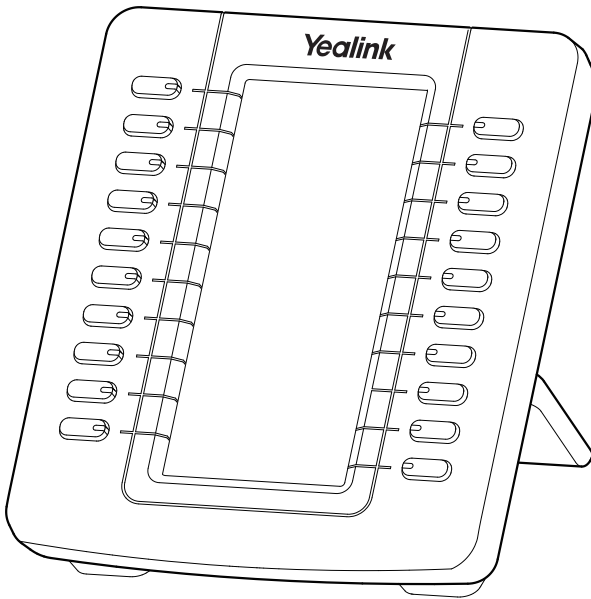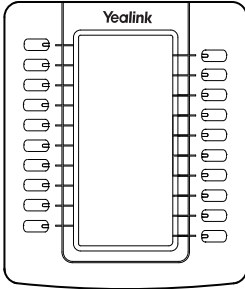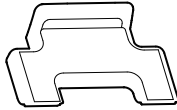# Yealink
EASY VoIP

LCD Expansion Module
EXP20

Quick Start Guide (V1.0)

Packaging Contents

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

LCD Expansion Module
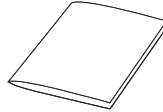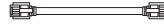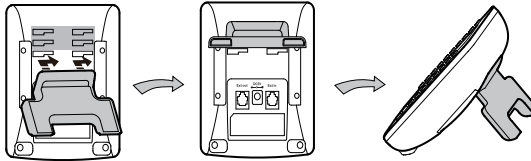
Stand

Connecting Sheet

Screws ×4

Quick Start Guide
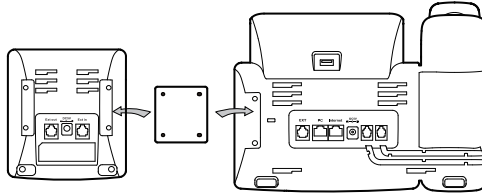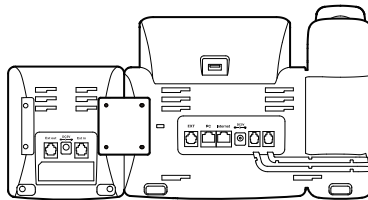
Connecting Cord

Connecting to the Phone

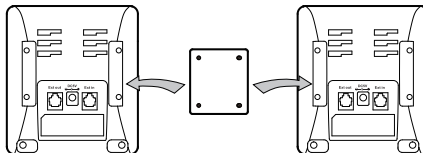**1. Attach the stand, as shown below:**

2. Connect the EXP20 and the phone using the supplied screws and connecting sheet, as shown below:
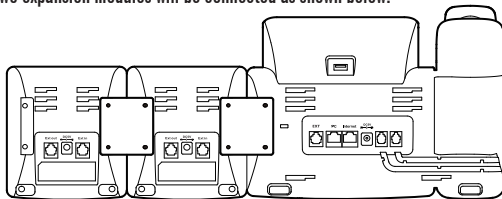

Your phone and the expansion module will be connected as shown below:

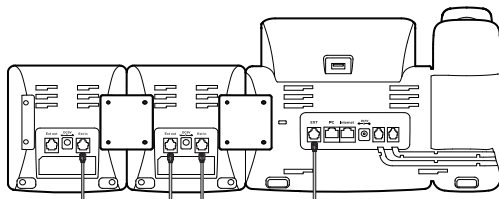**3. Follow the same step to connect another expansion module:**

Your phone and the two expansion modules will be connected as shown below:

4. Connect the Ext jack of the IP phone and the Ext in jack of the first module using one supplied cord. If you want to connect another module, connect the Ext out jack of the first module and the Ext in jack of the second module using one supplied cord.

