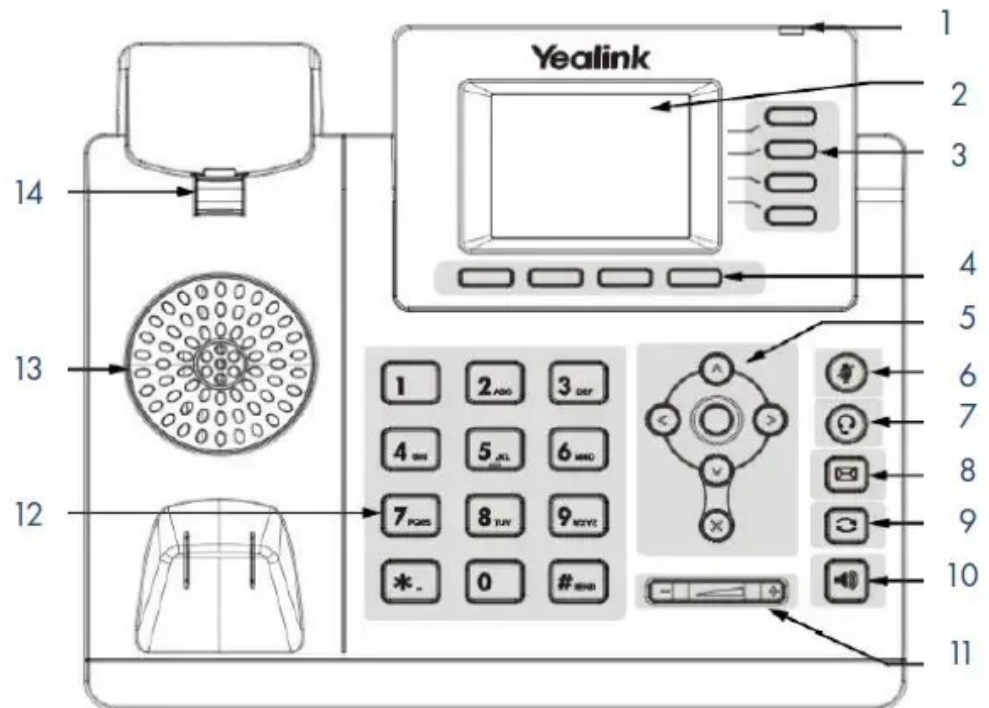




Using your Yealink Phone

Our trust uses two different types of phones. This guide will go into detail about how to use one of these phones, the one labelled Yealink.

The image to the right will be used in all instructions for the Yealink phone. Please refer back to this image when a numbered button is mentioned.



Transferring calls

In order to transfer a call, you must currently be in an active or held call.

To do a blind transfer (without talking to the party you are transferring to), press the “Trans” key and enter the number/extension you want to transfer to, then press the “B Trans” button.

To do a semi-attended transfer, press the “Trans” key and enter the number/extension you want to transfer to. Press “Send” and then the “Trans” key when you hear the ring-back tone.

To do an attended transfer, press the “Trans” key and enter the number/extension you want to transfer to. Press “send” and then the “Trans” key when the second party answers.



Accessing Voicemails

In order to access your voicemail, either call your extension number or press the Mail button (8). You will have to enter your phones pin. From here you will be able to change various settings to do with your voicemail, and of course listen to voicemails if you have any. The voice mail system will tell you the specific buttons you need to press in order to perform the actions you want.

Enable/Disable Do not disturb

On the main page of your phone screen, click the button labelled DND. If there is a minus symbol, it means your phone is currently set to DND, and if there is no minus symbol it means it isn't. DND blocks all calls to your phone until you turn it off.

Muting your Microphone

Muting your microphone is relatively simple, press the mute button (6) during a call and the other party will no longer be able to hear you, but you can still hear them. Press the button again to unmute yourself.

Enable/Disable Speakerphone

Speakerphone is useful for when you need another person around you to either talk/ listen to the other party. When picking up a call, either press the speakerphone button (10) or accept the call without picking up the handset.

For more information about your phone, you can check out [the manual](#)