Yealink

Yealink LCD Expansion Module EXP20 User Guide

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2. This device must accept any interference received, including interference that may cause undesired operation.

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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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

WEEE Warning

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.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocsFeedback@yealink.com.

About This Guide

Thank you for choosing the Yealink EXP20 LCD expansion module. EXP20 is designed to expand the functional capability of the SIP-T29G, SIP-T27P and SIP-T27G IP phones. It features a 160*320 graphic LCD screen and 20 physical keys with dual-color LEDs. You can add 20 additional keys via a page switch key, bringing the number of keys up to 40. Up to six expansion modules can be daisy-chained to a single SIP-T29G/T27P/T27G host phone, offering a maximum of 240 Ext keys per phone.

Yealink EXP20 is ideal for receptionists, administrative assistants, call center agents, power-users, and executives who need to monitor and manage a large volume of calls on a regular basis.

This guide provides everything you need to quickly set up and use the EXP20 LCD expansion module. Be sure to read the Packing Contents in this guide before you set up and use your EXP20 LCD expansion module. This guide takes the working together of the Yealink SIP-T29G IP phone running firmware version 81 and the Yealink EXP20 LCD expansion module as an example for reference.

In This Guide

Topics provided in this guide include:

- Chapter 1 Getting Started
- Chapter 2 Configuring the Yealink EXP20 LCD Expansion Module
- Chapter 3 Using the Yealink EXP20 LCD Expansion Module
- Chapter 4 Troubleshooting

Summary of Changes

This section describes the changes to this guide for each guide version.

Changes for Guide Version 1.1

Documentations of the newly released SIP-T27G IP phones have also been added.

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Getting Started

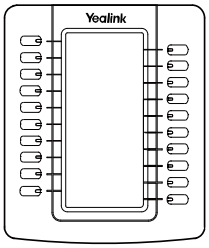
This chapter provides basic installation instructions and information for obtaining the best performance with the EXP20 LCD expansion module. Topics include:

- Packaging Contents
- Physical Features
- LED Instructions
- Installation
- Startup

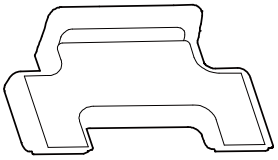
Packaging Contents

The following items are included in your package:

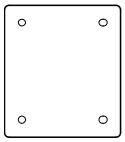
- **LCD Expansion Module**



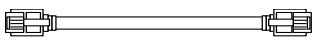
- **Stand**



- **Connecting Sheet**

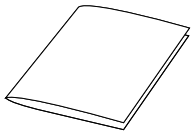


- **Connecting Cord**



- **Screws x 4**

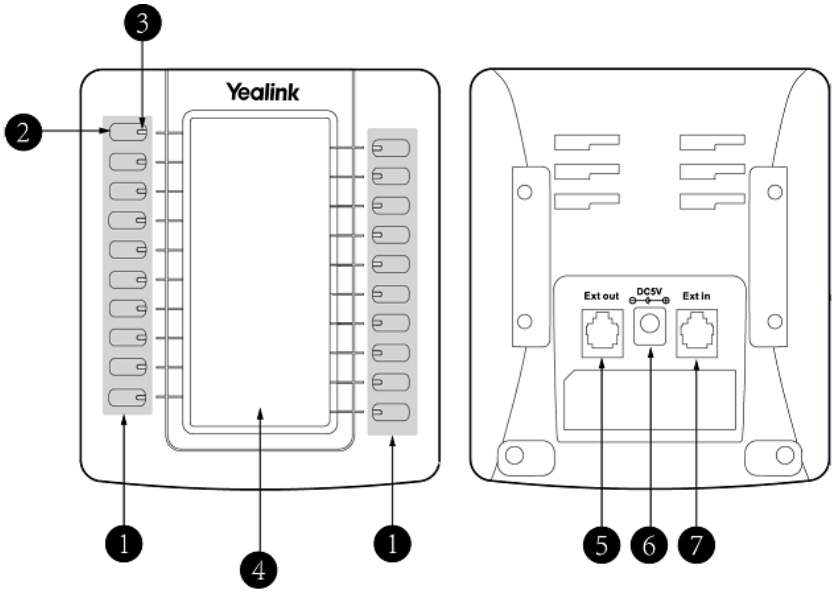
- **Quick Start Guide**



Check the list before installation. If you find anything missing, contact your reseller.

Physical Features

The main physical features of the EXP20 LCD expansion module are LCD screen, Ext keys, LED indicators, Ext in jack, Ext out jack and power interface.



The main physical features of the EXP20 LCD expansion module are described as below:

	Item	Description
①	Ext Keys	Assign various features to these keys.
②	Page Key	Presses this key to navigate to a different page to view additional keys.
③	LED Indicators	Indicate the Ext key status. For more information, refer to LED Instructions on page 3.
④	LCD Screen	Shows key feature label, key feature icon and the label of switch key (such as List 1 or List 2) indicating the current page at the top of the LCD screen.

	Item	Description
⑤	Ext out Jack	Connects the supplied cord to the Ext in jack on the next expansion module.
⑥	Power Interface	Connects a power adapter to the expansion module. When more than two expansion modules are connected to a single host phone, you need to connect a power adapter to any one of the expansion modules.
⑦	Ext in Jack	Connects the supplied cord to the Ext jack on the host phone or to the Ext out jack on the prior expansion module.

LED Instructions

Ext key LED (configured as a line key)

LED Status	Description
Solid green	The line is in conversation. The line is seized.
Fast flashing green	The line receives an incoming call.
Slow flashing green	The call is placed on hold.
Off	The line is inactive.

Ext key LED (configured as a BLF key)

LED Status	Description
Solid green	The monitored user is idle.
Fast flashing red	The monitored user receives an incoming call.
Solid red	The monitored user is talking. The monitored user's conversation is placed on hold (This LED status requires server support). The monitored user is dialing. The call is parked against the monitored user's phone number.
Off	The monitored user does not exist.

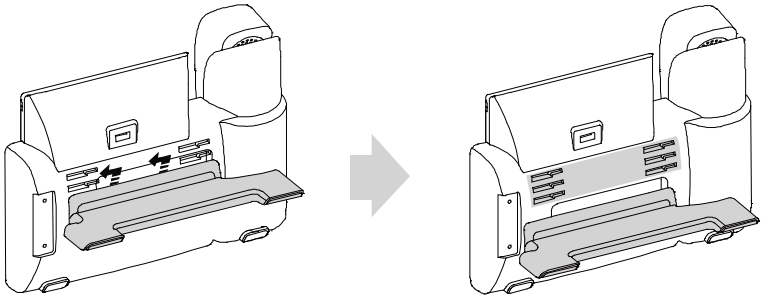
Installation

The EXP20 LCD expansion module applies to Yealink SIP-T29G/T27P/T27G IP phones. To connect the EXP20 to the phone more easily, unplug the phone stand from the IP phone before installation.

Note Up to six expansion modules can be connected to an IP phone.

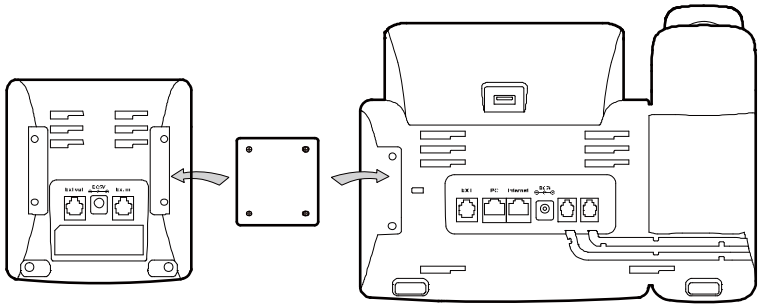
To unplug the stand from the IP phone:

1. Unplug the power adapter and Ethernet cable from the IP phone.
2. Unplug the handset attached to the IP phone.
3. Turn the IP phone over and lay it on a non-slip, flat surface.
4. Unplug the stand from the IP phone.

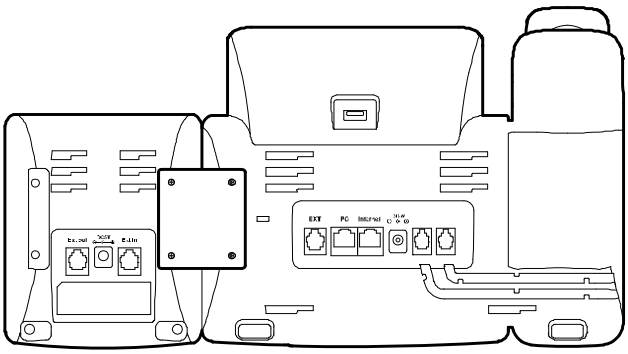


To install the EXP20 LCD expansion module:

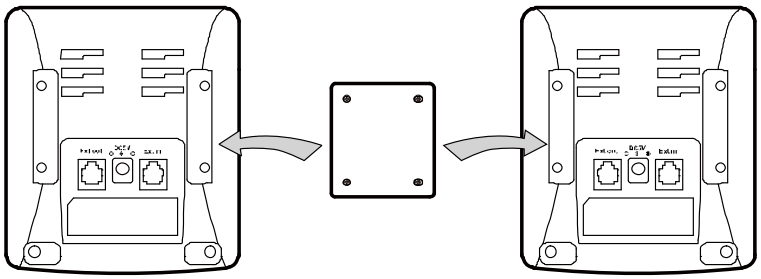
1. Turn the IP phone and the expansion module over and lay them on a flat, non-slip surface.
2. Position the expansion module on the left of the IP phone.
3. Connect the EXP20 LCD expansion module and the IP phone using the supplied connecting sheet and screws.



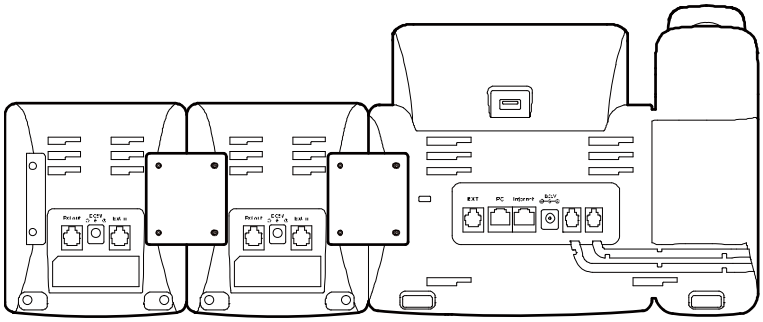
Connecting an expansion module on a single host phone is shown as below:



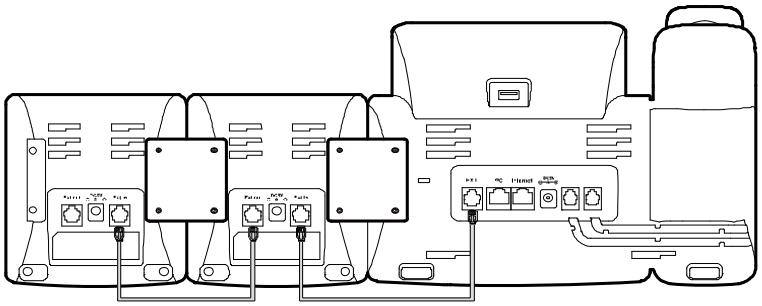
4. Follow the same step (1-3) to add an expansion module.



Connecting two expansion modules on a single host phone is shown as below:

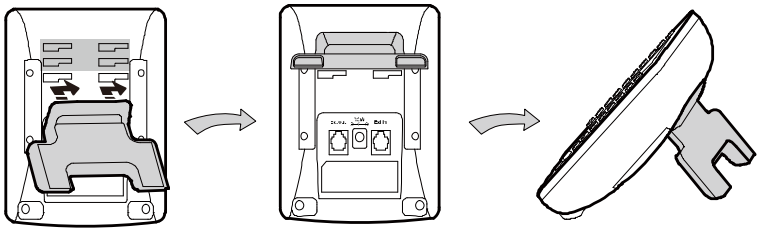


5. Connect the Ext jack on the host phone and the Ext in jack of the first module using one supplied cord. If you want to connect another module, connect the Ext out jack of the first module and the Ext in jack of the second module using one supplied cord. Connecting two expansion modules on a single host phone is shown as below:



Note Power is automatically transferred from the host phone to the expansion module(s) upon connection. If you want to use more than two expansion modules on a single phone, you need to connect an additional power adapter to any one of the expansion modules.

