



Yealink Desk Phones

Basic Operations

Placing Calls

Using the Handset	Lift handset > Enter number > Press Call
Use the Speakerphone or Headset	Press  or  > Press Call

Interacting with Calls

Place a Call on Hold	Press  or Hold
Take a Call Off Hold	Press  or Resume
Multiple Held Calls	Press  or  to Select Desired Call > Press Resume
Blind Transfer	Press  or Transfer > Dial Number > Press  or Transfer
Attended Transfer	Press  or Transfer > Dial Number > Press Call > Announce the Call > Press  or Transfer
Call Parking	Press Park 1 or  or Transfer > Dial *45
Retrieve Parked Call	Dial *46# > Parking Spot > Press #

Using Voicemail

Set Up Voicemail	Press Voicemail > Enter Default PIN > Press #
Listen to Voicemails	Press  or Voicemail Line Key

Note: Instructions may vary based on models.



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Midco CommPortal

Essential Functions

Log In to the Midco® CommPortal

1. Go to **<https://comportal.midco.com>**
2. Enter your telephone number and default password.
3. Click **login** and **change password**.
Password requirements:
 - 10 to 15 characters
 - One number, letter and special character
 - Cannot have same number or digit repeat three times in a row, a number sequence, nor part of a telephone number associated with account.

Change Password After Initial Setup

1. From your home dashboard, go to **Security** and click **Change Password**.
2. Enter your current password, followed by your new password twice. (See above for password requirements.)
3. Click **Confirm**.
4. Forgot your password? Change your password from the login screen.

Voicemail PIN

1. From your home dashboard, go to **Security** and click **Change Call Services PIN**.
2. Enter your current PIN, followed by your new PIN twice. PIN requirements:
 - Digits only
 - 6 to 10 digits long
 - Cannot contain, nor match part of a telephone number associated with the account
 - PIN cannot match you call service PIN
3. Click **Confirm**.

Personal Greeting Message

1. From your home dashboard, go to **Services** and select **Message Settings**, then **Mailbox**.
2. Navigate to the Access section, then Voicemail Greeting. Choose **Personal** and then the **Record Link**.
3. Click **Choose Record/Listen Greeting**, or **Upload Greeting** using an existing file.
4. Click **Play** button to play back your message.
5. Click **Save** and **Apply**.

Voicemail Message Access

1. From the top menu, select **Messages and Calls**.
2. Click the **Play** icon by the message you would like to hear.



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