

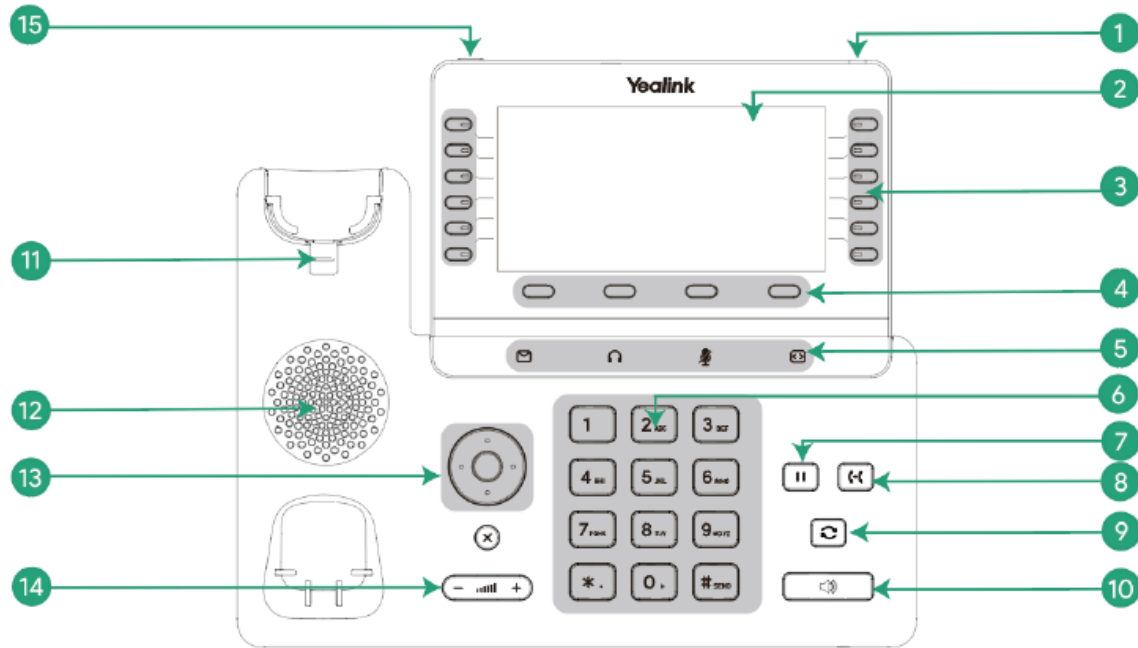


# Yealink T85W

























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	Phone Screen	Shows information about your phone, such as calls, messages, soft keys, time and date.
3	Line Keys	Access your phone lines and features.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
5	MESSAGE Key	Access your voice messages.
5	HEADSET Key	Toggle the headset mode on or off.
5	MUTE Key	Toggle the microphone on or off.
5	Page Key	Turn pages forward or backward.
6	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.
7	HOLD Key	Place a call on hold or resume a held call.
8	TRAN Key	Transfer a call.
9	REDIAL Key	Redial a previously dialed number.
10	Speakerphone Key	Toggle the speakerphone (hands-free) mode or not.
11	Reversible Tab	Secure the handset in the cradle when the phone is mounted vertically.
12	Speaker	Provide ringer and speakerphone audio output.
13	Navigation Keys	Scroll through information or options displayed on the screen.
13	OK Key	Confirm actions or answer incoming calls.
14	Volume Key	Adjust the volume of the handset, headset, and speaker.
15	Alarm Key	Long press to trigger alarm.

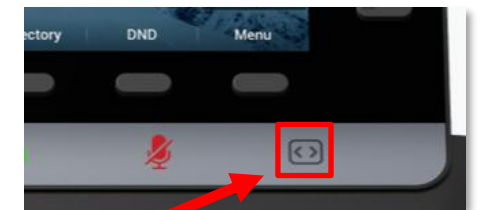
Icons	Description	Icons	Description
	Wired network is unavailable		Missed Calls
	Wired network is unreachable		Busy Forward
	Speakerphone (hands-free) mode		Always Forward
	Handset Mode		No Answer Forward
	Headset Mode		Recording starts successfully (Using a USB flash drive)
	Voice Mail		Recording is 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 keys on the phone which are typically used for displaying other extensions in the office and their status. For example, if a ext is on a call, the BLF will be red instead of green indicating the phone is in use. They can also be used to call or transfer to.