To attach the stand of the expansion module:



Startup

After the EXP20 LCD expansion module is powered on, the LCD screen of the EXP20 LCD expansion module will display "Loading...". After a short time, the loading screen will disappear, and then you can assign the desired feature to the EXP20 LCD expansion module.

Configuring the Yealink EXP20 LCD Expansion Module

The EXP20 LCD expansion module supports 40 Ext keys. You can access additional 20 keys via the page key. Each key can be assigned a feature using the configuration files, via phone user interface or web user interface. For more information on using the configuration files to assign a feature, refer to *Yealink Auto Provisioning Guide*.

Long press the desired key, the phone LCD screen will enter the setting screen of this key. Then you can assign the desired feature to this key.

To log into the web user interface, you should obtain the IP address of the host phone in advance. Press the OK key on the keypad when the host phone is idle, and the LCD screen of the host phone will display the IP address and some other information. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of the web browser on your PC. The default user name and password are both "admin" (case-sensitive).

This chapter provides you with the instructions of assigning a feature to an Ext key via web user interface. Topics include:

- Switch
- Line
- Speed Dial
- Busy Lamp Field (BLF)
- Voice Mail
- Direct Pickup
- Group Pickup
- Call Park
- Intercom
- DTMF
- Prefix
- Local Group
- XML Group
- XML Browser
- LDAP
- Conference
- Forward
- Transfer

- Hold
- DND
- ReCall
- SMS
- Record
- URL Record
- Multicast Paging
- Group Listening
- Private Hold
- Hot Desking
- ACD
- Zero Touch
- URL
- Phone Lock
- Retrieve Park
- Directory

Note

Quick access features like intercom and voice mail should be configured on your SIP server in advance to make sure they will work on your phone. Contact your system administrator for more information.

If more than one expansion module is connected, select the desired expansion module from the pull-down list of **Expansion Key**.

Feature codes may vary between different servers.

The available key features may vary between different phone firmware versions. This guide introduces key features available on the SIP-T29G/T27P IP phone running firmware version 80 or later and SIP-T27G IP phone running firmware 81 or later.

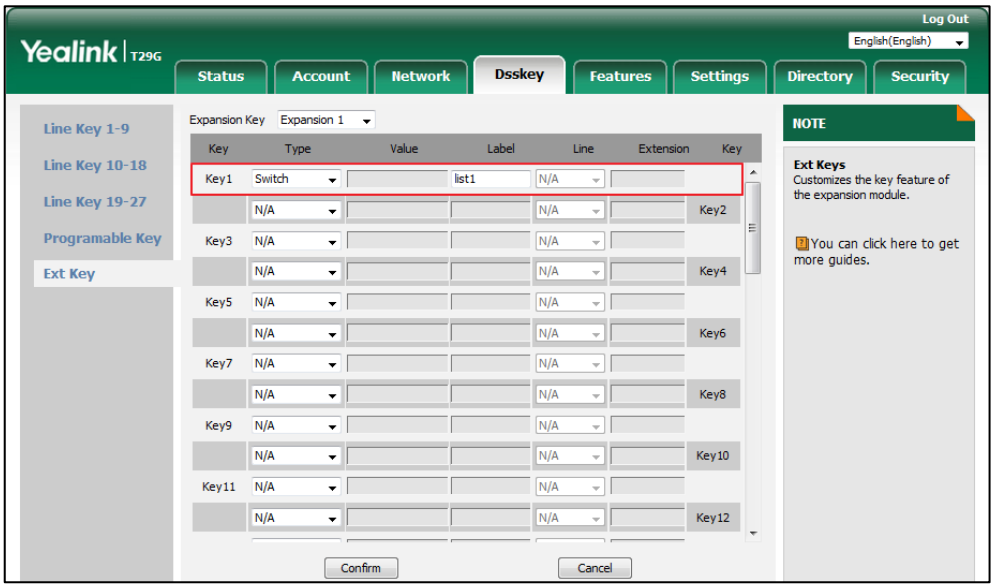
Switch

EXP20 supports 20 physical keys and two pages, providing a total of 40 keys. The 20 additional keys are sorted from 21 to 40 and displayed on the second page. You can configure the first Ext key (key 1) as the switch key. The key 21 will be configured as the switch key automatically when you configure the first Ext key (key 1) as the switch key. You can then press the first key to view the 20 additional keys or the key 21 to return to the first page.

To configure the first Ext key as the switch key:

1. Click on **Dsskey**->**Ext Key**.
2. In the first Ext key field, select **Switch** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Switch". The default label of key 21 is "List 2".



4. Click **Confirm** to accept the change.

Line

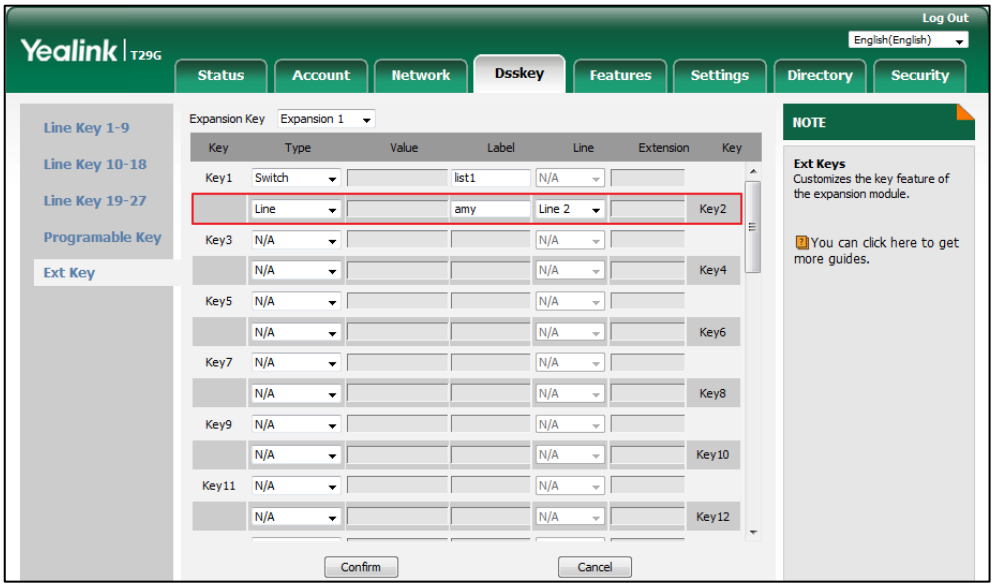
You can configure an Ext key as the line key. You can press this key to enter the pre-dialing screen when the phone is idle. You can also press this key to place a new call during an active call, and then the original call is placed on hold. For more information on using the line key, refer to Using the Line Key on page 43.

To configure an Ext key as the line key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Line** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label the extension number of the selected line (e.g., 1001).

4. Select the desired line to apply this key from the pull-down list of **Line**.



5. Click **Confirm** to accept the change.

Speed Dial

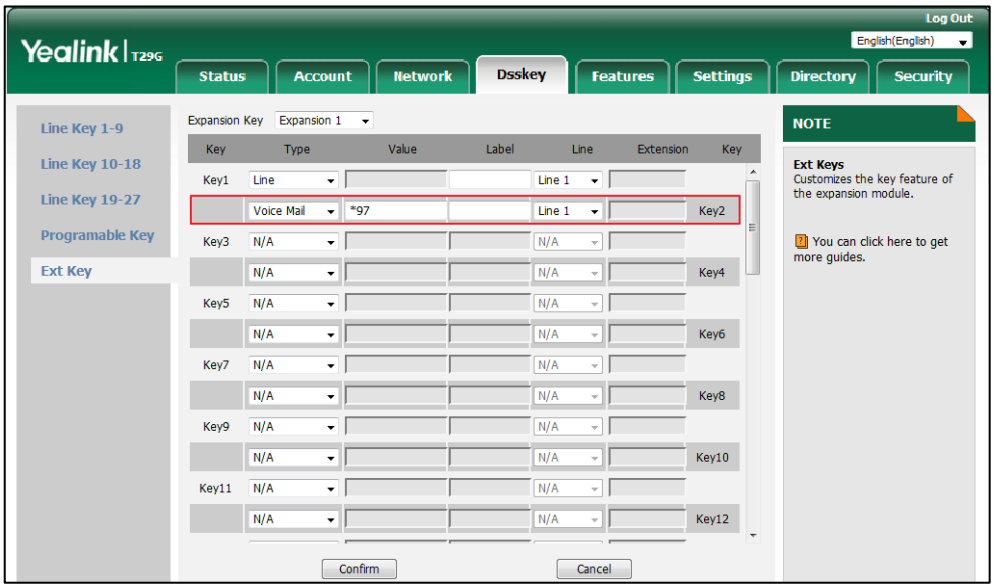
You can configure an Ext key as the speed dial key. Then you can dial out the pre-defined number using the specified line by pressing the speed dial key.

To configure an Ext key as the speed dial key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Speed Dial** from the pull-down list of **Type**.
3. Enter the desired number you want to dial out in the **Value** field (e.g., 1037).
4. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the number specified in the **Value** field.

5. Select the desired line to apply this key from the pull-down list of **Line**.



6. Click **Confirm** to accept the change.

Busy Lamp Field (BLF)

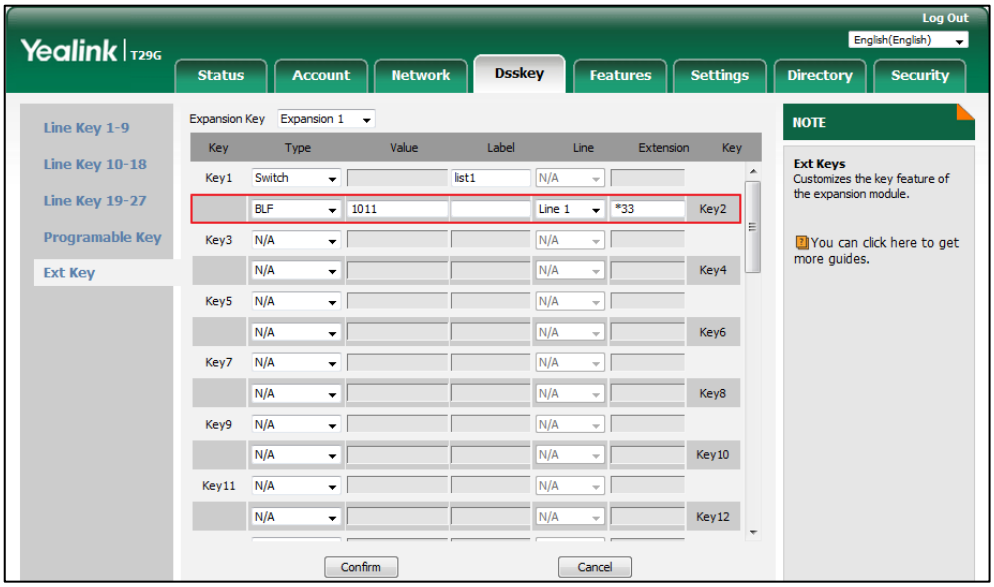
Busy Lamp Field (BLF) allows you to monitor the status changes of a user. You can configure an Ext key as the BLF key, which allows you to monitor the status (idle, ringing or busy) of the pre-defined phone user. You can also pick up the incoming call of the monitored user directly by pressing the BLF key. For more information on using the BLF feature, refer to Using the Busy Lamp Field on page 46.

To configure an Ext key as the BLF key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext 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. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the value specified in the **Value** field (e.g., 1011).
5. Select the desired line to apply this key 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

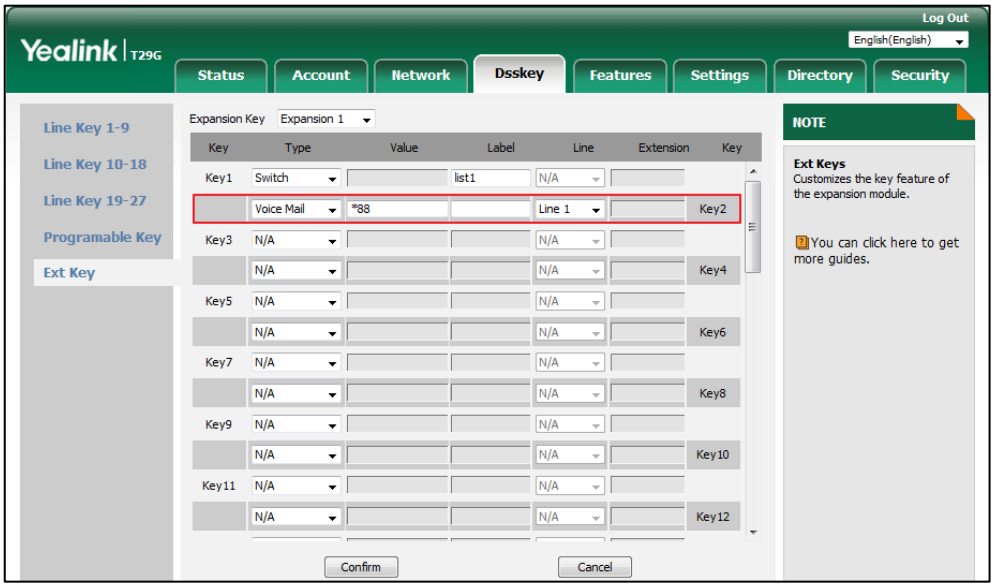
You can configure an Ext key as the voice mail key. Then you can press the voice mail key when the phone is idle to dial out the pre-defined voice mail access code and follow the voice prompt to listen to voice mails.

