

one communications

Phone set user guide Yealink T26 & T28

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1. Making calls

1.1. Dialing a number





- a) First, lift the handset to take the phone off-hook (if using a hands-free speakerphone, simply press  or a line button).
- b) At the dial tone, enter the extension/external number you wish to call (note: You are NOT required to dial "9" when making an external call).
- c) Press the # button.
- d) When you finish speaking, hang up the phone by placing the handset back on-hook (if using hands-free speakerphone, press  to hang up).

1.2. Using Busy Lamp

- a) First, take the phone off-hook. Then, press the **Busy Lamp** button for that extension.
- b) When you finish speaking, hang up the phone by placing the handset back on-hook.


Note: Busy Lamp light ON indicates that the user of that particular extension is on the phone, although you can still make calls to him/her.

1.3. Redial



- a) Press  to display the most recent numbers dialed from the phone.
- b) Use  and  to scroll through the list until the number you want to call is displayed.
- c) Press  to redial.

2. Receiving calls


2.1. Answer an incoming call

- a) An incoming call causes the phone to ring. Lift the handset to answer (if using hands-free speakerphone, press  or the flashing line button).

2.2. Answer a new incoming call during a phone conversation

- a) A new incoming call causes the line button to flash. Press the flashing line button to answer the new call. The 1st call will be automatically placed on hold. If you cannot answer the call, the caller will go to voicemail (providing the voicemail feature has been configured on your extension).
- b) To reconnect to the first call, press the first call's line button.
- c) When juggling between calls, the phone automatically places your current call on hold when you press a new line button.
- d) If you have more than one call on hold, you can scroll through the held call information by pressing  and  then press the **Resume** button to reconnect to a held call.

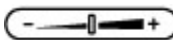
2.3. Sending an incoming call to voicemail

You can send an incoming call directly to voicemail without answering. To do this, press  or the **Reject** button, without lifting the handset.

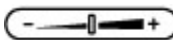
Note: If Fixed Mobile Convergence service is switched on, you **MUST** also reject the call on your mobile to have the call directed to voicemail.

3. Volume adjustment

3.1. Ringtone volume



Place the phone on-hook. Press  to decrease or increase volume.

3.2. Voice volume

Take the phone off-hook. Press  to decrease or increase volume.









4. Handling calls

4.1. Holding call









- a) During a phone conversation, you can press  to hold the call. The line button light will begin to flash slowly.
- b) To retrieve the call, press  again.

4.2. Call forwarding

4.2.1. All/busy/no answer call forwarding

- a) Press the **FWD** button.
- b) Use  and  to select **Always Forward**, **Busy Forward** or **No Answer Forward**.
- c) Press  to change call-forwarding status.
- d) Press  and  to select **Enable** or **Disable**.
- e) To change the number to which calls should be forwarded, use  and  to select **Forward to** and press the **Del** button to delete the original number. Then input the new number.
- f) Press  to confirm and save.

To change the After Ring Times of No Answer Forward

- a) Press the **FWD** button.
- b) Use  and  to select **No Answer Forward**.
- c) Press  to change call-forwarding status.
- d) To change the After Ring Times, use  and  to select **After Ring Times**.
- e) Press  and  to select **5s**, **10s** or **15s**.
- f) Press  to confirm and save.

4.2.2. Remotely activate all call forwarding

You can remotely activate your call forwarding feature from any phone.

- a) Call 2205 1111 from any phone.

- b) Enter your phone number, then press the # button.
- c) Enter your passcode, then press the # button.
- d) Now you can select from the following options:
 - 1) Press [1] to access voicemail.
 - 2) Press [2] to record your personal greetings.
 - 3) Press [3] to activate your remote call-forwarding setting.
 - a. Press [1] to activate call forwarding.
 - b. Press [2] to deactivate call forwarding.
 - c. Press [3] to change your forwarding destination.
 - d. Press [4] to listen to your forwarding status.
 - 4) Press [4] to change your passcode.



4.3. Do-Not-Disturb (DND)

You can set Do-Not-Disturb (DND) status to prevent the phone from ringing in response to incoming calls. These calls will be forwarded to your voicemail box.



