

Yealink T87W · how to use it.

Prime business phone · touchscreen

Make calls

- 1 Lift the handset, or press the Speakerphone key to go hands-free.
- 2 Dial the number, or a coworker's extension.
- 3 Tap the Send on-screen key (or press #) to place the call.

Headset plugged in? Press the Headset key first and the call goes there instead.

Transfer calls

- 1 During a call, tap the Transfer on-screen key. Your caller is placed on hold.
- 2 Dial the extension or outside number you're sending the call to.
- 3 To transfer right away, tap Transfer again and hang up. To announce the caller first, wait for an answer, then tap Transfer.

The announce-first way is an attended transfer. Use it when the caller shouldn't have to explain themselves twice.

Hold & resume

- 1 During a call, tap the Hold on-screen key. The caller hears your hold music.
- 2 Tap Resume to pick the call back up.
- 3 Holding more than one call? Select the one you want on screen, then Resume.

Conference calls

- 1 During a call, tap the Conference on-screen key. Your first caller goes on hold.
- 2 Dial the next person and wait for them to answer.
- 3 Tap Conference again and everyone is joined together.

Repeat the same steps mid-conference to add another person.

Park calls

- 1 During a call, tap one of the Park keys on your phone. The key lights up and the call waits there, with music.
- 2 Tell whoever the call is for which park slot it's in.
- 3 On any phone in the office, press that same flashing Park key to pick the call up.

Park keys are programmed before your phones ship. Don't see them? Dial 611 and we'll set them up.

Paging

- 1 Tap the Paging key on your phone.
- 2 Wait for the tone, then speak. Your voice plays live through the phones in the paging group.
- 3 Hang up when you're done.

Paging groups (front desk, warehouse, everyone) are set during install. Dial 611 to change them.

Mute calls

- 1 During a call, press the Mute key (the microphone icon).
- 2 You still hear your caller; they can't hear you, or anything around you.
- 3 Press Mute again to rejoin the conversation.

Do not disturb

- 1 From the home screen, tap the DND on-screen key.
- 2 A DND icon appears and incoming calls skip your phone, following your no-answer rule (usually straight to voicemail).
- 3 Tap DND again to turn it off.

DND silences one phone. To route calls differently for the whole office, that's a routing rule, dial 611.

Check voicemail

- 1 Press the Message key (the envelope icon).
- 2 Enter your voicemail PIN when prompted.
- 3 Follow the spoken menu to play, save or delete messages.

On most plans your voicemails also arrive as text transcriptions, so you can read them without dialing in.

Redial & history

- 1 Tap the History on-screen key to see recent placed, received and missed calls.
- 2 Highlight the entry you want.
- 3 Tap Send to call it back.