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 BeDialed 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