

# Vox Centrex Yealink T27 User Guide

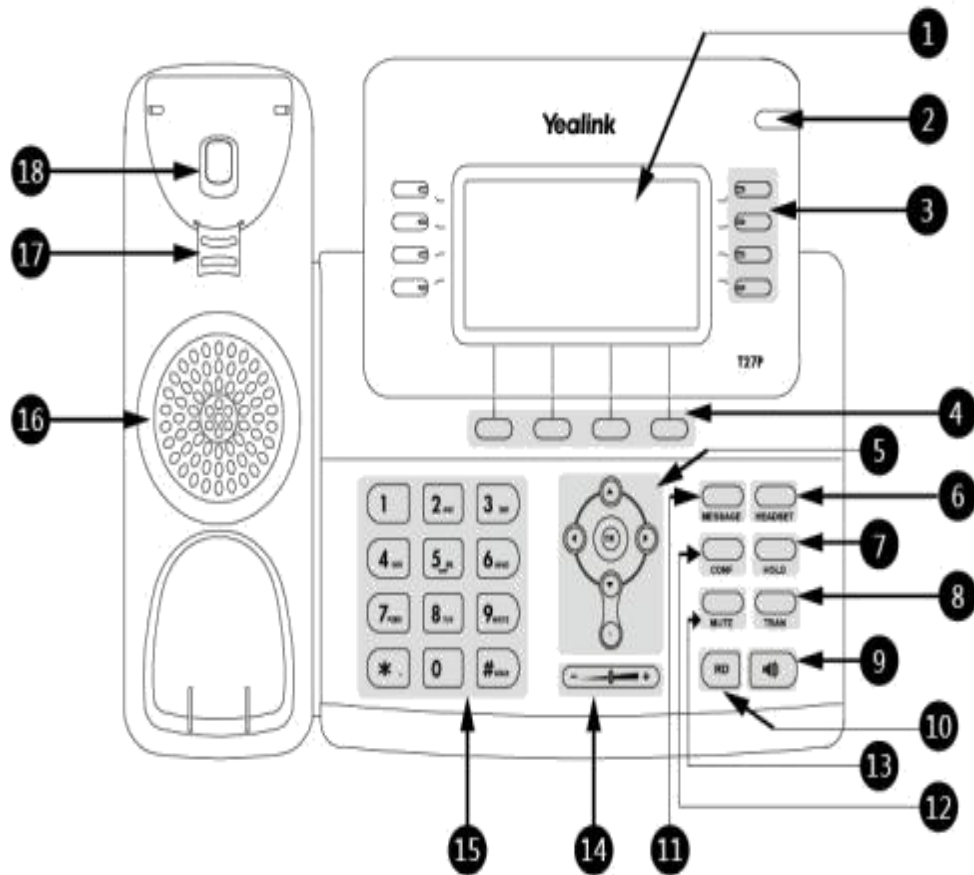
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## ***Handset Description***










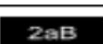






















	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: <ul style="list-style-type: none"> <li>• Call information—caller ID, call duration</li> <li>• Icons (for example, )</li> <li>• Missed call text or second incoming caller information</li> <li>• Prompt text (for example, "Saving config file")</li> <li>• Time and date</li> </ul>
②	Power Indicator LED	Indicates phone power and some feature statuses.
③	Line Keys	Use these keys to activate up to six accounts and assign various features.
④	Soft Keys	Label automatically to identify their context-sensitive features.
⑤	   	Scroll through the displayed information.
		Confirms actions or answers incoming calls.
		Cancels actions or rejects incoming calls.
⑥	HEADSET Key	Toggles and indicates the headset mode.
⑦	HOLD Key	Places a call on hold or resumes a held call.
⑧	TRAN Key	Transfers a call to another party.
⑨	Speakerphone Key	Toggles the hands-free speakerphone mode.
⑩	RD Key	Redials a previously dialed number.
⑪	MESSAGE Key	Indicates and accesses voice mails.
⑫	CONF Key	Conducts a conference call with multiple other parties.
⑬	MUTE Key	Mutes or un-mutes an active call.
⑭	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑮	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
⑯	Speaker	Provides ringer and hands-free (speakerphone) audio output.

	Item	Description
⑰	Hookswitch Tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on how to adjust the hookswitch tab, refer to <i>Yealink Wall Mount Quick Installation Guide for Yealink IP Phones</i> .
⑱	Hookswitch	Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line, laying the handset down on the handset cradle, the phone disconnects from the line.

