


# Yealink IP Phone Quick Reference Sheet


For non-touch screen T8 series

## Button Overview

### Touch Sensitive Buttons

The 4 icons below the soft keys are touch sensitive buttons that functions in order from left to right:

**Voicemail:**  Press to dial directly into your voicemail box. Enter your Pin to access, listen to, and manage your voicemail.

**Headset:**  If a headset is connected pressing this will initiate dial tone to place a call or answer and incoming call.

**Mute:**  Press to prevent the party on the other end of the call from hearing you.

**Switch Page:**  If Multiple pages of buttons are configured this will cycle through them.

### Directional Pad

Used for navigating menus on the phone with the Center button acting as Enter/Select/OK.

Selecting the Up arrow will short cut into Call History.

Selecting the Down arrow will short cut into the Directory.

### Cancel

Press to return to the back out of the current menu or stop current action and return to the main screen.

### Volume Keys

Adjusts the volume output being heard by the User. “-” minus on the left will reduce the volume while “+” plus on the right will increase it. Changes will impact both the volume heard in the handset and on speakerphone.

### Line Key 1

Key Assigned to the primary user of the phone. Selecting this key will initiate a call or answer an incoming call on speaker phone. When ringing the key will flash green. Some phone models will have this key on the upper left side of the screen.

### Line Keys/Soft Keys

Additional Line Key/Soft Keys maybe be configured depending on your individual deployment as a Call Park, Speed Dial, extra Line, or any number of features. Some models may have more than 1 extra key.

### Soft Keys

Additional Soft Keys that can be assigned functions such as Call History, Directory, Do Not Disturb (DND), etc. Functions vary by individual deployment.

### Hold

Press to put an active call on hold, press again to retrieve.

### Transfer

Press to start the process for Transferring a call.

### Redial

Press to enter into call history. Pressing the button a 2<sup>nd</sup> time to redial the last number called.

### Speaker Phone

Press to answer, place, or switch a call to the speaker phone from the handset.

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## Voicemail

### Message Waiting Indicator

Flashing Red indicates a Voicemail is in New status waiting to be checked, saved, or deleted.

Location may vary by model and some may not have one.

### Voicemail Icon

If you have a Voicemail in New status at the top of the screen the phone will display an envelope icon with a number indicating how many new messages are present.

The location and color of the icon may vary by model.

### Message Button

Press to dial directly into your voicemail box. Enter your Pin to access, listen to, and manage your voicemail.

Location may vary by model.

### Extension

#### 5000: Check another Voicemail

Dialing this extension allows you to check another Voicemail box that is not your own. This could be a shared voicemail for after hours or a departmental voicemail box. After dialing enter the extension assigned to the voicemail box you want to check then the password. Once authenticated you may manage the voicemail box normally.

#### 5001: Check your Voicemail

Dialing this extension allows you to check your own voicemail box. Enter your Pin to access, listen to, and manage your voicemail.

### Star Code

#### \*55: Transfer to Voicemail

During the transfer process you may enter this star code to transfer the call to any other extension or user on the system. After dialing the code enter the extension you want to transfer the call to and complete the Transfer process as normal.

#### \*62: Check your Voicemail

Voicemail Dialing this extension allows you to check your own voicemail box. Enter your Pin to access, listen to, and manage your voicemail.






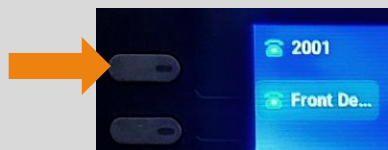


# Yealink Desk Phone FAQ and Reference Sheet

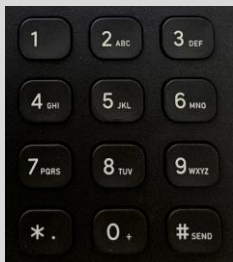
For non-touch screen T8 series

## How to Place a Call

- 1 Pick up the handset , or  
Press the Speaker button , or  
Press the Headset button , or  
(if connected)  
Press the Line 1 button, labeled with the username.  
(Depending on phone model, top left or right button on display)



- 2 Afterwards you will hear a dial tone which signals that the phone is ready for you to place a call.
- 3 Dial the desired number via the dial pad.

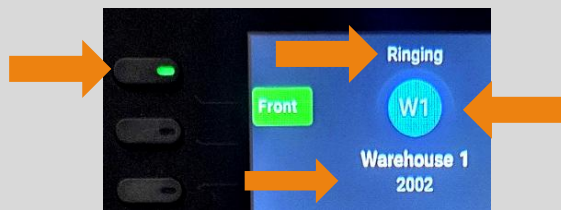


- 4 No action is needed after dialing the number, the phone will start ringing the number on its own.




## How to Answer a Call

- 1 When a call is received, if volume is not turned off, the phone will ring.

At the same time, the Line 1 button will flash on and off green and the display will change to show "Ringing", show the initials of the caller, the caller name, and caller number.



- 2 The call may be answered in one of the following ways:

Pick up the handset , or  
Press the Speaker button , or  
Press the Headset button , or  
(if connected)

Press the Line 1 button, labeled with the username.  
(top left or right button on display, depending on phone model)



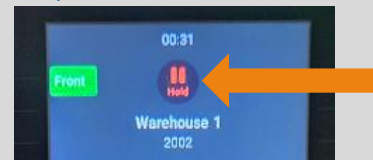
## How to use Hold


- 1 Hold may be used to place an active call into a paused state that the other person will hear music.