To configure an Ext key as the voice mail key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Voice Mail** from the pull-down list of **Type**.
3. Enter the voice mail access code in the **Value** field (e.g., 88).
4. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Voice Mail".

5. Select the desired line to apply this key from the pull-down list of **Line**.



6. Click **Confirm** to accept the change.

Direct Pickup

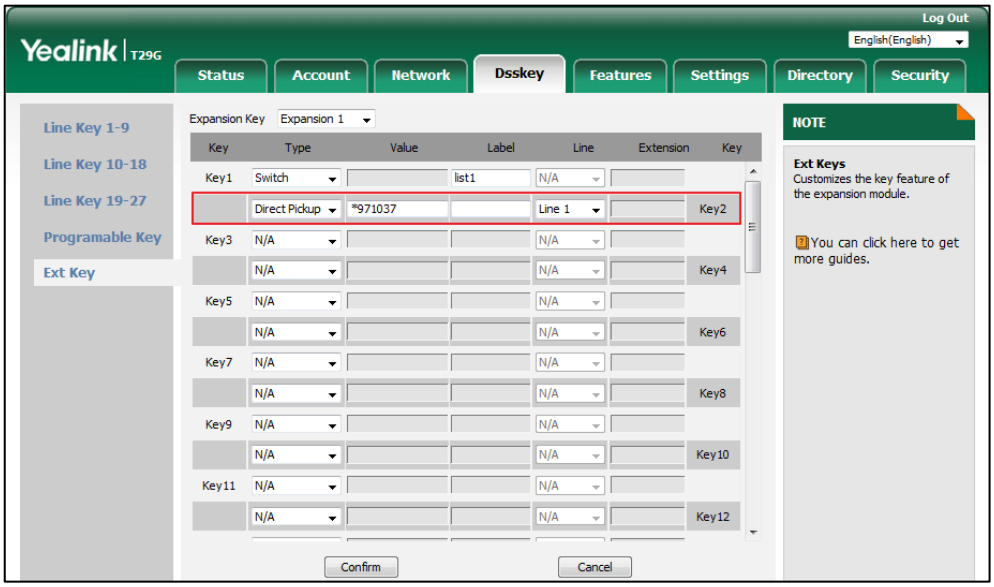
You can configure an Ext key as the direct pickup key. If you press the direct pickup key when the specified phone number receives an incoming call, the incoming call will be answered on your phone.

To configure an Ext key as the direct pickup key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext 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 in the **Value** field (e.g., *971037).
4. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label “DPickup”.

5. Select the desired line to apply this key from the pull-down list of **Line**.



6. Click **Confirm** to accept the change.

Group Pickup

Group pickup allows you to pick up incoming calls within a pre-defined group of phone numbers.

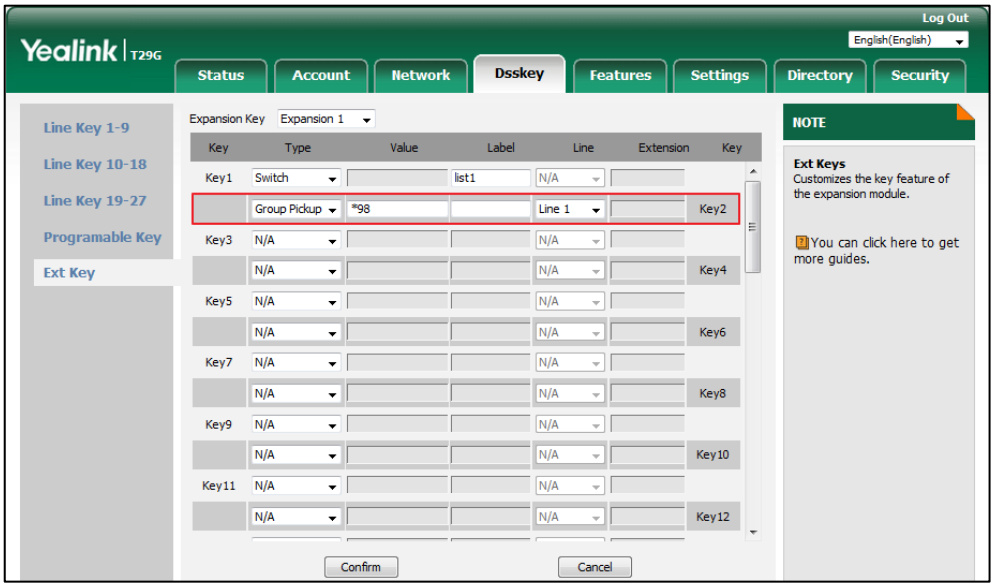
You can configure an Ext key as the group pickup key. When any number within the group receives an incoming call, you can press the group pickup key to pick up the incoming call. If the numbers within the group receive multiple incoming calls, the first incoming call will be picked up.

To configure an Ext key as the group pickup key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Group Pickup** from the pull-down list of **Type**.
3. Enter the group call pickup code in the **Value** field (e.g., *98).
4. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label “GPickup”.

5. Select the desired line to apply this key from the pull-down list of **Line**.



6. Click **Confirm** to accept the change.

Call Park

The call park feature allows you to park a call at a special extension and then retrieve it on any other phone in the system.

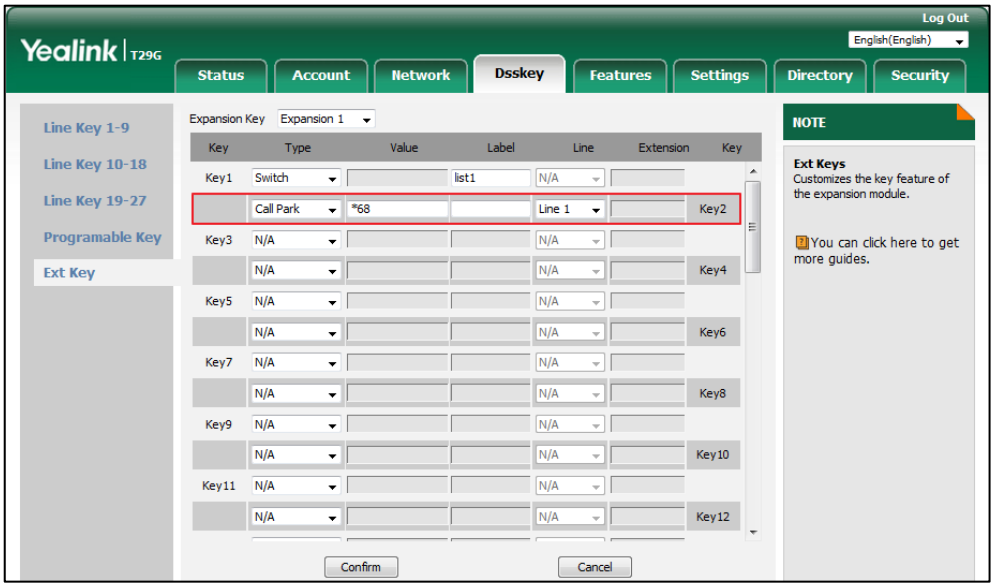
You can configure an Ext key as the call park key. Then you can park a call at an extension by pressing the call park key. The call is placed on hold and can be retrieved on another IP phone.

To configure an Ext key as the call park key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Call Park** from the pull-down list of **Type**.
3. Enter the call park feature code in the **Value** field (e.g., *68).
4. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label “Call Park”.

5. Select the desired line to apply this key from the pull-down list of **Line**.



6. Click **Confirm** to accept the change.

Intercom

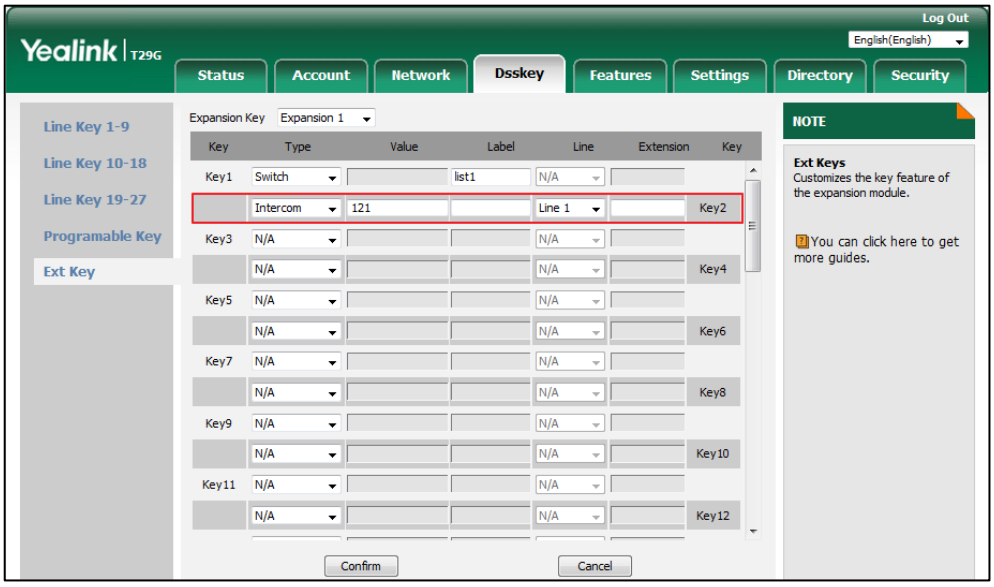
You can configure an Ext key as the intercom key. You can connect to the operator or the secretary quickly by pressing the intercom key. This feature is especially helpful in an office environment.

To configure an Ext key as the intercom key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Intercom** from the pull-down list of **Type**.
3. Enter the extension number in the **Value** field (e.g., 121).
4. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Intercom".

5. Select the desired line to apply this key from the pull-down list of **Line**.



6. Click **Confirm** to accept the change.

DTMF

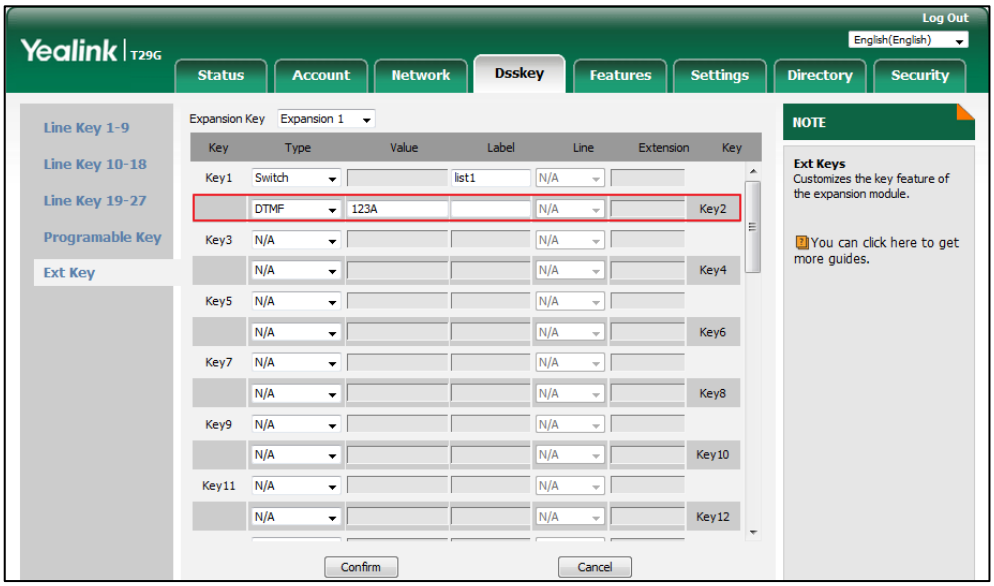
You can configure an Ext key as the DTMF key. If you press the DTMF key during an active call, the phone will send the pre-defined DTMF digits.

