then press #ꜱᴇɴᴅ .

3. Press 📞 or the **Tran** soft key when the second party answers.

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:

   Always Forward----Incoming calls are forwarded unconditionally.
   Busy Forward----Incoming calls are forwarded if the phone is busy.
   No Answer Forward----Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to. For **No Answer Forward**, press ◁ or ▷ to select the ring time to wait before forwarding.

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

Call Conference

1. Press the **NewCall** soft key during an active call. The call is placed on hold.

2. Enter the number of the second party, and then press the **Send** soft key.

3. Press the **Conference** soft key when the second party answers. All parties are now joined in the conference.

4. Press the **Cancel** soft key to disconnect all parties.

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