

Yealink IP Telephone and Voicemail Feature Guide

Advanced Network Services

Basic Call Features

Placing a Call

Using the handset:

1. Pick up the handset
2. Enter the number, and then tap ok or the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press the **speaker** key.
2. Enter the number, and then tap ok or the Send soft key.

Using the headset:

1. With the headset connected, press **the headset key** to activate the headset mode.
2. Enter the number, and then tap ok or the **Send** soft key.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the HEADSET key, Speakerphone key or by picking up the handset. Headset mode requires a connected headset.

Answering a Call

Using the handset

1. Pick up the handset

Using the speakerphone:

1. Press the **speaker** key

Using the headset:

1. Press the **headset** key

Ending a Call

Using the handset:

1. Hang up the handset or tap the End Call soft key.

Using the speakerphone:

1. Press the **speaker** button or tap the End Call soft key.

Using the headset:

1. Tap the End Call soft key.

Redial

Press the **redial** button to enter the Placed call list, and then tap the desired entry.

Press the redial button twice when the phone is idle to dial out the last dialed number

Call Mute and Un-mute

Press the **microphone** button to mute the microphone during a call.

Press the **microphone** button again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press the **Hold** soft key during an active call.

To resume the call, do one of the following:

1. If there is only one call on hold, or tap the **Resume** soft Key.
2. If there is more than one call on hold, tap the call you want to resume, and then:
 - a. Press the **up** or **down** arrow keys to switch between the calls, and then press the Resume soft key to retrieve the desired call.
 - b. Press the corresponding line key to retrieve the call.

If more than one call is placed on hold, a numbered prompt appears on the LCD screen, for example "2/3", indicating that this is the second call out of three calls.

Call Transfer

1. Press **Tran** soft key during an active call.
2. Enter the number you want to transfer to.
3. After the party answers the call, Press the Tran soft key to complete the transfer.

If you are using a handset, the transfer can be completed by hanging up the handset. You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

Call Conference

1. Tap the **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then tap the **Send** soft key.
3. Tap the **Conference** soft key again when the second party answers.
4. All parties are now joined in the conference.
5. Tap the End Call soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by tapping the Split soft key.

Call Parking

1. With an established call, Press Page 2 (6th line Key)
2. Press call Park twice, this will park the call
3. This call can be picked up by any telephone by pressing the parked bin number

Call Pickup

1. To pick up a coworkers Ringing call
2. Pick up your hand set
3. Dial *60 followed by the ringing extension number

Voicemail (Options, Password, Greeting, Remote Access)

Checking voicemail can be done from the user's own account or sometimes, a user may need to check another voicemail such as a general voicemail. The following will explain how to use the voicemail feature codes to accomplish both.

Checking Your Voicemail & Options

Press the Message button or use Feature Code: *98

From your extension dial *98. When dialed from the account's own extension, it will take the user directly to their voicemail box. It will let the user know if they have any voicemails. It will also ask to press "3" for personal options or to exit press "*".

- Personal Options press 3.

- Administrative Options press 2.
 - Change password press 1 (change voicemail password).
 - Default is 777 (The password can be up to 10 digits long.)
 - Change prompt level press 3.
 - Standard prompts press 1.
 - Extended prompts press 2.
 - Rapid prompts press 3.
 - Date & time announcement press 4.
 - Date/Time Off (turn Date/Time on press 1)

- Autoplay press 6
 - Autoplay Off (turn Autoplay on Press 1)
- Return to personal options press *

- Greetings press 3 (record a voicemail greeting)
 - Extended Absence greeting press 1
 - Personal greeting press 2
 - Recorded name press 3
 - Return to personal options press *

- Return to Main Menu - *

- Exit Press *

Change Voicemail Password

The default voicemail password is 777. To change your password or pin select the following options.

1. Press 3 for Personal Options
2. Press 2 for Administrative Options
3. Press 1 to change your password (The password can be upto 10 digits long.)
4. Press # to submit new password

Change Voicemail Greeting

By default the system will use a generic greeting. To change your greeting select the following options.

1. Press 3 for Personal Options
2. Press 3 for Greetings Options
3. Press 2 to for Personal Greeting
4. Press 2 to record a Personal Greeting
5. At the tone record your greeting
6. Press # to stop recording

Playing A Voicemail

When logging into the voicemail with a voicemail to play, the system will prompt with the following:

- Press 1 to Listen
 - Press 4 to Replay
 - Press 5 to Date and Time
 - Press 7 to Delete
 - Press 9 to Save
 - Press * to return to Main Menu
- Press 3 for Personal Options
- Press * to Exit

To Check A Different Voicemail

Use Feature Code: *97

From any extension press *97. The system will prompt to "please enter your account number", this would be the extension. Press the extension followed by the "#". Then the system will prompt for the password with "please enter your password". Unless the password has been changed, the default will be 777. Once again use the "#" after entering the password to complete the entry.

Once the system has authenticated the user, it will give the same listed above when checking your voicemail.

Unified Messaging

When a voice message is received, a notification email will be sent to your email address along with a ".wav" attachment that contains a copy of the voicemail which you can play on your computer or smartphone.