- a) Enter the *01 feature access code and press the # button to activate the feature.
- b) When DND status is on, the DND light will illuminate.
- c) To cancel, enter the #01 feature access code and then press the # button.

4.4. Transferring calls






4.4.1. Blind transfer (transfer a call to another phone number without consulting the person who is to receive the call).

- a) During a phone conversation, press .
- b) Enter the phone number to which you want to transfer the call.
- c) Press  again.
- d) The call is transferred and you can put the handset on hook.

4.4.2. Consultation transfer (consult the person to whom you are transferring the call before completing the transfer).

- a) During a phone conversation, press .
- b) Enter the phone number to which you want to transfer the call.
- c) Press the # button to call the receiving party.
- d) After consulting the receiving party, press .
- e) The call is transferred and you can put the handset on-hook.

4.5. Conferencing calls (3-party conference calling is supported).

- a) When you begin a conference, you are recognized as the 1st party of the conference.
- b) Call 2nd party (or answer an incoming call from the 2nd party).
- c) When 2nd party answers, you can consult with him/her before adding him/her to the conference.
- d) Press . A new line opens.
- e) Enter the phone number of the 3rd party. Then press the # button.
- f) When the 3rd party answers, you can consult with him/her before adding him/her to the conference.
- g) Press  again to add the 3rd party to the conference. 1st (yourself), 2nd and 3rd parties are all connected to a single conference.
- h) However, if you want to join 2 active calls in a single conference, simply press  and all 3 parties will be connected to a single conference.
- i) To separate the 2nd and 3rd party from the conference, press the **Split** button and both calls will be placed on hold.
- j) You can scroll through the held call information by pressing  and , and press the **Resume** button to reconnect to a held call or press the **Cancel** button to drop the call.


(Note: If the 2nd or 3rd party hangs up, the call will continue between remaining parties. However, if the 1st party hangs up, the call will end. Hence, the 2nd and 3rd parties will not be connected.)

To initiate a 5-party conference (VAS) :

Step 1) When you begin a conference, you are the first party in the conference (Party 1).

Step 2) Call Party 2 by dialing their number (or answer an incoming call of a party)


Step 3) Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to conference.

Step 4) Press the Conference or  button. A new line opens


Step 5) Enter the phone number of Party 3

Step 6) Press the Send button

Step 7) Wait for Party 3 to answer. When Party 3 answers you can consult with them before adding them to the conference.

Step 8) Press the Conference or  button again to add Party 3 to the conference. Party 1 (yourself), Party 2 and Party 3 are all connected to a single conference.

Sep 9) Repeat Step 5 until Party 4 added into Conference.

Step 10) To end the conference, press the  button.

4.6. Call Park & Call Retrieve

During a phone call, you can park your call (Call Park) and pick it up on another phone set within the company (Call Retrieve).

4.6.1. Call Park

- a) When on a call, press a free line button and enter the ***84** feature access code and press the **#** button.
- b) When you hear the system prompt, press the **#** button again.
- c) Hang up.

4.6.2. Call Retrieve

- a) Use any phone set within the company other than your own, enter the **#84** feature access code and press the **#** button.
- b) When you hear the system prompt, enter your extension number, followed by the **#** button.
- c) The call is re-connected.

4.7. Paging

You can form paging groups of users within your company. Once formed, group members can turn on their speakerphones and converse with one another, or as a group.

- a) Enter the ***77** feature access code, plus the <Paging Group No.> (for example, to page paging group 12, enter *7712).
- b) Press the **#** button.

4.8. Call pickup

4.8.1. Call pickup

You can also pick up an incoming call to anyone in your company by specifying the extension of that person.

- a) In the event of an incoming call being received by another phone set, enter the ***21** feature access code and press the **#** button.
- b) Enter the extension number of that phone set then press the **#** button.
- c) You will connect with the incoming call immediately.

4.8.2. Group pickup

A group of users can be formed into a “Pickup Group”, whereby users can pick up a call from any phone set in the group.

