



# Ultra Business Phone

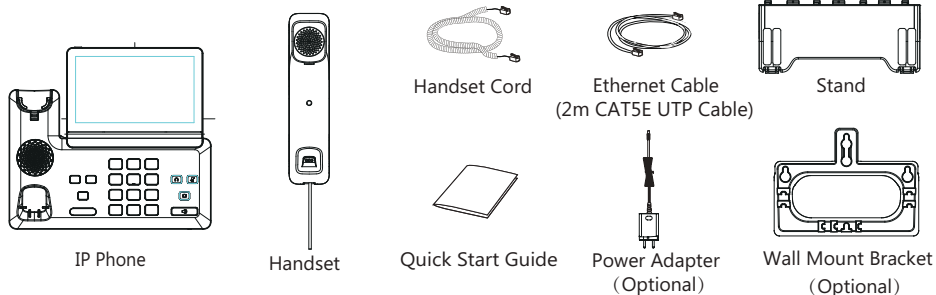
## SIP-T87W





## Package Contents

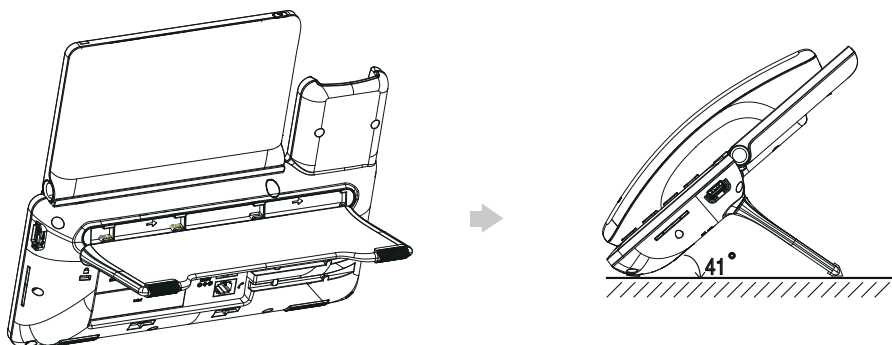
The following items are included in your package. If you find anything missing, contact your system administrator.



**Note:** We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

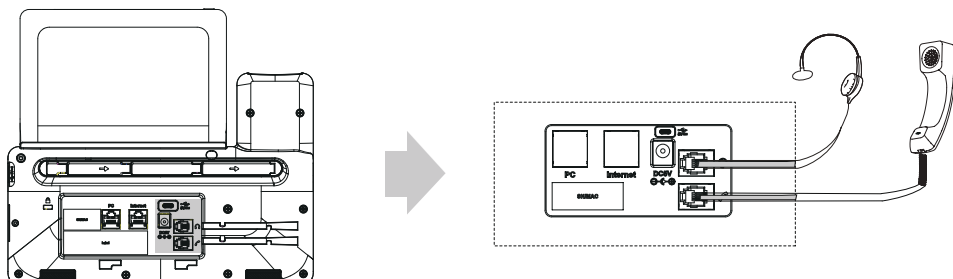
## Assembling the Phone

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

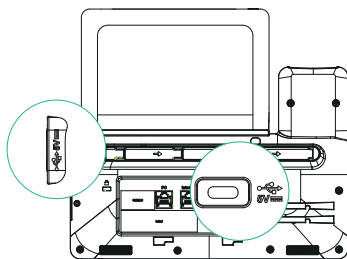


**Note:** You can also mount the phone to a wall. For more information on how to attach the wall mount bracket, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.