It's important to note that no one else can interact with the held call. It is held until you take action to resume or transfer the call.

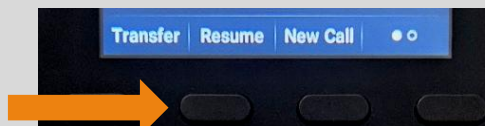
- 2 To place a call on hold press the hold button 

The screen will update to indicate the call has been placed on hold.



- 3 To pick the call back up press the hold button again 

Or select Resume on the soft keys below the display.

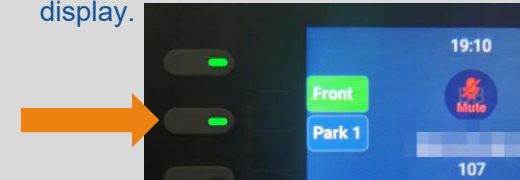


Or select the Line 1 button, which will be flashing green.



## How to use Call Park

- 1 Call Parks can be used like Hold except other Users can pick up the call.
- 2 To put a call in Call Park select the configured button on the sides on your display.



(Call Park buttons may be labeled and/or in different positions. Multiple Call Park buttons can be built and can be labeled differently. Contact your Admin with any questions.)

- 3 When parked the button will turn red.



(If the button was already red a call is currently parked and you must wait till its green or select another Call Park button.)

- 4 To retrieve or answer a parked call select the Call Park button.




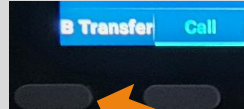

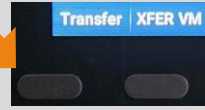


## How to use 3 Way Call/Conference

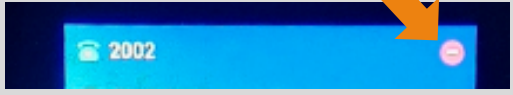

- 1 3 Way Call, or as it's referred to on the phones "Conference", allows you to add 1 other person, to an active current call.
- 2 To add in another person to an active call press the three dots button  at the bottom left of the screen.  
  
Then select the "Conf." button.  
  

- 3 The current person on your call will be put into hold and you will hear dial tone which indicates you may enter the number of the person you want to add. The call will ring normally.
- 4 After the person answers and you are ready to bring the calls together press the three dots button again and the "Conf." button again as in step 2 and everyone will be brought into the same call.

## How to Transfer a Call

- 1 You can send an active or held call to an internal or external destination. There are 2 types, Blind and Assisted. Blind (Assisted is default) will send the call directly to the destination while Assisted will allow you to talk with the destination before completing the transfer.
- 2 To start a Transfer press the Transfer button , or press the "Transfer" button below the screen.  

- 3 After, the screen will change and a dial tone will play. Use the dial pad to enter the number you want to send the call to.
- 4 You may press the "B Transfer" button below the screen or the Transfer  button to change from Assisted Blind Transfer. Selecting either option completes the transfer.  

- 5 To continue with the Assisted transfer no action is needed after a few seconds the phone will connect you to the person you are transferring to. To finish transferring select the Transfer button  or the Transfer button below the screen.  


## How to use DND (Do not Disturb)

- 1 Do Not Disturb or DND is a feature that when active will send inbound calls directly to voicemail without ringing the phone.  
  
By default DND only functions on the physical phone. If you have calls set to ring to your Web or Mobile Application they will still go through.
- 2 When DND is active it is indicated by a red circle with a white line through it usually at the top right corner of the display.  

- 3 To activate or deactivate DND select the DND button below the display.  


## How to perform a Factory Reset

- 1 At times the phone may require a factory reset when making a configuration change or trouble shooting an issue.
- 2 To start press and hold down the center button on the direction pad for about 10 seconds.  
  
(Some devices, those with touch screens, will not have this option and support will need to be contacted.)
- 3 A message will appear asking to confirm the factory reset. Select OK to continue or Cancel to stop the process.  
After selecting ok the screen will change to black with the message "Resetting to factory, please wait..." and continue through several screens before finishing.  
**THIS PROCESS CAN TAKE SEVERAL MINUTES DO NOT UNPLUG THE PHONE DURING THIS PROCESS!**
- 4 Sometimes it may ask for the last 5 digits of the serial number. This is a 16-digit number with a barcode above it on the bottom of the phone above the MAC.





# \*(Star) Code and Feature Codes Quick Reference Sheet

Universal – Not Model Specific

## Star Codes

**Pull active call to device:**

\*00

**Transfer to Voicemail:**

\*55[extension]

**Check Your Voicemail:**

\*62

**Caller Id Block:**

\*67[dial number]

**Call Return:**

\*69

**Call Forward All – On:**

\*72[1+forward number]

**Call Forward All – Off:**

\*73

**Do Not Disturb – On:**

\*78

**Deactivate Do – Off:**

\*79

**Call Forward No Answer – On:**

\*92[1+forward number]

**Call Forward No Answer – Off:**

\*93

**Call Forward Busy – On:**

\*94[1+forward number]

**Call Forward Busy – Off:**

\*95

**Pause Call Recording:**

\*96

**Un-pause Call Recording:**

\*97

**Start Call Recording:**

\*98

**Stop Call Recording:**

\*99

## Feature Codes

**Call Pick Up from another User:**

07[extension]

**Call User with Intercom:**

08[extension]

**Check Another User's Voicemail:**

5000

**Check Your Voicemail:**

5001