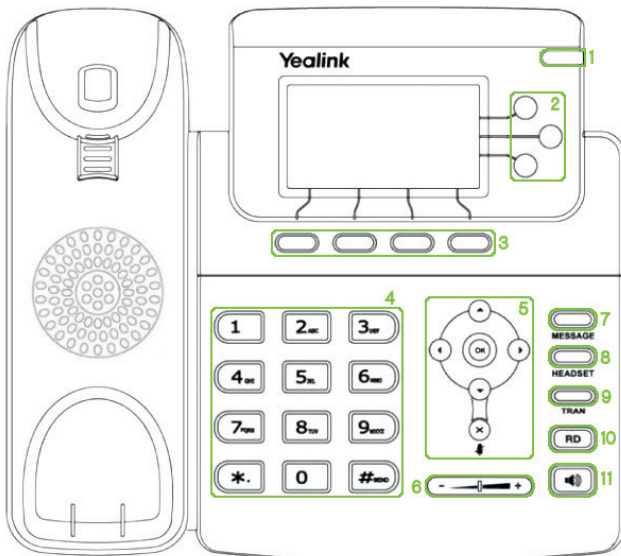


Yealink T23G Quick Guide

Enterprise IP Phone SIP-T23G

The following details refer to the latest edition of the hardware and firmware. It may differ slightly from the phone in use, however, the principles are the same.



- 1 - Power Indicator LED - power and phone status
- 2 - Line Keys - work with different accounts
- 3 - Softkeys - context sensitive features
- 4 - Keypad - digit, letter and special character input
- 5 - Navigation Keys - scroll, confirm, cancel and mute
- 6 - Volume Key - for ringer, handset, headset and speaker
- 7 - MESSAGE Key - show and access voicemail
- 8 - HEADSET Key - access headset mode
- 9 - TRAN Key - transfer the call
- 10 - RD Key - redial previously called numbers
- 11 - Speakerphone Key - access speakerphone mode

The numbers in the rest of this document refer to the key above.

LED Meanings

The power indicator (1), line keys (2) and MESSAGE key (7) contain LEDs to give an at-a-glance status of the phone.

| LED Status | Description |
|--------------------------------|---|
| <i>Power Indicator LED (1)</i> | |
| Steady lit | The phone is initializing, busy, idle, or the call is on hold |
| Blinking | The phone is ringing or the current call is muted |
| Off | The phone is powered off |
| <i>Line Key LEDs (2)</i> | |
| Steady lit | That line is connected to a call |
| Blinking | Incoming call to that line |
| Blinking slowly | The call to that line is on hold |
| Off | That line is inactive |
| <i>MESSAGE Key LED (7)</i> | |
| Steady lit | New message(s) |
| Off | No new messages |

Idle Screen and Top Level Softkey Options

When the phone is not in use, the **Idle** screen displays the label of the **current account**, the **time and date**, any **currently engaged status icons** (e.g. call forwarding, message waiting) and **four top level softkey (3) options**:

History

By pressing the softkey **(3)** for **History** (the left hand of the four keys from the **Idle** screen), the full history of the last 100 calls is displayed. By using the **navigation** keys **(5)** to scroll left and right, the parameters by which these are sorted can be scrolled through:

- All Calls
- Dialed Calls
- Received Calls
- Missed Calls
- Forwarded Calls

When a call is highlighted, that number can be dialled, deleted or added to Contacts or the Blacklist.

Dir (Directory)

By pressing the softkey **(3)** for **Dir** (the left hand but one of the four keys from the **Idle** screen), a number of sub-menus become available. While the details are beyond the scope of this guide, the menus include

- **Local Directory** - can store up to 1000 contacts, which can be organised into up to 5 groups and is fully searchable.
- **History** - this navigates to the same menu as the [History](#) softkey **(3)**.
- **Remote Phone Book** - this is normally configured to hold a company wide set of phone lists and extensions, edited by administrators.
- **Blacklist** - any calls from a number added to this list are automatically rejected.

They can be navigated using the softkeys **(3)** and **navigation** keys **(5)**.

