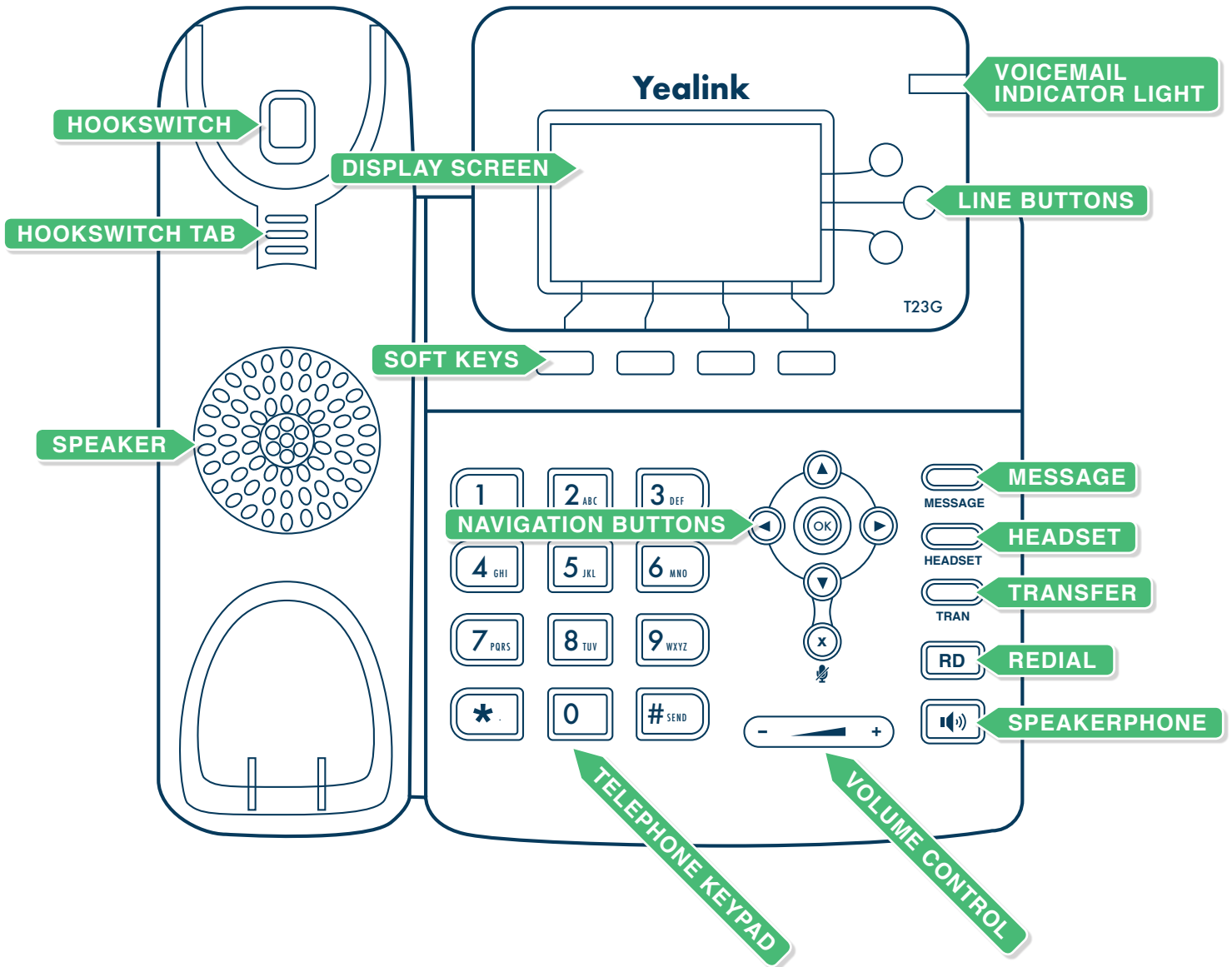




Yealink T21/T23

OFFICIAL USER GUIDE

Get to know your phone



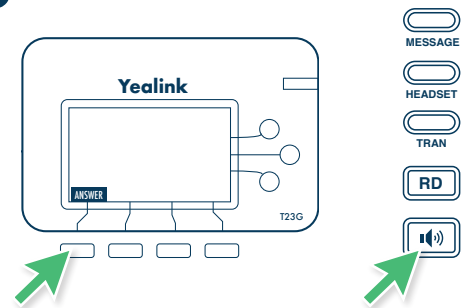
Basic call handling

Answering a call

While telephone is ringing, pick up handset to answer the call.

–OR–

While telephone is ringing, press the **Answer** soft key or the speakerphone key to answer the call using the speaker.



Placing an outside call

Pick up handset and begin dialing number (dialing a 9 is not required).

–OR–

Begin dialing number (handset cradled) – number will appear on screen. Pick up handset and call will be placed.

Placing an extension (internal) call

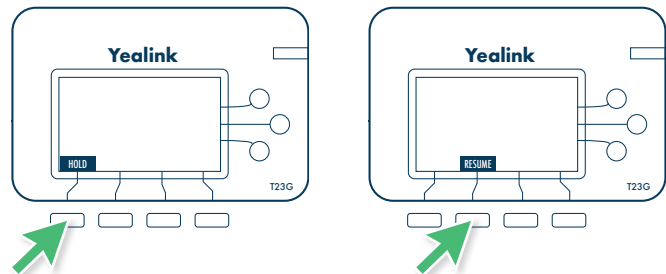
Pick up handset and begin dialing extension number.

