

# Yealink

EASY VoIP



### TO MAKE AN INTERNAL CALL

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

### ANSWERING AN INCOMING CALL

Incoming calls to your phone are indicated in several ways:

- The Phone Rings
- The Red LED Lamp at the top right flashes
- 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 **SEND**

### REDIAL

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

### TO PARK A CALL

While on the call:  
Press the **PARK** Softkey  
View the display which will show the **PARKING SPACE**  
where the caller was parked.  
**HANG UP**

### TO RETRIEVE A PARKED CALL

Lift **HANDSET**  
Press the **PARK** Softkey  
**SELECT** the **PARKING SPACE** where the call was parked  
Press **DIAL**

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

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

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

While on the call  
Press **TRANSFER** Softkey  
Dial Desired **EXTENSION** Number  
Press "OK" button  
Press **TRANSFER** Softkey to complete  
*Or*  
Press **END CALL** to return to call.

### TO TRANSFER A CALL DIRECTLY TO VOICEMAIL

While on the call  
Press **TRANSFER** Softkey  
Dial **#99** + Desired **EXTENSION** number and press **SEND**  
Press **TRANSFER** Softkey to complete

## ACCESSING VOICEMAIL

Press the **ENVELOPE BUTTON** on your phone

*Or*

From another phone, lift **HANDSET**

Dial **#99 + EXTENSION** Number

Press **SEND**

When Greeting Starts Press **#**

Enter **PASSWORD**

Follow Prompts

## ACCESSING VOICEMAIL FROM OUTSIDE THE OFFICE

Call your main office number

When the company greeting answers

Press **\* + MAILBOX NUMBER**

When Greeting Starts Press **#**

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) & Press **OK**

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

All parties are connected

- If 2nd party does not answer:
- Press the **CANCEL** Softkey to disconnect the party
- Press **RESUME** Softkey to resume original call with 1st party.

## 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
To Access a Line	*9
Redial	*5
Personal Address Book	*800 to*849
Common Address Book	*4000 to*4199
Park Call	*74
Retrieve Parked Cal	*75 + Extension Number
Retrieve Parked Line Call	*9 + *(Line Number)
Universal Pick-Up	*710
Directed Pick-Up	*71 + Extension Number
Call-Back (On Busy)	5
Directed Page	*77 + Extension Number
Universal Page	*77*
Call an Extension Group	Group Number
Access Voicemail	*99
Skip to End of Message	0
Mailbox Welcome Message	#99 + Extension Number
Mailbox Without Welcome Message	#98 + Extension Number
Meet Me Conference Rm	700 and 701
PROGRAMMING OPTION	*CODES
Forward All Calls To Extn	*21* (Extn No.)#
Forward All Calls To External #	*210*(Tel No.)#
Clear Forward All Cals	#21#
Forward On No-Answer to Extn	*61*(Extn No.)#
Forward On No-Answer to External #	*610*(Tel No.)#
Clear Forward on No-Answer	#61#
Forward On Busy to an Extn	*67*(Extn No.)#
Clear Forward on Busy	#67#
Enable DND ( Do Not Disturb)	*62#
Clear DND	#62#
Address Book Program Entry	** (Index Code)*(Tel No)#
Clear Entry - Personal Address Book	#(Index Code)#
Manual Day /Night Switch	*07* (ring mode)#



Medtel Communications  
 2511 Corporate Way  
 Palmetto, Florida  
 34221