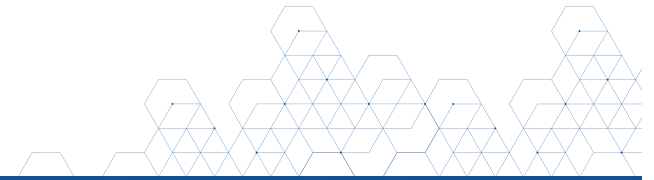# Yealink SIP-T21P E2
Quick Reference Guide

PLACE CALLS

Using the handset

Dial the number you are calling, then pick up the handset.

Note: You may place a call by picking up the handset before dialing. Just be aware, the system will attempt to complete the call after a slight pause in entering digits on the dialpad.

Using the speakerphone

With the handset in the cradle, dial the number you are calling, then press 🔊 or the **Send** soft key.

ANSWER CALLS

Using the handset

When a call comes in, pick up the handset.

Using the speakerphone

When a call comes in, press 🔊 or the **Answer** soft key.

Answer a second call

When a second call comes in, press the **Answer** soft key or the blinking line key. The active call is automatically placed on hold.

HOLD AND RESUME CALLS

Place a call on hold

Press the **Hold** soft key during an active call. The line key controlling that call will blink.

Resume a held call

Press the blinking line key or the **Resume** soft key.

Note: You may need to press ▲ or ▼ on the navigation dial to select the desired call before you see the **Resume** soft key.

PHONE LAYOUT

Line keys

Line keys appear to the side of your screen and indicate the status of the call being controlled by the key. When the key is controlling an active call, it is solid green. When the key is controlling a call on hold, it is blinking green.
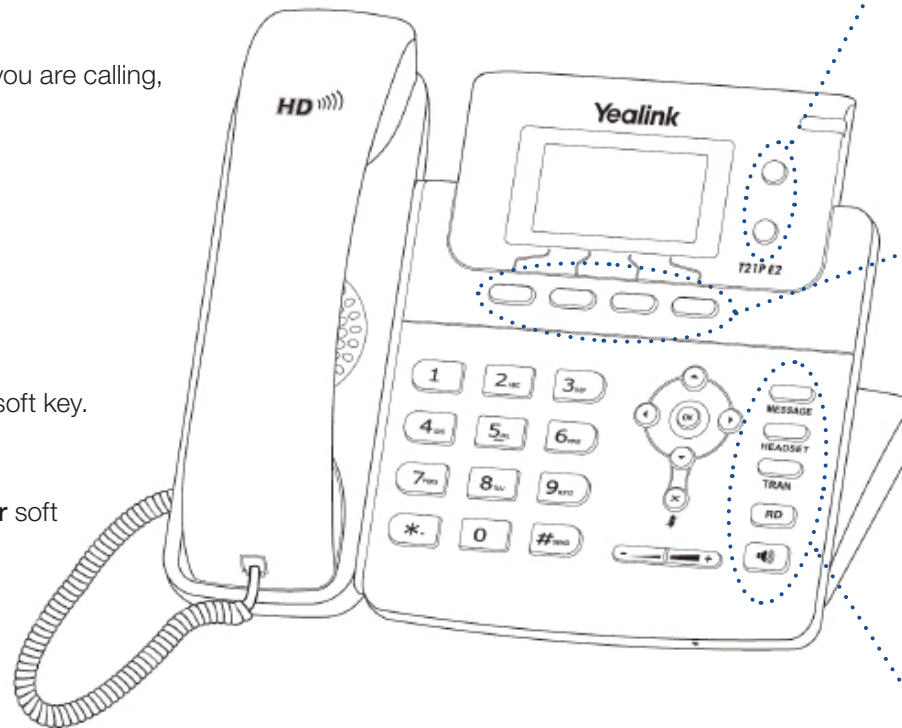
Soft keys

Soft keys appear at the bottom of your screen and their functions change depending on where you are in a call sequence.

Watching your soft keys is one of the most helpful things you can do when using your phone. In almost all cases, the thing you are most likely to do next in a call sequence will appear as a soft key.

Buttons

Physical buttons always perform the function for which they are labeled.

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Quick Reference Guide

TRANSFER CALLS

Blind transfer

Send a call directly to a recipient without speaking to the recipient first.

To blind transfer a call:

1. Press the **TRAN** button or **Trans** soft key during an active call. The call is automatically placed on hold.
2. Enter the number to which you want to transfer the call.
3. Press the **TRAN** button or the **B Trans** soft key.

Consultative transfer

Speak to the transfer recipient before sending the caller through.

To complete a consultative transfer:

1. Press the **TRAN** button or **Trans** soft key during an active call. The call is automatically placed on hold.
2. Place a call to the transfer recipient by entering their number then pressing the **Send** soft key or waiting for the call to complete.
3. When the transfer recipient answers, if they are available to take the call, press the **TRAN** button or **Trans** soft key again to complete the transfer.

Direct to voicemail transfer

1. Press the **TRAN** button or **Trans** soft key during an active call. The call is automatically placed on hold.
2. To transfer to a four-digit extension, enter *90 followed by the number to which you want to transfer the call. To transfer to a five or six-digit extension, enter * followed by the number to which you want to transfer the call.
3. Press the **B Trans** soft key.

Return to the original caller

At any point before completing a transfer, you may take the original caller off hold by pressing the blinking line key or the **Resume** soft key.

VOICEMAIL

Set up voicemail

If voicemail is available for your extension, the system will walk you through your voicemail setup the first time you press the **MESSAGE** button.

Check voicemail from your phone

Once you have set up your voicemail, press the **MESSAGE** button and follow the prompts.

MAKE A 3-WAY CONFERENCE CALL

When you are on an active call, you may conference in one additional person.

Press the **Conference** soft key during an active call. The active call is automatically placed on hold.

Enter the number of the party you would like to conference in then press the **Send** soft key or wait for the call to complete.

When the second party answers, press the **Conference** soft key again. All parties are now joined in the conference.

Press the **EndCall** to leave a three-way conference. Or to disconnect all parties, **Split** into individual calls then press **EndCall** for each party.

MUTE AND UNMUTE MICROPHONE

Press the ⊗ above the microphone mute symbol 🎤 to mute the microphone during a call.

Press the ⊗ above the microphone mute symbol 🎤 again to unmute the microphone during a call.