

Basic User-Features Manual



Making an outbound call

- On a Yealink desktop phone; *Dial number, press ok.*
- On a Gigaset cordless phones; *Dial number, press green button.*

Making an internal call

- On a Yealink desktop phone; *Dial number, press ok.*
- Gigaset cordless phones; *Dial number, press green button.*

Receiving an incoming external or internal call

- On a Yealink desktop phone via handset, headset or speaker; *various.*
- On a Gigaset cordless phone via handset or speaker; *various.*

Putting a customer on hold

- On a Yealink desktop phone; to initiate: *Press hold* to retrieve: *Press hold*
- On a Gigaset cordless phone; to initiate: *Press R* to retrieve: *Press top left*

Blind Transfer - When you transfer a call to another extension without speaking to the other extension first, the transfer is therefore 'blind'

- On a Yealink desktop phone; *Press transfer, extension number, transfer*
- On a Gigaset cordless phone; **03, extension number, #*

Attended Transfer – When you transfer a call to another extension and speak to the other extension before putting the call through

- On a Yealink desktop phone; *Press transfer, extension number, ok*
- On a Gigaset cordless phone; **3, extension number, #*

Call Pick-Up - Call pick-up if activated is used to pick up another users call if their phone is ringing and they are unable to answer it.

- On a Yealink desktop phone; **4, ok*
- On a Gigaset cordless phone; **4, green button*

Call Parking - Call parking is a feature that allows a person to put a call on hold on one telephone extension and continue the conversation from any other extension.

- On any phone; to initiate: **6* to retrieve: *690*

Conference Rooms – Virtual conference rooms are used when multiple participants would like to be included in the same conversation. You can transfer multiple internal and external callers into one of the conference rooms and all talk together.

- On any phone; *transfer external calls to 640, internal users join the room by dialing 640*

Call Forwarding – Forward any call to any other extension or any number

- On a Yealink desktop phone; *Menu, features, call forward, enter number, enable/disable*

Check Voicemail

- On a Yealink desktop phone; *Press message button or dial *2 OK {your password will be your extension number}*
- On a Gigaset cordless phone; *dial *2 green button {your password will be your extension number}*