**Softkeys** are the main action keys displaying available options depending on the current function you are performing. These keys are shown in the lower section of the screen, with 4 available options.



**NOTE:** You can have up to 5 banks of programmable BLFs. To navigate the pages, press the “page key” on the lower right of the screen.

# DeskPhone Button Functions

## Vicemail 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

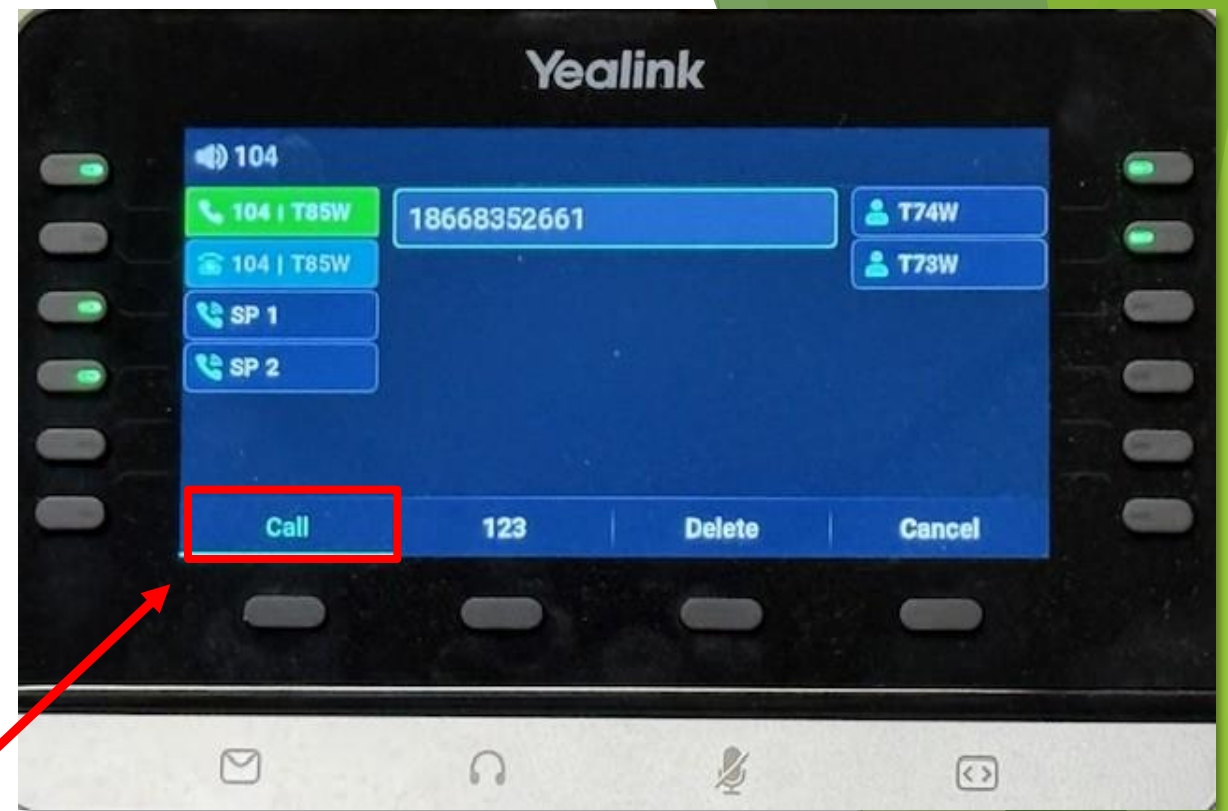
- Pick up the handset or press the Speakerphone button, then dial the number.

*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 delete and re-enter a number if needed.