## Icon Instruction

Icons appearing on the LCD screen are described in the following table:

Icons	Description
	Network is unavailable
	Registered successfully
	Register failed
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Multi-lingual uppercase and lowercase letters input mode
	Voice Mail
	Text Message

Icons	Description
	Auto Answer
	Do Not Disturb
	Call Forward/Forwarded Calls
	Call Hold
	Call Mute
	Ringer volume is 0
	Phone Lock
	Received Calls
	Placed Calls
	Missed Calls
	Recording box is full
	A call cannot be recorded
	Recording starts successfully
	Recording cannot be started
	Recording cannot be stopped
	The contact icon

## ***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 navigation key, enter the PIN and press OK. *“Default PIN is 1122”*

### **To change the default PIN:**

- Press **MENU->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 **Save**

## ***Directory:***

### **Adding an entry**

- Press **Directory-> Local Directory->Select the Contact Group->Ok**
- Press **Add** soft key; enter the Name, Office/Mobile number of the contact from the keypad. Use the 123 soft key to select between numeric and upper/lower case alphanumeric modes.
- Press **Save** soft key to add the contact or **Cancel** soft key to cancel the change.

### **Edit or Delete an entry**

- Press **Directory-> Local Directory->Select the Contact Group->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.




- Press **Menu**
- Use the navigation key to select **Directory** and press **OK**
- Use the navigation key to select **Blacklist** and press **OK**
- Follow the steps above to add, edit or delete numbers.

## Dialling from a Directory

- Press **Directory**-> **Local Directory**->Select the Contact Group->**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, the  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.
- Enter the number using the keypad.
- Press **Ok**, **#** or **Send**

*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 2<sup>nd</sup> or 3<sup>rd</sup> call:

- Place the 1<sup>st</sup> call on **Hold**.
- Select another **Line Key**.
- Dial the number and press **Send** or **OK**.
- To toggle between two calls on hold press **SWAP**.

- Toggle between 3 held calls by pressing the associated line button or use the navigation button and press **Resume**

## ***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 2<sup>nd</sup> call. This will place the 1<sup>st</sup> call on Hold and you can toggle between the calls by pressing the associated **Line button**.

*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 send the call to your voicemail.
- Press **Forward** to redirect the call to another destination, enter the destination and press **Send**.


## ***Call History***

To access the handset call logs

- Press the **History** soft key.
- Use the navigation button to scroll to **All Call**, **Placed 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)***

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


- Press **DND** soft key to active DND Mode. The  icon will display in the top right corner of the display.
- Press **DND** soft key again to deactivate DND mode.

## ***Call Pick Up***



- Press the flashing BLF Button.
- To answer a call ringing at another extension in the same pickup group, dial \*78, use the **GPickup** softkey or press the **Pick Up** button if configured.
- 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  is displayed in the screen.

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->Call Features->Call Forward.**
- Select the type of forward you want.
- Use the navigation key to Enable or Disable the forward.
- Use the down Navigation key and enter the phone number you want to forward your calls to.
- Press **Save** to save the changes.
- When selecting **No Answer** forward, enter the time, in seconds that the handset should ring before forwarding the call.
- Once the forward has been configured you can toggle the forwarding feature on and off by pressing the **Forward** button if configured or the **TRANSFER** button while the phone is in idle state.

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

## ***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->Call 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 **Save** soft keys to save the changes.

## ***Call Transfer***

### **Blind Transfer**

- Press **Transfer Button** or **Transfer** soft key during the active conversation, the call will be on hold.
- Dial the extension or telephone number.
- Press the **Transfer Button** or **Transfer** soft key.

### **Attended Transfer**

- Press **Transfer Button** or **Transfer** soft key during the active conversation, the call will be on hold.
- Dial the extension or telephone number and press **OK**.
- Wait for the 3<sup>rd</sup> party to answer and announce the call.
- Press the **Transfer Button** or **Transfer** soft key.

## ***3-way Conference***

To establish a conference:

- Press the **Conference** 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.
- Wait for the 2<sup>nd</sup> party to answer.
- Press the **Conference** soft key.
- Hang up to disconnect all parties.

## ***Voicemail***

### **Setting up your voicemail**

Press the **Message** button, dial **\*98** or 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

