

# Advanced Networking, Inc.

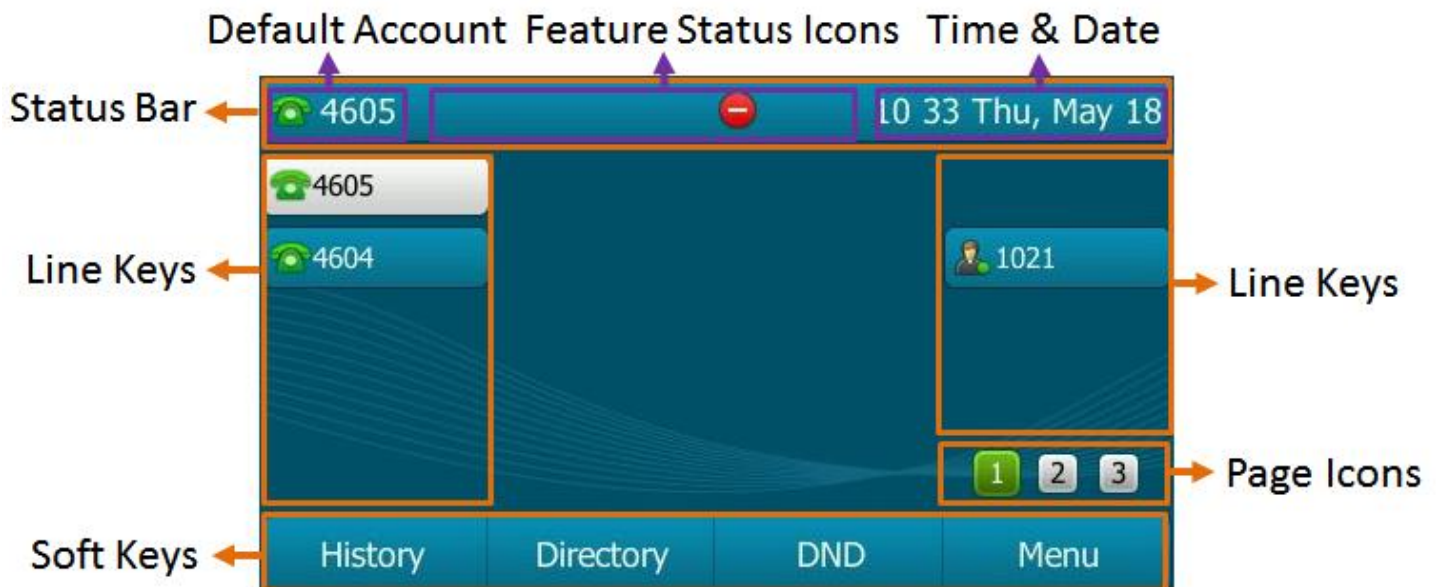
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## Basic Instructions for Your Yealink T29 IP Phone

### Operation of the Screen and Soft Keys

The Yealink phone has a dynamic display, which means it changes, depending on what the phone is doing at the time.

The home screen shows the lines, the parks, and the other buttons that are programmed. There can be multiple levels to this page, which are indicated by the page numbers. You'll see these on the button right programmable key. More than one level can be programmed to accommodate more DSS keys. To move to the next page, press this button. There are also four Soft Keys which change depending on what the phone is doing at the time.



### TO PLACE A CALL

1. Do not lift the handset or press the speaker button.
2. Start **dialing** the phone number as you normally would dial from a regular phone.
3. Do one of the following to initiate the call:
  - a. **Lift** up the handset.
  - b. Press the **Speakerphone** button.
  - c. Press the **Send** soft key.
4. If you make a mistake, you may press the **Delete** key to backspace, just like dialing from a cell phone.

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### TO PLACE A VOICE (INTERCOM) CALL

If you have a button programmed on your phone for the person you want to place a voice call to:

1. Press the **Voice** soft key.
2. Press the **programmable key** of the person you wish to call.
  - a. You may have to change levels to see the person on your buttons.
3. Wait for the tone and then wait for them to acknowledge they hear you.

If you do not have a button for the person you want to reach:

1. Press the Voice soft key.
2. Dial the extension number of the person you wish to call.
3. Pick up the receiver.
4. Wait for the tone and then wait for them to acknowledge they hear you.

