



Yealink T87W – Wifi Phone

Digital Voice for Business

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What's in the box?

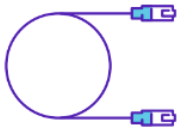
We're here to help you get the best out of your new phone. Just follow the instructions below. Here's what you should find when you open the box.

Got everything?

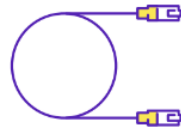
- Yealink T87W phone and handset
- Handset cord
- Ethernet cable (required for wired connection)
- Phone stand
- Quick start guide
- Power adapter (optional)
- Wall mount bracket (optional)



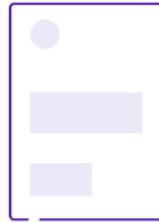
Phone stand



Handset cord



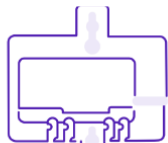
Ethernet cable



Quick start guide



Power adapter
(optional)



Wall mount bracket
(optional)

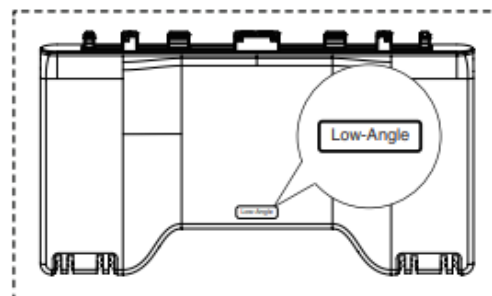
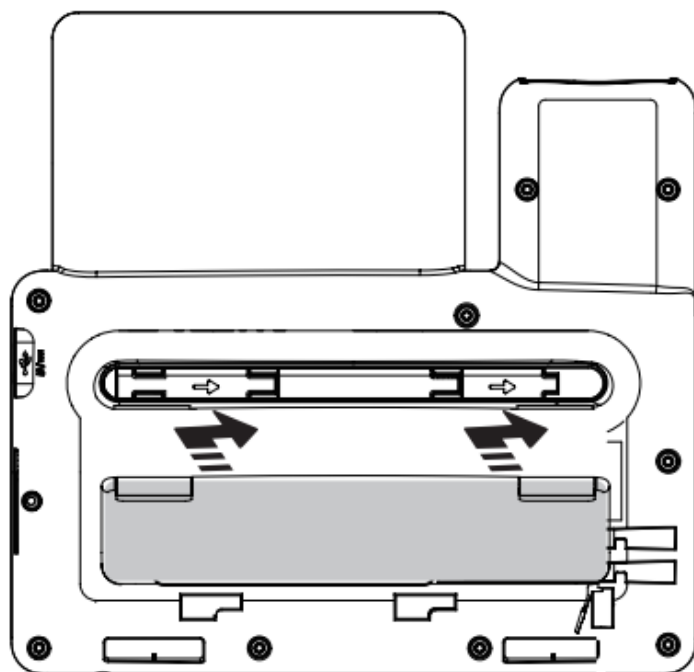


Yealink T87W phone and handset

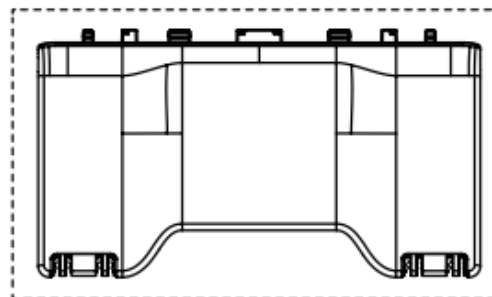
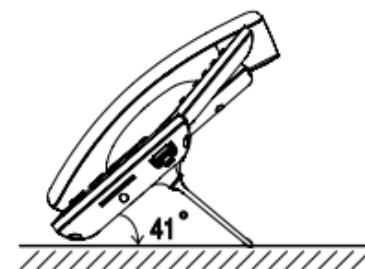
Let's get started

Set up your phone

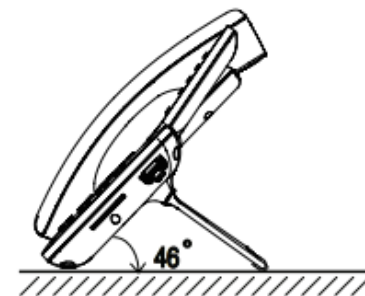
Once you've unpacked it, turn your phone upside down so you can see the ports. Then slot the phone stand into one of the slots, depending on the angle you want, or into the optional wall mount bracket.



