



ManIT Technology

VoIP Handset User Guide






Yealink T27 Series

Understanding your phone and buttons






















Yealink T27P with optional EXP20 module displayed

#	Phone Feature	Description
1	Handset	Blunt instrument used to get your message across
2	LCD Screen	Displays information about calls, messages, soft keys, date, time and other relevant data
3	Power Indicator LED	(If enabled) may display phone is powered and or flash to identify an inbound call
4	Line Keys	Indicates Line status, when lit: Green: Line is idle Red (steady): Line is active or in use These keys may also be programmed to perform functions such as speed dial, one touch call transfers, call pickup or to monitor other extensions.
5	Soft Keys	Press a soft key button to perform the action shown on the label above it. The function of each button will change depending on the phone's current operation.
6	Keypad	Use to dial phone numbers
7		Scroll through information displayed on LCD Screen
		Confirms actions or answers incoming calls
		Cancels actions or rejects incoming calls
8	Message Key	Indicates and accesses voicemail
9	Headset Key	Toggles and indicates the headset mode
10	Conf Key	Conducts a conference with other parties
11	Hold Key	Places a call on hold or resumes a held call
12	Mute Key	Mutes or un-mutes an active call
13	Tran Key	Transfers a call to another party
14	RD Key	Redials a previously dialled number
15	Speakerphone Key	Toggles the hands-free speakerphone mode
16	Volume Key	Press + to increase the volume and – to lower volume

Icon Information

Icons appearing on the LCD screen are described in the following table:

Icons	Description
	Network is unavailable
	The private line registers successfully
	Register failed
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Voicemail
	Auto Answer
	Do Not Disturb
	Call Hold
	Call Mute
	Ringer volume is 0
	Phone Lock
	Received Calls
	Placed Calls
	Missed Calls
	Call Forward/Forwarded Calls
	The contact icon

LED Information

Power Indicator LED:

LED Status	Description
Solid Red	The phone is initialising
Fast flashing red (300ms)	The phone is ringing
Slowly flashing red (1s)	The phone received a voice
Off	The phone is off The phone is idle

Line Key LED (configured as a Line Key):

LED Status	Description
Solid green	The phone is initialising
Fast flashing green	The phone is ringing
Slowly flashing green	The phone received a voice
Off	The phone is off The phone is idle

Line Key LED (configured as BLF for line monitoring and call transfers):

LED Status	Description
Solid green	The monitored line is idle
Fast flashing red (200ms)	The monitored line is ringing
Solid red	The monitored line is busy
Off	The monitored line doesn't exist on this system

Call functions and general use

Adjusting Volume:

The default volume set in the phone may not be appropriate, to change do the following:

- **Ringer:** while phone is idle or ringing, press the volume up/down button to the desired volume.
- **In call volume:** While a call is active, press the volume up/down button to the desired volume.

NOTE: Each audio device (handset, speakerphone and headset) their own audio levels

Answering a Call:

To answer a call, when phone is ringing;

- Pick up the handset, or
- Press the Speaker button, or
- Press the Headset button

Ending a Call:

- If you are using the handset, hang up
- If you are using the speaker, press the speaker button
- If you are using the headset, press the headset button

Initiating a Call:





1. To initiate a call, do one of the following:
 - a. Pick up the handset, or
 - b. Press the Speaker button, or
 - c. Press the Headset button
2. Dial the destination number on the keypad, wait for timeout or press the **Send** soft key to dial immediately.

Redial:

Dial a previously dialled number

1. Press the **RD** key to display the Redial List
2. Use the navigation up/down buttons to select the number you wish to dial
3. Once selected press the **RD** key again to initiate a call.

Call History:

1. Press the **History** soft key to display all call records
2. Press  or  to switch among **All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls**
3. Press  or  to select the desired entry.
4. a. Press **Option** soft key, and then select **Detail** from the prompt list
b. Press the **Send** soft key to initiate a call.

Using Hold and Resume:

Mute both sides of the conversation, caller will hear music on hold


- To put a call on hold, press the Hold key or **hold** soft key.
- To resume a call press the Hold key or **resume** soft key.

Using Call Parks

A Call Park is similar to hold but all extensions can pick it up


- To place an active call on park, press an available Park Line key
- To retrieve a call on park, press the Park Line key it was placed on

Mute a call:











When mute is enabled you can hear the other party but they cannot hear you, while muted the Mute icon  will appear on the LCD screen.

- To mute a call press the Mute key
- To unmute press the Mute key.

Call Forward:

Call Forwarding will divert all incoming calls to another number, while Call Forward is active the Call Forward icon  will appear on the LCD screen.

