

Yealink T31P E2 Quick Reference Guide

V1.0




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.


If you need assistance, please contact Crosswind VoIP Support by emailing support@crosswindsupport.com or by calling (888) 920-5685

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 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.

Volume Adjustment

Press  to adjust the volume.

Park Calls / System Hold

When on a call, press the **Park** button, which will park the call, and the **Park** button will now flash **red** on any phone with that button.

Pick Up Parked Call:

To pick up a parked call, press the **Park** button that has the **red** flashing light.

Place Caller on Exclusive Hold:

Press **Personal Hold** then the line button will flash green. This call will be on hold on your phone only.

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  or the **Trans** soft key during a call.
2. Enter the number you want to transfer to.
3. Press  or the **B Trans** soft key.



Semi-Attended Transfer

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

Attended Transfer

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

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 call the entry.
 - Press the **Delete** soft key to delete the entry from the list.

Listen & Whisper

The listen feature this gives you the ability to listen into a phone conversation between an employee and another caller. The **Listen** feature can be accessed by hitting the Listen key, or by dialing ***7790 + extension**. The whisper feature allows you to talk to the employee without the caller hearing what you are telling them. The **Whisper** feature can be accessed by hitting the Whisper key or by dialing ***7791 + extension**. To use this and the whisper feature, you must be given permissions. If you need assistance with this feature, please contact support.

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