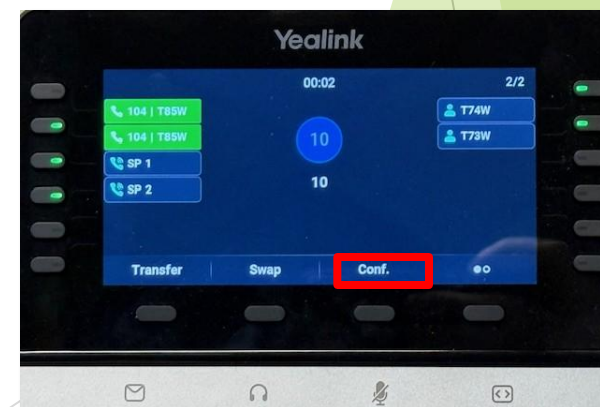
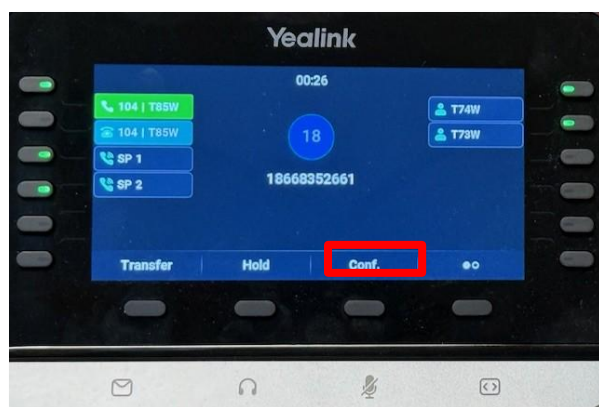
- To place the call immediately, press the **“Call”** softkey or the # key.

- To use a headset, press the Headset button (it will light solid green). Dial the number, then press the **“Call”** softkey or the # key to place the call.



# Call Functions – Conference Call

1. While on an active call, press the “**Conf.**” softkey. The current caller will be placed on hold.
2. Dial the number for the second caller and press the “**Call**” softkey or # key. Wait for the call to be answered.
3. Press the “**Swap**” softkey to switch between the two calls or press the “**Conf.**” softkey to merge the calls
4. To cancel the conference, hang up on the 2<sup>nd</sup> call and press the flashing Line/BLF button or the “**Resume**” softkey.



# 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 “**Hold**” softkey again.

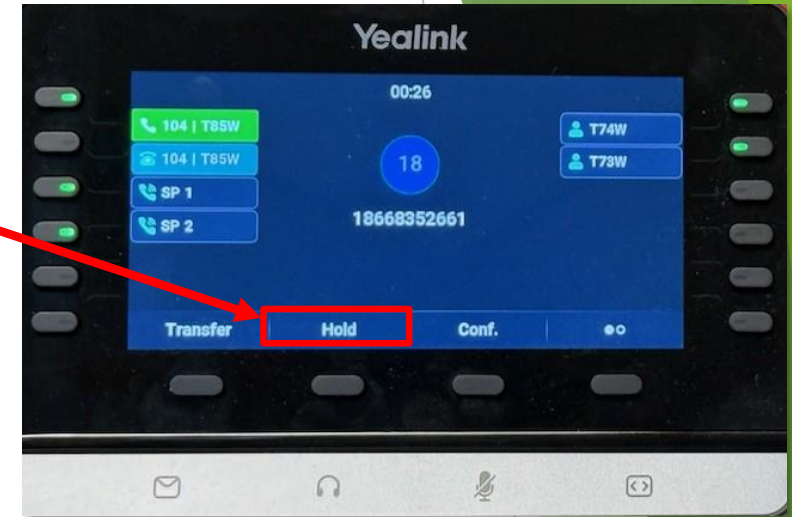
**NOTE:** The **Hold** feature should only be used when you plan to resume the call on the same phone it was answered on. If the call is intended for another user, please use the Transfer feature, or place the call on an available Shared Park button (SP1/SP2... see next page).



