

# Yealink



<http://support.yealink.com/>

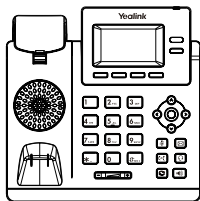
## SIP-T31W Classic IP Phone

### Quick Start Guide



## Package Contents

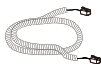
The following items are included in your package. If you find anything missing, contact your system administrator.



IP Phone



Handset



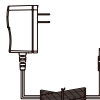
Handset Cord



Quick Start Guide



Ethernet Cable  
(optional)



Power Adapter  
(optional)

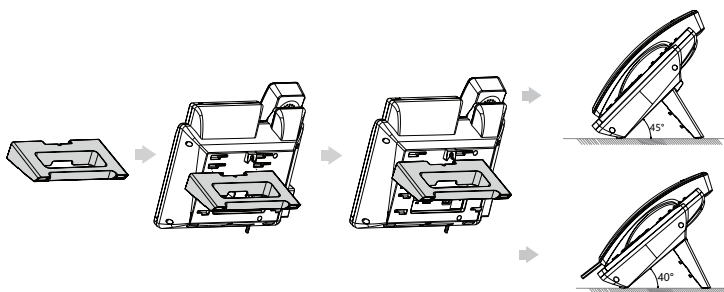


Stand

💡 We recommend that you use the accessories provided or approved by Yealink. The unapproved third-party accessories may result in reduced performance.

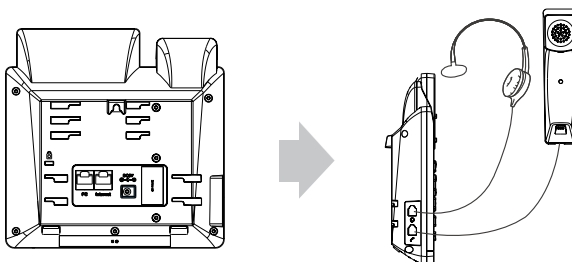
## Assembling the Phone

### 1. Attach the stand:



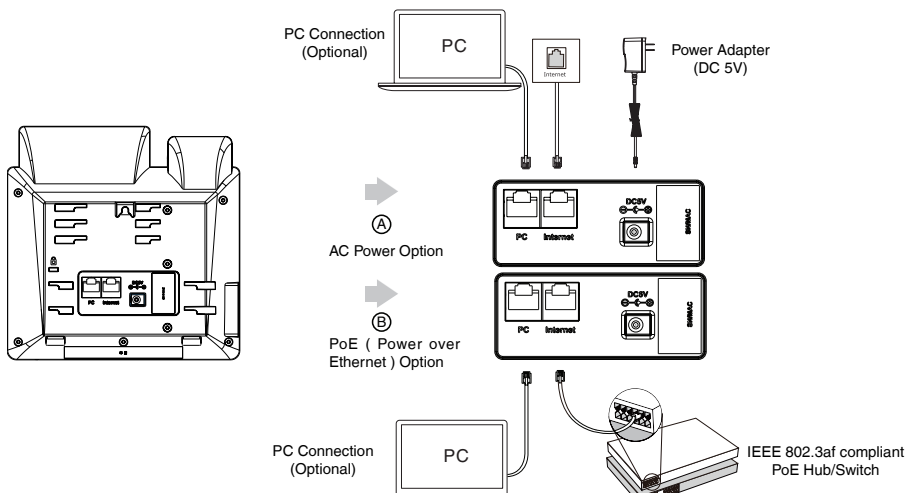
💡 You can also mount the phone to a wall.

### 2. Connect the handset and optional headset:



### 3. Connect to power and a wired network:

You have two options for network and power connections. Your system administrator will advise you which one to use.



💡 The IP phone should be used with Yealink original power adapter (5 V/0.6 A) only. The use of the third-party power adapter may cause the damage to the phone. If you are connecting a PC to your phone, we recommend that you use the Ethernet cable provided by Yealink.  
If inline power (PoE) is provided, you don't need to connect the power adapter. Make sure the hub/switch is PoE-compliant.

### 4. Connect to Wi-Fi:

1. Press the **Menu** soft key when the phone is idle and select **Settings > Basic Settings > Wi-Fi**.
2. Press the **Switch** soft key to enable Wi-Fi and press the **Save** soft key.
3. Go to **Available Network(s)** and select a network to connect.
4. Enter its password if required and press the **Save** soft key.

Press the OK key or go to **Settings > Basic Settings > Wi-Fi > Wi-Fi Status** to check the Wi-Fi status.

## Startup


After the IP phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via phone user interface or web user interface.

Welcome  
Initializing... Please wait

# Configuring Your Phone

## Configuring via web user interface

### Accessing the web user interface:

1. Press  (the **OK** key) when the phone is idle to obtain the IP address of the phone.
2. Open a web browser on your computer, enter the IP address into the address bar (e.g., "http://192.168.0.10" or "192.168.0.10") and then press the **Enter**.
3. Enter the user name (default: admin) and password (default: admin) in the login page and click **Login**.

