Orbtalk Yealink User Guide

Call Hold

To hold/resume a call:

1) Press the HOLD button to put your active call on hold.

2) If there is only one call on hold, press the HOLD button again to retrieve the call.

3) If there are more than one calls on hold, press the Up/Down button to highlight the call, then press the HOLD button again to retrieve the call.

Call Waiting

To enable/disable Call Waiting via Phone interface:

1) Press MENU->Features->Call Waiting->OK button.

2) Use the navigation keys to active/inactive call waiting.

3) Press OK button to save the changes, or MENU to return to the previous menu.

To enable/disable Call Waiting via Web interface:

Choose Phone->Function->Call Waiting to do the relating changes.

Call Transfer

To perform an Attended Transfer via Phone interface:

1) Press TRAN button during the active conversation, the call will be on hold, there will be a dial tone. Dial the other telephone number.

2) When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer.

3) You will be disconnected from the call.

3-way Conference

To establish a conference:

1) Press the CONF button during an active call.

2) The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the SEND key.

3) When the call is answered, the conference call will include you and the other two parties.

4) Hang up to disconnect all parties.

Short Codes with a Brief description

*301 Record a greeting – This will allow you to record a global greeting message that can be used on the different features that you have with the PBX, such as; IVR's, Queues and Ring groups.

*123 Personal Voicemail – This will allow you to access the voicemail of the extension you are registered to and listen to your voicemail, if you then press "Mailbox Options (0)" and then press "Unavailable Message (1)" this will allow you to record a greeting message for your softphones extension.

*124 Central Voicemail – This will allow you to access your central voicemails that you can set up on the PBX. This can be achieved by dialling *124 then entering the extension number and then the pin of that extension, then select the option you would like. If you then press "Mailbox Options (0)" and then press "Unavailable Message (1)" this will allow you to record a greeting message for your softphones extension.

*8 Call Pickup – This option will need to be enabled on your extension by setting the same "Call Group" and "Pickup Group" on each extension and then when a call comes in to 1002, you will be able to press *8 and then dial to pick up 1002's call from 1001's handset.

*388 Music on Hold – If you would like to check your music on hold, you will need to dial this extension and it will start playing.

When you have setup a call forward, you will be able to activate it and deactivate it with the following codes.

*71 Enable Call Forward

*72 Disable Call Forward

You can use the below codes to manipulate your outbound Caller ID/

*67 Block Caller ID

*68 Unblock Caller ID

*81 Block Caller ID for the next call only.

If you have any further questions please contact Support on the phone number below. Alternatively raise a ticket at support.orbtalk.co.uk