

# IPC Solutions Business Communications

## Quick Reference Guide Yealink IP Phones


### Making Calls

#### Make a call




Lift the handset and dial the number

[For a speakerphone call],


Dial without lifting the handset; OR

Press the speakerphone button  and dial





#### Redial

Press the Redial button , then use up  or down  arrow buttons to cycle through list. Once number is selected, press **Send** soft key.

#### Making Calls from the directory


Press the **Directory** soft key, select the directory, search if necessary, select the user, select the number to dial and press the **Ok** button  or **Send** soft key.

#### *Directory search shortcut:*

Lift the handset or press the Speaker button , press the **123** soft key (it should change to **abc**) and enter your search criteria. Using the up  and down  arrow buttons, select the entry and press the **Ok** button  or **Send** soft key.

### Holding a Call

Press the Hold button  – the line button should flash red.


To resume the call, press either the Hold button  again or the flashing line button.

#### Taking a call while already on a call

Press the ringing line button – the original caller is put on hold and their line button flashes.

Press a flashing line button to speak to that caller.

### Transferring a Call

Press the Transfer button  or **Transfer** soft key and enter the destination number (see making calls). Press the Transfer button or soft key again to complete the transfer which is best done after the called person answers so that you can announce the transfer.

If the recipient does not answer or does not wish to take the call, end the call with the **Cancel** soft key or wait until they hang up. The original caller, who has been placed on hold, can now be resumed using the Hold procedure above.

### Parking a Call

While on a call, press the Park Line function key.

*The call is released from your phone and parked on the Park Line, which is lit on all phones it is configured.*

Simply press the Park Line key from the phone that you wish to retrieve the call.

### Call Forwarding

#### Forward All Calls

Press the Call Fwd function key – which prompts for a number to forward to. Enter a new number (or keep the pre-populated number) and press the **Submit** soft key.


To forward all calls to Voicemail, select the **ToVM** soft key.

#### To cancel Forward All Calls

Press the Call Fwd function key – you will be prompted if you want to cancel Call Forward. Press the **Yes** soft key to confirm cancellation.

### Recording your Voicemail Greeting

If you have voicemail configured for your phone, you must record a personal greeting.

Enter the voicemail system by pressing the Messages button .

*The system will ask for a password which for initial setup is your extension number e.g. 1400.*

You will be guided through a setup process where you record/set the following:

- 1) Your spoken name
- 2) Your Unavailable greeting
- 3) Your Busy greeting (usually the same as above)
- 4) Your Voicemail PIN (used to access voicemail from the phone and also used for your access to the user portal)