Low-Angle side up.

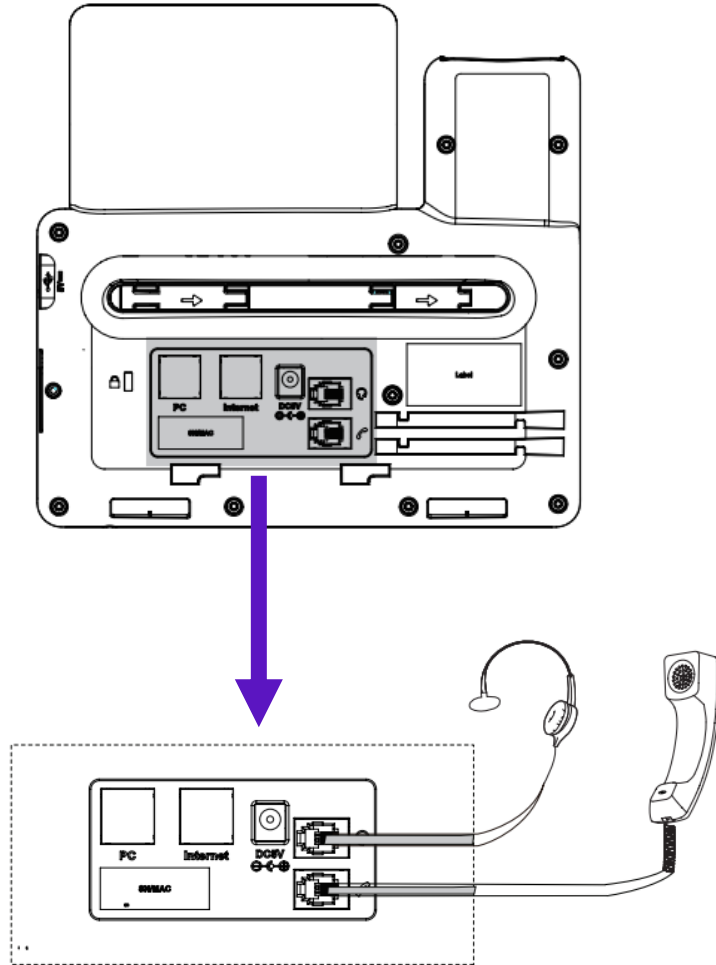


Another side up.

