


Yealink Phone Quick User Guide

How to make a call

To make an outbound call:

1. Pick up the phone's headset Or press Speakerphone 
2. (Optional) If you have multiple lines, select a line for the call:
 - **T4 series with physical line keys:** Press a line key.
 - **T4/T5 series with a touch screen:** Tap a line key (located on the left or right side of screen).
3. Dial a number using the phone's physical or on-screen dial pad. You can also enter a name or extension number to search your organization's directory of Zoom Phone users.
Note: Search results may take a few seconds to appear.
4. Press **Send**.

How to receive a call

During an incoming call, you will see a call notification with the [caller ID](#) name and number. The call notification on Yealink phones appear the same regardless of whether the call was routed through your direct phone number, main company number, or a call queue you're a member of.

Note:

- The Zoom desktop client and mobile app display more detailed incoming [call notifications](#) so you can identify calls to a direct number, company number, or call queue.
- While in a call, your in-call status will be synced with the Zoom desktop client and mobile app. Your Zoom contacts will be able to see that you're in a call.

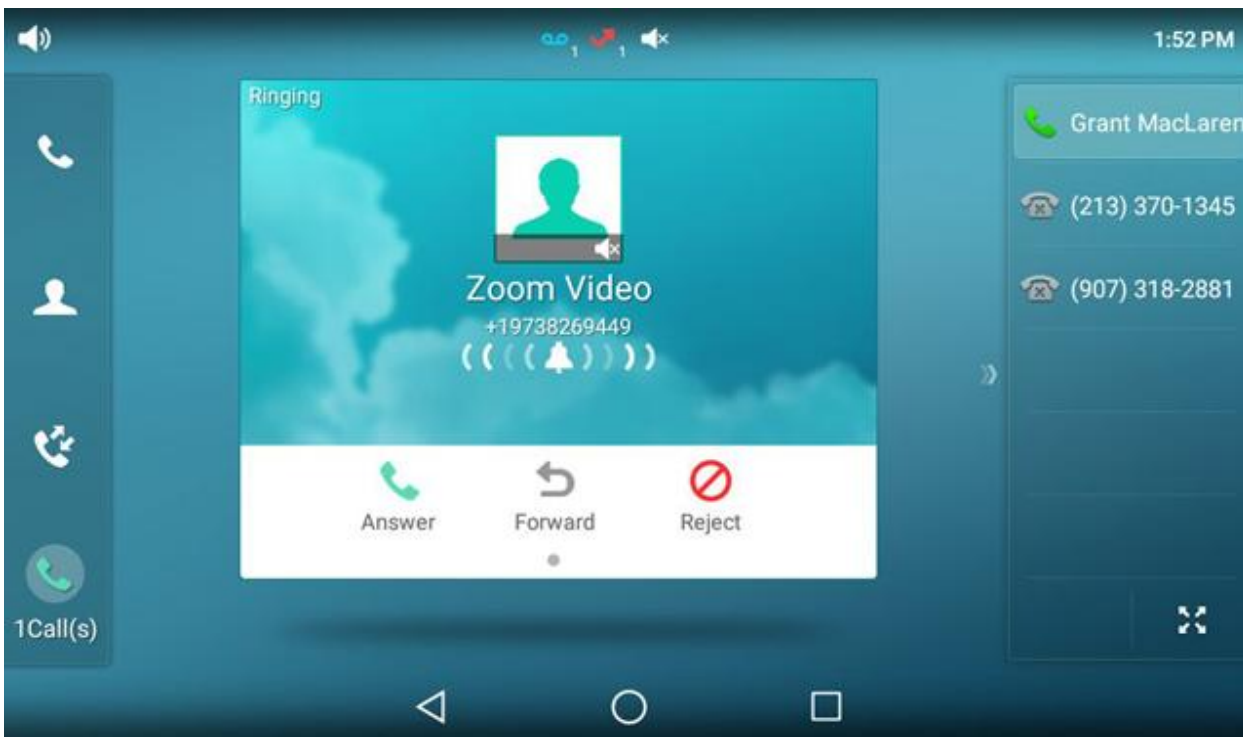
T4 series without touchscreen



T4 series with a touchscreen




T5 series with a touchscreen




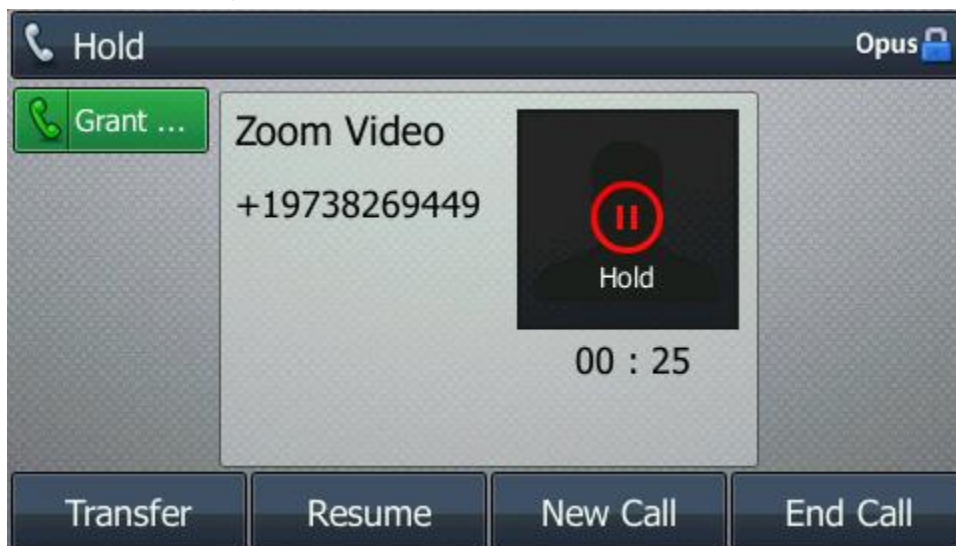
How to place a call on hold

T4 series without touchscreen


1. While in a call, press **Hold** or press the hold button .




2. Press **Resume** or press the hold button  to resume the call.



T4 series with a touchscreen


