# Vox Centrex Yealink T20/T21 User Guide

Author Dale Ellwood
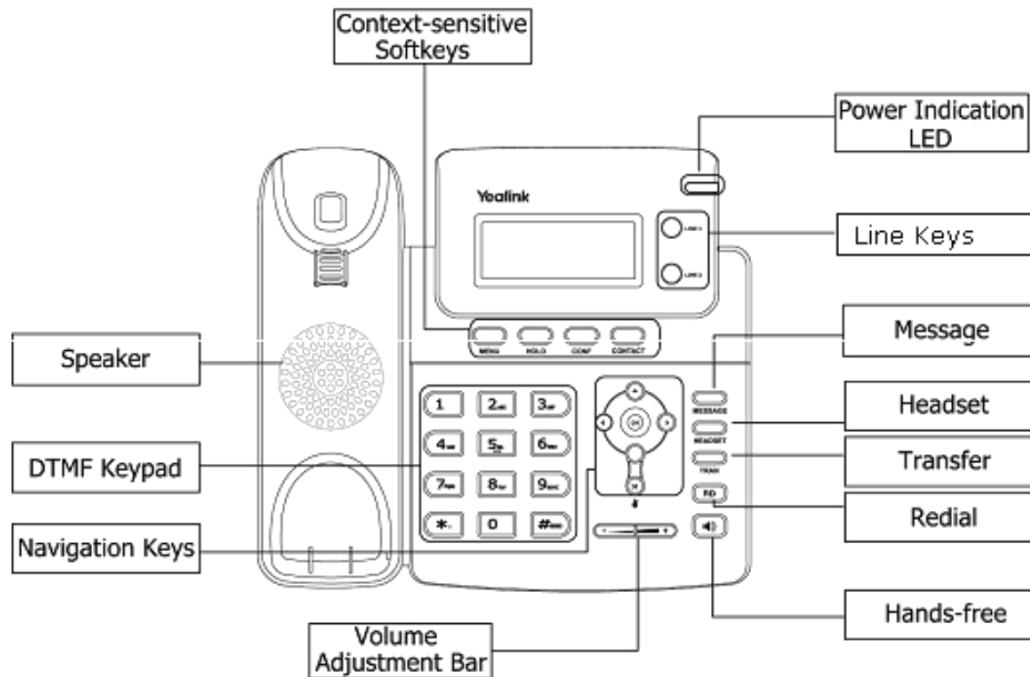
Department: Vox Telecom R&D

Date: September 2014

# TABLE OF CONTENTS

## *Keypad*



### The DTMF numeric keypad

• Entry of digits only (e.g., when dialling a phone number)
• Typing in letters and digits.

### The Power Indication LED

- ☐ On: the phone is powered.
- ☐ Off: the phone is not powered.

### Line/Function soft keys

- ☐ 2x Line buttons.

## Navigation Keys

Use the navigation keys to navigate in the display menus and confirm/cancel actions.

| Up | Down | Left | Right | Confirm |
|----|------|------|-------|---------|
|  |  |  |  |  |

The audio device control keys can perform the following actions:

 Adjust the volume of the handset, headset, speaker and ring tone.

 Allows for hands-free communication during calls.

 Place and receive calls through an optionally connected headset.

 Mute during calls.

 Allow users to access the voicemail messages.

 Transfer the current call to a third party.

 Redial.

## Icon Instruction

The IP Phone displays different kinds of icons on its LCD; you can refer to the following for their meanings:

| Icon | Meaning |
|------|---------|
| 📟 | Flashes when the internet is disconnected |
| ↓ | Received Call |
| ↑ | Dialled Calls |
| Ab3 | Input Method: all letters and numbers |
| 123 | Input Method: numbers |
| abc | Input Method: letters in lower case |
| ABC | Input Method: letters in upper case |
| 🔇 | Call mute |
| OO | Voicemail |
| ✉ | SMS |
| HOLD | Call Hold |
| ➡ | Call Forward |
| ✓ | Missed Call |
| AA | Auto answer |
| 📞 | In handset mode |
| 🔊 | Hands-free Speaker Phone Mode |
| 🎧 | In headset mode |

## Keypad Lock

### To lock the keypad:

- Long Press the **#** key
- The icon 🔒 will be displayed on the top right corner of the idle screen.

### To unlock the keypad:

- Press any key, enter the PIN and press OK. *"Default PIN is 1122"*

### To change the default PIN:

- Press **MENU**->**Settings**->**Basic Settings**->**Phone Unlock Pin**
- Enter the current Pin. *"Default = 1122"*
- Use the navigation key to scroll down.
- Enter the new Pin
- Use the navigation key to scroll down.
- Confirm the new PIN.
- Press **OK**

## Directory

### Adding an entry

- Press the **Phone Book** button. (left hand button under display)
- Select **Local Directory**
- Select **Contact List**
- Select **Add**
- Enter the name and use the navigation button to enter numbers for contact.
- Press **OK** to save.

