Yealink SIP-T23P Enterprise IP Phone

Quick User Guide for 8x8 Virtual Office

This guide provides everything you need to quickly use your new phone. For detailed information on how to use your phone, see the SIP-T23P/T23G User Guide for 8x8 Virtual Office.

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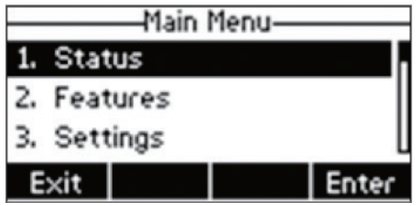
Phone views

There are three main views: Menu, Calls, and Lines View (the default). For Menu view, press the **Menu** soft key. You can see the Lines view on the right side of the idle screen. Calls View will show you on the screen when your phone has a call.

The idle screen displays the label of current account, time and date, and four soft keys.

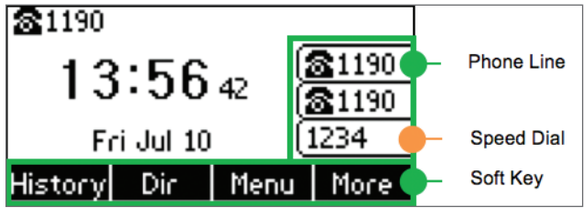
Menu view

Menu view displays status, features, settings, message, history and directory. You can use the right, left, up, and down arrow keys to highlight the menus, then press the Enter soft key to access phone functions.



Lines view

Lines view displays your phone line(s), monitored lines (if BLF Keys are available), and soft keys in the soft key area.



If your phone is idle, you can press the line key to access the Dialer.

Calls view

If your phone have calls, the screen indicates the number of calls you have, and if they're active or held.

If the phone line has a call (active or call), the line shows the icon on the screen.

If the phone line has one or more held calls, the screen shows the icon.

Entering Data

Use the dialpad keys to enter information. To backspace, press the **Delete** soft key. To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

When you want to enter special character, select one of the alphabetic (Abc, ABC, abc or 2aB) options, then press the *, 0 key one or more times.

About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or HEADSET.

Placing a Call

Three ways to place calls as follow:

- Pick up the handset.
- With the handset on-hook, press .
- With the headset connected, press HEADSET to activate the headset mode.

Then enter the number, and then press the **Send** soft key to dial out.

You can also dial from Lines view: Press the phone Line key, enter the phone number, and press the **Send** soft key.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press HEADSET.

Ending a Call

Using the handset:

- Hang up the handset or press the EndCall soft key.

Using the speakerphone:

- Press or press the **EndCall** soft key.

Using the headset:

- Press the EndCall soft key.

Holding Calls

To place a call on hold:

Press the Hold soft key during a live call.

To resume the call, do 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.

Parking Calls

To park a live call, press the **Park** soft key during a live call.

- Listen to the message which identifies the extension the call is parked on.
- Then notify the intended recipient(s).

To pick up the parked call, the recipient dials the extension that the call was parked on.

Transferring Calls

You can transfer a call in the following ways:

Attended Transfer

- Press TRAN or the **Tran** soft key to hold on a call.
- Enter the number you want to transfer to, then press **OK** or the **Send** soft key.
- Press TRAN or the **Tran** soft key after second party answers.

Blind Transfer

Do one of the following:

- Press TRAN or the **Tran** soft key to hold on a call. Enter the number you want to transfer to. Press TRAN or the **Tran** soft key.
- Select **BXfer** during a live call, then enter the extension number that you want to transfer to and press the **OK** soft key.

Semi-Attended Transfer

- Press TRAN or the **Tran** soft key during a call.
- Enter the number you want to transfer to, then press **OK** or the **Send** soft key.
- Press TRAN or the **Tran** soft key when you hear the ring-back tone.

Forwarding Calls

8x8 recommends using virtual office online call forwarding instead of phone-based call forwarding. So your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

- Log on to your Virtual Office Online dashboard at http://virtualoffice.8x8.com.
- Select **Settings** then **Call Forwarding**, then select the **My Rules** tab.
- Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

To enable call forward (phone based):

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

  Always Forward—forwarded unconditionally.

  Busy Forward—forwarded when the phone is busy.

  No Answer Forward—forwarded if not answered after a period of time.

- Press **OK**. Then press ◄ to enable or disable and then press ▼ to enter the number.
- Enter the number you want to forward to. For example, 555 for voicemail.

For No Answer Forward, press ◄ or ► to enable or disable, then press ▼ to access the ring timer. Select the desired ring time to wait before forwarding using **After Ring Time** field. Press ◄ or ► to select the desired ring time.