To configure an Ext key as the DTMF key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **DTMF** from the pull-down list of **Type**.
3. Enter the desired DTMF digits in the **Value** field (e.g., 123A).

   DTMF sequence can only contain "0-9", "*", "#" and "A-E".
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "DTMF".



5. Click **Confirm** to accept the change.

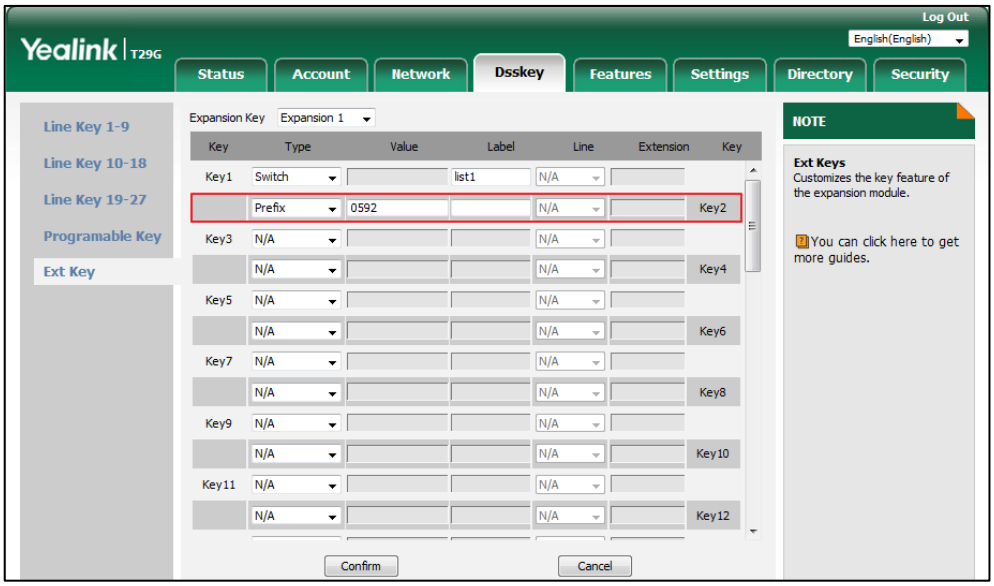
Prefix

You can configure an Ext key as the prefix key. If you press the prefix key when the phone is idle, the phone will enter the dialing screen and display the prefix number you specified. You can enter other digits and then dial out.

To configure an Ext key as the prefix key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Prefix** from the pull-down list of **Type**.
3. Enter the prefix number you want to add before the dialed number in the **Value** field (e.g., 0592).
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display "Prefix: 'the value specified in the Value field' " (e.g., Prefix:0592) for SIP-T29G IP phones or "Prefix" for and SIP-T27P/T27G IP phones.



5. Click **Confirm** to accept the change.

Local Group

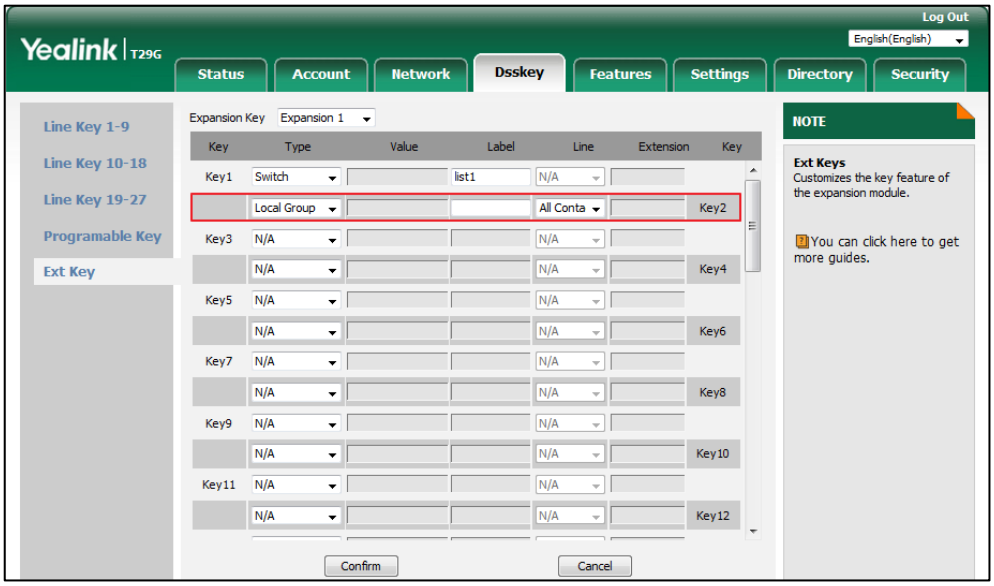
You can configure an Ext key as the local group key. Then you can press the local group key to access the pre-defined contact group in the local directory quickly.

To configure an Ext key as the local group key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Local Group** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "the selected group name" (e.g., All Contacts).

4. Select the desired contact group from the pull-down list of **Line**.



5. Click **Confirm** to accept the change.

XML Group

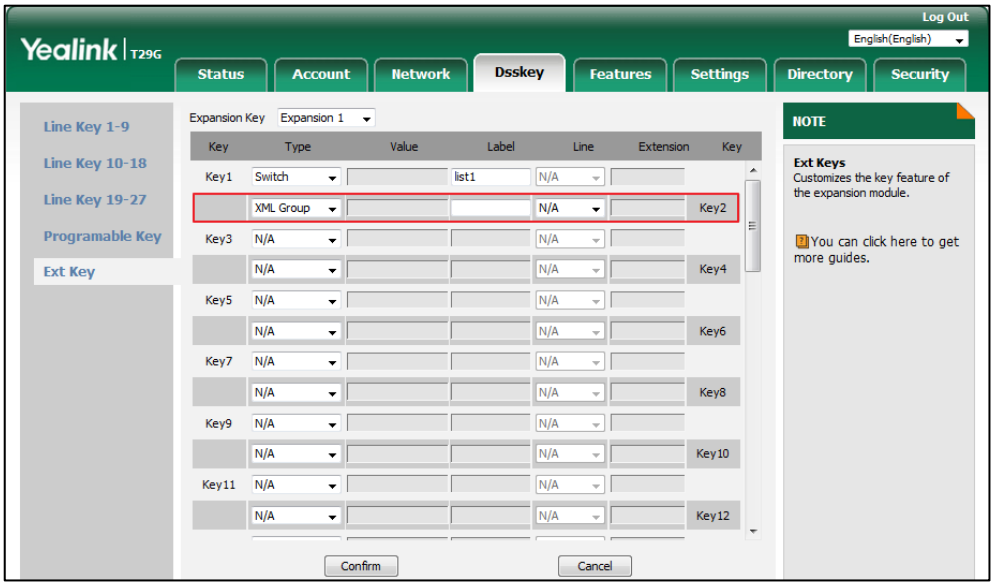
You can configure an Ext key as the XML group key. If you press the XML group key when the phone is idle, the phone will automatically download the corresponding phonebook from the server and display phonebook entries on the LCD screen of the phone. To use this key feature, you need to configure the remote phonebook on the phone in advance.

To configure an Ext key as the XML group key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **XML Group** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label “the selected XML group name” (e.g., Sales).

4. Select the desired XML group from the pull-down list of **Line**.



5. Click **Confirm** to accept the change.

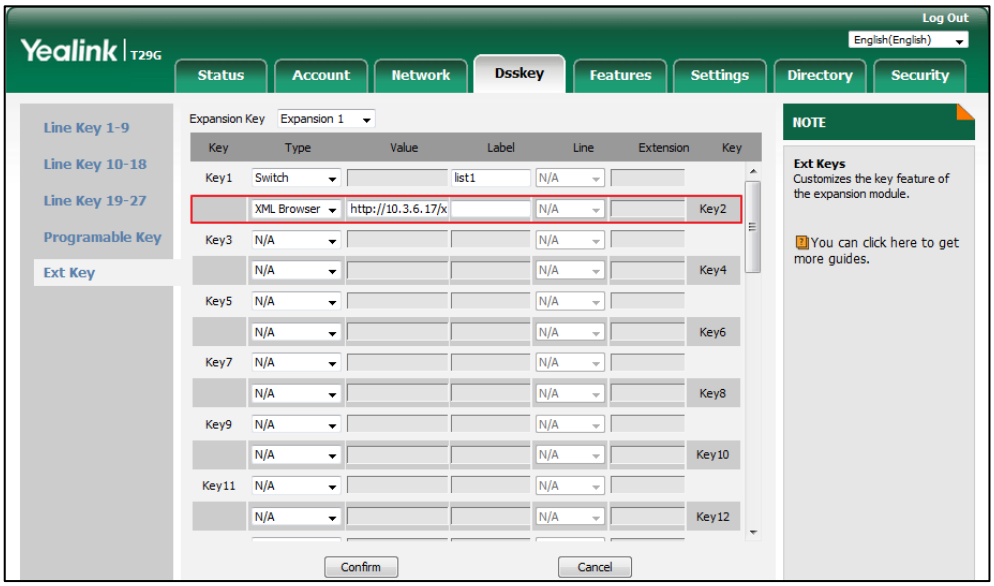
XML Browser

XML browser is a simple browser feature, which is based on XML language and http/https service. Users can use tools such as PHP, JavaScript, etc., accordance with the established syntax, to generate server-side features dynamically to meet the needs of the user xml file, and then download the xml file to a SIP phone by http/https, so as to realize a simple browser feature. Using XML browser, users can achieve the personalized features, such as weather information, stock information, date of inquiry, access to address book, configuration of the terminal parameters and so on.

To configure an Ext key as the XML browser key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **XML Browser** from the pull-down list of **Type**.
3. Enter the URL you want to set as the XML Browser in the **Value** field (e.g., http://10.3.6.17/xmlBro.xml).
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "XML Browser".



5. Click **Confirm** to accept the change.

LDAP

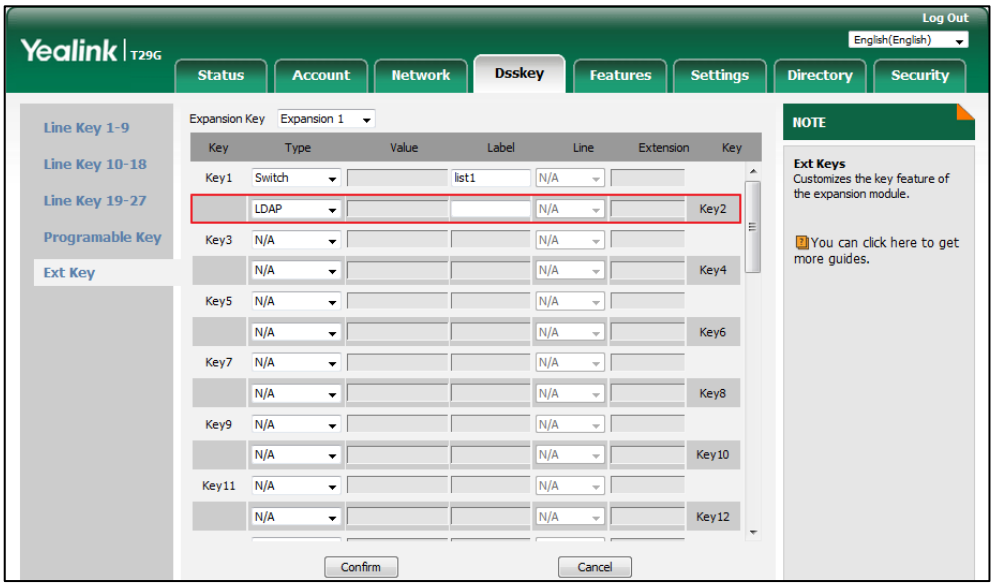
LDAP (Lightweight Directory Access Protocol) is an application protocol for accessing and maintaining information services of the distributed directory over an IP network. The IP phone can be configured to interface with a corporate directory server that supports LDAP.

You can configure an Ext key as the LDAP key. If you press the LDAP key when the phone is idle, the IP phone will download and display the LDAP entries on the LCD screen of the phone. For more information on LDAP, refer to *LDAP Phonebook on Yealink IP Phones*.

To configure an Ext key as the LDAP key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **LDAP** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "LDAP".



