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layout: post

title: Yealink IP phone user guide

date: 2016-05-18 10:30:00

country: [UK]

language: [English]

locale: [en-uk]

category: [wework]

tags: [end-user-features, add-ons, ip-phones]

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## Calling

### Making calls

Pick up the handset and enter the phone number or extension you would like to dial.

If you would like to use the speakerphone, press the \*\*speakerphone\*\* key while the handset is still on the hook and then enter the number.

### Redial

Press the \*\*History\*\* softkey to bring up a list of recently dialled numbers. Select the desired number, and then press the \*\*Send\*\* softkey or the \*\*speakerphone\*\* key.

### Receiving calls

Pick up the handset or press the \*\*speakerphone\*\* key while the phone is ringing.

### Rejecting calls

Press the \*\*Reject\*\* softkey while the phone is ringing.

### Ending calls

Either hang up the handset or press the \*\*EndCall\*\* softkey.

If you are using the speakerphone, you can press the \*\*speakerphone\*\* key to end a call.

## Call management

### Call mute

Press the \*\*X\*\* key to mute a call. The mute status will be indicated on the phone LCD.

Press the \*\*X\*\* key again to unmute the call.

### Placing calls on hold

Press the \*\*Hold\*\* softkey during a call to place a call on hold. Press the \*\*Resume\*\* softkey to resume the call.

If there are multiple calls on hold, use the up and down navigation buttons to select the desired call and then press the \*\*Resume\*\* softkey.

### Three-way call conferencing

Press the \*\*Conf\*\* softkey to place the active call on hold.

Enter the second number that you wish to call and press \*\*Send\*\*. When the second party answers the call, press the \*\*Conf\*\* softkey again to join the calls together.

### Transferring calls

#### Blind transfer

Press the \*\*TRAN\*\* button or \*\*Tran\*\* softkey during a call to place the call on hold.

Enter the extension or number that you wish to transfer to, and then hit the \*\*TRAN\*\* button or softkey again.

#### Semi-attended transfer

Press the \*\*TRAN\*\* button or \*\*Tran\*\* softkey during a call to place the call on hold.

Enter the extension or number that you wish to transfer to, and then hit the \*\*#send\*\* button and wait until you hear a ring-back tone. Press the \*\*TRAN\*\* button or \*\*Tran\*\* softkey again.

#### Attended transfer

Press the \*\*TRAN\*\* button or \*\*Tran\*\* softkey during a call to place the call on hold.

Enter the extension or number that you wish to transfer to, and then hit the #send button and wait until the second party answers. If they wish to take the call, press the \*\*Tran\*\* softkey again. If they do not wish to take the call or if there is no answer, press the \*\*Resume\*\* softkey to connect with the caller again.

## Calling features

### Call Forward

Turn on call forward by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Features\*\* (option 2)

3. Select \*\*Call Forward\*\* (option 1)

Call forward has the following options:

\* \*Always Forward:\* Calls will always be forwarded to a number that you choose

\* \*Busy Forward:\* Calls will be forwarded to a number that you choose when the phone is busy

\* \*No Answer Forward:\* Calls will be forwarded to a number that you choose when the phone is not answered within a specified number of seconds

### Call Waiting

Toggle call waiting on and off or update the call waiting tone by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Features\*\* (option 2)

3. Select \*\*Call Waiting\*\* (option 2)

### Auto Answer

Auto Answer will automatically pick up a call on a line that you specify. Toggle Auto Answer on and off or update the call waiting tone by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Features\*\* (option 2)

3. Select \*\*Auto Answer\*\* (option 3)

### Hot Line

Hot Line will automatically dial a number of your choice after a short delay when you pick up the phone. You can turn on Hot Line by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Features\*\* (option 2)

3. Select \*\*Hot Line\*\* (option 6)

### Anonymous Call

Turn off caller-ID for your outgoing calls by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Features\*\* (option 2)

3. Select \*\*Anonymous Call\*\* (option 7)

### Auto Redial

Automatically redial a number that is busy when you call. You can turn on Auto Redial and specify the time between calling attempts as well as the number of redial attempts by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Features\*\* (option 2)

3. Select \*\*Auto Redial\*\* (option 8)

If Auto Redial is enabled, you will see a prompt on the LCD of the phone when you dial a line and receive a busy signal. Press the \*\*OK\*\* key to activate Auto Redial.

## Voicemail

### Check new messages

When the LED indicator flashes slowly, press the MESSAGE button to access your Ooma Office voicemail.

## Do Not Disturb

Turn on Do Not Disturb by pressing the \*\*DND\*\* softkey. Your phone will not ring for incoming calls until Do Not Disturb is deactivated. Turn off Do Not Disturb by pressing the \*\*DND\*\* softkey again.

While Do Not Disturb is enabled, you will see a \*\*DND\*\* icon in the upper-right corner of the LCD display.

## Phone customisation

### Directory

At this time, the company directory (accessed with the \*\*dir\*\* softkey) is not compatible with Ooma Office. This directory will be available at a future date.

### Key as send

You can designate a specific key that can be pressed to send a call. To set up a send key, follow these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Features\*\* (option 2)

3. Select Key as send (option 5)

4. Choose the \*\*#\*\* or \_\_\*\_\_ key, or disable this feature

### Phone language

Update the language on your phone by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Settings\*\* (option 3)

3. Select \*\*Basic Settings\*\* (option 1)

4. Select \*\*Language\*\* (option 1)

### Phone date and time

Update the date and time on your phone by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Settings\*\* (option 3)

3. Select \*\*Basic Settings\*\* (option 1)

4. Select \*\*Time & Date\*\* (option 2)

### Display settings

Update the backlight and contrast settings on your phone by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Settings\*\* (option 3)

3. Select \*\*Basic Settings\*\* (option 1)

4. Select \*\*Display\*\* (option 3)

### Sound settings

Update the ring tones and key tones on your phone by following these instructions:

1. Press the \*\*Menu\*\* softkey

2. Select \*\*Settings\*\* (option 3)

3. Select \*\*Basic Settings\*\* (option 1)

4. Select \*\*Sound\*\* (option 4)

## Phone status

### IP address

You can find the phone's IP address by pressing the \*\*OK\*\* key while the phone is idle.

### MAC address

You can find the phone's MAC address by either pressing the \*\*OK\*\* key while the phone is idle, or by checking the bottom of the phone.

## Switching Workspaces

One of the benefits of an IP phone is that it can make changing workspaces quick and easy. When a user relocates to a new workspace, they can simply unplug their IP phone and take it with them. When the phone is plugged in again inside the same office building, it will retain the user's extension information.