TalkAnywhere Yealink AX83H Guide v2.2

If you need further assistance, please reach out to us at myaccount.cyberlynk.net. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.

Yealink AX83H Guide

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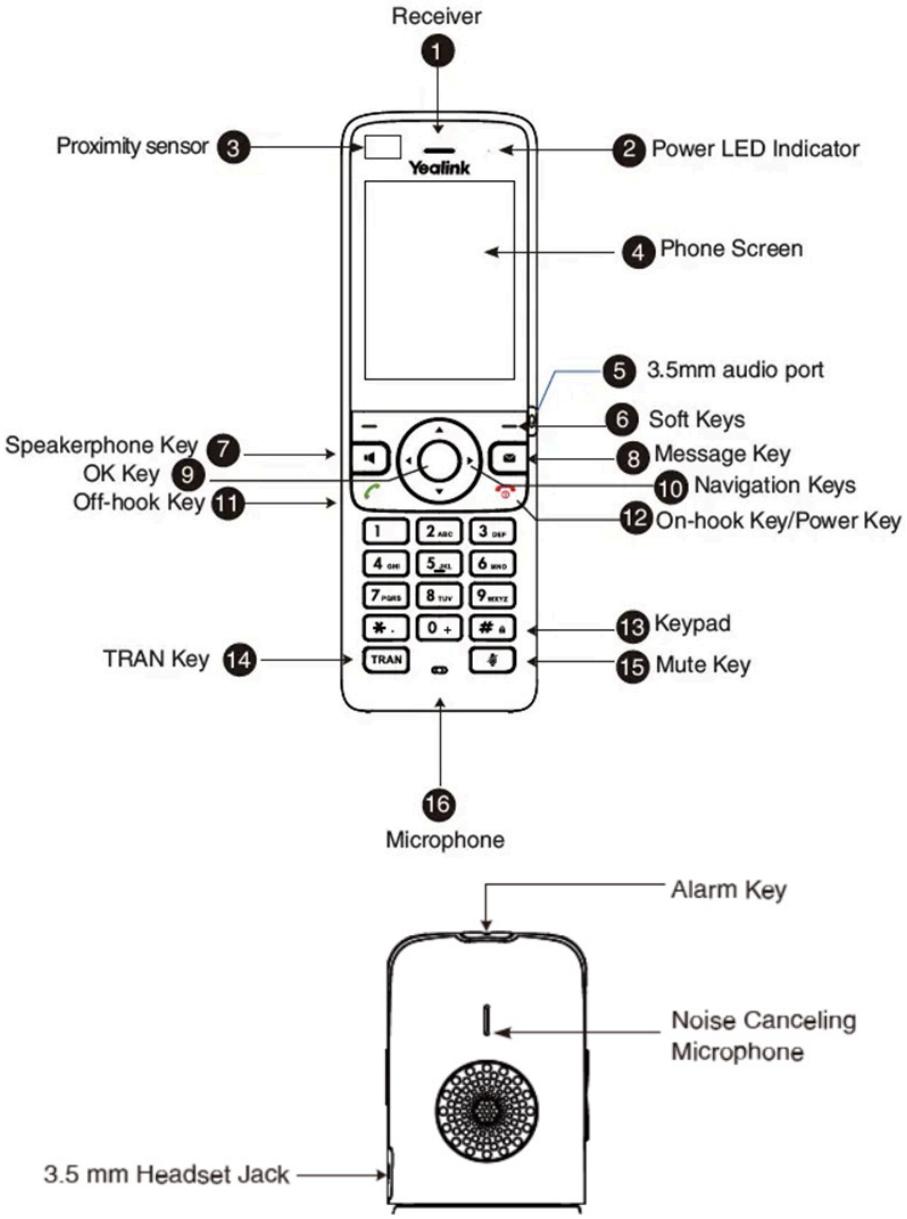
Yealink AX83H Guide

Overview

The purpose of this document is to help walk you through the features and functions of your new AX83H Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at myaccount.cyberlynk.net.



1	Receiver	Receives audio in receiver mode.
2	Power LED Indicator	Indicates call status, message status, and charging status.
3	Proximity Sensor	Sensor can detect the human ear.
4	Phone Screen	Shows information.
5	3.5mm Audio Port	Connect a standard 3.5 mm headset.
6	Soft Keys	Access the function directly. It depends on the operating situation.
7	Speakerphone Key	• Switches among the receiver, headset, and handsfree modes. • Answers an incoming call. • Place a call in handsfree mode.
8	Message Key	Accesses the voicemail or missed call.
9	OK Key	Confirms actions or enters the main menu.
10	Navigation Keys	Scroll through information or options on the screen.
11	Off-hook Key	• Answers an incoming call. • Enter the redial calls list. • Place a call in receiver or headset mode.
12	On-hook Key/Power Key	• Press briefly to return to the previous screen. • Long press to return to the idle screen. • Press to turn the handset on. • Long press on the idle screen to turn the handset off. • Cancels actions or ends a call.
13	Keypad	Provides digits, letters, and special characters.
14	TRAN Key	Transfers a call to another party.
15	Mute Key	Toggles mute feature on or off.
16	Microphone	Picks up audio.
	Type-C	Support Type-C charging.
	Alarm Key	Press to report the alarm.
	Volume +/- Key	Press to adjust the volume.
	PTT Key	Press to use the PTT feature.

