

YEALINK W73P QUICK START GUIDE

Let's get you up and running with your new phone.

Once your administrator has assigned your Hosted Voice service, you'll receive two emails:

- One with your My Phone and Voice Portal login credentials.
- One with a temporary password for My Phone portal.

Accessing Voicemail

Press the Messages icon or dial your extension on your phone and follow the prompts. On first login you'll be asked to change your passcode.

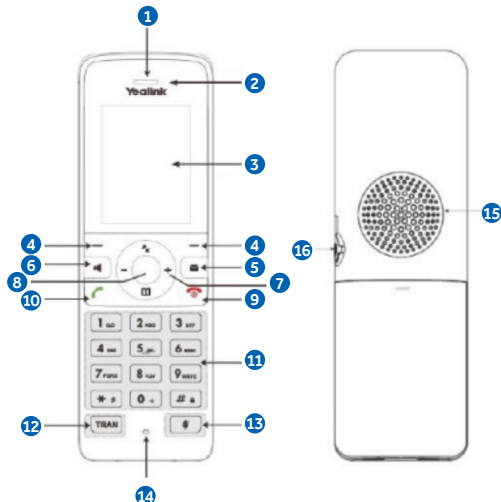
Accessing My Phone Portal

Go to businessvoice.sparklight.net/myphonenext/ and enter your username and password. You'll be asked to change your password the first time you visit the site.

Need more help?

We want to make this easy for you. You'll find more guides and video tutorials at business.sparklight.com/support/hosted-voice

W73H Handset



No.	Item	Description
1	Receiver	Receives audio in receiver mode.
2	Power LED Indicator	Indicates call status, message status and charging status.
3	Phone Screen	Shows information
4	Soft Keys	Access the function directly. It depends on the operating situation.
5	Message Key	Accesses the voice mail or missed call.
6	Speakerphone Key	<ul style="list-style-type: none"> • Switches among the receiver, headset and handsfree modes. • Answers an incoming call. • Places a call in handsfree mode.
7	Navigation Keys	Scroll through information or options on the screen.
8	OK Key	Confirms actions or enters the main menu.
9	On-hook Key/Power Key	<ul style="list-style-type: none"> • 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. • Rejects an incoming call.
10	Off-hook Key	<ul style="list-style-type: none"> • Answers an incoming call. • Enters the redial calls list. • Places a call-in receiver or headset mode.
11	Keypad	Provides digits, letters, and special characters.
12	TRAN Key	Transfers a call to another party.
13	Mute Key	Toggles mute feature on or off.
14	Microphone	Picks up audio.
15	Speaker	Outputs audio in handsfree mode.
16	3.5mm Headset Jack	Connects a standard 3.5mm headset.

BASIC FUNCTIONS

Placing a Call

After the handset is registered to the base station, you can use your handset to place an internal or external call.

The handset can handle 2 calls at the same time.

Placing External Calls

To make a telephone call, simply enter the extension number or telephone number of your destination and press **OK** or **Off-hook key**.

Placing Multiple External Calls

When you are in an active call you can put your call on hold and then place a new call.

1. Select **New Call**.
2. Enter the extension number or telephone number and then press the **OK** key.

Placing a Call from the Call History

You can place calls to contacts from the History list, which contains the calls that were recently placed, answered, or missed.

1. Press **History** or go to **OK > History**.
2. Select the desired call list.
3. Highlight a contact and press the **Off-hook key** or **Send**.

Placing a Call from the Directory

You can place a call to a contact directly from your directory.

1. Press **OK > Directory**.
2. Select the desired directory.
3. Highlight a contact and press the **Off-hook key** or **Send**.

Redial

You can redial a call from the Redial list. The W73H stores the last 20 dialed phone numbers. When the redial list gets full, the handset will automatically erase the oldest entry when a new number is dialed.

Muting / Unmuting Audio

You can mute the microphone during an active call so that the other party cannot hear your discussion with your colleagues.

Simply press the **Mute** key during a call to mute the microphone, and then press the **Mute** key again to unmute the handset.

Call Hold and Resuming a Call

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music set on the Horizon platform for the user.

When you are in an active call, simply press **Options > Hold** to place a call on hold, and then select **Resume** to resume the call.

CALL FORWARDING

You can set your call forwarding setting from the device and these will update the Horizon platform. The types of call forwarding available are:

- **Always Forward.** Incoming calls are always forwarded. There is no prompt on the phone screen when the line receives an incoming call.
 - **Busy Forward.** Incoming calls are forwarded when the line is busy.
 - **No Answer Forward.** Incoming calls are forwarded if not answered after a period.
1. Go to **OK > Call Features > Call Forward**.
 2. Select the desired line.
 3. Select the desired forwarding type and enable it.
 4. Enter the destination number in the **Target** or **Forward** to field.
 5. If you select the **No Answer (No Answer Forward)**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
 6. Confirm the action.

TRANSFER CALL

During a call, you can transfer the call to another contact. You can use one of three ways:

- **Blind Transfer:** Transfer a call directly to the third party without consulting.
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting.

Blind Transfer

1. Select **Options > Transfer**, or press the **TRAN** key during a call.
2. Enter the number you want to transfer the call to or select **Directory > Directory/History** to choose a contact.
3. Press **TRAN** or **Transfer** to complete the transfer.

Attended Transfer

1. Select **Options > Transfer**, or press the **TRAN** key during a call.
2. Enter the number you want to transfer to and dial out.
3. After the contact answers the call, press the **TRAN** key or **Transfer** to finish an attended transfer.

LOCAL CONFERENCE

1. You can initiate a three-way (including yourself) conference calls with your contacts on the phone.
2. Place a call to the first party.
3. When the first party answers the call, select **Options > Conference**. The active call is placed on hold.
4. Dial the second party's number.
5. When the second party answers the call, select **Conf.** to invite two parties to join the conference.

Merging Two Calls into a Conference

You can invite a held call into a conference call with the active call.

1. Place two calls on the phone.
2. Select **Options > Conference**.