



Zultys Yealink 27G Guide

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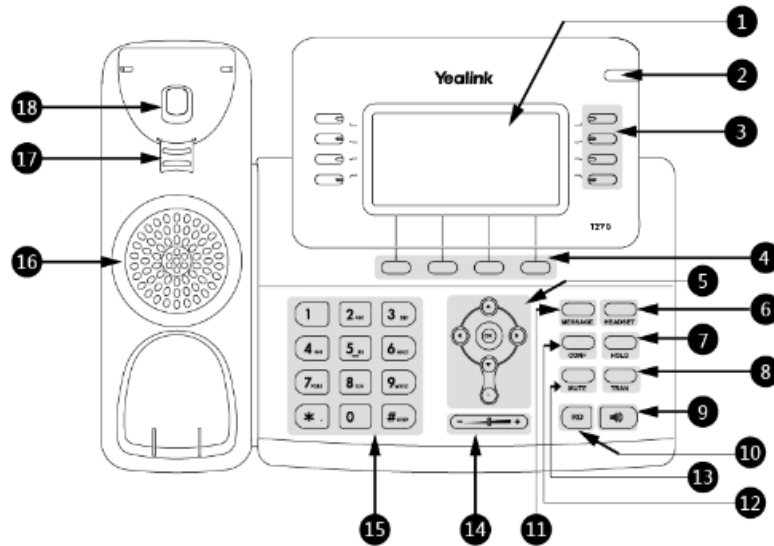


Zultys
Yealink 27G Guide

Overview

The purpose of this document is to help walk you through the features and functions of your new Yealink 27G Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at support@datacommplus.com.



1	LCD Screen	Display menus and information depending on what you are doing at the time.
2	LED Indicator	Indicates phone status and will flash if there is a voicemail waiting
3	Programmable	Access programmed features. Ex: Parking Spots, Extensions
4	Soft Keys	Call functions that will change depending on what you are doing at the time.
5	Direction Keys	Use to move through screen display
6	Headset	Activates using a headset on a phone call
7	Hold Key	Puts a call on hold
8	Transfer Button	Transfers a call to another party
9	Speakerphone	Puts a live call on speaker
10	Redial Button	Redial a prior number dialed
11	Message Button	Setup your voicemail or retrieve voicemails
12	Conference Button	Creates a conference with another party
13	Mute Button	Mute or Unmute the microphone
14	Volume Button	Turn the volume up or down
15	Dialpad	Dial a call through the Dialpad.
16	Speaker	Hear call through the speaker when speakerphone button activated
17	Reversible Tab	Holds handset in place when it is in the cradle
18	Hookswitch	Active when the handset is lifted. Disconnects when the handset is in the cradle.

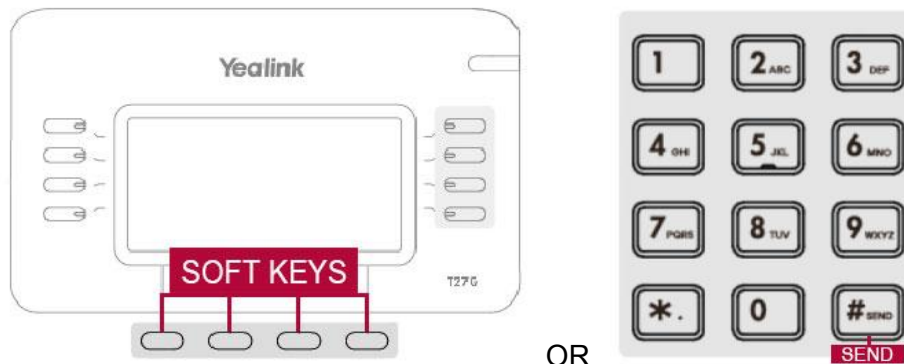
Answering and Placing a Call

Answering a Call

- Lift the handset, press the *Speakerphone* button, or press the Headset button (if enabled).

Placing a Call

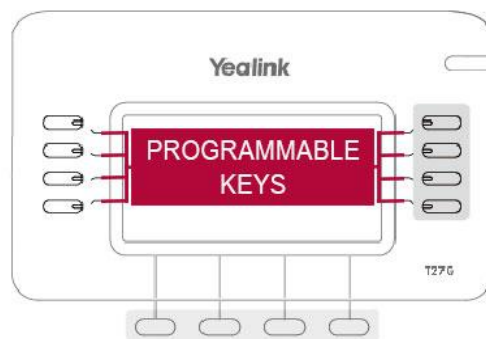
- Lift the handset or press the *Speakerphone* button.
- Dial the number, and press the *Call Soft Key* or the # key



No prefix is required when placing an outbound call

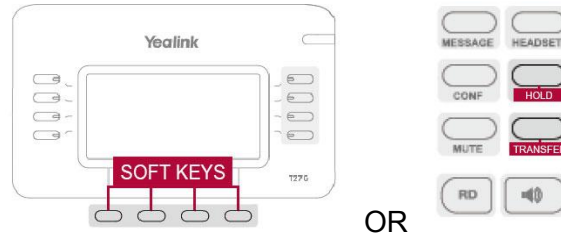
Placing an Internal Call

- Dial the extension of the user + # or *Call Soft Key*
 - Example to dial extension 123: **123#**
- OR locate and press the extension number within the programmable keys of the user you wish to reach.
 - All phones have a toggle button that allows you to access additional extensions (programmable buttons). It is located on the right side, last button of the programmable keys. You will generally see a 1, 2, and 3 next to it



Hold, Transfer and Park

The Hold and Transfer keys are located in two places, soft key row and assigned buttons.



