

astervox

USER MANUAL

Yealink SIP-T20



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About this Guide

Thank you for choosing astervox cloud telephony service.

astervox is a next generation (NGN) business telephone service that provides your office with enterprise communication features over your existing broadband connection. astervox uses the internet to route calls anywhere in the world to reduce your communication costs. You can connect all of your office locations and enjoy unlimited free calls between your employees. astervox support's access on multiple devices and allows you to be reachable on your phone extension wherever you are.

In this guide we will explain the features and functions of the Yealink SIP-T20 IP-Phone, a high quality business phone with excellent features and HD call quality.

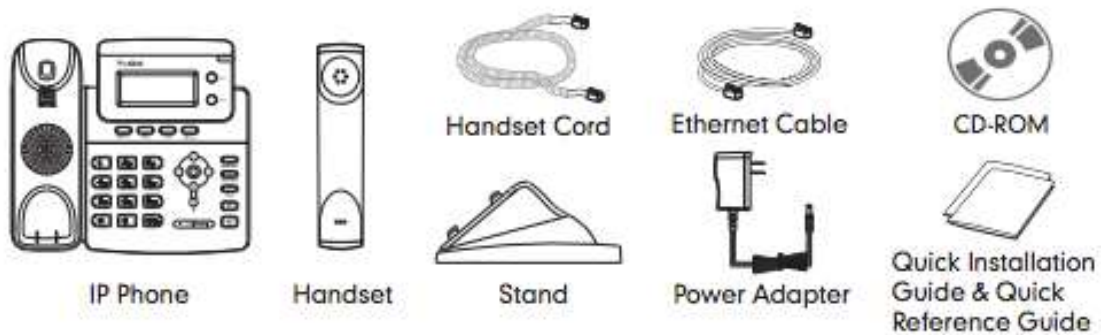
In this Guide

in this guide we will give you an overview of the phone features and functionalities. The topics include:

- Chapter 1 - Unpacking and Installing
- Chapter 2 - Phone Overview
- Chapter 3 - Basic Call Features

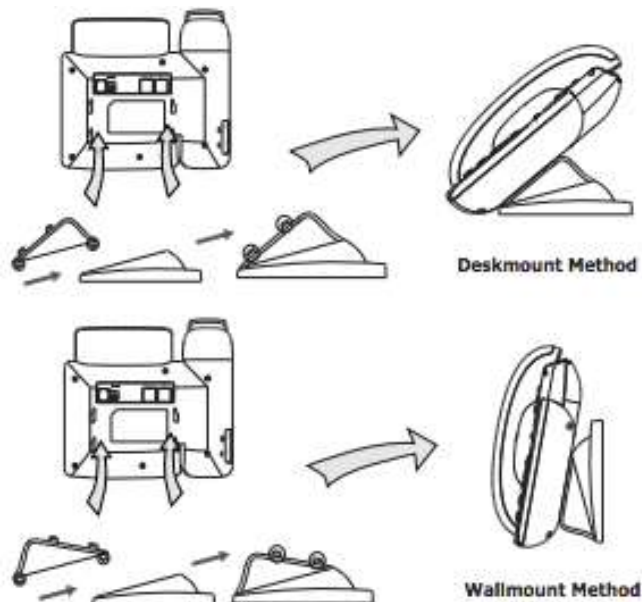
Chapter 1 - Unpacking and Installing

Packing contents:

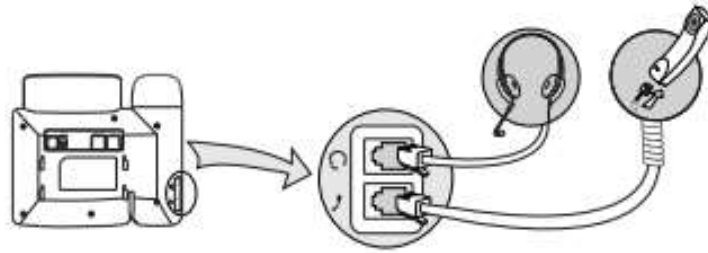


Assembling the Phone:

