



# Yealink T41P T42G T42S Setup and User Guide





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## 1. Introduction

### 1.1. Purpose of this Document

This guide is to show you how to install and use your Yealink T41P or T42G phone which you will use in conjunction with your portal website (**www.telephonycloud.com**), therefore the functionality and features described are an appropriate subset of those available. Full details of the phone's capabilities can be found in the *Yealink SIP-T42G or SIP T41P User Guides* which can be obtained from the Yealink web site. However, always use the facilities and features offered by the portal website in configuring your phone in preference to any local capabilities.

### 1.2. Related Documents

The *Setup and User Guide* provides guidance for the ordinary user on the facilities and features of your phone system. It should be used in conjunction with this guide.

The *System Administrators Guide* provides instruction for the Company Administrator in setting up the system and configuring the features and functionality available to each user.

For Gold product Administrators there is an additional *Gold Subscribers Guide* for the Auto Attendant, Call Recording and Call Queueing Capabilities.

These guides can be downloaded from the Support Menu on the portal website or accessed via the **Help** menu.

### 1.3. Yealink Phone On-line Customisation

Certain features of the Yealink phone operation can be customised via a web browser. These are restricted to setting up the appropriate network connections, changing the ring tones and security password and, if desired creating a local phone directory, although this is discouraged as your portal website is the natural place for personal and company phone directories. All other features and settings relevant to phone usage are handled by your portal website.

To Access the Yealink web user interface press the **Menu** soft key on your phone followed by selecting the **Status** option and pressing the **Enter** soft key. This will display your phone details. Note down the IP address and enter that into your web browser. This will bring up the Yealink web user interface requesting your Username and Password to login. The default for both is 'User'. These may be changed via the **Security** tab.

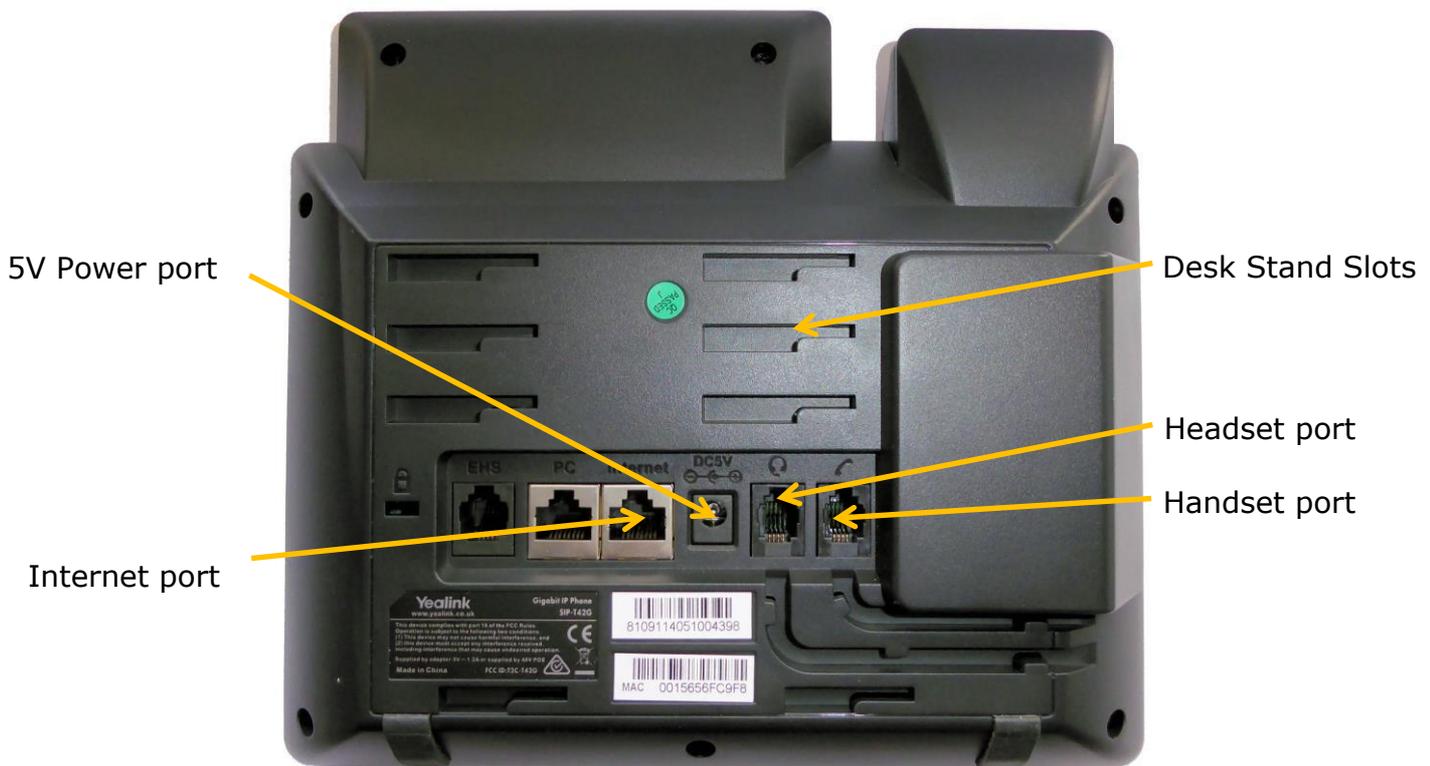
The **Network** tab allows you to specify what sort of network connection you wish to make IP4 or IP6, DHCP or Static IP.