- a) An incoming call intended for a user in your “Pickup Group” can be picked up by entering the ***11** feature access code and pressing the **#** button.
- b) You will connect with the incoming call immediately.

4.8.3 Pickup calls for others with Busy Lamp

- a) When an incoming call is delivered to a user whose extension is being monitored by your Busy Lamp key, the Busy Lamp light will flash.
- b) Press the **Busy Lamp** key to pick up the call for that extension accordingly.

Note : To pick up calls for others with Busy Lamp, your phone set must have Busy Lamp keys assigned to monitor particular extensions.


4.9. Boss and Sec incoming call handling

(only applicable to users subscribing to both Boss and Secretary Plans)

Boss and Sec enables a secretary to make and receive calls on Boss lines, as well as to monitor Boss line status.


4.9.1. Secretary picks up an incoming call on Boss line.

For Secretary/Secretary (Lite) Plans:

- a) Lift the handset or press the **Answer** button or press .
- b) Press the **Boss Line** button.

4.9.2. Secretary makes an outgoing call on the Boss line.

For Secretary/Secretary (Lite) Plans:


- a) Press the **Boss Line** button.
- b) At the dial tone, enter the number you wish to call.
- c) Press the **#** button to make a call (the phone of the other party will show the incoming call from the boss).
- d) To hand the call to the boss, press  .
- e) Then the boss can press the **flashing line** button on his/her own phone set to connect with the call.

4.9.3. Push & Talk between Boss and Secretary:

- a) Press the **Push&Talk** button.
- b) Speak when the microphone is turned on.

5. Managing calls

5.1. Voicemail

- a) Press  .
- b) Follow the instructions prompt to listen to your voice message or change your voicemail box settings.

(note: Voicemail can store 20 minutes of messages, each with a maximum duration of one minute)







5.2. Voicemail remote access

You can remotely access your voicemail box from any phone.







- a) Call 2205 1111 from any phone.
- b) Enter your phone number, then press the **#** button.
- c) Enter your passcode, then press the **#** button.
- d) Now you can select from the following options:
 - 1) Press [1] to access voicemail box.
 - a. Press [1] to listen to voicemail.
 - b. Press [2] to record/change your busy greeting.

- c. Press [3] to record/change your no answer greeting.
- 2) Press [2] to record your name for voicemail.
- 3) Press [3] to change your remote call-forwarding setting.
- 4) Press [4] to change your passcode.

5.3. Phone book

- a) Press the **Ph Book** button.
- b) Use  and  to select **Personal** or **Company**. Then press .
- c) Use  and  to scroll through phone book entries.
- d) Press  button to dial.

5.4. Call logs

- a) Press the **Call Log** button.
- b) Use  and  to select **Missed**, **Incoming** or **Outgoing**, then press .
- c) Use  and  to scroll through the call logs.
- d) Press  button to dial.

6. Fixed/Mobile Convergence

This allows your mobile number to be called simultaneously when an incoming call rings your desk phone. With this arrangement, you can pick up the call using either your desk phone or mobile. You can also “pull” a call from your mobile to a desk phone, or vice versa, without interrupting the call (to subscribe, please contact your PCCW account manager or call **ONE** communications service hotline on 1833111).

For instructions on turning on fixed-mobile convergence – simultaneous ring, please refer to the web portal user guide.

6.1. Pick up simultaneous ring calls

To pick up a call using your mobile phone:

- a) Make sure the simultaneous ring feature is turned on (enabled) at your web portal.
- b) When your desk phone receives an incoming call, your mobile will ring simultaneously.

- c) An announcement on your mobile will ask you to press any key to pick up the call. This indicates that the call is actually ringing your desk phone.
- d) Press any key from 0 to 9 on your mobile to pick up the call.
- e) You are now connected to the call.

6.2. Call pull

To pull a call from mobile to desk phone:

- a) Make sure the simultaneous ring feature is turned on (enabled) at your web portal.
- b) Make sure the call was made to your desk phone and has already been picked up by your mobile phone.
- c) Enter the ***88** feature access code on your desk phone, followed by the **#** button.
- d) The call is now connected to your desk phone.

