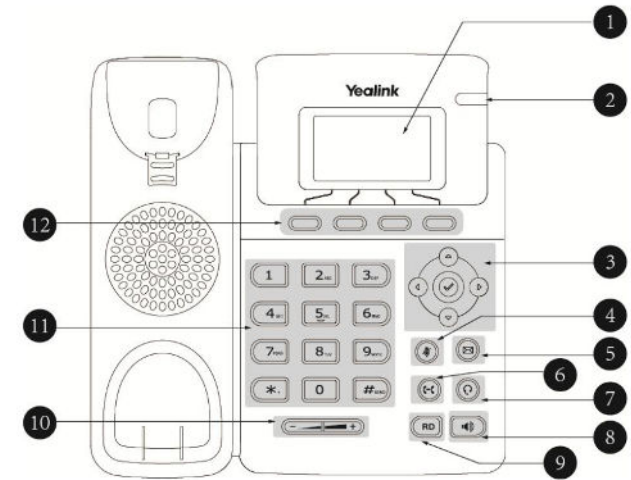


# Yealink T19P

Quick Reference Guide  
October 2019



1	LCD Screen, Shows Call Information, Missed calls, Voicemail, Time and Date and DND.
2	Power and Message waiting indicator.
3	<ul style="list-style-type: none"> <li>◀ ▶ ◂ ◃ Menu navigation keys</li> <li>⊞ OK key</li> <li>⊗ Cancel key.</li> </ul>
4	Mute Mutes the microphone so the other party cannot hear you.
5	Message Used to collect your messages.
6	Transfer Used to transfer your call.
7	Headset Switches between Handset and Headset use.
8	Speaker Toggles hands free operation.
9	Redial Redials a previously dialed number.
10	Volume Key Adjusts handset, headset, speaker and ringer volume.
11	Keypad Provides digits, letters and special characters in context-sensitive applications.
12	Soft Keys Label automatically to identify their context-sensitive features.



## Changing your permanent Greeting



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## Changing your permanent Greeting

To change your permanent greeting select option 6 followed by option 3

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new permanent greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button.

You can also select 6 and then option 2 for a daily greeting

For further details on the other voicemail features please Refer to your maintainer.



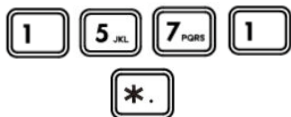
### Voicemail (cont)

Whilst the message is playing you can use the keypad to do the following: -

- Press 1 to play help
- Press 2 to skip forward 2 seconds
- Press 3 to delete the message
- Press 4 to play the previous message
- Press 5 to forward the message
- Press 6 to play the next message
- Press 7 to save the message
- Press 8 to skip backwards 2 seconds
- Press 9 to play the callers number
- Press \* for configuration options
- Press 0 to return the call<sup>1</sup>

<sup>1</sup>Voicemail forwarding must be enabled for this to work, please see your reseller for details.

### Changing your Greeting



### Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled you can record two voicemail greetings. The first is a daily greeting that you would normally update on a daily basis, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Dial 1571

Whilst listening to the first prompt press the \* key you will hear a list of options.

### Changing your daily Greeting



### Changing your daily Greeting

To change your daily greeting select option 2

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new Daily Greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button.

You can also select 6 and then option 2 for a daily greeting.



### Making an Internal Call



### Making an Internal Call

Dial the extension number via the alpha-numeric keypad

Press **Send**, or the OK key, or lift your handset to make the call.

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset or press the Speaker button Dial the extension via the alpha-numeric keypad

OR

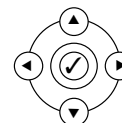
Press the Directory Key

Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

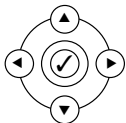
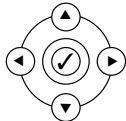
Find the user required using the Navigation Keys

Select the user required and then press the OK Key to call that user.

(Note: If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)



## Making an External Call



## Making an External Call

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press **Send**, OK key or lift your handset to make the call.

The Call Status screen will display whom you are ringing and your details.

OR

Lift your handset or press the Speaker Key.