## 2. Getting Started

### 2.1. Equipment Required

- Yealink T41P or T42G phone and desk stand
- Power Supply – either unit with plug or a PoE (Power over Ethernet) switch
- Ethernet Broadband Router
- Operational Ethernet LAN
- Ethernet cable to connect telephone to router
- Configuration Details sheet giving the following information:
  - Phone number
  - Service Pin
  - Portal website logon details

### 2.2. Phone Assembly



- Find the longer end of the coiled phone cord. Insert it into the side of the phone base in the slot marked with the Handset icon.
- Insert the short end of the handset cord into the jack at the bottom of the handset (not shown)



- Attach the desk stand by lining up the tabs on the desk stand with the slots on the back of the phone. Slide the top tabs into the slots and click the bottom tabs into the lower slots.
- If you are using an external power source plug the power supply cable into the power port on the phone base.  
NOTE. The Yealink T42G does not ship with a power supply. If you are not using Power over Ethernet (PoE), you must order a suitable power supply separately.
- If you are using Power over Ethernet (PoE) to power the phone, the phone will receive power when you connect an Ethernet cable from the phone's Internet port to a switch in your network that provides PoE.
- If you are using a headset, plug the 2.5mm jack into the port on the left hand side of the phone.

## 2.3. Router

Your router should be set up to perform NAT (Network Address Translation) and act as a DHCP server (or have a standalone DHCP server somewhere on your network). These features are normally enabled by default on most routers.

An IP address will be allocated to the phone automatically when you plug the Ethernet cable from your phone into your router.

It is our strong recommendation to minimise the number of firewall rules required on the router. This will reduce the CPU load on the router and also future proof the site from future additions to the service.

This can be simply implemented by two rules which allow all (UDP and TCP) traffic to and from 154.51.129.0 and 217.135.162.0 netmask 255.255.255.0 - this is a /24 network.

You should also disable any Application-level Gateway (ALG) on your router.

The system can support both static and dynamic IP addresses.

## 2.4. Making the Connection

Plug in the network and power connections. The phone will then perform a boot-up sequence. During this sequence the Power LED (on the top right of your phone) will glow red and the phone screen will display 'Welcome' followed by 'Initializing... Please wait'. Once the phone is initialized the Power LED will go out.

