

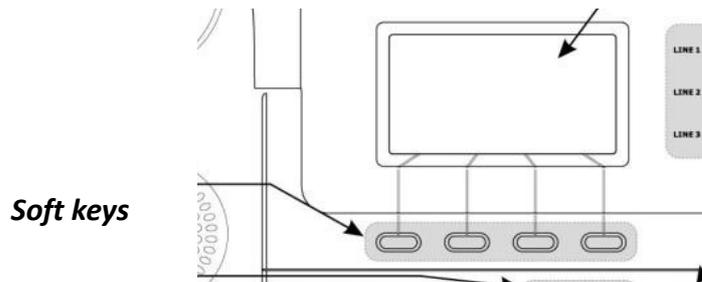
Yealink IP Phone User Manual

Operation

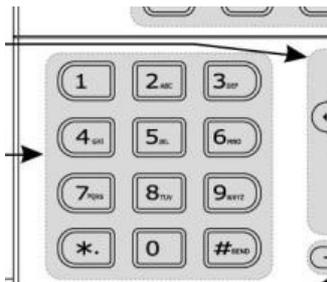
1 Making Calls

1.1 Basic Calling

To make a call just pickup the handset and dial the number then press the **Send** soft key or #.



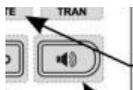
Or



Dial the number and then pickup the handset

Or

Dial the number and press the function key for Speaker Phone



this will activate the Speaker Phone function. **or**

If a headset is connected to the phone, calls may be made by pressing the function key for Headset.



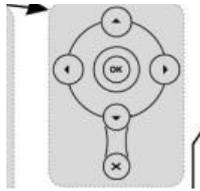
then dial the number.

Note. Use the volume function key to increase or decrease the sound.



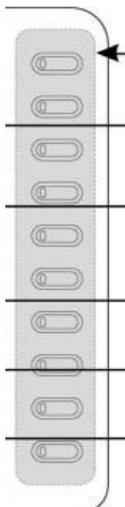
1.2 Easy Dialling

Using the number stored in the speed dial directory. Press the **Menu** softkey and use the Navigation arrows to choose **Features**



Then choose **DSS Keys** and then **Memory Keys**

The DSS Key numbers relate to the 10 buttons running down the right hand-side of the phone



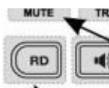
Choose which button you want the speed dial to be assigned to using the Navigation arrows.

Once in the correct key, move through the options using the left or right arrow until **speed dial** shows as the type. Once speed dial is shown, use the down Navigation arrow and enter the desired number under **Value**. Select the **save** softkey.

To edit a previously entered choice, enter the line you wish to edit and then scroll down the **Value** to change the number.

1.3 Redial

To redial the last number called pickup the handset and press the **redial** button



2 Receiving Calls

2.1 Answering Calls

Lift the handset to receive the calls **or**

Press the function button for Speaker Phone **or**

If a headset is connected to the phone, calls may be made by pressing the function button for headset then dial the number.

2.2 Answering a Call Ringing at another extension

1. Lift the handset and dial *8
2. If BLF is configured, press the DSS Key which has been configured for call pick-up.

3 During a Conversation

3.1 Transferring a Call

Attended- You call the person to whom you are transferring the call and speak to them before you transfer the call.

Blind- You transfer the call without speaking to the other party to whom you are transferring the call.

3.2 Performing an Attended Transfer

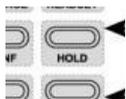
1. When on a call, press the **TRAN** button
2. Put in the extension you want to transfer to and press **OK**
3. You can talk to the person who you are transferring the call to
4. Press **TRAN** to complete the transfer.

3.3 Performing an Unattended (Blind) Transfer

1. When on a call, Press the **TRAN** button
2. Enter the extension or number you wish to transfer to and press **TRAN** again.

3.4 Holding a Call

To put a call on hold, press the Hold button. A series of beeps indicates the call is on hold.



3.5 Talking to Two Parties Alternately

If a call comes in while you are on another call, press **Answer** to put the first call on hold and then answer the second call. The LCD displays both calls, and the **Answer** softkey. This will automatically put the current call on hold and answer the second call. **Swap** softkey appears. You can use this key to toggle between calls.

When you hang up one call (on-hook), you can press **Resume** to retrieve the call on hold.

If your phone does not have an **Answer** softkey, the second call will come in on the second line of the phone. Toggle between calls by selecting the line of the caller you want to speak to. This will put the other call on hold.

3.6 Using Mute

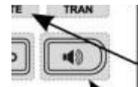
To mute the phone microphone, speaker, or headset microphone, press the mute key on the phone. Mute shows on the screen of the phone. Press the mute key again to unmute.



