

1 Model & Operating



The Yealink SIP-T31G can be used from SwyxWare 13.27.

To use the extended functionality, your administrator must activate the "Feature Pack for Certified SIP Phones" license for you. Each device has to be set up initially via Swyx Control Center before operation, see [help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified_phones_\\$](https://help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/certified_phones_$).

For information on the characteristics and operation of the Yealink SIP-T31G, see the manufacturer's documentation (support.yealink.com/).

- It is operated using four menu buttons.
- It may be necessary to scroll through a menu or dialogue using the arrow keys.
- Entries are made using the numeric keys. If applicable, you have to change the mode of input, in order to type in digits or letters.

2 Activate terminal device

It is required to activate the terminal device on first connection if your administrator has selected the "Activation required on certified phones" option in the server configuration.


i Yealink desk phones are configured in English by factory default. After connection to the SwyxServer, the language is automatically changed to the standard server language.

1. Connect the phone to the power supply and to the network via the **Internet** port using a LAN cable. Alternatively, the phone also supports connection via PoE (Power over Ethernet) according to the IEEE 802.3af standard.



If you connect the terminal device to the network before your administrator has entered the MAC address of the terminal device in Swyx Control Center, the login prompt may not appear. The device will then not be recognized by SwyxServer.

After the required configuration has been made, you can restart the device and the login prompt via "Reboot", or by disconnecting the device from the network for a short time.

2. Wait for the login prompt. Enter your internal telephone number as **Username**.
3. Press the arrow key .
4. In the **Password** field, enter the 8-digit activation key you received from your administrator. For this purpose, change the current input mode (e. g. abc, ABC, 2aB) to numerals (123) if required.
5. Press the **OK** button to confirm your inputs.
 - ✓ The telephone connects to the SwyxServer. The telephone can be used immediately and configured if necessary.



If you have left the login menu without entering your login information, restart the phone by disconnecting it from the power supply for 10 seconds.


3 Logging on and logging off from a terminal device

You can log on to any certified SIP terminal activated in the network (hot desking).



A Yealink desk telephone can also be logged on and off for you by the administrator.

Logging on

1. Select **Login** on the Yealink desk phone.
2. Enter your internal call number under **Internal Number**.
3. Press the arrow key .
4. Enter your 'User PIN on Desk Phone' in the **PIN** field. For this purpose, change the current input mode (e. g. abc, ABC, 2aB) to numerals (123) if required. The 'User PIN on Desk Phone' can be found in your welcome email or in Swyx Control Center under **User | [User name] | Desk phones | SwyxPhones**.
5. Confirm your entries with the **OK** button.
 - ✓ The confirmation **Successfully logged in!** appears for approx. 5 seconds.




A Swyx user remains logged on to a Yealink phone even if he reboots or disconnects it from the network. You must therefore log off your user on the phone by yourself.

Sign Out



You can only log out if your administrator has assigned you a 'User PIN on Desk Phone'. Contact your administrator if necessary.

- Select  **(More) | Logout** and confirm with **OK**.
- ✓ The confirmation **Logout successful** appears for approx. 5 seconds.

4 Set function keys

The T31G has 2 function keys located on the right side of the display. If you wish to customize the function keys on your telephone individually, use **Swyx Control Center** (menu item **Desk Phones**). The terminal device must be activated in order to be configured. Details regarding this are available from your administrator.

The Yealink T31G does not support line keys.



Assign function keys only in Swyx Control Center. The configuration of the device itself cannot be corrected by SwyxServer in case of an update.

5 Status signalling on Speed Dials

The phone supports the extended status signalling (Rich Presence) which is synchronised with SwyxIt!. The status signaling of the T31G is done via the Speed dial:

Inactive	The function key is not assigned to any user, the user is logged off or the status information is not shared with you.
Green	The user is logged in and available.
Orange	The user has his status set to "Do not disturb".
Red	The user is on a call or has his status set to "Do not disturb".

6 Dialing from the Phonebook

1. Select **PhoneBook**.
 - ✓ Your Swyx phonebook is displayed. You can initiate calls and look for users here.→ To search or filter for an entry, enter a name or phone number using the dial keys. For this purpose, change the current input mode (e. g. abc, ABC, 2ab,123) if required.
2. Use the arrow keys to navigate in the list to the desired entry and confirm with **OK**.
 - ✓ The selected contact is called.Or
3. If several phone numbers are specified for the contact, a selection menu appears. Then use the arrow keys to navigate to the desired phone number and press **OK** to start the call.

7 Opening the Call Journal

1. Select **History**.
 - ✓ Your Swyx Call Journal appears. Your call history is synchronized with SwyxServer.
2. Use the arrow keys **◀** and **▶** to switch between the call lists **All Calls**, **Missed Calls**, **Placed Calls** and **Received Calls**.



If you open your call log on a device or in SwyxIt!, the notification will also disappear on all devices except DECT devices you are logged in with.

8 Forwarding calls

Forwarding incoming calls

1. When you are called, select **Forward**.
2. Enter the phone number to which you want to forward the incoming call and confirm with the **OK** or **Call** button.
 - ✓ The call is deflected before it is connected to you.



*If problems occur with subsequent forwarding, check whether second calls are permitted. For this purpose, click on **Settings** in SwyxIt! and deactivate the control box next to **Deactivate secondary call**.*

Forwarding active calls (with consultation)

1. You are already having a call with a subscriber.
2. Select **Transfer**.
 - ✓ The call is put on hold and the caller hears music on hold.
3. Enter the number to which you wish to forward the call to and confirm with the **OK** or **Call** button. After a few seconds the call will also be initiated without confirmation.
4. When the call is answered, select **Transfer**.
 - ✓ The active call is connected with the previous call. The home screen is displayed again on your telephone.

Forwarding calls on hold

1. You are already having a call with a subscriber.
2. Select **Hold**.
 - ✓ The call is put on hold and the caller hears music on hold.
3. Select **New Call** to call a second person.
4. Enter the number of the second caller and confirm with the **OK** or **Send** button. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select **Transfer**.
6. Use the arrow key **▼** or **▲** to select the caller to whom you want to forward the now active call.
7. Press the **OK** button.
 - ✓ The active call is connected to the previously held call. The home screen is displayed again on your telephone.

Transferring active calls (without consultation)

1. You are already having a call with a subscriber.
2. Select **Transfer**.
 - ✓ The call is put on hold and the caller hears music on hold.



*If you wait longer than 3 seconds after entering the telephone number in the following operating step, a second call to the subscriber will be initiated. A forwarding is then only possible using the method **Forwarding active calls (with consultation)**.*

3. Enter the phone number to which you want to transfer the call to and select **B Transfer**.
 - ✓ As soon as the call is accepted, you have transferred the call. The home screen is displayed again on your telephone.If the forwarded call is rejected, you will be called back. There will be no call back to you if the call is not answered.

9 Starting conferences

The Yealink desk phone supports conferences with up to five participants.

1. Call a subscriber.
2. When the call is answered, select **Conference**.
 - ✓ The call is put on hold and the caller hears music on hold.
3. Enter the telephone number of the third participant and confirm with the **OK** or **Call** button. After a few seconds the call will also be initiated without confirmation.
4. When the call is answered, select **Conference**.
 - ✓ You are now connected to both conversation partners in a conference.

10 Determining status information

You can set your presence status with the phone.

1. Select **DND** (Do Not Disturb) **DND**.
 - ✓ Your presence status is set to **DND** and the telephone displays **DND** in the upper information bar.
2. To change your presence status back to **Available**, select **DND** again.