After your phone is successfully connected to the network and receives a basic configuration, the phone screen will then display the standard menu for the phone. The time and date in the centre with the last 5 digits of your primary account number and at the bottom action commands are displayed over their associated



*soft keys*. The buttons on the left hand side of the screen display the the last 5 digits of their associated line numbers. Only 3 line accounts are permitted.

You should now hear a dial tone when you pick up the handset, press a line button or press the loudspeaker button. Try making a call.

## 2.5. Connection Failure

If at any time you don't hear a dial tone or the LCD screen displays a message 'Network is unavailable' then unplug the power supply to the phone and reboot your router. When the router has successfully rebooted plug the power back into the phone.

If there is still no line dial tone on any line or the phone screen fails to display, then this may be because there is a power failure, broadband ADSL fault or connection device failure. If you are unable to identify a fault then please contact your provider.

## 2.6. Phone Lines

The 3 buttons at the top left of the phone are the line buttons. A phone can have one to three lines associated with it.

For each phone line this allows you to:

- make a second call while a call is already in progress (putting the first call on hold)
- receive a second call while a call is already in progress (if Call Waiting is switched on)
- to switch between two different calls

Each line is capable of handling two calls in or out. You can receive a second call into the phone by putting the current call on hold and you can, in addition, hold a 3-way conversation with both parties. See later sections of this manual.

You may also dial out to a third party while holding an existing call.

## 2.7. Log on to the Portal Website

Once you're connection is established open up the portal website **[www.telephony-cloud.com](http://www.telephony-cloud.com)** and log in using the Username (logon ID) and Password given in the Configuration Details sheet that came with your handset.

You can now set up the particular features and facilities you would like to use on your phone service. Please see the *Setup and User Guides*.

If you experience any problems call Customer Services. The number to call can be found by hovering over the telephone icon at the top right of the **Home** page, or clicking on 'Talk to Customer Services Now'

## 3. Know Your Phone



Diag No	Phone Feature	Description
1	Handset	Pick up to place or answer call
2	Line Buttons	Solid Green – the line is being used Fast Flashing green – the line is receiving a call Slow Flashing green – the line is on hold
Screen 1		



2 Screen 2	Forward Calls Line Monitor or Speed Dial Buttons	Solid Green – the line is available to dial or Call Forwarding is switched on Flashing Red – A line in your call group is being called and you make pick it up Solid Red – the line is in use
3	LCD Screen	Displays date and time, Phone numbers and soft key options

Diag No	Phone Feature	Description
4	Power LED	Solid Red - the phone is initializing Fast Flashing red - the phone is ringing Slow Flashing red - the phone is receiving a voice mail
5	Soft Keys	Press a soft key to perform the action shown on the label on the LCD Screen above
6	Navigation Pad 	Press an arrow key to scroll left, right, up or down through items shown on the LCD screen  Confirms actions or answers incoming calls
7	Messages Button 	Press to access Voice mail
8 Screen 1	Function Buttons	Enables Group Pickup, Call Parking and switch from screen 1 to screen 2
8 Screen 2	Line Monitor or Speed Dial Buttons	Solid Green – the line is available to dial Flashing Red – the line is being called and may be picked up as it belongs to your Call Group Solid Red – the line is in use
9	Redial Button 	Redials a previously dialed number. Screen displays a list of previously dialed numbers. Select using the navigation keys and press this button again to call.
10	Mute Button 	Press to mute or unmute the phone. When muted the other party cannot hear you
11	Volume Button 	Press + to increase the volume and - to lower the volume of the Handset/Headset/Speaker (when the handset is off the phone) Ringer volume (when the handset is on the phone)
12	Headset Button 	Press to turn the headset on or off.
13	Speaker Button 	Press to turn the speaker on or off. When the speaker is on the button glows green

14	Keypad	Use to dial phone numbers, enter letters and choose menu items
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### 3.1. Screen Icons