or



or



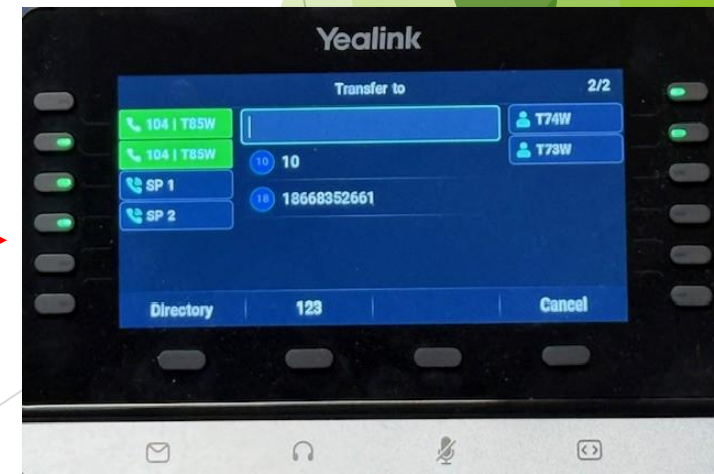
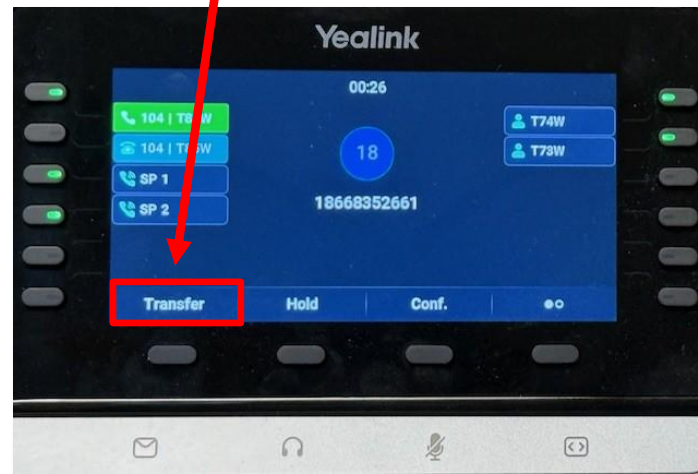
## Call Transfers

### 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 for the person to answer, then announce the caller.
- 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:

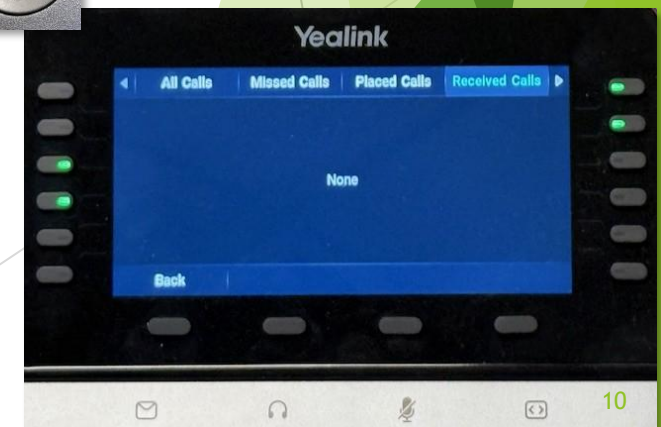
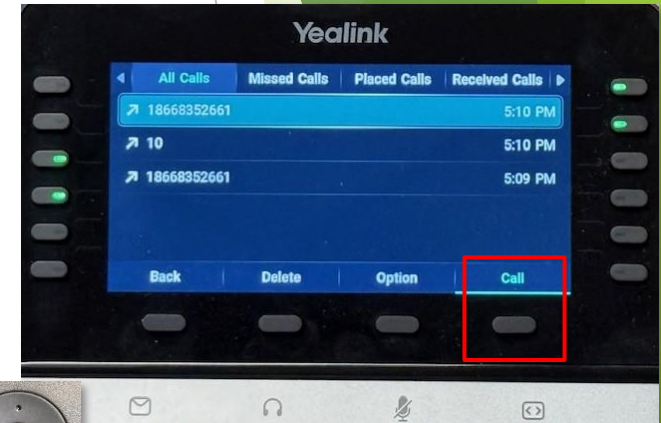
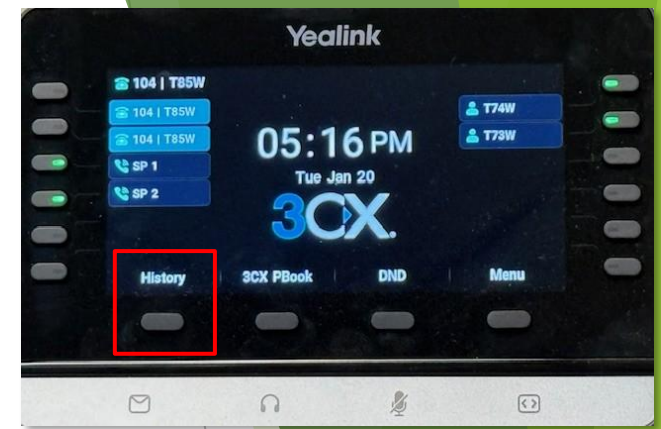
- While on the call, press the **SP1** button.
  - The button will change from **green** to **red**, indicating the call is parked.
  - ⚠ All phones with the SP1 button will also light up red.**
- Page or call the intended recipient to notify them of the parked call.
- To retrieve the call, press the **red SP1** 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.

