



Yealink Phone User Guide

Make a Call

Dial the "phone number" and press "Send or "#" or "OK".

A "Phone number" is either; a 7-digit phone number in your area code, a 10-digit phone number or extension number of another phone extension, don't dial a "1" nor a "9".

Headset

With a headset connected, press the headset button to active headset mode. The headset button will be lit green. Now you can dial on your keypad and the audio is heard on your headset not the speaker phone, you can pick up the handset at anytime to switch the call to the handset.

Take a Call (Answer call that is ringing your phone)

Pickup your handset to answer your phone when it rings.

Or press the "speaker button". Or press the "Answer" soft key.

Parked Calls

"Parked Calls" are just a common Hold buttons that is on all the phones, so you can either put a call on a "Park" button or press the "Park" button to answer/pickup a call someone else put on park for you.

Park Pickup/Retrieve; To pick up a call someone else put on Park for you; when you are told that you have a call "parked on park 1..." then you go to a phone and press the "Park button number" you were told.

Example: Mary you have a call on Park 2, Mary would go to a phone a see that "Park 2" is green she presses it and now she is talking to the caller.

To Park a Call; You are talking to a caller, press any "Park button" that is green (idle), that you wish... this Park button will now be red. Now call or page and tell the person this call is for that they have a call on "Park X", where x is the number of the Park button you put the call on. When they pickup the call this Park button will go back to idle (Green).

Redial

Press the "Redial" key and you will get a list of "Placed calls", use the arrow keys up or down to highlight the desired call, then press the "Send" or the "Redial" button again to dial this person.

DND

To stop your phone from ringing and send all calls directly to your voicemail (if you are out of the office, in meeting, or for any reason cannot take phone calls).

To activate: press the "DND" softkey. **To disable:** press the "DND" softkey again.

Note: On the T42S phone you will see the word "DND" in the top status row of the LCD.

Note: On the T46S phone you will see a red round circle with a white line through it, think of it like a stop sign.

Transfer a call

You can transfer a call in the following ways:

“Direct to mailbox” Transfer (You can transfer a caller directly to some one’s mailbox); During an active call, press “Transfer”, press the digit “8”, and then either dial the extension number or press the BLF button of the person the caller wants to leave a message for.

Blind (call is immediately transferred); Press the “Transfer” Softkey, dial extension for the extension to whom you want to transfer the call to, then press the “B Trans”. The call has been transferred and your phone is automatically disconnected. **NOTE:** If you have a BLF button for the person you want to transfer the all to, then; Press the “Transfer” softkey, then press the BLF button of the person you want to transfer the call to, the call is automatically transferred.

“Attended” Transfer (You talk to the other person before you transfer the call to them); Press the “Transfer” softkey during a active call, then, dial the extension number to whom you want to transfer to, now press the “Send” key, you can now wait till you hear the ring-back tone and then press the “Transfer” key or you can wait and talk to this person and tell them who wants to talk to them, if they wish to accept the call you press “Transfer” to complete the transfer. If they don’t want to take the call you can press “End Call” softkey and then “resume” softkey to go back to the caller and tell them that the person was not available.

Conference Call

While on an active call, press the “Conf/Conference” softkey, dial the number of the second party and press the “Send” key. When the other party answers press the “Conf/Conference” softkey again. All the parties are now joined in the conference. Press the “End Call” button to disconnect all parties.

Conference call Special handling features for the person that made the conference:

“Split”; this will “Split the calls” into two separate calls on hold on your phone. You can use the up and down arrows on your phone to select the call you want to talk to and then press the “Resume” softkey.

“Hold”; Places the “Conference call” on hold, you can press the “resume” softkey to go back to the call.

“Manage”;

“Far Mute”; use the right and left arrow keys to select the party then press the “Far Mute” to mute that parties phone so no one hears them talking.

“Remove”; use the right and left arrow keys to select the party then press the “Remove” to drop this caller from the conference call.

“Far Hold”; use the right and left arrow keys to select the party then press the “Far Hold” to place this caller on Hold so they don’t hear any of the conversation, press “resume” to add them back in.

Call History

Press the “History” softkey to access the call history menu. Navigate with the arrow keys and press the “Send” key to call the selected call.

Directory Softkey

You have two directories on your phone, a “Company” and a “Personal”.

1. Your “Company Directory” is accessible through any phone at your company. It contains extensions, speed dials and other important numbers for company wide use.

Press the “Directory” softkey; to access this company wide directory, and now you can type in the digits to spell a name to search the list that has been programmed into your directory.

Example: Press “2” twice will show all names starting with “B”, if you press “2” twice, then “3” twice, it will show names that start with “Be”, you can then use the arrow keys to scroll up and down the list.

2. Your “Personal Directory” is specifically for you. It can be used to store personal numbers or your business contacts.

To access “Personal” directory; press the “Menu” softkey, select the Directory menu, then select “Local Directory”. You can add “Groups” by pressing the “AddGroup” softkey. This is a name of a folder, so you can add contacts in to a specific folder to organize them. To add a contact, select the Group or select all groups if you don’t want/need separate folder groups. Then press the “Add” softkey, now enter the contacts information and press the “save” softkey when you are finished.

Call Forward

To set; Press the “Transfer” key, change the always forward field to enabled (by use the right arrow key), then press the down arrow key to enter the desired phone number in the “forward to” field, now press the “save” softkey to complete the forward.

To turn “OFF” call forward; Press the “Transfer” key again.

Calling from a Remote Phone to access your mailbox messages

Call your phone number or extension number, when you hear your own greeting press the “*” key and enter your PIN access code to access your mailbox menu.

To access your mailbox messages, from outside the office

Call your main phone number and when the Auto-Attendant picks up, dial your extension number, when you hear your own greeting press the (Star Key) * key and enter your PIN access code to access your mailbox menu.

Note: You can create your pin access code, by follow the prompts below.

Press “Log into your own Mailbox”, dial your Extension number then press the “OK or Send” button.

These are the Voicemail option, you will hear:

1 - Hear Your Messages

- 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 9 Save message
- Press 0 Help

2 – Change Your Access Code

- Enter your new access code
- Press 1 Use the code
- Press 2 Pause/Play message

3 – Record Your Name

- Record your name and press the # sign.
- Press 1 Listen to recording
- Press 2 Use recording
- Press 3 Record again
- Press 4 Delete recording

4 – Record a Personal Welcome Message

(This records the *98*1 greeting only)

- Record your name and press the # sign.
- Press 1 Listen to recording
- Press 2 Use recording
- Press 3 Record again
- Press 4 Delete recording

5 – To Record a Message

- Record message followed by #
- Press 1 To move
- Press 2 To copy
- Press 4 To mark as urgent
- Press 5 To mark as private

9 – Select a mailbox greeting *

(* See “Recording multiple greetings” below)

When you press “9” the system will start to play the greetings you have recorded and give you the digit to press to play that greeting.

You can pick from up to five personal choices (1 – 5) or two Generic. (Option 0 – Generic that says your name or Option 9 – Generic)

*** – “Recording Multiple Greetings”;**

From your phone, you can record up to 5 personal greetings then you use the Option 9 (above), when you log into your mailbox to select which of these to play.

Listen to prompts to record and when you’re done “hang up” or Press “End”.

Dial *98*1 to record greeting 1.

Dial *98*2 to record greeting 2.

Dial *98*3 to record greeting 3.

Dial *98*4 to record greeting 4.

Dial *98*5 to record greeting 5.

Dial *98*0 to record your name.

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