As shown below:

Note: You can connect six modules at most. You just need to connect the Ext in jack of the previous module and the Ext out jack of the next module using a supplied connecting cord.

Then you can attach the stand, the power adapter and the Ethernet cable to the phone, connect the handset and headset to use.

Basic Configurations

You can assign a feature to a DSS key via the phone user interface. Press the desired key of EXP20 for about 5 seconds, the LCD screen will enter the user setting interface of this key. The following sections provide you with detail description of assigning some frequently used features to the DSS keys via the web user interface.

Switch

You can configure the first DSS key (Key 1) as the switch key. Then the EXP20 can provide you with 40 DSS keys. Key 21 is configured as another switch key automatically.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Switch** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

Line

You can configure a DSS key as the line key. It performs the same as a hard line key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Line** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Select the desired line from the pull-down list of **Line**.
5. Click **Confirm** to accept the change.

Speed Dial

You can speed up dialing the numbers which are frequently used or hard to remember by pressing the speed dial key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Speed Dial** from the pull-down list of **Type**.
3. Enter the desired number you want to dial out directly in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

BLF

The BLF key allows you to monitor the status of the pre-defined number. You can also pick up incoming calls of the monitored number.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **BLF** from the pull-down list of **Type**.
3. Enter the phone number you want to monitor in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Select the desired line from the pull-down list of **Line**.
6. Enter the BLF pickup code in the **Extension** field.
7. Click **Confirm** to accept the change.

Voice Mail

You can access the voice mail more quickly by pressing the the Voice Mail key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Voice Mail** from the pull-down list of **Type**.
3. Enter the voice mail access code in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Select the desired line from the pull-down list of **Line**.
6. Click **Confirm** to accept the change.

Direct Pickup

If you press the Direct Pickup key when the specific phone number receives an incoming call, the call is answered on your phone.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Direct Pickup** from the pull-down list of **Type**.
3. Enter the directed call pickup code followed by the specific extension you want to pick up calls from the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Select the desired line from the pull-down list of **Line**.
6. Click **Confirm** to accept the change.

Group Pickup

You can pick up the incoming call of the pre-defined group by pressing the Group Pickup key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Group Pickup** from the pull-down list of **Type**.
3. Enter the group call pickup code in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Select the desired line from the pull-down list of **Line**.
6. Click **Confirm** to accept the change.

Call Park

You can park a call at an extension by pressing the Call Park key. The current call is put on hold and can be retrieved on another IP phone.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Call Park** from the pull-down list of **Type**.
3. Enter the call park feature code in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Select the desired line from the pull-down list of **Line**.
6. Click **Confirm** to accept the change.

Intercom

You can connect to the operator or the secretary more quickly by pressing the Intercom key in an office environment.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Intercom** from the pull-down list of **Type**.
3. Enter the remote extension number in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Select the desired line from the pull-down list of **Line**.
6. Click **Confirm** to accept the change.

DTMF

You send out the pre-defined DTMF sequence during a call by pressing the DTMF key.
1. Click on **DSSKey->Ext Key.**
2. In the desired DSS key field, select **DTMF** from the pull-down list of **Type**.
3. Enter the desired DTMF sequence in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

Prefix

You can add a specified prefix number before the dialed number by pressing the Prefix key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Prefix** from the pull-down list of **Type**.
3. Enter the desired prefix number in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

Local Group

You can quickly access a contact group in the local directory by pressing the Local Group key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Local Group** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Select the desired contact group name you want to access from the pull-down list of **Local Group**.
5. Click **Confirm** to accept the change.

XML Group

You can quickly access a remote group in your remote phone book by pressing the XML Group key. You should configure the remote phone book in advanced.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **XML Group** from the pull-down list of **Type**.
4. (Optional.) Enter the desired value in the **Label** field.
3. Select the desired XML group from the pull-down list of **Line**.
5. Click **Confirm** to accept the change.