DND (Do Not Disturb)

By pressing the softkey **(3)** for **DND** (the right hand but one of the four keys from the **Idle** screen), **Do Not Disturb** mode is engaged. This automatically rejects all incoming calls and gives the caller a busy message. The screen indicates that this mode is active. This mode is set on the physical phone, but can be overridden at administrator level through the web user interface.

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| This function should not be used if you are part of a hunt group or call queue. |
|---|

Menu

By pressing the softkey **(3)** for **Menu** (the right hand of the four keys from the **Idle** screen), a number of sub-menus become available. While the details are beyond the scope of this guide, a snapshot of what is included in each is described below. They can be navigated using the softkeys **(3)** and **navigation** keys **(5)**.

| Sub-Menu Title | Description |
|----------------|---|
| Status | Check the status of the phone: IP address, MAC address, firmware version, etc. |
| Features | Set up call forward, call waiting, auto answer, DSS keys, # as send, etc. |
| Settings | Configure settings for language, time, ring tone and phone unlock PIN, and advanced settings for accounts, network, keypad lock, reset to factory, set admin password, etc. |
| Messages | Check and edit voicemail message and text message. |
| History Type | Check the history of all calls, dialled calls, received calls, missed calls, forwarded calls, etc. |

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| Directory | Show the contact list and black list stored within the phone. This navigates to the same menu as the Dir softkey (3). |
|-----------|---|

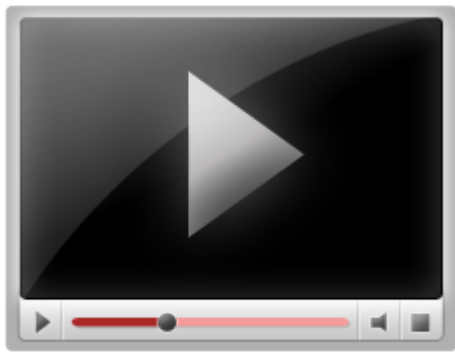
Calls

During a call, the Handset, Headset (8) and Speakerphone (11) can be alternated between by pressing the corresponding key or picking up the handset.

- Using the **speakerphone** or **handset** lasts for the duration of the call and disengages when the call is complete.
- When the **headset mode** has been turned on by pressing the **HEADSET** key (8), it must be pressed again to disengage headset mode. This makes it easier to make and answer calls consistently on the headset.

The call information (such as name of contact and duration of the call) is displayed on the screen while the call is in progress.

Making A Call



Making a call is one of the primary functions of any phone.

- Pick up the handset, press the **speakerphone** key (11) or press the desired line key (2) (when in **headset** mode) to initiate a dial tone.
- Dial in one of the following ways:
 - dial the number directly on the keypad (4) (this can be configured to call with or without a delay without need for further action) or
 - press the **History** softkey (3), use the **navigation** keys (5) to highlight the required contact/number, or
 - press the **Dir** softkey (3), navigate via the **navigation** keys (5) to **Local Directory|Contacts** and highlight the required contact.

- Press **OK**, **#Send** or the **Send** softkey **(3)** to make the call.

It is also possible to dial a number, *then*

- pick up the **handset** (to call in handset mode) or
- press **OK**, **#Send**, the **Send** softkey **(3)** or the **speakerphone** key **(11)** (to call in speakerphone mode), or
- press **OK**, **#Send** or the **Send** softkey **(3)** when in **headset** mode.

Note: The area code must be dialled. For example, dialing 5100 500 will not work in London. The correct input would be 0203 5100 500.

Anonymous Call

It is possible to set the phone to dial out while hiding the number of your handset from the callee. This can be done by prefixing the number dialled with '141'.

Redial

It is possible to either redial the last dialled call or a recently dialled call:

- Press the **RD** key **(10)** to enter the **Dialed Calls** interface, then either
 - press **OK #Send** the **Send** softkey **(3)** or the **RD** key **(10)** again to redial the last call (which is the one automatically highlighted), or
 - use the **navigation** keys **(5)** choose a record and then press **OK**, **#Send**, the **Send** softkey **(3)** or the **RD** key **(10)** to make the call.

Speed Dial

Speed dial numbers can be programmed into the phone for one-touch dialling using the line keys **(2)**. Please speak with your administrator / Natterbox Support if you would like this.

