

### System Feature Codes

(may need to be configured by your provider)

You may hear audio prompts which will assist you with some of these features.

Call Forward	Enable	*72
	Disable	*73
Hot Desking	Log In	*11
	Log Out	*12
Call Parking	Park	*4
	Retrieve	*5
General	Call Pickup	*23<ext>
	Do Not Disturb	*25
	Call Waiting	*26
	Voicemail	*97

### Voicemail

You will need to initialise your voicemail account from your phone.

Dial \*98 and follow the prompts to set a greeting and PIN code.

If **voicemail to email** is set on your system, your voicemails may be delivered to your email account. In this case the message lamp may not indicate new messages and you will not be able to access your voicemails from your phone.

However, you can still use \*97 or \*98 to amend your greetings and PIN or access other settings.

### In Call Functions

Hold A Call	HOLD
Resume A Held Call	RESUME
Conference	During a call press CONF Dial next number and SEND Join the parties with CONF
Blind Transfer	During a call press TRAN or TRANSFER Dial next recipient, press SEND & hang up or press TRAN B/TRAN
Assisted Transfer	During a call press TRAN or TRANSFER Dial next recipient and press SEND. Wait for an answer then hang up or press TRAN TRANSFER

For additional features and support, please refer to your system administrator.

### Contact Details



# OneVoice

# QUICK REFERENCE GUIDE

## YEALINK VERSION

This guide covers the basic features and functions of your Yealink phone. These may vary slightly depending on your phone model.



Your phone may differ slightly in appearance, but the basic layout and functions will be the same.

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>FUNCTION</u>
1	Indicator	Power/Status
2	DSS Keys	Line/BLF/Memory
3	Status Indicators	Line/BLF Status
4	Soft Keys	Function Keys
5	Message Key	Access Voicemail
6	Cursor Keys	Menu Navigation

### DSS Keys

The first of these is usually your Line key. Other keys may be set as BLF (Busy Lamp Field) which can monitor the status of a colleague, answer their incoming calls or act as a speed dial key to place a call to them. An unused DSS key can be used as a memory location to store a number as a speed dial.

### Indicator Status

Solid Red	Initialising
Fast Red Flash	Ringing
Slow Red Flash	Message
Off	Off/Idle/Busy/Muted/On Hold

### Line Key Status

Solid Green	In use
Fast Green Flash	Ringing
Slow Green Flash	Call on hold
Off	Line inactive

### BLF Key Status

Solid Green	Monitored line idle
Fast Red Flash	Monitored line ringing
Solid Red	Monitored line in use
Slow Red Flash	Monitored line has parked call
Off	No monitored line

### My Notes

### Phone Softkey Functions

softkey functions and positions change according to call/phone status

History	Displays Calls Missed/Placed/Received/Forwarded
Directory	Local Phonebook
	(a global one may be available if set up by your provider)
DND	Toggles Do Not Disturb
Menu	Accesses additional phone settings

### In-Call Softkey Functions

The display will prompt you with any additional steps or options.

Transfer	Invokes the transfer options
Hold	Places the call on hold
Conference	Joins several parties together
End Call	Ends the call

### Transfer Options

There are 2 basic ways to transfer a call: The display will prompt you with any additional steps or options.

Blind Transfer	Dial the intended recipient and transfer the call without talking to them first.
Supervised Transfer	Dial the intended recipient, speak to them, and then transfer the call.