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## Hosted VoIP Service Yealink T26P 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. (No other person can pick up this held call.)

### **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 to Voicemail:**

Transfer + 3-digit extension + \* then hang up

### **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.

### **Using Park (hold):**

When on a connected call, press a park key. The call will then be “parked” on that key, which will light up on all phones, and can be picked up from any phone where the key is lit. To pick up the parked call, lift the handset and press the park key where a call is parked.

(over)

## **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 to a 4 digit 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

    #: 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