

# CASD

## Yealink T23 Phone



## **Your new Yealink T23**

### **Setting Up your new Phone**

#### **Setting up voicemail**

There are 2 things you will need to do to setup your voicemail. The first is to record your main voicemail message and the second is to record your personal identification message.

To record your main voicemail message press the message button. You will hear a prompt to enter your PIN then press #. After the pin you will press options 9 – 8 – 0 then follow the prompts to record your voicemail greeting. *Your PIN is unique to each extension. You should have received an email with this information in it when the phones were setup.*

#### **Setting up your personal identification message**

The final step is to record your personal identification message. This step will simply require you to state your first and last name then save it.

*Note: You do not want to skip this step. In order for the dial by name feature to function correctly a personal identification message must be recorded.*

To record your personal identification message press the message button on your phone. Enter your PIN then press #. Press options 9 – 5 – 0 then follow the prompts.

## **Using your new phone**

### **Checking your voicemail**

Press the message button. Then enter PIN and press #. Press \* to play new messages.

### **Placing Calls**

Pick up the handset.

Enter the desired number using the keypad.

You can press the OK, # or the Send soft key.

### **To place multiple calls:**

You can have more than one call on your IP phone. To place a new call during an active call, do one of the following:

Press the line key. The active call is placed on hold.

Enter the desired number using the keypad.

You can press the OK, # or the Send soft key.

When both calls are placed, then you can conference all calls or navigate between them.

### **Redialing Numbers**

To redial the last placed call from your phone:

Press RD button twice.

The last dialed number is attempted.

To redial a previously placed call from your phone:

Press RD button when the phone is idle.

Press Up or Down arrows to select the desired entry from the dialed call list, and then press RD button or Send soft key.

### **Call Mute**

You can mute the microphone of the active audio device during an active call, then the other party cannot hear you.

To mute a call:

Press X button during an active call.

To un-mute a call:

Press X button again to un-mute the call.

### **Call Hold/Resume**

You can place an active call on hold. At any time, at most one active call can be in progress on your phone, other calls can be received and made while placing the original call on hold. When placing a call on hold, your IP PBX might play a melody or message to the other party while waiting.

To place a call on hold:

Press the Hold soft key during a call.

The phone LCD screen shows the call is on hold and the line key LED flashes green.



To resume a held call:

Press the Resume soft key.

### **Do Not Disturb (DND)**

You can enable or disable the Do Not Disturb (DND) mode on the phone. If DND mode is enabled, the phone will reject all incoming calls automatically, and the callers will hear a busy signal or a message.

To activate the DND mode on the IP phone:

Press the DND soft key when the phone is idle.

The icon on the LCD screen indicates that Do Not Disturb is activated.

Incoming calls will be rejected automatically and New Missed Call, will prompt on the LCD screen.

### **Transferring a call**

After a call is answered, to transfer it to another extension press the transfer button. Enter the extension number then press the transfer button again.