

Vox Centrex Yealink T28/38 User Guide

Author: Dale Ellwood

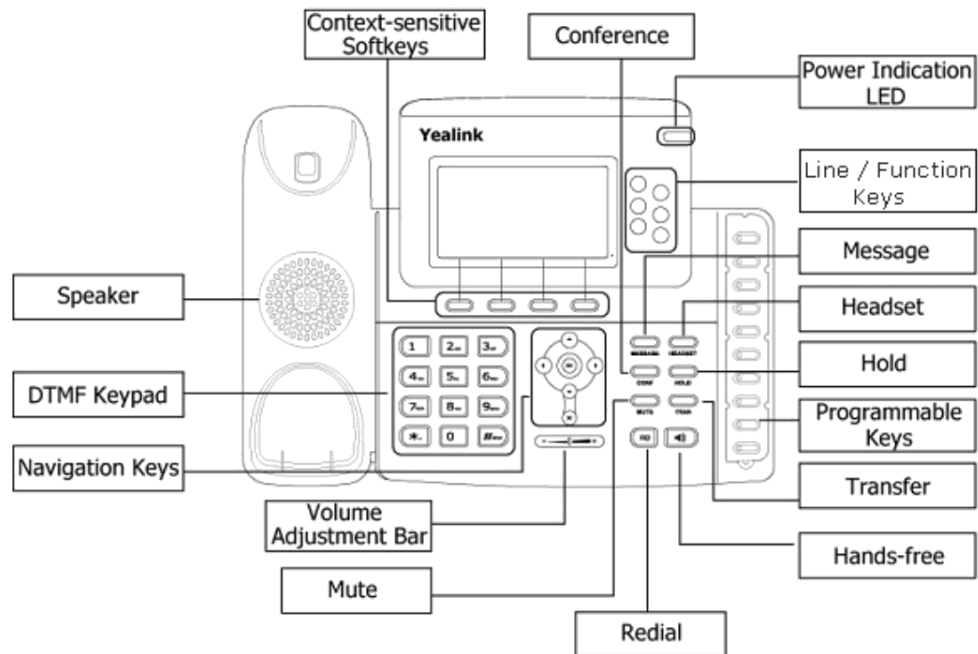
Department: Vox Telecom R&D

Date: September 2014

TABLE OF CONTENTS

Handset Description	Page 2
Keypad Lock	Page 5
Directory	Page 5
Adding an Entry	Page 5
Edit or Delete an Entry	Page 5
Black List	Page 5
Dialling from Directory	Page 6
Making a Call	Page 6
Placing call on Hold	Page 6
Making 2nd Call	Page 6
Answering a call	Page 6
Denying an Incoming Call	Page 7
Call History	Page 7
Do Not Disturb (DND)	Page 7
Call Pick Up	Page 7
Call Forwarding	Page 7
Call Waiting	Page 8
Call Transfer	Page 8
Blind Transfer	Page 8
Blind Transfer	Page 8
3 Way Conference	Page 9
Voicemail	Page 10
Customer Self-Care	Page 11

Handset Description



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


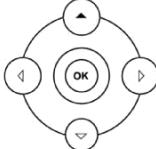
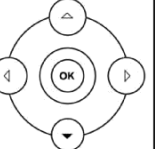
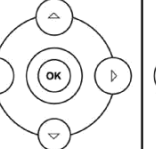
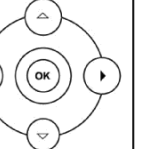

- ☐ 3x Line buttons for making simultaneous call.
- ☐ Call Pick Up: used to pick up calls ringing on other extensions.
- ☐ Call Park: used for parking calls on the system.
- ☐ Message: used for accessing the Instant Message feature.

Programmable Keys










Used for various functions such as Busy Lamp Fields (BLF), features and speed dials. These are pre-programmed by the system administrator but can be changed via the “Menu” key on the handset.

