

QUICK REFERENCE SHEET

Yealink T87W

Additional Resources

[Yealink T87W Admin Guide](#)

[Yealink T87W User Guide](#)

[Yealink T87W Emergency Alarm Configuration 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 a **line** on the touchscreen display from the home menu.
- 2 Enter your contact's number or select a contact from the directory.
- 3 Select the **Call** key on the touchscreen display.

Call a Recent Contact

- 1 Select the **History** icon on the touchscreen display from the home menu.
- 2 Select one of the available categories:
 - Missed Calls
 - Placed Calls
 - Received Calls
 - Forwarded Calls
- 3 Select the desired entry on the touchscreen display.

Call Using the Speakerphone

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

Red Emergency Button

Line Keys

Transfer Key

Hold Key

Message Key

Volume Keys

Line Keys

Headset Key

Mute Key

Redial Key

Speakerphone Key

Dial pad

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 Select the **Call** key on the touchscreen display.

Initiating a Conference Call

- 1 While in an active call, press the **More** key on the touchscreen display.
- 2 Press the **Conf.** key on the touchscreen display. The active call is placed on hold.
- 3 Dial the extension or phone number of the second party.
- 4 Press the **Call** key on the touchscreen display. Then select **More** once the party has answered.
- 5 When the second party answers, press the **Conf.** key on the touchscreen display to merge the calls.

XBert Tip: The Yealink T87W supports up to 5-way conferencing. You can split the conference back into individual calls at any time by pressing **More** and then **Split**.

Answering and Ending Calls

Answer an Incoming Call

Do one of the following:

- Pick up the handset.
- Press **Answer** key on the touchscreen display.
- 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** key on the touchscreen display.
- 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** key from the touchscreen display.
- 4 When the recipient answers, announce the call.
- 5 Press the **Transfer** key again to complete the transfer.

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 Trans** soft key.
- 3 Dial *68 + the extension number, then press #.

Connectivity

Connecting a Bluetooth Headset

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

End a Call

Do one of the following:

- Press the **End** key on the touchscreen display.
- Hang up the handset.

Resume a Call

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

- 1 Press the **Resume** key on the touchscreen display 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 Press the **B Trans** (Blind Transfer) soft key.
- 3 Dial a number or extension.
- 4 Press the **Transfer** or **Call** 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.

Retrieve a Parked Call

From your phone:

- 1 Dial *88.
- 2 Press #.

From another phone:

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

Wi-Fi Setup

- 1 Press **Menu** > **Basic** > **Wi-Fi**.
- 2 Enable Wi-Fi.
- 3 The phone will scan for available networks. Select your network.
- 4 Enter the Wi-Fi password.
- 5 Press **OK**.