

YEALINK AX83H / SIMPLE USER GUIDE

Meet your handset

A visual guide to the buttons used in the following pages.



AX83H handset in its charging cradle.

Find the main controls

Soft keys: the two buttons directly below the screen. Their function follows the on-screen label.

OK and arrows: the central navigation control. Use OK for menus and arrows to move through choices.

Green handset: make or answer a call.

Red handset: end a call.

Speaker symbol: hands-free calling.

Envelope: the MESSAGE key for voicemail.

TRAN: transfer a call. Find it at the bottom left of the keypad.

Microphone symbol: mute or unmute. Find it at the bottom right of the keypad.



The handset and charging cradle. Product photographs: Yealink.

Image source: Yealink AX83H official product page

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Everyday calls

The essentials: make a call, answer, mute and put someone on hold.

How to read this guide: A soft key is a button beneath an on-screen label, such as Hold or Save. Press **OK** to open the menu. Use the navigation arrows to select items. A path such as **OK > Features > DND** shows the menu choices in order. Labels and available features may vary with your phone setup.

Make a call

1. Enter the telephone number or internal extension.
2. Press the **green handset (call) key** to dial. If your phone has several accounts, use **Line** to choose the required account before calling.

Answer or end a call

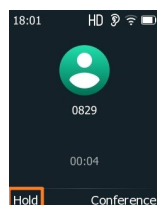
1. When the phone rings, press the **green handset key** to answer. Use the **speakerphone key** for hands-free calling.
2. To stop the ringing without answering, select **Silence**. The incoming call remains on the screen.
3. To finish a call, press the **end-call key**.

Mute your microphone

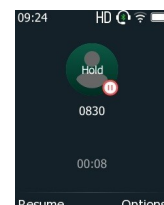
1. During a call, press the **microphone/mute key**. You can hear the caller, but they cannot hear you.
2. Press it again when you are ready to speak.

Hold, resume and adjust volume

1. Select **Hold** to pause a call. Select **Resume** to return to it. If several calls are held, select the right call first.
2. During a call, use the **left/right navigation keys** to adjust the listening volume. When the phone is idle, these keys adjust the volume by default.



Select Hold to pause a call.



Select Resume to return.

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Transfer and manage calls

Pass a caller to a colleague or bring another person into the conversation.

Transfer after speaking to a colleague

1. During the call, press **TRAN**.
2. Enter the colleague's number or extension, or choose them from **Directory**.
3. Press **OK** or the **green handset key** to call them.
4. When they answer, explain who is calling.
5. Press **TRAN** again to complete the transfer.

Transfer straight away

1. During the call, select **Transfer** (it may appear as **Trans**) or press **TRAN**.
2. Enter the destination number or extension, or choose a contact from **Directory**.
3. Select **B Transfer** to pass the call on without speaking to the recipient first.

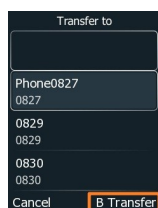
Answer a second incoming call

1. If call waiting is enabled, a tone and an on-screen notification alert you to the new call.
2. Press the **green handset key** to answer. Your original call goes on hold.
3. Use **Swap** to move between the active call and the held call.

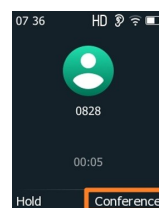
Start a conference call

1. Call the first person.
2. Select **Conference**. The first person goes on hold.
3. Dial the second person.
4. When they answer, select **Conference** again to join everyone together.

Features depend on your phone service. If Transfer, Conference or call waiting is unavailable, ask your telephone support team to check the setup.



B Transfer sends the call straight on.



Conference adds another caller.

Contacts and voicemail

Find a number quickly, save regular contacts and listen to messages.

Call a contact or recent caller

1. For a saved contact, select **Directory**, then the relevant group or **All Contacts**. Highlight the contact and press the **green handset key**. Choose the correct number if several are listed.
2. For a recent call, select **History**. Choose the appropriate call list, highlight the entry and press the **green handset key**.

Save a contact

1. Go to **OK > Directory > Local Directory**.
2. Choose the group or **All Contacts**, then select **Add**.
3. Enter the contact's name and number. Select the required account and press **OK**.
4. To save someone from your call history instead: select **History**, highlight the entry, then choose **Options > Add to Contacts**. Check the details and select **Save**.

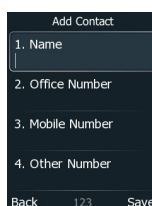
Set up speed dial

1. Go to **OK > Features > Others > Speed Dial**.
2. Choose a key from **1 to 9** and select **Edit**.
3. Choose the **Line ID** (the calling account), enter the telephone number and a label, then select **Save**.
4. To call that number, press and hold its assigned digit key.

Listen to voicemail

1. Go to **OK > Message > Voice Mail > View Voice Mail**.
2. Choose the account and select **Connect**.
3. Follow the spoken instructions to listen to your messages. When a new-message notification appears, you can also use the **MESSAGE** key or **Connect**.

Voicemail must be set up first. Ask your telephone support team for the voicemail access code. If needed, enter it under **OK > Message > Voice Mail > Set Voice Mail Code** and select **Save**. The code depends on your provider.



Add Contact: enter a name and number.

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Settings and quick fixes

Control incoming calls, connect to Wi-Fi and check common problems.

Turn Do Not Disturb on or off

1. Go to **OK > Features > DND**. Enable DND and select **Save** to reject incoming calls.
2. To receive calls again, return to the same menu and disable DND. If a **DND** soft key is shown on the idle screen, use it to toggle the setting.

Forward calls to another number

1. Go to **OK > Features > Call Forward**. Choose **Always**, **Busy** or **No Answer**, then set it to **On**.
2. Enter the destination in **Forward to**. For No Answer, choose the delay under **After Ring Time**. Select **Save**.
3. To stop forwarding, return to the same menu, set the enabled forwarding type to **Off** and select **Save**. If the phone asks for activation codes, obtain them from your support team.

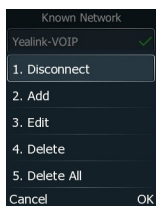
Connect to Wi-Fi

1. Go to **OK > Wi-Fi**. Set Wi-Fi to **On** and select **Save**.
2. Choose your network under **Available Networks**. Select **Options > Connect**, or press **OK**.
3. Enter the Wi-Fi password and select **OK**. Use **OK > Wi-Fi > Wi-Fi Status** to check the connection.

If something is not working

1. **No incoming calls**: check whether DND or call forwarding is enabled.
2. **Caller cannot hear you**: check that the microphone is not muted.
3. **Warning icon or connection problem**: go to **OK > Status > Warnings**. Tell your support team what the message says. Clearing the icon does not fix the cause.
4. **Restart if advised**: go to **OK > Basic > Reboot**, then select **OK**.

Leave factory resets to your support team. A reset deletes personal configuration settings. This guide covers everyday use; advanced administration, paging and service-specific features remain in the full manual.



Example of a saved, connected Wi-Fi network.

Source: Yealink AX83H Extensive user guide.docx, supplied by the user.