4. Click **Confirm** to accept the change

Conference

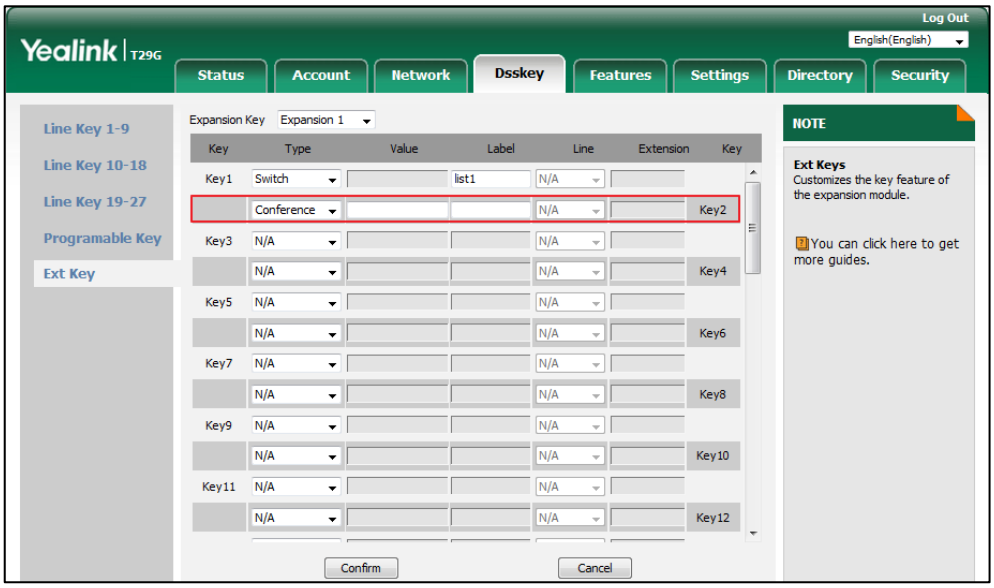
You can configure an Ext key as the conference key. When you are in a call, you can press the conference key to invite a third party to join a conference.

To configure an Ext key as the conference key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext 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 or leave it blank.

   If a phone number is configured, you can dial out the number by pressing the conference key when the phone is idle or during a call.
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Conference".



5. Click **Confirm** to accept the change.

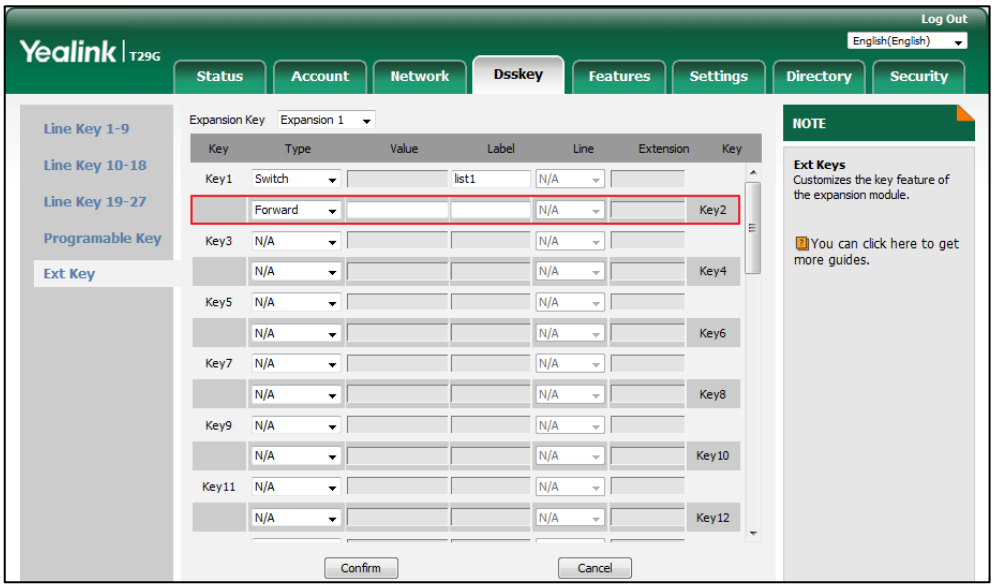
Forward

You can configure an Ext key as the forward key. When the phone is idle, you can press the forward key to enter the setting screen of the call forward feature. When the phone receives an incoming call, you can press the forward key to forward the incoming call to the pre-defined number (if configured).

To configure an Ext key as the forward key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext 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 or leave it blank.
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "FWD".



5. Click **Confirm** to accept the change.

Transfer

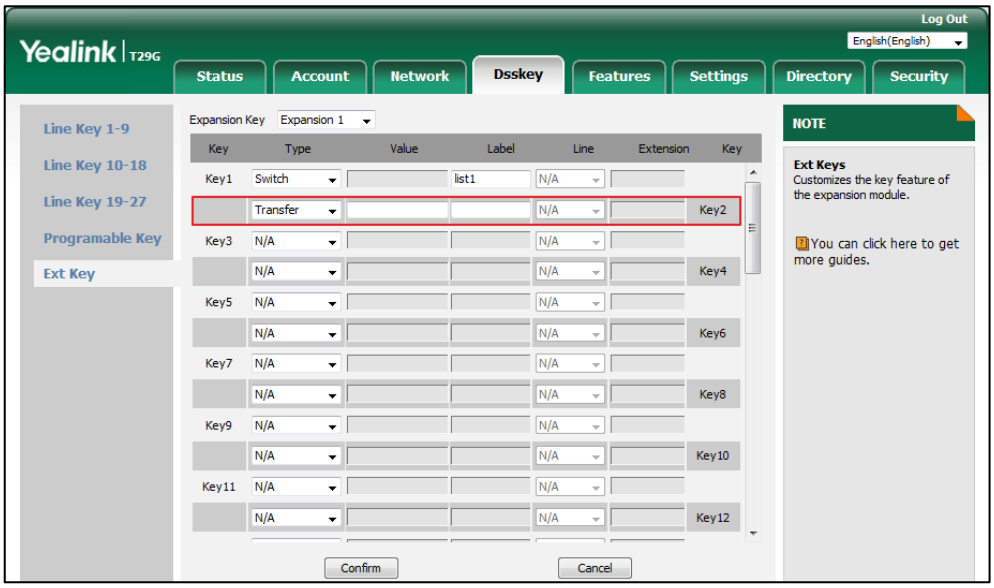
You can configure an Ext key as the transfer key. Then you can perform a Blind, Semi-Attended or Attended transfer by pressing the transfer key during a call.

To configure an Ext key as the transfer key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Transfer** from the pull-down list of **Type** or leave it blank.
3. Enter the destination number you want to transfer the calls to in the **Value** field or leave it blank.

   If a destination number is configured, the active call will be directly transferred by pressing the transfer key without consulting.
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label ("Transfer" for SIP-T29G IP phones; "Tran" for SIP-T27P/T27G IP phones).



5. Click **Confirm** to accept the change.

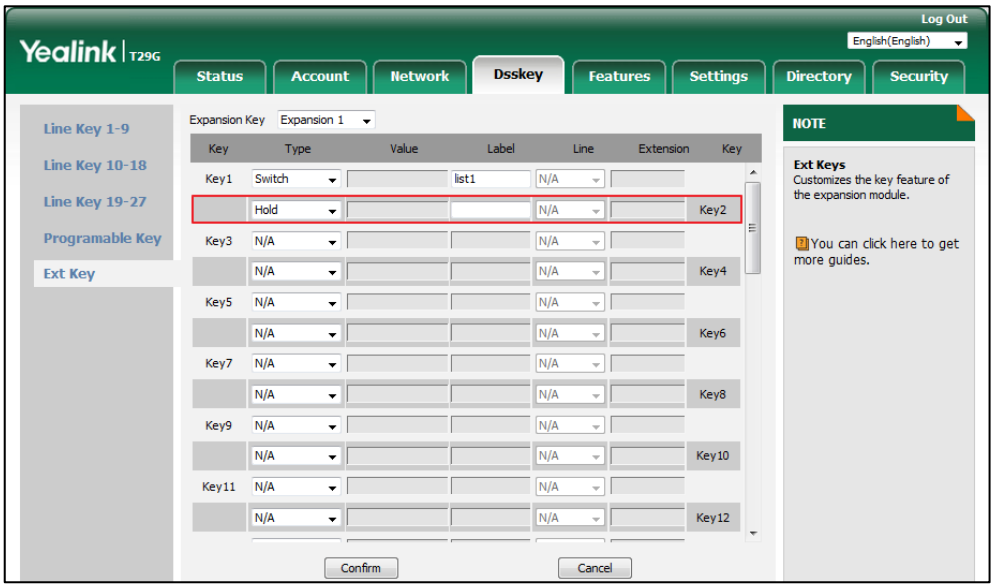
Hold

You can configure an Ext key as the hold key. Then you can place a call on hold or retrieve a held call by pressing the hold key.

To configure an Ext key as the hold key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Hold** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Hold".



4. Click **Confirm** to accept the change.

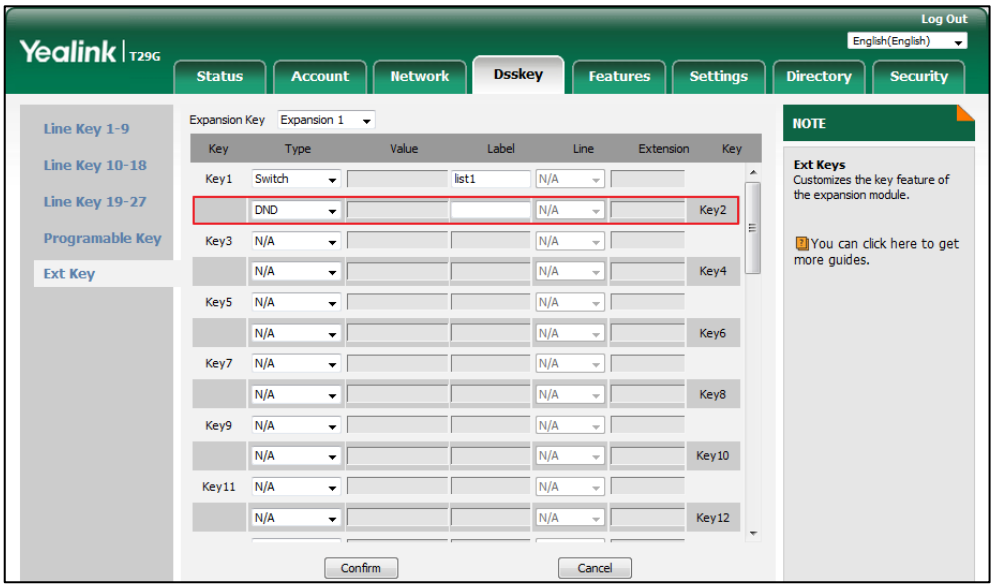
DND

You can configure an Ext key as the DND key. If the DND key mode is configured to "phone", press the DND key when the phone is idle to activate or deactivate DND on a per-line basis. If the DND key mode is configured to "custom", press the DND key when the phone is idle to enter the DND setting screen. For more information on DND mode, refer to the *Do Not Disturb (DND)* section of *Yealink phone-specific user guide*.

To configure an Ext key as the DND key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **DND** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "DND".



4. Click **Confirm** to accept the change.

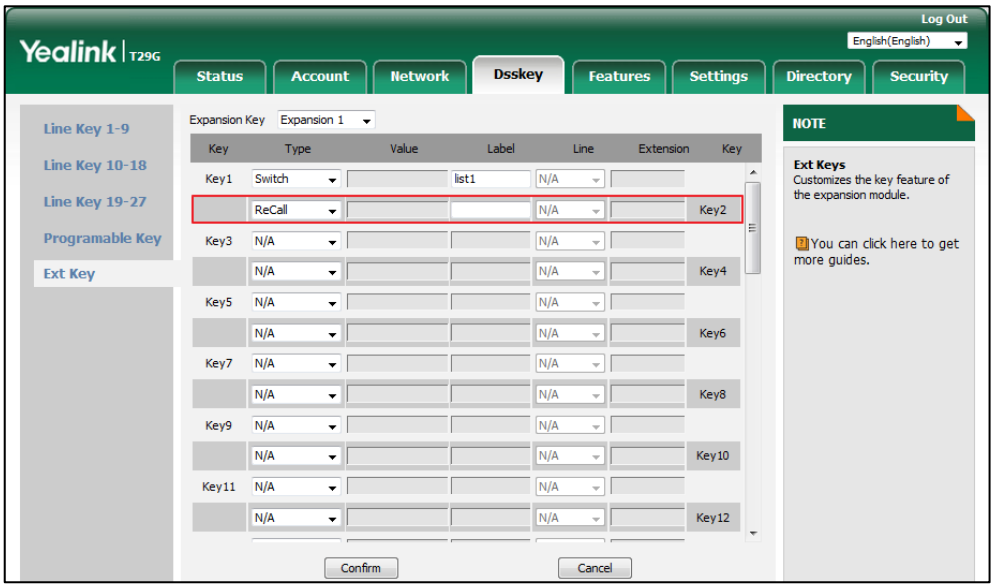
ReCall

You can configure an Ext key as the recall key. When the phone is idle, you can place a call back to the caller of the last incoming call by pressing the recall key.