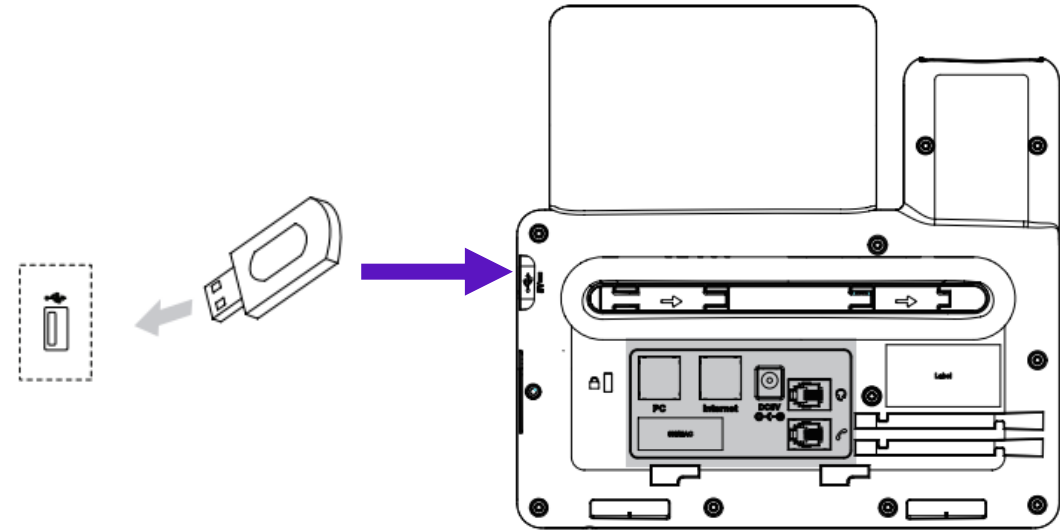


Get connected

Connect the handset and optional headset (if you are using one)



Optional: connect USB devices



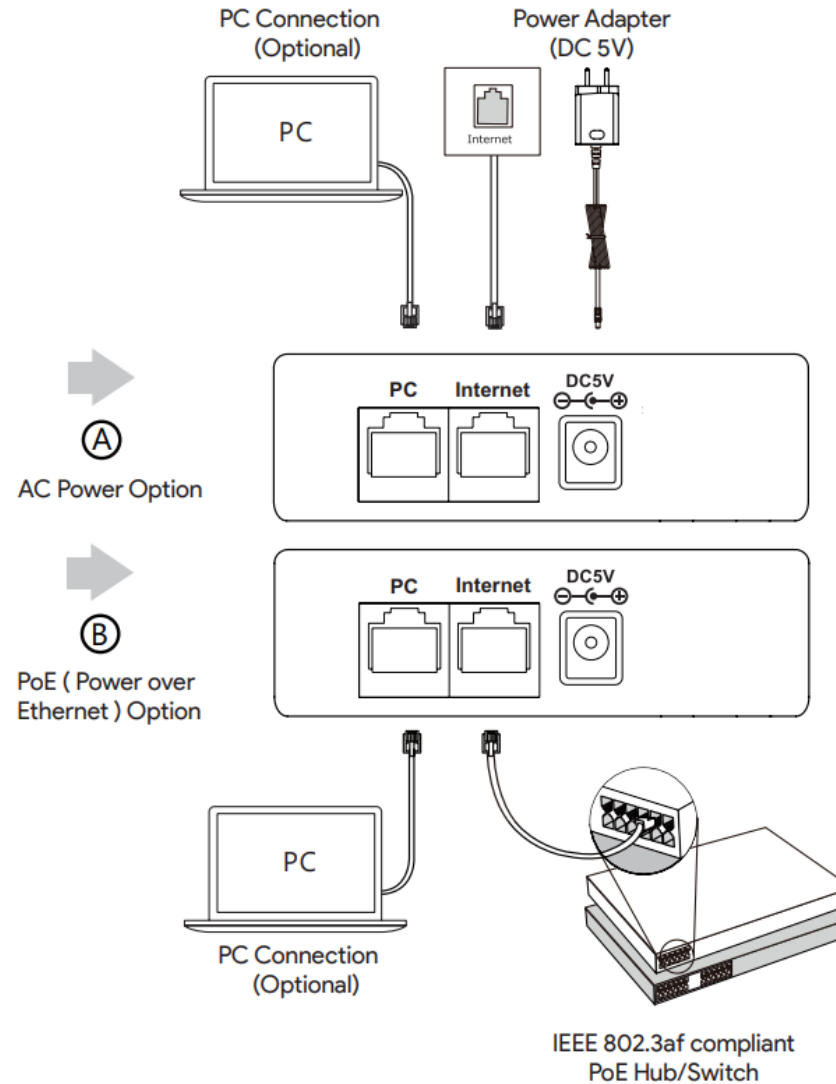
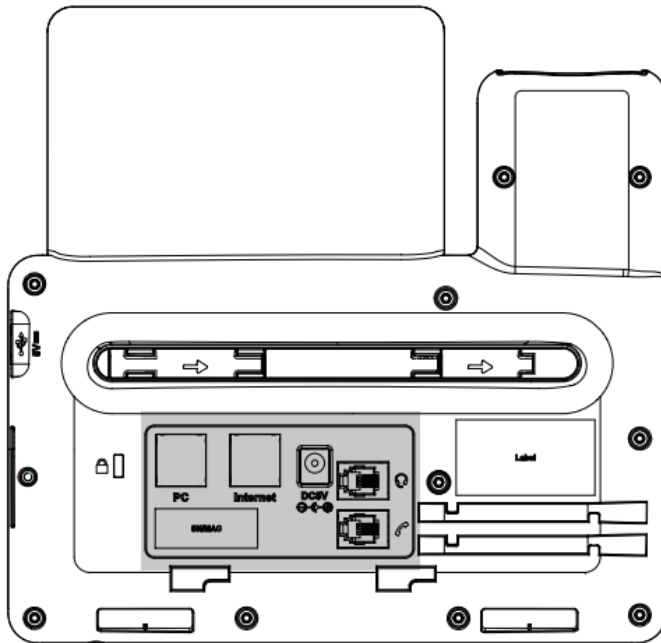
Here's how to connect the network and power.