	Network is unavailable
	Registered successfully
	Register failed
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-Lingual lower case letter input mode
	Multi-Lingual upper case letter input mode
	Alphanumeric input mode
	Numeric input mode

	<p>Multi-Lingual upper and lower case letters input mode</p>
--	--



	Voice mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Forwarded/Forwarded Calls
	Call Hold
	Call Mute
	Ringer Volume is 0
	Keypad lock
	Received Calls
	Placed Calls
	Missed Calls

## 4. Using Your Phone

### 4.1. Phone Operation

You may use the handset, the inbuilt speaker or an approved headset to make and receive calls.

#### Making the connection

Picking up the handset, pressing a line button or pressing the speaker or headphone button will connect the phone to the first line on your phone. If you wish to use another line then press the second or third line button on the top left of the phone. The line in use will glow green.

Pressing a line button when the handset is on the phone will automatically invoke the speaker unless the headset is plugged in.

#### Integration with Portal Website

The phone is integrated with the portal website so that you can access your company and personal address books and use any of the short codes you have specified directly from the phone.



In addition there are many *Service Codes* that allow you to enable and disable many features of the system and to check on their current status. These are all described in *Key Phone Numbers Directory* in the *Setup and User Guide*.

The portal website supports *Click-2-Talk* which enables you to click on any number displayed on your PC in the Company or Personal address books, Call History or Voice mail and have it automatically connected to your default phone.

## Dialling Assistance

As you start to dial a number the phone's LCD screen will display a list of phone numbers from your recent call history list that most closely match the numbers you have entered so far. Use the navigation pad to choose the desired number and then press the **Send soft key** or the speaker button.

## Redial

Press the redial button on your phone and you the screen will display a list of previously called numbers. Use the navigation keys to select the number you wish to call and press the **Send soft key**, speaker button or headset button to dial the number.

Pressing the redial button twice will call the last number previously called.

## Messages

The power LED light flashing red indicates that there is a voice mail message together with the voice mail icon on the screen. Pressing the *Messages* button on the phone will connect you to the phone messaging service.

## Call Forwarding

The top right function button on screen 2 of the phone is labelled *Forward* and this allows you to divert all calls to another number. This may be set up in two ways:

### Via the Portal Website

The portal allows you to set up a Call Divert number which will be called if you're on the phone or it isn't answered. Alternatively, you can have all calls diverted to the number you specify on the portal. If you choose this latter option then the *Forward* button green lamp will light on your phone and all calls made to this phone will be diverted.

To stop calls being diverted simply press the *Forward* button, the green lamp will go out and the portal website will be updated.

### Via the Phone

Press the *Forward* button and the Feature 'Always Forward' will appear on the screen and pressing the **Switch soft key** will allow you to 'Enable' or 'Disable' the



function. Pressing the down navigation key or pressing *Save* will request the number to which you would like all calls to be diverted. Enter this number and press the **Save** soft key. The green lamp on the *Forward* button will now light up to indicate that call divert is now on and all calls made to this phone will be diverted. The Unconditional Call Divert number on the portal website will be updated with the number you just entered on the phone.

To stop calls being *Diverted* simply press the *Forward* button, the green lamp will go out and the portal website will be updated.

## Do Not Disturb

Pressing the **DND** soft key on the handset will temporarily make your phone unavailable for receiving calls. Any calls to this phone when DND is set will either hear the engaged tone or, if any Voice mail feature such as *Call Forwarding to Voice Mail* has been activated for this phone number, they will hear a short message, typically 'The person on number XXX is unavailable, please leave your messages after the tone. When you have finished hang up or press the hash key'.

## 4.2. Phone Functions

The main functions of the phone are enabled by the four buttons at the top of the phone under the screen which are known as *soft keys* and can have varying actions associated with them depending on the status of the phone at any particular time. The function of each key is displayed in the screen immediately above the key.