To configure an Ext key as the recall key:

1. Click on **Dsskey->Ext Key**.
2. In the desired Ext key field, select **ReCall** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "ReCall".



4. Click **Confirm** to accept the change.

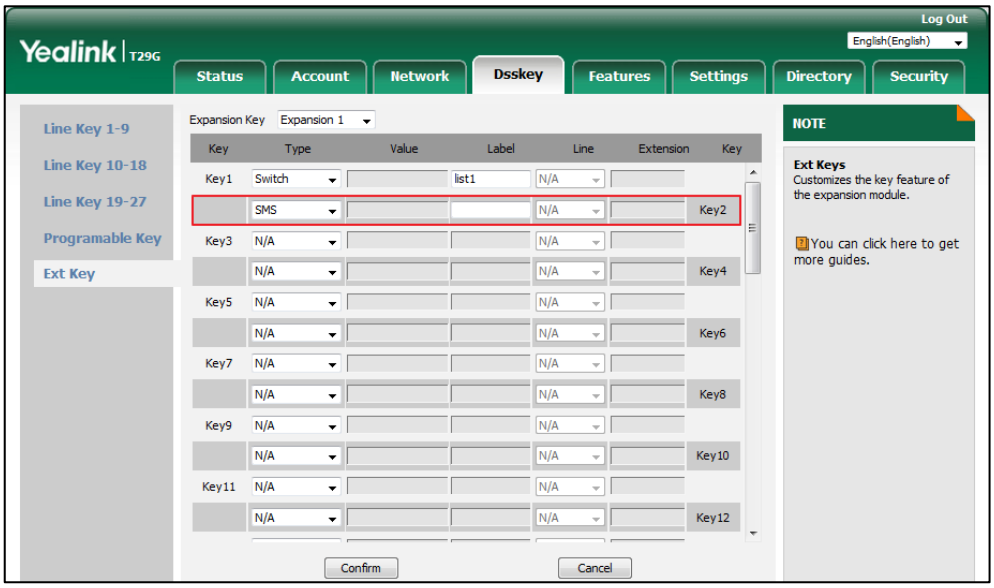
SMS

You can configure an Ext key as the SMS key. Then you can access the text message screen more quickly and easily by pressing the SMS key.

To configure an Ext key as the SMS key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **SMS** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "SMS".



4. Click **Confirm** to accept the change.

Record

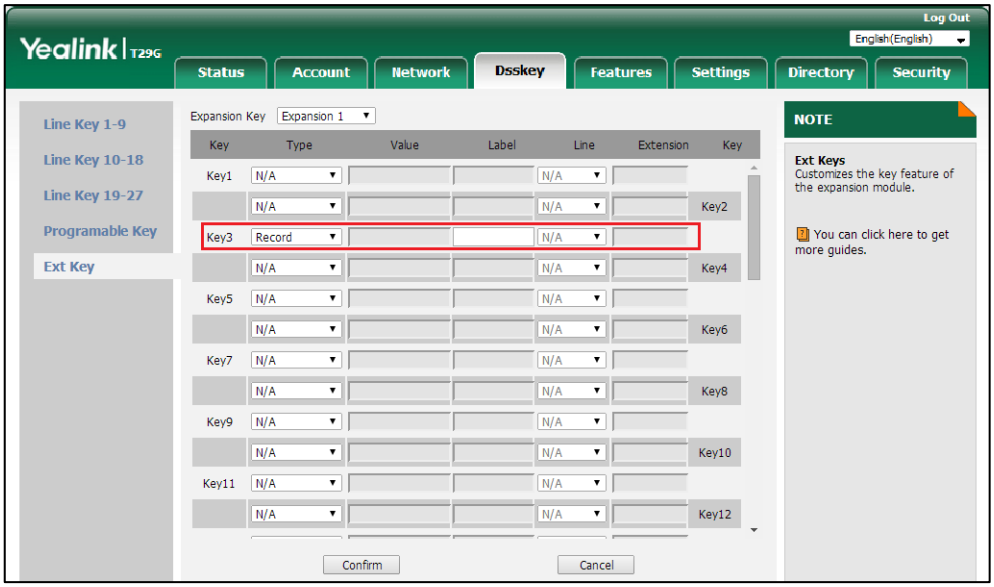
Call recording allows users to record calls. Normally, there are 2 main methods to trigger a recording on a certain server. We call them record and URL record. Record is for the phone to send the server a SIP INFO message containing a specific header. URL record is for the phone to send an HTTP URL to the server. The server processes these messages and decides to start or stop a recording.

You can configure an Ext key as the record key. Then you can record calls using the record method by pressing the record key. For more information on URL record, refer to URL Record on page 31.

To configure an Ext key as the record key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Record** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Record".



4. Click **Confirm** to accept the change.

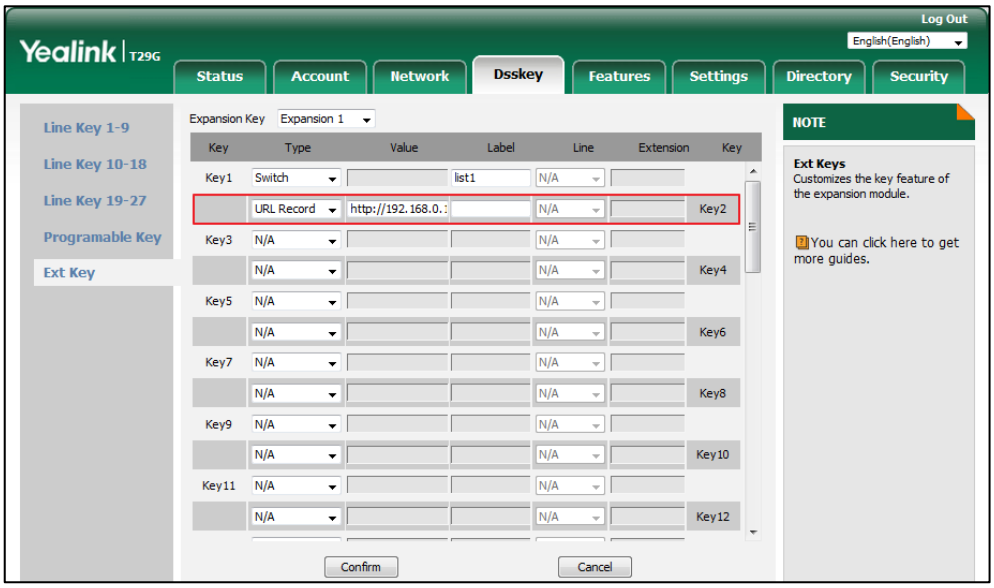
URL Record

You can configure an Ext key as the URL record key. Then you can record calls using the URL record method by pressing the URL record key.

To configure an Ext key as the URL record key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **URL Record** from the pull-down list of **Type**.
3. Enter the URL in the **Value** field (e.g., http://192.168.0.1).
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "URL Record".



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 configure a multicast paging key on the phone, which allows you to send Real Time Transport Protocol (RTP) streams to the pre-configured multicast address(es) without involving SIP signaling.

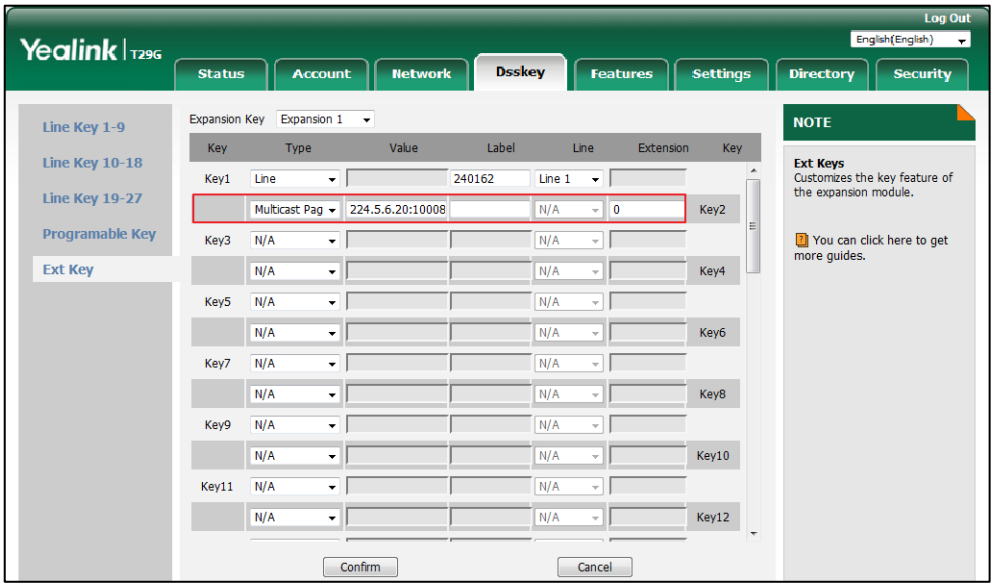
To configure an Ext key as the multicast paging key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext 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 (e.g., 224.5.6.20:10008).

   The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.
4. Enter the desired value in the **Label** field or leave it blank.

   If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display "the value specified in the Value field" (e.g., 224.5.6.20:10008).
5. Enter the desired channel in the **Extension** field.

The valid channel ranges from 0 to 30.



6. Click **Confirm** to accept the change.

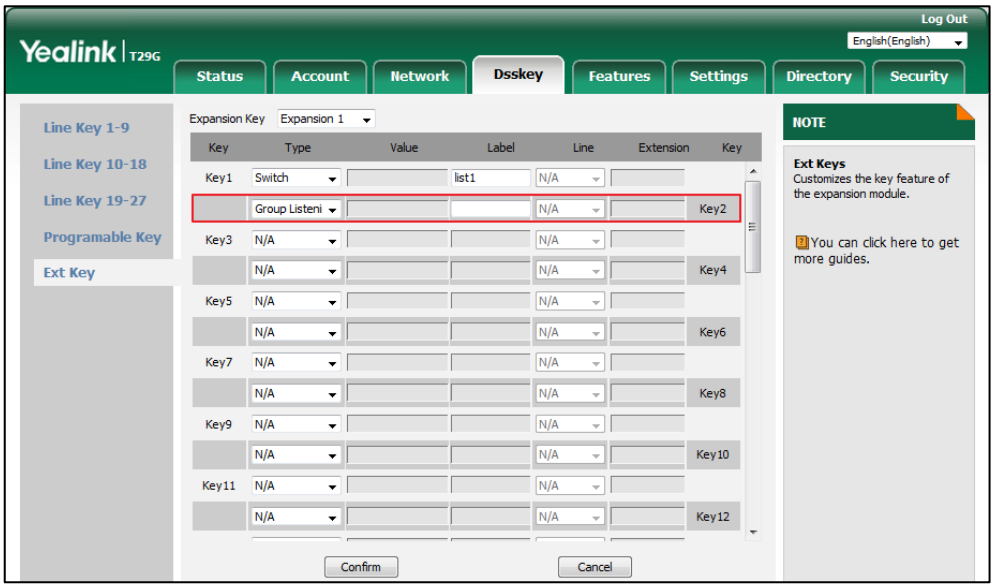
Group Listening

You can configure an Ext key as the group listening key. Then you can activate the Speakerphone mode and Handset/Headset mode at the same time by pressing the group listening key. It is suitable for the group conversation which has more than one person at one side. You are able to speak and listen using the handset/headset; meanwhile the others nearby can only listen using the speaker. You can get back to the previous mode by pressing the group listening key again.

To configure an Ext key as the group listening key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Group Listening** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Group Listening".



