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## Yealink SIP-T31P

# Yealink T31P IP Phone User Manual

Model: SIP-T31P

## 1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Yealink T31P IP Phone. The Yealink T31P is an entry-level IP phone designed for clear communication, featuring a graphical LCD with backlight, support for two VoIP accounts, and Power over Ethernet (PoE) capability.

## 2. PRODUCT OVERVIEW

### 2.1 Key Features

- Up to 2 SIP accounts
- 2.3" 132x64-pixel graphical LCD with backlight
- Two-port 10/100M Ethernet Switch
- PoE support
- Yealink HD Voice

### 2.2 Product Views



Front view of the Yealink T31P IP Phone, showing the handset, keypad, display, and navigation buttons.



Angled view of the Yealink T31P IP Phone, illustrating the adjustable multi-angle stand.



Side view of the Yealink T31P IP Phone, highlighting the compact design and port locations.

## 3. SETUP

### 3.1 Package Contents

Ensure all items are present in your package:

- Yealink T31P IP Phone unit
- Handset
- Handset coiled cord
- Ethernet cable
- Stand

**Note: A power adapter is NOT included with this model. The phone is designed to be powered via Power over Ethernet (PoE). If PoE is not available, a compatible 5V/600mA DC power adapter (sold separately) is required.**

### 3.2 Physical Connection

1. **Connect the Handset:** Plug one end of the coiled cord into the handset port on the phone base and the other end into the handset.
2. **Connect to Network (PoE):** Connect one end of the Ethernet cable to the **Internet** port on the phone and the other end to a PoE-enabled switch or router. The phone will power on automatically.
3. **Connect to Network (Non-PoE, with optional power adapter):** If not using PoE, connect one end of the Ethernet cable to the **Internet** port on the phone and the other end to your router or network switch. Then,

connect the optional power adapter to the **DC 5V** port on the phone and plug it into a power outlet.

4. **Attach the Stand:** Align the tabs on the stand with the slots on the back of the phone and slide it into place until it clicks securely. Adjust the stand to your preferred viewing angle.

## 4. OPERATING INSTRUCTIONS

### 4.1 Basic Call Functions

- **Making a Call:**
  - a. Pick up the handset, press the Speakerphone button, or press the Line button.
  - b. Enter the phone number using the keypad.
  - c. Press the **Dial** soft key or wait a few seconds for the call to connect automatically.
- **Answering a Call:**
  - a. Pick up the handset, or press the Speakerphone button, or press the **Answer** soft key.
- **Ending a Call:**
  - a. Hang up the handset, or press the Speakerphone button, or press the **End Call** soft key.
- **Hold:** During an active call, press the **Hold** soft key. To resume, press the **Resume** soft key.
- **Transfer:** During an active call, press the **Transfer** soft key. Dial the new number, then press the **Transfer** soft key again.
- **Conference:** During an active call, press the **Conf** soft key. Dial the number of the third party, and once connected, press the **Conf** soft key again to join all parties.

### 4.2 Display and Navigation

The 2.3-inch 132x64-pixel graphical LCD displays call information, menu options, and status indicators. Use the navigation keys (up, down, left, right, OK) to browse menus and select options. The soft keys below the display provide context-sensitive functions.

## 5. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the phone's surface. Do not use abrasive cleaners or solvents.
- **Handling:** Avoid dropping the phone or exposing it to excessive force.
- **Environment:** Keep the phone away from direct sunlight, heat sources, and moisture.
- **Cables:** Ensure all cables are securely connected and not pinched or damaged.

## 6. TROUBLESHOOTING

If you encounter issues with your Yealink T31P IP Phone, refer to the table below for common problems and their solutions.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE switch or power adapter not connected/faulty.	Ensure the Ethernet cable is connected to a PoE-enabled port. If using a power adapter, verify it is correctly plugged into the phone and a working power outlet.

Problem	Possible Cause	Solution
No dial tone.	Network connection issue or SIP account not registered.	Check Ethernet cable connection. Verify network connectivity. Contact your VoIP service provider or system administrator to ensure your SIP account is correctly configured and registered.
Poor audio quality (echo, static).	Network congestion, faulty cable, or environmental interference.	Check your network connection and bandwidth. Replace the Ethernet cable if damaged. Ensure the phone is not placed near devices that cause electromagnetic interference.
Cannot make or receive calls.	SIP registration failure, incorrect network settings, or service provider issue.	Confirm SIP account details are correctly entered. Restart the phone and network equipment. Contact your VoIP service provider for assistance.

## 7. SPECIFICATIONS

Feature	Detail
Product Dimensions	8.46 x 4.02 x 8.54 inches
Item Weight	2 pounds
Model Number	SIP-T31P
Display	2.3" 132x64-pixel graphical LCD with backlight
SIP Accounts	Up to 2
Ethernet Ports	Two-port 10/100M Ethernet Switch
PoE Support	Yes (802.3af)
HD Voice	Yealink HD Voice
Power Source	Corded Electric (Power Adapter Not Included)
Material	Plastic
Color	Black

## 8. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Yealink website or contact your product vendor. Keep your purchase receipt for warranty claims.

Official Yealink Support: [www.yealink.com](http://www.yealink.com)

