Yealink T20P Instructions

1. **Making Calls**

   i.   Outside Calls

Off-Hook

Or

Press 9_{wxyz} and Desired Phone Number ▶ Press (OK) ▶ Talk

Or

Press 🔊
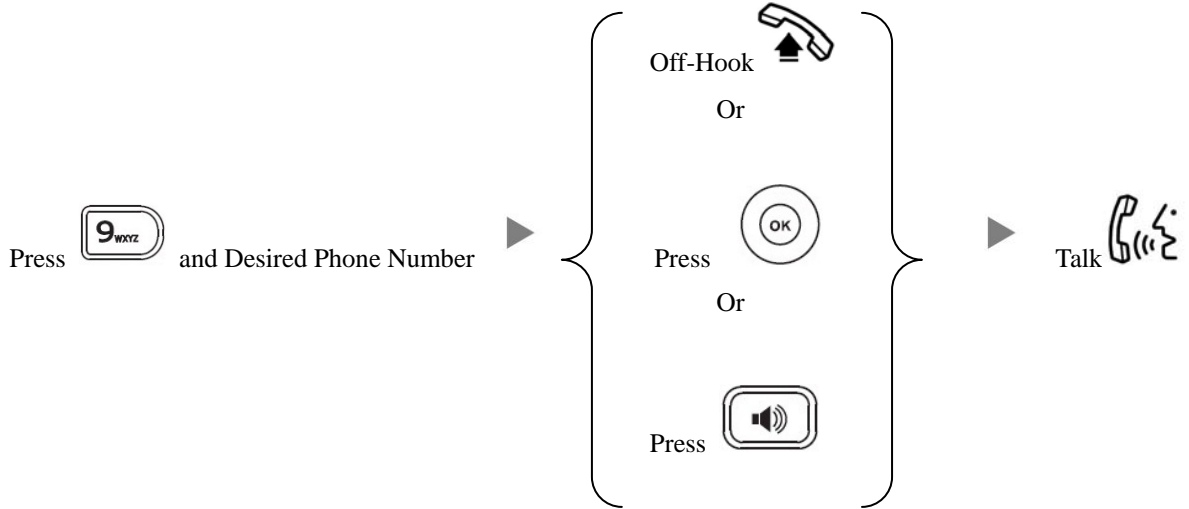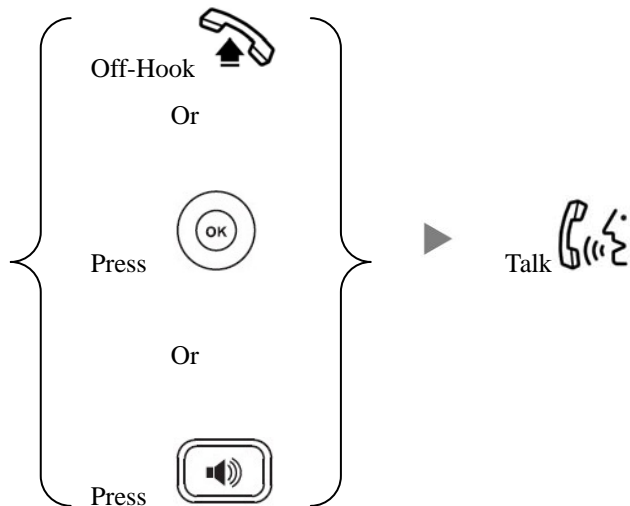
   ii.   Calling Other Extension