NOTE: If the extension rings as part of a ring group, call forwarding must be configured to occur **AFTER** the ring group times out or they will be diverted as well.

1. Press **Menu->Features->Call Forward**
2. Press  or  to select the desired forwarding type, then press the **Enter** soft key.
3. Depending on your selection:
 - a. **Always Forward:**
 - 1) Press  or , or the **Switch** soft key to select **Enabled** from the **Always Forward** field.
 - 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field
 - b. **Busy Forward:**
 - 1) Press  or , or the **Switch** soft key to select **Enabled** from the **Busy Forward** field.
 - 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field
 - c. **No Answer Forward:**
 - 1) Press  or , or the **Switch** soft key to select **Enabled** from the **No Answer Forward** field.
 - 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field
 - 3) Press  or , or the **Switch** soft key to select the ring time to wait before forwarding from the **After Ring Time** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel

Disable Call Forward:

- Press the **TRAN** key when the phone is idle

Transfer a call:

You can transfer a call to another party during a call in one of three ways:


- **Blind Transfer:** Transfer a call instantly to a 3rd party
- **Attended Transfer:** Transfer a call after consulting the 3rd party

Blind Transfer

1. During an active call, press the **TRAN** key or **Tran** soft key
2. Enter the number of the 3rd party you wish to transfer the call to
3. Press the **TRAN** key or **Tran** soft key to complete the transfer

Attended Transfer:

During an active call, either:

1. Using Line keys
 - a. Press the Line key associated with the extension (or speed dial) you wish to transfer the call to.
 - b. After discussing with the 3rd party either hang up, press the **TRAN** key or **Tran** soft key to transfer the call
2. Using the keypad
 - a. Press the **TRAN** key or **Tran** soft key
 - b. Enter the number of the 3rd party you wish to transfer the call to and press 
 - c. After discussing with the 3rd party either hang up, press the **TRAN** key or **Tran** soft key to transfer the call.

Do Not Disturb:


Do Not Disturb puts the phone in a constant “busy” state, this will redirect all incoming calls to voicemail. While activated **DND** will appear on the LCD screen.

- To active Do Not Disturb, press the **DND** soft key while the phone is idle.
- To deactivate Do Not Disturb, press the **DND** soft key while the phone is idle.

Conference Calls

Conference calls, also known as a party line allow multiple people to speak to each other at the same time.

Establish a 3 party conference call using your phone

1. During an active call press the **Conf** soft key, this will place the first call on hold and a second line is opened.
2. Dial the second number and press  or the **Send** soft key
3. When the second party answers, press the **CONF** key or the **Conf** soft key to join all parties together.

Voicemail Operations

Voicemail, also known as a message bank are voice messages left by a caller when a phone is busy or not answered

Create Voicemail Greeting

The Voicemail Greeting is the recording a caller will hear if they reach the Voicemail mailbox. To create a personalised greeting:

1. Press the Message button
2. When prompted, enter your voicemail password
Default password: 0000#
3. Press 5 to enter “Advanced Options” menu
4. Press 1 to enter “Record a Greeting” menu
5. Select a number for this greeting between 1 and 9 on the keypad
6. Record your message then press any key to end the recording.
 - a) Press 1 to listen to the greeting
 - b) Press 2 to save the greeting, this will return you to the “Advanced Options menu”
 - c) If you’re not happy with the recording, press 3 to re-record the greeting
7. To select the recorded greeting as your Voicemail greeting, while in the “Advanced Options” menu, press 2 then enter the greeting number to be used using the keypad. (press 0 to use the default extension greeting)
8. Hang up

Leave a Voicemail Message

If a destination is busy or unavailable you may be redirected to voicemail

1. When prompted, record your voicemail message then press any key to end the recording (or hang up)
2. If a key is pressed to end the recording, you have these options:
 - a) Press 1 to listen to the voicemail message
 - b) Press 2 to save the voicemail message
 - c) Press 3 to re-record the voicemail message

Retrieve Voicemail Messages

Voicemail messages are available either through the desk phone or if enabled, via email. Voicemail messages older than 2 weeks will be removed from your phone automatically, this has no effect on the voicemail messages in your email.

Accessing via desk phone:

1. Press the Message button
2. If prompted, enter your voicemail password
Default password: 0000#
3. You have the following options in the Voicemail menu
 - a) Press 1 to listen to new messages
 - b) Press 2 to listen to saved messages
4. After listening to the message, perform one of the following actions
 - a) Press 1 to listen again
 - b) Press 2 to save
 - c) Press 3 to return call
 - d) Press 7 to delete

