



## Yealink T85W Desk Phone

*Quick-Reference Guide — Administrative & Main Office Personnel (US/Canada Unlimited Plan)*

### ⚠ EMERGENCY PROTOCOL (911)

Dial 911 directly from the physical keypad. Do not dial an outside access prefix (such as 9).

## 1. Inbound Call Control & Line Routing

- **Answering a Call:** Lift the handset, or press the physical **Answer** key (bottom-right).
- **Managing Call Overage (Second Ringing Line):** If you're actively talking and a secondary call rings into your desk:
  1. Press the on-screen **Answer** soft key for the incoming call. There is no flashing Line Key for a second call on this model.
  2. The phone automatically puts your first caller on a secure local **Hold** and connects your audio to the new inbound party.
- **Swapping Lines Manually:** With two active calls, press the on-screen **Swap** soft key to toggle between them, or use the down-arrow navigation key to reveal and select **Resume** for the held call.

## 2. High-Efficiency Call Transfers

*For office staff routing external calls to classrooms, administration, or split departments:*

### Blind Transfer (Immediate Pass-through)

- *When to use:* Direct requests for staff members where a prior introduction isn't necessary.
- *Execution:* Press the physical **Transfer** key, select **Transfer Call**, then dial the target extension directly (or select the **Directory** soft key to search by name). Select **Transfer Call** again to complete the hand-off.

### Attended / Warm Transfer (Consultative Routing)

- *When to use:* Confirming a principal or counselor is ready and available to accept an external caller.
- *Execution:* Press the physical **Transfer** key, select **Transfer Call**, then enter the extension (or search the directory). Select the call to speak privately with your colleague. When they agree to take it, select **Transfer** again to complete the hand-off.

### Transfer Directly to a Teacher's Voicemail (Message-only extensions do not need this shortcut — simply press Transfer and dial the mailbox number)

- *When to use:* Routing non-urgent calls during instructional hours without ringing the classroom wall phone.
- *Execution:* Press the physical **Transfer** key, select **Transfer to Voicemail**, then enter the extension (or search the directory). Select the call to complete the transfer. No star code needed.

## 3. Core Administrative Features

### Three-Way On-The-Fly Conference

1. While speaking with party one, press the **next page** soft key to reveal more options, then select **Conf**. This holds the initial call.
2. Input the internal extension or external 10-digit number for party two, and press **Send**.
3. Once they answer, press **next page** again, then select **Conf** a second time to merge all three lines into a single conversation.



# Central Islip School District

## Call Parking (System-Wide Orbit Hold)

- While on a live call, press the **Park** soft key. The system announces a randomized 3-digit park number, e.g. “**your call is on hold at the following park number, \*815**” — this number changes with every call parked.
- From any other user-licensed phone, dial that exact number to pick the call back up.

*Common Area / classroom phones cannot retrieve a parked call — they'll return “the requested service is not available in your calling plan.” Only user-licensed extensions can pick up a parked call.*

## Step-by-Step Keypad Voicemail Guide

**1. Access the Voicemail System:** Pick up the handset or press **Speakerphone**, then dial **\*86** and press the **Call** soft key. Alternatively, press the dedicated physical **Message** button (envelope icon).

**2. Enter Your PIN:** When prompted, enter your secure Zoom Phone voicemail PIN followed by the # key.

*If you do not know your PIN, you can view or reset it by logging into the web portal at [zoom.us](https://zoom.us) and checking under Phone > Settings > Desk Phone. The PIN cannot be viewed or reset from the phone keypad itself.*

**3. Open the Greeting Menu:** Once at the main voicemail menu, press **2** to record a new voicemail greeting.

**4. Record Your Message:** Speak clearly into the phone to record your new greeting. When finished, press any key to stop recording (or press \* to cancel and start over).

**5. Review Your Recording:** Press **1** to play back your new greeting — playback is not automatic.

- Press **1** to **Save** and apply the new greeting.
- Press **2** to **Re-record** if you want to try again.

*Once saved, this audio is automatically added to your personal Zoom Phone audio library and set as your active outbound greeting.*

*Reference photo pending replacement — an updated T85W button-layout photo from the field team could not be extracted from chat and needs to be re-sent as a file attachment.*



*Yealink T85W — key layout reference*

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