Off-Hook

Or

Dial Extension Number ▶ Press (OK) ▶ Talk

Or

Press 🔊

2. **Answering Calls**

Off-Hook

Or

Press (OK) ▶ Talk

Or
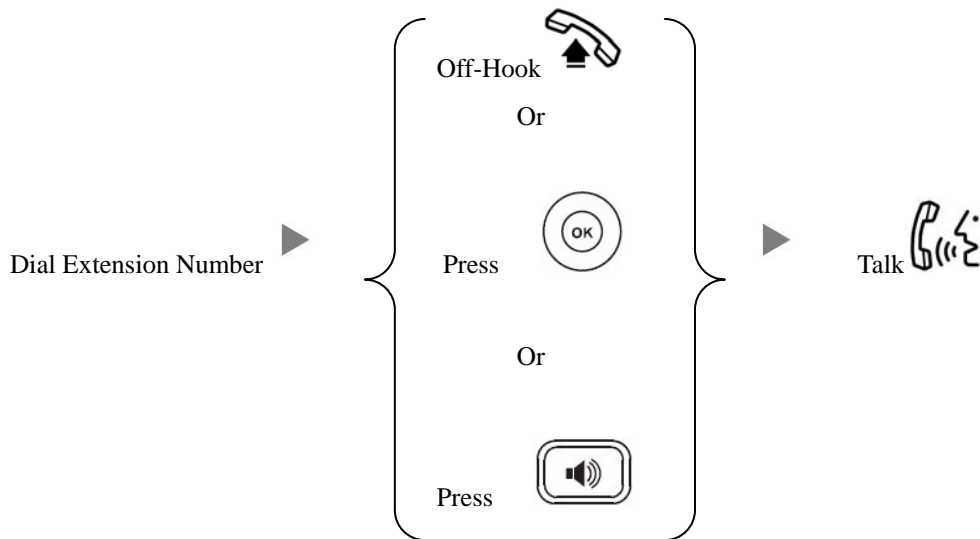
Press 🔊

3. Transferring a Call / Call Transfer

i. Blind / Unattended Transfer

During a conservation ▶ Press TRAN ▶ Dial Extension Number and Press TRAN

ii. Supervised / Attended Transfer

During a conservation ▶ Press TRAN ▶ Dial Extension Number and Press OK

▶ inform the 3rd party about the call you are transferring ▶ Press TRAN

4. Holding a Call
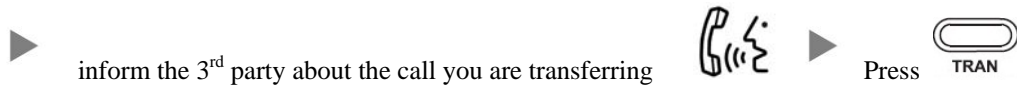
i. To Hold

During a conservation ▶ Press HOLD

ii. To Retrieve a call (Call Hold retrieve)

Press Flashing Line Key LINE 1 or LINE 2

5. Making a conference (Conference Call)

i. To Establish a Conference

During a conservation ▶ Press LINE 2 ▶ Dial to 3rd Party ▶ Press OK ▶ Press CONF

ii. To Leave a conference and talk to the original person

During a conference ▶ Press CONF ▶ Press LINE 2 ▶ Press MENU ↻ ▶ Press LINE 1

iii. To Leave a conference and talk to the 3rd person

During a conference ▶ Press CONF ▶ Press LINE 1 ▶ Press MENU ↻ ▶ Press LINE 2

iv. To Leave a conference

During a conference ▶ On-Hook

6. Checking Voice Mail

When message LED light is on ▶ Press **MESSAGE** ▶ Enter Password

Press **1** to **Listen** Message ▶

Press **5₅JKL** to **Repeat** Message

Press **6₆MNO** to **Play Next** Message

Press **7₇PQRS** to **Delete/Un-Delete** Message

7. Voice Mail Setup

Press **MESSAGE** ▶ Enter Password (if any)

Press **0** to **Listen** Message ▶

Press **1** to record **Unavailable** Message

Press **2₂ABC** to record **Busy** Message

Press **3₃DEF** to record **Your Name**

Press **4₄GHI** to record **Temporary** greeting

Press **5₅JKL** to **Change Password**

8. Checking Call History

I.   Press **RD** , Dialed calls will be listed .

II.   The LCD screen displays the call list.

III. Press ◄ or ► to switch between **Dialed Calls, Received Calls, Missed Calls and Forwarded Calls.**
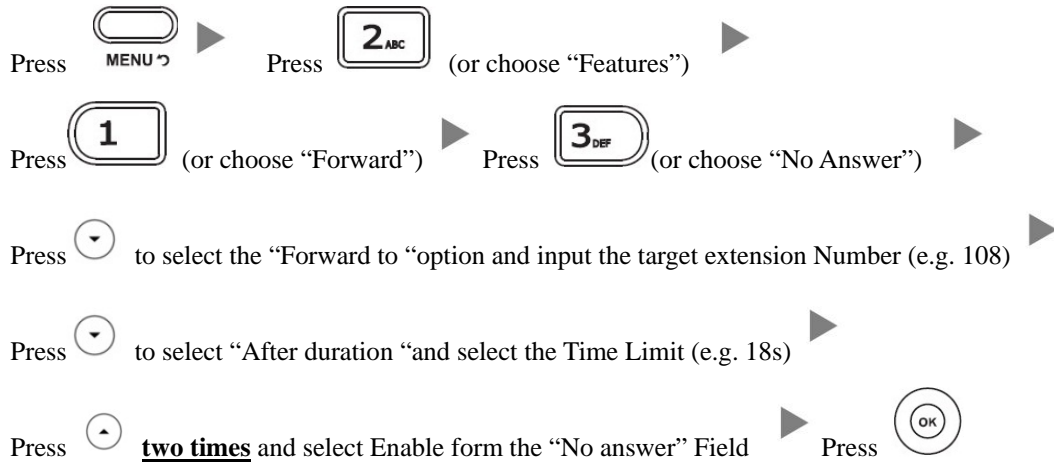
Icons on top:

