

YEALINK

W78H

CHEAT SHEET

ATTENDED TRANSFERS

1. While on the call, press Options.
2. Select Transfer and press OK.
3. Enter the extension number or outside number.
4. Press the green phone key or OK.
5. Announce the call.
6. Press Transfer to complete the transfer, or press End to return to the original caller.

VOICEMAIL TRANSFERS

1. While on the call, press Options.
2. Select Transfer and press OK.
3. Enter * + the extension number.
4. Press Transfer to complete the transfer.

HOLD

1. While on a call, press Options.
2. Select Hold and press OK.
3. If multiple calls are on hold, use the up and down arrows to switch between them.

PRIMARY VOICEMAIL RETRIEVAL

1. Press the Messages button (or dial ***97**).
2. Select your extension number and press Select.
3. Dial your password when prompted.

ACCESSING OTHER VOICEMAIL BOXES

1. Dial ***98**.
2. Dial the extension.
3. Dial the password.

SPEED DIALS / DIRECTORY

1. Press the down arrow to access the Directory.
2. Highlight the desired contact and press the phone button.

VIEWING CALL HISTORY

1. Press History.

DO NOT DISTURB

1. Press OK.
2. Select Call Features and press OK.
3. Select Do Not Disturb and press OK.
4. Select your extension number and press OK.
5. Toggle Status to Enabled or Disabled.
6. Press Save.

CONFERENCE CALLING

1. While on the call, press Options.
2. Select Conference and press OK.
3. Enter the extension number or outside number.
4. Press the green phone key.
5. Announce the call.
6. Press Conf to complete the conference, or press End to return to the original caller.

PARK A CALL

1. While on the call, press Options.
2. Select Blind Transfer and press OK.
3. Enter the desired parking spot:
   - Park 1 = **4391**
   - Park 2 = **4392**
   - Park 3 = **4393**
   - Additional spots continue sequentially.
4. Press Transfer.

RETRIEVE A PARKED CALL

1. Dial the parking spot where the caller is parked:
   - Park 1 = **4391**
   - Park 2 = **4392**
   - Park 3 = **4393**
   - Additional spots continue sequentially.
2. Press the green phone/Call key.

CALL FORWARDING

1. Press OK.
2. Select Call Features and press OK.
3. Select Call Forward and press OK.
4. Select your extension and press OK.
5. Choose Always, No Answer, or Busy.
6. Toggle Status to Enabled or Disabled.
7. Enter the phone number or extension in the Target section.
8. Press Save.

VOLUME

1. Press the left or right arrows to increase or decrease the ringtone volume.

NEED A HAND?
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