Yealink Quick Feature Guide

To Place a Call:

Internal: Pick up the handset or press Speaker then dial the extension number and press Send or #, or press the appropriate BLF key.

External: Pick up the handset or press Speaker then dial the 10 digit phone number then press Send or #.

While on a Call:

Blind Transfer:
Press Transfer + <Extension Number> + Transfer and hang up

Attended Transfer:
Press Transfer + <Extension Number> + "# or Dial" and wait for party to answer, announce the call, and press Transfer (or End Call "soft key" to cancel the transfer, then press the green flashing key to reconnect)

Transfer to VoiceMail:
Press Transfer + <Extension Number> + * + "# or Dial" + Transfer

Intercom (hands-free):
Press the *Intercom* key or dial *90 + Extension Number + "# or Dial"

Call pickup: (will not work in groups or queues)
*8 + <Extension Number> + "# or dial"

Call park:
While on a call press *Park Call* or one of the available Park keys (1-4). The call will move to the Park key and be illuminate in red.

Un-park:
Press the appropriate Park key and lift the handset to talk.

Conference calling:
While on your first call, press the Conference "soft key", place your 2nd call and when answered press conference key again. You will connect the other 2 callers and yourself.

Managing Your Voicemail

To initially set up voicemail, press the ✉ button (or dial * and ext. number), then enter your password, which is your extension number. At this point, you will be guided through the process of a first time set-up. Follow the prompts to set up your name, greetings, and new password. You should change your password when prompted to something other than your extension. If you leave your ext. number as your password, each time you access your VM box, you will hear the set up wizard again, so we highly recommend changing it. Also, your name that you record in the mailbox will be the same recording callers here when they access the company directory.

Checking your voicemail from your phone on site

1. Press the Messages Button, or dial *(star) and your ext.#
2. Enter your password + "#" (Default is your extension number)
3. Follow the prompts MAIN MENU OPTIONS:
   1. new/old messages (*-asterisk=rewind; #=fast fwd.)
   2. change folders
   3. advanced options
      1. leave msg. for another user
      *. return to main menu
   0. mailbox options
      1. record unavailable greeting
      2. record busy greeting
      3. record name
      4. record temporary greeting
      5. change password
      *. return to main menu
   *. help
   #. exit

Mailbox Options after listening to a message: '

   3. advanced options
      1. send reply
      3. hear envelope (date/time, phone number of caller)
      5. leave msg. for another user
      *. return to main menu
   5. repeat current msg.
   6. play next msg.
   7. delete
   8. forward to another user
      Press 1 to forward to an extension mailbox
      - Enter the extension then #
      - Press 1 to prepend the message or 2 to just send
   9. save to folder
      0. new
      1. old
      2. work
      3. family
      4. friends
   *. help
   #. exit

Checking Voicemail Remotely (For this option to work your calls must go directly to an auto attendant)

1. Call main number, at main auto attendant press "#" (Or option configured for Voice mail)
2. When you hear the prompt enter your box number
3. When you hear the prompt Enter your password + "#"
4. Follow the voice mail menu prompts