You have two options for power and network connections:

Option 1: normal AC power with ethernet or wi-fi connection to the network. **(A)**

Option 2: power over Ethernet (PoE) **(B)**.

Your system administrator will let you know which one to use.



Option 1 – AC power

To connect the AC power:

- **Connect the DC Connector** on the power adapter to the DC5V port on the phone, and plug in the other end of the power adapter to the mains.

To connect to the network

- **Connect using Ethernet cable** – connect your included ethernet cable between the internet port on the phone and the one on the wall or switch/hub device port (optional – not required if connecting via Wi-Fi).

Connect using Wi-Fi

1. On the phone, select **Settings**.
2. Select **Network > Wi-Fi**.
3. Switch **Wi-Fi** to **On**.
4. Confirm the setting (if prompted).

Once you have enabled the wi-fi mode – there are then 2 ways you can connect to the Wi-Fi network – (a) manually by entering the wi-fi password or (b) by using WPS – these two options are explained below.

(a) Manually Connecting to the wi-fi network

1. Select **Settings > Network > Wi-Fi**.
2. Ensure Wi-Fi is switched **On**.
3. Select the wireless network you want to connect to.
4. Enter the Wi-Fi password using the on-screen keyboard.
5. Select **Connect**.

Notes:

- T87W uses an **on-screen Android keyboard**
- No ABC key / keypad switching
- Much simpler UX

Once connected to the network the phone will automatically connect to the Digital Voice for Business service and download your telephone details. This may take a couple of minutes.

(b) Connecting to the wi-fi network using WPS

Wi-fi protected set up (WPS) provides a simplified method to connect the device to the wi-fi network. By simply selecting WPS on the phone and then pressing WPS button on the hub. They then will automatically connect.

1. Select **Settings > Network > Wi-Fi**.
2. Select **WPS** (if available).
3. Press and hold the **WPS** button on your router or hub.

Once connected, the phone will automatically connect to Digital Voice for Business and download your telephone details. This may take a couple of minutes.

Option 2 – Power over Ethernet

You can power the T87W using the included Ethernet cable from a PoE-compliant switch or hub.

To connect PoE:

- Connect the Ethernet cable between the internet port on the phone and an available port on the in-line power switch/hub.
- If an in-line power switch/hub is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant. The phone can also share the network with another device (such as a PC) via the PC port. This is optional.

Important: Do not unplug or remove power to the phone while it's updating its firmware and configurations.

FAQs about connecting via wi-fi

My wireless network doesn't appear when scanning

If your wireless network does not appear, the SSID may be hidden. You can manually add the network.

1. Select **Settings > Network > Wi-Fi**.
2. Ensure **Wi-Fi** is switched **On**.
3. Select **Add network**.
4. Enter the **SSID** of the wireless network.
5. Select the appropriate **security type** (for example, WPA/WPA2-PSK).
6. Enter the Wi-Fi password.
7. Select **Connect**.

How do I see, if I'm connected and the wi-fi signal strength information?

- 1) Select **Settings > Network > Wi-Fi**.