*Note: Use the 123 soft key to select between numeric and upper/lower case alphanumeric modes. Use the X button to delete an entry.*

### Edit or Delete an entry

- Press the **Phone Book** button
- Select **Local Directory**
- Select **Contact List**
- Use the Up/Down navigation key to highlight the entry you want to edit or delete.
- Use the Left/Right navigation key to select Edit or Delete and press OK.
- To edit the entry, use the navigation Up/Down button to edit the name or number, press OK when finished.

### Black List

Callers added to the Black List will go straight to your voicemail.

## Dialling from the Directory

- Press the **Phone Book** button
- Select **Local Directory**
- Select **Contact List**
- Use the navigation Up/Down key to highlight the entry you want dial.
- Press the OK button.

## *Making a call*

### To make a phone call:

- Pick up the handset, ☎ icon will be showed in the idle screen.
- Press the **Speaker** button, 🔊 icon will be showed in the idle screen.
- Press the **Speaker** button then the **Headset** button if the headset is connected to the Headset Port in advance.
- You can also dial the number first, and then choose the method you will use to speak to the other party.

## *Placing a Call on Hold*

- While on an active call, press the **Hold** button.
- To retrieve the held call, press the **Hold** button again.

### To active a 2nd call:

- Place the 1$^{st}$ call on Hold.
- Press **Line 2** key.
- Dial the number and press **OK**.
- Toggle between held calls using the navigation **Up/Down** button and press **Hold** to reconnect to the caller

## *Answering a call*

### Answering an incoming call

- If you are not on an active call, lift the handset, press the **Speaker** to answer using the speakerphone or press the **Speaker** button to answer using the headset.
- If you are on an active call, press the flashing **Line 2** key to answer the 2$^{nd}$ call. This will place the 1$^{st}$ call on Hold and you can toggle between the calls by using the navigation **Up/Down** button and pressing **Hold.**

*Note: During the conversation, you can alternate between Headset, Handset and Speakerphone by pressing the corresponding buttons or picking up the handset.*

### Denying an incoming call

- Press the **X** button to reject an incoming call and send it directly to your voicemail.

## Call History

### To access the handset call logs

- Press the **Menu** button, scroll to **History** and press **OK**.
- Use the navigation **Left/Right** button to scroll between, **Dialled Calls**, **Received Calls**, **Missed Calls** or **Forwarded Calls**.
- Use the navigation **Up/Down** key to scroll between the entries in each log.
- Press **OK** to dial the number.
- Press **Contact** button add it to the phone book.

## DND (Do Not Disturb)

Note: All calls will be directed to your voicemail when DND is active.

- Press **Menu**
- Selects **Features**
- Select **DND**
- Select **Enable** or **Disable**
- **DND** will be displayed in the screen

## Call Forwarding

This feature allows you to forward an incoming call to another phone number e.g. anther extension, a group or an external number. When call forwarding is active the display showed the ![icon] icon.

The following call forwarding events can be configured:

- **Cancel**: Call forwarding is deactivated.
- **Always**: All incoming calls are immediately forwarded.
- **Busy**: Incoming calls are forwarded when the phone is busy. (Note; for this feature to work, Call Waiting must be deactivated on the handset)
- **No Answer**: Incoming calls are forwarded when the phone is not answered after a specific period.

### To configure Call Forwarding

- **Select: Menu**->**Features**->**Forward**.
- Select the type of forward you want.
- Enable the forward using the navigation key.
- Scroll down and enter the phone number you want to forward your calls to.
- Press **OK** to save the changes.
- When selecting No Answer forward, scroll down to enter the time, in seconds, that the handset should ring before forwarding the call.

## Call Waiting

This call feature allows your phone to accept other incoming calls to an extension already in an active call.

### To enable/disable Call Waiting:

- ☐ Select **Menu**->**Features**->**Call Waiting**.
- ☐ Use the navigation keys or **Disable/Enable** soft key to active/inactive call waiting.
- ☐ Use the navigation key to select if a **Tone** is played while call waiting is active.
- ☐ Press **OK** to save the changes.

## Call Transfer

### Blind Transfer

- ☐ Press the **TRAN** button during the active conversation; the call will be on hold.
- ☐ Dial the extension or telephone number and press **TRAN**.

### Announced Transfer

- ☐ Press the **TRAN** button during the active conversation; the call will be on hold.
- ☐ Dial the extension or telephone number and press **OK**.
- ☐ Wait for the 3$^{rd}$ party to answer and announce the call.
- ☐ Press the **TRAN** button.

