

## How to use the Yealink VoIP phone – Basic Guide

# DRAFT

### Making a Call

To make a call, follow the directions below:

1. Pick up the handset and select **DIALPAD** on the screen
2. Use the hard keys to enter a number. The hard keys are the 12 number keys on the center of the phone base
  - **NOTE:** Previously, users could enter in the last 4 digits of a phone number if it was within the Northwest campus system. You will need to dial the *entire* TEN-DIGIT number.
    - Ex: 660.123.4567
3. When you've entered the number, select **Call** at the bottom of the screen. The phone will dial the number as if it is a normal phone.

### Adjusting Call Volume/Adjusting the Ringer Volume

An active call's volume may be changed. To change the volume:

1. During an active call, press the – button on the bottom row of keys to turn the volume down.
2. Press the + button to turn the volume up.

Outside of an active call, when the phone is inactive, the buttons may also be used to adjust the ringer volume to an appropriate level.

### Transferring a Call

- Transferring a call can be accomplished in one of two ways: either by **TRANSFER NOW** or **CONSULT FIRST**.
  - **TRANSFER NOW** means that the caller will be directly transferred without any consultation.
  - **CONSULT FIRST** means that the caller will be placed on hold until you manually transfer them through. This is especially helpful if you need to tell the office which you are transferring to about any instructions or information.

### To **TRANSFER NOW**:

1. Press the **Transfer** button on the phone call screen.
2. Select **TRANSFER NOW**
3. When prompted, type the phone number of the office you would like to transfer the call to using the keypad. Tap the number when it appears.
4. The phone will automatically transfer the call, and you can hang up once it returns to the menu screen.

Sometimes, you may need to give instructions or clarify a situation to the office you are transferring to. This is where you would use the **CONSULT FIRST** option.

### To **CONSULT FIRST**:

1. Press the **Transfer** button on the phone call screen.
2. Select **CONSULT FIRST**
3. When prompted, type the phone number of the office you would like to transfer the call to using the keypad. Tap the number when it appears.
4. Wait until the other user picks up the phone. Discuss the issue, then transfer the call to that user.
5. Press the phone with an arrow coming out of it in the top right corner.
6. In the dialog box, confirm the transfer by selecting **OK**. The call will transfer automatically.

### **Placing a Call on Mute**

To mute a call:

1. During an active call, press the slashed-out microphone button on the phone's keypad. It should turn red, indicating that you are muted from the call.
2. To unmute, press the button again.

### **Placing a Call on Hold**

To place a call on hold:

1. During an active call, tap the **Hold** button on the screen
2. To take the call off of hold, press either the play button in the top right corner of the screen, or press the purple **Resume** button in the center of the screen.
3. This will play a hold tune while the customer waits and is generally better practice than placing the handset on mute.

## Turning on Speakerphone

To use speakerphone:

1. During an active call, press the speaker button directly below the mute button. It should turn green, indicating that speakerphone has been activated.
2. Once speakerphone has been activated, you can hang up the handset. However, if you press the speakerphone button again, it will automatically hang up the call.
3. If you wish to return to speaking with the handset, pick up the handset and press the speakerphone button again. It should return audio back into the handset.

## Using a Headset

If applicable, a headset may be used on these phones. These headsets will be one of two types. The first type is the standard Logitech headset (non-USB), and the other is the Teams-specific headset (USB-compatible). To use the headset:

1. Pick up the phone by using the headset.
2. Press the headset button in between the Teams and the mute buttons. It should turn green, indicating that the headset is active.
3. To hang up via headset, hang up by using the headset or press the headset button again.

## Change from Light to Dark Theme

For better contrast or ease of viewing, the phone's light setting can be changed from light to dark, and vice versa. To change your theme:

1. Press the user bubble in the top left corner of the screen.
2. Select **Settings**
3. Under **General**, select **Appearance**.
4. Select either **Dark** or **Light**