To pull a call from desk phone to mobile:

- a) Make sure the fixed simultaneous ring feature is turned on (enabled) at your web portal.
- b) Make sure the call was made to your desk phone.
- c) Using your mobile phone, place a call to **2513 1111**.
- d) Enter the ***88** feature access code, followed by the **#** button.
- e) The call is now connected to your mobile phone.

6.3. Mobile extension (this feature can only be used on designated handset models).

Please contact your PCCW account manager or One communications service hotline on 1833111 for details of designated mobile handset models.

6.3.1. How to activate Mobile Extension.

To activate Mobile Extension service, please follow the steps below:

- a) Insert the FMC SIM into mobile handset.
- b) After connecting to network, enter ***137*138#** then press dial.
- c) You will see “Your request is being processed. 你的指示正在處理中” while activation is under way.
- d) Wait for 3-5 minutes, then the service is ready to go.
- e) The Mobile Extension menu, as shown below, will be found on your handset by pressing the Mobile Ext icon in your mobile menu.

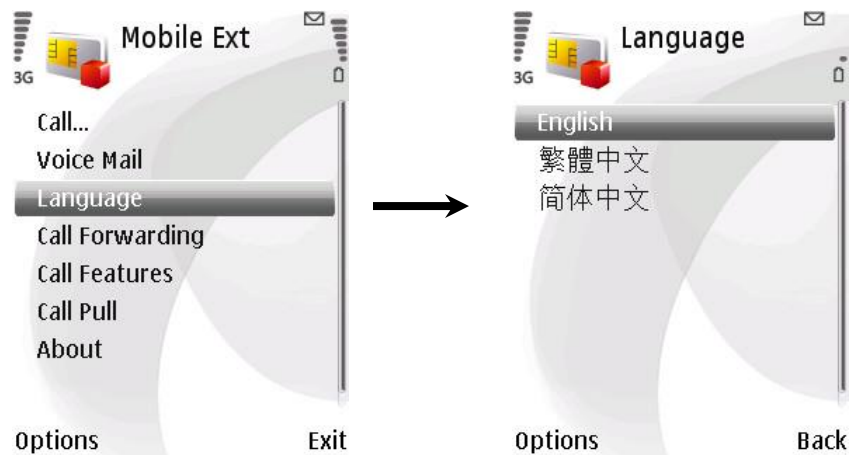


Tips: For easy access to the menu, we recommend creating a shortcut on the main menu of your mobile device.

