

# Yealink IP Phone Call Operations

## Quick Reference Guide

### Placing a Call

There is no trunk or "outside" access code (7, 8, or 9) required when making calls from your new telephone.

When you're wanting to place a call, you can choose to **lift the handset** and **then dial the number** or you can **start dialing the number without lifting the handset** to use the speakerphone.

To place a call internally,

- Dial the extension number of the party you're wishing to call.

To place a call externally,

- Dial 10 or 11 (1+) digits and press the send button or wait for the call to complete. (Example: 18157172052)

### Holding a Call

To hold a call, while on an active call, press the "Hold" button (if available on your phone model). You can also press the "Hold" softkey under the phone display. This call is on hold on your phone only. \*

To resume the call, if there is only one call on hold, press the **hold** button again, or the "Resume" softkey. If there is more than one call on hold, press the up / down arrows to select the desired calls, and then press the hold button, or the Resume softkey.

\* System/shared hold buttons called "Park Orbits" can be setup and provisioned for use and offer traditional line-key call handling functionality and call pickup.

### Call Transferring - Blind Transfer

This transfer mode allows you to transfer a call without knowing the party will be available to receive the call.

To perform a **blind transfer**,

- Press the "Transfer" button on the phone, then dial the extension or external number you wish to transfer to or select a programmed button.
- Press the "B Transfer" or "BlindTrnf" softkey to blind-transfer the call directly to the extension.

### Call Transferring - Directly to Voicemail

To transfer a call **directly to an extension's voicemail**,

- Press the "Transfer" button on the phone, then dial "8" followed by the extension number. (Example: 82012)

### Call Transferring - Attended / Announced Transfer

This transfer mode allows you to verify the availability or talk to, brief, or consult with the receiving party before transferring the call to them. **This is the default mode.**

To perform an **attended transfer**,

- Press the "Transfer" button on the phone, then call the extension or external number you wish to transfer to or select a programmed button.
- When the party picks up, announce the call to the party, then press the "Transfer" hardkey / softkey or the "Split" softkey to separate the calls and cancel the transfer if the party does not agree to the transfer or does not answer.
  - You can also **hang up** when you are hearing ringback in order to complete the transfer.

### 3-Way Calling

To join a third caller to an already established call, press the "Conf" softkey to call a second party. When you are connected with the second party, press "Conf" again. You should now be connected with both parties. Refer to the softkeys for additional functions available during the three-way call such as far mute and kick.

For additional calls, the use of a Rival5 conference bridge is recommended.

### CONNECTING CALLS SINCE 2011

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### Support Information

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