

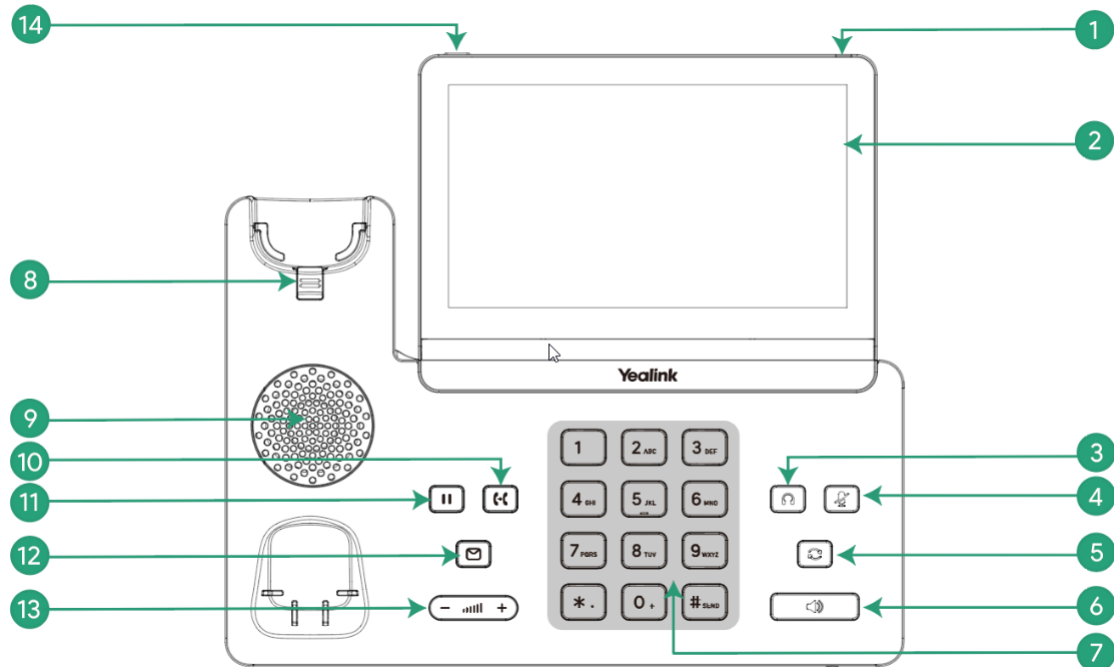


Yealink T87W

























Avatel Cloud Solution
User Guide

Version 1.1

Hardware Introduction



NO.	Item	Description
1	Power LED Indicator	Indicate call, message, and phone system status.
2	Touch Screen	Shows information about your phone, such as calls, messages, soft keys, time, and date.
3	HEADSET Key	Toggle the headset mode on or off.
4	MUTE Key	Toggle the microphone on or off.
5	REDIAL Key	Redial a previously dialed number.
6	Speakerphone Key	Toggle the speakerphone (hands-free) mode or not.
7	Keypad keys	Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad key to select the item.
8	Reversible Tab	Secure the handset in the cradle when the phone is mounted vertically.
9	Speaker	Provide ringer and speakerphone audio output.
10	TRAN Key	Transfer a call.
11	HOLD Key	Place a call on hold or resume a held call.
12	MESSAGE Key	Access your voice messages.
13	Volume Key	Adjust the volume of the handset, headset, and speaker.
14	Alarm Key	Long press to trigger alarm.

Icons	Description	Icons	Description
	Wired network is unavailable		Missed Calls
	Wired network is unreachable		Busy Forward
	Speakerphone (hands-free) mode		Always Forward
	Handset Mode		No Answer Forward
	Headset Mode		Recording starts successfully (Using a USB flash drive)
	Voice Mail		Recording is paused (Using a USB flash drive)
	Text Message		Bluetooth mode is on
	Auto Answer		Bluetooth headset is both paired and connected
	Do Not Disturb (DND)		Bluetooth-enabled mobile phone is both paired and connected
	Phone Warning		Wi-Fi connection is successful
	Keep Mute		Wi-Fi connection is unreachable
	Ringer volume is 0		Wi-Fi connection fails

Status Indicator Icons

DeskPhone Button Functions

BLFs or Busy Lamp Fields are touch keys on the phone which are typically used for displaying other extensions in the office along with their status, as well as special system features such as park, page and night buttons, etc.