1. While in a call, tap **Hold** on the touchscreen or press the hold button .

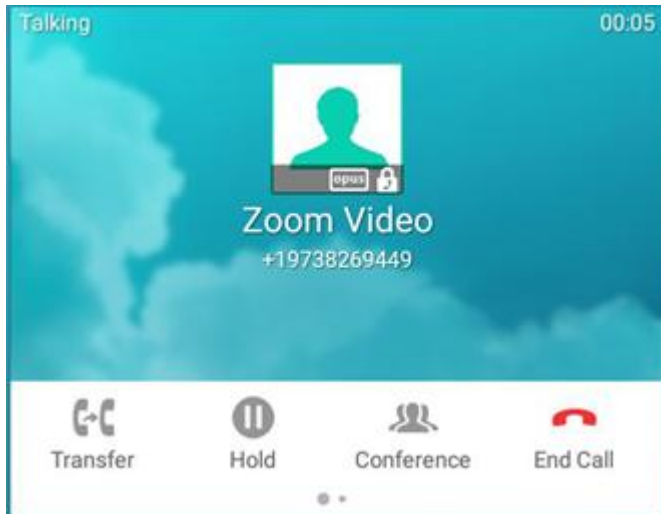



2. Tap **Resume** on the touchscreen or press the hold  button to resume the call.



T5 series with a touchscreen

1. While in a call, tap **Hold** on the touchscreen or press the **Hold** button .




2. Tap **Resume** on the touchscreen or press the hold  button to resume the call.



How to transfer a call

T4 series without touchscreen

1. While in a call, press **Transfer** or press the transfer button .



2. Dial the number you want to transfer to. To transfer to an internal Zoom Phone user, dial their extension number.




3. Choose a transfer method:
 - **Blind transfer:** Press **B Transfer** to immediately transfer the call and hang up.
 - **Warm transfer:** Press **Send** to place the call on hold while you complete the transfer. This option is useful if you need to navigate an automated answering machine for the caller or if you want to

speak to the receiving party before your call is transferred. Tap **Transfer** to complete the transfer.



T4 series with a touchscreen

1. While in a call, tap **Transfer** or press the transfer button .



2. Dial the number you want to transfer to. To transfer to an internal Zoom Phone user, dial their extension number.




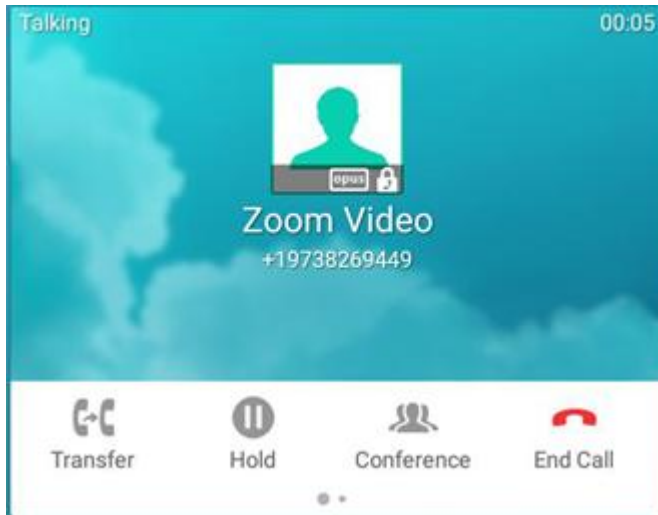
3. Choose a transfer method:
 - **Warm transfer:** Tap **Send** to place the call on hold while you complete the transfer. This option is useful if you need to navigate an automated answering machine for the caller or if you want to speak to the receiving party before your call is transferred. Tap **Transfer** to complete the transfer.



