

Business phones user guide

Everything you need day to day: getting your phones connected, making and transferring calls, voicemail and the handy codes. Keep it by your desk.



My phone details

Name _____ Extension _____
Direct number _____ Voicemail number _____

1 Getting connected

Your phones arrive already set up for your phone system, so there's nothing to configure. Each one shows your name or extension on the screen once it's connected.

Desk phones (Yealink T31W, T73W)

1. Connect a network cable from your network switch or router to the phone's **Internet** port (sometimes shown with a globe or network symbol).
2. If your network switch doesn't provide power over the cable (PoE), plug in the power supply.
3. Have a computer at the same desk? Plug it into the phone's other port (marked **PC**) to share the one network cable.
4. Wait a minute or two. When your name or extension appears, you're ready.

Both models also work over Wi-Fi if a cable isn't practical: ask us and we'll set it up for you.

Cordless Wi-Fi phone (Yealink AX83H)

1. Put the handset on its charger and let it charge fully before first use.
2. It connects to your Wi-Fi automatically using the details you gave us.
3. Use it anywhere you have Wi-Fi coverage. There's no separate base station.

If you change your Wi-Fi name or password, tell us first so we can update the phones.

Apps on your computer and mobile

Every user can make and take calls from the desktop app. Professional users also have the **Webex** app for mobile and PC, so their extension rings wherever they are. We email your login details when your service goes live.

2 Everyday calls

To...	Do this
Call outside	Dial the full number, including the area code (for example 0161 660 7471). No need to dial 9 first.
Call a colleague	Dial their extension number. Calls between extensions are free.
Put a call on hold	Press Hold . Press it again, or Resume , to go back to the caller.
Transfer a call straight away	Press Transfer , dial the extension or number, then press Transfer again.
Transfer after a quick word	Press Transfer , dial the extension, wait for them to answer and introduce the caller, then press Transfer .
Make a three-way call	During a call press Conference , dial the second person, then press Conference again when they answer.
Answer a colleague's ringing phone	Dial *98 (picks up the phone in your pick-up group), or *97 then their extension.
Park a call to pick up elsewhere	Put the caller on hold, dial *68 then # . From any phone, dial *88 then your extension to pick it up.
Hide your number on one call	Dial *67 before the number.
Call back the last caller	Dial *69 .

Button names can vary slightly between phone models: some use on-screen soft keys, others have a dedicated button.

3 Voicemail

Voicemail is included with the Professional plan, and can be added for other users.

Setting it up

1. Dial **1571** from your phone (or your company's voicemail number, if we've given you one).
2. Enter the temporary PIN we gave you, followed by **#**, and choose your own PIN.
3. Follow the prompts to record your name and your greetings: one for when you're on another call (busy) and one for when you don't answer.

Listening to messages

From your phone: dial **1571**, enter your PIN and **#**, then press **1** to hear new messages. After each one you can save or delete it. Your phone's message light shows when you have new voicemail.

From any other phone: call your own number, press ***** while your greeting plays, enter your extension number and then your PIN.

By email: we can send each message to your inbox as an audio file. Just ask.

Changing your PIN: dial **1571**, enter your current PIN and **#**, then follow the menu option to change your passcode. Forgotten it? Ask us and we'll reset it.

4 Handy codes

Dial these from your desk or cordless phone. Most are switched off again with the code in the second column.

Feature	Turn on	Turn off
Do not disturb (calls go to voicemail or your colleagues)	*78	*79
Forward all calls to another number	*72 then the number, then #	*73
Forward when you're busy	*90 then the number, then #	*91
Forward when you don't answer	*92 then the number, then #	*93
Forward if your phone is offline (e.g. power cut)	*94 then the number, then #	*95
Send all calls straight to voicemail	*21	#21
Call waiting (hear a second caller during a call)	*43	#43
Transfer a caller straight to someone's voicemail	*55 then the extension	
Redial the last number you called	*66	
Clear the message light	*99	

Forwarded calls to mobiles and other outside numbers are charged as normal calls from your phone system.

5 Your bill and call charges

Your monthly bill covers your users, phones and any extras. Calls outside any included minutes are billed the following month, with an itemised list of every call so you can see exactly what was dialled, when and for how long. You'll find your bills and call lists in your client area at posilan.com/online, and our current rates on our [call charges page](#).

6 Changes we can make for you

You don't need to change any settings yourself. Just ask us to:

- ✓ change which phones ring, in what order, and for how long
- ✓ set up or change your phone menu ("Press 1 for sales..."), greeting and opening hours
- ✓ switch to your out-of-hours or holiday message
- ✓ add or remove users, phones or numbers
- ✓ record your calls (where available) or move your extension to a different phone

! 999 and power cuts

You can call 999 and 112 from your phones, free. Because internet phones need power and a working internet connection, they won't work in a power cut or broadband fault, so keep a mobile phone handy. Emergency services are given the address we hold for each phone: **tell us if a phone moves to a different address**, for example to a home worker.

Need a hand?

Our own team is here to help, not a call centre. Call, email or WhatsApp us, or log in to your client area at posilan.com/online to see your bills and itemised calls.

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