Answering A Call

Answering a call is the other primary function of any phone.

- Pick up the handset to answer a call using the **handset**.
- To answer using the **speakerphone**, make sure headset mode is **off** and press the **speakerphone** key **(11)**, the **Answer** softkey **(3)** or the illuminated line key **(2)**.
- To answer using the **headset**, make sure headset mode is **on** by looking at the icon in the top left of the screen (and firstly pressing the **HEADSET** key **(8)** if not) then press the **Answer** softkey **(3)** or the illuminated line key **(2)**.

When Already on a Call


When on a call and another call comes in, press the **Answer** softkey **(3)** to answer the new call and place the original call on [hold](#), or press the **Reject** softkey **(3)** to refuse it. This is only available if [Call Waiting](#) is enabled.

Rejecting A Call

When the phone rings, press the **Reject** or **Silence** softkey **(3)** to refuse the call.

Muting A Call

It is useful to be able to mute a call (this silences the microphone of the handset, headset or speakerphone, as appropriate, so that the person on the other end of the call hears nothing, but they can still be heard) in order to have a private discussion without needing to put the call on [hold](#).

- To mute a call whilst it is taking place, press the  key. It is the bottom key in the **navigation** keys **(5)**, also labelled as **x**.
 - The power indicator LED **(1)** blinks and a mute notification appears on the screen.
 - To un-mute, press it again.
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Putting A Call On Hold

[Multiple calls](#) can take place at any one time, but only one of these can be active. In order to engage in another call (incoming or outgoing) a call must be put on hold.

- The current call is automatically put on hold if a new incoming call is [answered](#).

To put a current call on hold manually:

- Press the **Hold** softkey **(3)**. The corresponding line key **(2)** blinks.
 - When ready to retrieve the call, if there is only one call on hold, press the **Resume** softkey **(3)**.

To retrieve a call when there is more than one call on hold, select it by either

- pressing the appropriate line key **(2)** to select the desired account (for when the on hold calls are under different lines), or
- using the **navigation** keys **(5)** to highlight the call (for when the on hold calls are on the same line).

Press the **Resume** softkey **(3)** to retrieve the call.

When a call is on hold, the phone beeps gently every 30 seconds.

Conference Call

Three parties can talk together using the **Conf** softkey **(3)**. During an active call:

- Press the **Conf** softkey **(3)**.
 - The first call is placed on hold and the dial tone is heard.
 - Dial the number to be brought into the conference and press **OK**, **#Send** or the **Send** softkey **(3)**.
 - When the call is answered a conversation can be held.
 - Press the **Conf** softkey **(3)** to conference with both parties.
-

- Hang up to disconnect all parties.

It is possible to put two separate calls into a conference when already on one or two calls (e.g. putting a call on hold to answer another, then wishing to have both in conference). It is also possible to conference with more than two other parties using Network Conferencing. This is beyond the scope of this guide - refer to the manufacturer's [User Guide](#) for details.

Ending a Call

- When using the **Handset**, either hang it up or press the **Cancel** softkey **(3)**.
- When using the **Speakerphone**, either press the **speakerphone** key **(11)** or the **Cancel** softkey **(3)**.
- When using the **Headset**, press the **Cancel** softkey **(3)**. Headset mode is still engaged.

Call Waiting

Call Waiting is enabled by default on this phone. This is where an incoming call can be answered despite already being on a call. To disable call waiting either contact Natterbox Support or:

- Navigate to **Menu|Features|Call Waiting** and navigate right/left or press the **Switch** softkey **(3)** to select **Disable**.
- Navigate down and select whether or not to have a tone played when call waiting is activated by a call coming in.
- Press the **Save** softkey **(3)**.
 - To enable call waiting, repeat the above to select **Enable**.

If call waiting is disabled, any incoming call whilst the phone is already on a call is automatically rejected.

Call Forward

We would always recommend that any call forwarding is done via the portal - contact your administrator or Pure Cloud Solutions Support.