### Network Settings: Click on **Network->Basic->IPv4 Config**

You can configure the network settings in the following ways:

**DHCP:** By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, e.g., IP address, subnet mask, gateway address and DNS address.

**Static IP Address:** If your phone cannot contact a DHCP server for any reason, you need to configure the IP address, subnet mask, gateway address, primary DNS address and secondary DNS address for the phone manually.

 The IP phone also supports IPv6, but IPv6 is disabled by default.

Wrong network settings may result in the inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

### Account Settings: Click on **Account->Register->Account X (X=1, 2)**

#### Parameters of the account:

Register Status:	It shows the register status of the current account.
Line Active:	You can select Enabled/Disabled to enable/disable the account.
Label:	It is shown on the LCD screen to identify the account.
Display Name:	It is shown as caller ID when placing a call.
User Name:	It is provided by ITSP for registration (required).
Register Name:	It is an authenticated ID for authentication provided by ITSP (required).
Password:	It is provided by ITSP for registration (required).
Server Host:	It is provided by ITSP for registration (required).

#### Register status icons on the LCD screen:




Registered



Registering



Register Failed

 Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

## Configuring via phone user interface

### Network Settings:

Press the **Menu** soft key when the phone is idle, select **Settings->Advanced Settings** (default password: admin)->**Network->WAN Port->IPv4** to configure the network.

### Account Settings:

Press the **Menu** soft key when the phone is idle, select **Settings->Advanced Settings** (default password: admin)->**Accounts** to configure the account.


 For more information on account parameters, refer to **Configuring via web user interface** above.

## 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  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 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** field.
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** field, enter a label in the **Label** field, enter the number in the **Value** field.
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 flashes 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, 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.

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** field and contact numbers in the corresponding fields.
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.

# Regulatory Notices

## Operating Ambient Temperatures

- Operating temperature: -10 to +45°C (+14 to 113°F)
- Relative humidity: 5% to 90%, noncondensing
- Storage temperature: -30 to +70°C (-22 to +158°F)

## Warranty

Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

## Explanation of the symbols

- DC symbol
- is the DC voltage symbol.
- WEEE Warning symbol



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

## Restriction of Hazardous Substances Directive (RoHS)

This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

## Safety Instructions

Save these instructions. Read these safety instructions before use!



### General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean, avoid collision and crash.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.



### Environmental Requirements

- Do not cover ventilation openings, this equipment is not intended to be used on soft support.
- The marking information is located at the exterior of the bottom.
- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.



### Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately.
- Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.



### Cleaning Requirements

- Before cleaning the device, disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry.

## Troubleshooting

The usage environment is out of operating temperature range.

1. Use in the operating temperature range.

The cable between the unit and the Yealink device is connected incorrectly.

1. Connect the cable correctly.

Some dust, etc., may be in the port.

1. Clean the port.

Contact your dealer or authorized service facility for any further questions.

## FCC CAUTION

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## ISED WARNING

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Les communications effectuées au moyen de cet appareil ne sont pas nécessairement protégées des indiscretions.

The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition aux radiations: Cet équipement est conforme aux limites d'exposition aux rayonnements ISED Canada établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.

The device for operation in the band 5 150-5 250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems. les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

This device meets HAC and CS03 Part V.

"This device meets the Canada Innovation, Science and Economic Development Canada technical specifications. / Ce produit répond à la innovation, des sciences et de Développement économique Canada spécifications techniques applicables."

## EU Regulatory Information

Support Frequency Bands and Power:

WLAN 2.4 GHz < 20 dBm;

WLAN 5150-5250 MHz < 23 dBm;

WLAN 5250-5350 MHz < 20 dBm;

WLAN 5470-5725 MHz < 27 dBm;

WLAN 5745-5825 MHz < 14 dBm;



AT	BE	CY	CZ	DK	EE	FI
FR	DE	EL	HU	IE	IT	LV
LT	LU	MT	NL	PL	PT	SK
SI	ES	SE	UK	BG	RO	HR

In all EU member states, operation of 5150-5250 MHz is restricted to indoor use only.

## Contact Information

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YEALINK (EUROPE) TECHNOLOGY B.V.

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Made in China

# Security Center

Yealink provides a data protection mechanism, allowing you to decide whether to connect the phone to the device management platform and what private data you permit to report. For how to enable data protection, see the user guide.

Our product contains some source code that may be used and modified by anyone and everyone under the GNU General Public License (GPL), provided they, in turn, make it available to everyone else with the same licensing agreement.

Please visit <https://www.yealink.com/website-service/download/offer-source-of-open-source-software.pdf> or scan the QR-code below for the original GPL license and the source code of components licensed under GPL and used in Yealink products.



## Technical Support

Visit Yealink WIKI (<http://support.yealink.com/>) for the latest firmware, guides, FAQ, Product documents, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (<https://ticket.yealink.com>) to submit all your technical issues.



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