### 2. Connect the handset and optional headset, as shown below:



### 3. Connect the USB flash drive, as shown below:

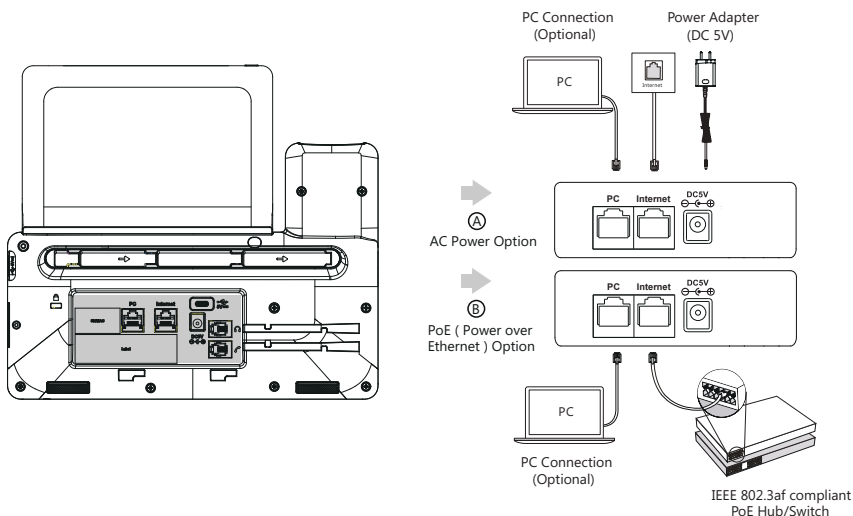


**Note:**

- The USB port can be used to connect other USB devices, such as EXP55, USB headset, EHS40 and so on.
- The type-c port can be used to connect USB headset and Device mode.

### 4. Connect the network and power, as shown below:

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



**Note:** The IP phone should be used with Yealink original power adapter (5V/2A) 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.

## Startup

After the IP phone is connected to 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 web user interface or phone 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:** If your phone can not 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.

**Note:** The IP phone also supports IPv6, but IPv6 is disabled by default.

The 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 **Account->Register->Account X** (X=1,2,3...11,12)

#### 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.                             |
| Register Name:   | It is an authenticated ID for authentication provided by ITSP (required). |
| User Name:       | It is provided by ITSP for registration (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

**Note:** 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/Wi-Fi Port/VLAN/Web Server/802.1x/VPN/LLDP/CDP/NAT** 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.

**Note:** For more information on account parameters, refer to **Configuring via web user interface** above.

## Basic Call Features

### Placing a Call

#### Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

#### Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the **Send** soft key.

#### Using the headset:

1. With the headset connected, tap  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **Headset** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

### Answering a Call

#### Using the handset:

Pick up the handset.

#### Using the speakerphone:

Press .

#### Using the headset:

Tap .

Note: 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 **End Call** soft key.

#### Using the speakerphone:

Press  or the **End Call** soft key.

#### Using the headset:

Press the **End Call** soft key.

#### Redial

- Press  to enter the placed call list, press the **Navigation Cluster** key to select the desired entry, and then press  or the **Send** soft key.
- Press  twice when the phone is idle to dial out the last dialed number.

### Call Mute and Un-mute

- Tap  to mute the microphone during a call.
- Tap  again to un-mute the call.

### Call Hold and Resume

#### 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, press the **Navigation Cluster** key to select the desired call, and then press the **Resume** soft key.

### Call Transfer

You can transfer a call in the following ways:

#### Blind Transfer

1. Press the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press the **B Transfer** soft key.

#### Semi-Attended Transfer

1. Press the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the **Send** soft key.
3. Press the **Transfer** soft key when you hear the ring-back tone.

#### Attended Transfer

1. Press the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the **Send** soft key.
3. Press the **Transfer** 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:
  - Always Forward**---Incoming calls are forwarded unconditionally.
  - Busy Forward**---Incoming calls are forwarded when the phone is busy.
  - No Answer Forward**---Incoming calls are forwarded if not answered after a period of time.
3. Enter the number you want to forward to. For **No Answer Forward**, press the **Navigation Cluster** key to 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 **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **End Call** soft key to disconnect all parties.

Note: 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 then 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 and then 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. Tap  or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

## Customizing Your Phone

### Call History

1. Press the **History** soft key when the phone is idle, press the **Navigation Cluster** key 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 **Directory** 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 **Add** soft key to accept the change.

#### To edit a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Navigation Cluster** key 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 **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Navigation Cluster** key 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?".

Note: You can add contacts from call history easily. For more information, refer to **Call History** above.

### Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle or ringing to adjust the ringer volume.
- Press  to adjust the media volume in the corresponding screen.

### Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Sound->Ring Tones**.
2. Press the **Navigation Cluster** key to select **Common** or the desired account and then press the **Enter** soft key.
3. Press the **Navigation Cluster** key to select the desired ring tone.
4. Press the **Save** soft key to accept the change.

## Security Center

Yealink provides a data protection mechanism, allowing you to decide whether to connect the phone to the device management platform and what private data you permit to report. For how to enable data protection, see the user guide.

Our product contains some source code that may be used and modified by anyone and everyone under the GNU General Public License (GPL), provided they, in turn, make it available to everyone else with the same licensing agreement.

Please visit <https://support.yealink.com/> or scan the QR-code below and go to **Help Desk > Open Source Software of Yealink IP Phones** for the original GPL license and the source code of components licensed under GPL and used in Yealink products.



FCC part 68 Warning:

1.This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ#RTXXXX. If requested, this number must be provided to the telephone company.

2.A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

3.If this equipment [US: T2LPNANT87W] causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

4.The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

5.If trouble is experienced with this equipment [US: T2LPNANT87W], for repair or warranty information, Service can be facilitated through our office at:

U.S. Agent Company name: 888VoIP / American Technologies, LLC

Address: 611 Jamison Rd Suite 1059 Elma NY 14059 USA

Tel: 716-714-8002

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

6.Please follow instructions for repairing if any (e.g., battery replacement section); otherwise do not alternate or repair any parts of device except specified. For repair procedures, follow the instructions outlined under the limited warranty.

7.Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

8.If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this [IP] does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

9.If the telephone company requests information on what equipment is connected to their lines, inform them of:

a)The ringer equivalence number [NAN]

b)The USOC jack required [N/A]

c)Facility Interface Codes ("FIC") [N/A]

d)Service Order Codes ("SOC") [N/A]

e)The FCC Registration Number [US: T2LPNANT87W]

10.The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5,0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is part of the product identifier that has the format US:AAAEQ#RTXXXX. The digits represented by ## are the REN without a decimal point. For this product the FCC Registration number is [US: T2LPNANT87W] indicates E2 the REN would be NAN.

11.We suggest the customers use a surge arrester to protect the device.

FCC Caution:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

ISED Warning

The device for operation in the band 5150–5250MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Operation of 5250–5350MHz is restricted to indoor use only.

This device complies with Innovation, Science, and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

L'appareil destiné à fonctionner dans la bande 5150–5250MHz est uniquement destiné à une utilisation en intérieur afin de réduire le risque d'interférence nuisible aux systèmes mobiles par satellite utilisant le même canal.

Le fonctionnement de la bande 5250–5350MHz est limité à une utilisation en intérieur uniquement. Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil n'émet pas de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm. Le présent appareil est conforme Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité et compliance d'acquies les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 20cm.

CS03 Warning:

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Le présent matériel est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

## Regulatory Notices

### Operating Ambient Temperatures

- Operating temperature: +14 to 113°F (-10 to 45°C)
- Relative humidity: 5% to 90%, noncondensing
- Storage temperature: -22 to +158°F (-30 to +70°C)

### Warranty

Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

### Explanation of the symbols

- DC symbol  
--- is the DC voltage symbol.
- WEEE Warning symbol

 To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

### Restriction of Hazardous Substances Directive (RoHS)

This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

### Safety Instructions

Save these instructions. Read these safety instructions before use!

#### General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean, avoid collision and crash.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

#### Environmental Requirements

- Do not cover ventilation openings, this equipment is not intended to be used on soft support.
- The marking information is located at the exterior of the bottom.
- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.

#### Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately.
- Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

#### Cleaning Requirements

- Use a piece of soft, dry and anti-static cloth to clean the device.

### Troubleshooting

The usage environment is out of operating temperature range.

1. Use in the operating temperature range.

The cable between the unit and the Yealink device is connected incorrectly.

1. Connect the cable correctly.

Some dust, etc., may be in the port.

1. Clean the port.

Contact your dealer or authorized service facility for any further questions.

### Contact Information

YEALINK NETWORK TECHNOLOGY CO., LTD.  
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Made in China



#### Technical Support

Visit Yealink WIKI (<http://support.yealink.com/>) for the latest firmware, guides, FAQ, Product documents, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (<https://ticket.yealink.com>) to submit all your technical issues.



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