

SimpleVoIP

Yealink



T23G, T27G, & T29G Reference Guide

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Yealink T29G



Yealink T27G



Yealink T23G



Feature Description

Handset	Lift the handset and press dial pad buttons to place a call, listen to voice mail messages, answer a call, and perform other phone functions.
Dialing Pad	Press the dial pad buttons to dial a phone number or enter alphabetical characters.
LCD Screen	The IP Phone “desktop” that displays the time, date, your phone extension, caller ID, line/call status, speed dials and the softkey tabs.
Line or speed dial buttons	Used to open a new line, speed dials what is displayed, and can Park a call.
Softkeys	Softkeys’ functions change depending on the status of the phone (for example, when you are on a call or the phone is not in use). The softkey function is shown at the bottom of the LCD screen.
Navigation Cluster	The cluster lets you move up, down, left and right to different options on the screen. It allows you to access option with the OK button and cancel out with the X button.
Volume Button	Increases or decreased the volume for the currently active voice receiver: handset, headset or speaker phone. The volume button also controls the ringer volume (if on-hook).
MESSAGE	Press to hear your current voicemail messages. *Note that your system administrator may opt to have your voicemail messages sent in the form of emails making this button nonfunctional.
HEADSET	Activate in order to use a headset. You will not be able to hear or speak through your headset until this button is selected and illuminated.
CONF (Conference)	Begin a conference call that allows multiple people to have a conversation simultaneously from the same or different locations.
HOLD	Places the current caller on hold on this phone. To take the caller off hold, simply press the HOLD button again.
MUTE	Mutes the microphone while on a call. Press again to re-enable your microphone and resume your call.
TRAN (Transfer)	Allows you to transfer a call that you’ve placed on hold to another line or extension within your organization.
RD (Redial)	Automatically dials and calls the last number dialed.
 (Speakerphone)	Allows you to have a conversation handsfree over the speakerphone. Press button again to end the call or lift the handset to change from speakerphone to using handset.

Using the Phone

Placing a Call

You can place a call with the Yealink T2 Series Desktop IP Phones in any of the following ways:

- Lift the handset from the base and enter the phone number using the dial pad, then press the **Send** softkey.
- Enter the number using the dial pad, then press the **Send** softkey to talk on **Speakerphone** or pick up the handset at any time.
- Press the **RD** (redial) button for a list of recent calls, select the number you wish to dial using your **Navigation** buttons, then press **Send** softkey.
- If using a headset, press the **HEADSET** button, dial the desired telephone number, then press the **Send** softkey.

Dialing

- To dial an internal extension, dial the extension then press **Send**. (Ex. 1001 > **Send**)
- To dial a local call, dial the seven-digit number.
- To dial long distance, dial the ten-digit number (+1 is not necessary with our VoIP system).
- International dialing has been blocked by default.

Answering a Call

You can answer a call using the handset, speakerphone or a headset.

- Pick up and speak into the handset while the phone is ringing.
- Press the **Answer** soft key.
- To use the speakerphone, press the **Speakerphone** button to activate.
- To use a headset, press the **HEADSET** button.

To answer a second call while on a call:

- Press the **Answer** soft key. The original caller will be placed on **Hold** automatically.

To return to the original caller, there are two options:

- Press the **Swap** button. The current call will be placed on **Hold** automatically.
- Press the **LINE DISPLAY** button for the call on hold. This will pick up the line and place the other call on hold automatically.

Using the Phone

Ending a Call

To end a call, there are multiple options:

- Press the **End Call** soft key, or
- If using the headset, pick up the handset and replace it on the switch hook.
- If using the speakerphone, press the **End Call** button.
- If using a headset, press the **End Call** button.

Muting a Call

While on a call, you can mute the handset, headset, or speakerphone to prevent the party you are speaking with from hearing what you or someone else in the room is saying.

- To mute a call, press the **MUTE** button
- To disengage mute, press the **MUTE** button again.

Placing a Call on Hold

While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller. You can answer other calls while a call is on hold.

- To place a call on hold, press the **Hold** soft key
- To return to the call, press the **Resume** softkey.
- If multiple calls are on hold, use the navigation keys to scroll between the lines and select the desired call before you press the **Resume** softkey. Alternatively, if multiple calls on multiple lines are on hold, press the line button for the line to which you want to resume.
- If only two calls are on hold, you can go between the calls with the **Swap** softkey. By pressing Swap, the current call will be put on hold automatically and you will resume the call on the other line. The Swap is not available when there are more than two lines being used.

Using the Phone

Placing a Call in Park

Call Park allows you to park a call (place on hold on the cloud) and then pick up the call from any phone.

- To park a call, press the **Park Line** soft key.
- The Park button will start flashing red indicating a call is parked.
- To retrieve the parked call, press the **Park Line** soft key.

If your phone isn't equipped with a call park soft key, you can use the star method.