Some models will have the mute key as the X button.

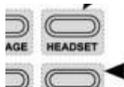
3.7 Using the Speakerphone

To use the speakerphone, press the Speaker button (the handset can be either on or off hook).



3.8 Using the Headset

Wired headsets—Connect the RJ9 connector from the headset into the headset port on the back of the IP phone. Press headset key to activate the headset. This can be done while using the handset to transfer the call to the headset.



4 Before Leaving Your Desk

4.1 Forwarding Calls

You can forward all calls, forward calls when the phone is busy, forward calls when there is no answer (Static) or forward calls on a case by case basis (Dyanmic).

4.2 Forwarding All Calls

Forwarding via the phone

Static Forwarding:

1. Press the menu softkey
2. Select **Features**
3. Select **Call Forward**
4. Select the forwarding option you wish to set-up
5. Press the right arrow to **enable**
6. Press the down arrow to **forward to**
7. Enter the number you wish to forward calls to and press **save**.

Dynamic Forwarding (not available on all models):

1. When a call come into your phone, press the **FWD** soft-key
2. Enter the number you wish to forward to
3. Press the **SEND** soft-key

4.3 Stopping Call Forwarding

To stop forwarding calls simply select disable under the call forwarding rules.

5 Setting the Telephone According to Your Needs

5.1 Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

5.2 Activating Do Not Disturb

To activate Do Not Disturb, press the **DND** soft key. The LCD screen indicates that Do Not Disturb is turned on for your phone.

If your phone does not have a **DND** soft key follow the steps below:

1. Press the **Menu** button
2. Scroll to **features**
3. Select **DND**
4. Scroll up and down to disable or enable call forwarding.

5.3 Deactivating Do Not Disturb

To deactivate Do Not Disturb, press the **DND** softkey.

If your phone does not have a DND softkey, deactivate the same was as activating.

5.4 Calling Line Identification Restriction

Dial **0197** before dialling the telephone number to restrict your line identification.

5.5 Utilising the Call Center

Queues allow you to create a dynamic pool of people that are able to take calls. When callers are directed to a queue they are placed on hold and then the system tries to connect the call to available “agents”. Staff can be permanently assigned to a queue or can log on and log off the queue when appropriate.

This queue number has to be set up by Conversant.

To log into the queue Dial the queue number then press *
e.g. If the **queue number** is 1234, dial 1234*

To log out of the queue
Dial **queue number** and * *
e.g. If the queue number is 1234, dial 1234**

5.6 After Moving to New Location in the Office

After moving to a new location in the Office just plug in the phone and the phone will continue working with all current settings.

5.7 Walking Extension(Hot Desking)

You can use the same features assigned on your previous extension even if you move to another extension in the office. You can retain your settings, such as extension number line button settings, on the new extension.

1. Dial ***12**, dial on your current extension to log out.
2. Go to the extension you want to use and dial ***12** dial to log out of its current settings.
3. Dial ***11**, dial wait for the voice prompt, dial the extension number then #, at the voice prompt enter your extension pass word (by default extension number)and #.
4. Calls to your extension number will now ring at the new location.
5. When you are ready to go back to your original extension follow the steps from step 1.

Note. Display settings on the extensions will not change.

5.8 Viewing the Call History

To view the Call History just press the **History** softkey

If your phone does not have a **History** softkey press the up arrow.

5.9 Calling from the Call History Lists

To dial a number from the Call History list:

1. Choose the call.
2. Press **Send**.

NOTE If the call was from a long distance number, you may have to edit the call before dialing it. Press the **Option** soft key, scroll to **Detail** and select the **edit** softkey to edit the call and use the soft key buttons and keypad to edit the number.

5.10 Deleting a Number from the Call History Lists

1. Press the History softkey.
2. Select option.
3. Scroll down to delete all.
4. Select ok and then ok again.
5. All call history will be deleted.

5.11 Saving a Call History List Number to Your Directory

1. In the Call History, choose the call.
2. Press the **Option** softkey
3. Scroll to **Add to Contacts**
4. Press ok and then edit the fields as desired

5.12 Changing the ring tone

1. Press the Menu button on the phone
2. Choose option 3 (Settings)
3. Choose option 1 (Basic Settings)
4. Choose option 3 (Ring Tones)
5. Select the ring tone you want to use and press Save.

5.13 Conference Call

To initiate a three way conference call:

1. Press the **Conf** soft key or hard key during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.
2. Dial the second person's telephone number and wait for them to answer – once answered press the **Conf** key again.
3. Press the **Conf** key again. All three parties are connected in the conference call. When you hang up, the other two parties are disconnected.

If you already have 2 calls in progress that you wish to conference, simply push **Conf** and this will be set-up.