### Home Screen Options

When the phone is inactive the standard *soft key* action arrangement is:

**History**      **MyDir**   **DND**      **Menu**

**History**      Stores the last 400 calls made, received, forwarded or missed. Default screen is all calls and the icon next to the number indicates which type of call was made. Alternatively, the left and right navigation keys will scroll through Placed, Received, Missed or Forwarded calls. The up and down keys select a particular call number. Press the **Send** soft key to call the number, **Delete** to delete the number or **Option** if you want more details of the call, add it to local contacts, add it to local blacklist or to delete all calls.



- MyDir** This gives you access to the Company and Personal phone directories held on the portal website. The screen will display a dialogue box inviting you to enter the name of the contact you wish to call. Once the first letter is entered the phone will offer you choices from your address books. Use the navigation keys to scroll through the fields and press **Option** if you want more details of the number or press **Dial** to call the number.
- DND** Pressing this *soft key* will prevent any calls being put through to your phone. The LCD screen will display '(n) Missed Calls' and will log the numbers and any voice mail if that facility is activated via the portal website.
- Menu** Selecting this *soft key* produces a scrollable list of options:
- Status** Details the phone and network connections.
  - Features** Lists phone features that can be enabled or disabled, however you should not reset any of these as most features are handled via the portal website.
  - Settings** Allows ring tone and screen contrast to be set. Time and Date are automatically set and updated. Advanced settings are not available on this phone.
  - Messages** Allows voicemail to be accessed giving a scrollable list of received messages. You can also send a text message.
  - History** Same functionality as **History** soft key above.
  - Dir** Same functionality as **MyDir** soft key above but users should only access the LDAP portal directory.

## Receiving a Call

When you receive a call only four *soft keys* are active:

**Answer   Fwd   Silence   Reject**

- Answer** Either pick up the handset or press the speaker key to take the call. Pressing the **Answer** soft key will invoke the speaker if the handset is on the phone.
- Fwd** If you wish to forward the incoming call to another phone press the **Fwd** soft key. You will then be requested to enter the number to which you want the call to be transferred. You may use any short code you've attributed to a number on the portal website. In this instance the **Dir** soft key only looks in the local phone address book, not the portal website directories.



**Silence** If you wish the phone to stop ringing but not disconnect the incoming call, press the **Silence** soft key.

**Reject** If you do not wish to take an incoming call on your phone press the **Reject** soft key. The caller will then either hear the engaged tone or, if any Voice mail feature such as *Call Forwarding to Voice Mail* has been activated for this phone number on the portal website, they will hear a short message, typically "The person on number XXX is on the phone, please leave your messages after the tone. When you have finished hang up or press the hash key". The phone screen will display '1 New Missed Call'. Pressing the **View** soft key displays the number or appropriate name from the address book and offers you the choice of **Delete**, **Option** or **Send**. The Option key gives you menu choices of viewing full details of the missed call, adding it to your address book or your blacklist. **Send** dials the number. Alternatively the screen may display 'New Voice Mail' if the caller left a message.  
The **Reject** command deactivates automatically on the incoming call terminating.

## Making a Call

If you know the number or short code you wish to call, just enter the number directly. Once you enter a phone number to make a call the soft keys become:

**Send**      **123**      **Delete**      **Cancel**

**Send** Once you have entered a number or short code you can invoke dialling by either picking up the receiver, pressing the speaker button, headphone button or pressing the **Send** soft key which will use the speaker if the handset is on the phone.

