START communications

Horizon

Yealink AX83H User Guide



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Getting Started

The Yealink AX83H is a portable Wi-Fi IP handset supplied for use with Horizon. Rather than connecting to an Ethernet cable like a desk phone, the AX83H connects to an available Wi-Fi network.

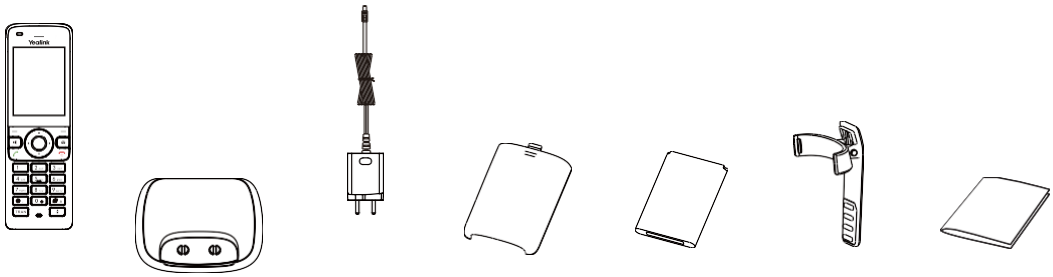
Once the battery is installed, the handset is charged and it has connected to the required Wi-Fi network, allow the handset to start up and connect to the Horizon service.

Before you use your phone, you should take some time to get familiar with its features and user interface.



What's in the Box

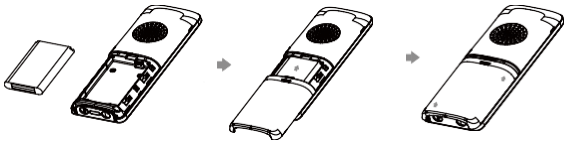
- AX83H handset
- Charging cradle
- 5V/1.2A power adapter
- Battery cover
- Rechargeable battery
- Belt Clip
- Quick Start Guide



Assembling and Charging the Handset

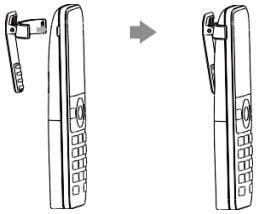
Install the battery

1. Remove the battery cover if required.
2. Insert the supplied rechargeable battery into the handset as shown.
3. Refit the battery cover securely.



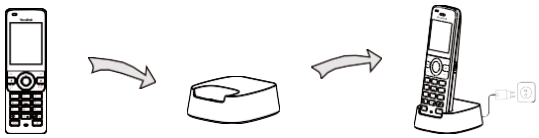
Attach the belt clip

The supplied belt clip can be attached to the rear of the handset. This is optional.



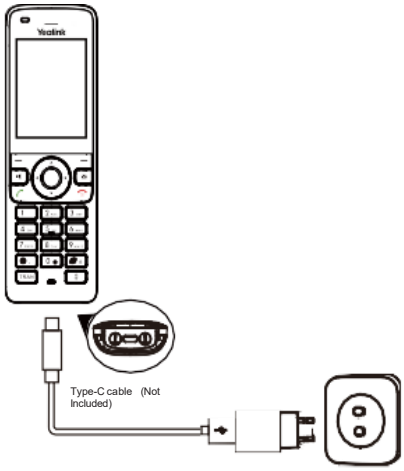
Charge using the cradle

1. Connect the charging cradle to the supplied Yealink 5V/1.2A power adapter.
2. Place the AX83H into the charging cradle.
3. Check the battery/charging indication at the top-right of the handset display.



Charge using USB-C

The handset can also be charged through the USB Type-C port on its lower edge. The Type-C charging cable is not included with the handset.



- Use Yealink-supplied power adapter (5V/1.2A). A third-party power adapter may damage the handset.
- Check the charging status on the top-right corner of the LCD screen.

