



Quick Reference Guide



Yealink T21

Call Handling

Blind Transfer

1. To transfer to another extension, press **transfer** while having an active call.
2. Enter the extension of whom you would like to transfer to and then press **transfer** key again.

Attended Transfer

1. During an active call, press the **transfer** key. This call will be put on hold.
2. Dial the desired extension then press the **right arrow** key to call the extension
3. After speaking to the dialed extension press the **transfer** key again to patch the phone call straight through.

Sending a Call to the Parking Lot

1. To park a call, while the call is active, dial ***2**, pause a moment, then your parking lot extension. A number for the spot the person was put in will be spoken.
2. To pick up a call in park, dial the spoken extension.

Do Not Disturb

1. To activate DND, dial ***78** or the **DND** top key. While DND is active, the indicator light will turn red.
2. To turn off DND, dial ***79** or the **DND** top key and the indicator light will go from red to off.

Transfer directly to voicemail

1. If you would like to transfer to someone's voicemail, press **transfer**.
2. Then press the ***** key, enter the desired extension and then the **transfer** key again.

Call Forwarding

1. To setup call forwarding, dial ***72**. Enter the number you would like calls forwarded too. Once activated, the light will turn red.
2. To turn off call forwarding, dial ***73** again and deactivate.

Voicemail

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When you have a message, the top right indicator light on the phone will light up.

1. Dial ***97** or press **MESSAGE** to access voicemail.
2. Enter your voicemail password when prompted, by default this will be your extension twice.
3. To listen to your voice messages press **1**. By default, new voicemails will play automatically.
4. To listen to saved messages, press **2**.
5. To save a message, press **9**.
6. To delete a message, press **7**.
7. To change your mailbox settings, press **0**.
8. To go back a previous menu, press *****.

When finished, hang up or press **#**.

Recording your Voicemail Messages

1. Call into your voicemail (see above steps).
2. Press **0** for Mailbox Options.
3. Record your unavailable message. This is for when someone gets to your voicemail when you are on DND or not on the phone.

Record your busy message. This is for when someone gets to your voicemail and you are currently on another call.