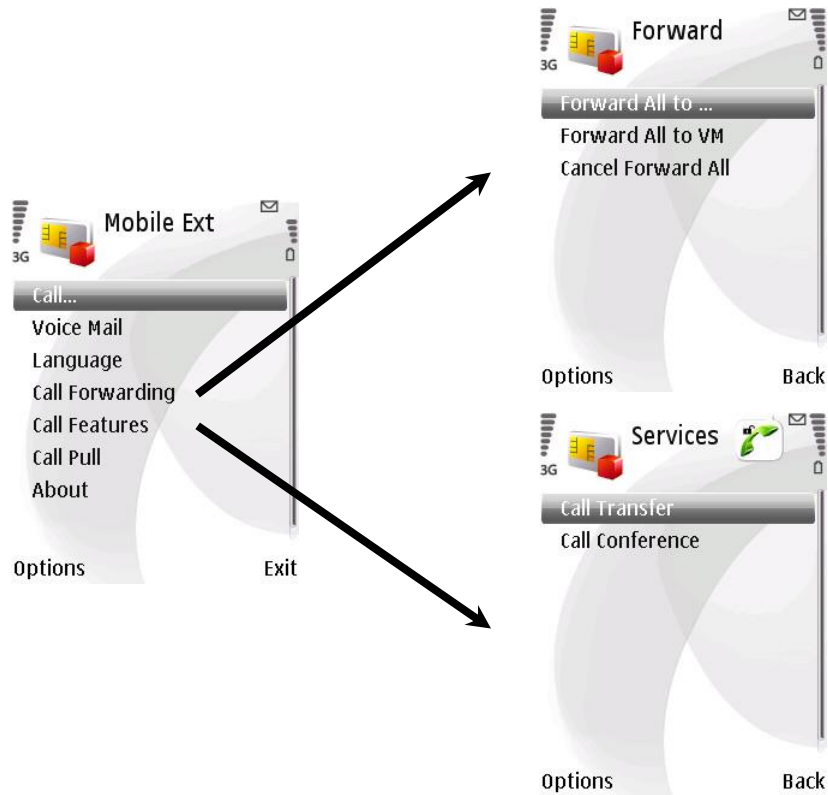
6.3.2. Change language

Before using the service, you can change language. Default Mobile Extension language is English.

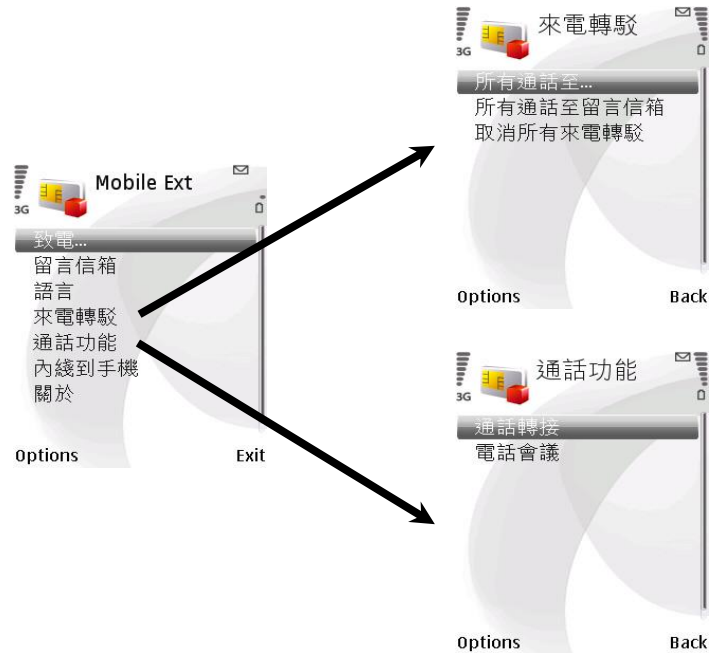
To change language, select the Language option.



