TELNET
WORLDWIDE

Yealink T85W
User Guide

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Dialing

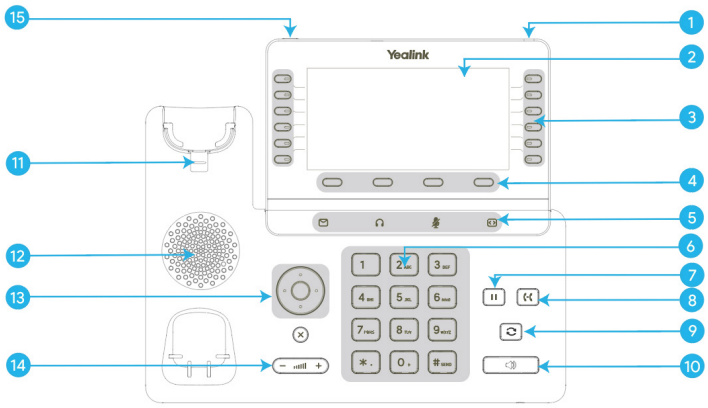
Dial phone number or extension

Lift your handset and dial the phone number, (OR, with handset on-hook, dial number and press *Call*). For:

- **Local and Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension

NOTE:

- Be sure to use a surge protector with your phone.



1. Power LED Indicator
2. Phone Screen
3. Line Keys
4. Soft Keys
5. MESSAGE Key
5. Headset Key
5. Mute Key
5. Page Key
6. Keypad keys
7. HOLD Key
8. TRAN Key
9. REDIAL Key
10. Speakerphone Key
11. Reversible Tab
12. Speaker
13. Navigation Keys
13. OK Key
14. Volume Keys
15. Alarm Key

Your Phone Calling Features

Basics

Change Views

- To answer a ringing call, pick up the handset or press the *Answer* softkey to put call on speakerphone
- To answer a second call while on an active call, simply press the blinking line key. The first call will automatically be placed on hold. Toggle back and forth between multiple calls by pressing the corresponding line key.

End Calls

- Press to end an active call, replace the handset, or press . Or, press .. > *End Call*
- For multiple calls, press .. > *End Call* to hang up active call and then press corresponding line key to resume held call

Hold Calls

- While on an active call, press the *Hold* key and the call will be held. Press the *Hold* key again to resume the call
- Or press .. > *Hold* to place caller on hold while on an active call to resume the held call.

NOTE:

- You can also press the blinking line key to resume the call.

Transfer Calls

Attended Transfer

1. Press *Transfer* or , then dial the other party and press *Call*. Active call is held
2. When you hear the ring back sound, or after you talk with the other party, press *Transfer* or again

Blind Transfer

1. Press *Transfer* or , dial the other party and then press *B Transfer*

Transfer Call Direct to Voicemail

1. During an active call, press *VM Transfer line* key
2. Enter the extension number and press *OK*

Conference Calls

Conduct Conference Calls

1. Make call to or receive call from other party
2. Press *Conf* softkey
3. Dial the third party and press *Call* (or *#*)
4. Wait for third party to answer then press *Conf*
5. Press *Split* to remove a party from the conference

Forward Calls

NOTE:

- Please see Quick Dial section of this guide for additional Call Forwarding options and methods.

To enable call forwarding always (first time setup)

1. Press *Forward*, then enter the forwarding number or extension
2. Press *Save*

NOTE:

- The next time you press forward it will automatically forward to the last number specified.

To modify an existing forwarding number, press *Menu*, navigate to *Features*, *OK* > *Call Control* > *Call Forward* > *Always Forward*. Press down arrow to select the forwarded number. Modify number as required and then press *Save*. Lift handset to clear screen.

Disable Call Forwarding Always

1. Press *Forward*

Call Forwarding No Answer

1. Press *Menu*, navigate to *Features*, *OK* > *Call Control* > *Call Forward* > select *No Answer Forward*
2. Select options to enable, enter number and specify number of rings. Modify number as required and then press *Save*. Lift handset to clear screen.

Call Forwarding Busy

1. Press *Menu*, navigate to *Features*, *OK* > *Call Control* > *Call Forward* > select *Busy Forward*
2. Select options for enabled, navigate down and enter the forward to number. Modify number as required and then press *Save*. Lift handset to clear screen.