Entering in Wi-Fi Information

Before the phone can be used you will need to connect it to your Wi-Fi network.

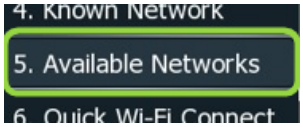
Activate Wi-Fi Mode

- Press the OK button.
- Use the navigation arrows and select the Wi-Fi icon.
- Select On.
- Select Save.

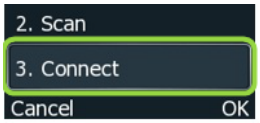
Wi-Fi mode is now enabled.

Connect to Wi-Fi Network

- Press the OK button.
- Use the navigation arrows and select the Wi-Fi icon.
- Arrow down and select ‘Available Networks'.



- Arrow down to the appropriate Wi-Fi network name and select it.
- Select Connect.



- Enter the Wi-Fi password.
- Select Save.

Answering and Placing a Call

There are several options to answer calls or place calls.

Answering a Call

- Soft Key Row: Says Accept
- Handset mode:
    - Press the button
    - Press the OK button
- Speaker mode: Press the button

Placing a Call

- Soft Key Row: Dial a number and then select Call to send the call
- Handset mode:
    - Dial the number and press the button to send the call
    - Dial the number and then press the OK button to send the call
- Speaker mode: Dial the number and then press the button

Placing a Call from the call history

You can access the call history and make a call from the call history

- Select the History soft key
- Press up or down arrows to highlight the entry
- Once the number is highlighted either press or

Ending a Call

- Press the button

Placing an Internal Call

- Dial the extension + button

Hold, Transfer and Park

The Hold option is located within the Soft Key functions.

Placing a Call on Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for transferring a call.

- While on a call, press the *Options* in the soft key row
- Choose *Hold* key
- The options within the Soft Key row will change when you put a call on hold. To pick up the call select the *Resume* option within the Soft Key row.

Transfer a Call

Transferring a call can be done using the TRAN key or the Soft Key *Option* and then *Transfer.* There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail

Blind Transfer

- While on a call, select the key
- Then select TRAN
- Dial the number you want to transfer the call to or select the Option soft key, then Directory. Highlight the contact
- Select TRAN
    - Example: Transferring a call to extension 3578

      (Transfer) 3578 (Transfer)

Attended Transfer

Attended transfer allows you to introduce a call before you transfer the call.

- While on a call, select TRAN
- Dial the number you want to transfer the call to followed by , or .
- Once you have introduced the call press TRAN
    - Example: Transferring a call to extension 3578 after talking with the person first

(Transfer) 3578 OK = Talk to the person and then select (Transfer)

Transferring a Call to voicemail

There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press TRAN
- Dial 03 + the extension number and then TRAN again.
    - Example showing if you want to transfer a call to the voicemail at extension 3578:

      (Transfer) 03 3578 (Transfer)

Call Parking

We do not recommend parking a call with a cordless phone as you cannot see what parking spots are available.

Picking up a Parked Call

To pick up a parked call, dial the parking spot number you were given + to retrieve the call.

- Example to pick up a call on parking slot 701: 701 OK

Call Waiting

If a new call is received while on a current call a beep will play through the ear piece. The device will not ring through the speaker. A popup window will appear asking if you would like to accept or reject the call. If you accept the new call, your current call will be placed on hold.

If you are on an active call and see the popup and accept the new call it will automatically put the first call on hold.

Conference Call

To create a conference call you will use the Soft Key buttons.

- While on a call, press the *Options* key
- Select *Conference* option. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed , or .
- Once the new call is live, select *Conference*. The calls will be merged.
    - Example conferencing in extension 3578:

(Options) (Conference) 3578 OK (New call is picked up) (Conference)

The Soft Keys will perform relevant functions such as splitting the calls, leaving the call, etc. once the conference call is live.

Phone Switch

If you want to switch to another phone device associated with your extension you can do this with your cordless phone.

- During a live call, dial *38# from any INACTIVE device associated with your extension.
- The call is now active on the other device.

Voicemail

To access voicemail you can select the message button.

Initial Voicemail Setup

You should set up your voicemail immediately. Your Welcome Email contains the initial PIN, which you can change to any other 4-digit number after your first login.

- Select the button
- Dial your PIN
- It will then take you through the prompts to record your voicemail message and to change your PIN number.

Accessing Voicemail

You will be able to see that there is a voicemail waiting for you by the LED light blinking.

- Select the button
- Dial your PIN
- You will hear a recording advising you how many voicemails you have waiting
- Follow the prompts to hear your message
- Once the voicemail has played you will hear the options available on how to delete, save, etc. that voicemail.

Retrieve Voicemail from a different IP phone

You can access your voicemail from a different IP phone other than your own.

- Dial 5000
- Dial the voicemail box number
- Dial your PIN
- Follow the voice prompts to check or delete your voicemails.

Do Not Disturb

To set your phone as Do Not Disturb

- Press the OK button and scroll to Call Features.
- Select Do Not Disturb.
- Select OK.
- Switch the service to enable and press the Save softkey.
- Once Do Not Disturb is enabled, the Do Not Disturb icon is displayed on the home screen. To disable this feature, repeat the previous steps.