Softkeys are shortcuts to phone features such as call history or do not disturb. These keys are shown in the lower section of the main screen.



NOTE: You can have up to 3 banks of programmable BLFs. To navigate the pages, slide to the left or right.

DeskPhone Button Functions

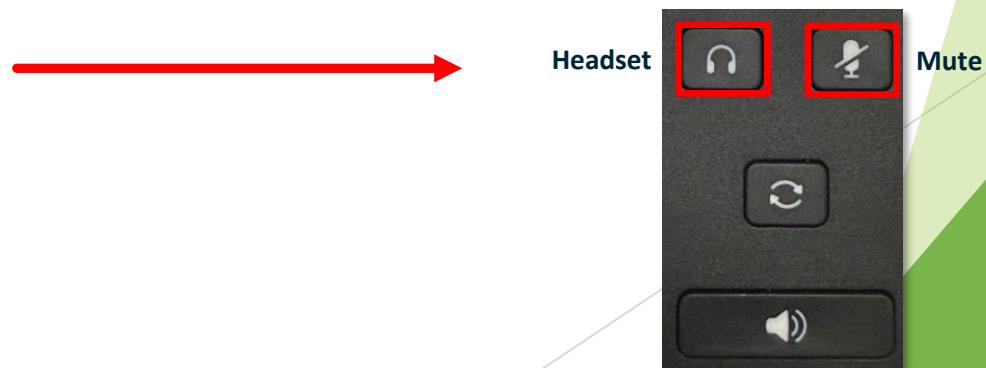
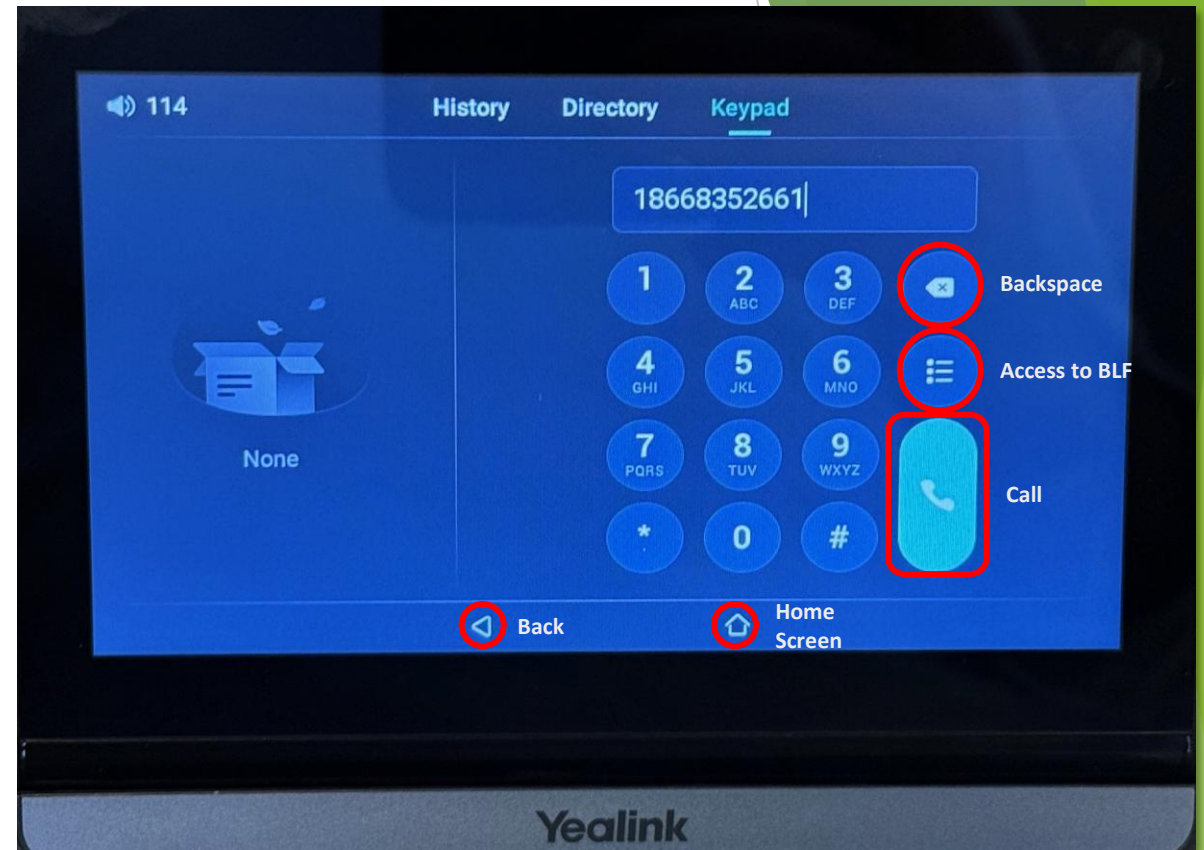
Voicemail Status Indicator

