Gage
Yealink
Gage Cloud Voice
Quick Reference Guide

Placing an outside call

1. Lift the handset,
Press the **Speaker** button,
Or press the **Line 1** line key

2. Dial the phone number and press **#** or the **Send** softkey to place the call

Redialing Numbers

- To dial the last number you called, press the **Redial** softkey

Intercom Dialing

Intercom dialing allows you to call another extension and be able to speak to the other person over speaker without them answering the call.

1. Press the **Intercom** softkey
2. Dial the extension you wish to call
3. Press **#** or the **Send** softkey
4. Wait for the alert tone and begin speaking

Conference Calls

1. While on a call, press the **Conference** softkey (the first call is held).
   a. If the softkey is not visible, press the **More** softkey

2. Dial the second number
   a. Can be an internal extension or external phone number

3. When the second call answers, press the **Conference** softkey a second time.

4. Repeat the process for up to 3 outside calls

Transferring a call

1. While on a call, press the **Transfer** button or **Transfer** softkey

2. Dial the transfer destination
   o Can be an internal extension or external phone number

3. Press the **Transfer** button a 2nd time

4. 8 +ext transfers to voicemail box

Call Forwarding

To enable:

1. Dial *72 and press **#** the **Send** softkey

2. Enter the forwarding destination followed by **#**
   a. Number can be an internal extension or an external phone number
   b. When entering an external number, be sure to enter the full 10-digit number including the area code

To disable:

1. Dial *73 and press **#** the **Send** softkey

Paging

1. Press the **Page** softkey
   a. If the **Page** softkey is not visible, press the **More** softkey first

2. When viewing the page groups, press the **Page** softkey again

3. Make your announcement

Parking Calls

1. While on a call, press one of the available **Park** line keys **(1,2,or 3)**

2. Make a page announcement to alert the party for whom the call is parked

Picking Up Parked Calls

1. From any phone, press the blinking **Park** line key that was announced

Volume Control

The **Volume Control** key, adjusts the level of several different volumes. Whatever is actively being used is what is controlled by the keys.

- When the phone is idle, the ringer volume is adjusted

- When on speaker, the speaker volume is adjusted

- When on the handset, the earpiece volume is adjusted

Voicemail Quick Reference

Setting up your voicemail for the first time

1. Press the **Message** button or dial *98

2. Complete the walkthrough

The first time you access your voicemail box, you will be asked to create a PIN, record your name, and record a greeting. Following the prompts from the tutorial, you will hear:

Change your PIN
First, you will be prompted to create your voicemail PIN. It can be between 4 and 6 digits long, not sequential numbers or repeating numbers. After entering your new PIN, you will be asked to confirm the PIN by re-entering it.

Record a Name
You will then be prompted to record your name. Once you have recorded your name, it is played back to you and you are provided with options to keep it or re-record it.
- Press 1 to change your recorded name.
- Press # to keep your recorded name.

Record a Greeting
Lastly, you will be prompted to record a personal greeting. Once you have recorded your greeting, it will be played back to you and you are provided with options to keep it or re-record it.
- Press 1 to record a personal greeting.
- Press 1 to change your greeting.
- Press # to keep your greeting.

Accessing Your Mailbox

From your phone:
1. Press the **Messages** button or dial *98.

From another phone:
1. Dial your extension

2. When your greeting answers, press the * key

3. Enter your PIN when prompted

Re-recording Your Greeting

1. Access your voicemail box.

2. Press 3 to Work With Your Greetings.

3. Press 1 to set up a personal greeting.

4. You will hear your current greeting.
   a. Press 1 to re-record your personal greeting.

5. Press 3 to save your new greeting.

Changing Your PIN

1. Access your voicemail box.

2. Press 4 to Change Your Settings.

3. Press 3 for Security Options.

4. Press 1 to Change Your PIN

5. Enter and confirm your new PIN

Personal CommPortal

The CommPortal is a web-based portal that will allow you to access various call services specific to you, such as Call Forwarding, Call History, voicemail messages and settings, and more.

Accessing Your Personal CommPortal

1. Open a web browser and go to http://portal.gage.cloud
2. In the Number field, enter the 10-digit telephone number associated with your device
3. Enter your password and click **Login**

The initial password for your CommPortal is *GAGW4243.*

When you log in the first time, it will ask you to enter your email address. This will be used in the future to reset your password in case you forget it.

Once you are logged in, be sure to change your password using the *Change Password* link at the bottom of the page.

If you have questions, feel free to call us at

1•800•960•0032

Or visit our website,
www.gagetelephone.com