- All 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.*
- Use the up/down navigation buttons to select an entry and press the “Call” softkey to place the call.



# Other Functions - Call History & Redial

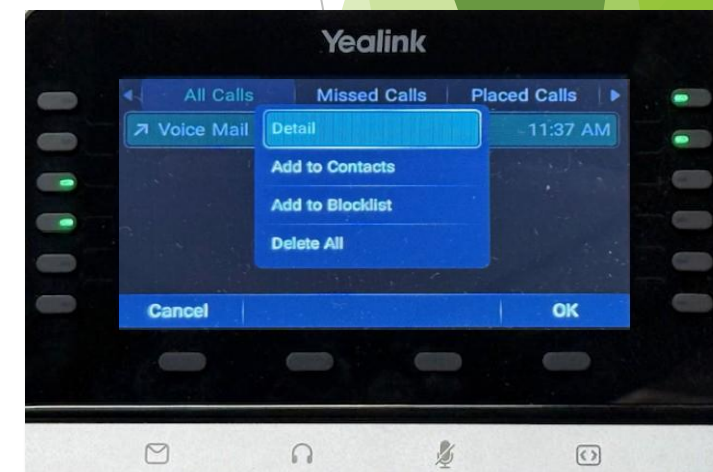
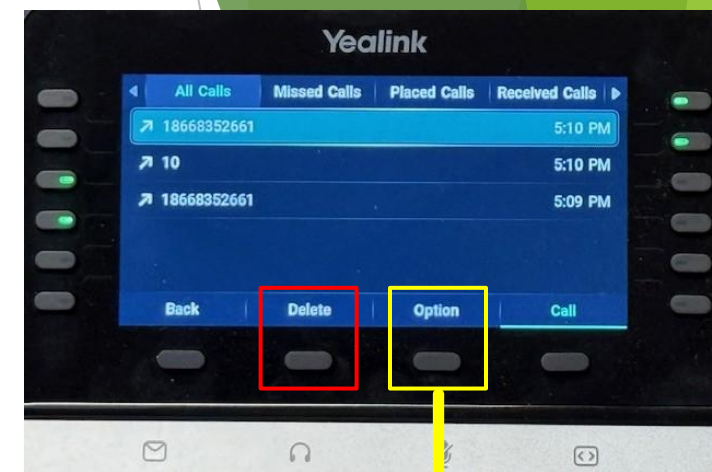
- To delete an entry in any log, select the call and press the “Delete” softkey, then press “OK” to confirm.
- Pressing the “Option” softkey reveals the following categories:

**Detail-** Reveals all caller ID information received from the call, the time of the call and the duration of the call.

**Add to Contacts-** Allows you to add the caller entry to your local contacts. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete. These entries are stored locally on the phone. **DO NOT** use this feature to enter shared contacts. Please use the 3CX webclient instead.

**Add to Blocklist-** Allows you to add the caller entry to your blocklist. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete.

