

Vox Centrex Yealink T22/T23 User Guide

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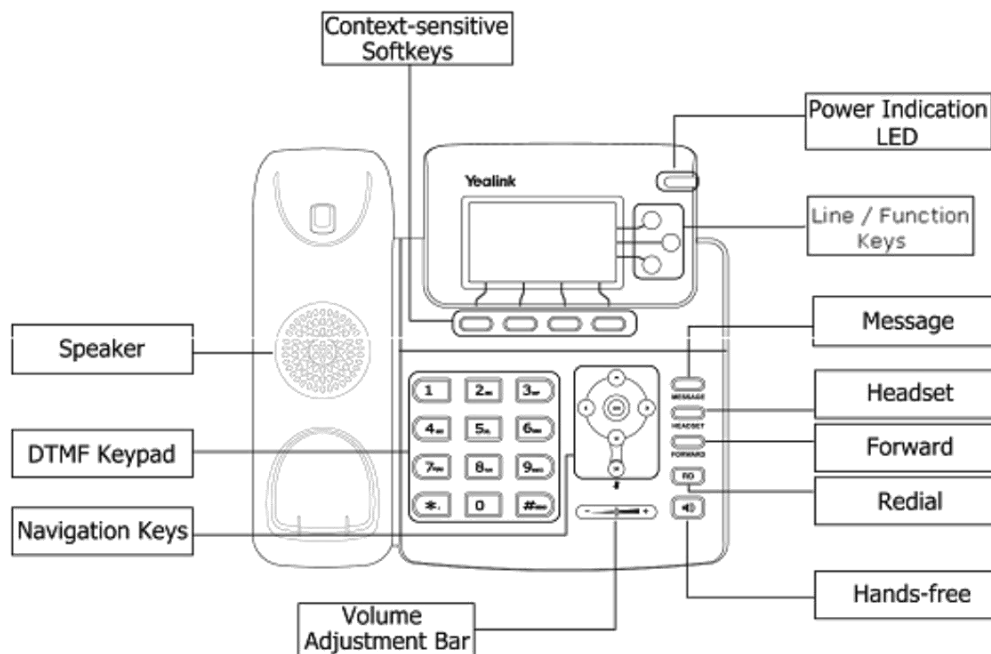
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Keypad



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

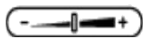
- ☐ 3x Line buttons for making simultaneous call.

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 ringer.



Allows for hands-free communication during calls.



Place and receive calls through an optionally connected headset.



Mute audio transmission locally during calls.



















Allow users to access voicemail messages



Redial


Icon Instruction

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

	Flashes when the internet is disconnected
	Account register failed
	Account registering
	Account register successful
	Missed Calls
	Call in
	Call out
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
	Call hold
	Voicemail
	SMS
	Call forward
	Do not disturb
	Auto answer
	In handset 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 **Addr** soft key.
- ☐ Select **Contact** List
- ☐ Press **Add** soft key
- ☐ Enter the Name, then scroll using the Up/Down navigation button to enter Office, Mobile and Other numbers.
- ☐ Press **Save** soft key to add the contact or **Cancel** soft key to cancel the change.

Edit or Delete an entry

- ☐ Press **Addr->Contact List->OK**
- ☐ Use the navigation key to highlight the entry you want to edit or delete.
- ☐ Press the **Option** soft key.
- ☐ To delete the entry select **Delete** and press **OK**.
- ☐ To edit the entry, select **Detail**, make the desired changes and press **Save**.
- ☐ Press **Cancel** soft key to return to the Directory.

Black List




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

Dialling from the Directory

- ☐ Press **Directory**->**Contact List**->**OK**.
- ☐ Use the navigation key to highlight the entry you want dial.
- ☐ Press the **Send** or **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 **Headset** button if the headset is connected to the Headset Port in advance. The icon  will be showed in the idle screen.

Note: 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 **Resume** button.

To active a 2nd or 3rd call:

- ☐ Place the 1st call on Hold.
- ☐ Select another line key.
- ☐ Dial the number and press Send or OK.
- ☐ Toggle between held calls by pressing the associated line button.

Answering a call

Answering an incoming call

- ☐ If you are not on an active call, lift the handset, press the **Speaker** button/**Answer** soft key to answer using the speakerphone or press the **Headset** button to answer using the headset.
- ☐ If you are on an active call, press the **Line key** to answer the 2nd call. This will place the 1st call on Hold and you can toggle between the calls by pressing the associated **Line key**.

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 **Reject** soft key to reject an incoming call directly and send it to your voicemail.

Call History

To access the handset call logs

- ☐ Press the **History** soft key.
- ☐ Use the navigation button to scroll to **All Call, Dialed Calls, Received Calls, Missed Calls or Forwarded Calls.**
- ☐ Use the navigation key to select an entry.
- ☐ Press **Send** to dial the number.
- ☐ Press **Options** to check the detail of the call, add it to the phone book or black list or to delete the entry.

DND (Do Not Disturb)


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

- ☐ Press **DND** soft key to active DND Mode and the display shows: **DND.**
- ☐ Press **DND** soft key again to deactivate DND mode.

Call Pick Up

- ☐ To answer a call ringing at another extension in the same pickup group, dial ***78** or use the **GPickup** softkey
- ☐ To answer a call ringing at another extension not in the same pickup group, dial ***78 + extension number** or use the **DPickup** softkey

Call Forwarding

This feature allows you to forward an incoming call to another phone number e.g. another extension, a group or an external number. When call forwarding is active the display showed the  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.
- ☐ **Busy/No Answer:** Incoming calls are forwarded if the handset is either busy or is not answered.