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press the Directory Key

Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

Find the user required using the Navigation Keys

Select the user required and then press the OK Key to call that user.

OR

Pressing the History button shows you called that have been.

Made

Received

And Missed

Find the call required using the Navigation Keys

then press the OK Key to make a call to that number

## Voicemail

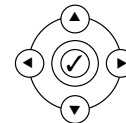
### Leaving a Message for a Colleague



### Accessing Your Own Messages



Eric Pollard 2 New 1 Old Mail  
Inbound Sales 0 New 1 Old Mail



### Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting.

Leave your message.

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

### Accessing Your Own Messages

The message waiting indicator on the T19P will flash to let you know that you have a new voicemail, you will also see a cassette icon appear on the main screen.

Press the Messages Key to listen to your messages, any new messages will be played automatically.

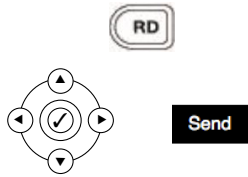
Your messages will be shown as well as any department message's that you have been assigned to monitor.

Use the navigation keys to select the mailbox to listen to and then press the OK (Tick) button to listen to the messages, you will see two icons to denote the message state.

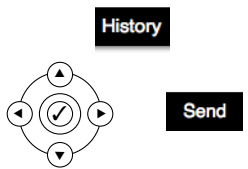
Un-read or Read Messages

To listen to a voicemail press message line, you will then be sent to voicemail

## Redialing a Number



## To Call a Previous Caller



## Redialing a Number

To redial a number, press the redial key, you will get a list of made of made call displayed on the main screen.

Use the navigation keys to select the number you wish to redial and then press the Send button.

## To Call a Previous Caller Back

Press the History button.

Use the Navigation keys to select the number you wish to call back and then press the Send button.

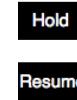
## Answering a Call



## Ending a Call



## Placing a Call on Hold



## Announced Transfer



## Answering a Call

The main screen will show the details of the caller, Lift the handset or press the Speaker, Answer or OK buttons to answer the call.

OR

If you do not wish to answer the call press the reject button and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

## Ending a Call

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

## Placing a Call on Hold

Press the Hold Key

To retrieve the call press the resume button

## Transferring a Call

### Announced Transfer

Place the call on hold using the Tran Key

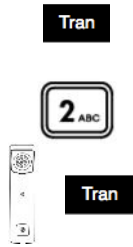
Dial the internal or external number and wait for the call to be answered and then announce the intended transfer.

To transfer the original call, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or press the Tran button.

OR

To return to the original call, press the Cancel and then the Resume Key, or wait for the destination to hang up and then press the Resume key

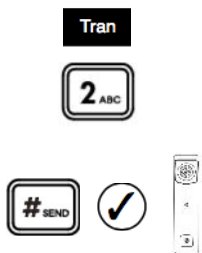
Blind Transfer



Transfer to colleague's voicemail



Parking and Picking a Call



Transferring a Call (cont)

Blind Transfer (un-announced transfer)

Place the call on hold using the Tran Key.

Dial the internal or external number.

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or press the Tran key and replace the handset.

Transferring a Call Directly to a Colleague's voicemail

Place the call on hold using the Tran Key

Dial the internal number prefixed with a # i.e. #200 if you wanted to transfer the call to Extn 200's voicemail.

Press the Tran key again to complete the transfer

Parking and Picking up a Call

This facility allows a call to be held on the system and picked up by any extension.

Enter \*51 to park the call, you will hear an announcement telling you which park slot is being used.

If you are not using Vision Mobility you must know the park slot the call is parked on. Enter the number of the Park Slot to pick-up and press hash, ok or pick up the handset.

Note: Only phones with feature keys will display a parked call, please refer to the Vision Mobility manual to see parked calls for this version of phone.

Conferencing a call



Swap

Conf

End Call

Conferencing a Call

Whilst on a call you have the ability to conference in other users to your call, press the Newcall button, enter the Ext number of the user you wish to conference and then press send.

When your new call is connected, you can swap between calls by pressing the Swap button, or to conference all parties press the Conf button again.

To end the conference, press the Endcall button.