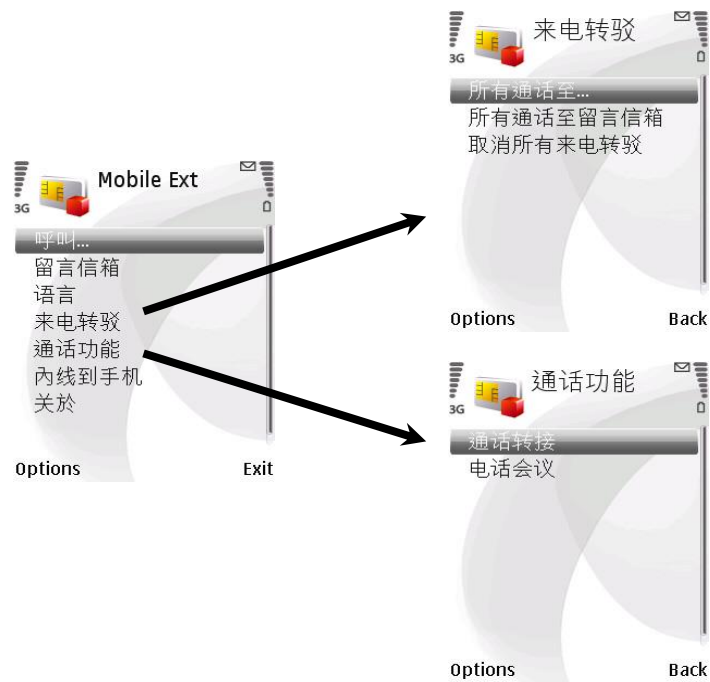
1. English



2. Traditional Chinese



3. Simplified Chinese



6.3.3. Description of features

Features	功能 (繁體中文)	功能 (简体中文)	Description
Simultaneous Ringing (Sim Ring)	來電響鈴	来电响铃	System will ring corresponding mobile for all incoming calls to desk phone
Call Forwarding	來電轉駁	来电转驳	Forward all incoming calls to a specific number or voicemail
Call Transfer	通話轉接	通话转接	Transfer a call to a specific number while on a call
Call Conference	電話會議	电话会议	Invite third parties to join a call and hold a conference call
Call Pull	內線到手機	内线到手机	Pull the call from desk phone to mobile while on a call
Voicemail	留言信箱	留言信箱	Access corporate voicemail via mobile phone

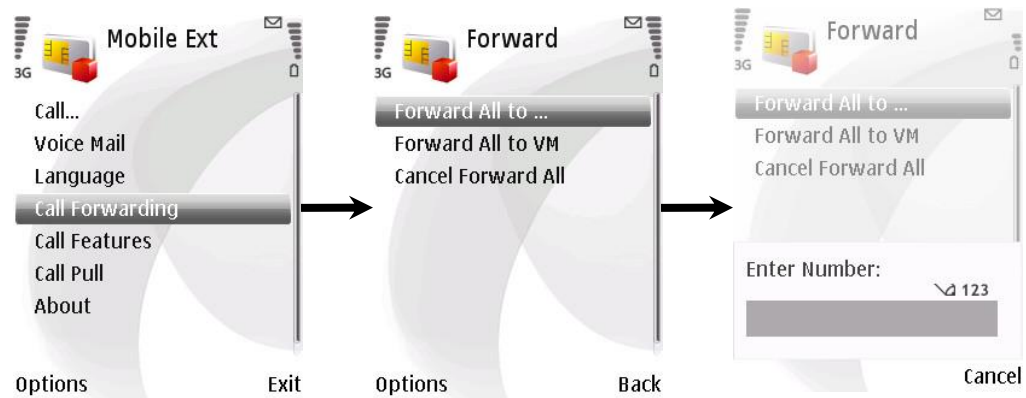
6.3.4. Access voicemail

To check corporate voicemail using the Mobile Ext menu, select the “Voice Mail” option (note: User may be prompted to enter passcode, if required by the desk phone voicemail system).



6.3.5. Call Forwarding

To forward all incoming desk phone calls, select the Call Forwarding option on the Mobile Ext menu.



6.3.5.1. Forward All to...

- User can forward all incoming desk phone calls to another number (whether another extension or an external number, but not an IDD number).
- User must wait to hear the “forwarding successful” message before ending the call.

6.3.5.2. Forward All to VM

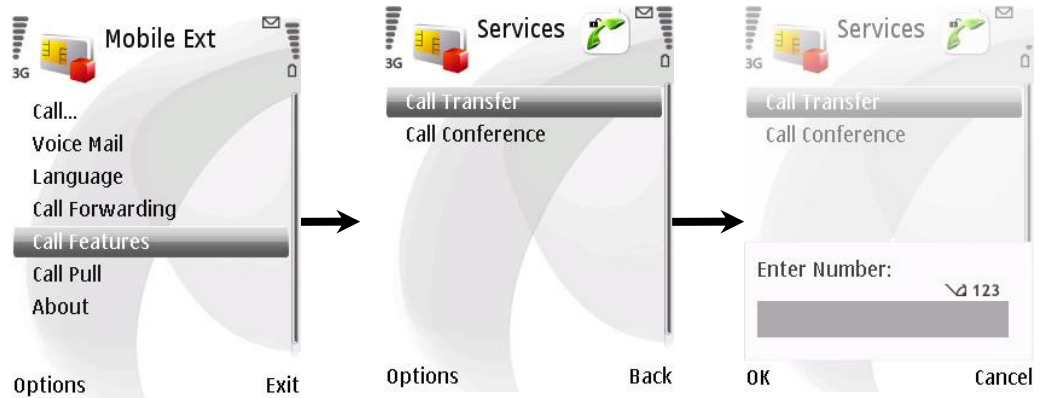
- User can forward all incoming desk phone calls to the voicemail box.
- User must wait to hear the “forwarding successful” message before ending the call.