1. Attach the stand as shown below

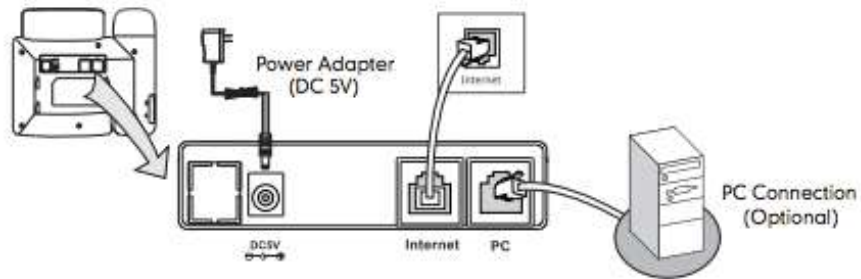


2. Connect the handset and optional headset, as shown below:

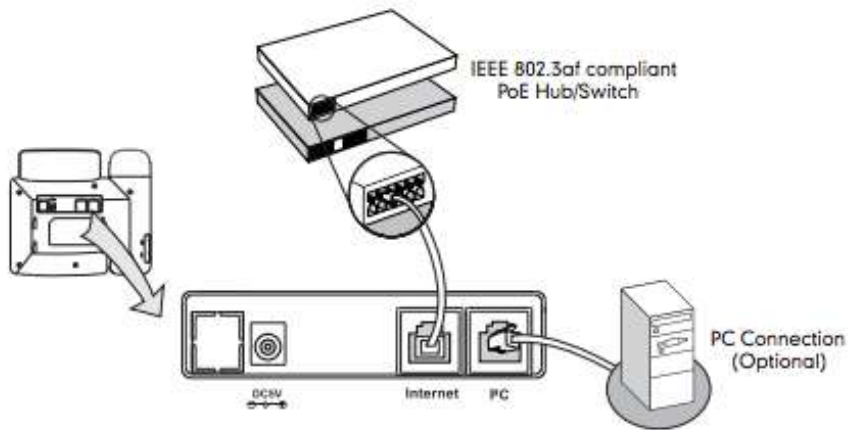


3. Connect the network and power, as shown below:

a. AC Power Option

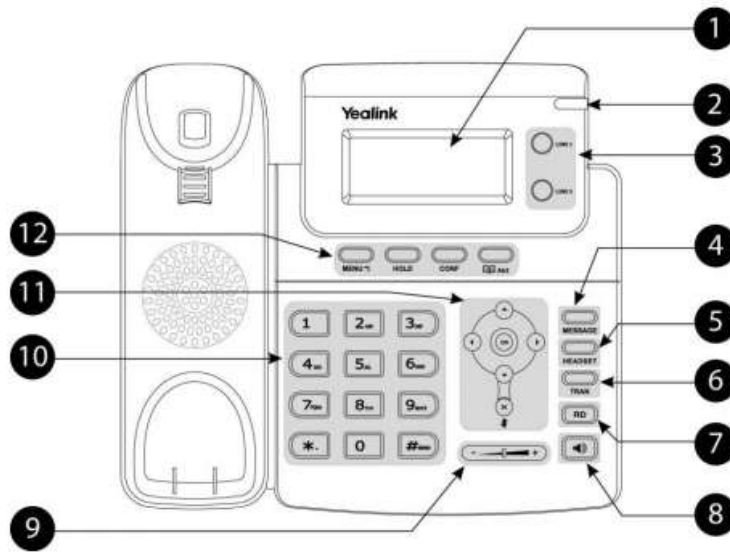


b. PoE (Power over Ethernet) Option



You have two options for network and power connections. Your system administrator will advise you on which one to use.