Intercom

- To connect directly to the speakerphone of a co-worker, press *Intercom*, dial the extension followed by *#* (or press *Call*)

NOTE:

- If you are receiving an intercom call, the phone beeps, then the caller automatically connects to your speakerphone

Do Not Disturb

- To disable ringing, press *DND*. The LCD display will show a *DND* icon and any incoming calls will be directed to voicemail
- Press *DND* again to re-enable ringing

Menu

- The *Menu* softkey provides access to multiple options. Use the navigation keys to highlight desired option and the press *Enter* softkey or *OK*

Redial

- To redial the last call placed, press *Redial Key* > *Call*, or press the *Redial Key* twice.

NOTE:

- You can also use the down navigation key to select a number from a list to redial.

Directed Call Pickup

To pickup an incoming call that is ringing on another phone, dial **97* + *extension* + *#*

Park and Unpark Calls (If Enabled)

Parking is a way to place a call on public hold so that others can unpark and answer the call from any phone.

Park an Active Call

1. Press *GPark*
2. Listen to the message which identifies the extension the call is parked to
3. Notify the intended recipient(s) that a call is parked at specified extension. This can be done via intercom or broadcast paging

NOTE:

- If configured, simply press an available park line key (near upper right of phone) to park an active call

Unpark a Call

1. Recipient presses corresponding blinking *Unpark* line key and parked call is retrieved

NOTE:

- Another option is to press the *Cancel Key (X)* below the navigation buttons and then enter the parked extension.

Broadcast Paging and Intercom Features

Broadcast Paging

- To page all phones on your local network (LAN), press the *Paging* line key and begin talking. All phones that are not on active calls will be alerted of the page with an audible beep and then receive the page via speakerphone.

Intercom

- To connect directly to the speakerphone of one co-worker, press *Intercom*, dial the extension followed by *#* (or press *Call*)

NOTE:

- If you are receiving an intercom call, the phone beeps, then the caller automatically connects to your speakerphone.

Viewing Recent Calls

View Recent Calls List

1. Press the down navigation arrow
2. Scroll down/up to view all calls
3. Then press right arrow for multiple options to view respective missed, placed and received call lists
4. Press *Call* to dial the highlighted call

Directory

View Organization Directory

1. Press the up navigation arrow (*All Contacts* option will be highlighted)
2. Press *OK* navigation button or *Enter* to view contacts
3. Scroll down/up to view contact list and highlight desired contact
4. Press *Call* > *Call* to dial the contact

Busy Lamp Field (BLF)

Monitored Lines (BLF Keys) are part of an optional add-on, and are managed by your phone system administrator. Up to 55 BLFs can be configured on phone display (pages 2 & 3).

View Phone Status

1. Press the page key near lower right of graphical display
2. This will show up to five pages of other users/phones
3. Green indicates other person's phone is idle. Red indicates other person is on a call

Speed Dial

1. Simply press the BLF to place a call to that phone

Intercept Call Ringing to BLF

1. Press the page button until desired blinking line key is located. Press the blinking line key to intercept the call.

Transfer Call to BLF

1. While on an active call, press *Transfer*
2. Press the page button until desired extension is displayed.
3. Press the line key next to desired extension and the call will be transferred.

Speed Dial Keys

Any unused line keys can be setup as speed dials.

Create Speed Dial (or Remove)

1. Press the ***Page*** button near lower right of graphical display and then locate an unused line key
2. Press and hold the unused line key
3. Change the ***Type*** to ***Speed Dial*** by pressing the right navigation arrow
4. Select the ***Value*** field, enter desired phone number and then press ***Save***
5. The newly created speed dial will display the number. Add a ***Label*** to display a name instead of number
6. Change ***Type*** to ***N/A*** to remove the speed dial

Use Speed Dial Key

1. Locate desired speed dial key and press it. This will place an outbound call to the specified number

Line Appearances

- Line Appearance Keys (3 standard) can independently handle live calls.

Contact Center Call Queues

(If Enabled)

Log In to a Call Queue

1. Press the ***Login*** softkey. When you are signed into a call queue and state is set to available, a green arrow will be displayed next to your line. Incoming calls to Contact Center will ring agent's phone.

