Crosswind VoIP
Yealink T21P E2 Quick Reference Guide
V1.4

Power Indicator LED
Indicates call status, message status and phone's status.
- Fast Flashing = incoming call
- Slow Flashing = voicemail or text

LCD Screen

Line Keys

Soft Keys

Message Key
Indicate and accesse voice mails

Headset Key
Toggles the headset mode

Transfer Key
Transfers a call to another party

Redial Key
Redials a previously dialed #

Speaker
Hands free speaker phone

Volume Key
Adjust the volume of the handset, headset, speaker or ringer

Scroll through screens, and navagation, confirms actions

Mute/Cancel Key
Cancels actions, rejects incoming cals, mutes or un-mutes calls

Soft Key Options
- ✓ History
- ✓ Directory
- ✓ Do Not Disturb (DND)
- ✓ Speed Dial

Function Options for Line Keys
- ✓ Do Not Disturb (DND)
- ✓ Paging
- ✓ Ring Plan Override (Day, Night, Holiday) (RPO)
- ✓ Custom Station
- ✓ Park
- ✓ History
- ✓ Speed Dials
- ✓ Pick-Up

If you need assistance, please contact Crosswind VoIP Support by emailing support@crosswindsupport.com or by calling (888) 920-5685

To Make an Outgoing Call

Press the **speaker** button, press the **line** button, or the **lift the handset** and dial the desired number or extension, then press **dial**.

You can also dial the number or extension first, then hit the **speaker** or **line** button, or **lift the handset**, which will then dial the number.

Park Calls / System Hold

When on a call, press the **Park** button, which will park the call, and the **Park** button will now flash **red** on any phone with that button.

Pick Up Parked Call:

To pick up a parked call, press the **Park** button that has the **red** flashing light.

Place Caller on Exclusive Hold:

Press **Personal Hold** then the line button will flash green. This call will be on hold on your phone only.

Record

The Record feature allows you to record the call you are on. While on a call dial **#3** which will **Start**, **Stop**, and **Resume** recording. To pause recording, dial #4. To access and listen to your recorded calls, you will need to use the **Crosswind Connect** application.

PickUp

If a call is ringing on another phone, press the **PickUp** feature key to be connected to that call.

Transfer Call

Blind Transfer, while on a call press the **Tran** button or softkey, then **Dial** the extension/number and either hit the **Tran** button <u>again</u>, or if using the handset you can simply hang up the handset.

Live Transfer, press the **Tran** button or softkey, then **Dial** the extension and press Ok, and wait for the call to be answered. **Announce** who is on the line and then press the **Tran** button or softkey and the call will be transferred to the other party.

Tip: to transfer directly to a person's voicemail, enter * before the extension.

Listen & Whisper

The listen feature this gives you the ability to listen into a phone conversation between an employee and another caller. The **Listen** feature can be accessed by hitting the Listen key, or by dialing ***7790** + **extension**. The whisper feature allows you to talk to the employee without the caller hearing what you are telling them.   The **Whisper** feature can be accessed by hitting the Whisper key or by dialing ***7791** + **extension**. To use this and the whisper feature, you must be given permissions. If you need assistance with this feature, please contact support.

Conference Call

To make a conference call, once you have the first party on the line, press the **Conf** softkey. The call is placed on hold. Dial the extension or phone number you wish to conference, then press the **Ok**. When the party answers, press the **Conf** softkey and all parties will be in conference. To disconnect one of the parties, use the down or up arrow to select them and then press the **Drop** softkey.

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