

yazatel™

INTELLIGENT COMMUNICATIONS



YAZA VOICE USER GUIDE

Default PIN: _____

Domain: _____

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A NOTE FROM YAZATEL'S CEO

We would like to thank you for choosing Yazatel as your trusted Intelligent Communications partner. We are committed to providing outstanding customer service. It's also important to us to make sure our solution does what you need for it to do. As a partner to your business, please feel free to reach out to our team at any time by calling 888-578-7170 or 502-442-0018. We look forward to working with you!



MAKING CALLS

- **To dial on-hook** (*hand-set is still in the cradle*)
 1. Dial the phone number
 2. Pick up the handset, headset, or press the speaker button
- **To dial off-hook**
 1. Pick up the handset, headset, or press the speaker button
 2. Dial the phone number

INTERCOM

When one phone intercoms another extension, it will not ring the other phone. Instead, the other phone will *beep*, and then its *microphone and speaker are both activated*.

- **To intercom**
 - Dial 08+ext
For example, to intercom extension 1000, dial 081000
 - Hang up -or- press the speaker button to disconnect

3-WAY CONFERENCE

1. Call (or be called by) the first participant in the conference
2. Press the *Conference* key/softkey, and then dial the second participant
3. After the second participant picks up, press *Conference* again to connect everyone

Note: If you hang up, this will NOT disconnect the rest of the participants in the conference.

RECEIVING CALLS

When a call comes in, you can answer it via a handset, speakerphone, or headset.

- **To answer a call using a handset**
 - Lift the handset off-hook
- **To answer a call using speakerphone**
 - Press the *Speaker* button
- **To answer a call using a headset**
 - This depends on how the headset is connected. Typically, you'll press the button on the headset or press the headset button on the phone.

TRANSFERRING CALLS

WARM TRANSFER

- **To perform a warm transfer using Polycom and Yealink phones**
 1. Press the *Transfer* key/softkey on your phone
 2. Dial the recipient's extension or press their BLF
 3. Speak to the recipient to announce the call
 4. Press *Transfer* again to complete -or- *Cancel* if the recipient cannot take the call

BLIND TRANSFER

Blind transfer goes straight to the recipient and either they answer or the call will go to their voicemail. A transfer can also be made to an external number, such as a cell phone.

- **To blind transfer using Polycom phones**
 1. Press the *Transfer* key/softkey on your phone
 2. Dial the recipient's extension, press their BLF, or dial the external phone number
 3. Hang up -or- press *Transfer* again to complete
- **To blind transfer using Yealink phones**
 1. Press the *Transfer*
 2. Dial the recipient's extension
 3. Press *Transfer* again

VOICEMAIL TRANSFER

- **To transfer to a voicemail**
 - Dial 03+ext
For example, to transfer to the voicemail on extension 1000, dial 031000
 - Hang up -or- press *Transfer* again to complete

VOICEMAIL

ACCESSING VOICEMAIL

Checking your voicemail is easy from any system phone or your cell.

- **To access voicemail from your desk phone**
 1. Press the *Messages* button on your phone to access your voicemail box
Or, dial 5001 if you cannot identify the voicemail button
 2. When prompted, enter your voicemail PIN and then press #
- **To access your voicemail from someone else's desk phone**
 1. Dial *5000*
 2. When prompted, enter your extension number, then your PIN followed by #

- **To access your voicemail from a cell phone**

1. Dial your direct number
2. When your voicemail greeting begins, press *
3. When prompted, enter your voicemail PIN followed by #

SETTING UP YOUR MAILBOX

The first time you log into your mailbox you are walked through recording your name for the directory and recording your personal greeting.