What wi-fi signal strength do I need?

In order to maintain connection to the network and experience good quality of service for your voice service, the stronger the wi-fi signal strength the better. It is recommended that signal strength 3 and 4 show that the wi-fi network is reliable and should therefore support good voice quality.

Wi-fi signal strength 4: excellent

Wi-fi signal strength 3: good

Wi-fi signal strength 2: weak

Wi-fi signal strength 1: poor

Should consistent voice quality issues be experience, it's recommended that the phone is connected to the router/hub using an Ethernet cable, to understand if this is a wi-fi network issue.

Will the phone remember the wi-fi details?

Yes. Once connected, Wi-Fi network details are saved, and the phone will automatically reconnect to the highest-priority available network.

If you need to remove a saved network, select **Settings > Network > Wi-Fi**, then select the network and choose **Forget**.

I want to connect using a direct cable now, what do I need to do?

Firstly you need to deactivate the wi-fi mode, then you will be able to plug in your Ethernet cable and connect directly to your hub as described on page 7. To deactivate wi-fi mode just:

1. Select **Settings > Network > Wi-Fi**.
2. Switch **Wi-Fi** to **Off**.
3. Connect an Ethernet cable between the phone and your router or switch.

My broadband is connected and wi-fi seems ok, but I'm still having issues what do I do?

Turn Wi-Fi off and back on again:

1. Select **Settings > Network > Wi-Fi**.
2. Switch **Wi-Fi** to **Off**.
3. Wait a few seconds, then switch **Wi-Fi** back **On**.

The phone will automatically reconnect to the wireless network and confirm the configuration.

Some top sources of wi-fi Interference

- **Everyday appliances** such as microwaves and florescent lights, power cables and adapters and so on. They emit signals that can interfere with your wi-fi.
- **Wireless devices** including wireless headsets, keyboards, mice, activity trackers, security cameras, and so on. Just like the appliances above, the wireless signals they use to communicate with other devices can slow things down
- **Building materials:** In general, dense materials such as concrete, metal and stone are not good for wireless signals. Reflective surfaces such as mirrors and foil found in modern housing insulation can cause erratic wi-fi signals.
- **Neighboring wi-fi networks:** The growth in wi-fi network density, especially in populated areas has increased interference among wireless networks. Strong wi-fi signals in close proximity to each other can reduce the performance of both networks. New Public wi-fi networks are adding to this form of interference.

Tips on how to reduce wi-fi Interference

- Relocate your wireless router away from nearby routers, appliances, other wireless devices and dense building materials.
- Unplug the appliances and devices when not in use.
- Avoid using too many wireless gadgets at the same time within close proximity of each other.
- Try using different wireless frequency (5GHz vs. 2.4GHz) and/or a different wireless band.
- Consider upgrading your wireless router or solution. Wi-fi extension or mesh solutions are now available and can be placed where they best suit your business needs. Providing you with the wi-fi signal strength required for a quality, reliable voice service.

Check you're set up on Digital Voice for Business

Your Yealink T87W phone comes with everything you need to set up on Digital Voice for Business.

Once your phone's connected to the network, it'll update its firmware. This might take some time, so please be patient. Once it's finished, the phone will show that it's connected, for example by displaying a green phone icon or your line number: 

If something has gone wrong, the phone may show a warning symbol or not display a line: 

If this happens, just give us a call on **0800 800 152** and we'll be able to help.

Once complete, the phone will display your line number on one of the line keys.