Connecting to Wi-Fi

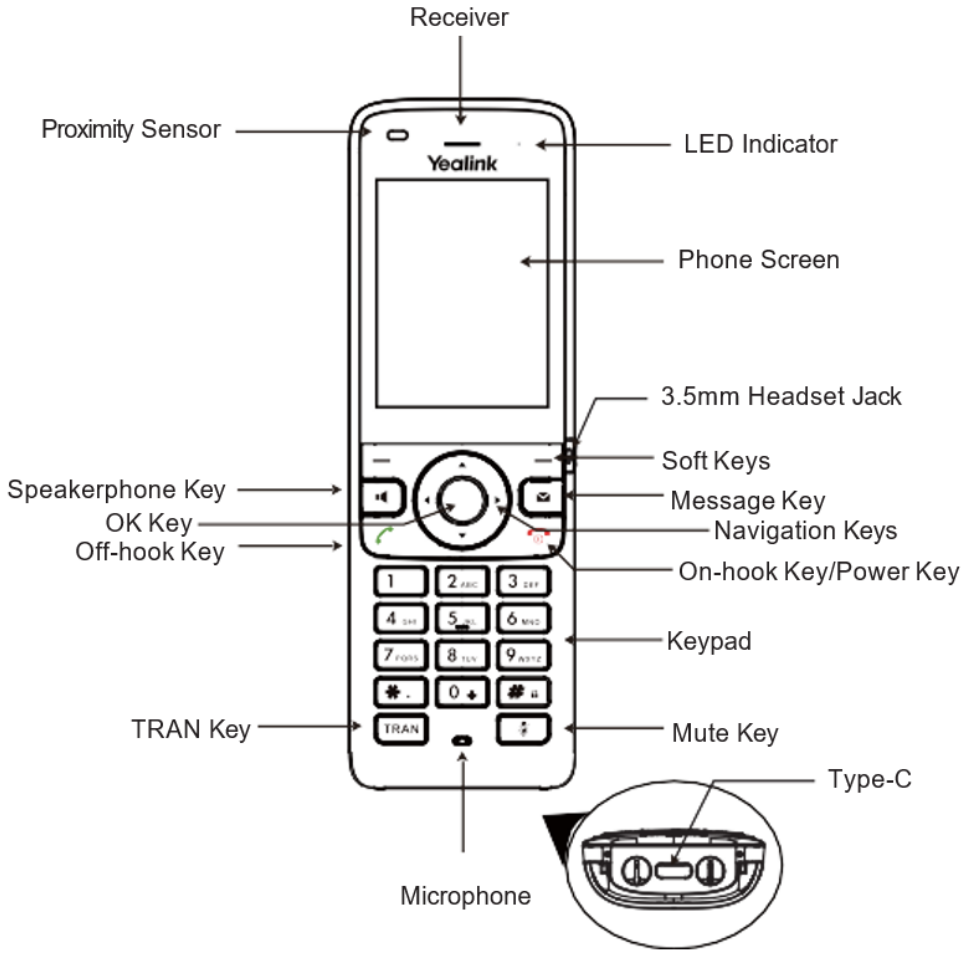
A Wi-Fi connection is required for the AX83H to use Horizon. During the start-up wizard, select your language and then connect the handset to the required wireless network.

Connect from the available network list

1. On the start-up wizard, select your language and press OK or Next.
2. Select the required Wi-Fi network from the available networks.
3. Press OK.
4. Enter the Wi-Fi password.
5. Press Save.

The Yealink start-up wizard also offers Quick Wi-Fi Connect using a temporary AX-series access point and a mobile browser. For most users, selecting the required network directly from the handset is the simpler method.

W83H Handset



Item	Description
Soft keys	Perform the action shown above the key on the screen.
OK/navigation keys	Open menus, confirm selections and move through lists/options.
Off-hook key	Answer a call or begin dialing.
On-hook/Power key	End/reject calls, return through menus and power the handset on/off.
Speakerphone key	Use hands-free audio or switch audio mode.
Message key	Access voicemail/missed-call functions.
TRAN key	Start or complete call transfers.
Mute key	Mute or unmute your microphone.
3.5 mm headset jack	Connect a compatible wired headset.
USB Type-C	Charge the handset.

Power LED Indicator

LED Status	Description
Off	Power off/normal status
Solid green	Battery fully charged
Solid red	Initialising or charging (not fully charged)
Fast flashing red	Incoming call
Slow flashing red	New voicemail, missed call or text message

Making and Ending Calls

Place a Call

1. Press the Off-hook key or begin entering the number on the keypad.
2. Enter the telephone number, or select a matching contact.
3. Press the Off-hook key to place the call.