**Delete All-** This will delete all entries in all 5 history parameters.



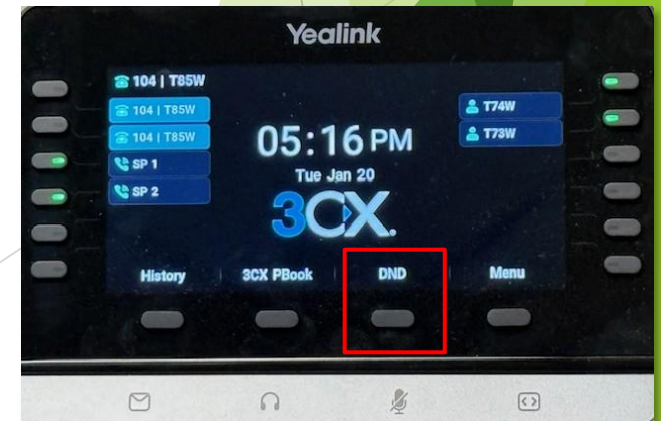
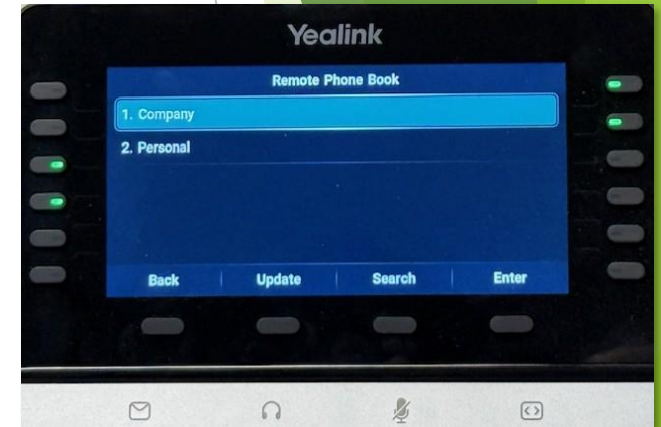
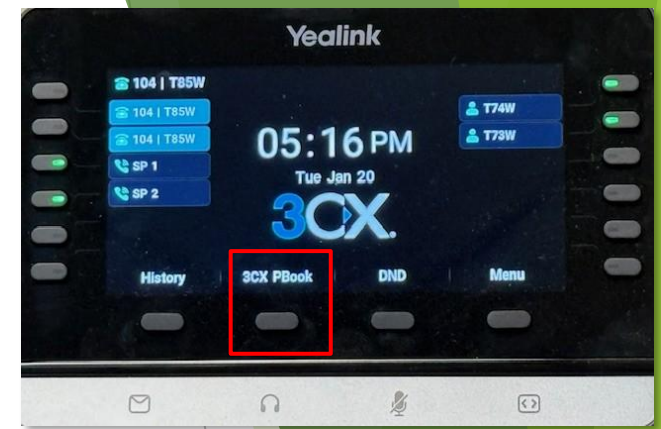
## Other Functions - 3CX Pbook & DND

- The “3CX Pbook” (phone book) displays the internal directory of all extensions registered on the 3CX system as well as personal contact entries.
- Select the “3CX Pbook” softkey and select “Company” or “Personal”. Select the entry using the up/down navigation buttons you wish to call and press center button or the “Call” softkey.

*Note: To add entries in the 3CX Pbook you will need to use 3CX WebClient.*

- The “DND” (do not disturb) softkey is an on/off button that changes your phone status to do not disturb. When turned on, all calls will go directly to your voicemail by default. Calls can also be redirected to another destination but requires customized programming on the 3CX system. *Please see your phone administrator for enabling this feature.*

***TIP: When new contacts are added in the WebClient, you must update the phone. Press 3CX Pbook and select “UPDATE”. This will ensure you have the latest updated directory.***



