GoTo Connect

Quickstart Guide

Yealink Training

Yealink

Transfer Directly to Voicemail

1. While on an active call, press **Transfer**.
2. Dial 0 + extension.
3. Your call will end and the call will transfer.

3-Way Calls

1. While on an active call, press **More**, then **Conf**.
2. Dial the extension or external number.
3. Wait for the second party to answer.
4. Press **More**, then **Conf** softkey again.

Transfer Calls

Warm (Attended) Transfer

Places the current call on hold and initiates a call with the transfer destination to confirm whether the call is wanted or not. Your caller ID shows on the transferee's device.

1. While on an active call, press **Transfer**.
2. Dial the internal extension or external number.
3. Speak with the destination party.
4. Press **Transfer**.

Blind Transfer

Routes the call to a third party, the original call is ended. The caller's ID shows on the transferee's device.

1. While on an active call, press **Transfer**.
2. Press the **Blind** key on your screen.
3. Immediately press **Transfer**.

Multiple Calls

If you are on a call, and another call comes in:
Tell the current caller to hold, and simply press ANSWER. This will automatically put the first call on hold, and will answer the second call.

If you have several calls on hold:
Each call will appear on the screen. So the easiest way to address each call is to use the arrow keys to highlight the call you need. Then select the action you want to perform.

Voicemail

Access from your phone:

1. Dial *99 or press **Messages** key.
2. Enter your password (default 0000).

Access from someone else's phone:

1. Dial *98
2. Enter your extension.
3. Enter your password (default 0000).

Change Voicemail Password:

1. Access your voicemail.
2. Press **0** for Mailbox Options.
3. Press **5** for Change Password.
4. Enter your new password.

Change Voicemail Greeting:

1. Access your voicemail.
2. Press **0** for Mailbox Options.
3. Press **1** to record Unavailable Message.
   a. Press **1** to Accept.
   b. Press **2** to Review Recording.
   c. Press **3** to Re-Record.

Contact your account representative or visit www.support.goto.com/connect to learn more.