



PLEASE NOTE: This document is reflective of the Yealink phone series. If you're using a Polycom phone, press **DIAL** wherever **SEND** is indicated in this guide. If you're using a Cisco SPA 5XX series phone, please see the addendum on page 3.


PLACE A CALL

- **To Place an Outgoing Call:**
Dial the telephone number and lift the handset -or- press the **SEND** softkey -or- press  speaker.
- **To Place a Call to Another Extension:**
Dial the extension number destination and lift the handset or press  or the **SEND** softkey.
That extension will ring.

TRANSFER A CALL

- **To Supervise Transfer a Call to Another Extension:**
While on the line (do not put the outside party on hold)
 1. Press the **TRANSFER** soft key
 2. Dial the extension number destination
 3. Press **SEND** or wait to connect.
 4. Announce the call and then press **TRANSFER** and hang up.
(NOTE: The outside caller ID will NOT be sent with the call)
- **To Blind Transfer a Call to Another Extension:**
While on the line (do not put the outside party on hold)
 1. Press the **TRANSFER** soft key
 2. Dial the extension number destination
 3. Press the **TRANSFER** soft key
(NOTE: The outside caller ID will be sent with the call)
- **To Transfer a Call to Voicemail:**
 1. While on the line (do not put the outside party on hold)
 2. Press the **TRANSFER** soft key
 3. Dial ***26** and the extension number (*26XXXX)
 4. Press **SEND** or wait to connect and hang up.

PHONE FUNCTIONS


- **Park:**
The PARK is used to put a call in a “parking spot” to enable you or another person to take that same call at another phone extension.
 1. Press the **TRANSFER** soft key
 2. Dial **XXXX** and listen for the park number then hang up (ie: X001)
(See System Administrator for Parking extension number.)
- **Park Pickup:**
Dial the park number XXXX to pick up the parked call.
- **Hold:**
Press the **HOLD** softkey on the LCD to place a caller on hold (caller will hear music/message if enabled). Press **RESUME** to resume conversation.
- **Mute:**
Press  during a conversation to mute the handset or mic. Press button again to resume conversation.
- **To Login/Logout of a Phone:**
To Login: Dial ***1** **SEND**. When prompted, dial your extension number twice & press # (ie: 12341234#).
To Logout: Dial ***1**.
(Please note that both your "agent number" and "pin" are your extension.)


CONFERENCE CALLING

- **Conference Call (3-Party):**
 1. Place a call to the first party. While on the line (do not put the outside party on hold)
 2. Press the **CONF** softkey to obtain a new line (the active call is on hold).
 3. Dial the phone number of the second party - once they answer and you are ready
 4. Press the **CONF** softkey again to join all parties in the conference
- **Splitting A Conference Call:**
 1. When a conference has been established, a Split softkey is available.
 2. Pressing this key will split the conference into two calls on hold.
 3. From there you may toggle between the two callers on hold on your screen using the arrow keys.
 4. Select the one you would like to talk to and press resume to connect.
 5. To join the second caller back in, while talking to the current person toggle to the second caller on the screen using the arrow key and press resume again.

The conference call is reconnected.

VOICEMAIL ACCESS

- **Access Your Voicemail - From Your Own Extension:**
Press  or dial ***2** **5** and enter your password. *(Default password = same as extension number)*
Follow the prompts through the desired menus.
- **Access Your Voicemail - From Another Extension:**
Press ***2** **5** and your extension number (*25XXXX). When prompted, enter your password.
Follow the prompts through the desired menus.
- **Access Your Voicemail - From Outside Office:**
Dial XXX-XXX-XXXX, press **X** *(determined by Administrator)* then follow the prompts through the desired menus.
(Only available if enabled by your System Administrator.)
- **NOTE:** Each user needs to record their 3 greetings (Unavailable, Busy, & Name). The temporary greeting overrides the others until deleted.

Press  or dial ***2** **5** and enter your password, follow the prompts through the desired menus.

CISCO SPA 5XX SERIES

- **To Transfer a Call to Voicemail:**
While on the line (do not put the outside party on hold)
 1. Press the **TRANSFER** soft key
 2. Dial ***2** **6** and the extension number (*26XXXX)
 3. Press **DIAL** or wait to connect and then hit **TRANSFER** again.
- **Park:**
The **PARK** is used to put a call in a “parking spot” to enable you or another person to take that same call at another phone extension.
 1. Press the **TRANSFER** soft key
 2. Dial **XXXX** and listen for the park number, then hit **TRANSFER** again (ie: X001)
(See System Administrator for Parking extension number.)