## 3-way Conference

### To establish a conference:

- ☐ Press the **Conf** soft key during an active call.
- ☐ The first call is placed on hold. Dial the number to conference in and press **OK**.
- ☐ When the call is answered, press the **CONF** button.
- ☐ Hang up to disconnect all parties.

## Call Pick Up

- ☐ To answer a call ringing at another extension in the same pickup group, dial **\*78.**
- ☐ To answer a call ringing at another extension not in the same pickup group, dial **\*78 + extension number**.

## *Voicemail*

### Setting up your voicemail

Dial **\*98** or dial your extension number.

You will be directed to the Main Menu of your mailbox.

- Select Option 1 to listen to your messages.
- Select Option 3 for personal options.
- Exit press **\***

### Personal Options

- Press 2 for admin options

  - Press 1 to change your password. (Default is 777)
  - Press 3 to change the prompt level.
  - Press 4 to toggle date and time announcement on or off.
  - Press 6 to toggle auto play on or off.

- Press 3 for personal greetings.

  - For extended absence greeting press 1.
  - For personal greeting press 2.
  - To record your name press 3.

### Retrieving Voicemail Messages

- When messages are left in your mailbox, the message lamp will come on and the display will indicate that you have a new voice message.
- To access your mailbox press the **Message** button or the **Connect** soft key.
- Press 1.

### While listening to voicemail messages:

- Press any digit to skip to the end of the message.
- To replay the message press 4
- To delete the message press 7
- To save the message press 9

**Main#Menu**

| To#Check# voicemail#press | To#Hear#Account# Balances##press | To#Change# forward#settings#### press | To#manage# additional#DID# numbers press | To#access# preferences# press |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |

**Voicemail#Menu**

| To#listen#to# new#messages# press | To#go#to#your# voicemail# options####### press | To#return#to# the#voicemail# main#menu# press |
|---|---|---|
| 1 | 2 | * |

**Account#Info#Menu**

| To#Listen#to# your#balance# again####### press | To#listen#to# the#last#5#calls# dialled####### press | To#return#to# the#voicemail# main#menu# press |
|---|---|---|
| 1 | 2 | * |

**Call#Forwarding#Menu**

| To#enable# followGme# mode# press | To#enable# FWD#Busy# mode# press | To#enable# FWD#all# mode# press | To#disable# call#FWD# press | To#return#to# the#voicemail# main#menu# press |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | * |

**Preferences#Menu**

| To#enable/ disable#call# waiting# press | To#enable/ disable#sending# caller#ID# press | To#manage# your# greetings# press | To#change# your#mailbox# language# press | To#return#to# the#voicemail# main#menu# press |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | * |

**Voicemail#Options#Menu**

| To#enable/ disable# voicemail# press | To#enable/ disable#auto# play#press | To#enable/# disable#date# &#time# press | To#return# to# the#voicemail# menu# Press | To#return#to# the#main#menu# press |
|---|---|---|---|---|
| 1 | 2 | 3 | # | * |

Dial#in#the# number#and# press #

**Greetings#Menu**

| To#record#a# new#custom# greeting# press | To#set#the# standard# greeting# press | To#return#to# preferences# menu# press | To#return#to# the#voicemail# main#menu# press |
|---|---|---|---|
| 1 | 2 | # | * |

| To#change#the# FWD#number# press | To#return#to#the# call#forwarding# menu# press | To#return#to#the# voicemail#main# menu#press |
|---|---|---|
| 1 | # | * |

**Listen#To#Voicemail**

| To#listen#to# the#next# message# press | To#listen#to# the#message# again press | To#call#the#caller# that#left#the# message press | To#hear#the# date#&#time# press | To#delete#the# message# press | To#return#to# the#voicemail# menu# Press | To#return#to# the#main#menu# press |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | # | * |

**Call#Follow#Me#Menu**

| To#listen#to# your#followGme# numbers press | To#delete#all# followGme# numbers# press | To#add# followGme# numbers# press | To#change#the# order#of#followG me#numbers press | To#return#to#the# call#forwarding# menu# press | To#return#to#the# voicemail#main# menu#press |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | # | * |

To#confirm# deletion# press #

Dial#in#the# number#and# press #

| To#add# another# number# press | To#continue# press |
|---|---|
| 1 | # |

| To#use#these# numbers# randomly# press | To#use#these# numbers# simultaneously# press | To#use#these# numbers#in#the# order#entered# press |
|---|---|---|
| 1 | 2 | 3 |

## Customer Self Care

**Dial *99**

**Enter your pin and press to reach the main menu.**

*Note: The default Pin is "777".*
*For security reasons this should be changed as*
*Instructed in the "Voicemail" section of this user*
*guide. At 1<sup>st</sup> login you will be requested to select your*
*language. Option 4 from the main menu is not applicable to*
*IP Centrex customers*