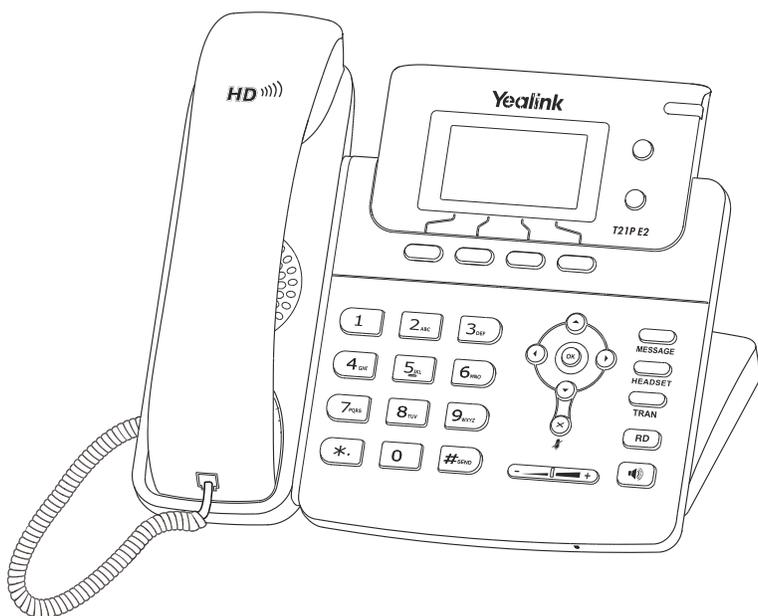


# Yealink

## Yealink IP PHONE

SIP-T21 E2 & SIP-T21P E2



### Quick Start Guide (V84.10)

[www.yealink.com](http://www.yealink.com)

Applies to firmware version 52.82.0.10 or later.

# Basic Call Features

## Placing a Call

### Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

### Using the speakerphone:

1. With the handset on-hook, press  .
2. Enter the number, and then press the **Send** soft key.

### Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a headset connected.

## Answering a Call

### Using the handset:

Pick up the handset.

### Using the speakerphone:

Press  .

### Using the headset:

Press  .

Note: You can reject an incoming call by pressing the **Reject** soft key.

## Ending a Call

### Using the handset:

Hang up the handset or press the **EndCall** soft key.

### Using the speakerphone:

Press  or press the **EndCall** soft key.

### Using the headset:

Press the **EndCall** soft key.

## Redial

- Press  to enter the **Placed Calls** list, press  or  to select the desired entry, and then press  or the **Send** soft key.
- Press  twice when the phone is idle to dial out the last dialed number.

## Call Mute and Un-mute

- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

## Call Hold and Resume

### To place a call on hold:

Press the **Hold** soft key during an active call.

### To resume the call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, press  or  to select the desired call, and then press the **Resume** soft key.

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## Call Transfer

You can transfer a call in the following ways:

### Blind Transfer

1. Press  or the **Trans** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or the **B Trans** soft key.

### Semi-Attended Transfer

1. Press  or the **Trans** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the **Send** soft key.
3. Press  or the **Trans** soft key when you hear the ring-back tone.

### Attended Transfer

1. Press  or the **Trans** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the **Send** soft key.
3. Press  or the **Trans** soft key when the second party answers.

## Call Conference

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **EndCall** soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

## Voice Message

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red and the **MESSAGE** key LED lights up.

### To listen to voice messages:

1. Press  or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

## Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
  - Press  when the phone is idle or ringing to adjust the ringer volume.
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