

FEATURE ACCESS CODES

Feature	Code
Voicemail	5001 / 5000
Xfer to VM	Xfer 03 ext Xfer
Manual Park	***
Retrieve Park	7xx or 7xxx
Directed Pickup	07 + extension
Site Pickup	*98
Dept Pickup	*97
Domain Pickup	*96
Block Caller ID	*67 + number
Intercom	08 + extension

ACTIVATE / DEACTIVATE

Feature	On	Off
Immediate Fwd	*72+number	*73
Busy Fwd	*41+number	*45
No-Answer Fwd	*42+number	*45
Do Not Disturb	*78	*79
Queue Log In/Out	*51	*52

YOUR LOGIN INFO

Item	Where / How
Web Portal	edge.phoneware.cloud
Portal Password	refer to welcome email
Voicemail PIN	refer to welcome email
SNAPmobile Host ID	refer to welcome email
Update Config	Press and Hold Redial
Reboot Phone	Press and Hold X

PHONE BUTTONS

Button	What it does
	Call voicemail
	Place active call on hold
	Send call to another ext
	Redial previous numbers
	Turn on speakerphone
	Turn on headset mode
	Silence your microphone
	Handset/ringer/speaker vol
	Navigate menus and options
	End call or exit menu



Yealink VoIP Desk Phone Quick Reference Guide

Customer Support:

- Call 611 on-net
- Call or Text (602) 445-7777
- Web Chat: <https://phoneware.us>
- Email: support@phoneware.us

Web Portal:
<https://edge.phoneware.cloud>

GETTING STARTED

Make a Call

Lift the handset or press Speaker, then dial. For an internal call, dial the extension. Press # to send call immediately.

Answer a Call

Lift the handset, press Speaker for speakerphone, or press Headset for headset.

End a Call

Hang up the handset or press X to end a speakerphone or headset call.

Redial

Press Redial, scroll to a number and press Send — or press Redial twice for the last number.

Call Hold

Press Hold; to retrieve, press the held line key. Switching between calls holds automatically.

Voicemail

Press the Message button and enter your PIN if prompted.

CALL HANDLING

Transfer – Supervised

Press Transfer, dial the number (# to expedite), wait for answer, announce, then Transfer again.

Transfer – Blind

Press Transfer, dial the number, then Transfer again. No announcement.

Transfer to Voicemail

Press TRANS TO VM, then the extension. Or: Transfer, 03, extension, Transfer.

Parking a Call

Press a PARK key (it lights). Retrieve from any phone via the lit key or by dialing 7xx or 7xxx.

Manual Park

Press ***; the system announces the park number. Dial it from any phone to retrieve.

Conferencing

Press CONF, dial a party, wait for answer, press CONF again. Repeat to add more.

ICOM (Intercom)

Press ICOM, then an extension or monitored key (# to expedite); speak after the tone.

DND

Press the DND soft key to send calls straight to voicemail.

PICKUP & PAGING

Pickup

Press PICKUP to answer a call ringing on another phone in your group.

Page All

If equipped, press PAGE ALL to announce through every phone in the paging group.

Monitored Ext Key

See status, place calls, and transfer calls to a watched extension.

VOICEMAIL MAIN MENU

Press Message, enter PIN, then:

1 New Messages

1 Save 2 Replay 3 Fwd 4 Delete 5 Skip 6 Reply
7 Rewind 8 Pause 9 Fast Fwd * Exit

2 Saved Messages

Same options as New Messages

3 Send Messages

1 Individual 2 All 3 Groups * Exit

4 Call Forwarding

1 To Mailbox 2 Destination 3 On/Off 4 Fwd to Here * Exit

5 Control Options

1 Set Password 2 Record Name * Exit

6 Greetings

1 Record 2 Review 3 Select * Exit

7 Deleted Messages

1 Retrieve 2 Replay 3 Skip * Exit

0 Return to Home

Enter Selection

* Exit