

## Quick Guide to Making Calls with Yealink Phone and VOIspeed UCloud



### Making Calls

*Using your Yealink Desk Phone:*

Enter the destination number using the keypad and press **SEND**

*Using the UCloud GUI Client:*

Enter the destination number into the GUI client number composition box below and press the grey phone handset **DIAL** button here:



### Hotkey (on UCloud GUI Client)

**Call Hotkey:** highlight the desired number & hold down "Ctrl + F12" to call the number (NB: check settings → advanced, to find the correct combination for your GUI)

**Popup Hotkey:** Hold down "Ctrl + F11" to display the VOIspeed GUI client.



### Answering Calls



*Using your Yealink Phone:*

Simply lift the phone hand piece or press the **SPEAKERPHONE** button for hands-free use

*Using the UCloud GUI Client:*

Press the **GREEN HANDSET CALL ACCEPT** button as in the picture.

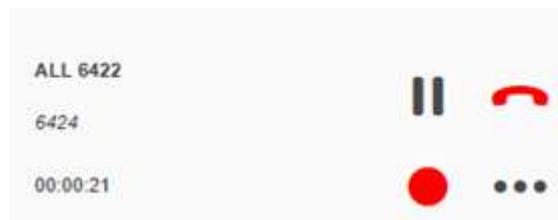
### Putting a call on hold

*Using your Yealink Phone*

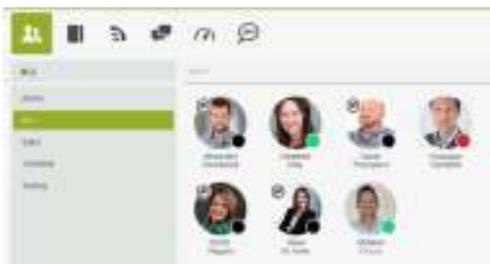
Press the **HOLD** button on the phone. Press the **HOLD** Button again to retrieve the call back.

*Using the UCloud GUI Client (pictured right):*

Press the **PAUSE** button to place the call on hold. Press the **PLAY** button to continue the call.



### Transferring calls



*Using your Yealink Phone:*

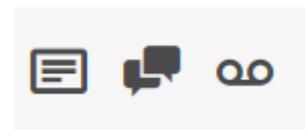
When in an active call, press the **TRANSFER** button on the phone, dial the number you wish to transfer the call to and press **SEND**.

*Using the UCloud GUI Client (pictured left):*

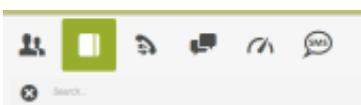
**DRAG AND DROP** the call displayed on the left-hand side onto the corresponding user listed on your GUI list.

### Messaging and Chatting (with UCloud GUI Client)

To leave a message/ chat or leave a voicemail with a colleague, **RIGHT CLICK** on their photo or user status and select the appropriate icon.



### Phone Book (with UCloud GUI Client)



To make calls quickly add your contacts to the Phone book, search for them to make quick calls, and automatically see who is calling you!

**For more information** on VOIspeed UCloud features, please go to [www.voispeed.co.uk](http://www.voispeed.co.uk) and scroll down to the 'How to' section or search for a topic using the search engine by pressing the magnifier icon on the top-right. For further advice, please call our technical support line on 01727 238552.