Chapter 2 - Phone Overview



NO	ITEM	DESCRIPTION
1	LCD Screen	Shows information about calls, messages, time, date and other data. <ul style="list-style-type: none"> • Call information — Caller ID, call duration, missed calls, new voicemail • Icons: for example, DND (Do not Disturb)
2	Power Indicator LED	Indicates phone power status.
3	Line Keys	Line Keys let you choose the second line
4	MESSAGE Key	Indicates and accesses voice messages
5	HEADSET Key	Toggles the headset mode.
6	TRAN Key	Transfers a call to another party
7	Redial Key	Redials a previously dialed number.
8	Speakerphone Key	Toggles the hands-free speakerphone mode.
9	Volume Key	Adjusts the volume of the handset, headset, speaker and ringer
10	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
11	◀, ▶, ▼, ▲, ok, x	Scroll through the displayed information, confirms or cancels an action
12	Menu, Hold, Conf, Dir	Function Keys for Main Menu, Call on Hold, Conference Call and Directory

Icon Overview

Icons appear on the phone LCD screen are described in the following table:

ICON	DESCRIPTION
	Network is unavailable
	Hands-free speakerphone mode
	Handset mode
	Headset mode
123	Numeric input mode
abc	abc Multi-lingual lowercase letters input mode
ABC	ABC Multi-lingual uppercase letters input mode
2aB	Alphanumeric input mode
	Voice Mail
AA	Auto Answer
DND	Do Not Disturb
	Call Forward
	Call Mute
	Keypad Lock
	Received Calls
	Dialed Calls
	Missed Calls

Chapter 3 - Basic Call Features

In this part of the Manual we will explain you the basic call features of astervox and the IP-Phone and how to access them;

Making a Call;

IMPORTANT

To make calls to any landline, mobile or international destination from your extension, you need to press **9** followed by the number

Malaysia Mobile: press 9 followed by the number and press the send/# button (this will initiate the call immediately otherwise the system will wait for 4 seconds before it initiates the call)

e.g: Malaysia Mobile: 9 012 345 67 89 #

Malaysia Penang: 9 04 1234567 #

Malaysia KL: 9 1234 5678 # or 9 03 1234 5678 # (for KL number 03 does not need to be dialed)

For International calls there is a pin code protection installed for security reason, if you need to do international calls please do send and email to support@astervox.com to request a pin number for your organization.

to dial international calls: press 9 followed by the 00 + country code + number and press the send / # button to initiate the call. The system will ask you for your Pin Code key in your six-digit Pin Code followed by the send / # key.

e.g: 9 00 1 23456789 # (wait for the voice) 123456#

Ways to Initiate a call:

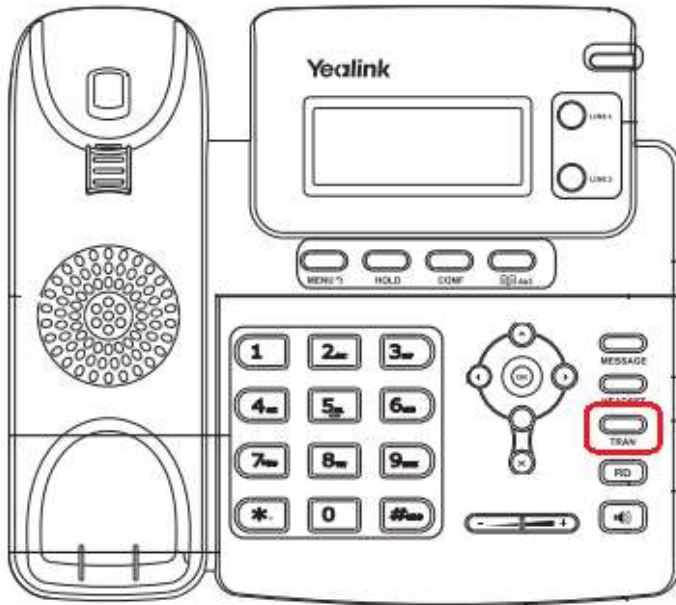
Key in the phone number and press send / #

Press the Loudspeaker button, dial the number and press send / #

Pick up the Handset, dial the number and press send / #

Transfer – Blind / unattended:

An unattended transfer will forward the call to the remote party without any confirmation or interaction.

