



YEALINK AX83H QUICK START GUIDE

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

Accessing Voicemail

Press the Messages icon or dial *62 on your phone and follow the prompts. On first login you'll be asked to change your passcode.

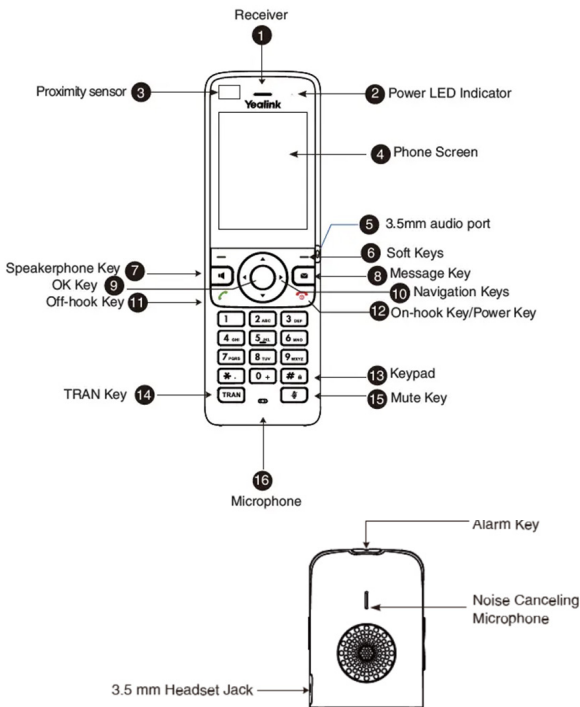
Accessing My Phone Portal

To access your Sparklight Phone Portal, go to phone.sparklight.com/#login.html and enter your phone number and portal password.

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	Proximity Sensor	The proximity sensor can detect the human ear.
4	Phone Screen	Shows information.
5	3.5 mm Audio Port	Connect a standard 3.5 mm headset.
6	Soft Keys	Access the function directly. It depends on the operating situation.
7	Speakerphone Key	- Switches among the receiver, headset, and hands-free modes. - Answers an incoming call. - Places a call in hands-free mode.
8	Message Key	Accesses the voice mail or missed call.
9	OK Key	Confirms actions or enters the main menu.
10	Navigation Keys	Scroll through information or options on the screen.
11	Off-hook Key	- Answers an incoming call. - Enters the redial calls list. - Places a call in receiver or headset mode.
12	On-hook Key/Power Key	- 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. - Reject an incoming call.
13	Keypad	Provides digits, letters, and special characters.
14	TRAN Key	Transfers a call to another party.
15	Mute Key	Toggle the mute feature on or off.
16	Microphone	Pick up audio.
	Type-C	Support Type-C charging.
	Alarm Key	Press to report the alarm.
	Volume+/- Key	Press to adjust the volume.
	PTT Key	Press to use the PTT feature.

BASIC FUNCTIONS

Placing a Call

You can use the dialer to enter a number to place a call and display a list of previously placed calls or contacts in your directory.

To place a call from the dialer:

1. Press the handset icon.
2. Enter the number directly into the dialer and press the call 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. During the call, press **Hold > New Call**. The active call is placed on hold.
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. Go to **History**.
2. Use the Left/Right Arrow keys to select the desired call list.
3. Highlight a contact and press the **Call** key.

Placing a Call from the Directory

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

1. Press **Directory**.
2. Select the desired contact group or All Contacts.
3. Select the desired contact and press the call key.

Redial

When the phone is in idle mode press the speakerphone button and then call key to enter the dialing screen. If the dialing field is blank, press the call key again to redial the last outgoing number.

Muting / Unmuting Audio

When on a call, you can mute the audio so that you can hear the other person, but they cannot hear you.

Press the mute key during the call to mute your audio. Press the mute key a second time to unmute your audio.

Call Hold and Resuming a Call

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

To place an active call on hold on your phone:

1. Press **Hold** during the call.

To view and resume a held call on the phone:

1. Press **Resume**.

If multiple calls are placed on hold, select the desired call first.

CALL FORWARDING

When you cannot answer calls on your phone, you can forward the calls to another phone.

You can set up the forwarding type, enabling your phone to forward all incoming calls to a contact. There are three types of forwarding:

- **Always Forward**. Incoming calls are immediately 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 > Features > Call Forward**.
 2. Select the desired forwarding type and select **On** from the corresponding field.
 3. In the **Forward To** field, enter the contact number to which you want to forward incoming calls.
 4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
 5. Press **Save**.

Deactivate Call Forward

You can deactivate the call forward when you no longer want to forward your calls.

1. Go to **OK > Features > Call Forward**.
2. (Optional) Select the desired line if the forward is activated for a specific line.
3. Select the desired forwarding type and select **Off** from the corresponding field.
4. Press **Save**.

TRANSFER CALL

During a call, you can transfer the call to another contact.

- **Blind Transfer**: Transfer a call directly to the third party without consulting.
- **Semi-Attended**: Transfer a call immediately upon receiving a ringback.
- **Attended Transfer**: Transfer a call with prior consulting.

Blind Transfer

1. Press **TRAN** or **Transfer (Trans)** during a call.
2. Do one of the following:
 - a. Enter the desired number or select a contact from the placed call list.
 - b. Press **Directory** and select the desired contact from the list.
3. Press **B Transfer** to complete the transfer.

Semi-Attended/Attended Transfer

1. Press the **TRAN** key during the call.
2. Do one of the following:
 - a. Enter the desired number or select a contact from the placed call list.
 - b. Press **Directory** and select the desired contact from the list.
3. Press the **OK** key or the call key.
4. Do one of the following:
 - a. When you hear a ringback tone, press **TRAN** to finish semi-attended transfer.
 - b. After the contact answers the call, press **TRAN** key to finish an attended transfer.

CONFERENCE CALLS

Up to 5 parties can participate in a local conference call.

To set up a local conference call:

1. Place a call to the first party.
2. Select **Conference** to place a new call.
3. Dial the second party's number
4. When the second party answers, press **Conference** to add them to the call.

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 the desired call for a conference and ensure that the call is active.
3. Select **Conference**.
4. Select the desired hold call and press **OK**.

Both calls are joined into a conference.