



iTalk IP VOIP server function list for Yealink T28 phone sets:

To make calls: Pickup the handset or press the speaker button or press the extension number button, then dial the number and hit the “send” softkey.

To place a call on hold: While on call, press the “Hold” softkey.

To resume a held call: While on hold, press the “Resume” softkey.

To transfer a call to another extension: While on a call, press the “Trnsfer” softkey and dial the extension to transfer the call to. This will setup a call to the desired extension and puts the active call on hold. After you announce the caller information, hit the transfer softkey again.

To blind transfer a call to another extension: if you want to transfer the call to another extension without talking to the extension you are transferring to, please dial “##” and then the extension number you are transferring to.

To transfer a call directly to a voicemail: dial “*” before the extension number and use transfer options above.

To create a conference call: While on an active call, press the “Conf” button and dial a new number. Once the call is established, the conference call is made. You can hit the “split” softkey to tear down the conference call.

To receive a second call: While on the first call, if the phone rings, press the “Answer” softkey. This will automatically put the first active call on hold. Please use the up/down arrow keys to navigate between the two active calls to hold and resume as needed.

Group call pickup: You can pick up a call that’s ringing on another extension by dialing ** and then the extension number.

Call forwarding: To forward your extension to another extension or an outside line, select the “Menu” softkey then select features/call forward and then select the forwarding option you need. Use the phone display to enter desired information and hot the “save” softkey.

To check voice messages: Press the message button on the phone and enter password to check new messages, change voicemail options, etc.

Note: your temporary password is “1111”

To check other voicemail boxes: call *98 and enter the desired mail box number and password to check new messages, change voicemail options, etc.





To add a greeting: You can create unavailable, busy and temporary greetings for your extension. To create your voicemail greeting, hit the message button (the button marked with an envelope, or dial *97 from your extension or dial your extension from any other extension. At the greeting prompt, enter * and then enter your password. Press 0, and follow the prompts to record your greeting.

To add a temporary greeting: Dial your extension, at the greeting prompt, enter * and then enter your password. Press 0, and then press 4 to record a temporary greeting. After the tone, record your temporary greeting and press #.

NOTE: the temporary greeting overrides the regular greeting right away.

To remove the temporary greeting: Dial your extension, when voicemail greeting comes up, enter * and then enter your password. Press 0, and then press 4 followed by 2 to remove your temporary greeting.

To check messages from out of the office: Dial the main number, stop the announcement by pressing "0", when the voicemail greeting comes up, press "*" then enter your password.

To change the system day/night mode: dial code "*280" from any phone to change the mode. Entering the same code will reset to the original mode.

Note: if you have an automatic day/night toggle programmed, you don't need to perform this task unless you wish to override the automatic day/night selection.

NOTE: Day reception zero enabled means night mode is changed to day. Day reception zero disabled means day mode is changed to night.