

QUICK REFERENCE SHEET

Yealink T85W

Additional Resources

[Yealink T85W Admin Guide](#)

[Yealink T85W User Guide](#)

Voicemail Setup

- 1 Press the **Message**  key; or dial *86.
- 2 Enter **0000** then press #.
- 3 Set your new four-digit password.
- 4 Record your name when prompted.

Access Voicemail from your Device

- 1 Press the **Message**  key; or dial *86.
- 2 Enter your voicemail PIN, then press #.
- 3 Select **Option 1** to listen to New and Saved Messages.

Placing Calls

Place a Call Using an Alternate Line

- 1 Select the **Lines** soft key and choose a line.
- 2 Enter your contact's number or select a contact from the directory.
- 3 Select **OK**.
- 4 Press the **Call** soft key.

Call a Recent Contact

- 1 Press the **History** soft key on the home screen, or press **Menu > History**.
- 2 Select one of the available categories:
 - Missed Calls
 - Received Calls
 - Placed Calls
 - All Calls
- 3 Highlight the desired entry and press the **Call** soft key.

Call Using the Speakerphone

- 1 Press the **Speakerphone** key.
- 2 Dial the desired number or extension.
- 3 Press the **Call** soft key.



Access Voicemail from an Outside Line

- 1 Dial your phone number.
- 2 Press * when you hear the greeting.

Place a Call Using the Default Line

- 1 Enter your contact's number or select a contact from the directory.
- 2 Press the **Call** soft key.

Initiating a Conference Call

- 1 While in an active call, press the **Conference** soft key. The active call is placed on hold.
- 2 Dial the extension or phone number of the second party.
- 3 Press the **Call** soft key.
- 4 When the second party answers, press the **Conference** soft key again to merge everyone into the call.

XBert Tip: The Yealink T85W supports up to 5-way conferencing. You can split the conference back into individual calls at any time by pressing the **Split** soft key.

Answering and Ending Calls

Answer an Incoming Call

Do one of the following:

- Pick up the handset.
- Press **Answer** soft key.
- Press **Headset**  if a headset is connected.

Holding and Resuming Calls

Hold a Call

You can place up to two active calls on hold at a time.

- 1 While on an active call, press the **Hold** soft key.
- 2 The caller is placed on hold and will hear hold music.

Transferring Calls

Warm Transferring Calls

A **Warm Transfer** involves speaking with the person whom you are transferring the call.

- 1 While on a call, press the **Transfer**  key.
- 2 Dial the extension or phone number of the transfer recipient.
- 3 Press the **Call** soft key.
- 4 When the recipient answers, announce the call.
- 5 Press the **Transfer** soft key again to complete the transfer.

End a Call

Do one of the following:

- Press the **End** soft key.
- Hang up the handset.

Resume a Call

You can place up to two active calls on hold at a time.

- 1 Press the **Resume** soft key to return to the held call.
- 2 If multiple calls are on hold, use the navigation arrows to select the desired call, then press **Resume**.

Blind Transferring Calls

A **Blind Transfer** involves transferring the call to another number without speaking to the receiving party first.

- 1 While on a call, press the **Transfer**.  key.
- 2 Dial a number or extension.
- 3 Press the **B Transfer** soft key to complete the transfer.

XBert Tip: To transfer directly to an extension's voicemail without ringing their desk, perform a **Blind Transfer** and dial ***55** + the extension number.

Call Park

Park a call

Call Park lets you place a call on hold at a specific extension so it can be picked up from any other phone.

- 1 Press the **Transfer**  key.
- 2 Press **B Transfer** soft key.
- 3 Dial ***68** + the extension number, then press **#**.

Retrieve a Parked Call

From your phone:

- 1 Dial ***88**.
- 2 Press **#**.

From another phone:

- 1 Dial ***88** + the destination extension.
- 2 Press **#**.

Connectivity

Connecting a Bluetooth Headset

- 1 Press **Menu** > **Basic** > **Bluetooth**.
- 2 Enable Bluetooth and select the **Scan** soft key.
- 3 Put your headset into pairing mode (refer to headset documentation).
- 4 Select your headset from the list of discovered devices.
- 5 Press **Connect**.

Wi-Fi Setup

- 1 Press **Menu** > **Basic** > **Wi-Fi**.
- 2 Use the right navigation arrow to enable Wi-Fi, then press **Save**.
- 3 The phone will scan for available networks. Select your network.
- 4 Enter the Wi-Fi password.
- 5 Press **OK**.