End a Call

Press the On-hook key to end the active call.

Call from History or Directory

You can also open History or Directory, select the required entry and press the Off-hook key.

Answering, Rejecting and Call Waiting

Answer a Call

When the handset rings, press the Off-hook key to answer in handset/headset mode, or use the Speakerphone key for hands-free audio.

Reject a Call

Press the On-hook key to reject an incoming call. Depending on the Horizon configuration, a rejected call may be sent to voicemail.

Answer a second incoming call

If a new call arrives while you are already on a call, answering the new call places the original call on hold.

Redial, Call History and Contacts

Redial

From idle, press the Off-hook key to enter the dialing screen. If the dialing field is blank, press the Off-hook key again to redial the last outgoing number.

Call History

1. Press History, or open OK > History.
2. Select the required call list and entry.
3. Press the Off-hook key to call, or Options > Detail to view more information.

Contacts

Press Directory to open the handset directory. Select the required contact and press the Off-hook key to call. If a contact has multiple numbers, select the required number first.

Audio Modes, Mute and Volume

Audio Modes

The AX83H can use its receiver, speakerphone and, when connected, a headset. Use the Speakerphone key to move between available audio modes.

Mute

During a call, press the Mute key so that the other party cannot hear you. Press Mute again to unmute.

Volume

Use the handset's volume controls to adjust call audio or ringtone volume as appropriate.

Hold and Multiple Calls

Hold/Resume

Select Hold during an active call. To return to the call, select Resume. If more than one call is held, select the required call first.

Place Another Call

1. During the active call, select Hold > New Call.
2. Enter a number or select a contact.
3. Press the Off-hook key.

Transferring Calls

Blind Transfer

Use a blind transfer to send the caller directly to another number without speaking to the destination first.

1. During the call, press the TRAN key or select Transfer.
2. Enter the destination number or select a contact.
3. Select B Transfer to complete the transfer.

Attended (Consultative) Transfer

Use an attended transfer when you want to speak to the destination before transferring the caller.

1. During the call, press the TRAN key.
2. Enter the destination number or select a contact.
3. Press OK or the Off-hook key to call the destination.
4. When the destination answers, speak to them.
5. Press the TRAN key to complete the transfer.

Semi-Attended transfer

You can also complete the transfer while the destination is ringing. After starting the destination call, press the TRAN key when you hear ring-back.

Call Forwarding and DND

Call Forwarding

The handset provides Always Forward, Busy Forward and No Answer Forward.

1. Go to OK > Features > Call Forward.
2. Select the required forwarding type and set it to On.
3. Enter the destination number in Forward to.
4. For No Answer Forward, select the required ring time.
5. Press Save.

To disable forwarding, return to Call Forward, select the active forwarding type, set it to Off and press Save.

Do Not Disturb (DND)

DND rejects incoming calls when you do not want to be interrupted. Go to OK > Features > DND and enable DND. When enabled, a DND icon appears on the handset.

Conference Calls

The AX83H supports local conference calling. Yealink documents up to a 5-way local conference, including your own line.

1. Call the first participant.
2. Select Options > Conf. The active call is placed on hold.
3. Dial the next participant.
4. When they answer, select Conference.
5. Repeat the process to add further participants where required.

Voicemail

A slow flashing red LED can indicate a new voicemail. Use the Message key to access voicemail when configured for your Horizon service, then follow the Horizon voice prompts.

Bluetooth Headset

The AX83H can pair with a compatible Bluetooth headset.

1. Go to OK > Basic > Bluetooth.
2. Set Bluetooth to On and press Save.
3. Select Scan Bluetooth Device.
4. Put the Bluetooth headset into discoverable/pairing mode.
5. Select the headset from the list and choose Connect.

Speed Dial and Everyday Settings

Speed Dial

1. Go to OK > Features > Others > Speed Dial.
2. Select one of the available digit keys (1-9) and choose Edit.
3. Enter the number and label as required, then press Save.
4. To use it, press and hold the assigned digit key.

Mute the Ringtone

From the idle screen, press and hold the Mute key for approximately two seconds to mute the ringtone and vibration. Press and hold it again to restore them.