BOGEN®

By Yealink

Enterprise IP Phone NQ-T2000

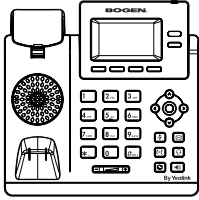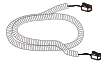## Quick Start Guide

Package Contents

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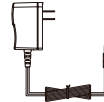

Handset Cord   Ethernet Cable   Stand

IP Phone   Handset   Quick Start Guide   Power Adapter
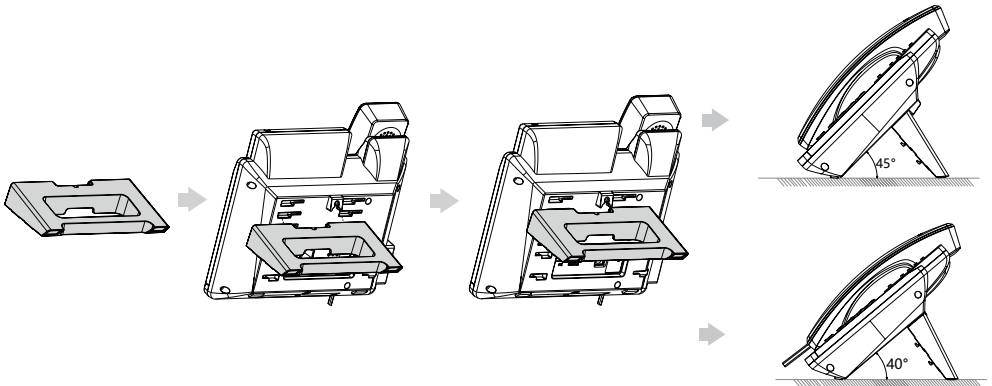
(NQ-T200: Optional)

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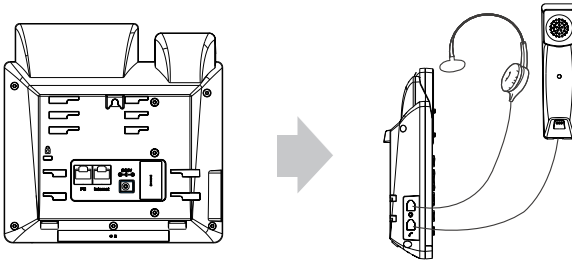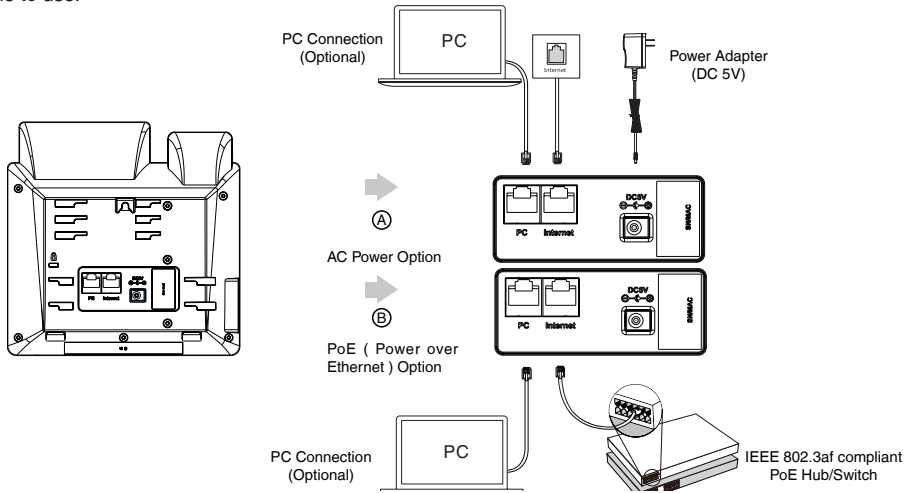
Assembling the Phone

1. Attach the stand:

You can also mount the phone to a wall.

2. Connect the handset and optional headset:

3. Connect the network and power:

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

PC Connection (Optional)

PC

Power Adapter (DC 5V)

Ⓐ AC Power Option

Ⓑ PoE (Power over Ethernet) Option

PC Connection (Optional)

PC

IEEE 802.3af compliant PoE Hub/Switch

The IP phone should be used with Yealink original power adapter (5V/600mA) 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. PoE is only applicable to the NQ-T200 phone.

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
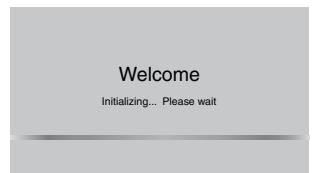
Configuring Your Phone

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.