- To park a call that you are on, press **TRAN (Transfer) + *3**. The system will then tell you what parking space the call will be placed into. For example, it may say "Call placed in parking spot 101."
- Press **TRAN** again to put the call into that parking space.
- To retrieve this call, you simply dial ***3 + (Parking Spot Number)**, then **OK**.

Transferring a Call

While on a call, you can send it to any extension in your organization or to an external number.

- To transfer a call to an internal line, press one of the line keys labeled on your **LCD Screen**. The call will be a "cold" transfer, which means you cannot introduce the caller and it is immediately sent and off your phone.
- To transfer to an external number or extension, press the **TRAN** key, then dial in the number. You have the option of "warm" transferring and announcing the caller to the transferred party. When you are ready to transfer the call, press **TRAN** once again to drop off the line and connect the two parties.

Send a Call Directly to Voicemail

- If you need to send a call directly to voicemail, press **TRAN (Transfer) ** + (Extension Number) + TRAN**.

For example, to transfer directly to a co-workers voicemail at extension 102 dial **TRAN ** 102 TRAN**

TIP: Do not ever attempt to transfer someone to your own voicemail box. Doing so would put the caller into a menu system to retrieve your voicemails.

Using the Phone

Conferencing a Call

While on a call, you can add an additional party to make a conference call.

- During a call, press the **CONF** key. This opens a new line and places the other party to whom you were speaking on **HOLD**.
- Once the new line is open, you can press an **Extension** soft key to conference another internal line. You can also call an extension or external number to bridge into the conference.
- To conference an extension or external number, press the **CONF** key, dial in the extension or external number.
- The second open line will call the extension or external number and you can speak with the new party.
- When ready to bring the original caller to the conference, press the **CONF** key once again to be connected to all parties.

Ending a Conference

- You can cancel a conference call by pressing the **Split** softkey. The original call will be put back to a line as will the dialed-out call (or conferenced number). You can reinitiate the conference again by using the **CONF** key again.
- You can also remove the original caller from the Conference by pressing **Manage** softkey and then the **Remove** soft key. This will allow you to continue a conversation with the Conferenced dialed party.

Managing Multiple Calls

While you are on an existing call, you might hear a call waiting tone and see another call coming through to your phone.

- To accept that call, you can press the **Answer** soft key. This will put your first call on hold and pick up your new call.
- In the upper right-hand corner, you should see 2/2 indicating that there are two calls on hold and you are on the second of those two calls.
- If another call comes through, you can press **Answer** again and the indicator would read 3/3 indicating there that are three calls on hold and you are on the third call of those calls.
- To resume your previous calls, use the **up/down arrow** on the directional pad of the phone and press **Resume** soft key.

Using the Phone

Intercom

When you intercom another user, their phone will automatically pick up your call and put you onto speakerphone. This will allow you to talk to another user without the need for them to pick up and accept the call on their phone.

- To intercom another user, simply press ***0 + (Extension Number) + SEND**. For example, if bob is at extension 105, you can intercom him by pressing ***0 105 SEND**.

TIP: Always make sure you have prior permission to use the intercom feature. If you'd like to disable this feature on some phones, or across your network entirely, please let us know and we will implement or disable this for you.

Voicemail Menu & Settings

From the SimpleVoIP phone:

- Dial *98 to reach the voicemail system.
- Enter your Mailbox # (Default # is 100).
- Follow menu prompts (Option 5 to change settings).

From an outside phone:

- Dial the main telephone number for the location. When the voicemail system picks up the call enter * to reach the voicemail system.
- Enter your PIN # (Default PIN is 1234).
- Follow menu prompts (Option 5 to change settings).

Receiving a Voicemail

From the SimpleVoIP phone:

- The LED on the upper right-hand corner of the phone will flash red and a voicemail icon will appear on the screen when a voicemail has been received.
- Press the softkey for Voicemail.
- Enter your PIN # if prompted.
- Follow menu prompts to erase or keep message.

Via email:

- Messages will automatically be sent to your designated email address where you can listen to an mp3 of the voicemail recording.
- You can keep or delete the email message containing the voicemail as you wish.

Recording Your Auto Attendant

From the SimpleVoIP phone:

- Dial your telephone number to reach the auto attendant.
- You will be notified there is no recording and prompted to enter a PIN (Default is 1234)
- Record your menu greeting per your requested options.
- Follow menu prompts to save, re-record or delete.

Note: If you have already saved a menu recording, you will need to contact SimpleVoIP at 855-899-8647 to have the recording deleted so that you can follow the above instructions to re-record your menu greeting.

Help on Your Phone

We've made these helpful hints and others available from your phone's screen.

- Simply press the **HELP** soft key labeled on the lower right-hand corner of your screen.
- Follow the prompts for help topics.

Note: Some of these features are still under construction or may be limited by your administrator. For a complete list of resources or help, please visit or call us at the links below.

If you have any questions, please don't hesitate to reach out to us.

1-855-899-8647

support@simplevoip.us



*To learn more about your phones, please visit the SimpleVoIP Wiki
<http://simplevoip.editme.com/>*

www.simplevoip.us