



# YEALINK

## TELEPHONE USER GUIDE

### About this guide

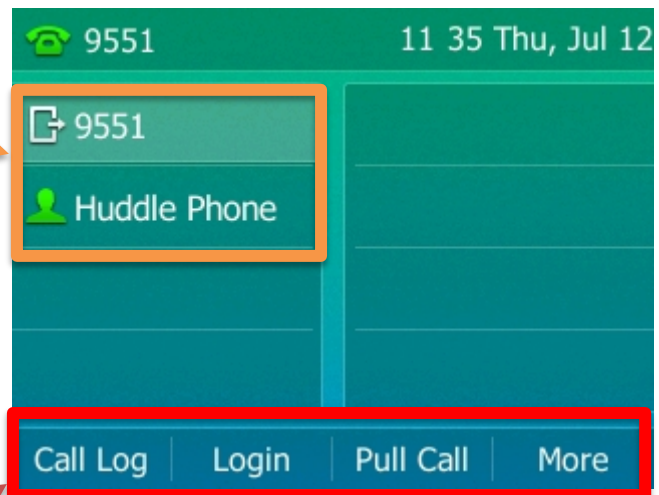
This instruction guide describes the standard functions for all Yealink phones. Actual displayed buttons may vary, depending on the Service Pack and model which has been assigned to the user.

### Phone Interface:

#### Line Keys

Your assigned extension is located as the first line key on the phone. (9551 in this example)

Additional line keys (Huddle Phone in this example) down the left side are status indicators of your colleagues, they will change in status when they are on a call. (These may have to be configured by your Administrator). You can also dial these contacts directly by pressing the associated button.



#### Softkeys

The softkeys at the bottom of the screen will change, depending on the status of the call.

If you have been assigned to a call centre you will have one additional key available, **Login**.

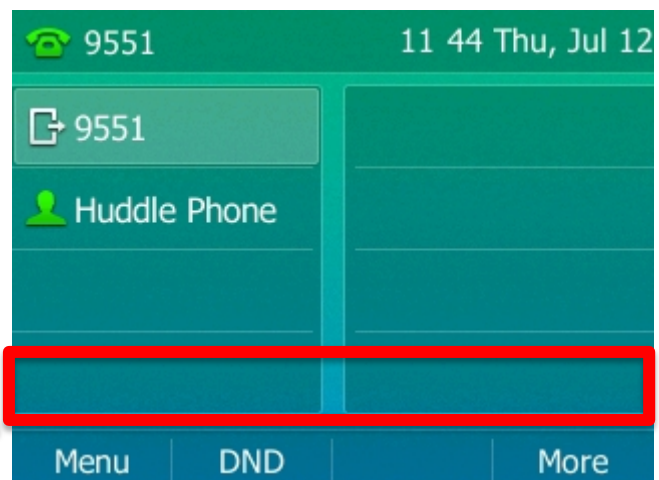
**Call log** – Allows to review Missed/Placed/Received Calls

**Log in** – Allows you to Log in to a queue if assigned

**Pull Call** – Transfers an active call from Desktop/Mobile Communicator

**More** – Provides additional options


**DND** – Blocks direct incoming calls



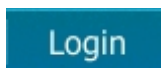
## Direct Call Handling

These instructions will allow you to perform the direct call handling required for everyday operations.

Action	How To
<b>New Call</b>	<p><b>Handset</b> - Pick up Handset &gt; Dial number &gt; <b>Send</b></p> <p><b>Speaker</b> – Dial number&gt; Press Speaker</p> <p><b>Headset</b> – Dial number &gt; Press Headset</p>
<b>Answer Call</b>	<p><b>Handset</b> – Pick up Handset</p> <p><b>Speaker</b> – Press speaker</p> <p><b>Headset</b> – Press Headset</p>
<b>Attended Transfer</b>	<p>When on a call &gt; Press <b>Transfer</b> - this will put the call on hold&gt;</p> <p>Enter number you want to transfer to &gt; <b>Send</b> &gt;</p> <p>Wait for destination to answer &gt; Press <b>Transfer</b>.</p> <p>Or</p> <p>Press <b>Line key</b> Wait for destination to answer &gt; Press <b>Transfer</b>.</p>
<b>Blind Transfer</b>	<p>When on a call &gt; Press <b>Transfer</b> - this will put the call on hold&gt;</p> <p>&gt; Enter number you want to transfer to &gt; <b>Ok</b> &gt; Press <b>B Transfer</b></p>
<b>Conference Call</b>	<p>When on a call &gt; Press <b>Conference</b> this will put the call on hold &gt;</p> <p>Enter number you want to conference in &gt; <b>Send</b> &gt;</p> <p>(You cannot conference in line keys)</p> <p>Wait for destination to answer &gt; Press <b>Conference</b>.</p> <p>If the person who initiates the conference call ends the call, all parties will be dropped.</p>
<b>Park Call</b>	<p>The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone</p> <p>When on a call &gt; Press <b>More</b> &gt; <b>Park</b> &gt;</p> <p>Press <b>Ok</b> to park it against your extension</p> <p>Or</p> <p>Press <b>additional line key</b></p> <p>Or</p> <p>Enter another extension and <b>Park</b></p>
<b>Retrieve Parked Call</b>	<p>Press <b>Retrieve</b> to retrieve a call parked against your extension</p>

	<p>Or</p> <p>Press <b>line key</b> with flashing red light</p> <p>Or</p> <p>Dial *88 and the extension where the call was parked.</p>
<b>Pick up call ringing at another extension</b>	Press <b>line key</b> with flashing red light or icon
<b>Check Voicemail</b>	<p>Voicemail is indicated by a  icon on the top line of your phone.</p> <p>Press the <b>Message</b> button on the phone to listen.</p>

## Basic Troubleshooting Guide

Problem	Recommended Action
<b>No Display</b>	<ul style="list-style-type: none"> <li>• Ensure device is connected to a power source</li> <li>• Ensure ethernet cable is connected to POE networking device</li> </ul>
<b>No audio from handset</b>	<ul style="list-style-type: none"> <li>• Ensure handset it connected to telephone</li> <li>• Check volume</li> </ul>
<b>No audio from headset</b>	<ul style="list-style-type: none"> <li>• Ensure headset it connected to telephone</li> <li>• Check headset volume</li> </ul>
<b>Silence on dialling out</b>	<ul style="list-style-type: none"> <li>• Check handset volume</li> <li>• Ensure your phone is registered</li> </ul>
<b>Dialled number not in service</b>	<ul style="list-style-type: none"> <li>• Check your phone is registered and can dial other numbers</li> <li>• Check if you can dial the number from another device</li> </ul>
<b>Not receiving calls from a queue</b>	Press the  button or softkey

If you still experience issues after following the troubleshooting steps above, please request support from your Administrator.