



www.askunitel.com / 800.843.1039

Yealink Quick Feature Guide

To Place a Call:

Internal: Pick up the handset or press Speaker then dial the extension number and press Send or #, or press the appropriate BLF key.

External: Pick up the handset or press Speaker then dial the 10 digit phone number then press #.

While on a Call:

Blind Transfer:

Press Transfer + <Extension Number> + B-Transfer (softkey)

Or Press the BLF key for the extension

Attended Transfer:

Press Transfer + <Extension Number> + # and wait for party to answer, announce the call, and press Transfer .

To cancel the transfer, then press the green flashing key to reconnect

Transfer to VoiceMail:

Press Transfer + <Extension Number> + * + B-Transfer

Intercom (hands-free):

Press the Intercom softkey + Extension Number (or BLF key) + #

Call pickup: (will not work in groups or queues)

*8 + <Extension Number> + #

Call park:

While on a call press one of the available Park keys. The call will move to the Park key and be illuminate in red.

Un-park:

Press the appropriate Park key and lift the handset to talk.

Conference calling:

While on your first call, press the Conference “soft key”, place your 2nd call and when answered press conference key again. You will connect the other 2 callers and yourself.

Managing Your Voicemail

To initially set up voicemail, press the **MESSAGE** button, then enter your password which is your extension number. At this point, you will be guided through the a tutorial first time set-up. Follow the prompts to set up your name, greetings (unavailable and busy), and new password. You must change your password when prompted to something other than your extension (3-4 digits).

Checking your voicemail from your phone on site

1. Press the Messages Button, or dial *(star) and your ext.#
2. Enter your password + “#” (Default is your extension number)
3. Follow the prompts MAIN MENU OPTIONS:
 1. new/old messages (*-asterisk=rewind; #=fast fwd.)
 2. change folders
 3. advanced options
 1. leave msg. for another user
 - *. return to main menu
 0. mailbox options
 1. record unavailable greeting
 2. record busy greeting
 3. record name
 4. record temporary greeting
 5. change password
 - *. return to main menu
 - *. help
 - #. exit

Mailbox Options after listening to a message: ‘

3. advanced options
 1. send reply
 3. hear envelope (date/time, phone number of caller)
 5. leave msg. for another user
 - *. return to main menu
5. repeat current msg.
6. play next msg.
7. delete
8. forward to another user
 - Press 1 to forward to an extension mailbox
 - Enter the extension then #
 - Press 1 to prepend the message or 2 to just send
9. save to folder
 0. new
 1. old
 2. work
 3. family
 4. friends
 - *. help
 - #. exit

Checking Voicemail Remotely (For this option to work your calls must go directly to an auto attendant)

1. Call main number, at main auto attendant press “#” (Or option configured for Voice mail)
2. When you hear the prompt enter your box number
3. When you hear the prompt Enter your password + “#”
4. Follow the voice mail menu prompts