

## Yealink User Guide

### Call Transfer

#### **Supervised Transfer**

- 1) Press [Transfer](#).
- 2) Dial the extension number and press [#Send](#) or [OK](#), or press a pre-programmed DSS key.
- 3) Speak with the person to whom you are transferring the call.
- 4) Press [Transfer](#) or hang-up the handset to complete the call transfer.

#### **Blind Transfer**

- 1) Press [Transfer](#).
- 2) Dial the extension number or press a pre-programmed DSS key.
- 3) Press [Transfer](#) or hang-up the handset to complete the call transfer.

#### **Express Transfer to Voicemail**

- 1) Press [Transfer](#).
- 2) Dial [\\*97](#).
- 3) Dial the extension number.
- 4) Press [Transfer](#) or hang-up the handset to complete the call transfer.

### Call Park

#### **Park a call**

- 1) While on a call, press [Transfer](#).
- 2) Dial [700](#).
- 3) Wait for the voice prompt to tell you the parking slot number (701, 702, 703, 704, etc.).
- 4) Hang up or press [Transfer](#).

#### **Retrieve a call**

- o Lift handset on any phone on your phone system and dial the number of the parking slot and press [#Send](#) or [OK](#) or, if you wish to use the hands-free speakerphone, dial the parking slot number and press [Send](#).

Note: At any time you can press [Cancel](#) to abort the call transfer or park and retrieve the call.

### Voicemail

#### **Message Notification**

There are 3 ways to receive message notification:

- 1) Flashing light on VoIP phone.
- 2) Email on computer and/or Smartphone.
- 3) Flashing light on VoIP phone *and* email on computer and/or Smartphone.

#### **Access from your VoIP Phone Extension**

- 1) Dial [\\*98](#) or press the [Messages](#) button.
- 2) Enter password followed by the <#> key when prompted.
- 3) Follow voicemail menu prompts.

#### **Access from another Extension on your System**

- 1) Dial [\\*99](#).
- 2) Enter your voice mailbox number followed by the <#> key.
- 3) Enter your password followed by the <#> key.
- 4) Follow voicemail menu prompts.

#### **Remote Access to Voice Mail via Auto-Attendant (AA)**

- 1) Dial the telephone number associated with the AA.
- 2) Press the [\\*](#) button when the AA answers.
- 3) Enter your voice mailbox number followed by the <#> key.
- 4) Enter your password followed by the <#> key.
- 5) Follow voicemail menu prompts.

#### **Voicemail to Email**

Alternatively, voicemails can be automatically packed into .wav files and sent to your email account. They can then be played back on cell phones or computers using a .wav file player such as Windows Media Player on a PC or Remote Wave on a cell phone.

## Web Interface

The Web Interface allows users to change their call forwarding rules, view call records, manage & download voicemail messages and download recorded phone calls. To access the Web Interface for your extension, refer to the Welcome Sheet that came with your phone or contact our Support Dept.

## Telephone User Codes

### **Incoming Call Access Codes**

Do Not Disturb	*78 / *79
Call Forward – Always	*72 / *73
Call Forward – Busy	*52 / *53
Call Forward - No Answer	*62 / *63
Transfer to Voicemail	*97
Call Pickup	*8
Directed Pickup	*4

### **Calls Transfer**

Blind Transfer	*1
Attended Transfer	*2

### **Outgoing Call Access Codes**

Retry Dial	*65
Last Number Redial	*66
Saved Number	*64
Block Caller ID	*67
Call Return/Trace	*69
Cancel Call Waiting	*70
Voicemail	*98

### **Miscellaneous Access Codes**

Phrase Management	*55
Call Recording	*999
Hook Flash	*3
Disconnect/Hangup	*0

### **Channel Monitoring**

Silent Monitor	*888
Silent Monitor (ACD)	*889
Silent Monitor (Login/Logout)	*887

### **Supervisor Codes**

Supervisor Login	*890
Supervisor Help Request	*891

### **Agent (ACD) Access Codes**

Agent Login	*50
Agent Pause	*51

## Voicemail Menu

- **1** Read voicemail messages
  - **3** Advanced options
    - **1** Reply
    - **3** Envelope
  - **4** Play previous message
  - **5** Repeat current message
  - **6** Play next message
  - **7** Delete current message
  - **8** Forward message to another mailbox
    - **1** Use Voicemail number
    - **2** Use Voicemail Directory
  - **9** Save message in a folder
    - **0** Save in new Messages
    - **1** Save in old Messages
    - **2** Save in Work Messages
    - **3** Save in Family Messages
    - **4** Save in Friends Messages
  - \* Help; during message playback: Rewind
  - # Exit; during message playback: Skip forward
- **2** Change folders
  - **0** Switch to new Messages
  - **1** Switch to old Messages
  - **2** Switch to Work Messages
  - **3** Switch to Family Messages
  - **4** Switch to Friends Messages
- **3** Advanced Options
  - **5** Send Message
    - **1** Use Voicemail number
    - **2** Use Voicemail Directory
- **0** Mailbox options
  - **1** Record your unavailable message
  - **2** Record your busy message
  - **3** Record your name
  - **4** Record your temporary message
    - **1** Record your temporary message
    - **2** Erase your temporary message
  - **5** Change your password
  - \* Return to the main menu
- \* Help
- # Exit

If you require service, email [support@westernitgroup.com](mailto:support@westernitgroup.com) or dial **611** from your VoIP phone. User videos and manuals are available at [www.londonbusinessphone.com](http://www.londonbusinessphone.com) under "Support".



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