

Yealink Handset Phone Quick Reference User Guide

Make a call: dial number, press **CALL** button below screen.

Ending a call: Hang up handset or press **END CALL** button below screen.

Last number Redial: Use  key to access redial list, use arrows up and down to search.

Holding a Call: Press the **HOLD** button below screen to place a call on hold and press **RESUME** button to retrieve.

Transfer a call: Press the **TRANSFER** button below the screen, dial required transfer destination and press **TRANSFER** again.

To retrieve a transfer, use **CANCEL** option if you do not receive an answer from transfer recipient.

DND: To set device to a Do Not Disturb setting, users should use their Presence options.

Presence: To access presence settings, use the softkey configured at the bottom of screen. From this menu select the presence status you require. There are set amount of default options and bespoke options can also be added during system configuration.

Call History: to access call history menu use the **HISTORY** softkey configured at the bottom of the screen

Directory: to access directory press the **FAVOURITES** softkey configured at the bottom of the screen.

Call FWD: Use the feature code *21* to activate a call forward

Code to **SET** call forward = *21*(forward phone number)# - you will hear prompt advising feature code is activated

Code to **CANCEL** call forward = #21# - you will hear prompt advising feature code is de-activated

Conference Call: Set up and active call and then use the **CONFERENCE** softkey configured at bottom of the screen to set up conference.

Ensure you are on active call with one of the parties with whom you wish to create a conference.

Press **CONFERENCE** softkey

Dial number or select contact of required user

When additional party answers press softkey again.

Personal Voicemail: When a voicemail has been left, light at top right of phone will flash red and a voicemail icon will appear in centre of screen. To access messages that have been left, press the  key. Enter PIN code and # when prompted (default is 2580).

Note: For group voicemail there will be a specific key configured on your phone for accessing voicemails left in group mailboxes.