Yealink Quick Reference Guide

Getting Started

It's important to understand as many basic functions as possible, as well as the locations of the buttons that are most relevant. This section will help bring these to light.

Home Screen

Displays menu options for settings and device information for all Yealink Series Phones.



Voicemail Box Setup

Recording Your Personal Voicemail Greeting

1. Press the Messages button.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 1 to record your voicemail greeting.
5. Follow the voice prompts to record and check your greeting.

Changing The Pin From The Phone

1. Press the Messages button.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 2 to change your PIN.
5. Enter the new PIN when prompted. Press # when done

ACCESSING VOICEMAIL

- A blinking red indicator light above the display screen notifies you when you have a new voicemail message. To check your voicemail, press the voicemail button.
- When prompted, enter your voicemail passcode, followed by the pound key.
- You will hear an audio prompt instructing you again to press 1 to listen to new messages, 2 to listen to old messages, and 3 for personal options.

Note: If you forget your voicemail pass-code, please contact your System Administrator to have it reset.

Commonly Used Features

Placing Outgoing Calls

When the phone is not in use:

1. Pick up the **handset** or press the **Speakerphone button.**
2. Dial tone will be heard.
3. Dial an extension or telephone number.

When using a headset:

1. Press the **Headset button** to activate headset mode.
2. Dial an extension or telephone number.

When you are already on a call:

1. Press the **Hold** soft key.
2. Press the **NewCall** soft key.
3. Dial an extension or telephone number.
4. Resume the original call by pressing the **Calls** soft key and pressing the **Resume** soft key.

Answering An Incoming Call

On the Handset:

- Pick up the handset to answer the call.

On a Headset:

- When a headset is connected, press the **Headset button** to answer the call.

On Speakerphone:

- Press the **Speaker button** to answer the call.

Rejecting An Incoming Call

- Press the **Reject** soft key to immediately send the caller to voicemail.

Mute

- To mute the microphone on an active call, press the Mute button.
- To un-mute the microphone, press the Mute button again.

Hold

Placing a Call On Hold:

- While on a call, press the **Hold** soft key.

Retrieving Calls On Hold:

- Press the **Resume** soft key.



Ending A Call

On a Handset:

- Hang up the handset or press the **More** soft key followed by the **End Call** soft key.

On a Headset:

- Press the **End Call** soft key.

On Speakerphone:

- Press the **Speakerphone** button.

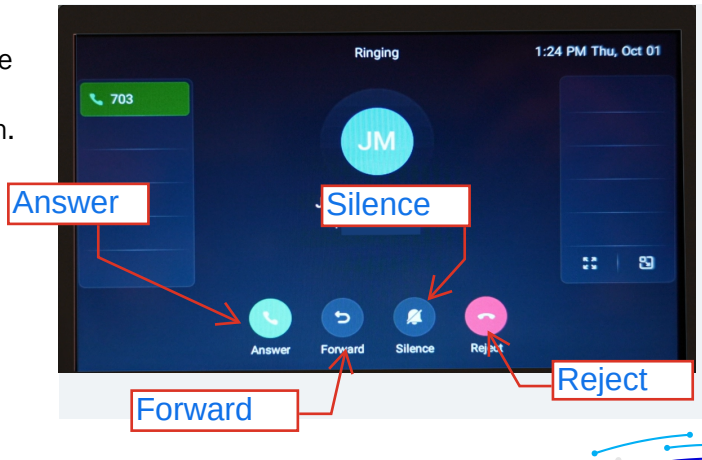
Silence An Incoming Call

- Press the **Silence** soft key to ignore the incoming phone call.

Note: the caller will continue to hear ringing for the specified amount of time, defined in the phone's **No Answer Forwarding settings.**

Forwarding An Incoming Call

- Press the **Forward** soft key to ignore the incoming phone call.



Commonly Used Features

Call Waiting

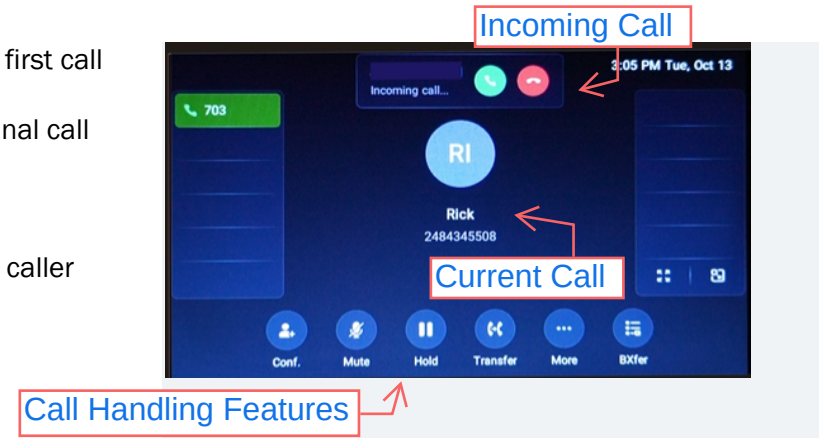
While already on a call, and a new call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

- Press the Answer soft key to access that call. The first call will be placed on hold.
- Once the second call has ended, resume the original call by pressing the Resume soft key.

To Reject the Second Call:

- Press the Reject soft key to immediately send the caller to voicemail.



Transferring Calls

Blind Transfers:

1. While on a call, press the **Transfer** soft key.
2. Dial the desired phone number or extension number.
3. Press the **Transfer** soft key again.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the **Transfer** soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer to announce that you are transferring a call to them.
4. Press the **Transfer** soft key to transfer the call.

A direct-to-voicemail transfer:

1. While on a call, press the **Transfer** soft key.
2. Dial "*" followed by the recipient's extension
3. Press the **Transfer** soft key to transfer the caller to voicemail.

Conference Calling

Connect multiple participants on one call.

1. During an active call, press Conference.
2. Enter the second party's number and press Conference.
3. Once answered, press Conference again to join all parties.

Conference Call Options:

Hold: Place the conference on hold.
Split: Separate participants into individual calls on hold.
Remove (X): Disconnect a participant.
Mute: Mute yourself or an individual participant.

Forwarding Calls

To Activate:

1. Press Menu > Features > 1 (Call Forwarding).
2. Select Always Forward, Busy Forward, or No Answer Forward.
3. Press On.
4. Enter the telephone number or extension in Forward To.
5. Press Save.

To Deactivate:

1. Press Menu > Features > 1 (Call Forwarding).
2. Select Always Forward, Busy Forward, or No Answer Forward.
3. Press Off, then Save.

Note: Always forwards all calls; Busy forwards when the line is busy; No Answer forwards unanswered calls.

Call Flip

Move an active call to another assigned device without disconnecting.

1. During an active call, press More > Call Flip. Your call is placed on hold, and your other assigned devices will ring.
2. Answer on the desired device to continue the call.