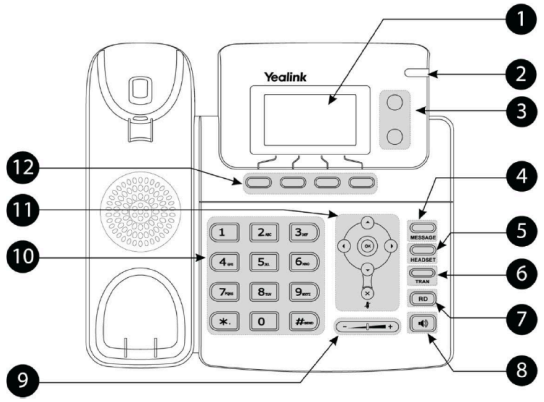
YEALINK T21 BASIC GUIDE





Screen Icons

- Network cable disconnected.
- Handsfree ON
- Telephone Mode ON
- Headset Mode ON
- DND Do not disturb activated DND
- Messages
- Miss calls
- Mute ON
- Mute Mode ON
- Forward always ON.

Device Keys

1. Screen. At the bottom we find the labels of the soft keys (12).
2. Power LED indicator for phone, message and phone system status..
   - Fast flashing: Incoming call.
   - Slow flashing: voice or text message.
3. Line Keys: Access your phone lines and features. (BLF)
4. Message Key:Indicates and accesses your voice messages.
5. Headset Key: Toggles the headset mode on or off.
6. Tran Key: Call Transfer.
7. Redial key: Redials a previously dialed number.
8. Hands Free Key: Toggles the handsfree mode on or off.
9. Volume. Its functionality depends on the situation: If the telephone is hung up, it modifies the volume of the ringing tone, if the headset is off-hook, the volume of the headset and if the headset is on, the volume of the headset.
10. Keypad keys: Allow you to enter numbers, letters, and special characters.
11. Navigation keys: Scroll through information or options displayed on the screen.
12. Soft keys: Access the function displayed on the screen above the soft keys.

Main functionalities

Call Transfer

Blind: Transfer a call to a third partner without consulting availability..

TRAN → Speak → TRAN

Atended:: Transfer a call to a third partner by consulting availability.

TRAN → {Number} → OK → Speak → TRAN

Call Capture

When a device is receiving a call we can pickup the call from any other device with **8*.

Conference

It allows you to establish a call between three interlocutors.

Conferenc → {Number} → OK → Speak → Conferenc