If the phone is unattended, it is useful to be able to automatically have the call forwarded to another number, for example, a colleague's phone, or a mobile. To set a call forward rule:

- Navigate to **Menu|Features|Call Forward**.
- Choose a forward type from **Always Forward**, **Busy Forward** and **No Answer Forward**.
- In option 1), navigate right/left (or use the **Switch** softkey **(3)**) to **Enable**. Navigate up/down to enter other details in other options:
 - In option 2), enter the **phone number** that calls are to be forwarded to.
 - In option 3), (only when **No Answer** has been selected) navigate right/left (or use the **Switch** softkey **(3)**) to set **how long the phone will ring for** before forwarding. Default time is 12 seconds.
 - **On** and **Off Codes** are optional for all forward types.
- Press the **Save** softkey **(3)** to save the changes. The screen indicates when a forward rule is enabled.

Once a call forward rule has been set up, press the **TRAN** key (9) to disable and re-enable, or disable through the menu in the same way as enabling.

Dynamic Forwarding

It is also possible to forward a call **as it comes in** to a number inputted manually.

- When the phone rings, press the **Fwd** softkey (3).
 - Enter the number the call is to be forwarded to.
 - Press **OK**, **#Send** or the **Send** softkey (3).
-

Call Transfer

If **Andy** and **Ben** are on a call, **Andy** may want to transfer the call so **Ben** can speak to **Chris**. There are three ways which can be used to transfer the call:

Blind Transfer

- **Andy** presses the **TRAN** key (9) or the **Tran** softkey (3).
 - This puts **Ben** on hold.
 - **Andy** then dials **Chris's** number and presses the **TRAN** key (9) or the **Tran** softkey (3).
 - This puts **Andy** on hold - the screen displays **Transferred**.
 - **Ben** can now hear **Chris's** phone ringing - if **Chris** answers the call, **Ben** is then connected to **Chris**.
 - **Andy** can press the **Cancel** softkey (3) or hang up to be disconnected from the call.
-

Attended Transfer

- **Andy** presses the **TRAN** key (9) or the **Tran** softkey (3).
 - This puts **Ben** on hold.
- **Andy** then dials **Chris's** number and presses **OK**, **#Send** or the **Send** softkey (3).
 - **Andy** can now hear **Chris's** phone ringing.
- If **Chris** answers the phone, **Andy** can speak to **Chris** while **Ben** is still on hold.
- **Andy** can then hang up, or press the **Tran** softkey (3).
 - This disconnects **Andy** from the call.
 - **Ben** is now connected to **Chris**.

| |
|--|
| Any type of transfer can be cancelled before the call is connected by pressing Cancel . |
|--|

Call Park

It is possible to 'park' the call mid-call - that is, put it on hold while going to another phone and picking up from there. This is beyond the scope of this guide. Please speak with your account administrator or Pure Cloud Solutions Support about enabling the 'Valet Parking' service via a star code.

Call Pickup

It is possible to pickup a call being made to another phone. This can be done by dialing *6 and then the extension number of the phone you wish to pick up (i.e. *62004 dial). You can also pick up a call ringing on any phone in the same primary group as you, by simply dialing *6.

Volume Adjustment

Depending on what action the phone is performing at the time, pressing the **volume** key (**6**) increases or decreases the volume of several different things:

- When the phone is idle or ringing, it controls the volume of the ringer.
- When the handset is picked up, or headset or speakerphone mode is engaged, it controls the volume of the corresponding call content.
 - When the handset is picked up, the volume of the dial tone can be adjusted before making a call.
 - When the **speakerphone** key (**11**) is pressed, the volume of the dial tone is set separately.

It is possible to turn the volume of the ringer off completely, in which case the appropriate icon is displayed in the [Idle](#) screen.

Voice Mail

The presence of new voice mail message(s) is indicated by a flashing icon on the [Idle](#) screen and by the lighting of the **MESSAGE** key (**7**).

- To access messages, press the **MESSAGE** key (**7**) or the **Connect** softkey (**3**).
 - You can also access voicemail by dialing *100.
 - Settings (such as adjusting your voicemail message) can be adjusted by pressing 5 to access the advanced settings
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More Features and the Web User Interface

There are also various advanced features that are not covered by the scope of this guide. This includes all use of the web user interface. For the full **Yealink T23G User Manual**, see the [User Guide](#).