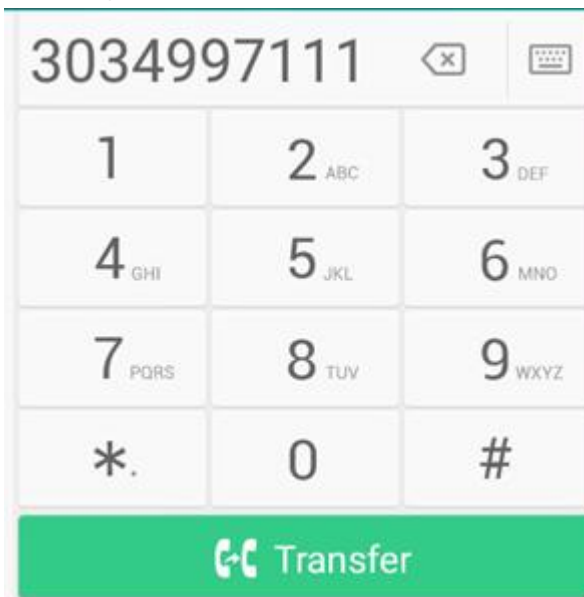
- **Blind transfer:** Tap **B Transfer** to immediately transfer the call and hang up.

T5 series with a touchscreen

1. While in a call, tap **Transfer** or press the transfer button .

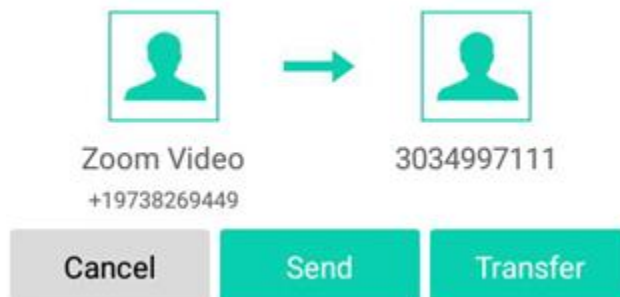


2. Dial the number you want to transfer to. To transfer to an internal Zoom Phone user, dial their extension

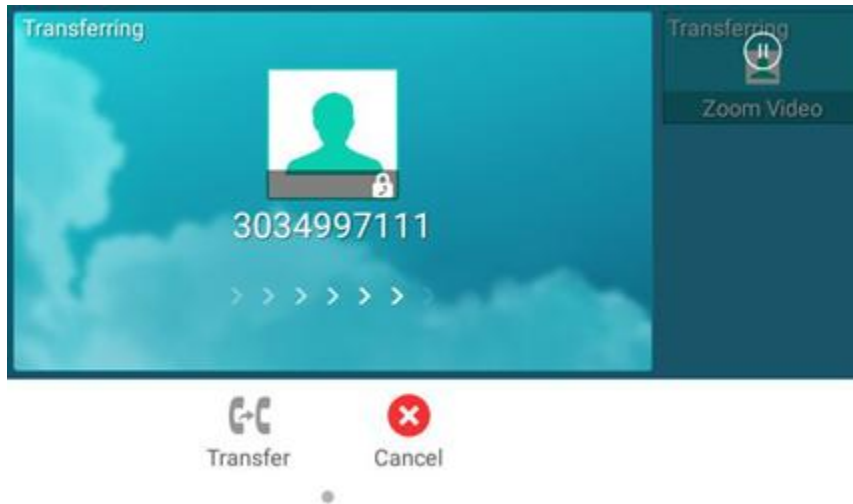


number.

3. Tap **Transfer** and choose a transfer method:



- **Warm transfer:** Tap **Send** to place the call on hold while you complete the transfer. This option is useful if you need to navigate an automated answering machine for the caller or if you want to speak to the receiving party before your call is transferred. Tap **Transfer** to complete the transfer.



- **Blind transfer:** Tap **Transfer** to immediately transfer the call and hang up.

How to start a three-way call

1. [Make a call](#).
2. Tap or press **Conference**.
The current call will be placed on hold.
3. Enter or select number that you want to add to the call, then tap or press **Conference**.
A new call will start.
4. Tap or press **Conference** to merge the two calls in to a three-way call.

How to view call history

T4 series without touchscreen

1. Press the **History** button.



2. Use the directional pad to navigate call history.
3. Press **Send** to call back.

T4 series with a touchscreen

1. Tap **History** on the home screen.



2. Use the directional pad or touchscreen to navigate call history.
3. Tap the caller ID name or number to call back.

T5 series with a touchscreen


1. Tap the call history icon  on the home screen.



2. Use the touchscreen to navigate call history.
3. Tap the caller ID name or number to call back.

How to check voicemail

Note: If you have to access a [shared voicemail inbox](#), you can play them using your desk phone, but you can't identify if the message is from a shared inbox. Use the Zoom desktop client, mobile app, or web portal to identify if the message is from a shared inbox.

