


Voice Message



Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The MESSAGE key LED lights up.

To listen to voice messages:

1. Press  or the **Conn** soft key.
2. Follow the voice prompts to listen to your voice messages.

Customizing Your Phone

Call History

1. Press the **History** soft key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:

- Press the **Send** soft key to place a call.
- Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:



- Select **Detail** to view detailed information about the entry.
- Select **Add to Contacts** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Del All** to delete all entries from the list.

Contact Directory



To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select the desired group.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Add** soft key to accept the change.

To edit a contact:



1. Press the **Dir** soft key when the phone is idle, and then select the desired group.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:



1. Press the **Dir** soft key when the phone is idle, and then select the desired group.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?".

Note: You can add contacts from the call history easily. For more information, refer to **Call History** above.

Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle to adjust the ringer volume.

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press the **Save** soft key to accept the change.

For more information, refer to the User Guide available online:
<http://www.yealink.com/DocumentDownload.aspx?CatId=142&flag=142>
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Yealink
EASY VOIP

Enterprise IP Phone SIP-T21P



Quick Reference Guide

www.yealink.com

Applies to firmware version 71 or later.


Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

Note: During a call, you can alternate between headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key or the **Speakerphone** key or picking up the handset. Headset mode requires a headset connected.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Note: You can ignore an incoming call by pressing the **Reject** soft key.

Ending a Call

Using the handset:

Hang up the handset or press the **Cancel** soft key.






Using the speakerphone:

Press  or the **Cancel** soft key.



Using the headset:

Press the **Cancel** soft key.

Redial

- Press  to enter the **Placed Calls** list, press  or  to select the desired entry, and then press  or the **Send** soft key.
- Press  twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press the **Hold** soft key during an active call.

To resume the call, do one of the following:



- If there is only one call on hold, press the **Resume** soft key.

- If there is more than one call on hold, press  or  to select the desired call, and then press the **Resume** soft key.




Call Transfer

You can transfer a call in the following ways:




Blind Transfer

1. Press  or the **Tran** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or the **Tran** soft key.

Semi-Attended Transfer

1. Press  or the **Tran** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the **Tran** soft key when you hear the ring-back tone.

Attended Transfer

1. Press  or the **Tran** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the **Tran** soft key when the second party answers.

Call Forward



To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->Call Forward**.
2. Select the desired forward type:

Always Forward----Incoming calls are forwarded unconditionally.

Busy Forward----Incoming calls are forwarded if the phone is busy.

No Answer Forward----Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to. For **No Answer Forward**, press  or  to select the ring time to wait before forwarding.
4. Press the **Save** soft key to accept the change.

Call Conference

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **Cancel** soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

Speed Dial

To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired line key, and then press the **Enter** soft key.
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, and enter the number in the **Value** field.
4. Press the **Save** soft key to accept the change.

To use the speed dial key:

Press the speed dial key to dial out the preset number.