
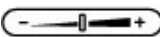












## one communications – Yealink T26/T28 phoneset quick reference

Updated: Jun 2018

Features	Instructions
Dialing out	Lift the handset + (Phone no.) + [ # ] Note: No need to dial [ 9 ] before the phone no.
Intercom dialing	Lift the handset + (Extension no.) + [ # ]
Intercom dialing (using "busy lamp")	Lift the handset + [ Busy lamp for that ext. ]
Last number redial	Lift the handset + 
Speed dialing	To dial: Lift the handset + [ * ] + pause 5 second + [ * ] + (code no. 00 - 99) + [ # ]
Volume adjustment	Ringtone:  to decrease or increase Voice: Lift the handset +  to decrease or to increase
Holding call	To hold: (Call connected) +  To retrieve: (Call held) + 
Call waiting	To answer: (Busy tone sounds) + [Flashing line button] To set: [ * ] [ 1 ] [ 7 ] + [ # ] To cancel: [ # ] [ 1 ] [ 7 ] + [ # ]
All call forwarding	To set: [ * ] [ 0 ] [ 5 ] + (phone / extension no.) + [ # ] To cancel: [ # ] [ 0 ] [ 5 ] + [ # ]
All call forwarding (remote setting)	Use any other phone: (Dial 2205 1111 or 2562 0111) + (Your phone no.) + [ # ] + (Voicemail passcode) + [ # ] + [ 3 ]
Busy call forwarding	To set: [ * ] [ 2 ] [ 5 ] + (phone / extension no.) + [ # ] To cancel: [ # ] [ 2 ] [ 5 ] + [ # ]
No answer call forwarding	To set: [ * ] [ 3 ] [ 5 ] + (phone / extension no.) + [ # ] To cancel: [ # ] [ 3 ] [ 5 ] + [ # ]
Do not disturb (DND)	To set: [ * ] [ 0 ] [ 1 ] + [ # ] To cancel: [ # ] [ 0 ] [ 1 ] + [ # ]
Call transfer - Blind transfer	(Call connected) +  + (Extension no.) +  + Hang up
Call transfer - Consultation transfer	(Call connected) +  + (Extension no.) + [ # ] + Wait for answer +  + Hang up
Conferencing call	(Call connected) +  + (Phone no.) + [ # ] + Wait for answer + 
Call park and retrieve	<u>Call park:</u> (Call connected ) + [another line key] + [ * ] [ 8 ] [ 4 ] + [ # ] + [ # ] + Hang up <u>Call retrieve:</u> Lift the handset + [ # ] [ 8 ] [ 4 ] + [ # ] + (Self extension no.) + [ # ]

Group pick-up	Lift the handset + [ * ] [ 1 ] [ 1 ] + [ # ]
Call pick-up	By feature access code, applicable to ALL extensions: Lift the handset + [ * ] [ 2 ] [ 1 ] + (Ringing extension no.) + [ # ] By "busy" lamp field, applicable to preset extensions: Lift the handset + [ Busy lamp for that ext. ]
Paging	Lift the handset + (Group Paging Extension no.) + [ # ] + Announce
Boss and secretary	Sec makes outgoing call using Boss line: Lift the handset + [ Boss line key ] + (Phone/extension no.) + [ # ] Sec picks up incoming call on Boss line: Lift the handset + [ Boss line key ]
Listen to voicemail	 + Lift the handset OR [ * ] [ 9 ] [ 0 ] + [ Dial ] + Lift the handset
Listen to voicemail (outside office)	Using other phone: (Dial 2205 1111 or 2562 0111) + (Your phone no.) + [ # ] + (Your voicemail passcode) + [ # ] + [ 1 ]
Phone book	[ PhBook ] + Choose [ Personal ] or [ Company ]
Call logs	[ Call log ] + Choose [ Missed ] or [ Incoming or [ Outgoing ]
IDD & chargeable call password	To lock: [ * ] [ 0 ] [ 4 ] + [ # ] + (System will prompt to enter password) + (Password) + [ # ] To unlock: [ # ] [ 0 ] [ 4 ] + [ # ] + (System will prompt to enter password) + (Password) + [ # ]
Call pull (for fixed mobile convergence)	From mobile to office phone: [ * ] [ 8 ] [ 8 ] + [ # ] From office to mobile phone: (Dial 2513 1111) + [ * ] [ 8 ] [ 8 ]
Menu	To view information menu: [ Menu ]

**\*\* Boss / Sec plan phone set model: Yealink T28**

**\*\* Executive / Boss (Lite) / Sec (Lite) plan phone set model: Yealink T26**

Service hotline number: **1833 111**

**one communications** help link: [http://www.pccwone.com/eng/new\\_version\\_help.html](http://www.pccwone.com/eng/new_version_help.html)

Voice mail box and email reminder: customer is recommended to clean up voice mail box and email regularly.