

# Yealink Phone User Guide

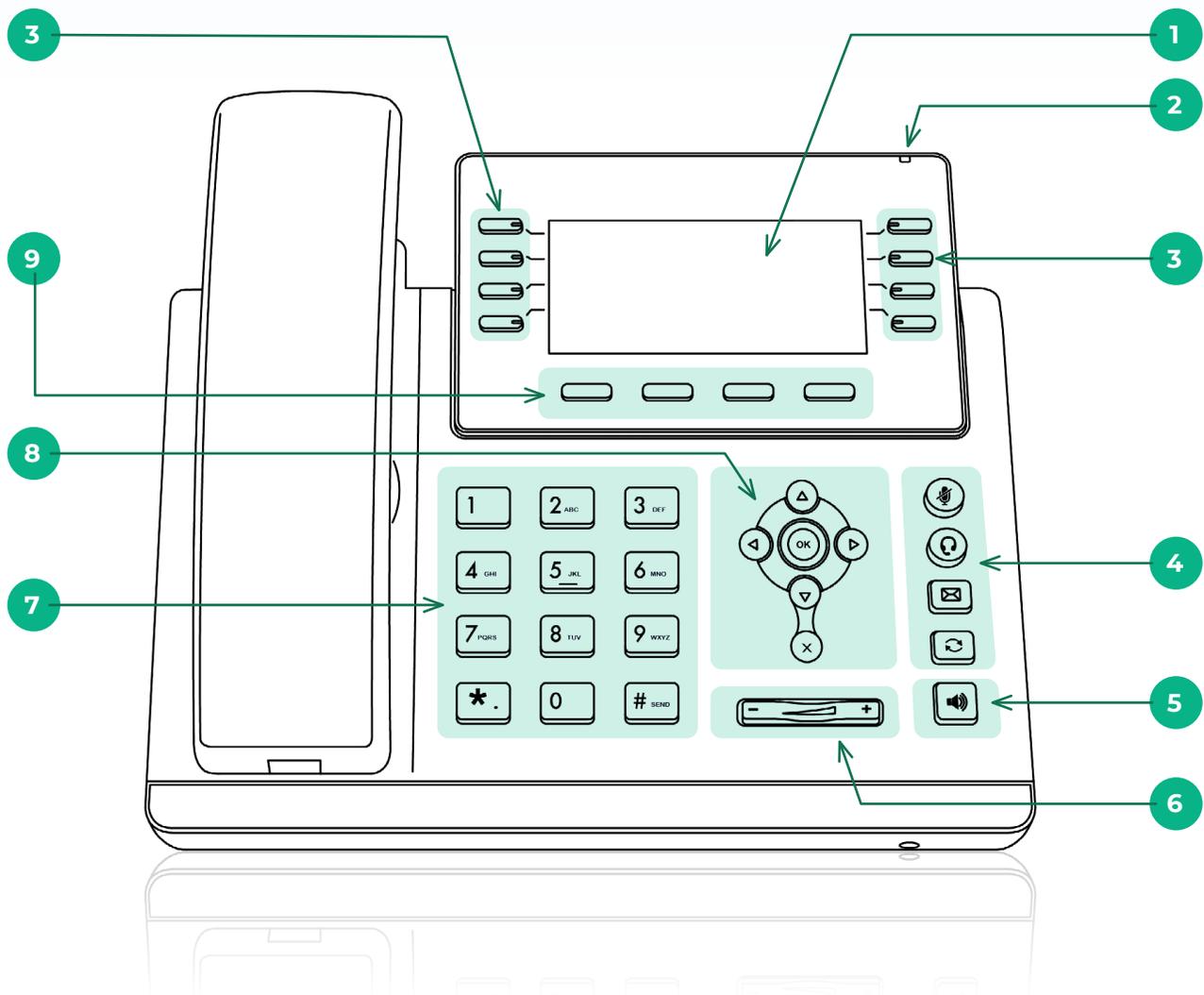
## Overview

Welcome to the user guide for your Yealink phone. This guide is designed to help you use your phone effectively and get the most out of its features. Whether you're new to Yealink phones or just need a refresher on how to use them. This guide will provide you with step-by-step instructions for using your phone to make and receive calls, transferring calls and more.

By the end of this guide, you'll be able to confidently use your Yealink phone to stay connected with colleagues and clients. Let's get started!

## Hardware Component Instructions

The main hardware components of Yealink phones are the LCD screen and the keypad.



## Hardware Component Instruction Table

	Item	Description
1	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: <ul style="list-style-type: none"> <li>✓ Default account</li> <li>✓ Call information—caller ID, call duration</li> <li>✓ Icons (for example, ☹ “Do Not Disturb”)</li> <li>✓ Missed call text or second incoming caller information</li> <li>✓ Prompt text (for example, “Saving config file!”)</li> <li>✓ Time and date</li> </ul>
2	Power Indicator LED	Indicates call status, message status and phone’s system status. <ul style="list-style-type: none"> <li>✓ Receives an incoming call—Fast-flashing</li> <li>✓ Receives a voice mail or text message—Slow-flashing</li> </ul>
3	Line Keys	Use these keys to interact with your BLFs, Speed Dials and Paging.
4	 (Mute Key)	Toggles and indicates mute feature.
	 (Headset Key)	Toggles and indicates the headset mode.
	 (Message Key)	Accesses voice mails.
	 (Redial Key)	Redials a previously dialed number.
5	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode.
6	Volume Key	Adjusts the volume of the handset, headset, speaker or ringer.
7	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
8		Scroll through the displayed information.
		Confirms actions or answers incoming calls.
		Cancels actions or rejects incoming calls.
9	Soft Keys	Allows access to features that change based on phone state such as (on call, ringing or idle).