Log Out of a Call Queue

1. Press the ***Logout*** softkey. After logging out, a white arrow will be displayed next to your line

Change Your Agent State to Unavailable While Logged In

1. Press the ***Unavail*** softkey and enter the unavailable code
2. Press the ***OK*** button
3. A red X will appear next to your lines and an ***Unavailable*** status will display on phone screen
4. Contact Center calls will not ring to your phone when state is set to unavailable or wrap-up

After Ending a Call

1. Your availability state will automatically change to wrap-up (configurable by supervisor)
2. Press ***DispCode*** softkey to enter a disposition code followed by ***OK*** (see supervisor for details)

NOTE:

- Unavailable codes and Disposition codes require a one-time setup.

Hoteling

(If Enabled)

Hoteling allows users to login to other open desk phones (aka host phones) using their personal credentials. This allows a guest to temporarily take over a host phone and access their own personal voicemail, call history and present their unique caller ID when making outbound calls. Additional phone configuration/setup is required. Contact your system administrator for more information.

Log In to an Open Desk Phone

1. Press the ***Hoteling*** line key
2. Press the ***2aB*** or ***abc*** softkey until ***123*** is displayed. This changes the keypad to a numeric entry and will allow you to enter numbers for both User ID and Password.
3. For your User ID, enter your 10-digit phone number
4. Press down arrow to navigate to next row
5. For your password, enter your 6-digit numeric voicemail passcode
6. Press the ***Login*** soft key
7. Your personal extension now appears on the open host phone and it is ready for use.

Log Out of an Open Desk Phone

1. Press the ***GuestOut*** softkey
2. Press ***OK*** softkey to confirm logout

NOTE:

- If you forget to log out, the system is typically set up to automatically log out guests after a 12-hour period.

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Important Note About 911:

Because VoIP (Voice over Internet Protocol) service works differently than traditional phone service, VoIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at:

www.telnetww.com/TelNet911Advisory.pdf

VoIP 911 Alert

Emergency 911 service on this device may be limited or unavailable and DOES NOT function during a power or broadband outage.

Click to visit www.telnetww.com/911info

Additional Phone Features

Muting the Microphone

- During a call, press to mute your audio
- To disable Mute, press again

Change Volume

- To change call volume, press during a call
- To change the ringer volume, press when the phone is idle or ringing

Change Ringtone

Change the Incoming Call Ringtone

1. Press *Menu* softkey
2. Navigate to *Basic*
3. Navigate to *Sound*
4. Select *Ring Tones*
5. Select *Common* and press *OK*
6. Highlighted ringtone will automatically play
7. Navigate up/down to select the desired ringtone
8. Press *Save*

Access Voice Messages

1. Press the voicemail button
2. Follow prompts to play messages, record greetings, etc. (See Voice Messaging section for more options)

Quick Dial Calling Features

Call Forwarding

Forward all incoming calls to another number or voicemail, forward calls only when your line is busy, or when calls go unanswered. As part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

Activate Call Forwarding

1. Lift handset. Press the * code (noted below)
2. Enter phone number to which calls will be forwarded, or forward to Voicemail
3. Press # and replace handset to activate service

Deactivate Call Forwarding

1. Lift handset. Press the * or # code (below)
2. Replace handset to deactivate service

Call Forwarding	Activate	Deactivate
All Calls	*72	*73
All Calls to Voicemail	*21	#21
*When Busy	*90	*91
*Busy to Voicemail	*40	#40
When No Answer to Voicemail	*41	#41
Not Reachable (for business continuity plan – requires set up)	*94	*95

NOTE:

- Call forwarding options marked with * require call waiting to be disabled to function properly.

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Call Waiting

Be notified of other calls coming in while you are on the line.

Activate Call Waiting for All Calls

1. Lift handset. Press ✱*43*, and then press *#*
2. The Call Waiting service is turned on for all calls

Deactivate Call Waiting for All Calls

1. Lift handset. Press *#43*, and then press *#*
2. The Call Waiting service is turned off for all calls

Cancel Call Waiting for a Single Call

1. Lift handset. Press ✱*70*, and then press *#*
2. The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on for the next phone call

Speed Dial 8 (1-digit codes)

Set up and update 1-digit speed dial codes for frequently dialed numbers

Set Up/Update Speed Dial 8 (1-Digit Codes)

1. Dial ✱*74*, and listen for tone
2. Enter the 1-digit code plus the 10-digit phone number you would like assigned followed by *#*. (Recorded message confirms code was programmed)

Place Call Using Speed Dial 8

1. Press the 1-digit *speed dial code*, then press *Call*

Speed Dial 100 (If Enabled)

Set up and update 2-digit speed dial codes for frequently dialed numbers.

