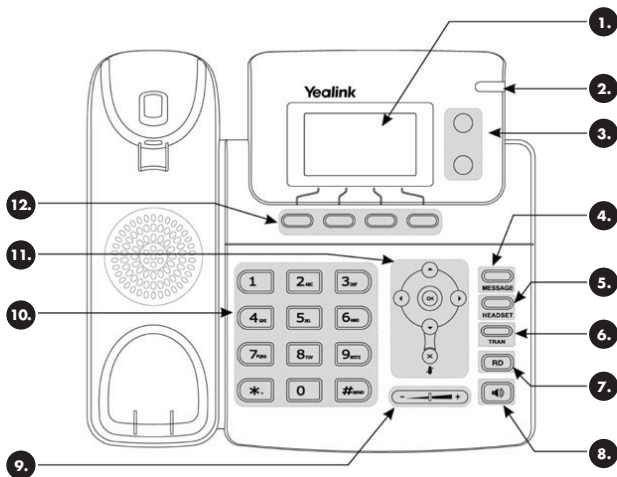


QUICK REFERENCE GUIDE




YEALINK T21P HANDSET



HANDSET FEATURES



	Register failed		Call Mute
	Registering		Call Forward/ Forwarded Calls
	Handset mode		Ringer volume is 0
	Headset mode		Missed Calls
	Hands-free speakerphone mode		Received Calls
	Voice Mail		Placed Calls
	Call Hold		Do Not Disturb

1.	LCD Screen	Shows information about calls, messages, buttons, time, date and other relevant data: <ul style="list-style-type: none"> • Call information — caller ID, call duration • Icons (for example, DND) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
2.	Power Indicator LED	Indicates phone power status and phone status.
3.	Line Buttons	Use these buttons to activate up to two accounts and assign various features.
4.	MESSAGE Button	Indicates and accesses voice mails.
5.	HEADSET Button	Toggles the headset mode.
6.	TRAN Button	Transfers a call to another party.
7.	RD Button	Redials a previously dialed number.
8.	Speakerphone Button	Toggles the hands-free speakerphone mode.
9.	Volume Button	Adjusts the volume of the handset, headset, speaker, and ringer.
10.	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
11.		Scroll through the displayed information.
		Confirms actions or answers incoming calls.
12.	 Buttons	Cancels actions, rejects incoming calls, mutes or un-mutes calls. Label automatically to identify their context-sensitive features.


PLACING AND RECEIVING CALLS

Place a Call


Using the handset:

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

Using the speakerphone:

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

Using the headset:

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

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **Headset** button, **Speakerphone** button 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:

- Press .

Note: You can ignore an incoming call by pressing **Reject**.

Ending a Call

Using the handset:

- Hang up the handset or press **Cancel**.


Using the speakerphone:

- Press .



Using the headset:

- Press **Cancel**.

Redial a Number

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



Call History

1. Press **History** when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:
 - Press **Send** to place a call
 - Press **Delete** to an entry from the list.

If you press **Option**, 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.

Call Mute And Un-Mute



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

Call Hold and Resume

To place a call on hold:

- Press **Hold** during an active call.



To resume the call, do one of the following:

- If there is only one call on hold, press **Resume**.
- If there is more than one call on hold, press  or  to select the desired call, and then press **Resume**.




Call Transfer

You can transfer a call in the following ways:




Blind Transfer

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

Semi-Attended Transfer



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

Attended Transfer

1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  when the second party answers.

Call Forward

To enable call forward:

4. Press **Menu** when the phone is idle, and then select **Features > Call Forward**.
5. 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.
6. Enter the number you want to forward to. **For No Answer Forward**, press  or  to select the desired ring time to wait before forwarding.
7. Press **Save** to accept the change.

Call conference


1. Press **Conf** during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press **Send**.
3. Press **Conf** again when the second party answers. All parties are now joined in the conference.
4. Press **Cancel** to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing Split.

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 lights up.

To listen to voice messages:

1. Press  .
2. Follow the voice prompts to listen to your voice messages.



CUSTOMIZING YOUR PHONE

Contact Directory



To add a contact:

1. Press **Dir** when the phone is idle, and then select the desired group.
2. Press **Add** to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press **Add** to accept the change.






To edit a contact:

1. Press **Dir** when the phone is idle, and then select the desired group.
2. Press  or  to select the desired contact, press **Option** and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press Save.

To delete a contact:

1. Press **Dir** when the phone is idle, and then select the desired group.
2. Press  or  to select the desired contact, press **Option** and then select **Delete** from the prompt list.
3. Press **OK** when the LCD screen prompts "Delete Selected Item?".



Speed dials

1. Hold down an available line button
2. In the Type field, press  and choose Speed Dial. Press .
3. In the Account ID field: press  and choose the Line number (i.e. 3, 4, etc). Press .
4. In the Label field: enter a name for the Speed Dial (pressing 0 will give you a space). Press .
5. In the Value field: enter the phone number or a Feature Access Code (e.g. *98)



1. Press **Save**

Once set up to dial the number simply press the speed dial button.

Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/ headset.
- Press  when the phone is idle to adjust the ringer volume.

Ring Tones



1. Press **Menu** when the phone is idle, and then select **Settings** > **Basic Settings** > **Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press **Save** to accept the change.

Backlight

Backlight options:

- Always On: Backlight is on permanently
- Always Off: Backlight is off permanently
- 15s, 30s, 60s, 120s, 300s, 600s or 1800s: Backlight is turned off when the phone is inactive after the designated time (in seconds).

To configure the backlight:

1. Press **Menu** > **Settings** > **Basic Settings** > **Display** > **Backlight**.
2. Press  or  to select the desired time from the **Backlight Time** field.
3. Press **Save**.

TROUBLESHOOTING

These are some suggested basic troubleshooting tips to try before contacting Vocus

Phone Not Working

- Unplug handset and then plug it back in.
- Ensure the Ethernet cable from the wall is plugged into the "Internet" socket.
- Ensure the Ethernet cable from the phone to your computer is plugged into the "PC" socket.
- Test phone on another port.
- Test another Ethernet cable.
- Try another phone on this connection.
- Is anyone else experiencing the same issue?

Call Quality

- Test with loudspeaker or headset.
- Is it happening with all calls or just some?
- Is the issue present on internal calls?
- Try the phone at another location and see if the problem persists.

CONTACT US

For all Vocus technical issues contact the Vocus Support Centre.



1300 855 845



support@vocus.com.au

- Please note: Email will only be attended to within business hours.
- For high priority incidents and after hours support, please call us.

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