**123** Switches between numbers and letters on the phone keyboard.

**Delete** deletes the last number/character on the LCD display.

**Cancel** Cancels the current operation and takes you back to the previous state.

## Call Connected Options

When the call is connected the soft key arrangement changes to:

**Tran**      **Hold**      **Conf**      **End Call**



- Tran** Gives you the options to transfer to an entered number via the key pad. The current call will be placed on hold while the screen will display a flashing cursor inviting you to enter the name of the number or name of the contact you wish to call. As you start to dial a number the phone's screen will display a list of phone numbers from your recent call history list that most closely match the numbers you have entered so far.
- Pressing the **123 soft key** will give you the option of alphanumeric entry. Scroll down to the name or number you wish to transfer the call to and press the **Tran soft key** again. You may also enter *short codes* attributed to numbers in the portal address books. In this instance the **Dir soft key** only looks in the local phone address book, not the portal website directories.
- Hold** If you wish to put a current call on hold then press the **Hold soft key**. This keeps the other party on the line (hearing either silence or *Music on Hold* if that has been configured) but communication is suspended until you press the **Resume soft key** on the handset.
- Conf** If you wish to connect with another person for a conference call then press this *soft key*. The current call will be placed on hold while the screen will display a flashing cursor inviting you to enter the name of the number or name of the contact you wish to call. As you start to dial a number the phone's screen will display a list of phone numbers from your recent call history list that most closely match the numbers you have entered so far. Pressing the **123 soft key** will give you the option of alphanumeric entry. Scroll down to the name or number you wish to transfer the call to and press the **Conf soft key** again. You may also enter *short codes* attributed to numbers in the portal address books. In this instance the **Dir soft key** only looks in the local phone address book, not the portal website directories.
- When the person answers you can have a private conversation with them as they first person is still on hold. Finally press the **Conf soft key** once more and all 3 of you will be connected. You can control who to speak to by using the **Swap, Split** and **Hold soft keys**.

**End Call** Terminates the call.

## Putting a Call on Hold

Pressing **hold** makes the *soft keys*:



**Tran**      **Resume**      **New Call**      **End Call**

**Tran** Gives you the options to transfer to an entered number via the key pad. The current call will be placed on hold while the screen will display a flashing cursor inviting you to enter the name of the number or name of the contact you wish to call. As you start to dial a number the phone's screen will display a list of phone numbers from your recent call history list that most closely match the numbers you have entered so far.

Pressing the **123 soft key** will give you the option of alphanumeric entry. Scroll down to the name or number you wish to transfer the call to and press the **Tran soft key** again. You may also enter *short codes* attributed to numbers in the portal address books. In this instance the **Dir soft key** only looks in the local phone address book, not the portal website directories.

**Resume** Resumes a call on **hold**.

**New Call** If you wish to make another call while putting the current call on hold, press the **New Call soft key** and either enter a number or short code. You may then have a 3-way conversation with both calling or called parties.

**End Call** Terminates the call.

## Receiving a 2nd Call

If a 2<sup>nd</sup> party calls you while you are speaking to the 1<sup>st</sup> party LCD screen displays 'Incoming call xxxxx'. This makes the *soft keys*:

**Tran**      **Answer**      **Reject**      **End Call**

**Tran** Gives you the options to transfer the incoming call to an entered number via the key pad. The current call will be placed on hold while the screen will display a flashing cursor inviting you to enter the name of the number or name of the contact you wish to call. As you start to dial a number the phone's screen will display a list of phone numbers from your recent call history list that most closely match the numbers you have entered so far.

Pressing the **123 soft key** will give you the option of alphanumeric entry. Scroll down to the name or number you wish to transfer the call to and press the **Tran soft key** again. You may also enter *short codes* attributed to numbers in the portal address books. In this instance the **Dir soft key** only looks in the local phone address book, not the portal website directories.

