

# DynaLink VoIP

Yealink Quick Guide-T26 & T28





	Item	Description
1	LCD Screen	Shows information about calls, messages, soft keys, time, date, & other relevant data
2	Line Keys	Line keys allow you receive/initiate up to 3 calls at once on a T26 & 6 calls on a T28.
3	DSS/Memory Keys	Use these keys to assign various features. (Ex: call park, speed dial, BLF)
4	Message Key	Indicates & accesses voicemail messages
5	Headset Key	Activates & indicates the headset mode
6	Hold Key	Places a call on hold or resumes a held call
7	Tran Key	Transfers a call to another party
8	Speakerphone key	Activates the hands-free speakerphone mode
9	Redial Key	Redials a previously dialed number
10	Mute Key	Toggles the mute feature on or off
11	Conf Key	Conducts a conference call with multiple other parties
12	Volume Key	Adjusts the volume of the handset, headset, speaker, & ringer
13	Soft Keys	The function of these keys changes depending on what mode your phone is in. The LCD screen will label the buttons.

### ➤ Redialing Calls.

To redial a previously placed call from your phone:

Press the **RD** button when the phone is idle. Press the up or down arrow buttons to select the desired entry from the dialed calls list, and then press **RD** or the **Send** soft key.

### ➤ Call Mute.

To mute a call press the **MUTE** button during an active call

The phone LCD screen indicates that the call is on mute. To un-mute a call, Press the **MUTE** button again.

### ➤ Call Hold/Resume.

To place a call on hold:

Press the **HOLD** soft key during a call; To resume a call on hold press the **Resume** soft key.

Multiple Calls on Hold:

If multiple calls are placed on hold, press the up or down buttons to switch between the calls, and then press the **Resume** soft key to retrieve the desired call. You can also press the line key of the call you want to retrieve.

### ➤ 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 call will go to voicemail.

To activate DND, press the DND soft key when the phone is idle. The DND icon on the idle screen indicates that the Do Not Disturb mode is enabled.

### ➤ Call Forward.

To enable call forward:

1. Press Menu→Features→Call Forward.
2. Press the up or down arrow keys to select the desired forwarding type & then press the **Enter** soft key.

The options are:

**Always Forward:** Incoming calls are immediately forwarded.

**Busy Forward:** Incoming calls are immediately forwarded if the phone is busy.

**No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

3. Press the right or left arrow button to select **Enable**.
4. Enter the destination number you want to forward all incoming calls to in the **Forward to** field.

Press the **Save** soft key to accept the change or the **Back** soft key to cancel. The icon on the idle screen indicates the call forward is enabled.

#### To disable call forward:

Press Menu →Features → Call Forward.

Select the desired forwarding type then press the **Enter** soft key. Press the up or down arrow buttons, to select **Disable** to disable the call forward.

You can also enable call forward via the web portal or by dialing \*72 from your phone. To disable the forwarding, dial \*73.

### ➤ Call Transfer.

#### To perform a blind transfer:

Press the **TRAN** soft key→dial phone number or ext→press **TRAN**.

#### To perform an attended transfer:

1. Press the **TRAN** soft key→dial phone number or ext→speak to the second party→press **TRAN**
2. Enter the number you want to transfer the call to.
3. Press **OK** to dial out.
4. After the party answers the call, press the **Forward** key or the **Transfer** soft key to complete the transfer.

You can cancel the transfer before the call connects by pressing the Cancel soft key.

### ➤ Conference.

With first call in progress press **CONF**→dial phone number or ext→press send→consult with second party→press **CONF**

You can create a 3 party conference with other parties using the phone's local conference feature. You can create a conference between an active call and a call on hold by pressing the **Conf** soft key.

The SIP IP phone supports up to 3 parties (including yourself) in a conference call.

➤ **Intercom.** To intercom to another extension, dial \*99 + the extension number you would like to intercom to

➤ **Voicemail.** To access your voice mailbox, press the **MESSAGE** button→password→dial 1 for new messages. Dial 0 to change greetings.

➤ **Call Park.** To park a call press the last **DSS** key. To retrieve the call press the highlighted key in red in position 6-9 of the **DSS** keys.