4. Click **Confirm** to accept the change.

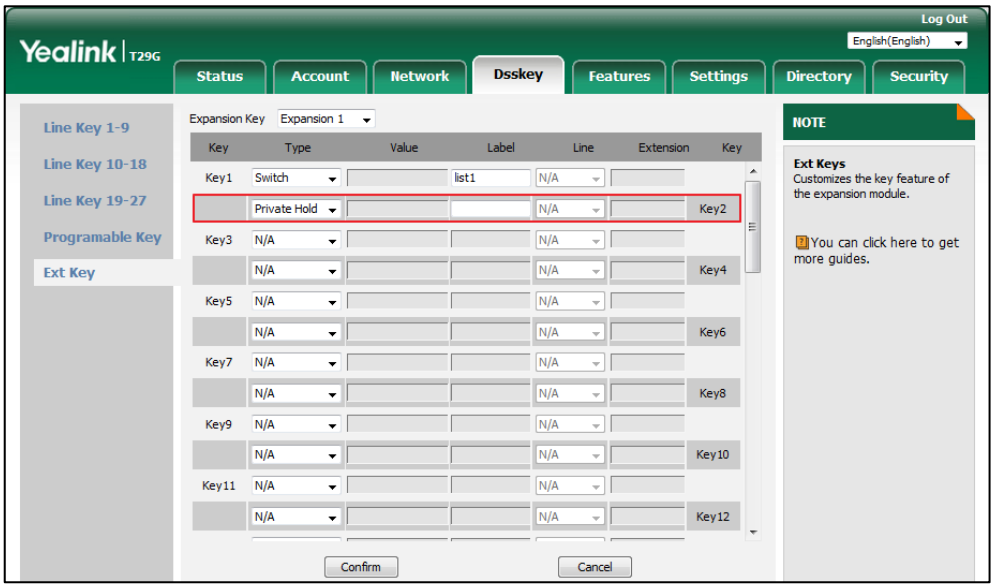
Private Hold

You can configure an Ext key as the private hold key. Then you can private hold a shared call by pressing the Private hold key when using Shared Call Appearance.

To configure an Ext key as the private hold key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Private Hold** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Private Hold".



4. Click **Confirm** to accept the change.

Hot Desking

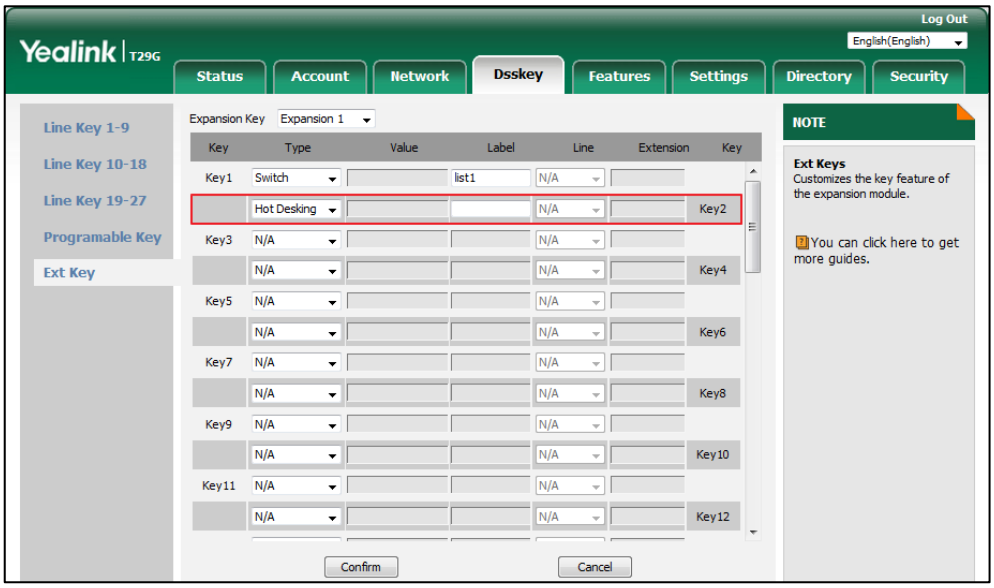
Hot Desking is regularly used in places where not all employees are in the office at the same time, or not in the office for a very long time, which means actual personal offices would be often vacant, consuming valuable space and resources.

Hot Desking is a phone feature that allows users to login or logout an IP phone. You can configure an Ext key as the hot desking key. Press the hot desking key to clear registration configurations of all accounts on the IP phone, and then register your account on line 1.

To configure an Ext key as the hot desking key:

5. Click on **Dsskey**->**Ext Key**.
6. In the desired Ext key field, select **Hot Desking** from the pull-down list of **Type**.
7. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Hot Desking".



8. Click **Confirm** to accept the change.

ACD

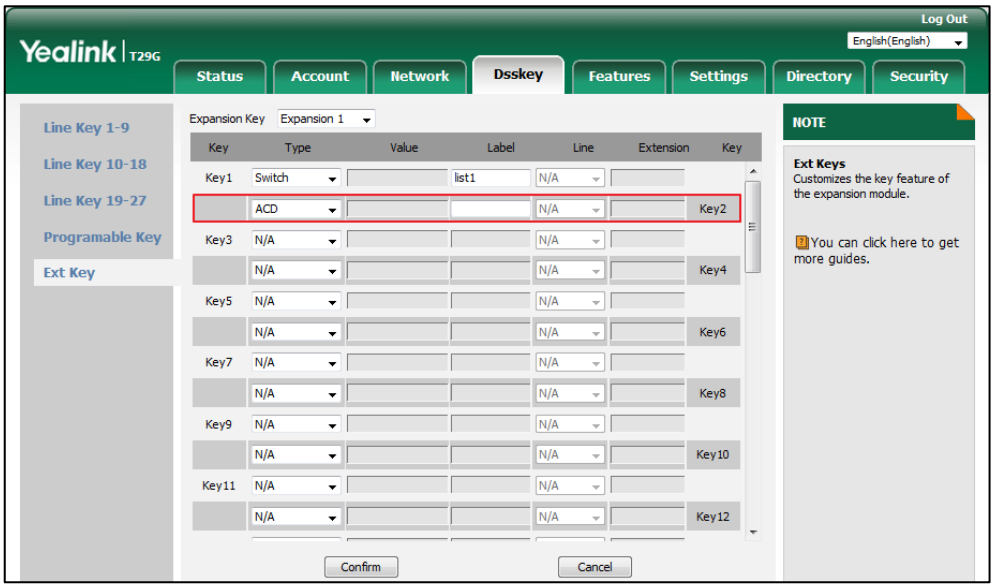
ACD feature is often used in offices for customer service, such as call center. The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons at the earliest opportunity. ACD feature on the IP phone allows the ACD system to distribute large volumes of incoming calls to the registered IP phone users.

To log into the ACD system, you should configure an Ext key as the ACD key in advance.

To configure an Ext key as the ACD key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **ACD** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "ACD".



4. Click **Confirm** to accept the change.

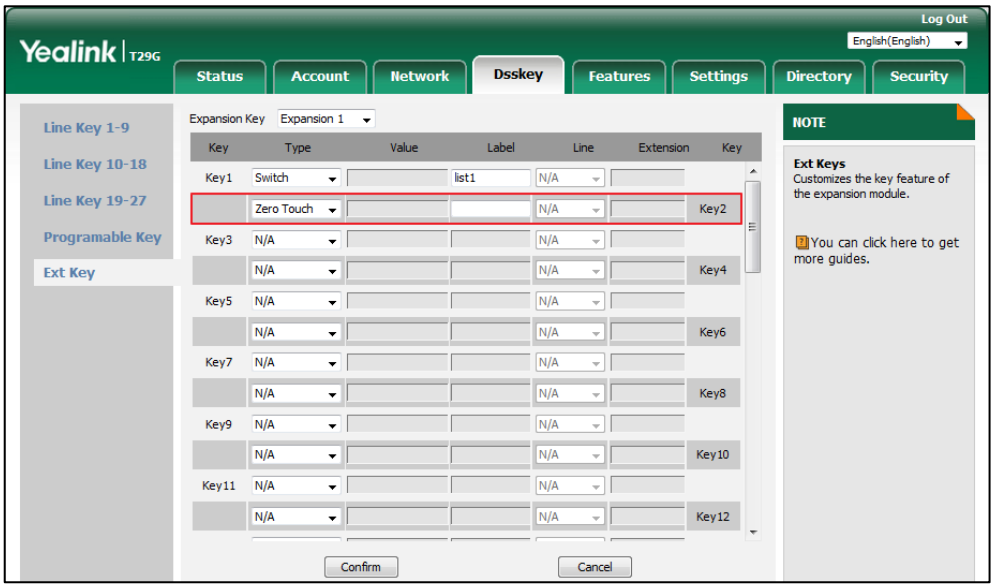
Zero Touch

You can configure an Ext key as the zero touch key. Then you can configure auto provisioning and network settings quickly by pressing the zero touch key when the phone is idle.

To configure an Ext key as the zero touch key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Zero Touch** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Zero Touch".



4. Click **Confirm** to accept the change.

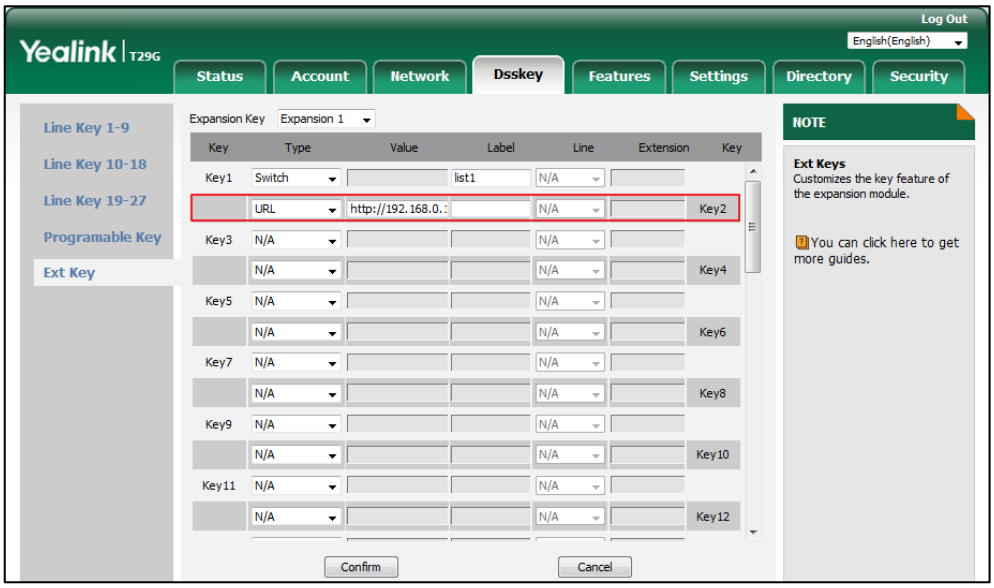
URL

You can configure an Ext key as the URL key. If you press the URL key when the phone is idle, the phone will send HTTP requests to a web server.

To configure an Ext key as the URL key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **URL** from the pull-down list of **Type**.
3. Enter the URL of the web server you want to access in the **Value** field (e.g., http://192.168.0.1).
4. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "URL".



5. Click **Confirm** to accept the change.

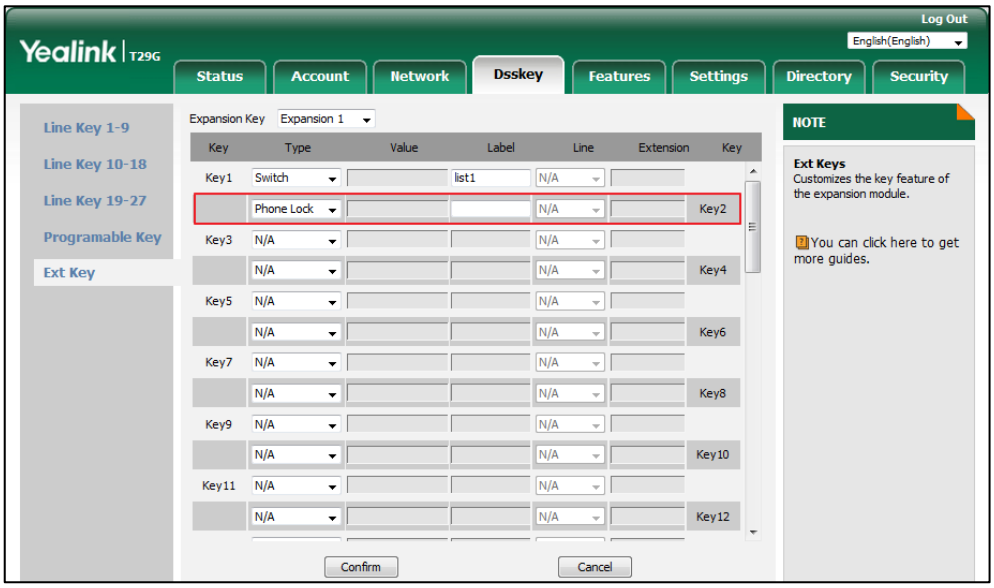
Phone Lock

You can configure an Ext key as the phone lock key. After you enable the phone lock feature, you can press the phone lock key to immediately lock your phone instead of long pressing the pound key.

