

# Yealink

EASY VoIP



### TO MAKE AN INTERNAL CALL

Pick up **HANDSET** or Press Speaker Button  
Dial Desired **EXTENSION** Number  
Press **DIAL**

### ANSWERING AN INCOMING CALL

Incoming calls to your phone are indicated in several ways:

- The Phone Rings
- The incoming Caller ID is shown on the display

Lift the **HANDSET** or Press Speaker key

### TO MAKE AN EXTERNAL CALL

Lift **HANDSET**  
Dial "9"  
Dial **TELEPHONE NUMBER**  
Press **DIAL**

### REDIAL

Without Lifting Handset  
Press the **REDIAL** Button  
Use **NAVIGATION KEYS** to Select the **CONTACT** to redial  
Press the **DIAL** Softkey.

### HOLDING vs. PARKING A CALL

**Hold** puts the caller "on hold" at your phone and the party can only be picked-up from your phone.

**Park** puts the caller on a "System Hold" (Parked) and that the party can be picked up from any phone on the system.

### TO PLACE A CALL ON HOLD

While on the call:  
Press **HOLD** Key

### TO PICK UP A CALL FROM HOLD

While on the call:  
Press **FLASHING LINE KEY** which is holding

### TO PARK A CALL

While on the call:  
Press the **TRANSFER**  
Dial **\*70** and press **DIAL**  
View the display which will show which **PARKING**  
**SPACE** where the caller was parked.  
**HANG UP**

### TO RETRIEVE A PARKED CALL

Lift **HANDSET**  
Dial **\*71 + PARK NUMBER** where the caller is parked  
Press **DIAL**

### TO TRANSFER A CALL TO ANOTHER EXTENSION (ANNOUNCED)

While on the call  
Press **TRANSFER** Softkey  
Dial Desired **EXTENSION** Number & Press **SEND/DIAL**  
Wait for Response & Announce Call  
Press **TRANSFER** Softkey to complete  
*Or*  
Press **END CALL/CANCEL** to return to caller

### TO TRANSFER A CALL TO ANOTHER EXTENSION (BLIND - UNANNOUNCED)

While on the call  
Press **TRANSFER** Softkey  
Dial Desired **EXTENSION** Number & Press **SEND/DIAL**  
Press **TRANSFER** Softkey to complete  
*Or*  
Press **END CALL/CANCEL** to return to caller

### TO TRANSFER A CALL DIRECTLY TO VOICEMAIL

While on the call  
Press **TRANSFER** Softkey  
Dial Desired **EXTENSION** Number  
Dial **\*** and press **DIAL**  
Press **TRANSFER** Softkey to complete

### ACCESSING VOICEMAIL

Press the **ENVELOPE BUTTON** on your phone

*Or*

From another phone, lift **HANDSET**

Dial \* + **EXTENSION** Number

Press **DIAL**

Enter **PASSWORD**

Follow Prompts

### ACCESSING VOICEMAIL FROM OUTSIDE THE OFFICE

Call your main office number

When the company greeting answers

Press "\*" + **MAILBOX NUMBER**

Enter Your **PASSWORD**

Follow Prompts

### TO PLACE A CONFERENCING CALL

While on the 1st Call, Press the **CONFERENCE** Softkey

Dial the **2ND NUMBER** ( Internal or External)

When 2nd Party Answers Press the **CONFERENCE** Softkey.









All parties are connected

### TO PLACE YOUR PHONE IN DND

Select **DND** Softkey

(While in this mode, all calls go straight to your mailbox)



-  Mute
-  Headset
-  Messages
-  Hold
-  Transfer
-  Redial
-  Volume
-  Speaker

FEATURES	* CODES
Directed Call Pickup	*8 + Extension
Intercom	*1 + Extension
Voicemail	* + Extension
Transfer call directly to voicemail	Extension + *
Block your caller ID	*67 + Telephone #
Call Park	*70
Pick Up Parked Call	*71 + Spot #
Record a new UNAVAILABLE voicemail greeting	*301 + Mailbox
Record a new BUSY voicemail greeting	*302 + Mailbox
Record a new NAME recording	*303 + Mailbox
Listen to your unavailable greeting	*311 + Mailbox
Listen to your busy greeting	*312 + Mailbox
Listen to your name recording	*313 + Mailbox
Access Voicemail Center	*5000
Listen to Auto Attendant greeting 1, 2, 3	*331 / *332 / *333
Record new Auto Attendant greeting 1, 2, 3	*321 / *322 / *323
Listen Live	*57 + Extension
Barge-In	*58 + Extension
Call Center Agent Log-In	*01 + Agent ID
Call Center Agent Log Off	*00 + Agent ID
Call Center Agent Pause	*02 + Agent ID
Call Center Agent Un-Pause	*03 + Agent ID



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