XML Browser

You can quickly access a **XML browser** by pressing the XML Browser key. The XML browser allows you to create custom services which meet your functional requirements on the server. You can customize practical applications, such as weather report, stock information, Google search, etc.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select XML Browser from the pull-down list of **Type**.
3. Enter the access URL for XML browser in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

LDAP

LDAP is an application protocol for accessing and maintaining information services of the distributed directory over an IP network. The IP phone can be configured to interface with a corporate directory server that supports LDAP. You can configure a DSS key as the LDAP key.
If you press the LDAP key, the IP phone will download and display the LDAP entries on the LCD screen.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **LDAP** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

Conference

The Conference key allows you to set up a conference with a third party when already in a call.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Conference** from the pull-down list of **Type**.
3. Enter the phone number or extension of the destination party in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

Forward

When there is an incoming call, you can press the Forward key to forward the incoming call to the pre-defined destination number.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Forward** from the pull-down list of **Type**.
3. Enter the destination number you want to forward the incoming calls to in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

Transfer

You can press the Transfer key to perform a Blind/ Semi-Attend/ Attended transfer during a call.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Transfer** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

Hold

You can press the Hold key to hold and retrieve a call.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Hold** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

DND

You can press the DND key when the phone is idle to activate and deactivate the DND mode.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **DND** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

ReCall

You can place a call back to the caller of the last incoming call by pressing the ReCall key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **ReCall** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

SMS

You can access the SMS more quickly and easily by pressing the SMS key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **SMS** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

Record

You can record calls using the record method by pressing the Record key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Record** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

URL Record

You can record calls using the URL record method by pressing the URL Record key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **URL Record** from the pull-down list of **Type**.
3. Enter the URL in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

Multicast Paging

Multicast paging feature allows you to quickly and easily announce time sensitive announcements to people within the multicast group. You can send a RTP stream to the pre-configured multicast address(es) without involving SIP signaling by pressing the Multicast Paging key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Multicast Paging** from the pull-down list of **Type**.
3. Enter the multicast IP address and port number in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

Group Listening

You can configure a DSS key as the Group Listening key. Then you are allowed to activate the Speakerphone mode and Handset/Headset mode at the same time by pressing the group listening key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Group Listening** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

Hot Desking

You can configure a DSS key as the Hot Desking key. Then you are allowed to delete all accounts on the IP phone, and then register your account on line 1 by pressing the hot desking key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Hot Desking** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

ACD

You can configure a DSS key as the ACD key. Then you are allowed to log into the ACD system by pressing the ACD key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Hot Desking** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

Zero Touch

You can quickly configure auto provision and network parameters by pressing the Zero Touch key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Zero Touch** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

URL

You can trigger the phone to send an HTTP GET request containing a specific URL by pressing the URL key.

1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **URL** from the pull-down list of **Type**.
3. Enter the URL contained in the HTTP GET request in the **Value** field.
4. (Optional.) Enter the desired value in the **Label** field.
5. Click **Confirm** to accept the change.

Phone Lock

You can immediately lock your phone by pressing the Phone Lock key instead of long pressing ⌗.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Phone Lock** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

Directory

You can easily access frequently used lists by pressing the Directory key.
1. Click on **DSSKey->Ext Key**.
2. In the desired DSS key field, select **Directory** from the pull-down list of **Type**.
3. (Optional.) Enter the desired value in the **Label** field.
4. Click **Confirm** to accept the change.

About us

Founded in 2001, Yealink, a leading provider of VoIP Phone and IP communication solutions, has been focusing on VoIP products characterized by reliable quality, easy deployment and affordable price for more than a decade. Today, customers from over 140 countries rely on Yealink as the backbone of global collaboration to extend the value of network communications.

More about Yealink

Since 2001, Yealink has continued to develop state-of-the art, hi-tech VoIP communication terminals that include IP video phones, IP phones and USB phones. With a worldwide market in more than 140 countries, the company has also established a first-class international service network.

Our priorities are quality, functionality, ease-of-use, customer support and competitive pricing. To provide new solutions for the future in this fast-evolving sector, Yealink's large, talented and highly-experienced VoIP R&D team is totally committed to the pursuit of excellence.

To date, we have passed more than 80 interoperability tests and meet certification requirements set by leading VoIP system and platforms. Yealink works in close partnership with T-Mobile, Telefonica, Portugal Telecom and other leading telecommunication service providers.