### PARKING A CALL (SYSTEM-WIDE HOLD)

*It is best to use the Park orbits when placing a call on hold for someone else.*

1. While on the call, press the **Park Call button**.
2. This will automatically place the call on the first available Park Orbit.
3. The system will tell you the Park Orbit number and one of the **Park Orbit** buttons will then light up, indicating where the call is parked.
4. To retrieve the parked call, press the red **Park 70X** button.
5. If the call is on Park orbit 704 or higher, the user will then have to manually dial 7XX number to retrieve the call.

### PLACING A CALL ON HOLD (EXCLUSIVE HOLD)

1. While on the call, press the **Hold** key. This will place the call on hold on one of the **Line** keys of your phone.
2. If you need to place another call after you put the call on hold, you will have to hit the **Line 2** key to get another line. Dial as needed and press the **Dial** soft key to send the digits.

### PLACING A CALL ON HOLD AUTOMATICALLY TO ANSWER A SECOND CALL

1. When you're on the first call, the second **Line** key will blink Red. To answer the second call, press the blinking red **Line** key.
2. This will automatically put the first call on hold.
3. To switch between the lines, just press the appropriate **Line** Key. (There is no need to put the calls on hold as this is done automatically).
4. To drop one of the calls, make sure you are on that line that you wish to drop and press the **End Call** soft key or hang up.

### PICKING UP A CALL ON HOLD

1. Press the **Line** button that is blinking where the call is on hold.
2. Or Press the **Resume** soft key to pick up the last call you placed on hold.

### PICKING UP A CALL THAT IS RINGING ON ANOTHER PHONE

1. Dial the digits **99**
2. Pick up the handset or press the speaker button. You have now picked up that call.

### TRANSFERRING A CALL

#### Supervised Transfer

1. While on the call, press the **Transfer** soft key or the **TRANS** key.
2. Enter the **extension** number or outside number.
3. Press the **Send** soft key or press the **# (pound)** key.
4. Wait for the person to answer and **announce** the call.
5. If they want it, press the **Transfer** soft key (or the **TRANS** key) again and **hang up**.
6. If the person does not want the call, or does not answer, press the **End** soft key.
7. Press **the blinking Line** which still has the original caller on hold to get the caller back. You can also press the **Resume** soft key to get the original call back.

#### Unsupervised Transfer

1. While on the call, press the **Transfer** soft key or the **TRANS** key.
2. Do one of the following:
  - a. Press the **programmable key** for the person to whom you want to transfer the call.
  - b. Enter the **extension number** directly through the dial pad and then hit **Transfer** again.
  - c. Enter the **outside number** and then hit **Transfer** again.
3. Hang up.
4. The user still has the option to take or reject the call once it is transferred to them.

### TRANSFERRING A CALL DIRECTLY TO VOICEMAIL

1. While on the call, press the **Transfer** key.
2. Press the **\* (star)** key.
3. Do one of the following:
  - a. Press the **programmable key** for the person's voicemail to whom you wish to transfer the call.
  - b. Enter the **extension number** through the dial pad and press the **Transfer** key again
4. Hang up

### VOLUME CONTROLS

The volume keys change the volume of the ringer, the handset, and the speakerphone. To change the volume of the ringer, press up or down when the phone is not off-hook.

### TO PROGRAM THE BUTTONS ON YOUR PHONE

1. Press and hold down the programmable key you want to program.
2. It will bring up the info on that key.
3. First, select the type of key you want to program.
  - a. If it will be a Busy-Lamp-Field, or extension key, press the left arrow key until you see **BLF** as the key type.
  - b. If it will be a speed dial button, then scroll through until you see Speed Dial as the key type.
4. Press the down arrow to go down to Account ID. This should always be set to **Account 1**.
5. Press the down arrow to go down to the next field marked Label
6. Enter in the name of the key by using the dial pad.

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- a. There will be a soft key that says 2aB. Press this button to change the entry mode.
  - i. 2aB – Alpha Numeric with Caps.
  - ii. 123 – Numeric Only.
  - iii. abc – Alpha lower-case only letters.
  - iv. ABC – Alpha Upper-case only letters.
- a. For example, to enter a lower case “s”, you’d be in **abc** mode, and then hit the seven key four times.
- b. To move on to the next character, or move back, use the arrow keys.
7. When the name is complete, press the down arrow again to the Value field.
8. Enter in the extension number of the button in the value field.
9. Do not enter in anything under the Extension field.
10. Press the Save soft key when finished.

