ELEVATE
UNIFIED COMMUNICATIONS

IP PHONE QUICK START GUIDE SERIES

YOUR GUIDE FOR:

Yealink T87W

CloudBusinessPhone.com

Yealink T87W Quick Start Guide

ELEVATE Unified Communications | CloudBusinessPhone.com
IP Phone Quick Start Guide Series

This guide covers setup, Wi-Fi, voicemail, and everyday calling on the **Yealink T87W**. Steps and illustrations are taken from the T87W section of the supplied *VARIOUS TO BE CREATED.docx*. Menu options may vary by firmware and service configuration.

Contents

1. Guided Setup
2. Voicemail Box Setup
3. Commonly Used Features
4. Quick Reference

1. Guided Setup

Assemble your phone

Insert the stand into the back of the phone as shown.

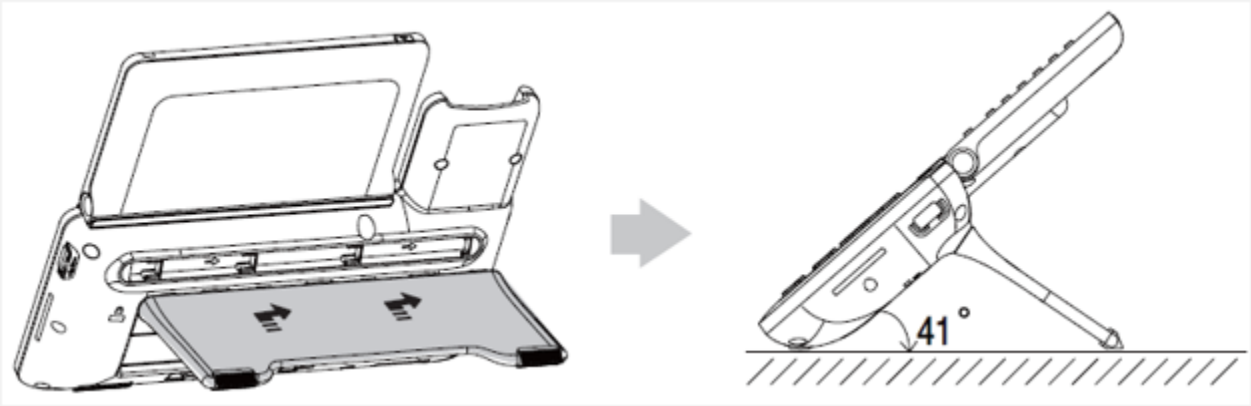


Figure 1. Attach the T87W stand.

Connect handset and optional headset

Connect the handset and optional headset according to the rear-port diagram. The phone supports an **RJ9** or **USB** headset; follow the headset manufacturer's connection instructions.

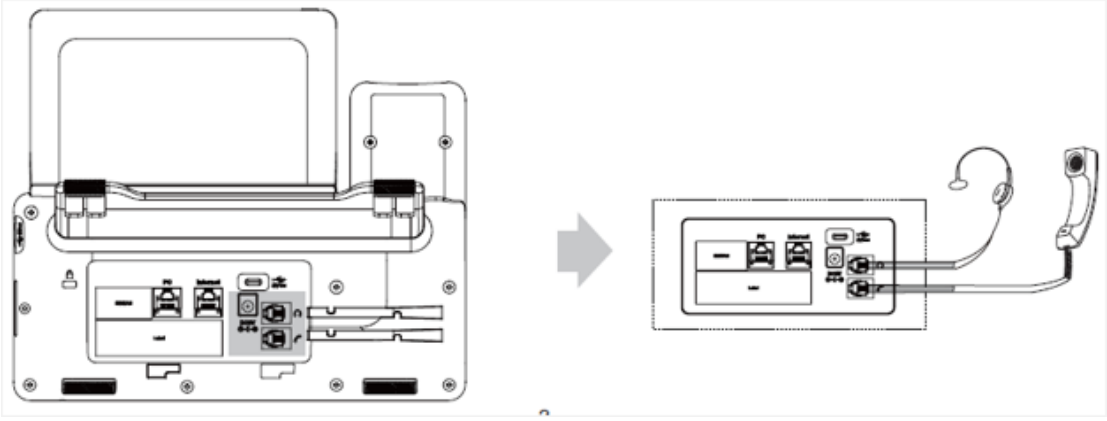


Figure 2. Handset and headset connection options.