Navigation Keys

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

Cancel	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
 HEADSET	Place and receive calls through an optionally connected headset
 MUTE	Mute audio transmission locally during calls
 MESSAGE	Allow users to access the voicemail messages
 CONF	Enable set-up of 3-way conference
 HOLD	Place a call on hold or resume it
 TRAN	Transfer the current call to a third party
 RD	Redial

Programmable Keys LED Instruction

LED Status	Description
Steady Red	Busy
Blinking Red	Ringing
Off	The phone is in idle status whatever registered /unregistered


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
	Call Forward
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 **Directory-> Local Directory->Contacts->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->Contacts->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-> Local Directory->Contacts->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**.
- ☐ 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 2nd call. This will place the 1st 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, 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)


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

- ☐ Press **DND** soft key to active DND Mode and the display shows:  icon.
- ☐ 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->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 **TRAN** 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->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 **Tran Button** or **Transfer** soft key during the active conversation, the call will be on hold.
- ☐ Dial the extension or telephone number.
- ☐ Press the **Tran Button** or **Transfer** soft key.

Attended Transfer

- ☐ Press **Tran 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 3rd party to answer and announce the call.
- ☐ Press the **Tran Button** or **Transfer** soft key.

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.
- ☐ Wait for the 2nd party to answer.
- ☐ Press the **Conf** soft key.
- ☐ Hang up to disconnect all parties.

Vicemail

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

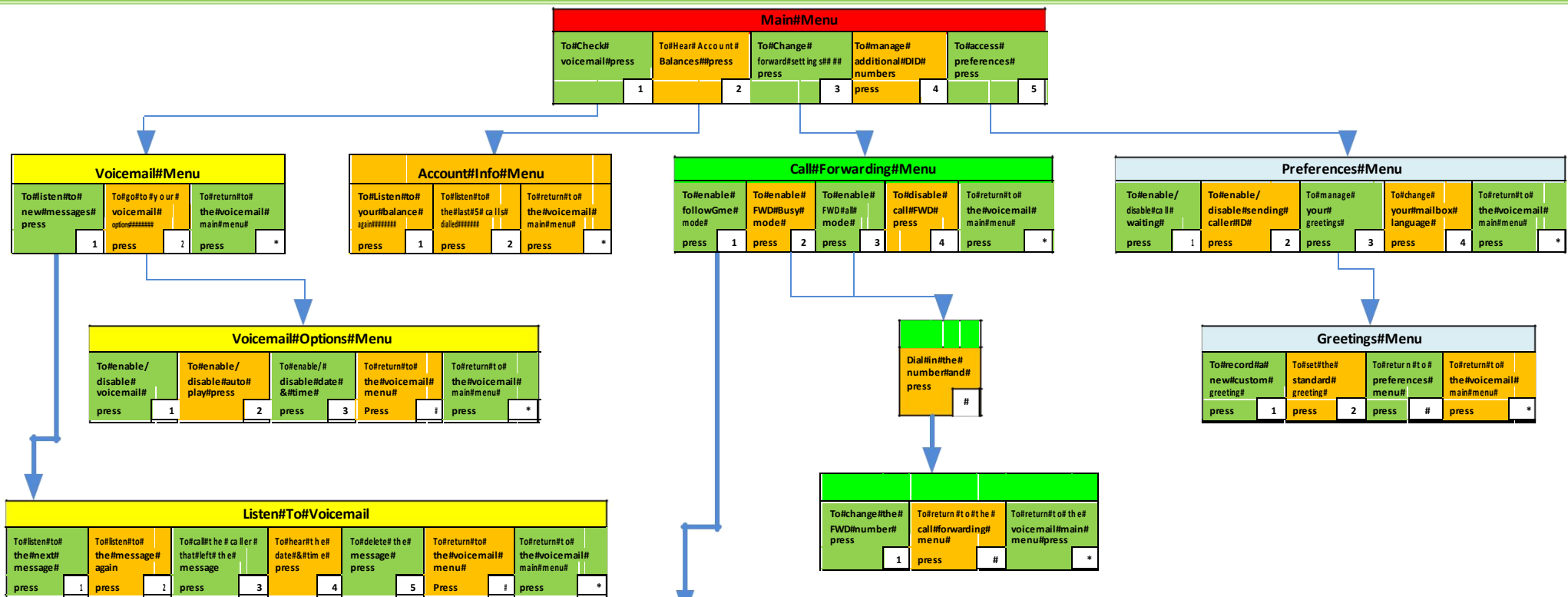
- ☐ Press 2 for admin options
 - Press 1 to change your password. (default is 777)
 - Press 3 to change the prompt level.
 - Press 4 to toggle date and time announcement on or off.
 - Press 6 to toggle auto play on or off.
- ☐ Press 3 for personal greetings.
 - For extended absence greeting press 1.
 - 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 no applicable to IP Centrex customers