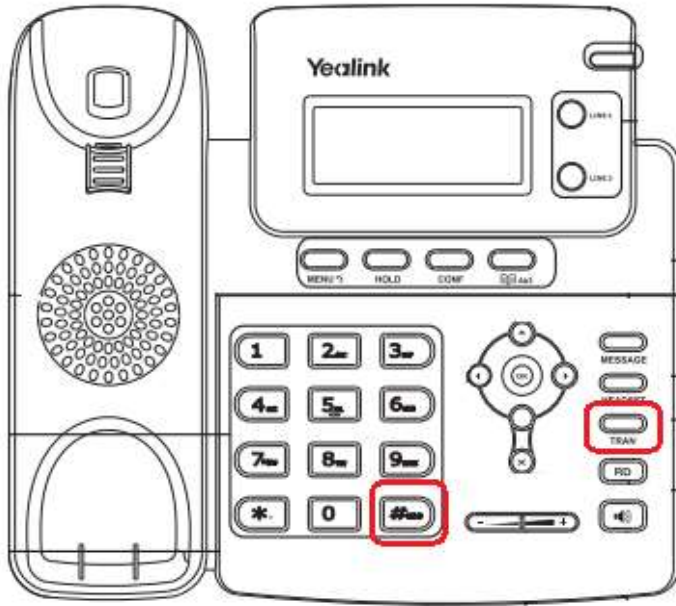


When call comes in pickup call
Press **TRAN** and the user will be on-
hold (line1 green light will blink)
Dial the number you want to transfer to
Press **TRAN** again and the call is
transferred

Note: The Line1 green light stop blinking
and the line1 is free again.

Transfer attended:

An attended transfer you do if you want to verify if the remote party is available and/or wants to take the call



When call comes in pickup call
Press **TRAN** and the user will be on-
hold (line1 green light will blink)
Dial the number you want to transfer to
and press **# send**
Other party will pick up and you can ask
him if he wants the call.

IF YES:

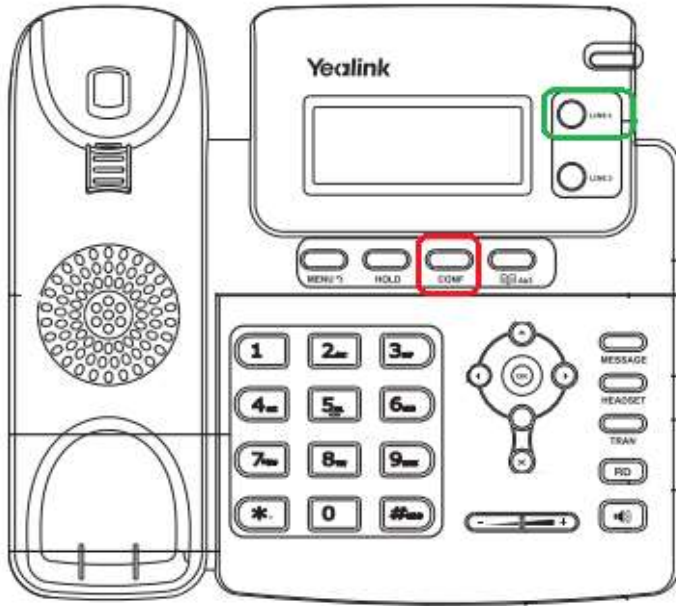
- Press **TRAN** and the call is transferred
Note: The Line1 green light stop blinking
and the line1 is free again.

