

# TELAVOX

## Yealink Manual

### PLACING A CALL

There are different ways to place a call on your Yealink device.

1. Dial the phone number you wish to call and pick up the handset
2. If you have set up contacts on the BLF, click on the contact and pickup the handset
3. You can also use our Apps Webapp and Desktop, to start a call. (FYI. you need to change the setting in your Webapp to "Other IP-phone")

### CALL TRANSFER

There are two ways of making a transfer, direct and attended. With direct transfer the call will go directly to the person you are transferring to. Attended transfer you are able to speak to the person you want to transfer the call to before you make the transfer.

#### Direct

1. Accept a call
2. Press "transfer"
3. Dial the number you want to transfer to and click on the green field where it says "Transfer"
4. The call is now transferred

#### If you have contacts on your BLF

1. Accept a call
2. Click on the person you want to transfer the call to
3. The call is now transferred

#### Attended

1. Accept a call
2. Press "Hold"
3. Use "New Call"
4. Click on one contact list on the BLF or dial under a number
5. Now you are speaking with the person you want to attend the transfer to
6. Click on transfer and in the left side you are able to see the person you have on hold
7. Click on the number on hold and the transfer will go through.

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## HOW TO ADD CONTACTS TO YOUR SCREEN (BLF)

Contacts on the BLF can only be set up by the administrator in Flow.  
Here is a guide on how to do it

1. Log into [flow.telavox.com](https://flow.telavox.com) as an Administrator and go to users and in the left menu click on Groups
2. Click on 'Administer groups'
3. Then go to "Create a new group" where you are able to choose between all your colleagues, PBX services, profiles or external contacts.
4. Mark the ones you want to add to your BLF on your Yealink and click on 'Move Selected'. Give the group a name and click on 'Save'
5. After you have clicked on save, find and mark the persons you want add this group to.
6. Choose your new group under 'Landline Phone (BLF)'
7. Within one hour, your phone will receive the group and your BLF are ready to use.

## Headset connection

There are two ways to connect headset to your Yealink phone. Through bluetooth and USB.

Yealink T56A has Bluetooth 4.0 which means that most bluetooth headset will work with your Yealink.

We have tested and can recommend these models: Jabra Pro 9470/65 and Plantronics Focus Voyager.

All tested headsets can be found at the link in the bottom.

If you want to use USB headset put the USB in the USB input on the back of the phone.

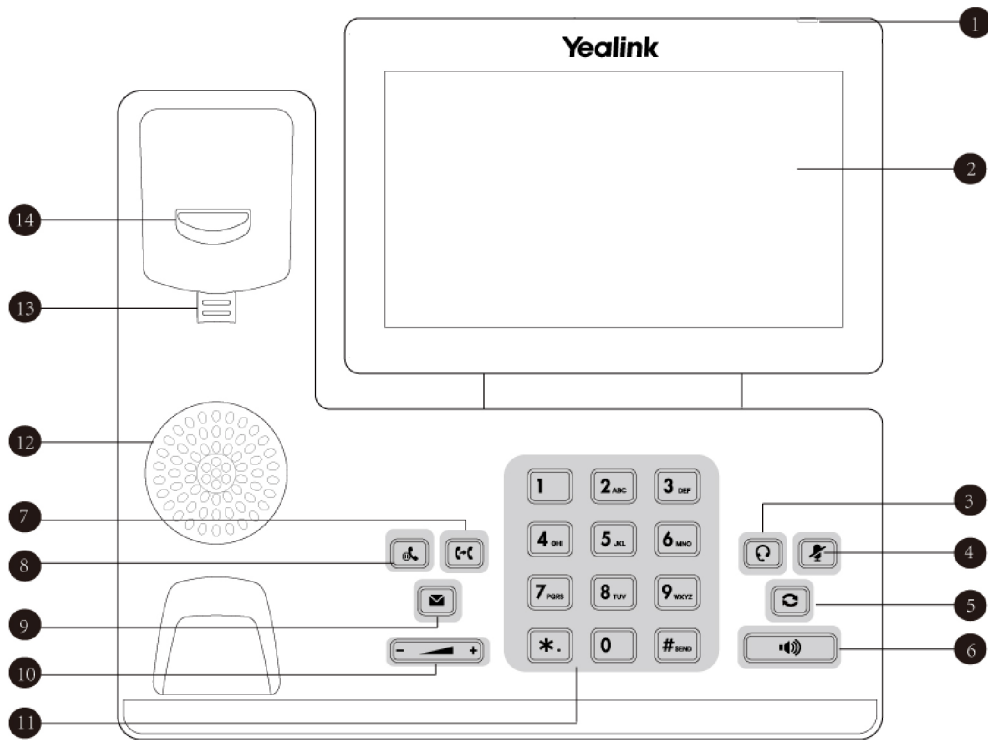
If you want to use Bluetooth, go to Setting -> Bluetooth -> Turn bluetooth on.

The Yealink will start searching for available devices. Make sure bluetooth is turned on, on the device you want to connect to your Yealink and choose it from the list.

The Yealink will then pair with your device and you are good to go!

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## PHONE BUTTON GUIDE



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ITEM	DESCRIPTION
1	<p>Power Indicator LED</p> <p>Indicates call status, message status and phone's system status.</p> <ul style="list-style-type: none"><li>• Receives an incoming call—Fast-flashing</li><li>• Receives a voice mail—Slow-flashing</li></ul>
2	<p>Touch Screen</p> <p>7 inch (1024 x 600) capacitive (5 point) touch screen. Tap to select and highlight screen items. The IP phone supports three idle screens by default. Shows information about calls, messages, time, date and other relevant data:</p> <ul style="list-style-type: none"><li>• Default account</li><li>• Call information—caller ID, call duration</li><li>• Icons (for example )</li><li>• Missed call list or second incoming caller information</li><li>• Prompt text (for example, "Save successfully!")</li><li>• Time and date</li></ul>
3	<p>HEADSET Key</p> <p>Toggles and indicates the headset mode. The key LED illuminates solid green when headset mode is activated.</p>
4	<p>MUTE Key</p> <p>Toggles and indicates mute feature. The key LED illuminates solid red when the call is muted.</p>
5	<p>REDIAL Key</p> <p>Redials a previously dialed number</p>
6	<p>Speakerphone Key</p> <p>Toggles and indicates the hands-free (speakerphone) mode. The key LED illuminates solid green when the hands-free (speakerphone) mode is activated.</p>
7	<p>TRANSFER Key</p> <p>Transfers a call to another party.</p>
8	<p>HOLD Key</p> <p>Places a call on hold or resumes a held call.</p>
9	<p>MESSAGE Key</p> <p>Accesses voice mails.</p>
10	<p>Volume Key</p> <p>Adjusts the volume of the handset, headset, speaker, ringer or media.</p>
11	<p>Keypad</p> <p>Provides the digits and special characters in context-sensitive applications.</p>
12	<p>Speaker</p> <p>Provides hands-free (speakerphone) audio output.</p>
13	<p>Hookswitch Tab</p> <p>Secures the handset in the handset cradle when the IP phone is mounted vertically.</p>
14	<p>Hookswitch</p> <ul style="list-style-type: none"><li>• Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line.</li><li>• Laying the handset down on the handset cradle, the phone disconnects from the line.</li></ul>