Represents Dialed calls

Represents Received calls
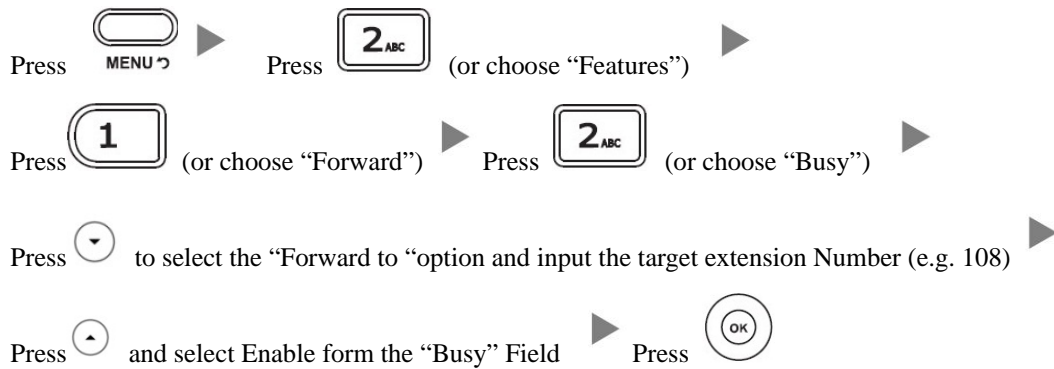
Represents Missed calls

Represents Forwarded Calls

IV.   Press ▲ or ▼ to select the desired entry and press **OK** to dial out.
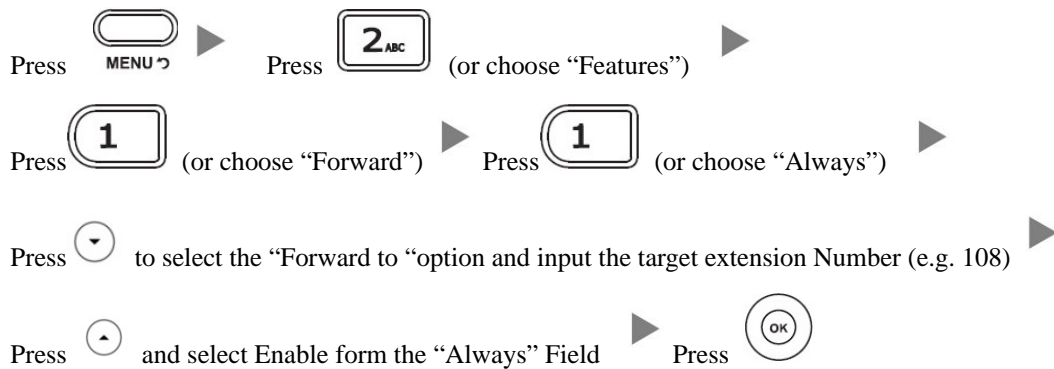
9. Forward Call

i. To set up Time Limited / No Answer Mode

Press [MENU ↻] ▶ Press [2 ABC] (or choose "Features") ▶

Press [1] (or choose "Forward") ▶ Press [3 DEF] (or choose "No Answer") ▶

Press [▾] to select the "Forward to "option and input the target extension Number (e.g. 108) ▶

Press [▾] to select "After duration "and select the Time Limit (e.g. 18s) ▶

Press [▴] **two times** and select Enable form the "No answer" Field ▶ Press [OK]

ii. To set up Busy Mode

Press [MENU ↻] ▶ Press [2 ABC] (or choose "Features") ▶

Press [1] (or choose "Forward") ▶ Press [2 ABC] (or choose "Busy") ▶

Press [▾] to select the "Forward to "option and input the target extension Number (e.g. 108) ▶

Press [▴] and select Enable form the "Busy" Field ▶ Press [OK]

iii. To set up the Always mode

Press [MENU ↻] ▶ Press [2 ABC] (or choose "Features") ▶

Press [1] (or choose "Forward") ▶ Press [1] (or choose "Always") ▶

Press [▾] to select the "Forward to "option and input the target extension Number (e.g. 108) ▶

Press [▴] and select Enable form the "Always" Field ▶ Press [OK]

iv. To Cancel Calls Forwarding

Back to the Main Screen and Press [TRAN] to cancel call forward