6.3.5.3. Cancel Forward All

- Remotely cancel previously-set desk phone call forwarding.
- User must wait to hear the “forwarding successful” message before ending the call.

6.3.6. Call Transfer

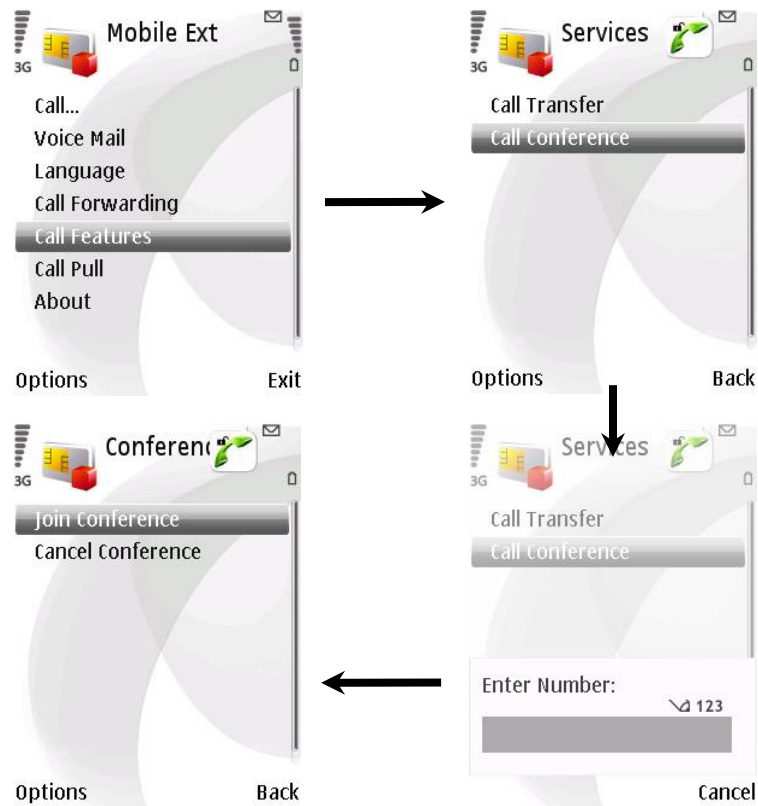
- Select “Call Features” option in the Mobile Ext menu, then select “Call Transfer”.
- Entering destination number, which could be an extension number, external number or international call number, and press OK.



The party on hold for call transfer will be listening to music while on hold. When the ring back tone is heard, the call transfer party can end the call and the call will be transferred (blind transfer).

6.3.7. Call Conference

- a) Select the “Call Features” option in Mobile Ext Menu, then select “Call Conference”.
- b) Enter the conference party’s number, which could be an extension number, external number or international call number, and press OK.
- c) Select “Join Conference” to merge the 2 calls for a conference, or
- d) Select “Cancel Conference” to end the second call and connect back to the first call again.



Note:

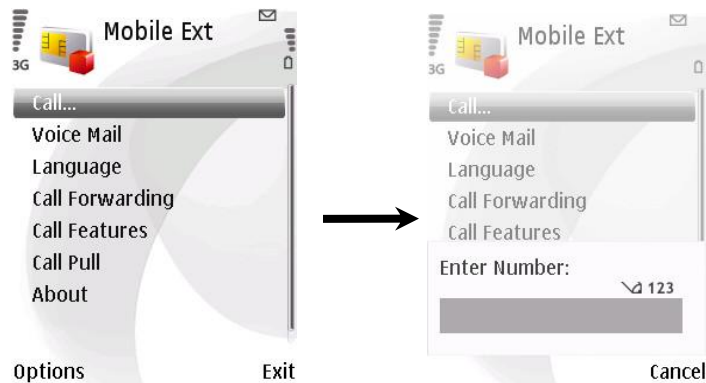
1. IDD calling while in call transfer and call conference should be:
0060[Country Code][Area Code][Phone Number]
2. The party on hold will be listening to music while on hold

6.3.8. Making outgoing calls (displaying desk phone number)

Two ways exist to make calls from a mobile as if it were a desk phone displaying the desk phone extension number.