Connect network and power cables

Follow the T87W cable diagram for the **Internet** port, optional **PC** connection, and either a suitable **power adapter** or **Power over Ethernet (PoE)** supply.

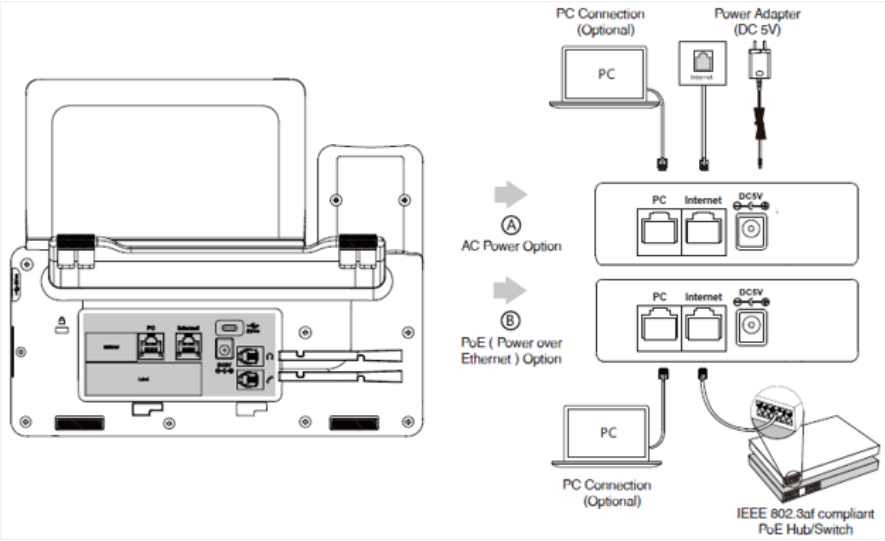


Figure 3. Network, optional PC, and power connection options.

Once power and the network are available, the phone automatically downloads its configuration and becomes usable. The voicemail box starts with a default greeting.

Establish a Wi-Fi connection

1. Tap the **Menu** button.
2. Tap **Basic**.
3. Swipe up on the left navigation panel until you see **Wi-Fi**, then tap **Wi-Fi**.
4. Tap the toggle to enable Wi-Fi.
5. Scroll through available networks and choose the network you want.
6. Enter the Wi-Fi password and tap **OK**.

Connection note: For best performance, use an Ethernet connection between the desk phone and router if a computer connects through the phone. If the computer experiences high latency while the phone uses Wi-Fi, contact support about full-duplex settings; have the computer's link speed available.

Finding link speed on Windows: Open **Settings** > **Network**, select the active network adapter, and locate **Link speed** (typically shown as **100 Mbps** or **1000 Mbps**).

2. Voicemail Box Setup

Record your personal voicemail greeting

1. Press **Messages**.
2. Enter the PIN supplied by your administrator, followed by **#**.
3. Select option **3** for personal options.
4. Select option **1** to record your greeting.
5. Follow the voice prompts to record and check it.

Change your voicemail PIN

1. Press **Messages**.

2. Enter your administrator-provided PIN, followed by **#**.
3. Select option **3** for personal options.
4. Select option **2** to change your PIN.
5. Enter your new PIN when prompted, then press **#**.

Security reminder: Do not share your voicemail PIN.

3. Commonly Used Features

Place an outgoing call

When the phone is idle:

1. Pick up the handset or press **Speakerphone**.
2. When you hear a dial tone, dial the extension or telephone number.

With a headset:

1. Press **Headset** to activate headset mode.
2. Dial an extension or telephone number.

While already on a call:

1. Tap the **Hold** soft key.
2. Tap **New Call**.
3. Dial the extension or telephone number.
4. Return to the original call by tapping **Resume**.