# Other Functions - Phone Directory

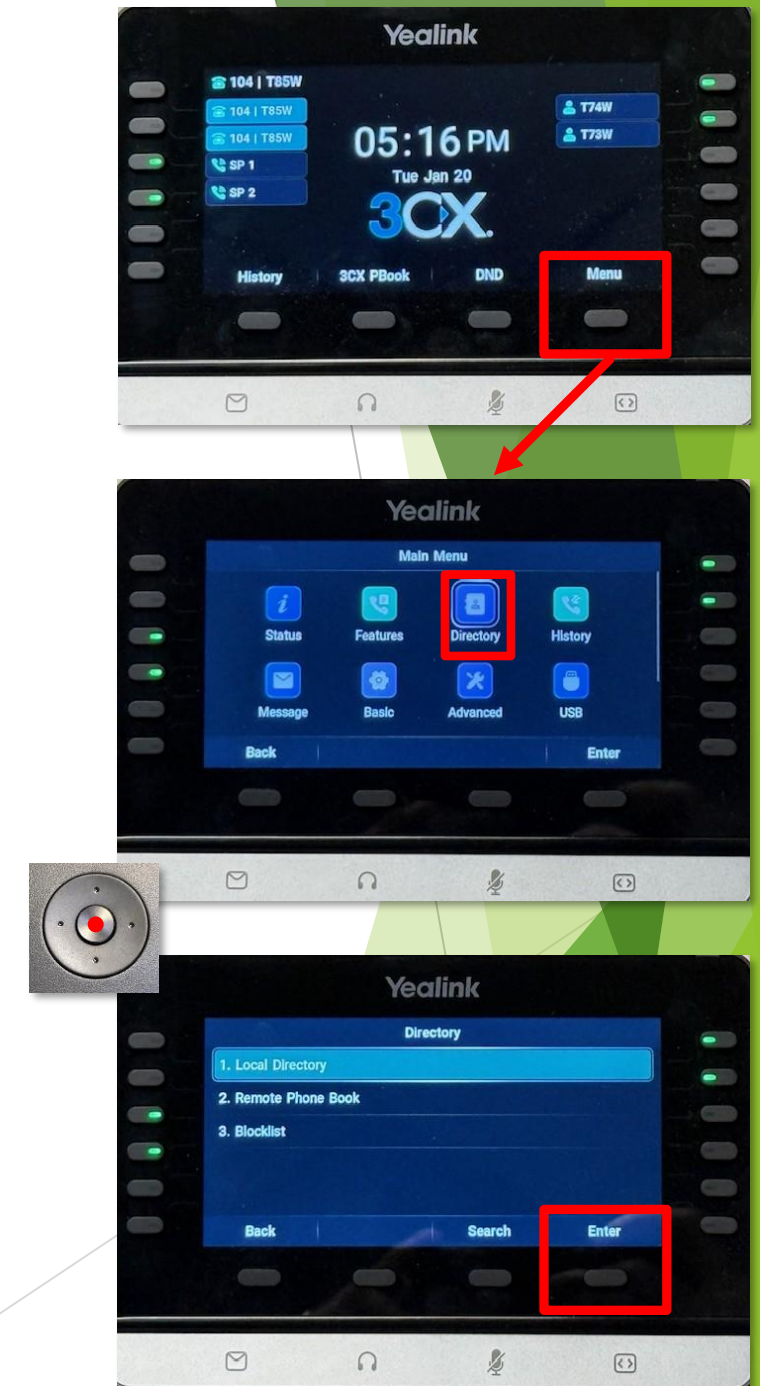
- Press the “Menu” softkey.
- Use the navigation buttons to select “Directory” and press the “Enter” softkey.

## Directory reveals the following 3 categories:

- **Local Directory** - This selection gives you access to all personal contacts saved on your phone. Example...entries saved from your call history will be displayed in this section.
- **Remote Phonebook** - This selection gives you access to 3CX Phone book. This is the same destination as the 3CX Pbook softkey reviewed in the previous page.
- **Blocklist** - This selection gives you access to all blocklist entries added from your call history. You can add or delete contacts in this section.

**⚠ Note:** Contacts saved in the **local directory** exist only on your individual phone and are **not stored in the 3CX system**. If your phone is replaced, notify the service team so your personal contacts can be transferred.

**Best Practice:** Use the **3CX Web Client** to enter company contacts. These are synced and accessible across all phones.



# 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”**