MAINCOMS

QUICK REFERENCE GUIDE

Yealink T87W

For Gamma Horizon

The T87W is a desk phone with an adjustable 7-inch colour touchscreen, built-in Bluetooth and Wi-Fi, and physical keys for hold, transfer, redial, message, headset and mute. It arrives set up for your system: plug it into a Power over Ethernet network point, or use the Yealink power adapter, and allow a few minutes for it to start.

Getting to know your phone



- **Touchscreen**
  Tap to dial, choose contacts and use the on-screen keys, including line and colleague keys.
- **Power light**
  Flashes when the phone rings or a voicemail is waiting.
- **Headset and Mute**
  HEADSET switches to a headset. **MUTE** turns your microphone off and on.
- **Message**
  MESSAGE dials your voicemail.
- **Call keys**
  HOLD holds or resumes a call. **TRANSFER** starts a transfer. **REDIAL** shows numbers you have dialled.
- **Speakerphone and volume**
  Hands-free calls, and the volume of the call or ringer.
- **Keypad**
  Enter numbers, letters and symbols.

Power light

Light	Meaning
Solid red	Starting up
Fast flashing red	Incoming call
Slow flashing red	Voicemail or message waiting
Brief flash every few seconds	Power-saving mode

Key lights

Light	Meaning
HEADSET or Speakerphone lit	That mode is in use
MUTE lit	Your microphone is off
On-screen line keys	Show call and colleague status as icons
Power light flashing slowly	Voicemail or message waiting

Good to know. Your line keys and soft keys are set up for your business, so the labels on your phone may differ slightly from this guide. If a key is not where you expect, call us and we will check it for you.

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Everyday tasks

Make a call

1. Lift the handset, or press **Speakerphone** or **HEADSET**.
2. Dial the number.
3. Tap **Send**, or wait a few seconds for the call to connect.

Answer a call

Lift the handset, press **Speakerphone** or **HEADSET**, or tap **Answer**. If you are already on a call, tap **Answer** and your first call is put on hold.

Hold and resume

Press **HOLD** to put a caller on hold. Press **HOLD** again, or tap **Resume**, to return to them.

Mute

Press **MUTE**. The key lights while your microphone is off. Press it again to unmute.

Transfer without speaking first

1. During the call, press **TRANSFER**.
2. Dial the number or extension.
3. Press **TRANSFER** again, or tap **B Transfer**. The call goes straight through.

Transfer after speaking first

1. During the call, press **TRANSFER**; the caller is held.
2. Dial the number and tap **Send**.
3. When your colleague answers, introduce the call, then press **TRANSFER**. To go back to the caller instead, tap **Cancel**.

Three-way conference

1. During a call, tap **Conference**; the first caller is held.
2. Dial the second person and tap **Send**.
3. When they answer, tap **Conference** again to join everyone. Hanging up ends the call for all three.

Redial

Press **REDIAL** to see the numbers you have dialled and choose one, or press **REDIAL** twice to call the most recent number.

Call history and directory

Tap **History** for missed, received and dialled calls, or **Directory** for your contacts. Highlight an entry and tap **Send**.

Do not disturb

Tap the **DND** soft key while the phone is idle, or go to Menu, then Features, then DND. Callers go to voicemail and a DND icon shows. Turn it off the same way.

Forward your calls

1. Tap **Menu** and go to Features, then Call Forward.
2. Choose Always, Busy or No Answer and turn it on.
3. Enter the number to forward to and tap **Save**. Turn it off the same way to stop forwarding.

Voicemail

Press the **MESSAGE** key, or dial ***86** to reach your mailbox. Dial ***62** for the voicemail portal. The power light flashes slowly when you have a new message.

Feature codes on Gamma Horizon

***86**	Listen to your voicemail	***62**	Voicemail portal
***78 / *79**	Do not disturb on / off	***72 / *73**	Forward all calls on / off
***21 / #21**	Forward all calls to voicemail on / off	***98**	Pick up a call ringing in your group
***97 + ext**	Pick up a call ringing on a colleague's phone	***68 / *88**	Park a call / retrieve a parked call
***67 + number**	Withhold your number for one call	***66**	Redial the last number

Codes are dialled from the keypad and followed by the green dial key or Send.