Call Transfer

There are two ways to transfer a call: Blind Transfer and Attended Transfer.

Blind Transfer:
- Press Tran Button or Transfer softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number
- Hang up to complete the transfer
- You will be disconnected from the call

Attended Transfer:
- Press Tran button or Transfer softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number
- When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer
- You will be disconnected from the call

Call Forward

- Press the following softkeys: Menu->Features->Enter->Forward->Enter
- There are 5 options: Always Forward, Busy Forward, No Answer Forward, Busy/No Answer Forward, Cancel Forward
- If you choose one of them(except Cancel Forward), you need to enter the number you want to forward your calls to. Press Save to save the changes

Conference Call

- Press the Conf softkey during an active call
- The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the Send softkey
- When the call is answered, the conference call will now include you and the other two parties
- Hang up to disconnect all parties

Menu Instruction

Sub-Menu	Description
Status	You can check the status of your IP phone: IP address, MAC address, Firmware version, Account information, etc.
Accounts	You can check and configure the accounts information including the name, password, SIP Proxy, STUN Status, etc.
Network	It shows a summary of network-related parameters for your phone, such as WAN/LAN port option, VLAN option.
Features	Some advanced phone configuration can be customized in this sub-menu: Forward, Call Waiting, Auto Answer, DSS Keys.
Settings	Some Basic settings can be customized in this sub-menu: Language, Time, Ring Tone, Phone Volume, Reset to Factory.
Message	It allows the users to check and edit the voice mail and SMS.
History	You can check the call history here: All calls, Dial Calls, Received Calls, Missed Calls, Forwarded Calls.
Directory	It shows the contact list of the phone.

Yealink
EASY VoIP

Enterprise IP Phone
SIP-T28P

Quick Reference

www.yealink.com

LEDs

Table 1 Programmable Keys as Call /Line Appearance Buttons

LED Status	Description
Steady green	Call/line appearance is in idle status
Slow blinking red	Call/line appearance is ringing
Steady red	Call/line appearance is active
Fast blinking red	Call/line appearance is not available
Off	It is not active as Call/Line apperance buttons

Table 2 Account Button LEDs

LED Status	Description
Steady green	The account is active
Blinking green	There is an incoming call to the account
Off	The phone in idle status whether registered/unregistered

Table 3 Power Indication LED

LED Status	Description
Steady green	Power on
Off	Power off

Making a Call

You can make a call by pressing the Speaker/Headset button or picking up the handset.

- **Dial number directly**: Dial the number directly, press Send softkey/button
- **Dial from Call History**: Press History softkey, use the navigation key to highlight the specific one, press Send softkey /button to call out
- **Dial from Directory**: Press Directory softkey, scroll to Contact List, press Enter softkey, use the navigation key to highlight the specific one, press Send softkey/button to call out
- **Re-dial**: Press RD button to dial out the last call you made
  During the conversation, you can alternate between Headset, Handset and Speakerphone by pressing the corresponding buttons or picking up the handset.

Answering a Call

Answering an incoming call in the following ways:

- If you are on another call, press the answer softkey; if not, lift the handset or press the Speaker button/ Answer softkey to answer using the speakerphone, or press the headset button to answer using the headset.
- You can also press the Reject sofkey to deny the incoming call

Muting a Call

- Press Mute button during the conversation, press it again to get the microphone return to normal conversation.

Volume Adjustment

- During the call, you can press the volume adjustment bars to adjust the volume
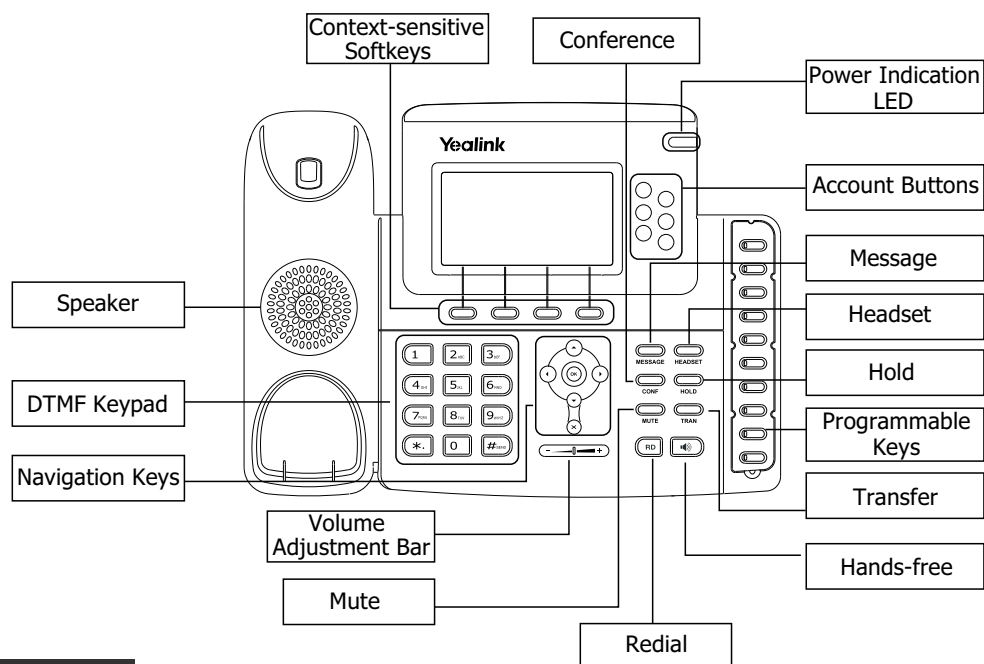
Putting a Call on Hold

- Press the Hold button or Hold softkey to put your active call on hold
- If there is only one call on hold, press the Resume softkey or Hold button to retrieve the call
- If there are more than one call on hold, press the line button, press the Up/Down button to highlight the call, press the Resume softkey or Hold button to retrieve the call

Speed Dial

- Speed dial numbers must already be set into the phone, please check the relating content in the user manual for more details
- Press the DSS Keys which has been set as Speed Dial button, the entry in the speed dial list assigned in advance will be dialed automatically

Voicemail

- The presence of new Voice Mail messages is indicated in the idle screen, press Voicemail softkey, enter the desired password to get the voicemail in the server