To configure Call Forwarding

- ☐ Select: **Menu->Features->Forward**.
- ☐ Select the type of forward you want.
- ☐ Enter the phone number you want to forward your calls to.
- ☐ Press **Save** to save the changes.
- ☐ When selecting No Answer forward you can enter the time, in seconds, that the handset should ring before forwarding the call. Scroll down to set the timer.

Note: By default all calls will divert to your voicemail if not answered after a specific time.

Once a specific forward has been activated, it can be de-activated/ activated by pressing the Forward button.

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.
- ☐ Press **Save** soft keys to save the changes.

Call Transfer

Blind Transfer (When using the handset)

- ☐ Press **Tran** soft key during the active conversation, the call will be on hold.
- ☐ Dial the extension or telephone number and press **Send**.
- ☐ Hang up to complete the transfer.

Blind Transfer (When using the speakerphone or headset)

- ☐ Press **Tran soft key** during the active conversation, the call will be on hold.
- ☐ Dial the extension or telephone number and press the **Send** or **OK** button.
- ☐ Press the **Transfer Button**.

Attended Transfer (When using the handset)

- ☐ Press **Tran soft key** during the active conversation, the call will be on hold.
- ☐ Dial the extension or telephone number and press send.
- ☐ Wait for the 3rd party to answer and announce the call.
- ☐ Hang up to complete the transfer.

Attended Transfer (When using the speakerphone or headset)

- ☐ Press **Tran soft key** during the active conversation, the call will be on hold.
- ☐ Dial the extension or telephone number and press send.
- ☐ Wait for the 3rd party to answer and announce the call.
- ☐ Press the **Transfer button** to complete the transfer.

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 the **Send** soft key or **OK** button.
- ☐ When the call is answered, the conference call will include you and the other two parties.
- ☐ Hang up to disconnect all parties.

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

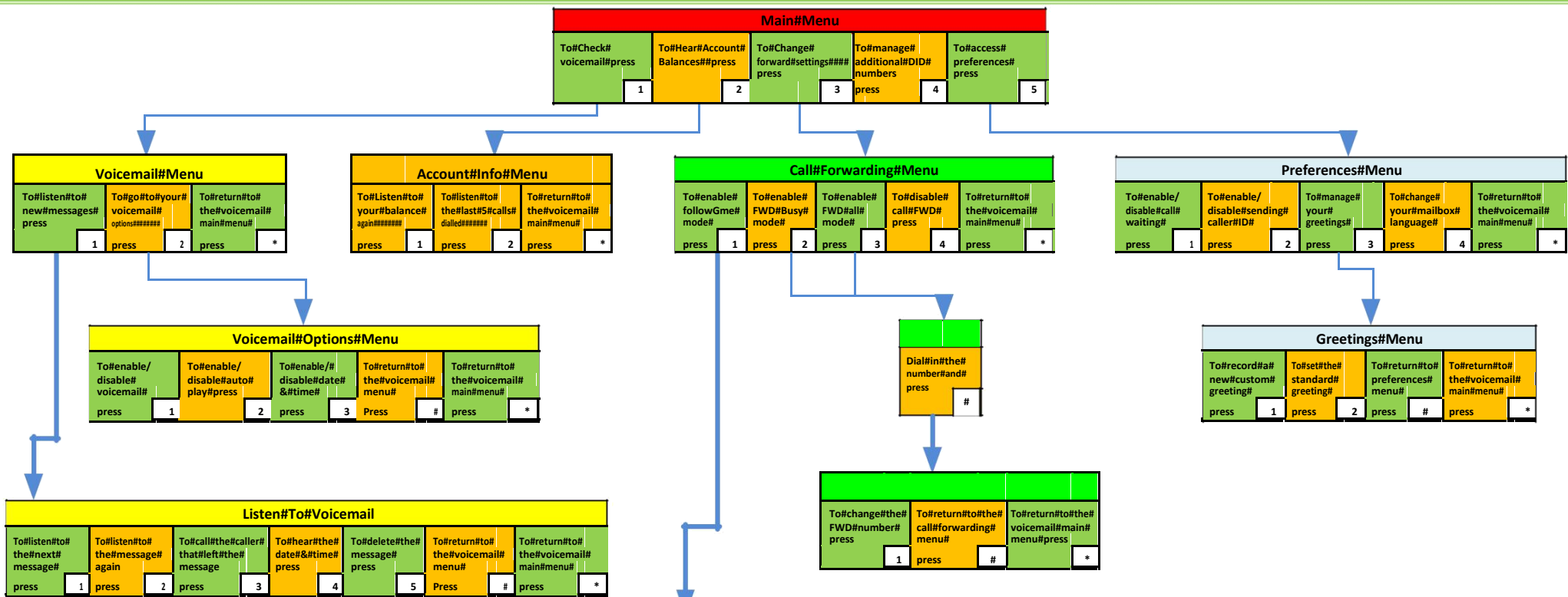
- ☐ Press 2 for admin options
 - Press 1 to change your password. (Default is 777)
 - Press 3 to change the prompt level.
 - Press 4 to toggle date and time announcement on or off.
 - Press 6 to toggle auto play on or off.
- ☐ Press 3 for personal greetings.
 - For extended absence greeting press 1.
 - 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



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 1st login you will be requested to select your language. Option 4 from the main menu is not applicable to IP Centrex customers