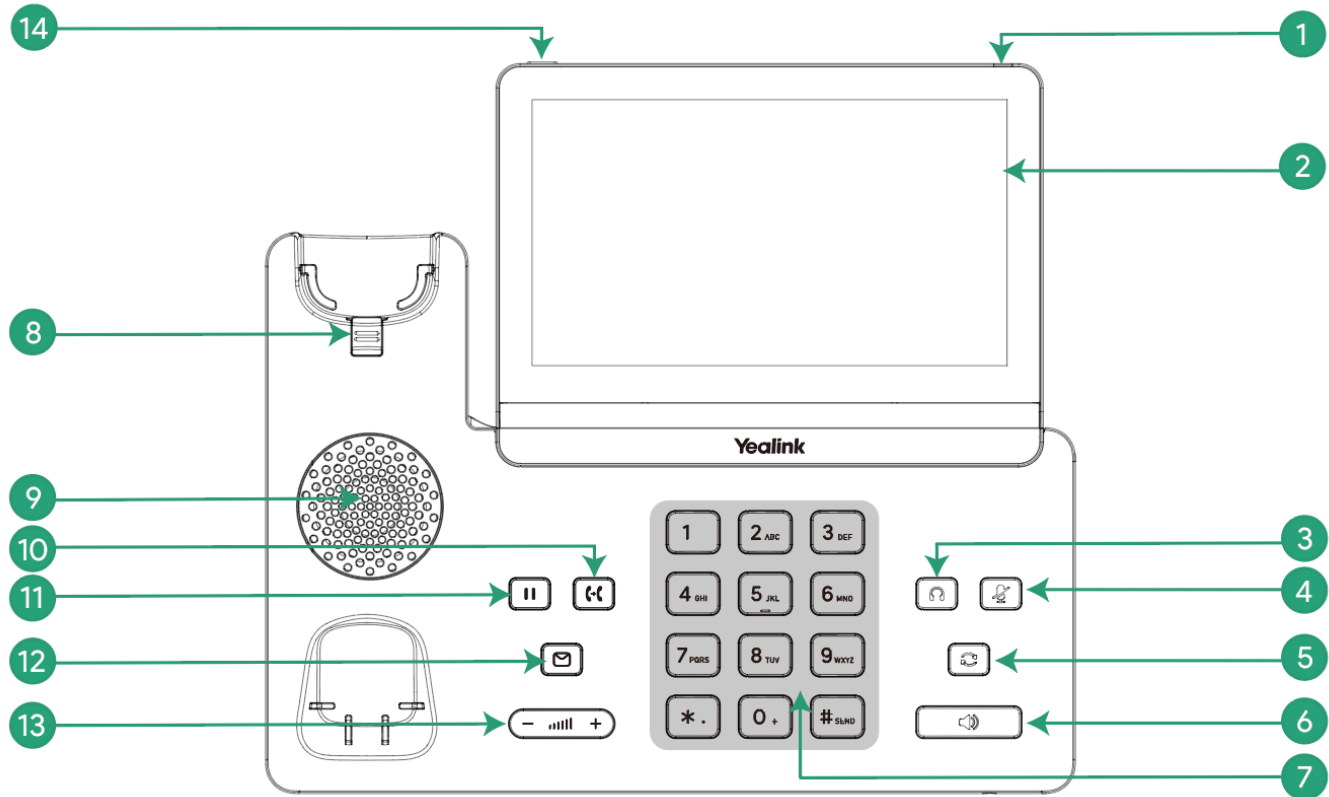


Getting to know your phone

Hardware component instructions

The main hardware components of the T87W IP phone are the touch screen and the keypad.

1	Power indicator LED	Indicates call status, message status and phone's system status.
2	Touch screen	Shows information about your phone, such as calls, messages, on-screen controls, time, and date.
3	Headset key	Toggles the headset mode on or off. The LED indicator glows green when the headset mode is activated.
4	Mute key	Toggles the microphone on or off. The LED indicator glows green when the mute feature.
5	Redial key	Accesses recently dialed calls.
6	Speakerphone key	Toggles the speakerphone (hands-free) mode or not. The LED indicator glows green when the speakerphone is activated.
7	Keypad keys	Allow you to enter numbers, letters, and special characters.
8	Reversible tab	Secures the handset in the handset cradle when the IP phone is mounted vertically.
9	Speaker	Provides hands-free (speakerphone) audio output.
10	Transfer key	Transfers a call.



11	Hold key	Places a call on hold or resumes a held call.
12	Message Key	Provides access to voice messages.
13	Volume key	Adjusts the volume of the handset, headset and speaker.
14	Alarm key	Long press to trigger an alarm (if configured).