ALTERNATE GREETINGS

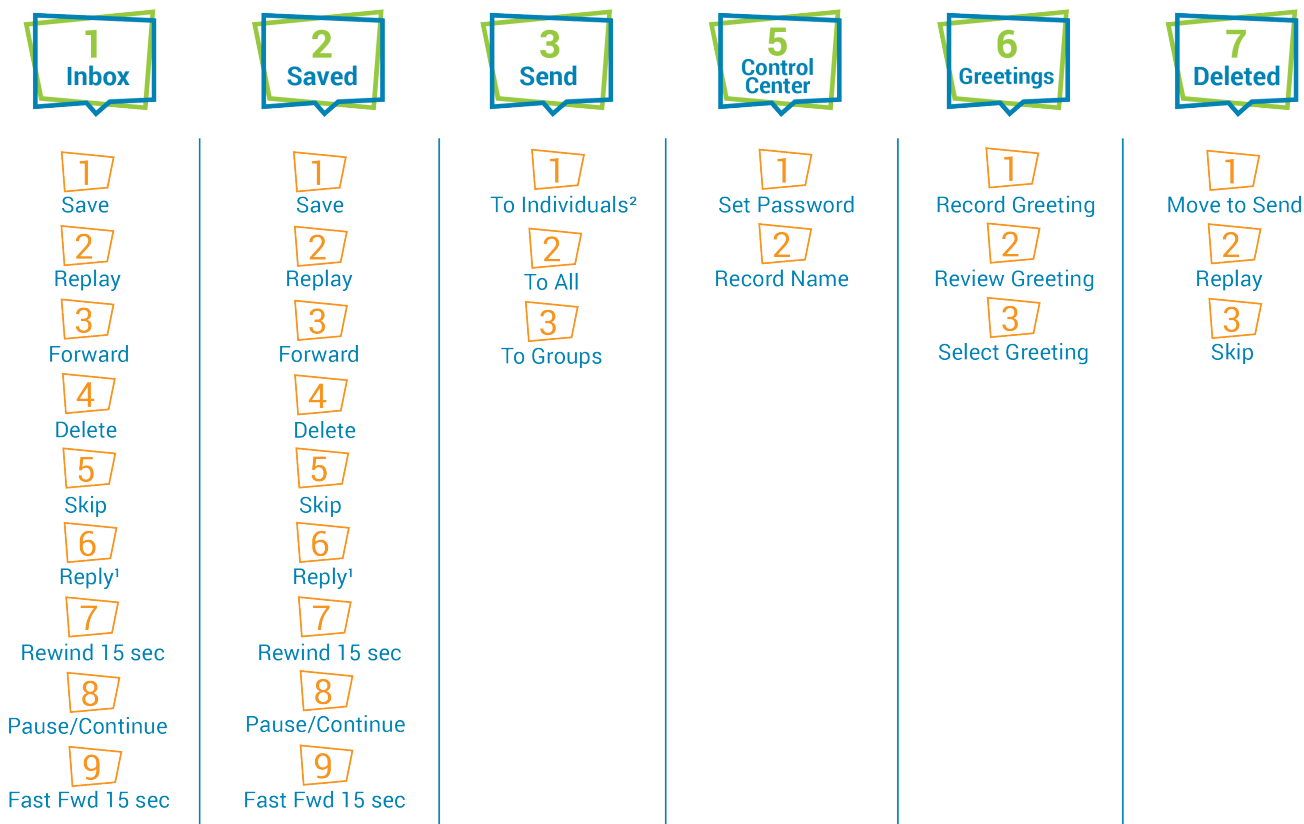
Your mailbox supports multiple greetings for different scenarios, such as holidays and vacations.

- **To record an alternate greeting**

1. From your mailbox, press 6 for greetings, and then press 7
2. When prompted for the greeting number press 2 for your next alternate greeting
1 is your default greeting
3. After your recording is completed, select the active greeting by selecting option 3 in the greetings menu.

VOICEMAIL TREE

Below you'll find a voicemail tree showing what to dial for each option in your mailbox. From any menu, press # to get to the previous menu or to complete the current action.



1. You can only use the Reply function for internal callers.
2. When sending a message, each user extension is delimited by a # sign.

USER PORTAL

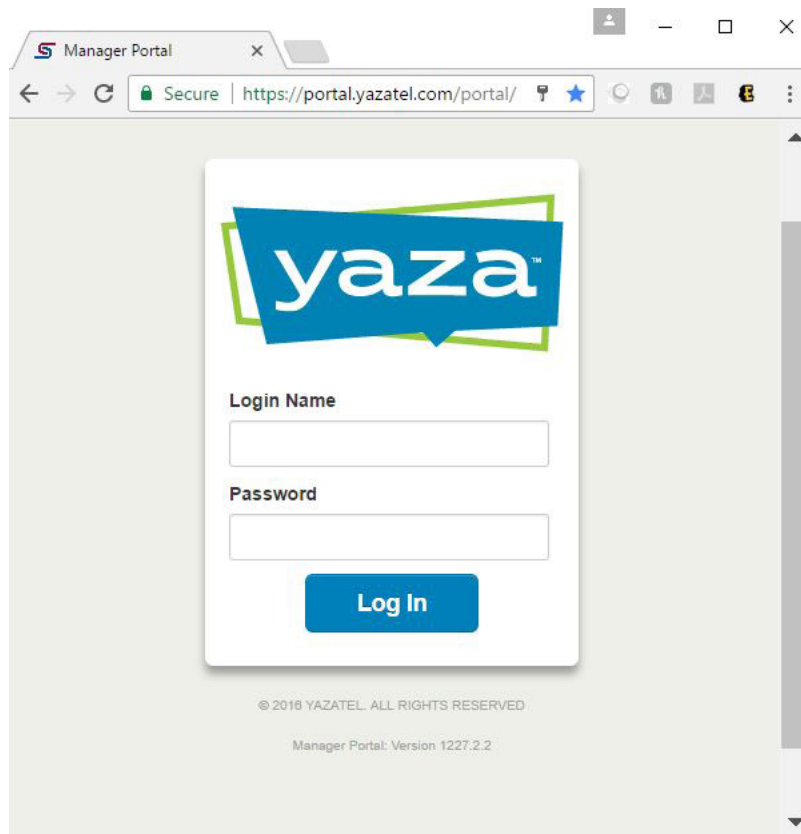
- To access the user portal

1. Open a new web browser or tab
2. Go to: <https://portal.yazatel.com>
3. To login, enter the following:

Login Name: **extension@**_____

*i.e. If your extension is 1234, your login is 1234@*_____

Password: Set up via Welcome Email that is sent when user is created.



The screenshot shows a web browser window titled "Manager Portal" with the address bar displaying "Secure | https://portal.yazatel.com/portal/". The main content area features the Yaza logo at the top, followed by a login form with two input fields labeled "Login Name" and "Password", and a blue "Log In" button. At the bottom of the page, there is a copyright notice: "© 2018 YAZATEL. ALL RIGHTS RESERVED" and the version information: "Manager Portal: Version 1227.2.2".