

MHU Yealink Phone Cheat Sheet

Attended Transfers

1. While on the call, press the Transfer button
2. Enter in the extension number or the outside number
3. Announce the call
4. Press the Transfer button, or press the Cancel button to be reconnected to the original caller

Voicemail Transfers

1. While on the call, press the Transfer button
2. Enter "*" + the extension number
3. Press the Transfer button

Hold

1. While on a call, press the Hold button
2. Press the Resume key to continue
3. If multiple calls are on hold, use the up and down arrow to switch between them

Primary Voicemail Retrieval

1. Press the Messages button (or dial *97)
2. Dial your password

Accessing Other Voicemail boxes

1. Dial *98
2. Dial the extension
3. Dial the password

Viewing Call History

1. Press History

Do Not Disturb

1. Press DND (Do Not Disturb)

Conference Calling

1. While on a call, press the Conference button
2. Dial the extension or external number
3. When the second party answers, press the Conference button again

Call Parking

1. While on the call, press the Park button. If you do not have a Park button press the Transfer button
2. Dial 70
3. Press the Transfer button again
4. The system will read aloud the extension the call is parked on (71 – 76).

Call Forwarding

1. Enabling Call Forwarding
 - a. Press the Forward button
 - b. Choose Always, No Answer or Busy option
 - c. Enter the phone number or extension to forward calls to
 - d. Press Enable
2. Disabling Call Forwarding
 - a. Press the Forward button
 - b. Choose Always, No Answer or Busy option
 - c. Press Disable

Retrieve a Parked Call

1. Select the programmable button on the right (ANS Park) Or dial the extension of the appropriate parked call (71 – 76).

Ring Volume

1. Press the "-" or "+" buttons located on the bottom of the keypad

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