Placing a Call on Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for either parking a call or transferring a call.

- While on a call, press the *Hold* key in the soft key row or select the Hold button
- The options within the Soft Key row will change when you put a call on hold. To pick up the call select the *Resume* option within the Soft Key row. You can also select the *Hold* button again to pick the call up.

Transferring a Call

There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Assisted Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail

Blind Transfer

- While on a call, press the *Transfer* key followed by the extension you wish to transfer to and then *Transfer* again.
 - Example: Transferring a call to extension 123

(Transfer)123(Transfer)

- OR Select the *Transfer* key followed by the extension within the Programmable keys area if extensions have been programmed

Attended Transfer

Attended transfer allows you to introduce a call before you transfer the call.

- While on a call, press *Transfer*, the extension and then press the *Call* Soft Key or #. That will connect you with the person you are transferring the call to. Once you introduce the call, press *Transfer* again and the call will go through.
 - Example: Transferring a call to extension 123 after talking with the person first

(Transfer)123(Call key) = Talk to the person and then select (Transfer)

Transferring a Call to voicemail

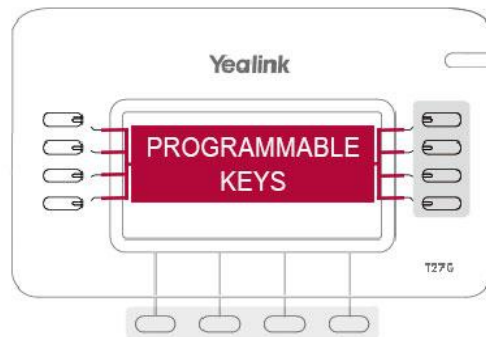
There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press the *Transfer* button followed by *86 + the extension number and then *Transfer* again.
 - Example: Transferring a call to the voicemail at extension 123

(Transfer)*86123(Transfer)

Parking a Call

Call Parking is a type of Call Holding. When you park a call, you can pick that call up from ANY phone in the system. If a call is put on hold, you can only pick the call up from that phone. The Park key is located within the Programmable Keys.



- While on a live call, press a *Park* key
 - Depending on what has been programmed there could be multiple Park keys
 - An open parking spot will have a green light next to it.
 - A used parking spot will have a red light next to it.
- The call has now been parked
- Communicate the parking spot where the call resides to the recipient.
 - If the call is not picked up within time programmed, you will receive a ringback

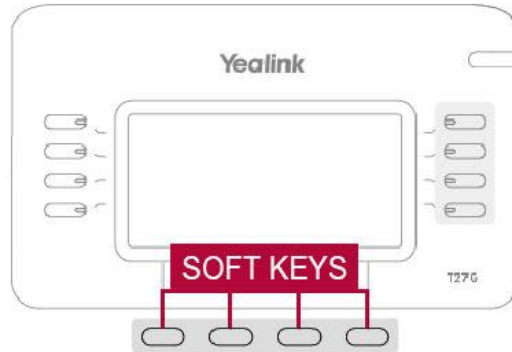
- **Do not select a parking spot with a red light because it will merge the currently parked call and the new call together.**
- **If another call is coming in, once you park the call, press New Call to accept the new call**

Picking up a call on Park

- Go to any phone that is on the system and select the *Park* key that the call was parked on.
 - If there is not a Park key, dial the parking spot + # to pick up the call.
 - Example: Pick up a call parked at Park 1: 71#
 - Example: Pick up a call parked at Park 2: 72#
- Select Answer
- The call has now been picked up

Conferencing

To create a conference call you will use the Soft Keys row.



- While on a call, press the *Conference* key located in the soft keys. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed by the *Call* key. Once the new call is live, press the *Conference* key again. The calls will be merged.

- Example: Conferencing in the user at 123-123-1234

Live call (Conference key)(123-123-1234)(Call key) New call is picked up (Conference key)

The Soft Keys will perform relevant functions such as splitting the calls, leaving the call, etc. once the conference call is live.

Voicemail

Initial Voicemail Setup

You will want to set up your voicemail right away.

- Press the message button
- The first time you access your voicemail, the PIN will be '1479'
- You will then need to change your PIN, record your name, greeting, and update any other options
 - Do not use your extension as the PIN number. Your extension number is used by us to process support requests so it cannot be the same.



Accessing Voicemail

- Press the message button
- You can also access your voicemail from other phones by dialing *86 and enter your extension number and PIN when prompted

Accessing the General Voicemail

If you have access to the general voicemail box

- From your phone dial *86 and # right away
- You will be prompted to enter in the general voicemail extension number
- You will be prompted to enter in your extension number
- You will be prompted to enter your voicemail password

Changing Voicemail Settings

- Press the message button
- You will be prompted to enter your PIN
- Press 4 to access the settings
 - Change Recorded Name or Greeting

If you need further assistance, please reach out to us at support@datacommplus.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.