Set Up/Update Speed Dial 100 (2-Digit Codes)

1. Dial ✱*75*, press *#* and listen for tone
2. Enter the 2-digit code plus the 10-digit phone number you would like assigned followed by *#*. (Recorded message confirms code was programmed)

Place Call Using Speed Dial 100

1. Press *#* plus the 2-digit speed dial code, then press *Call*

Quick Dial Guide

	On	*Off*
Call Forward		
All Calls	Forward or ✱72	Forward or ✱73
All Calls to Voicemail	✱21	#21
When Busy	✱90	✱91
Busy to Voicemail	✱40	#40
When No Answer to Voicemail	✱41	#41
Not Reachable (for business continuity plan – requires set up)	✱94	✱95
Check Not Reachable Status	✱63✱	
Call Waiting	✱43	#43
Cancel for single call		✱70
Call Return (last inbound number)	✱69	
Directed Call Pickup (intercept)	✱97	
Redial (last outbound number)	✱66	or Redial
Access Voicemail	✱86	or MESSAGE
Transfer Call	Transfer	
Call Hold	Hold	Resume
Do Not Disturb	DND or ✱78	DND or ✱79
Three-way Call	Conference	(repeat to add)
Speakerphone	Speaker	(again for off)
Mute	Mute	(again for off)
Music On Hold Deactivation (per-call deactivation)	✱60	(music returns next call
Clear Message Waiting Indicator	✱99	
Change Number of Rings before voicemail picks up	✱610	

Accessing Voicemail and Your Voice Portal

Access your voicemail and personal voice portal using your own phone:

- Press ✉
- Or dial *86 and *Call* from your phone

Your administrator provides you with the phone number/ extension for the group Voice Portal (referred to as the Voice Portal general access number/extension)

Initial Voicemail Set Up

1. First time logging in, press ✉ and then:
2. Enter a new passcode at the prompt, followed by #
3. Re-enter your passcode at the prompt followed by #
4. Record your name at the prompt and press #. Your Voicemail is setup and ready for use.

NOTE:

- Your voicemail passcode must be 6 digits in length and cannot be your phone number. Do not use weak passcodes (e.g., not sequential or repeating digits).

Access Voicemail and Voice Portal

From Your Own Phone

1. First time logging in, press ✉
2. Enter your passcode followed by #. (Skip step if auto login is enabled)
3. Follow prompts of the *Voice Messaging Main Menu*

From Another Phone Within Your Group

1. Dial your phone number or extension
2. Press * while greeting plays to reach the login prompt
3. Enter your passcode followed by # to reach *Voice Messaging* main menu
4. At the *Voice Messaging* menu, make selection, (or press * to reach the *Voice Portal* main menu)

From a Phone Outside of Your Group

1. Dial the Voice Portal general access phone number/ extension
2. Enter your mailbox number (typically your phone number)
3. Enter your passcode followed by #
4. Follow prompts of the *Voice Portal Main Menu*

Voice Messaging Main Menu

1	Listen to Messages
2	Busy Greeting Menu
3	No Answer Greeting Menu
4	Extended Away Greeting Menu
5	Compose Message Menu
7	Delete All Messages
8	Message Deposit Settings Menu
*	Voice Portal Main Menu
#	Repeat Menu

"Play Message" options

While listening to message		Between messages	
1	Skip Back	#	Save
2	Pause/Resume	7	Delete
3	Skip Forward	2	Repeat
4	Jump to Beginning	5	Envelope Info
6	Jump to End	6	Play Next Message
Any time		8	Callback Caller
*	Return to Previous Menu	9	Additional Options 1 Reply to Message 2 Forward Message * Return to Previous Menu # Repeat

Voice Portal Main Menu

1	Access Voice Mailbox
3	Greetings Menu – Record Name
4	Change Hoteling
5	Change Passcode
6	Exit
#	Repeat