Yealink User Guide Most Used

- **To Make a Call** – Dial the 7 or 10 digit number. No need to dial 9 to access a line or a 1 for long distance.
- **To Answer a Call -** On your ringing phone; Lift the handset or press the speaker button.
- **To Answer a Call on Someone Else's Ringing Phone** – Press their flashing button.
- **Place a Call on Hold** – Press **Hold** button or soft key
- **Pick Up a Call on Hold** – Press **Resume** soft key or line appearance
    - Calls placed on Hold can only be picked back up by the station that placed the call.
- **To Transfer a Call** – While on the call press the person's **Button** you wish to transfer the call to or press **Transfer + Ext Number**.
    - You may talk to the other staff member to inform them about the caller.
    - The caller is on hold listening to music.
    - Once you hang up the caller is connected to the other staff member.
- **Blind Transfer of a Call** - While on the call press the person's **Button** you wish to transfer the call to or press **Transfer + Ext Number**. **Hang Up** and the call will ring the station.
    - If it is not answered, the call will go to that person's voicemail.
- **Send a Call Directly to Voicemail** – Press **Transfer * + extension number** or their **Button** then hang up.
- **To Ring a Station Directly** – Press their **Button** or dial their **Extension Number.** The phone will ring.
- **To Call a Station Directly Over Speakerphone** – Dial ***90** then press their **Button** or dial their **Extension Number.**
- **Place a Call on Park** – Press **#7** the call will be placed in the lowest park orbit
- **Retrieve a Parked Call** – Press the **Park** button associated with the orbit number the call was placed on.
    - Or press *** + Park Orbit Number** (*001)
- **Do Not Disturb** – Press **DND.** Calls will not ring the phone. It will go to Voicemail
- **Volume Control** – Adjust volume for Ringing (Handset in the cradle), Handset (While on a call) and Speakerphone (While on a speakerphone call). The settings are independent of each other.
- **Mute** – Mutes the microphone for both the handset and speakerphone.

- **Call History** – Press **History** button. Select All Calls, Missed Calls or Placed Calls. Select call. Call can be made by pressing **Send.** Pressing **Option** gives details, ability to add to Contacts or even Blacklist.
- **To Set Call Forward** – Press **Menu / Features / Call Forward /Select the 1ˢᵗ line / Select Forward Option / Enter Forward to Destination and Enable Forward**
- **Set Up Voicemail Greeting** – Press the **Message** button. Enter the default password **1234#.** Press **3** for personal options. Press **1** to record your voicemail greeting. Follow the prompts.
    - Each user has 90 minutes of storage time in their voicemail box.