The top righthand section of the phone screen will display the status of voicemail. The LED lamp will flash red when a message is left in your voicemail box.



Call Functions - Making a call

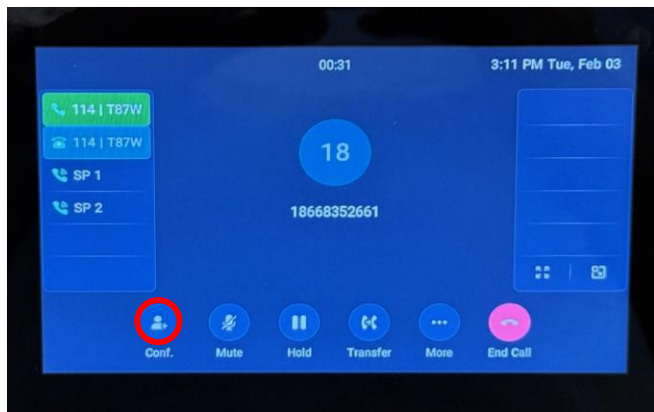
- Pick up the handset or press the Speakerphone button, then dial the number.
There is no need to press a line button or dial an access code for an outside line.
- After dialing, the phone will briefly pause, giving you time to correct and re-enter a number if needed.
- To place the call immediately, press the **Call** softkey or the # key.
- To use a headset, press the Headset button. Dial the number, then press the **Call** softkey or the # key to place the call.



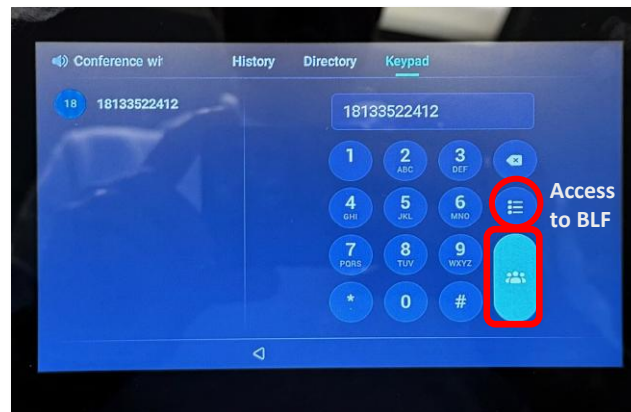
Call Functions – Conference Call

1. While on a call, press the “Conf” softkey. This will place your first caller on hold.
2. Dial the number for the second caller and press the “Conference” softkey to send the call out.
3. Press the “Conf” softkey again to merge calls.