- Press the **Save** soft key to accept the change.

Intercom

To place an intercom call when the target phone is idle:

- Press the Intercom soft key when the phone is idle, enter the number you wish to intercom to and then press the **OK** soft key. The called destination plays a warning tone and automatically answers the call in the speakerphone.
- To end the intercom call, press **More** and then the **EndCall** soft key.

LCR – Last call return

- Press the **LCR** soft key when the phone is idle.
- You can pick up the handset first, then select **LCR** to place the call on your handset.

Transferring Live Calls to Voicemail

- Select **xfrVM** during a live call, then dial the extension number and press **#**.

Call Conference.

- To convert a live call to a conference call:
- Press the **Conf** soft key during a live call. The call is placed on hold.
- Enter the number of the second party, and then press the **Send** soft key.
- Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.

During the local conference call, you can do the following independent tasks:

- Press the **Hold** soft key to place the conference on hold.
- Press the **Manage** soft key, and then press ◄ or ► to select the desired party:
  - Press the **Far Mute** soft key to forbid the party from speaking. The muted party can hear everyone, but no one can hear the muted party.
  - Press the **Remove** soft key to remove the party from the conference call.
  - Press the **New Call** soft key to place a new call.
  - Press the **Back** soft key to return to the previous screen.
- Press ✕ to mute the conference call.
- Press the **Split** soft key to split the conference call into two individual calls on hold.
- Press the **EndCall** soft key to drop the conference call.

To set up or use a conference bridge:

► If you are the first person who wishes to create a conference:

- Press the **Conf** soft key when the phone is idle. You can pick up the handset first, then select **Conf** to place the call on your handset. Follow the IVR to create a conference and note of the conference ID.

If you are a participant who wishes to join an ongoing conference:

- Press the **Conf** soft key when the phone is idle. You can pick up the handset first, then select **Conf** to place the call on your handset.
- Follow the IVR to enter the conference ID. Now you are now joined in the conference.

To set up a local conference:

- Press the **Conf** soft key during a live call. The call is placed on hold.
- Enter the number of the second party, and then press the **Send** soft key.
- Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.

During the local conference call, you can do the following:

- Press the **Hold** soft key to place the conference on hold.
- Press the **Split** soft key to split the conference call into two individual calls on hold.
- Press the **Manage** soft key, and then press ◄ or ► to select the desired party:
- Press the **Far Mute** soft key to forbid the party from speaking. The muted party can hear everyone, but no one can hear the muted party.
- Press the **Remove** soft key to remove the party from the conference call.
- Press the **New Call** soft key to place a new call.
- Press the **Back** soft key to return to the previous screen.
- Press ✕ to mute the conference call.
- Press the **EndCall** soft key to drop the conference call.

Call History

- Press the **History** soft key when the phone is idle, press or to scroll through the list.
- Select an entry from the list, you can do the following:
- Press the **Send** soft key to call the entry.
- Press the **Delete** soft key to delete the entry from the list.
- If you press the **Option** soft key, you can also do as follow:
- 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 **Delete All** to delete all entries from the list.

Contact Directory

To access your directory:

- Press the **Dir** soft key when the phone is idle, and then select the desired contact group, press the **Enter** soft key.

To add a contact:

- Navigate to your directory.
- Press the **Add** soft key to add a contact.
- Enter the contact's information, and press the **Add** soft key to accept the change.

To edit a contact:

- Navigate to your directory.
- Press ▲ or ▼ to select the desired entry, press the **Option** soft key and then select **Detail**.
- Edit the contact information and press the Save soft key to accept the change.

To delete a contact:

- Navigate to your directory.
- Press ▲ or ▼ to select the desired entry, press the **Option** soft key and then select the **Delete** soft key.
- Press the **OK** soft key when the **LCD** screen prompts "Delete selected item?".

Voice Mail

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:

- Press MESSAGE or the **Connect** soft key.
- Follow the IVR to listen to your voice messages.

Muting the Microphone

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

Do not disturb (DND)

- Press the **DND** soft key when the phone is idle. The DND icon on the status bar indicates that DND is enabled.

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.

Call Queue (If Enabled)

- Press the **CQueue** soft key when the phone is idle.
- Follow the IVR to log into or out of the call queue.

Ring Tones

- Press the **Menu** soft key when the phone is idle, and then select **Settings** >**Basic Settings** >**Sound** >**Ring Tones**.
- Press (▲) or (▼) to select **Common** or the desired account and then press the **Enter** soft key.
- Press (▲) or (▼) to select the desired ring tone.
- Press the **Save** soft key to accept the change.

