Connaught

Connecting. Protecting. We've got you covered.

Yealink W73 Handset
User Guide

Message waiting indicator

LCD Screen: Shows call information, missed calls, voicemail, time and date and DND

Speaker: Toggles hands free operation

Redial/Call: Shows a list of recently dialled numbers/ initiates a new call

Keypad: Provides digits, letters and special characters in context-sensitive applications

Message: Used to collect your messages[1]

Menu navigation keys and OK key

Hang up: Clears a call

Mute: Mutes the microphone so the other party cannot hear you

Transfer: Used to transfer your call

[1]These phones do not support Visual Voicemail.

Call features

Making an internal call

- Dial the extension number via the alpha-numeric keypad.
- Press **Send**, **OK**, or the **Hash** key to make the call.
- The Call Status Screen will display who you are ringing and your details.

OR

- Press the **Speaker** button, dial the extension via the keypad and press the send of **OK** buttons to make the call.

OR

- Press **OK** to enter the phones menu and select Directory.

OR

- Press the **down arrow** on the navigation wheel.
- Press the key on the keypad that displays the first letter of the users name. Keep entering the characters to refine the search.
- Find the user required using the **Navigation** keys.
- Select the user required and the press the **OK** key to call the user.

Making an external call

- Dial the external number via the keypad.
- Press **Send**, **Hash** or **OK** buttons or lift your handset to make the call.
- The call status screen will display who you are ringing and your details.

OR

- Press the **Speaker** key, dial the external number and press **OK**.

OR

- Press the **down arrow** on the navigation wheel.
- Select **LDAP** and press the key on the keypad that displays the first letter of the user's name, keep entering the characters to refine the search.
- Find the user required using the **Navigation** keys.
- Select the user required and then press the **OK** key to call that user.

OR

- Pressing the **History** button shows you calls that have been Made, Received and Missed.
- Find the call required using the **Navigation** Keys then press the **OK** key to make a call to that number.

Answering a call

- The main screen will show the details of the caller, press the **Speaker, Accept, Send** or **OK** buttons to answer the call.

OR

- If you do not wish to answer the call press the **End Call** button and the call will be passed to your Forward on Busy number (if set), to voicemail or cancelled.

Ending a call

- Press the **End Call** or **Speaker** button (if you are using hands free).

Placing a call on Hold

- Press the **Options** button and select **Hold**.
- To retrieve the call, press the **Resume** button.

Transferring a call; announced transfer

- Place the call on hold using the **Tran** Key.
- Dial the internal or external number and wait for the call to be answered, then announce the intended transfer.
- To transfer the original call, press the **Tran** key or press the **Transfer** button.

OR

- To return to the original call, press **End** button and then the **Resume** Key, or wait for the destination to hang up and then press the **Resume** key.

Transferring a call; unannounced/blind transfer

- Place the call on hold using the **Tran** Key.
- Dial the internal or external number.
- To complete the transfer, press the **Tran** Key again.

Transferring a call directly to a colleagues voicemail

- Place the call on hold using the **Tran** Key.
- Dial the internal number prefixed with a **#** e.g. #200 if you want to transfer to ext. 200's voicemail.

  Press the **Tran** key again to complete the transfer.

Parking and picking up a call

This facility allows a call to be held on the system and picked up by any extension

- Enter ***51** to park the call, you will hear an announcement telling you which park slot is being used.
- If you are not using Vision Mobility you must know the park slot the call is parked on.
- Enter the number of the Park Slot to pick up and press **Send** or **OK**.

Note:
only phones with feature keys will display a parked call.

Conferencing a call

- Whilst on a call you have the ability to conference in other users to your call, press the **New Call** button, enter the Extn number of the user you wish to conference then press **Send**.
- When your new call is connected, you can swap between calls by pressing the **Swap** button, or to conference all parties press the **Options** button and select Conference.
- To end the conference, press the **End Call** button.

Redialling a number

- To redial a number, press the **Send** key, you will get a list of the made calls displayed on the main screen.
- Use the navigation keys to select the number you wish to redial and then press the **Send** button.

To call a previous caller back

- Press the **History** button.
- User the navigation keys to select the number you wish to call back and then press the **Send** button.

To delete a call entry

- Press the **History** button.
- Use the navigation keys to select the call you wish to delete, then press the **delete** button.
- Press the **back** button to return to the main screen.

Voicemail; accessing your own messages

- The message waiting indicator on the handset will flash to let you know that you have a voicemail, you will also see a cassette icon appear on the main screen.
- Press the **Messages** key to listen to your messages, any new messages will be played automatically.
- Whilst the message is playing you can use the keypad to do the following.
- **Press 1** to play help
- **Press 2** to skip forward 2 seconds
- **Press 3** to delete the message
- **Press 4** to play the previous message
- **Press 5** to forward the message
- **Press 6** to play the next message
- **Press 7** to save the message
- **Press 8** to skip backward 2 seconds
- **Press 9** to play the callers number
- **Press *** for configuration options
- **Press 0** to return the call

Changing your voicemail greeting

- To change your permanent greeting, select option 6 followed by option 3.
- You will then be prompted to record your new greeting. Press **#** when you are finished.
- Your new greeting will be played back to you, if you are happy with your greeting, replace your handset, press the **Speaker** button or **End call** button.