

Soft and hard keys for most Yealink deskphone models.

[Set up your RingCentral deskphone →](#)

[Using Yealink devices for RingCentral →](#)

YEALINK DEVICES

## Dial

Lift handset and dial number

Do not dial **1** before the area code

### To call from recents:

Go to **Directories** > **History**

### To call from corporate directory:

1. Select **Directory** .
2. Select **LDAP** .
3. Select a contact, and press to **Dial** .

## Recording calls

While on the call, you can record the conversation by pressing these number keys. All participants will be informed of the call being recorded as soon as you press the keys:

**\*** **9** to start

**\*** **9** to end

### Recordings available online:

**Login** > **Messages** > **Recordings**

## Conference calling (adding another person to a call)

While on a call press the following

**Conf.** > dial second number > **Conf.**

When the second number answers the call, press **Conference** again to add the second party to the conference.

## Call Flip

When you are on a call, press **\*** and the call will transfer immediately to that assigned device

For example, if you have the number 2 assigned to your cell phone, clicking **\* 2** while you are on a call will instantly transfer the call to your cell phone.

**\*** > assigned **Call Flip** number

## Check voicemail

1. Press **Menu**
2. Press **Voicemail / messages**
3. 2. Enter PIN plus **#** pound
4. 3. Press **1** to listen

**Message** > view voice mail

### Number keys

**\*** **8** **6** > after prompt, enter **PIN**

## Paging

Enables real-time announcements to a combination of desk phones and overhead paging devices.

**Page** > follow prompt

### Number keys

**\*** **8** **4** > follow prompt

## Call hold

Put a caller on hold.

While on a call

Press **Hold**

## Call park

Place a call on hold, send this call to a park extension and have another User pick it up on another phone by dialing the park extension.

While on a call

**More** > **Park** > will prompt the park extension

Set up the park location on the service web

## Transferring calls

To transfer, press the following keys:

While on a call

**Transfer** > Dial second number or extension >

**Call** or **B Transfer**

## Intercom

Hands-free conversations on desk phones. It enables you to call an individual extension and the destination phone automatically answers the call in speakerphone mode.

**Intercom** > dial extension

### Number keys

**\*** **8** **5** > follow prompt

## Enable or disable call forwarding

Enable or disable Call Forwarding options from the Yealink phone menus without having to log into the RingCentral online account.

### To call from favorites:

1. Tap **Forward** softkey.
2. Tap **Forward type** and select either **Always** or **No Answer**
3. Press the number to forward calls to.
4. Press **Enable** .

## Saving a recent contact

1. Select **Info** or tap **i** next to a call record. (Click "option" for non-touch screen models)
2. From the **Call Details** screen, select **Save** .

## Clear messages

1. From the **Home** view, select the **Message Center** .
2. Press **Clear** .

### Note:

The message indicators will display again after 1~2 hours.

## Using DND (do not disturb) function

Do Not Disturb is a feature which prevents your phone from ringing and lets you send all incoming calls directly to your voicemail.

1. Press **Home**
2. Select **DND**
3. Press **DND** once to activate feature. The DND icon will show a red indicator when enabled.
4. Press **DND** again to disable the feature.

## Set up voicemail and business hours

Set up your voicemail and business working hours, so that incoming calls after your working hours can be forwarded to another extension or go straight to voicemail.

[Follow these instructions to set up your voicemail greeting →](#)

1. Log in to your [RingCentral Online Account](#).
2. Click **Settings** > **User Details** > **Settings and Permissions** .
3. Click **Edit** under User Hours.
4. Set User Hours.
5. Click **Save** .

## Set or change date and time

Run your business the way you live your life. Work at your office, at home, or anywhere in between.

Click **Settings** > **Basic** > **Time & date**

[Follow the rest of the instructions here →](#)

## Call from Computer using Softphone

Transform your computer into a powerful phone using the softphone in RingCentral Phone for Desktop.

### Key Notables:

- Paging and intercom features are only available if your administrator has enabled them across your organization
- If you change the physical location of this phone, you must register that new location in order to properly route calls to emergency services - such as 911 (USA & Canada) or 999/112 (UK & EU). Log into [service.ringcentral.com](#) (US & Canada) or [service.ringcentral.uk](#) (UK) or your local domain