To configure an Ext key as the phone lock key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Phone Lock** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Phone Lock".



4. Click **Confirm** to accept the change.

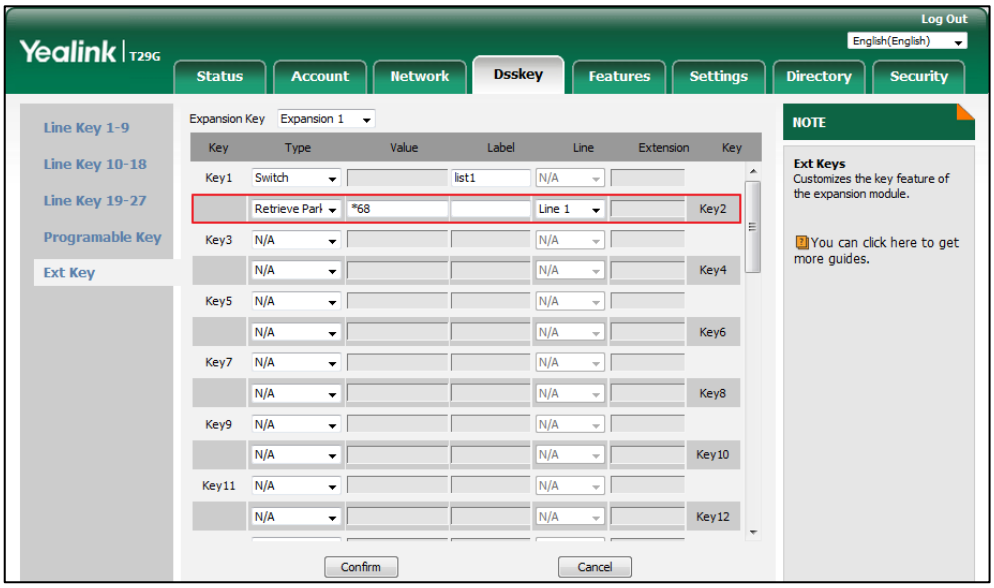
Retrieve Park

You can configure an Ext key as the retrieve park key. You can press the retrieve park key to retrieve a parked call.

To configure an Ext key as the retrieve park key:

1. Click on **Dsskey**->**Ext Key**.
2. In the desired Ext key field, select **Retrieve Park** from the pull-down list of **Type**.
3. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Directory".



4. Click **Confirm** to accept the change.

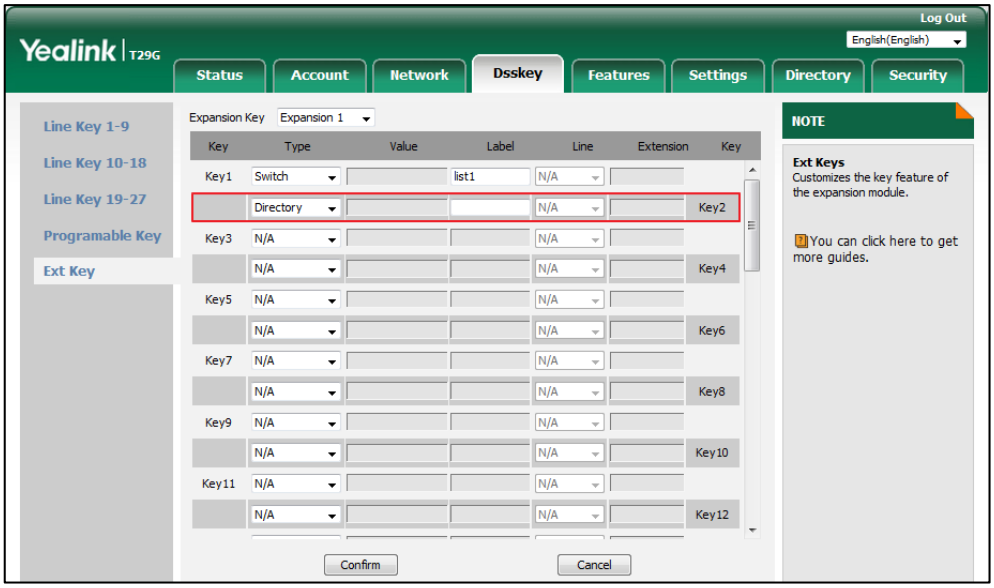
Directory

You can configure an Ext key as the directory key. You can press the directory key to quickly access the local directory, call history, LDAP and remote phonebook.

To configure an Ext key as the directory key:

5. Click on **Dsskey**->**Ext Key**.
6. In the desired Ext key field, select **Directory** from the pull-down list of **Type**.
7. Enter the desired value in the **Label** field or leave it blank.

If you leave this field blank, the LCD screen of the EXP20 LCD expansion module will display the default label "Directory".



8. Click **Confirm** to accept the change.

Using the Yealink EXP20 LCD Expansion Module

The use of Ext keys on the EXP20 LCD expansion module and DSS keys on the host phone are almost the same. For more information on using DSS keys on the host phone, refer to the *DSS keys* section of *Yealink phone-specific user guide*.

This chapter provides you the following operating instructions for the EXP20 LCD expansion module. Topics include:

- Using the Line Key
- Adjusting the Contrast
- Adjusting the Backlight
- Using the Busy Lamp Field
- Resetting the Yealink EXP20 LCD Expansion Module

Using the Line Key

You can configure line keys to associate with a line for the connected EXP20 LCD expansion module. Incoming calls to the line can be distributed evenly among the available line keys both on the host phone and the connected EXP20 LCD expansion module. Each line key on the connected EXP20 LCD expansion module can only handle one call. For more information on configuring an Ext key as the line key, refer to Line on page 9.

You can use a line key to do the following:

- Placing a call
- Answering a call
- Placing an active call on hold
- Resuming a held call

To place a call using the line key:

1. Press the line key on the EXP20 LCD expansion module, the host phone will enter the pre-dialing screen.
2. Enter the desired number using the keypad on the host phone.
3. Press OK, #SEND or the **Send** soft key on the host phone.

For more information on placing a call, refer to the *Placing Calls* section of *Yealink phone-specific user guide*.

To answer a call using the line key:

1. Press the line key with the fast flashing green LED indicator on the EXP20 LCD expansion module.

Note The line configured on the phone takes precedence over that configured on the expansion module. Only if the line configured on the phone is being used, the LED indicator of the line key corresponding to this line on the expansion module will fast flash green when this line receives a new incoming call.

To place an active call on hold using the line key:

1. Press the line key corresponding to line with the active call you want to place on hold.

To resume a held call using the line key:

1. Press the line key corresponding to line with the held call you want to resume.

You can also view the line status through LED indicators. For more information on line key LED indications, refer to LED Instructions on page 3.

Adjusting the Contrast

You can adjust the contrast on the LCD screen of the EXP20 LCD expansion module via the host phone. The contrast on the LCD screen of the EXP20 LCD expansion module is synchronized with that of the host phone.

To adjust the contrast on the LCD screen of the EXP20 LCD expansion module connected to the host phone:

1. Press **Menu**->**Basic**->**Display**->**Contrast Setting** on the host phone.
2. Press ◄ or ►, or the **Switch** soft key to increase or decrease the intensity of contrast on the host phone.

   The default contrast level is 6.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel on the host phone.

For more information on adjusting the contrast, refer to the *Contrast* section of *Yealink*

phone-specific user guide.

Adjusting the Backlight

You can adjust the backlight on the LCD screen of the EXP20 LCD expansion module via the host phone. The backlight on the LCD screen of the EXP20 LCD expansion module is synchronized with that of the host phone.

Backlight has three options:

Backlight Active Level: The intensity of the LCD screen when the phone is activity. You can choose a value to represent the intensity.

Backlight Inactive Level: The intensity of the LCD screen when the phone is inactivity. You can choose a low intensity or turn off the backlight. It is not applicable to SIP-T27P/T27G IP phones.

Backlight Time: The delay time to change the intensity of the LCD screen when the phone is inactivity. You can choose a designated time to change the intensity or turn on the backlight permanently.

You can adjust the backlight on the LCD screen of the EXP20 LCD expansion module from the following options:

- **Always On:** Backlight is on permanently.
- **Always Off:** Backlight is off permanently. It is only applicable to SIP-T27P/T27G IP phones.
- **15s**, **30s**, **1min**, **2min**, **5min**, **10min or 30min:** Backlight is turned off when the phone is inactive after the designated time (in seconds).

To adjust the backlight on the LCD screen of the EXP20 LCD expansion module connected to the host phone (Taking the SIP-T29G IP phone as an example for reference):

1. Press **Menu**->**Basic**->**Display**->**Backlight** on the host phone.
2. Press ◄ or ►, or the **Switch** soft key to select the desired level from the **Backlight Active Level** field on the host phone.
3. Press ◄ or ►, or the **Switch** soft key to select the desired level from the **Backlight Inactive Level** field on the host phone.
4. Press ◄ or ►, or the **Switch** soft key to select the desired type from the **Backlight Time** field on the host phone.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel on the host

phone.

For more information on adjusting the backlight on the phone, refer to the *Backlight* section of *Yealink phone-specific user guide*.

Using the Busy Lamp Field

The busy lamp field (BLF) feature allows you to monitor the status change of users through BLF LED indicators. For example, you can configure a BLF key on the connected EXP20 LCD expansion module to monitor the status of a friend's line (busy or idle). For more information on configuring an Ext key as the BLF key, refer to Busy Lamp Field (BLF) on page 11.

The BLF key LED illuminates solid red when the monitored line is in use. The BLF key LED illuminates solid green when the monitored line is idle. For more information on BLF key LED indications, refer to LED Instructions on page 3.

You can also press a BLF key to dial out the monitored phone number when the monitored line is idle and pick up calls that are received on the monitored line. When there is an active call on the host phone, you can transfer the active call to the monitored phone number directly by pressing the BLF key.

For more information on using BLF feature on the phone, refer to the *Busy Lamp Field (BLF)* section of *Yealink phone-specific user guide*.

Resetting the Yealink EXP20 LCD Expansion Module

You can reset the EXP20 LCD expansion module to clear all configurations by resetting the host phone. The reset process of the EXP20 LCD expansion module is synchronized with the host phone.

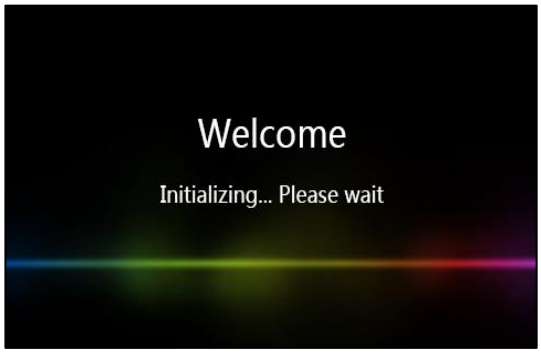
To reset the EXP20 LCD expansion module connected to the host phone:

1. Press **Menu**->**Advanced** (default password: admin) ->**Reset Config**->**Reset to factory**.
2. Press the **Reset** soft key.

   The LCD screen prompts the following warning:

3. Press the **OK** soft key.

The LCD screen prompts "Welcome Initializing...Please wait".



The host phone and the EXP20 LCD expansion module will be reset to factory settings successfully after startup.

Note Reset of the EXP20 LCD expansion module can lead to resetting the host phone. And then all custom settings on the host phone and the EXP20 LCD expansion module will be overwritten after resetting.

Troubleshooting

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your EXP20.

If you require additional information or assistance with your EXP20, contact your system administrator.

Why is the EXP20 LCD screen blank?

- Ensure that the Ext in/out jacks on the EXP20 LCD expansion module are properly plugged using the supplied connecting cord. For more information, refer to Installation on page 4.
- Ensure that the contrast of the LCD screen is in a comfortable level. For more information, refer to Adjusting the Contrast on page 44.