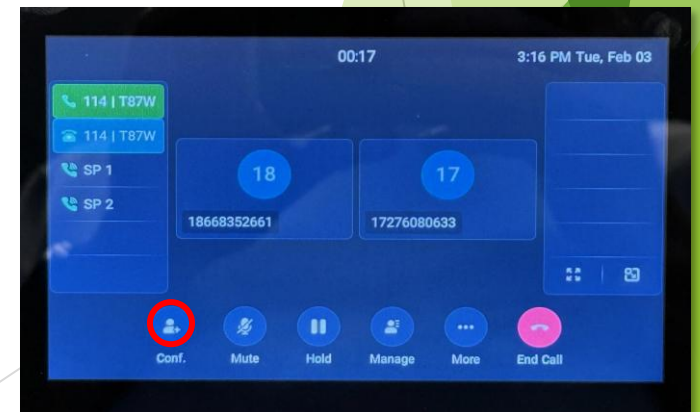
Note: To cancel conference press “Cancel” while ringing 2nd caller and then press “Resume”



1



2



3

Call Functions - Holding & Transferring Calls

Call Hold

- Press the **Hold** button or the “**Hold**” softkey to place a caller on hold.
- To resume the call, press the **Hold** button or the “**Resume**” softkey again.

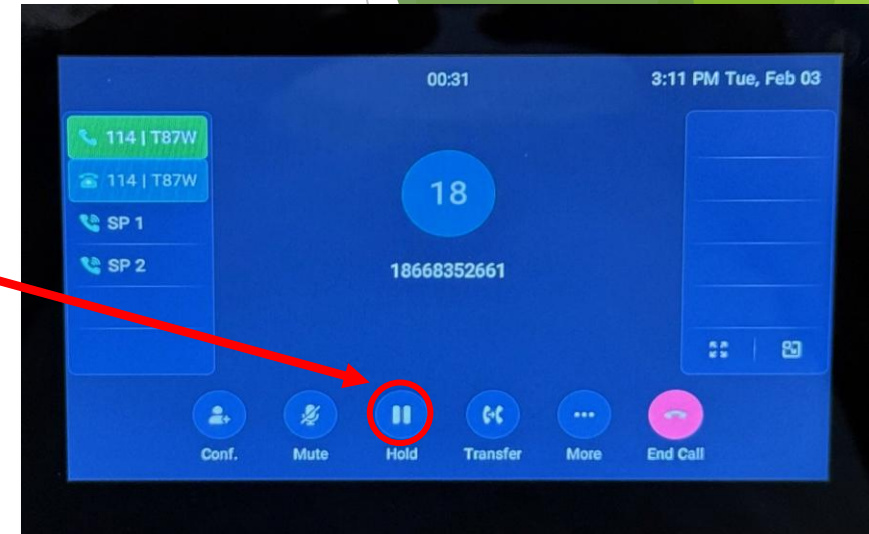
NOTE: The **Hold** feature should only be used when you plan to resume the call on the same phone it was answered on. If the call is intended for another user, please use the **Transfer** feature, or place the call on an available Shared Park button (SP1/SP2... see next page).



or



or



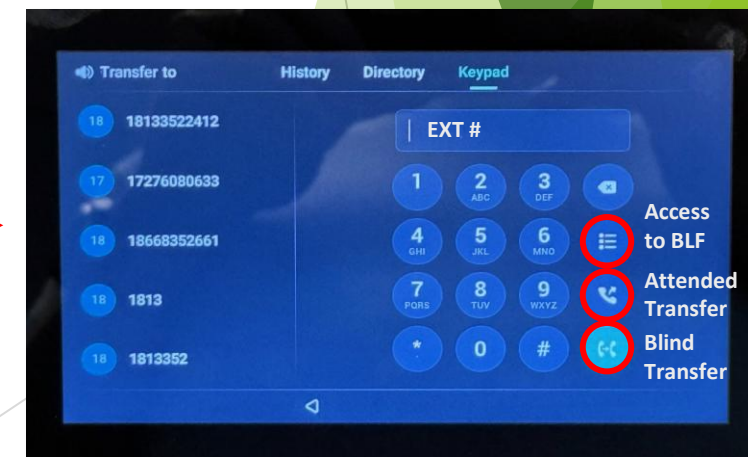
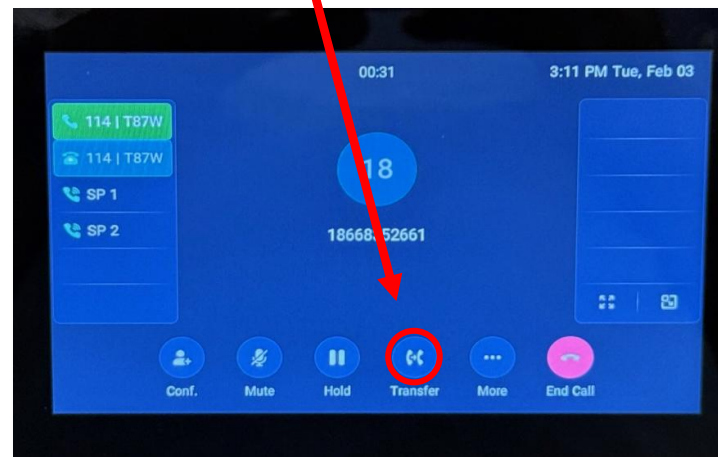
Call Transfers

