User Instructions on the Yealink Phones

Physical Yealink Phone (recording voicemail message):

-Press the "envelop" key or dial 8555 and follow the prompts
   -Password should be your extension number (remember your extension is now 4 digits and start with a "7")
   -Press 0 to access the mailbox recordings
      -Press 1 to record unavailable message (Played when phone not answered)
      -Press 3 to record your name (Played in the directory)
      -Press 4 to manage your temporary/vacation greeting (Overrides unavailable message–delete when returning)
      -Press 5 to change your password (you can also change your password in "User Web" under "voicemail")

Virtual Phone (recording voicemail message):

-Dial 8500 from any Yealink phone and follow the prompts
   -Mailbox? –enter your extension number (remember your extension is now 4 digits long and starts with a "7")
   -Password? –enter your extension number again (you can change your   password once you are in the system)
-Press 0 for mailbox options:
   -Press 1 to record your unavailable message
   -Press 3 to record your name (Played in the directory)
   -Press 4 to manage your temporary/vacation greeting (Overrides unavailable message-delete when returning)
   -Press 5 to change your password (you can also change your password in "User Web" under "voicemail")

User Web Login:

You can manage your profile: https://cp52-2.fonality.com/

User Name: 28389_#### (Replace the # with your extension – i.e. "28389_7132)
Password: abcd1234 (you can change your password once you are in the system under "Features" – this is different from your voicemail password)

-To forward your calls, access "Features" to set up your cell phone (or any phone) to forward to.
-You will receive an email message/wave file when you have a new message. However, you can also manage these messages under the "voicemail" tab. You can listen and delete your messages from here.
-You can set up your voice messages to be deleted from the voicemail system by selecting "Delete when Emailed – yes" under the "voicemail" tab. Otherwise, your voicemail messages are not deleted unless you do that by logging into Fonality or from the voicemail system.
-You can add your cell phone # under the "Company Directory" "edit" tab so that you can receive a text or call internally.
-View your voicemail and calls under the "Home" tab and listen/delete your voicemail under the "voicemail" tab.

Check Voicemail from your home phone:

Dial into the main number (651-487-0001).
      If Debbie answers:
      -Ask to be transferred to 8500 (which is the voicemail system).
      -Enter your 4 digit extension number
      -Follow the prompts to listen to your messages, delete your messages, etc.
      If Debbie does not answer:
      -You will receive the general message
      -Press 6 during any time of the message
      -Enter your 4 digit extension number.
      -Follow the prompts to listen to your messages, delete your messages, etc.

How to listen & forward a voice message from a Yealink:

-Press the "envelop" key or dial 8555 and follow the prompts
-Enter your password
-Press the appropriate key indicated to listen to your messages
-Press 8 to forward the message to another user
-Enter the extension
        -Press 1 to append a message prior to the forwarded voice message - then press any key once you are done recording.
                -OR-
        -Press 2 to forward the message without a pre-appending message.
                -The message is automatically saved to old messages on your phone. You will have to press 7 to delete the message.
        -The message will forward to the user you indicated and will show up on their phone/voicemail and an email will be sent with the message attached.
**If you drag and drop a voicemail within the HUD, no email will be sent.

Key presses from a Yealink Phone:

Intercom a Yealink phone	Press *74 + the 4-digit extension
Page all Yealink phones	Press *75 + 7777
Park a call	Press 9000 (Listen for the extension the call is parked)