




YEALINK W73P QUICK USER GUIDE




BASIC CALL HANDLING

MAKE AN INTERNAL CALL


Dial extension number and press the green call key .

MAKE AN EXTERNAL CALL

Dial extension number and press the green call key .

YOU DO NOT NEED '9' FOR AN EXTERNAL LINE.

RECEIVE A CALL

Press the green call key .

END A CALL

Press the red call key .

HOLD A CALL

Whilst on a call, press OPTIONS and select HOLD.
To resume call, press RESUME.



TRANSFER A CALL

ANNOUNCED

Whilst on a call, press OPTIONS, scroll to TRANSFER and press OK or press TRAN key. Enter the number or extension number of the person you want to transfer the call to and press Green Dial key.

BLIND

Whilst on a call, press OPTIONS, scroll to TRANSFER and press OK or press TRAN key. Enter the number or extension number of the person you want to transfer the call to and press TRANSFER.

RETRIEVE A CALL

If the extension doesn't answer or answers but can't take the transfer, select BACK to return to the original caller.

PICKUP CALLS

If you know the extension number of the phone that is ringing, press *97, enter the extension number of the phone and press the green call button to pick up the call.

If you are in a pickup group with the phone that is ringing, dial *98, then press the green call button to pick up the longest waiting caller in your group.

Pickup groups will need to be set up by your Administrator.

3-WAY CONFERENCE CALL


Dial 1st party, press OPTIONS then select CONFERENCE. This will put the caller on hold and allow you to invite the 3rd party. Dial 3rd party and invite them into your conversation. If they are happy to join, press CONFERENCE again to connect the call.

CALL PARKING

Whilst on a call, dial *68 and then the extension number of the device you want to park the call on, then press #.

To retrieve a parked call, dial *88 and dial the extension number of the device the call is parked on, then #.

VOICEMAIL

To set up your voicemail for the first time, press the voicemail button  and enter your 6-digit default password (this will be on the New Account email you have received).

You will be asked to enter a new 6-digit password and then to enter it again to confirm.

You will then be asked to record your name greeting.

RECEIVING MESSAGES

Press the voicemail button to access your mailbox and follow these instructions:

1. Enter your password followed by #
2. Press 1 to listen to your messages
3. Press # to save
4. Press 2 to repeat
5. Press 3 to delete

WITHHOLDING NUMBER

If your number is automatically withheld (determined by your administrator), dial *65 to show your number for the next outgoing call. To withhold your number if the administrator has not set this automatically, dial *67 before your next call and your number will be withheld for the next out-going call.



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