1. Access the voicemail message center:
 - Press the **Message** button  on the device.
 - Alternatively, you can dial and call ***86** on your desk phone access the voicemail center.
2. When prompted, dial your [voicemail PIN](#) followed by #. (Towner's default PIN is **3166**)
3. Press one of these keys:

Key	Description
1	Play all voicemail messages starting with your new (unplayed) messages.
2	Record a voicemail greeting. The greeting will be added to your Zoom Phone audio library .

4. **Note:** You can also [record a voicemail greeting in the Zoom web portal](#).
5. Follow the audio prompts to manage your voicemails.

How to set status to DND (do not disturb)

You can set your phone's status to DND (do not disturb) if you want to block all incoming call notifications to your desk phone.


Note:

- The DND status only applies to the phone you set it on. This status does not sync on other desk phones assigned to you or the Zoom desktop client or mobile app.
- Setting status to DND will disable all on-screen and sound notifications for inbound calls.

T4 series without touchscreen

1. Press the **DND** button on the home screen.




You will see this icon at the top of the screen: .

2. Press the same button to reset your status.

T4 series with a touchscreen

1. Tap the **DND** button on the home screen.

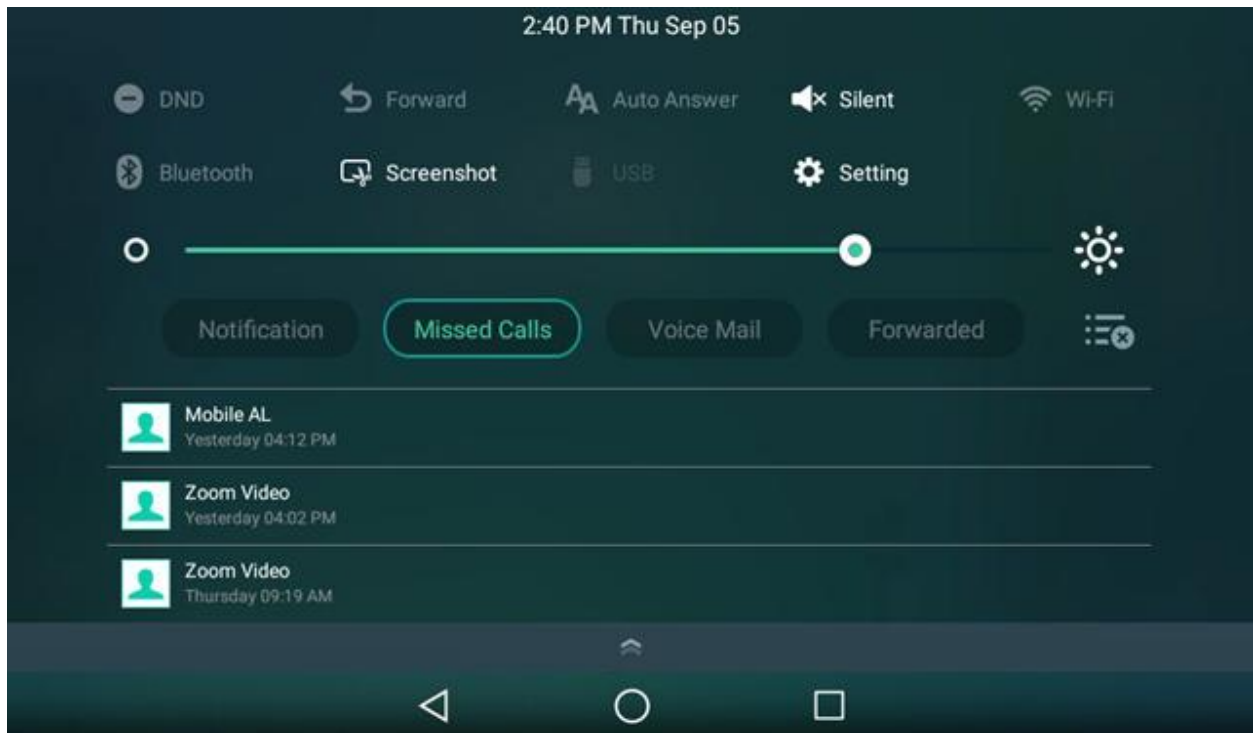



You will see this icon at the top of the screen: .

2. Tap the same button to reset your status.

T5 series with a touchscreen

1. Swipe down from the top of the screen and tap **DND**.



You will see this icon at the top of the screen: .

2. Repeat the previous steps to remove the status.