Icon instructions

Here’s a guide to the icons you might see on your LCD screen.

Icon	Description	Icon	Description
	Wired network is unavailable		Warning / System alert
	Hands-free speakerphone mode		Keep mute
	Phone lock		Silent mode
	Missed calls		Bluetooth mode is on
	Call forward		Bluetooth headset is both paired and connected
	Handset mode		Bluetooth-enabled mobile phone is both paired and connected
	Headset mode		Wi-fi connection is successful
	Voicemail		Wi-fi connection fails
	Auto answer		Wi-fi connection is unreachable
	Do Not Disturb		

Phone display (views)

Idle status

The idle screen displays the time and date and provides access to your configured lines, contacts and phone features using on-screen controls.

Time and date

Digital Voice for Business automatically sets the time and date. You can change the display format in **Settings**, which you can access from the on-screen menu.



Phone status

You can view phone status using either the phone user screen or web user interface. In phone status information of phone status includes:

- Network status (example, IPv4 status, IP address mode, MAC address, LAN type, LAN IP and LAN mask).
- Phone status (example, device model, hardware version, firmware version and product ID).
- Account status (example, register status of SIP accounts).

To view phone status on the phone:

1. Select **Menu - Settings** from the home screen.
2. Select **Status** or **About phone** (depending on configuration).
3. Scroll to view the required information.

Status	
1. IPv4:	10.81.56.100
2. MAC:	80-5E-C0-88-00-73
3. Machine ID:	201081B071208834
4. Wi-Fi MAC:	80:5E:C0:7A:6B:92
5. Firmware:	96.84.0.30
Back	

Screen layout may vary depending on configuration.

Using your phone

Making calls

You can use your Yealink T87W like a regular phone to make calls, in various ways:

- Make a call from the keypad.
- Make multiple calls.
- Redial a number.
- Make an international call.
- Make a call from your call history.
- Make a call from the directory.
- Switching between handset, speakerphone and headset modes.

Make a call from the keypad

Using the keypad, you can enter a number to make a call, and displays a list of previously placed calls or contacts in your directory. You can also select the contact you want to call from the search list, the placed call list or from your directory.

Make a call from the keypad

1. Enter the phone number using the keypad.
2. Tap **Call** on the screen or lift the handset.
3. Alternatively press the **Speakerphone** or **Headset** key.

Enter a number or select a contact, then select **Send**.

The phone will show the contact in your **Directory** regardless of whether you've dialled in local format or international format.

Make multiple calls

While on a call you can place the current call on hold and make another call.

1. Tap **Hold** on the screen.
2. Select **New Call**.
3. Enter a number or choose a contact.

Redialing a number

The phone keeps a record of all the calls you've made:

1. Tap **History** on the home screen.
2. Select the contact or number you want to call.
3. Tap **Call**.

Make an international call

You can make calls to international numbers on your phone.

- Press and hold digit key 0 on the phone keypad until the **plus sign (+)** appears.
- Enter the phone number with the country code.
- Select **Send**.

Make a call from your call history

You can make calls to contacts from your History list, which contains calls that were recently placed, answered, missed, or forwarded.

1. Tap **History** from the home screen.
2. Select the call list.
3. Tap the contact or number to call.

Make a call from the directory

You can make a call to a contact directly from your directory.

1. Tap **Directory** on the home screen.
2. Select the contact you want to call.
3. Tap **Call**.

Switching between handset, speakerphone and headset modes

You can switch between audio modes during a call.

1. Lift the handset to use the handset.
2. Press the **Speakerphone** key to use hands-free mode.
3. Press the **Headset** key to use a connected headset.

Answering calls

When you receive an incoming call, the phone rings and the caller's information is displayed on the screen.

You can answer the call in the following ways:

- Lift the handset
- Press the **Speakerphone** key 
- Press the **Headset** key 
- Tap **Answer** on the screen

Ending calls

To end a call:

- Hang up the handset, or
- Tap **End Call** on the screen.

Transferring calls

You can transfer a call to another person in one of the three ways.

