

BT Burlington Telecom

Business Services



Yealink T29G
Quick Reference Guide

Buttons

1. Primary phone number and/or extension of the phone.
- 2-5. Additional phone number, extension, or speed dial. If this is another user's extension this light will be lit red if they are unavailable as opposed to green when they are available.
- 6-10. Extension or Speed Dial of another user. If this is another user's extension this light will be lit red if they are unavailable as opposed to green when they are available.

11.

- 11.1. (Phone not in use) History shows all Missed, Placed and Received calls.
- 11.2. (Phone in use) Transfer call.

Blind Transfer:	Transfer > Number to be transferred to > Transfer.
Screened Transfer:	Transfer > Number to be Transferred to> Announce Caller > Transfer.
Screened Transfer Decline:	Transfer > Number to be Transferred to> Announce Caller > Called party unavailable > End Call > Resume > speak to originating caller.
Direct to Voicemail:	Transfer > 03(extension) > Transfer e.g. If extension is 100, Transfer > 03100 > Transfer.

12.

- 12.1. (Phone not in use) Directory, show all contacts on phone only.
- 12.2. (Phone in use) Hold (Becomes Resume if caller is on hold).

13.

- 13.1. (Phone not in use) Do Not Disturb ON/OFF
(phone cannot ring or receive calls and will go straight to Voicemail).
- 13.2. (Phone in use) Conference (adds additional parties to call).

Creating Conference	Conference > Dial additional party > when additional party picks up > Announce Presence > Conference.
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14.

- 10.1. (Phone not in use) Menu, (shows all available phone options).
- 10.2. (Phone in use) End Call.

15. Messages

16. Conference

17. Mute Call

18. Headset (NA if none attached)

19. Hold

20. Transfer Calls to...