



PHONE USER GUIDE: Yealink T21

Function	Action	Notes
Answer Incoming Call	Pickup handset or press the speaker button on phone	Answers calls to your phone
Make Outbound Call	Dial phone number or Extension and press the speaker or pickup handset	Dialing phone number before picking up handset or pressing speaker will execute the call immediately. You may also dial traditionally by picking up the handset, then dialing number, then pressing the send button on the phone.
Do Not Disturb	Press "DND" soft key.	Will prevent your phone from receiving inbound calls. Calls will deliver to voicemail.
Voicemail	Press "Message" button on Phone, or dial * <extension>	Allows user to access user's voicemail box. User will be prompted for password.
Redial	Press "RD"	Redials last called number.
Call Park	Press Assigned Green Button BLF	Park a call.
Pick Up Parked Call	Press Assigned Red Button BLF	Pick up a parked call.
Attended Transfer	Transfer + Extension + Send, then Transfer after accepted	This will allow you to call the Extension privately before the transfer of a call.
Blind Transfer	Transfer + Extension + Transfer + Hang up	This will blindly transfer calls to an Extension
Transfer directly to Voicemail	Transfer + Extension + * + Transfer	Used to transfer a call to a user's voicemail box without first ringing the user's phone.
Intercom	*96 + <extension>	Automatically opens a channel to another phone.
Conference	Press "CONF" > Number > "CONF"	Adds a second party to existing call.