Call Recording

- Press the **Rec** soft key during a call. A message will announce that call recording has started.
- Press the **Rec** soft again to stop recording. A message will announce that call recording has ended.

Barge-Monitor-Whisper (If Enabled)

Monitor

Press *22 or *BA before lifting the handset.

Press **Dial** or **Call**.

At the prompt, enter the extension # you want to monitor. You may be prompted for a access code.

Enter the access code to begin monitoring.

Important: Press *22 before lifting the handset.

Whisper

To Whisper to the agent that you are already monitoring,

dial *9 or *W.

To exit the whisper, mute the supervisors audio and revert to silent monitor mode, press *6 or *M.

Barge

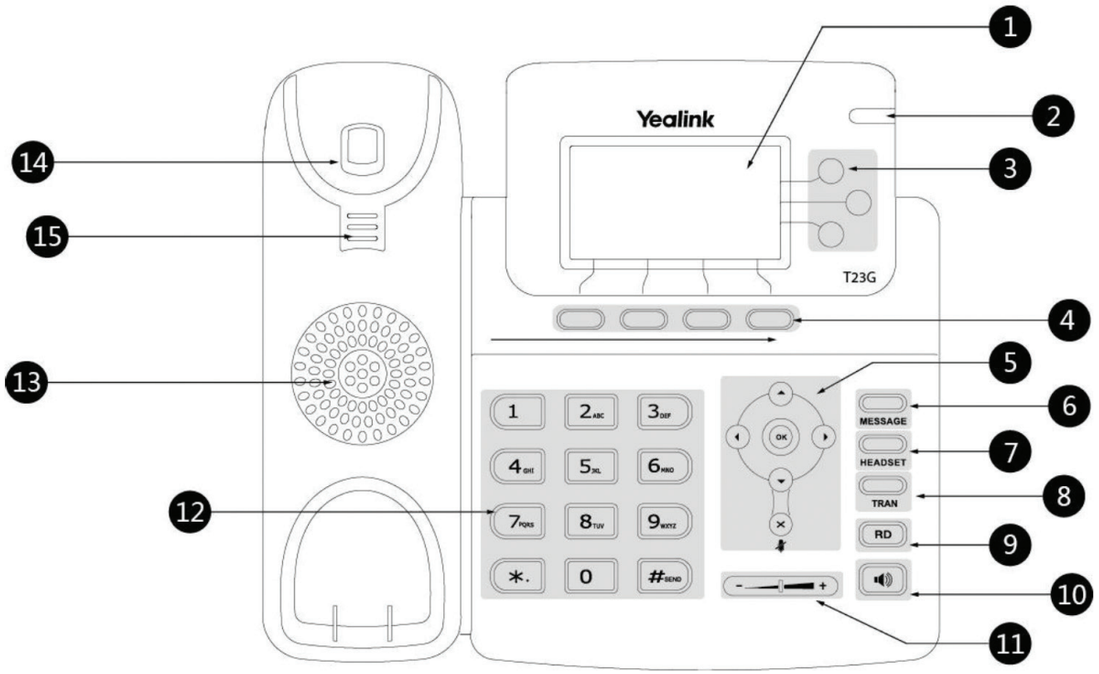
To Barge into and join the call that you are already monitoring, dial*5 or *J.

To exit the barge and revert to silent monitor mode, press

*6 or *M.

Barge Direct

To Barge directly into a call without monitoring first, dial *23, then dial extension number. You are now immediately in a 3 way conference call with the active call.



	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, DND) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
②	Power Indicator LED	Indicates phone power status and phone status.
③	Line Keys	Use these keys to activate up to three accounts and assign various features.
④	Soft Key	Label automatically to identify their context-sensitive
⑤		Scroll through the displayed information.
		Confirms actions or answers incoming calls.
		Cancels actions, rejects incoming calls, mutes or un-mutes calls.
⑥	MESSAGE Key	Indicates and accesses voice mails.
⑦	HEADSET Key	Toggles the headset mode.
⑧	TRAN Key	Transfers a call to another party.
⑨	RD Key	Redials a previously dialed number.
⑩	Speakerphone Key	Toggles the hands-free speakerphone mode.
⑪	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑫	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
⑬	Speaker	Provides ringer and hands-free (speakerphone) audio output.
⑭	Hookswitch	Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line, laying the handset down on the handset cradle, the phone disconnects from the line.
⑮	Hookswitch Tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on how to adjust the hookswitch tab, refer to *Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.*

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