

Yealink User Guide

Make a Call

Dial the phone number you wish to call on your phone's number keypad, and then press the **Send**, or # key.

Headset Mode

With the headset connected, press the headset button to activate headset mode. Enter the number, then press the **Send** key.

Take a Call

When your phone rings, pick up the receiver. If you wish to answer the call on speaker phone, press the **speaker** button.

Park a Call

After answering a call, press the **Park #** of the park orbit you wish to use. Parked call will show a red light on every phone in the office.

Retrieve a Parked Call

Parked calls will show a red light on all phones.

To retrieve the call, press the park button the call was placed on.

Redial

Press the **Redial** button to enter the Placed Calls list, press the arrow keys up or down to select the desired entry, then press the **Redial** or the send soft key.

Call Transfer

You can transfer a call in the following ways:

Semi-Attended Transfer

1. Press **Transfer** during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, then press the **Send** key.
3. Press **Transfer** when you hear the ring-back tone.

Attended Transfer

1. Press **Transfer** during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, then press the **Send** key.
3. Press the **Transfer** key to transfer the caller after announcing who will be transferred.

Conference Call

Press the **Conference** key during an active call. The call is placed on hold. Enter the number of the second party, and then press the **Send** key. Press the **Conference** key again when the second party answers. All parties are now joined in the conference. Press the **End Call** button to disconnect all parties.

Call History

Press the **History** key to access the call history menu. Navigate with the arrow keys, and press the **Send** key to call.

Do Not Disturb Button

To send all calls directly to your voice mail (if you are out of office, in a meeting, or for an reason cannot take phone calls), press the **Do Not Disturb (DND)** button. All incoming calls and transferred calls will go to your voice mail without ringing your extension. To resume taking incoming and transferred calls, press the **Do Not Disturb (DND)** button again.

Directory Button

You have two directories on your phone.

1. Your **Company Directory** – this Directory is accessible through any phone at your company. It contains extensions, speed dials, and other important numbers for company-wide use. Access the company directory by pressing the **Directory** button. Look through the Directory by pressing the arrow keys. You can also search by dialing alphanumerically on the dial pad.
2. Your **Personal Directory** – this Directory is specifically for you. It can be used to store personal numbers or your business contacts. To access your personal directory, press the **Menu** key, select the Directory menu, and then select Local Directory. You can add contacts by pressing **Add**.

Retrieving Voicemail

Press the message button on the right side of the phone to access the voicemail menu. See voicemail codes for additional options in the voicemail menu.

Call Forward

Press the **Transfer** key, change the always forward field to enabled, and then enter the desired forward to number in the forward to field, and then press save. To turn off call forward, press the **Transfer** key again.

Calling From a Remote Phone

When reaching the voice mail greeting, press * and enter your PIN to access your voicemail menu.

Voicemail Options

- Press 1 Go back to previous
- Press 2 Pause/play message
- Press 3 Forward to end of messages
- Press 4 Play again
- Press 5 Play with envelope
- Press 6 Move/copy
- Press 7 Delete message
- Press 8 Call back
- Press 9 Save message
- Press 0 Help



Record an Auto-Attendant

1. Write a script detailing exactly what you want your company's auto-attendant to say.
2. Choose the person with the best phone voice to record the auto-attendant.
3. Pick up your phone's receiver, dial *98____, then record your message. Hang up when finished. To test your recording, dial extension _____. Re-record if you are not satisfied. Notify VoiceSpring regarding the function of each option listed on the auto-attendant.

*With questions please call the
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