

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

manuals.plus /

› [Yealink](#) /

› [Yealink T31G IP Phone User Manual](#)

Yealink SIP-T31G

Yealink T31G IP Phone User Manual

Model: SIP-T31G

Brand: Yealink

INTRODUCTION

Welcome to the user manual for the Yealink SIP-T31G IP Phone. This guide provides detailed instructions for setting up, operating, maintaining, and troubleshooting your device. The Yealink SIP-T31G is an entry-level Gigabit IP phone designed for clear visual experience and enhanced productivity with features like a 2.3-inch graphical LCD, support for two VoIP accounts, and local 5-way conferencing. It also includes built-in Power over Ethernet (PoE) and HD sound quality, offering an excellent voice communications solution.

PACKAGE CONTENTS

Verify that all items are present in your package. If any item is missing or damaged, please contact your vendor.

- Yealink SIP-T31G IP Phone Unit
- Handset
- Handset Cord
- Ethernet Cable (CAT5E UTP Cable)
- Stand
- Quick Start Guide

PRODUCT OVERVIEW

The Yealink SIP-T31G features a user-friendly design with essential components for effective communication.

Front View



This image displays the front of the Yealink T31G IP Phone, showing the main display, keypad, navigation cluster, and function buttons. The handset is cradled on the left side, and the phone is presented in a dark gray finish.

Side View with Stand



This image shows the Yealink T31G IP Phone from a side angle, highlighting the adjustable multi-angle stand that allows for different viewing positions. The phone's sleek profile and the coiled handset cord are visible.

Rear View and Ports

The rear of the phone typically includes several ports for connectivity:

- **PC Port (LAN):** For connecting a computer to share the network connection.
- **Internet Port (WAN):** For connecting the phone to your network switch or router. This port supports Power over Ethernet (PoE).
- **Handset Port:** For connecting the wired handset.
- **Headset Port:** For connecting an optional wired headset.
- **Power Port:** For connecting an optional power adapter if PoE is not used.

SETUP

Follow these steps to set up your Yealink SIP-T31G IP Phone for first-time use.

Assembling the Phone

1. **Attach the Stand:** Align the tabs on the stand with the corresponding slots on the back of the phone. Push firmly until the stand clicks securely into place.

2. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the phone (marked with a handset icon).
3. **Connect to Network:** Connect one end of the provided Ethernet cable to the "Internet" or "WAN" port on the phone and the other end to a network switch or router. If your network supports Power over Ethernet (PoE), the phone will power on automatically.
4. **Connect Power (if no PoE):** If PoE is not available, connect a compatible power adapter (not included) to the power port on the phone and then to a power outlet.
5. **(Optional) Connect PC:** If you wish to share the network connection with a computer, connect another Ethernet cable from your PC to the "PC" or "LAN" port on the phone.

Initial Configuration

Upon first boot, the phone will attempt to obtain network settings via DHCP. Your system administrator will provide the necessary account details for VoIP registration.

- **Access Web Interface:** Obtain the phone's IP address from the phone's display (Menu > Status) and enter it into a web browser on a computer connected to the same network.
- **Login:** Log in using the default username and password (typically 'admin' and 'admin' or provided by your administrator).
- **Configure SIP Accounts:** Navigate to the "Account" section. Enter the SIP server address, username, password, and other required parameters provided by your VoIP service provider.
- **Save Settings:** Apply and save the settings. The phone should register with your VoIP service, indicated by a registered status on the display.

OPERATING YOUR PHONE

Making Calls

1. Pick up the handset, press the **Speaker** button, or press an available **Line** button.
2. Dial the desired phone number using the keypad.
3. Press the **Send** soft key or wait for the automatic dialing timeout.

Answering Calls

When the phone rings, you can answer by picking up the handset, pressing the **Speaker** button, or pressing the **Answer** soft key.

Ending Calls

To end an active call, replace the handset, press the **Speaker** button, or press the **End Call** soft key.

Call Features

- **Hold:** During an active call, press the **Hold** soft key. To resume the call, press the **Resume** soft key.
- **Transfer:** During an active call, press the **Transfer** soft key. Dial the number to which you want to transfer the call, then press **Transfer** again to complete the transfer.
- **Conference:** During an active call, press the **Conf** soft key. Dial the number of the third party, and once connected, press **Conf** again to join all parties into a conference call. The T31G supports local 5-way conferencing.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press it again to unmute.
- **Redial:** Press the **Redial** button to dial the last number called.