–OR–

Begin dialing number (handset cradled) – number will appear on screen. Pick up handset and call will be placed.

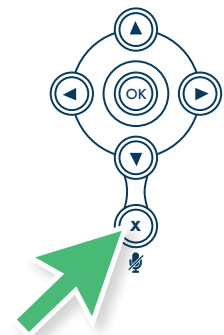
Placing a call on hold

1. While a call is active, press the **Hold** soft key.
2. To resume the call, press the **Resume** soft key.



Muting a call

1. While a call is active, press the **Mute** button (just below the navigation keys).
2. The mute indicator will appear on your screen.
3. To unmute, press the button a second time and the red illumination will disappear.



Basic call handling

Transferring a call

1. While a call is active, press the **Tran** soft key.
 2. When you hear a dial tone, dial the number to which the call will be transferred (external or internal).
NOTE: If an error is made in dialing, press the **Cancel** soft key, then press the **Resume** soft key. This will resume the initial call.
 3. For an “announced” transfer, allow the call to ring to the destination phone (do not press the **Tran** soft key again). Once the call is answered, verify that the call is ready to be transferred, then press the **Tran** soft key.
NOTE: If the transfer needs to be canceled (no answer/receiving user not able to receive the transfer), press the **More** soft key, then the **EndCall** soft key. Press the **Resume** soft key to resume the call.
 4. For an “unannounced” transfer, press the **Tran** soft key after dialing the destination phone. This will send the call to the destination phone immediately (if there is no answer, the call will ring until it goes to voicemail).
 5. To transfer a call directly to a user’s voicemail, press the **Tran** soft key then dial *2 followed by the extension. Once the user’s voicemail message is heard, you may hang up to complete the transfer to the recipient’s voicemail. (The message heard by the caller will be heard in entirety, even if the message begins before you complete the transfer)
-

Initiating a 3-party conference call

1. While a call is active, press the **Conference** soft key.
 2. When you hear a dial tone, dial the number (internal or external) to be conferenced into the call.
 3. Once the 3rd party has answered your call, press the **Conference** soft key once again. This will bring the 3rd party into the conference.
 4. The conference can be managed using your Yealink phone: While the conference is activated, press the **Manage** soft key. From this screen, you can navigate between the participants and mute or disconnect conference participants.
-

Merging a call

1. While a call is active, if another call comes to the phone, press the **Answer** soft key.
NOTE: This will automatically place the initial call on hold.
2. To merge the two calls, press the **Conference** soft key. This will join the three calls into a conference call.

Basic features

Call forwarding

1. Dial *72.
 2. Input the number you want your phone to forward to. Call forwarding is now on.
 3. To temporarily turn call forwarding off, dial #74. To reactivate call forwarding with the same number, dial #74 again.
 4. *73 will deactivate call forwarding and clear the forwarding number from the system.
-

DND (do not disturb)

1. While the phone is at rest, press the **DND** soft key on the home screen.
 2. A DND indicator will appear at the top of the screen.
NOTE: Phone will not ring in DND status. All calls will be directed to voicemail.
-

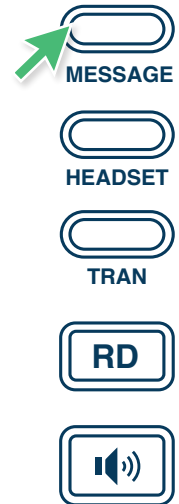
Call history

1. Press the **History** soft key.
2. A full list of all calls will be displayed.
3. Use navigation keys (up and down) to move through list.
4. To place a call to the highlighted number, press the **Send** soft key then pick up the handset.
5. For call information (time, date, and length of call), press the **OK** button (before dialing) and navigate through the information.
6. To change the list type to display missed calls, placed calls, or received calls, use the left and right navigation keys to change the list type.
7. To clear the call history, press the **Option** soft key, while in a particular list. Navigate down to **Delete All** and press the **OK** soft key.

Voicemail

Setting up a new voicemail

1. Press the **Message** button on the phone (to the right of the navigation keys).
2. When prompted, dial your mailbox (extension) number – followed by #.
3. Follow voice prompts to setup voicemail features.



Editing voicemail settings

1. Press the **Message** button on the phone.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. At voice prompt, press 5 (change settings).
 - Press 1 to record personal greeting
 - Press 2 to record name
 - Press 3 to change password

Using a temporary greeting (out-of-office greeting)

1. Press the **Message** button on the phone.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. At voice prompt, choose 5 (change settings).
 - Press 4 to record a temporary greeting
 - Press 5 to restore permanent greeting

Accessing voicemail system remotely

1. From an outside phone (not a **hellospoke** phone), call your DID (or dial your main number and access your extension through your auto-attendant).
2. When you hear your personal voicemail greeting, press *.
3. When prompted for your password, enter it followed by #.
4. At this point, you will have access to your personal voicemail features. This will allow you to retrieve messages and access all voicemail features.

NOTE: In addition to receiving your voicemail messages on your phone and using the procedures listed above to retrieve them, you will also receive your voicemail via an email with a recording of the voicemail attached as a .wav file. In order to delete the voicemail from the system, you must use your phone (or remote access). Deleting the email with the attached voicemail recording will not delete the voicemail from the system.