

Yealink Quick Reference Guide

Transferring A Call – Attended

1. Press the **“Transfer”** button
2. Dial the **Number/Extension** you wish to transfer to, followed by the **“Send”** key

Transferring A Call – Blind

1. Press the **“Transfer”** button
2. Dial the **Number/Extension** you wish to transfer to, followed by the **“Transfer”** button

Transferring A Call Directly to Someone’s Voice-Mail

1. Press the **“Transfer”** button
2. Dial ***55** followed by the **“Send”** key
3. Listen for the prompt to **Dial the Users Extension** followed by the **“Send”** key

Conferencing A Call

1. Press the **“Conference”** button
2. Dial the **Number** followed by the **“Conference”** button or the **“Send”** key
3. Once answered, press the **“Conference”** button a second time

Checking Voice-Mail

1. Press the **“Envelope”** button and follow the prompts (If multiple lines are used, select the first)

Enabling Call Forwarding

1. Press the **“Menu”** button
2. Scroll to press the **“Call Feature”** or **“Features”** button
3. Press **“Call Control”**
4. Press **“Call Forward”**
5. Select:
 - **“Always”** to forward all calls
 - **“No Answer”** to forward calls not answered
 - **“Busy”** to forward calls if phone is on DND
6. Enter the **Phone Number** you wish to forward your calls to
7. Press the **“Enable”** button

OR

1. **Dial:**
 - Always: ***72**
 - No Answer: ***92**
 - Busy: ***90**
2. Follow Prompt to enter the **Destination Number**

Cancel Call Forwarding

1. From the home screen, press the **“Forward”** button
2. Select the **Forwarding Type** that is marked **“Enabled”**
3. Select **“Disable”**

OR

1. **Dial:**
 - Always: ***73**
 - No Answer: ***93**
 - Busy: ***91**

Placing Phone On “Do Not Disturb”

1. From the home screen, press the “**DND (Do Not Disturb)**” button or dial ***78**

Removing Phone from “Do Not Disturb”

1. From the home screen, press the “**DND (Do Not Disturb)**” button or dial ***79**

Park A Call (To Be Picked Up at Another Station)

1. Press the “**Transfer**” button
2. Dial ***68**
3. Press the “**Send**” key
4. Follow the prompt by dialing the **Extension You Wish to Park the Call Against**, followed by “**#**” or press “**#**” to park call against your extension

Retrieve A Parked Call

1. Dial ***88**
2. Follow prompt by dialing the **Extension the Call is Parked Against**, followed by “**#**” or press “**#**” to retrieve a call parked against your extension

Call Retrieve (Must Be Programmed)

- Dial ***98** to answer any ringing phone in the group or dial ***98** followed by the ringing **Extension** that you wish to answer

Intercom (Must Be Programmed)

- Dial ***50** followed by the **Extension** you wish to page

Programming Speed Dial 8

1. Dial ***74** followed by **#**
2. Dial the **Speed Dial Number** you wish to program (2-9)
3. Dial the **Number You Wish to Be Dialed** followed by **#**
EX: *74, 2, *55101, # (Programs speed dial 2 to forward straight to extension 101’s voice-mail)

Programming Speed Dial 100 (Must use “#” before dialing the speed dial)

1. Dial ***75** followed by **#**
2. Dial the **Speed Dial Number** you wish to program (01-99)
3. Dial the **Number You Wish to Be Dialed** followed by **#**
EX: *75, 11, *55101, # (Programs speed dial #11 to forward straight to extension 101’s voicemail)

Voice-Mail Short Codes

- Play Message Menu
 - “**#**” **Saves** the Message
 - “**7**” **Erases** the Message
 - “**2**” **Repeats** the Message
 - “**6**” **Plays the Next** New Message
 - “**8**” **Initiates Call Back** to Sender
 - “**3**” **Forwards** Current Message
- While Playing Messages:
 - “**1**” **Skips Backward** 3 Seconds
 - “**2**” **Pauses** Playback
 - “**3**” **Skips Forward** 3 Seconds
 - “**4**” **Restarts** Message
 - “**6**” **Skips to End** of Message