- **Voicemail:** Press the **Voicemail** button to access your voicemail messages.

Using the Display and Soft Keys

The 2.3-inch graphical LCD displays call information, menu options, and status indicators. The soft keys located directly below the display change functionality based on the current context or menu. Pay attention to the labels on the screen above each soft key.

Navigation Keys

Use the circular navigation cluster (up, down, left, right arrows, and the central **OK** button) to navigate through menus, select options, and adjust settings on the phone's display.

MAINTENANCE

To ensure the longevity and optimal performance of your Yealink SIP-T31G IP Phone, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. For the display, a slightly damp, lint-free cloth can be used. Avoid abrasive cleaners, solvents, or spraying liquids directly onto the phone.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat sources, and moisture. Ensure proper ventilation around the device.
- **Cable Management:** Ensure all connected cables (Ethernet, handset cord) are securely plugged in and are not strained, kinked, or placed where they can be tripped over.
- **Software Updates:** Regularly check with your system administrator for available firmware updates. Keeping the phone's software up-to-date ensures access to the latest features, performance improvements, and security patches.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Yealink SIP-T31G IP Phone and provides potential solutions.

Problem	Possible Cause	Solution
Phone does not power on.	No power supply, faulty power adapter/cable, or no Power over Ethernet (PoE) from the network switch.	<ul style="list-style-type: none">◦ If using a power adapter, ensure it is securely connected to the phone and a working power outlet.◦ If relying on PoE, verify that the Ethernet cable is connected to the "Internet" port and that the network switch port provides PoE. Try a different Ethernet cable.

Problem	Possible Cause	Solution
Cannot make or receive calls.	No network connection, SIP account not registered, incorrect SIP settings, or firewall issues.	<ul style="list-style-type: none"> ◦ Check the Ethernet cable connection to the "Internet" port. ◦ Verify the network status on the phone's display (Menu > Status). ◦ Confirm that your SIP account is registered (usually indicated by an icon or status message on the display). If not, re-enter SIP account details in the phone's web interface. ◦ Consult your network administrator regarding firewall settings.
Poor audio quality (echo, static, low volume).	Network congestion, faulty handset/headset, environmental interference, or incorrect volume settings.	<ul style="list-style-type: none"> ◦ Check your network bandwidth and ensure it's sufficient for VoIP calls. ◦ Try adjusting the volume during a call using the volume buttons. ◦ Test with a different handset or headset if available. ◦ Move the phone away from other electronic devices that might cause interference.
Display is blank or frozen.	Software glitch or temporary power issue.	<ul style="list-style-type: none"> ◦ Perform a power cycle: Unplug the Ethernet cable (and power adapter if used), wait for 10-15 seconds, then plug it back in. The phone should restart.

If the issue persists after attempting these solutions, please contact your IT support or Yealink customer service for further assistance.

SPECIFICATIONS

Key technical specifications for the Yealink SIP-T31G IP Phone:

- **Display:** 2.3" 132x64-pixel graphical LCD with backlight
- **VoIP Accounts:** Up to 2 SIP accounts
- **Ethernet Ports:** Dual-port Gigabit Ethernet (10/100/1000Mbps)
- **PoE:** Built-in Power over Ethernet (IEEE 802.3af)
- **HD Voice:** Yealink HD Voice technology
- **Conferencing:** Local 5-way conferencing
- **Physical Dimensions (L x W x H):** Approximately 23.62 x 23.62 x 33.46 inches (60 x 60 x 85 cm)
- **Item Weight:** 2 pounds (0.91 kg)
- **Model Number:** SIP-T31G
- **Power Source:** Corded Electric (Power Adapter Not Included, PoE supported)
- **Color:** Black
- **Mounting:** Wall mountable (optional accessory required), Desk stand included

WARRANTY AND SUPPORT

For detailed warranty information regarding your Yealink SIP-T31G IP Phone, please refer to the warranty card included with your product packaging or visit the official Yealink website for the most up-to-date policy.

For technical support, troubleshooting assistance beyond this manual, or to inquire about service, please contact your product vendor or visit the Yealink support portal. Additional resources and product information can also be found at the [Yealink Store on Amazon](#).