



## QUICK START GUIDE

SIP-T23G Yealink IP Phone

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## Introduction

Welcome to Cogeco's Hosted PBX business phone service. The SIP T23G YEALINK IP phone is not only intuitively easy to use, but also customizable to suit your needs. Below, we'll walk you through all its features including setting up your voicemail and conference calls. We've also added helpful, time-saving tips throughout this guide. **Let's get started.**

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## Getting Started with Hosted PBX

### Setting Up Voice Mail Greetings From Your Phone

1. Dial feature code \*98 or tap 
2. Enter a PIN of your choice (at least 6 digits)
3. Re-enter PIN to confirm
4. Upon hearing the system voice prompt, record your name
5. Press **#** to confirm
6. Setting up the Greetings
  - Choose one of the following options:
    - **Press 1** to record a personal greeting. Follow the voice prompts to complete the recording.
    - **Press 2** to select system generated greetings that include your name. Greeting is automatically created.
    - **Press 3** to select system generated greetings that include your phone number. Greeting is automatically created.
    - **Press 4** to select system generated greetings that include both your name and telephone number. Greeting is automatically created.

Press the pound key (**#**) to confirm.

After 3 unsuccessful attempts to log in, you will be locked out. Please contact technical support at [1-855-440-5602](tel:1-855-440-5602). Accessing the Voice Portal from a remote location is not offered.

VoIP 9-1-1 Service features may differ from traditional wireline 9-1-1 services. Visit [cogeco.ca/911](http://cogeco.ca/911) for more information.

Applies to firmware version 25.73.0.10 or later.

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

## Basic Operations


### Placing a Call

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


#### 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.

### Answering a Call

**Tips:** you can reject an incoming call by pressing the **Reject** soft key.

**Using the handset:** Pick up the handset.

**Using the speakerphone:** Press .

**Using the headset:** Press .

### Ending a Call

#### Using the handset:

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



#### Using the speakerphone:

Press  or the **EndCall** soft key.



#### Using the headset:

Press the **EndCall** soft key.

### Redial

- Press **RD** to enter the **Placed Call** list, press  or  to select the desired entry, and then press **RD** or the **Send** soft key.
- Press **RD** 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.



## Call Transfer

### You can transfer a call in the following ways:



#### Blind Transfer

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

#### Semi-Attended Transfer

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

#### Semi-Attended Transfer

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

## Call Forward

To enable call forwarding, dial feature code **\*72** followed by the number you want to forward your number to.

To disable call forwarding, dial feature code **\*73**.

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## Call Conference

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

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.
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## Speed Dial

### To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired line key, and then press the **Enter** soft key.
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and enter the number in the Value field.
4. Press the **Save** soft key to accept the change.

### To use the speed dial key:


Press the speed dial key to dial out the preset number.

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## 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.

## Customizing Your Phone

### Call History

1. Press the History soft key when the phone is idle, press ▲ or ▼ to scroll through the list.
2. Select an entry from the list, you can do the following:
  - Press the **Send** soft key to call the entry
  - Press the **Delete** soft key to delete the entry from the list.
3. If you press the **Option** soft key, you can also do the following:
  - Select **Detail** to view detailed information about the entry.
  - Select **Add to Contacts** to add the entry to the local directory.
  - Select **Add to Blacklist** to add the entry to the blacklist.
  - Select **Delete All** to delete all entries from the list.

### Contact Directory

#### To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field, and enter the phone number in the proper field.
4. Press the **Add** soft key to accept the change.

#### To delete a contact:


1. Press the Dir soft key when the phone is idle, and then select **All Contacts**.
2. Press ▲ or ▼ to select the desired contact, press the Option soft key and then select **Delete**.
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?".


**Tips:** You can add contacts from call history easily. For more information, refer to Call History above.

#### To edit a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press ▲ or ▼ to select the desired entry, press the **Option** soft key and then select **Detail**.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.





## 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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## Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Sound->Ring Tones**.
  2. Press  or  to select **Common** or the desired account and then press the **Enter** soft key.
  3. Press  or  to select the desired ring tone.
  4. Press the **Save** soft key to accept the change.
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## Auto Attendant Greetings

Dial the Auto Attendant (AA) phone number

(E.g. 51#, 52#, 53# provided by Cogeco)

Upon hearing the IVR Prompt, press/key-in **\*6**. Enter PIN followed by **#**

(E.g. 1234#)

If entering the system for the first time, it will give you the option of choosing your PIN (a minimum of 4 digits is recommended). Re-enter the new PIN to confirm, followed by **#**.

### To Record & Edit recordings for Business and Non-Business hours

#### Press 1

To change the configuration of your automated attendant

#### Press 1

To turn on/off your automated attendant

#### Press 2

To record or edit announcements used for your business-hours menu

- Press **#** to record your initial greeting
- When finished recording press **#**
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording



**Press 3**

To record or edit announcements used for your non-business-hours menu.  
(Note: this option will be only available if you have your attendant configured by Cogeco to provide your callers with options during Non-Business hours)

- Press # to record your initial greeting
- When finished recording press #
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording
- Follow the voice prompts to complete the recording.
- Press the (\*) button to return to the previous menu.

## Questions?

Please visit our HPBX FAQ page at [cogeco.ca](https://www.cogeco.ca)  
or call us at 1-855-440-5602.