# Yealink VP59

## Support:

**Phone Guides & Online Training**
hawaiiantel.com/VoiceSupport

**Customer Support**
643-8647

**Web Portal**
https://bvoip.hawaiiantel.com



| Number | Feature | | Function |
|:---:|:---|:---:|:---|
| 1 | Power LED Indicator | | Flashing red light indicates incoming call, missed call or new voicemail. |
| 2 | Touch Screen | | Touch screen displays the Calls screen, Voicemail screen and other related |
| 3 | Messages Button | ✉ | Allows you to access your voicemail box.  Illuminates green for new message. |
| 4 | Headset Button | ☏ | The headset icon illuminates green when the headset mode is enabled. |
| 5 | Mute Button | 🔇 | Disables the microphone on an active call.  Illuminates red when the call is muted. |
| 6 | Transfer Button | ⟲ | Allows you to transfer a call via announced transfer or unannounced transfer option. |
| 7 | Video Button | 📹 | Controls the transmission of video images during calls and conferences. |
| 8 | Volume Button | — ◢ + | Adjusts the volume of the handset, headset, speaker and ringer |
| 9 | Speaker Button | 🔊 | Used to place and receive hands-free calls.  Illuminates green when enabled. |
| 10 | Redial Button | ↻ | Redials a previously dialed number. |
| 11 | Hold Button | ☏ | Allows you to hold an active call or resumes a held call. |
| 12 | Keypad | | Used to type in digits, letters, and special characters. |
| 13 | Speaker | | Provides hands-free (speakerphone) audio output. |
| 14 | Camera LED Indicator | | Indicates the status of video call and camera. |
| 15 | Shutter Switch | | Covers or uncovers the camera. |

**Dialing Out:**

*Internal Calls*
> 4 digit number
> Ex: 5555

*On Island & Neighbor Island Calls*
> 7 digit number
> Ex: 555-1212

*Mainland Calls*
> 10 digit number (area code + number)
> Ex: (555) 555-1212

*Toll-free Calls*
> 10 digit number (area code + number)
> Ex: (800) 555-1212

*International Calls*
> 011 + country code + city code + number
> Ex: 011 + 19 + 66 + local number

## Placing a Call

*Using the handset:*
1. Enter a number and pick-up the handset.

*Using the speakerphone:*
1. Enter a number on the keypad.
2. With the handset on-hook, tap **📞 Audio Call** or press the speaker button **◀)) .

*Using the headset:*
1. With the headset connected, enter a number using the keypad then press press 🔄 .

## Answering a Call

*Using the handset:*
1. Pick up the handset.

*Using the speakerphone:*
1. Tap **Answer** or press the speaker button **◀)) .

*Using the headset:*
1. Tap **Answer** .

## Ending a Call

*Using the handset:*
1. Hang up the handset or tap **End Call** .

*Using the speakerphone:*
1. Tap **End Call** or press the speaker button **◀)) .
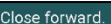
*Using the heads*
1. Tap **End Call**.

## Call Forwarding

*Enabling*
1. Tap on the lower right side of your home screen.
2. Tap the **Forward** option.
3. Next, tap the **Yealink V59** option.
4. Select your call forwarding type by tapping: **Always Forward, Busy Forward** or **No Answer Forward**.
5. Tap **On** and enter the phone number calls will be forwarded to via *Forward to*. To forward to a contact in your directory, tap 👤 .
6. Tap **Done**, then **Save** to enable your call forwarding.

*Disabling*
1. Follow the same steps as above and select **Off** - OR -
2. Tap: Always forward is enabled. Close forward. .

*Note: To call forward the office main line, contact your administrator.*

## Do Not Disturb

*Enabling:* Dial *78, you'll hear a confirmation announcement.

*Disabling:* Dial *79 or tap: DND mode is enabled. Exit DND mode. .

## How to Transfer a Call

*Consultative Transfer (With Announcement)*
1. On an active call, tap **Transfer** on the screen or press the **Transfer** button (the caller will be placed on hold).
2. When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact form the directory).
3. When the party answers, announce the call then tap the **Transfer** option or press the Transfer button .
4. The call is successfully transferred and you will see a confirmation "*Transfer Operation Complete!*".

*Note 1:* If you tap **Transfer** after dialing the phone number, tap **Send** to speak with the party before the call is transferred.

*Note 2:* When the call is transferred, Caller ID will show the party who transferred the call rather than the original caller ID.

*Blind Transfer (Without Announcement)*
1. On an active call, tap **Transfer** on the screen or press the **Transfer** button (the caller will be placed on hold).
2. When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact from the directory) then tap **Transfer** .
3. When the next pop-up screen appears, tap **Transfer** again.
4. The call is successfully transferred and you will see a confirmation "*Transfer Operation Complete!*".

*Note:* The inbound Caller ID will appear on the phone where the call was transferred to.

## How to Transfer a call directly to Voicemail

1. On an active call, tap **Transfer** on the screen or press the **Transfer** button (the caller will be placed on hold).
2. When you hear dial tone dial **\*55** and wait for the announcement to play.
3. The announcement will say "To transfer your call to your mailbox, press the # key or hang up. To transfer your call to another mailbox, enter the mailbox ID now followed by the # key. To cancel, press the * key".
4. Enter the mailbox ID that you wish to transfer the call to followed by the # key.
5. You'll hear a confirmation the transfer has been completed.

## How to Set Up a 5-Way Conference

*Creating a Conference*
1. On an active call, tap **Conference** on the screen, (the caller will be placed on hold).
2. When you hear the dial tone, dial the number of the party you wish to have a coference with (you can also select a contact from the directory).
3. After the party answers, tap **Conference** and the conference call will be connected.
4. Follow the same steps as above to add additional partipants.

*Note:* Tap and hold a specific caller to manage features such as **Far Mute** (mutes a participants microphone), **Far Hold** (placing that specific participant on hold) or **Remove** a participant.

## Accessing Voicemail

1. Press the Messages button 📧 .
2. Follow the voice prompts.

*Note: To check messages for a specific line, press the line button first.*