IF NO:

- Ask user to hang up the call
Press **line1 (blinking green light)** and
you have the user back on-line

3 Way Conference

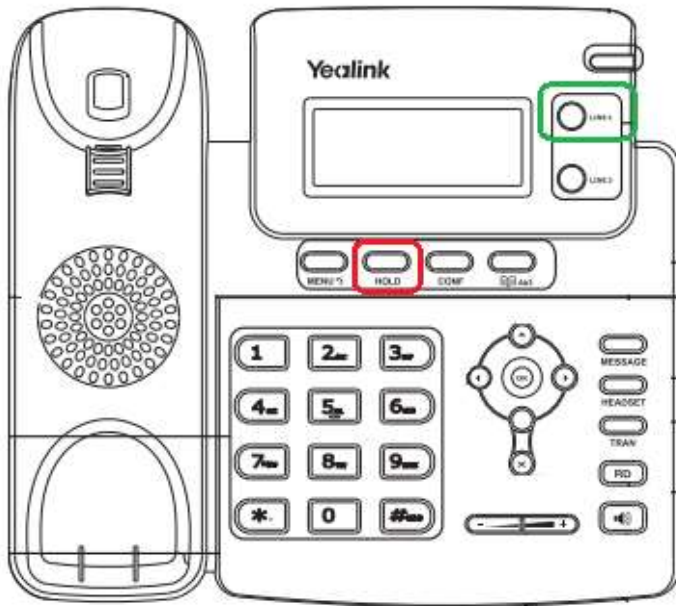
During a conversation you can invite a 3rd participant in the call and have a 3 way conference.



When call comes in pickup call
Press **CONF** and the 1st user will be on-
hold (line1 green light will blink)
Dial the number you want to join into
the conference and press **# send**

Note: If the user who initiated the
conference hang-up the conference will be
over, invitees can leave

On-hold and Off-hold (Take back line)



When call comes in pickup call
Press **HOLD** and the line will be on-hold
(line x green light will blink)
Press **line x blinking green light**

Note: If you put any line on-hold you can
call out via the other line.

When call comes in pickup call
Press **HOLD** and the line will be on-hold
(line x green light will blink)
Press the non-blinking line x
Dial the any number
After conversation is finished hang-up
the call
Press **line x blinking green light** to
take back the on-hold line

Voicemail;

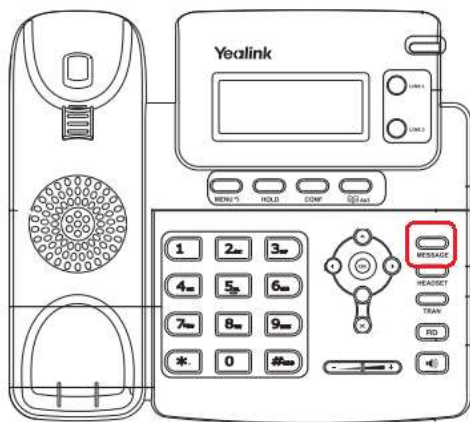
New voicemail: How-to detect if you have a new voicemail

Listen to your voicemail: How-to listen to your voicemail

Set/Change personal voicemail greetings: How-to Set and/or Change your voicemail

Delete personal voicemail greetings: How-to delete your personal voicemail greetings

Change voicemail password: How-to change your voicemail password



New voicemail

The **message** light will blink

Press **message** button

System will ask for password, key in your password

The system will present all the options, to listen to your new voicemail press **1**

Set/Change personal voicemail greeting

Press **message** button to login to your voicemail

Press **0 (zero)** and follow the instructions

Delete personal voicemail greeting

Press **message** button to login to your voicemail

Press **0 (zero)** to enter mailbox options

Select which greeting you want to delete and after to record your message press **#**

Press **1** to accept the new (empty) recording

Change Voicemail password

Press **message** button to login to your voicemail

Press **0 (zero)** to enter mailbox options

Press **5** change password and follow the instructions

If you have questions or face any issues please go to: <http://support.astervox.com>