- Blind transfer: transfer a call directly to another party without consulting.
- Semi-attended transfer: transfer a call when receiving ring back.
- Attended transfer: transfer a call with prior consulting.

To make a blind transfer

1. During a call, tap **Transfer** on the screen.
2. Enter the number or select a contact.
3. Tap **Transfer** again to complete the transfer.

Attended transfer

1. During a call, tap **Transfer**.
2. Enter the number or select a contact.
3. Wait for the person to answer.
4. Tap **Transfer** again to complete the transfer.

Conference calls

1. Place a call to the first party.
2. Tap **Conference**.
3. Dial the second party.
4. Tap **Conference** again to join the calls

Do Not Disturb (DND)

To enable **Do Not Disturb**, tap **DND** on the home screen.

When DND is enabled, incoming calls are rejected automatically and the DND icon appears on the screen. Missed calls will still be recorded in the call history.

History

Viewing history records:

1. Tap **History** on the home screen.
2. Select the required call list (All, Missed, Placed or Received).
3. Tap an entry to view the details or place a call.

Saving a history record to contacts

1. Tap **History**.
2. Select the call entry.
3. Tap **Add to Contacts**.
4. Edit the contact information if required.
5. Tap **Save**.

Contact directory

Your contact directory is managed by Digital Voice for Business.

You can search for contacts in the corporate directory or dial a contact directly.

To access the corporate directory:

1. Tap **Directory** on the home screen.
2. Select the required contact group.
3. Scroll through the contact list or use the search field.

To search for a contact:

1. Tap **Directory**.
2. Use the **Search** field at the top of the screen.
3. Enter the contact name or number.
4. Select the contact to place a call.

Voicemail

When you receive a new voicemail, the phone will play a notification tone, and a voicemail icon will appear on the screen.

To listen to your voicemail:

1. Tap the **Voicemail** notification or open the **Phone** application.
2. Select **Voicemail**.
3. Follow the voice prompts to listen to your messages.

Additional features

You can use your **Yealink T87W** phone with a range of supported accessories to suit your working style. These features are handled locally on the phone and do not rely on network configuration.

Headset

The phone supports RJ9 headset, USB headset, Bluetooth headset and wireless headset via EHS adapter.

To use a headset:

- RJ9 headset – connect an RJ9 headset to the headset port on the phone.
- USB headset – connect a USB headset directly to the USB port on the phone.
- Wireless headset (EHS) – connect a supported Yealink EHS adapter (for example, EHS40) to the Headset port, then pair your wireless headset with the adapter.

Please refer to the headset manufacturer's user guide for pairing and usage instructions.

Bluetooth

The **Yealink T87W includes built-in Bluetooth 5.0**, allowing you to connect compatible Bluetooth headsets directly to the phone.

Bluetooth pairing and control are managed through the **phone's Settings menu**. Once paired, you can use your Bluetooth headset to make and receive calls in the same way as a wired headset.

Wi-Fi

The Yealink T87W includes built-in Wi-Fi, enabling the phone to connect to your network wirelessly where an Ethernet connection is not available. Wi-Fi setup and connection options are described earlier in this guide.

Expansion module (optional)

The Yealink T87W supports the Yealink EXP55 expansion module, which can be used to add additional programmable keys for line appearances, speed dials, and features.

To use an expansion module:

- Connect the EXP55 to the phone using the supplied USB cable.
- If required, connect an additional Yealink power adapter to the expansion module.

Once connected, the expansion module keys can be configured for speed dials, contacts and other features.



General information

Important – 999 or 112 emergency calls

- Your Digital Voice for Business number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.
- If you use Digital Voice for Business at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.
- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Safety information

Do not open the handset or the base.

This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 800 152 and we'll be able to help.

Cleaning

Clean the handset and base with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

Product disposal instructions

- The symbol shown here  and on your phone means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your IP Phone is guaranteed for a period of 12 months from the date of purchase. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period.
- You provide proof of purchase.
- You'll need to return your phone to us according to our instructions.
- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.

Offices worldwide

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