

Call Transfer

If A and B are on a conversation, A want to transfer the call to C, three ways can be used to transfer the call: **Blind Transfer**, **Attended Transfer**, and **Semi-Attended Transfer**.

Blind Transfer:

- A press **TRAN** button or **Transfer** hot key, then B is placed on hold. A enter the number of C and press **TRAN** button or the **Transfer** hot key.
- A will be placed on hold for a short while and then disconnected from the call. A now is in the idle status.
- When C answer the call, the conversation will be established between B and C.

Semi-Attend Transfer:

- A press **TRAN** button or **Transfer** hot key, then B is placed on hold. A enter the number of C and press **#↵** hot key.
- While C is ringing, A press the **TRAN** button or the **Transfer** hot key to complete the transfer. A will be placed on hold for a short while and then disconnected from the call. A now is in the idle status.
- When C answer the call, the conversation will be established between B and C.

Attended Transfer:

- A press **TRAN** button or **Transfer** hot key, then B is placed on hold. A enter the number of C and press **#↵** hot key.
- After C answer the call, A and C can have a private conversation without B. A press the **TRAN** button or the **Transfer** hot key to complete the transfer.
- When C answer the call, the conversation will be established between B and C.

Call Forward

- Press **Menu->Features->Call Forward**.
- There are 3 options: **Always Forward**, **Busy Forward** and **No Answer Forward**.
- Select one of them and enter the number to forward to. If **No Answer Forward** is selected, **After Ring Times** should also be configured. Then press the **Save** hot key to save the changes.

Menu Instruction

Sub-Menu	Description
Status	Users can check the status of the phone: IP address, MAC, Firmware etc.
Accounts	Users can check and configure the accounts information including the name, password, SIP Server etc.
Network	It shows a summary of network parameters of the phone, such as WAN/LAN port, VLAN.
Features	Call Forward, Call Waiting, DSS keys, Key as Send, Hot Line, Anonymous Call, Auto Redial, DND Code, Intercom etc.
Settings	Some Basic settings as Language, Time & Date, Ring Tone, Phone Volume, etc. And some Advanced settings as Accounts, Network, Phone Setting, Reset to factory, Set password, Set AES Key, etc.
Messages	Allows users to check and edit the Voice Mail and Text Message.
History Type	Call history are shown here: Local History and Network Call Log.
Directory	It shows the Local Directory, Blacklist, Remote Phonebook and Broadsoft.

The manual is only for reference, please adhere to the final products.

We reserve the right to improve or change the product and the user guide without notice.

You can download the latest user manuals from our website:

<http://www.yealink.com/en/download.asp?BigClassName=IP%20Phone>

V61.0

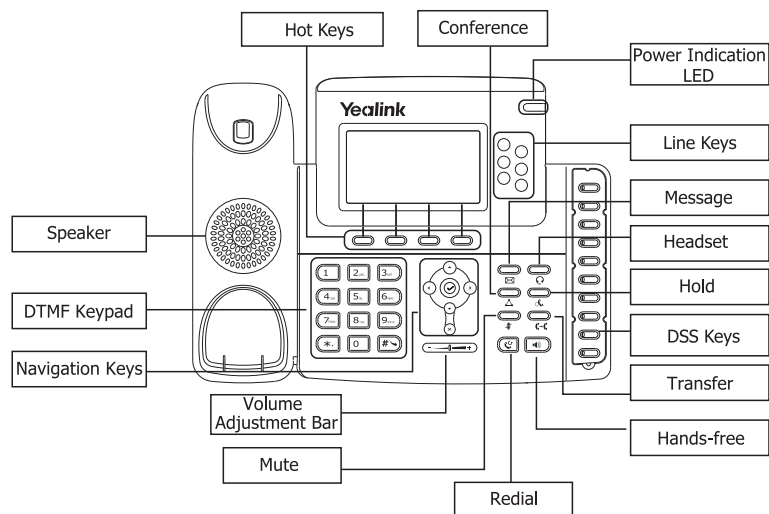


Enterprise IP Phone SIP-T28P



Quick Reference

www.yealink.com



LEDs

Table 1 DSS Keys set to BLF

LED Status	Description
Steady green	The monitored account is in idle status
Blinking red	There is an incoming call to the monitored account
Steady red	The monitored account is on a conversation
Off	It is inactive as BLF

Table 2 Line Keys

LED Status	Description
Steady green	The account is active
Blinking green	There is an incoming call to the account, or there is call on hold
Off	The phone is in idle status whether registered/unregistered

Table 3 Power Indication LED

LED Status	Description
Steady green	Power on
Blinking green	An incoming call to the device, or call on mute
Off	Power off

Table 4 Line Keys set to BLF

LED Status	Description
Steady green	The monitored account is in idle status
Fast blinking green	An incoming call to the monitored account
Slow blinking green	The monitored account is on an conversation
Off	It is inactive as BLF

Making a Call

Users can make a call by pressing the **Hands-free/Line key** or picking up the handset.

- **Dial number directly:** Dial the number directly, and press Send softkey or **#** button.
- **Dial from Pool:** In dial-up interface, press **Pool** hot key, enter the highlighted option, select a record, then press **#** to dial out.
- **Re-dial:** Press RD button to enter the Dialed Calls interface, then select a record to dial out.

During a conversation, you can alternate between Headset, Handset and Hands-free by pressing HEADSET/Hands-Free or picking up the handset.

Note: HEADSET mode requires connected headsets.

Answering a Call

Answering an incoming call in the following ways:

- If there are no active calls, lift the handset or press the **Hands-free** button/**Answer** hot key/**HEADSET** to answer the incoming call.
- If there are active calls, press the **Answer** hot key to answer the incoming call or press the **Reject** hot key to refuse.

Muting a Call

- Press MUTE button to mute the call during the conversation, the LCD will display **Mute**.
- Press **MUTE** button again to turn on the microphone.

Volume Adjustment

- During a call, you can press **Volume Adjustment Bar** to adjust the volume.

Putting a Call on Hold

- Press the **HOLD** button or **Hold** hot key to put an active call on hold and then the corresponding **Line key LED** will blink.
- If there is only one call on hold, press the **Resume** hot key or **HOLD** button to retrieve the call.
- If there is more than one call on hold, press the corresponding **Line key** or **Up/Down navigation keys** to highlight the call, then press the **Resume** hot key or **Hold** button to retrieve the call.

Speed Dial

- **Speed Dial** numbers should be configured in advance. Please refer to the corresponding content in the **User Manual** for more details.
- Press the **DSS keys** configured as **Speed Dial**, the configured number will be dialed out automatically.

Conference Call

- Press the **Conf** button or the **Conf** hot key during an active call.
- The first call is placed on hold. There will be a dial tone. Enter the number to conference in, then press the **#** hot key.
- When the call is answered, press the **Conf** button or the **Conf** hot key. The conference now is established. All parties can hear and talk with each other.
- Hang up to disconnect all parties.

Voicemail

- The presence of new **Voice Mail** messages is indicated in the idle screen. The **MESSAGE LED** will be on.
- Press **Voicemail** hot key or the **MESSAGE** button, then enter the desired password to retrieve the voicemails.