

Yealink SIP-T27G Quick Reference Guide

V2.0



Basic Call Features

Placing a Call

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.

Ending a Call

Using the handset:

Hang up the handset or press the **End Call** soft key.

Using the speakerphone:

Press  or the **End Call** soft key.

Using the headset:

Press the **End Call** soft key.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Note: You can reject an incoming call by pressing the **Reject** soft key.

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

Redial

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

Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press  or the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or the **B Trans** soft key.

Semi-Attended Transfer

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

Attended Transfer

1. Press  or the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the **Send** soft key.
3. Press  or the **Transfer** soft key when the second party answers.

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.

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