6.3.8.1. Using Mobile Ext menu

Select “Call...” in the Mobile Ext menu, and enter the [extension number] (eg 1234), [external number] (eg 23456789) or 00[IDD number] (eg 00861234567890) in the pop-up box.



6.3.8.2. Using short code

- Extension dialing: Press *#[extension number], e.g. *#1234
- External call: Press *#[external number], e.g. *#23456789
- International call: Press *#00+[Country Code]+[Area Code]+[Phone Number], eg *#00861234567890 (system will request the access code for authentication)

Note:
Caller ID displayed will be the desk phone number.



6.3.9. Receiving calls using Simultaneous Ring (Sim Ring)

- a) Make sure the simultaneous ring feature is turned on (enabled) at your web portal.
- b) When your desk phone receives an incoming call, your mobile will ring simultaneously.
- c) An announcement will ask you to press any key to pick up the call. This indicates that the call is actually ringing your desk phone.
- d) Press any key from 0 to 9 on your mobile to pick up the call.

6.3.10. Call Pull

When user is in conversation with customers on the desk phone, he/she can select Call Pull option on the Mobile Ext menu to continue the conversation using a mobile phone.



After a short silence, the mobile phone will be connected to the call, and the desk phone will be disconnected.

6.3.11. Special remarks

When Mobile Extension is used overseas:

- 1) The Mobile Extension function may not be available while you are travelling overseas, depending on roaming networks.
- 2) Outgoing calls will be charged according to overseas roaming rates.
- 3) Charges for calling back to Hong Kong will be equivalent to the overseas roaming charge when calling from your overseas location to the Hong Kong telephone system (3664 5999) and will be itemized on your mobile phone bill.

- 4) The charge for calling another overseas number will be equivalent to the overseas roaming charge when calling from your overseas location to the Hong Kong telephone system (3664 5999) and the IDD 0060 charge from a Hong Kong office phone to the destination phone, and will be itemized on your mobile phone bill and fixed-line telephone bill. Please note that even if the destination phone is not connected, or the call does not succeed, overseas roaming involved when calling from your overseas location to the Hong Kong telephone system (3664 5999) will incur a charge.
- 5) Please note that even when your mobile phone is set as the active phone, the charge for dialing another overseas number will be different to that incurred when using the mobile extension with the call manager toolbar.

7. Feature access codes

Feature	Access code
Block the Blocker activation	*76
Block the Blocker deactivation	#76
All Call Forwarding activation	*05[Telephone no.]
All Call Forwarding deactivation	#05
All Call Forwarding to Voice Mail activation	*91
All Call Forwarding to Voice Mail deactivation	#91
Busy Call Forwarding activation	*25[Telephone no.]
Busy Call Forwarding deactivation	#25
Busy Call Forwarding to Voice Mail activation	*92
Busy Call Forwarding to Voice Mail deactivation	#92
No Answer Call Forwarding activation	*35[Telephone no.]
No Answer Call Forwarding deactivation	#35
No Answer Call Forwarding to Voice Mail activation	*93
No Answer Call Forwarding to Voice Mail deactivation	#93
Hide Caller ID per call	133
Hide Caller ID Persistent activation	*75
Hide Caller ID Persistent deactivation	#75
Caller ID Delivery per call	1357

Call Park	*84
Call Retrieve	#84
Group Pickup	*11
Call Pull (for fixed-mobile convergence)	*88
Call Return	*19
Call Pickup	*21
Do Not Disturb activation	*01
Do Not Disturb deactivation	#01
Last Number Redial	*18
Push to Talk	*77
Speed Dial 100 access	**
Speed Dial 100 program	*71
IDD Security activation	*04
IDD Security deactivation	#04
Voicemail access	*90