

Voice Message

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:

1. Press  or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

Customizing Your Phone

Call History

1. Press the **History** soft key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:

- Press the **Send** soft key to place a call.
- Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:

- 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 add a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field, and enter the phone number in the proper field.
4. Press the **Add** soft key to accept the change.

To edit a contact:

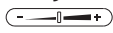
1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired entry, press the **Option** soft key and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired entry, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?".

Note: You can add contacts from the call history easily. For more information, refer to **Call History** above.

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.

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Sound->Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press the **Save** soft key to accept the change.

For more information, refer to the User Guide available online:
http://www.yealink.com/SupportDownloadfiles_detail.aspx?CatId=184&flag=142
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Enterprise IP Phone SIP-T28P



Quick Reference Guide

www.yealink.com

Applies to firmware version 72.1 or later.

Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

Note: During a call, you can alternate between headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key or the **Speakerphone** key or picking up the handset. Headset mode requires a headset connected.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Note: You can ignore an incoming call by pressing the **Reject** soft key.

Ending a Call

Using the handset:

Hang up the handset or press the **Cancel** soft key.

Using the speakerphone:

Press  or the **Cancel** soft key.

Using the headset:

Press the **Cancel** soft key.

Redial

- Press  to enter the **Placed Calls** list, press  or  to select the desired entry, and then press  or the **Send** soft key.
- Press  twice when the phone is idle to dial the last dialed number.

Call Mute and Un-mute

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

Call Hold and Resume

To place a call on hold:

Press  or the **Hold** soft key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press  or the **Resume** soft key.

- If there is more than one call on hold, press  or  to select the desired call, and then press  or the **Resume** soft key.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press  or the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or the **Transfer** soft key.

Semi-Attended Transfer

1. Press  or the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer

1. Press  or the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the **Transfer** soft key when the second party answers.

Call Forward

To enable call forward:

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

Always Forward----Incoming calls are forwarded unconditionally.

Busy Forward----Incoming calls are forwarded if the phone is busy.

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

3. Enter the number you want to forward to. For **No Answer Forward**, press  or  to select the ring time to wait before forwarding.
4. Press the **Save** soft key to accept the change.

Call Conference

1. Press  or the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press  or the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **Cancel** soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

Speed Dial

To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys->Memory Keys** (or **Line Keys**).
2. Select the desired DSS key, and then press the **Enter** soft key.
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, and enter the number in the **Value** field.
4. Press the **Save** soft key to accept the change.

To use the speed dial key:

Press the speed dial key to dial out the preset number.