Answer an incoming call

- **Handset:** Pick up the handset.
- **Headset:** Press **Headset** with a headset connected.
- **Speakerphone:** Press **Speaker**.

Reject an incoming call

Tap the **Reject** soft key to immediately send the caller to voicemail.

End a call

- **Handset:** Hang up the handset.
- **Headset:** Press **Headset**.
- **Speakerphone:** Press **Speakerphone**.

Hold and resume calls

- To place a call on hold, tap the **Hold** soft key.
- To retrieve a held call, tap **Resume**.

Mute or unmute

1. While on a call, press **Mute** to mute the microphone.
2. Press **Mute** again to unmute it.

Transfer calls

Cold transfer (blind):

1. During an active call, tap the **Transfer** soft key.
2. Enter the destination number and tap **Blind Transfer**.

Warm transfer (attended):

1. During an active call, tap the **Transfer** soft key.
2. Enter the destination number, then tap **Attended Transfer**.
3. Once the second party answers and you have announced the call, tap **Transfer** or hang up to complete the handoff.

Handle call waiting

A beep sounds when a second call arrives during an active conversation.

- **Answer the second call:** Tap **Answer**; the first call is placed on hold. When the second call ends, tap **Resume** to return to the original call.
- **Reject the second call:** Tap **Reject** to immediately send the caller to voicemail.

Adjust volume

- **During a call:** Press **+** or **-** to adjust the listening volume.
- **When idle:** Press **+** or **-** to adjust ringer volume.

Use speakerphone

- **Phone idle:** Press **Speakerphone** for a dial tone to place an outgoing call.
- **Handset/headset call active:** Press **Speakerphone** to continue that call on the speaker.
- **Speakerphone call active:** Press **Speakerphone** to hang up.

Forward incoming calls

1. Tap **Menu**.
2. Tap **Features**.
3. With **Call Forward** selected, tap the type of forwarding to configure.
4. Tap the toggle to enable that forwarding type.
5. Enter the destination telephone number in the **Forward to** field and tap **Save**.

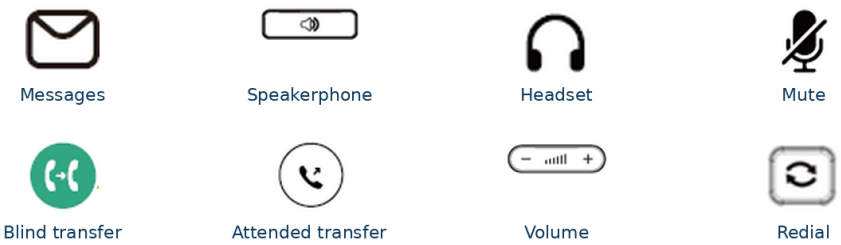
Redial

With the phone idle, press **Redial** to view call history. Tap the desired telephone number to place the call.

4. Quick Reference

Task	Control or action
Place a call	Lift handset or press **Speakerphone**, then dial
Answer with headset	Press **Headset**
Answer with speakerphone	Press **Speaker**
Reject incoming call	Tap **Reject**
End a call	Hang up, press **Headset**, or press **Speakerphone**
Hold / resume	**Hold** / **Resume**
Mute / unmute	Press **Mute** again to toggle
Cold / blind transfer	**Transfer** > number > **Blind Transfer**
Warm / attended transfer	**Transfer** > number > **Attended Transfer** > announce > **Transfer** or hang up
Handle call waiting	**Answer** or **Reject**; **Resume** first call
Adjust volume	**+** / **-** keys
Enable Wi-Fi	**Menu** > **Basic** > **Wi-Fi**
Forward calls	**Menu** > **Features** > **Call Forward**
Redial	**Redial** > select number in call history

T87W button symbols



The button and soft-key symbols above are reproduced from the supplied T87W guide; labels describe the original illustrations.

Need assistance?

CloudBusinessPhone.com
Service: 888.704.1789, Option 1
Email: support@CloudBusinessPhone.com

Source: Yealink T87W section of the supplied Word document, `VARIOUS TO BE CREATED.docx`. This document reflects the supplied ELEVATE service configuration. Features and screen labels may vary with provisioning and firmware.