
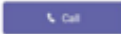




Place a call


- Do one of the following: Pick up the handset.
 - Press the speakerphone key. Press the headset key.
 - Tap  on the Calls screen.
- Enter a number or search the contact list.
- Tap  to initiate the call.

Place on hold


- During a call, tap hold. To resume the call tap Resume.


Transfer a call

Blind transfer

- From the  menu, select transfer, then Transfer now. The call is placed on hold. Select the desired contact, or enter a phone number.
- Once the other party picks up, the call will automatically end.

Consultative transfer

- From the  menu, select transfer, then Consult first. The call is placed on hold. Select the desired contact, or search for a contact.

After the party answers, tap  beside the contact. It

prompts you to transfer the call or not.

Select OK to complete the transfer.

After the transferred party answers the call, the call is transferred successfully.



Why does the CAP have a different phone number than I expected?

A CAP requires its own independent phone number. When migrating from the previous campus phone system, a CAP may have been given an existing phone number. In most other cases, a new number was assigned. If your CAP is a member of a Call Queue (CQ), note that making calls from the CAP will appear to come from the CAP's phone number, unless the call is specifically made while selecting the "Call as" the call queue feature from the on-screen option.

If my CAP is part of a CQ, why doesn't it display the department's phone number when I make calls?

If a CAP is a member of a call queue, calls made from the CAP will display its own phone number (not that of the CQ). For the call to appear to come from the associated call queue use the "Call as" feature from the on-screen option.

Why are CQ voicemails not showing up on the CAP that is a member of the CQ?

CAPs have their own independent phone numbers and voicemail service and do not natively receive voicemails from CQs. If student assistants or other staff need access to the CQ's voicemails, the authorized user (owner) of the CQ can add additional users to the CQ's voicemail group to gain access to the voicemails within the associated Outlook group folder. This additional access will only grant the newly added users access to view/listen to voicemails. If you require them to also have access to delete voicemail messages, then submit a Help Desk ticket at helpdesk.csulb.edu to request this additional access.

Can I receive CAP voicemails as an email?

Common area phones in Microsoft Teams do not support voicemail via email. Voicemails are only available on the physical device.

If a CAP is unattended, is there a way to automatically forward calls to another number?

Yes! On the phone's settings, you can program it to ring another number. Visit <https://support.yealink.com/en/portal/home> and search "Forward Calls" and "Delegates" in the Yealink manufacturer's user guide.

My CAP screen seems to turn off. Will I still receive calls?

During defaulted business hours of 7 am to 7 pm Mon-Fri the screen will stay active for 120 minutes. Outside of business hours, only 10 minutes. The phone will still ring and a red slow flashing light displays to indicate the phone has a connection and can receive calls.

My phone seems to have lost power. What should I check before submitting a ticket?

Please check the data cable plugged into the phone. We have heard of cases where this connection on the underside of the phone may become loose, so removing and plugging it back in will re-seat it and establish a connection. If this does not work, please submit a Help Desk ticket at helpdesk.csulb.edu.