Blind Transfer (no introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Press **Transfer** again or simply hang up to complete.

Attended Transfer (with introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Wait 4 secs or press the **Attended Transfer** softkey. Wait to be answered and announce the call.
- If they accept the call, press **Transfer** or hang up to complete.
- If they decline, press the **flashing green line button** to return to the original caller.



Call Functions – Park & UnPark

Using Shared Park (SP1 / SP2)

The Shared Park feature allows you to place a call on system hold so it can be retrieved from any phone in the system.

Steps to Park a Call:

- While on the call, press the **SP1** or **SP2** button.

The button will change from **green** to **red**, indicating the call is parked.

⚠ All phones with the SP1/SP2 button will also light up red.


- Page or call the intended recipient to notify them of the parked call.
- To retrieve the call, press the **red SP1/SP2** button.

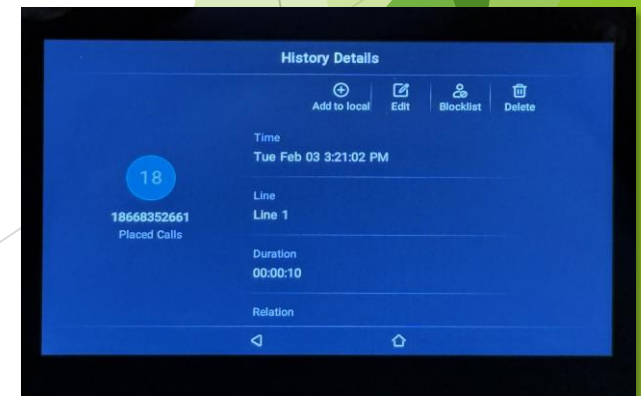
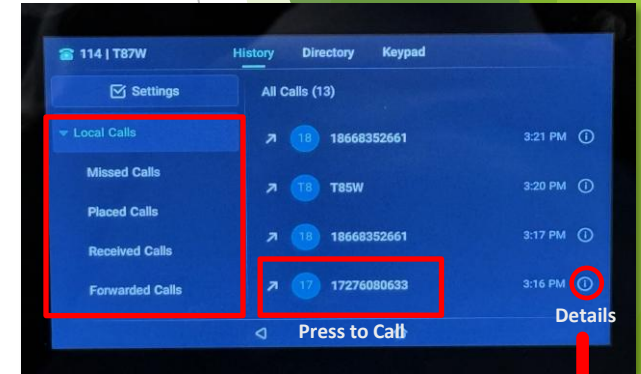
The button will turn back to **green**, meaning the call is picked up and the park location is free to use again.



Other Functions - Call History & Redial

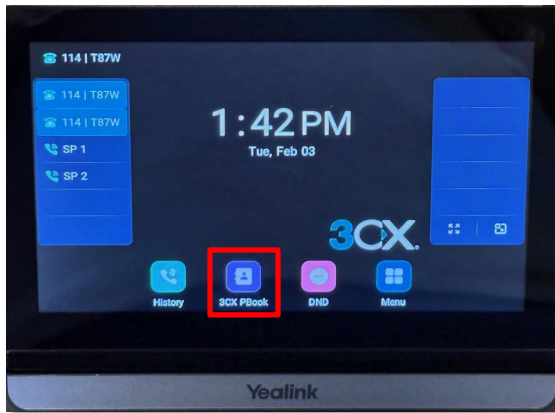
The History softkey gives you access to all calls that reached your extension as well as calls that were made from your phone. There are 5 categories accessible by pressing the left/right Navigation buttons.