### CONFERENCE CALLS

The Phone System only allows a three-party Conference Call, which is you plus two other parties. If you need more than that, you will need to use the built-in Conference Bridge.

1. Make the first call as usual.
2. Press the **CONF** key.
3. Dial the **second number** and press the **Send** key when finished dialing (or press the **#** key to send the digits).
4. Wait for the second party to answer.
5. To bring all three parties together, hit the **CONF** key again.
6. If you make a mistake while dialing or the second party is not there, press the **Cancel** soft key and press the blinking Line key to return to the previous caller.

#### During the Conference Call:

- a. You can mute either party or put either party on hold temporarily while on the call through your phone.
- b. Press the **Manage** soft key.
- c. This brings up a new set of Soft Keys and you’ll see the two parties on the display.
- d. First select the call that you want to mute, Kick or put on Hold, by using the navigation keys.
- e. Then select the soft key to perform the following functions:
  - i. Far Mute – Mutes the party.
  - ii. Remove – Disconnects the party you’ve selected.
  - iii. Far Hold – Puts the selected party on hold. To pick them back up, press the Resume soft key.
  - iv. Back – Takes you back to the main call screen.

## VOICEMAIL SYSTEM

### SETTING UP YOUR VOICEMAIL

*The first time you access your mailbox, the system will walk you through setting up your password, name recordings, and greetings. Please follow this all the way through and it will not play the tutorial again. The following instructions are for when you need to change something after the initial setup.*

#### Recording Your Greetings

1. Press the **Message** key .
2. Enter your password. In default, this your extension number, followed by the **#** key.
3. Press **0** for Mailbox Options.

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4. You have the option of recording up to three greetings. At the very least, record an Unavailable Message. Press **1** to record the Unavailable Message.
5. Record the message after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

### Recording name

1. Press the **Message** key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **3** to record your name.
5. Record the name after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

### Recording a Temporary Greeting

Use the Temporary Greeting when you want to record a greeting that you plan to use for a limited time (for example an out-of-office greeting).

1. Press the **Message** Key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **4** to record your Temporary Greeting
5. After the tone, record your temporary greeting.
6. Press **#** when finished.
7. Follow the prompts to confirm or record the greeting again.

### Deleting Temporary Greeting

When you want to use your original greeting, delete your temporary greeting. To do this:

1. Press the **Message** Key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options
4. Press **4** to record your Temporary greeting.
5. Press **2** to delete your Temporary Greeting.
6. Hang up.

### Setting Your Mailbox Passwords

***We strongly recommend you change your voicemail password as soon as possible. By default, it is your extension number. Anyone who knows this can access your mailbox through the web and listen to and delete your messages, see your call logs, and modify settings on your extension.***

1. Press the **Message** key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **5** to change your password.
5. Please enter your new **password**, followed by the **pound** key.
6. Re-enter your **password** followed by the **pound** key for confirmation.
7. If everything is correct, the system will tell you your password has been changed.

## Listening To Messages

### New messages

1. Press the **Message** key.
2. Enter your **password**, followed by the # key.
3. Press **1** to listen to new messages.
4. Follow the prompts to save, delete, etc.

### Old messages

1. Press the **Message** key.
2. Enter your **password**, followed by the # key.
3. Press **2** to change folders.
4. Press **1** for old messages (or listen to the prompts to select another folder).
5. Follow the prompts.

### To retrieve messages from another extension (on-site)

1. Dial **924** for the Voicemail Gateway.
2. Enter your extension or mailbox number.
3. Enter your password.

### To retrieve messages remotely (Off-Site)

*If your system is answered by an auto-attendant or a Voicemail "Backdoor" number:*

1. Dial the **main number** or **backdoor number**.
2. Press # for the Voicemail Gateway.
3. You will be prompted to enter your mailbox number, then your password.
4. Follow the prompts to listen to messages.

*If you call your own direct-dial number:*

1. Dial your direct-dial (private number)
2. Wait for the voicemail to pick up with your personal greeting.
3. Press \* (star) for the voicemail gateway.
4. You will be prompted to enter your mailbox number and then your password.
5. Follow the prompts to listen to your messages.

Further on-line help:

Visit our website at <http://www.advnetwork.com/support.html>