**Answer** Puts the 1<sup>st</sup> call on hold and lets you speak to the 2<sup>nd</sup> caller.



Pressing this *soft key* results in new *soft key* options:

**Tran Swap Conf End Call**

**Tran** same functionality as **Tran** above.

**Swap** will pass you back to the 1<sup>st</sup> caller.

**Conf** will connect all 3 callers together. See 3-way calling below.

**End Call** will disconnect you from the 2<sup>nd</sup> caller.

**Reject** The caller will then either hear the engaged tone or, if any Voice mail feature such as *Call Forwarding to Voice Mail* has been activated for this phone number on the portal website, they will hear a short message, typically "The person on number XXX is on the phone, please leave your messages after the tone. When you have finished hang up or press the hash key". The phone screen will display '1 new Missed Call'. Or 'New Voice Mail'

**End Call** Disconnects you from the 2<sup>nd</sup> Call.

### 3-Way Conference Calling

To share a call between 3 parties you make use of the conference facility on your phone. Call the first person you wish to speak to and when they answer press the **Hold** *soft key* on your phone. This places the first call on hold, then select the **New Call** *soft key* and dial the number or short code of the second person you wish to hold a joint call with. When they answer you can have a private conversation with them as they first person is still on hold. Finally press the **Conf** *soft key* once more and all 3 of you will be connected.

You can control who to speak to by using the following *soft keys*:

**Split Hold Manage End Call**

**Split** Splits the conference call into two individual calls on hold, you can switch between the calls using the up and down navigation buttons.

**Hold** Places the conference call on hold, neither party can hear you

**Manage** This allows you to manage each party on the call. You select the party to be managed by using the left and right navigation buttons.

**Far Mute** Prevents the selected party from being heard. They can hear everyone but no one can hear them.

**Remove** Removes the party from the conference call.

**New Call** Allows you to place a new call.

**Back** Returns to the previous screen.



## Transferring a Call

To transfer a call press the **Trans** soft key when presented on the phone screen. This gives you the options to transfer the incoming call to an entered number via the key pad. The current call will be placed on hold while the screen will display a flashing cursor inviting you to enter the name of the number or name of the contact you wish to call. As you start to dial a number the phone's screen will display a list of phone numbers from your recent call history list that most closely match the numbers you have entered so far.

Pressing the **123** soft key will give you the option of alphanumeric entry. Scroll down to the name or number you wish to transfer the call to and press the **Tran** soft key again.

You may also enter *short codes* attributed to numbers in the portal address books. In this instance the **Dir** soft key only looks in the local phone address book, not the portal website directories.

Once the number rings you may hang up for an unattended transfer or hang on until the called party answers for an attended transfer. In this instance the caller being transferred is kept on hold and unable to hear you until you do the final transfer by pressing the **Trans** soft key.

## Missed Calls

If you wish to check for missed calls on your phone then select the **History** soft key on the home menu and scroll across until the screen lists 'Missed Calls'. You may then scroll down to select a particular call. Pressing the **Option** soft key will then allow you to examine the detail of the missed call – number, time and duration. Alternatively you can delete it or save it into your local directory.

## Voice Mail

If you have configured your system to take Voice mail messages via your account on the portal website – see *Setup and User Guide* – you can access the messages directly from your phone without having to go online. A full description of all the options available can be found in the *Setup and User Guide* under the *Picking up messages via an external phone section*.

You will know you have a message waiting as the voice mail icon will be displayed on the screen.

To listen to your messages simply press the *Voice mail* button on your phone and you will first be given a count of how many new and old messages you have and a menu of options, the most important of which is to "press 1 to listen to your messages". The playing of your message will be followed by a list of options to press:

- 3 – Advanced Options. You will be presented with options to send a reply, hear the message details or to make an outbound call
- 5 – Repeat current message
- 6 – Play Next message



7 – Delete current message

8 – Forward message to another phone

9 – Save to Folder. You will be presented with the list of possible folders

When the message is playing \* will rewind to the start of the message and # will fast forward to the end of the message.

As an alternative you can access all voice mail via the portal website.

## 4.3. Advanced Phone Features

### Call Waiting

#### Call Waiting On or Off

To turn Call Waiting on press the **Menu** soft key and then select **Features** by scrolling with the navigation buttons. Select **Call Waiting** and using the **Switch** soft key select *Enable* or *Disable*. Finally press the **Save** soft key to confirm your setting.

