Hosted VoIP Service
Yealink T20P Telephone User Guide

Make an outside call:
Lift handset or press Speaker and dial 10-digit outside number.

Make an intercom call:
Lift handset or press Speaker and dial 3-digit extension.

Place a call on Hold:
While on call, press Hold. To retrieve call, press flashing Line key.

Screened Transfer:
Press Transfer + 3-digit extension or any 10 digit number and wait for the party to answer, announce the call, and press Transfer again or hang up to transfer the call.

Blind Transfer:
Press Transfer + 3-digit extension or 10-digit outside number, and press Transfer again or hang up. (Passes through caller ID of caller.)

Transfer Cancel:
Before completing a call transfer, press the left arrow button to cancel the transfer and the caller will be placed on hold. Simply press the line key that's "on hold" to retrieve the call.

Transfer to Voicemail:
Transfer + 3-digit extension + * + then hang up or press transfer

Conference Calling:
While on your first call, press the conference "soft key," next, place your second call and when second party answers, press conference key again to join all parties in the conference.

Headset Use:
Plug the headset into the bottom of the phone (you will see a jack with a small image of a headset). After placing the headset on your head press the headset hotkey on your phone then select a line. You should hear a dial tone at this point. Dial out.

technology in the public interest

Call Forward Off-Premise:
1. Press Menu
2. Scroll down to "Features" and press "Ok"
3. Press "1" or "Call Forward"
4. Select the forwarding option you would like
5. Use the right arrow to "Enable", then press OK.
6. Enter phone number. Use the x button to delete. If number is correct, press OK.
7. Press "Menu" to back out of the Call Forwarding Menu.

Call Forward Cancel:
1. Press Menu
2. Scroll down to "Features" and press "Ok"
3. Press "1" or "Call Forward"
4. Select the forwarding option you would like
5. Use the right arrow to "Disable", then press OK.
6. Press "Menu" to back out of the Call Forwarding Menu.

VOICEMAIL INSTRUCTIONS

Log in to voicemail from your phone:
Press Voicemail Access key (or press * plus your 3-digit extension number) and enter your password (default is extension number).

First-time-only voicemail setup:
When logging in for the first time you will be guided through the initial setup of your voicemail box. Follow the prompts to record your name, greetings, and to change your password. (If you do not change your password, you will hear the setup menu each time you log in with the default password.)

Log in to voicemail from a non-system phone:
Call your main number. When the system answers, press # plus your 3-digit extension number, and enter your password.

Main Menu Options
1: Listen to messages (press * to rewind or # to fast-forward while listening)
2: Change folders (to listen to New vs. Old vs. other messages)
3: Advanced options (to send a voicemail message to another user)
0: Mailbox options
      1: record unavailable greeting
      2: record busy greeting
      3: record name
      4: record temporary greeting
      5: change password
      *: return to main menu
*: Help
#: Exit mailbox

Message Options (while listening to messages)
3: Advanced options
      1: send reply
      3: hear envelope (time and date)
      5: send message to another user
      *: return to main menu
5: Repeat current message
6: Play next message
7: Delete current message
8: Forward message to another user
9: Save message to a folder
      0: new
      1: old
      2: work
      3: family
      4: friends
*: Help
#: Exit mailbox