- Local Calls - *All calls made or received from the phone*
- Missed Calls - *A filtered list of calls unanswered on the phone*
- Placed Calls - *A filtered list of calls made from the phone. This can also be accessed by pressing the Redial button.* → 
- Received Calls - *A filtered list of all calls received and answered on the phone*
- Forwarded Calls - *A filtered list of all calls received and forwarded to another destination. This field will only be populated when call forwarding is active on the extension.*
- Swipe up/down on the call list and press the number to place the call.
- Press the “i” icon on the right to view details of the call. You will have the ability to edit, add caller to your local contacts or add to your blocklist.

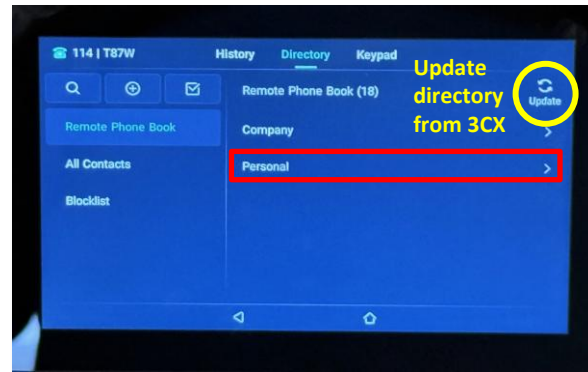


Other Functions – Personal Contacts

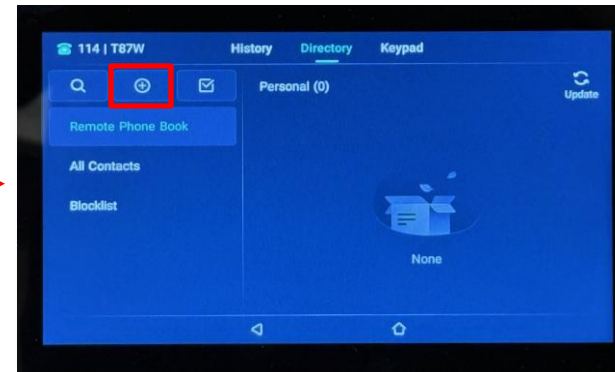
Note: To add entries to the company directory that are accessible from all phones, entries must be created using the 3CX WebClient. Please see your system administrator.



1. To add a personal contact press the "3CX Pbook" softkey



2. Press "Personal"



3. Press the "Add" Icon



4. Enter contact info and press the "save" icon on the top right

Other Functions - Voicemail

- Pressing the “Voicemail” button or dialing the *voicemail access code* (see below) will give you access to your mailbox and the voicemail system. If you have voicemail, the system will begin playing your messages automatically. You can control and access different parameters of the voicemail by pressing the following digits at any time:

NOTE: The voicemail system will prompt additional options once you select a section. Please follow the prompts after selection.

- Press * to play messages
- Press 1 to change profile status
- Press 4 to delete all read messages
- Press 5 to record name for the mailbox
- Press 6 to play mailbox information
- Press 7 to change mailbox pin
- Press 8 to record your greeting
- Press 9 to replay menu prompts
- Press # to exit voicemail

Greetings

- “0” Save
- “1” Re-Record
- “2” Verify

Play Sub-Menu

- “0” Plays next message
- “1” Plays previous message
- “2” Repeats message
- “3” Deletes message
- “4” Calls back the number
- “5” Forwards the message
- “9” Back to voicemail options
- “#” Exit Voicemail



Voicemail Access Code: Dial the appropriate code that matches your system extension setup.
2 digit ext. “99” 3 digit ext. “999” 4 digit ext. “9999”