HOPDIAL
PHONE SYSTEMS

PHONE USER GUIDE: Yealink CP920

Function	Action	Notes
Answer Incoming Call	Press the off hook button	Answers calls to your phone
Make Outbound Call	Dial phone number or Extension and press the off hook button	Dialing phone number before picking up handset or pressing speaker will execute the call immediately. You may also dial traditionally by picking up the handset, then dialing number, then pressing the send button on the phone.
Do Not Disturb	Press "DND" soft key.	Will prevent your phone from receiving inbound calls. Calls will deliver to voicemail.
Voicemail	Dial *99	Allows user to access user's voicemail box. User will be prompted for password.
Redial	Press History soft key and select the number	Redials number from phone history.
Call Park	n/a	n/a
Pick Up Parked Call	n/a	n/a
Attended Transfer	Transfer + Extension + #Send key, then Transfer after accepted	This will allow you to call the Extension privately before the transfer of a call.
Blind Transfer	Transfer + Extension + Transfer + Hang up	This will blindly transfer calls to an Extension
Transfer directly to Voicemail	Transfer + *98 + Extension + Transfer	Used to transfer a call to a user's voicemail box without first ringing the user's phone.
Intercom	*96 + Extension	Automatically opens a channel to another phone.
Conference	Press "CONF" > Number > "CONF"	Adds a second party to existing call.