



How to update / change an existing Yealink phone extension, buttons, mailbox, voicemail key

➤ Log into your Keyvoicesupport.net account

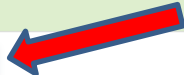
Go to the “Services” Tab section > then “Extensions” > “Standard” > then to your specific extension your changing. **It helps to do this in this order.**

1 – Change your extension number - top of page

Standard Extension Detail

Save Delete Cancel

Extension Details

Extension Number: * 

Name: *


Outgoing Caller ID: Block Caller ID On All Outbound Calls

E911 Location:

Seconds to ring:

2 – Change Voice mailbox to “Create New Mailbox” - bottom of page (if there was a mailbox created before, you can delete it after)

Voice Mailbox

Voice Mailbox: 

New Mailbox Number:

New Mailbox Password:

You may record your voicemail announcements by phone, or by uploading audio files. If you wish to record by phone, please dial * + your mailbox number or click the Record button below. Your phone will ring and you will be guided through the recording process. To listen to the current recording, click the Play button. If you wish to upload a file, browse for the file on your PC.

Clicking the Record or Play buttons will ring the phone at extension: (type a name or extension number to change)

Unavailable or upload a

3 – Set “Inbound Dialing Rules” to match your **new** mailbox – middle of page - **save**

Inbound Dialing Rules

• Call Forward Always overrides the other settings. To activate, click On and select a destination.
• Do Not Disturb sends all calls to the If Busy destination.
• Try First settings are used when Call Forward Always and Do Not Disturb are Off. Specify a call destination for each condition.
NOTE: If the Try First destination is another extension, that extension's rules will be used for the remaining "unavailable" settings.

Call Forward Always: Off On -- Select -

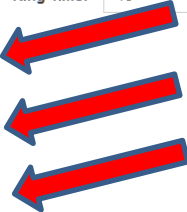
Do Not Disturb: Off On

Try First: Phone 4001 (Yealink 4) Ring Time: 15

If Busy: Mailbox (3001) T46s

If Not Answered: Mailbox (3001) T46s

If Offline: Mailbox (3001) T46s



4 – Complete any other changes to extension such as buttons and **save**

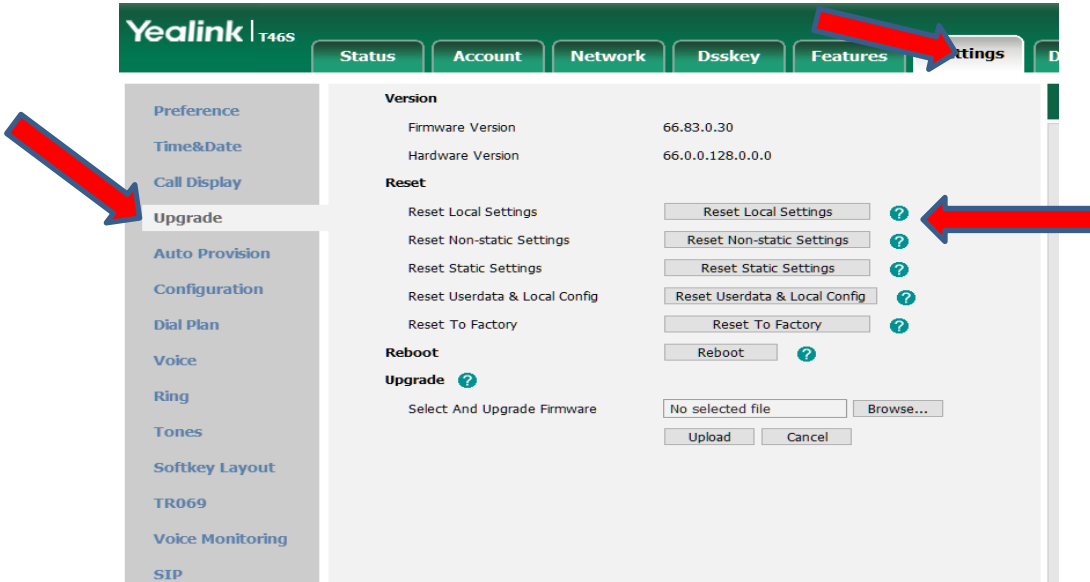
Now log into Yealink phone

➤ **Log into the Yealink phone using standard registered log in for your account**

The registered user = admin

The registered password = _____ Unique to each account - found in "Settings" > "Account Settings" > "Service" section > "Provisioning Server Info" > "Provisioning Password"

1 – Go to the "Settings" Tab > "Upgrade" section and click on "Reset Local Settings"



2- Click on "Reboot" on this same page. Phone will load new Configuration