# Common Phone Functions

## Placing a Call

1. Enter phone number or extension.
2. Do one of the following:
  - Pick up the handset.
  - Press the SPEAKERPHONE key.

**Note:** There is no need to dial any additional numbers for an outside line. All you need to do is dial the ten digital phone number, for example, 317-810-0024, to place a call.

## Answering a Call

Do one of the following:

- Pick up the handset.
- Press the SPEAKERPHONE key.
- Press the HEADSET key.
- Press Answer or the line key that has the flashing green LED indicator.

## Ending a Call

Do one of the following:

- If you are using the handset, End Call, or hang up the handset.
- If you are using the headset, End Call.
- If you are using the speakerphone, SPEAKERPHONE key, or End Call.

## Call Hold

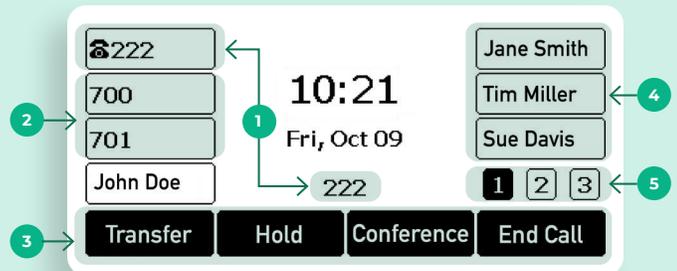
You can place an active call on hold on your phone.

Press the Hold softkey or HOLD key (if your model has a physical key).

**Note:** When you have multiple calls on the phone. You can cycle between them using the up or down arrow keys.

## LCD Screen with Soft Keys

The LCD Screen has Soft Keys that change based on how you are using your phone. One would see the graphic below when on an active call.



1. Extension Number
2. Park Lines
3. Soft Keys
4. BLFs & Speed Dials
5. View More Pages

## Call Resume

When you have an active call on hold.

Press the HOLD key again, corresponding line key, or Resume. (If multiple calls are placed on hold, select the desired call by using the up or down arrow keys first).

**Note:** When you have multiple calls on the phone. You can cycle between them using the up or down arrow keys.

## Call Mute and Un-mute

When you are on a call, you can mute the audio to hear the other person, but they cannot hear you.

1. Press the MUTE key during a call. (The mute key LED glows red on most phones.)
2. Press the MUTE key again to unmute the call. (The mute key LED goes out on most phones.)

## Conference Call

1. Place a call to the first party.
2. Select Conference to place a new call. (The active call is placed on hold.)
3. Dial the second party's number. (You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.)
4. When the second party answers the call, select Conference to add the second party to the conference call.

## Parking a Call

Parking places a call "on hold" on a virtual line that can be retrieved from any phone within the system.

1. While on an active call, press the designated park line button on your phone. Once you park a call, the park line button should illuminate in red.
2. Anyone within your organization can now retrieve the parked call by pressing the designated call park line button or by dialing the extension of the call park where the call is parked.

The park line extensions are typically 700 and 701.

**Note:** *If you do not have park line buttons programmed on your phone, please contact Level365 support.*

## Redial

The phone keeps a record of all the placed calls. You can recall the contact you recently called.

1. Press the REDIAL key. (A record of Placed Calls is displayed on the phone screen.)
2. Highlight the desired record, select Send.

**Tip:** *Press the REDIAL key twice to recall the last contact you called.*

## Transfer Directly to Voicemail

You can transfer a call directly to voicemail when dialing an internal extension only.

1. Press the Transfer key during a call.
2. Press "99" + the extension number.
3. Press the Transfer key again. The call will be sent directly to voicemail.

## Attended Transfer

An Attended Transfer gives you the ability to announce the call prior to transferring the call.

1. Press the Transfer key during a call.
2. Enter the phone number or extension you want to transfer to and wait for the call to connect.
3. Once the call connects, you will now be on a private call with the person you are going to transfer the call to announce who you are transferring.
4. Press the Transfer key again.

**Note:** *If you get the voicemail message for the person you are attempting to transfer the call to, you can still press the Transfer key to send the call to voicemail.*

## Blind Transfer

A Blind Transfer is when you transfer a call without first announcing the call to the person to whom you are transferring the call to.

1. Press the Transfer key during a call.
2. Enter the phone number or extension you want to transfer to.
3. Press the Transfer key again.



## Support Center

For additional support and guides head over to our Support Center at:

[support.level365.com/hc/en-us](https://support.level365.com/hc/en-us)