If you are on another call when a third party calls, Call Waiting will let you know there is an incoming call by flashing the Power LED at the top right of the phone and by displaying *Incoming call xxx*. See 'Receiving a 2<sup>nd</sup> Call' above.

If a Voice mail feature has not been activated for this phone number then the third party will stay on the line hearing a ringing tone indefinitely until you either terminate your current call or press the **Answer** soft key. In this latter case you remain connected to your original call, which is put on hold, and you may switch between the two using the **Swap** soft key.

If a Voice mail feature has been activated for this phone number then the third party will stay on the line only for the time you specified in *Voice mail* settings on the portal website at which point they will hear the Voice mail message.

#### Call Waiting Off

In this case if you are on another call when a third party calls they will either be given a busy signal or, if a Voice mail feature has been activated, they will receive the Voice mail message. Your phone will register a 'Missed Call'

### Call Parking and Retrieval

Call parking allows you to put an incoming call on hold on one phone and then pick it up on another. This is achieved using the phone's **Hold** facility and particular *Service Codes*.

The *Call Parking* action effectively transfers a call to an unused extension number and puts it on hold. It remains on hold for up to 10 minutes until picked up by another extension or the original phone. If the call is not picked up within the 10



minute time limit then it transfers back and rings the phone that originally parked it.

### **Parking a call**

Answer a call on your phone

Put the call on hold by pressing the **Hold soft key** on your handset

The caller will either hear music if you have selected the *Music on Hold* option for the particular phone or they will hear a message requesting them to "Please wait while your call is being transferred".

Dial service code \*83 and press any dial key.

You will then hear a message "The caller has been parked at extension XXX"

The call has now been parked and the phone can be used to make or receive other calls.

### **Retrieving a parked call**

From any other Company phone dial service code \*84XXX where XXX is the extension the call was parked to and then press any dial key.

Initially a line busy tone will be heard followed a few seconds later by a ringing tone that should be answered by pressing the **answer soft key** on your handset.

### **Fault messages**

If no call can be found to park after dialling \*83 you will get a message "There are no valid calls to park".

If the wrong extension (XXX) number is keyed with \*84 you will get a message "Unable to find a valid call to pick up".

## **Line Monitoring**

Selecting Screen 2 on your phone by pressing the bottom button on the left hand side of the screen will bring up another set of functions for the buttons either side of the telephone screen. These provide for four telephone numbers to be attributed to the spare buttons. These numbers may be used for monitoring and speed dialling lines in your company or for just speed dialling other numbers. If the company line is available to be called, the button will be lit with a green light if the number is in use it will be lit with a red light. External numbers will not be lit as the phone cannot check the status of phones not on the company network.

The numbers should be allocated via the portal website as described in the *Setup and User Guide* by selecting Company – Features - Line Monitoring. Once in the screen you may choose numbers or names to be attributed to the buttons.

If buttons attributed to company numbers are lit green then pressing the button will call that number. In the case of external numbers pressing the button will also call the number but it may, of course, be busy.



## Ringling Group Pickup

If you are a member of a Call Pickup Group then you can pick up another group member's ringing call if they are unavailable or busy.

When you hear their phone ringing press the **Gp Pickup** soft key or dial service code \*88 and the **Send** soft key on your phone, but don't pick up the handset. You will first hear an engaged tone for a short time (this tells you that the system has identified the call to pick up) and then your phone will ring. The ringing call will be transferred directly to you.

See the *System Administrators Guide* for details of Call Groups.

## Directed Pickup

You can answer a ringing phone within your company without being in the same call pickup group by dialling service code \*89XXX where XXX is the number or short code of the ringing phone. On dialling the number you will first hear an engaged tone for a short time (this tells you that the system has identified the call to pick up) and then your phone will begin to ring. The ringing call will be transferred directly to you.

## Fault message

If no ringing call can be found to pick up using either group or directed pickup you will get a message 'There are no valid calls to pickup'.