

## Yealink T41/42S Quick Reference Guide

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### 1) Placing / Answering a Call

Placing a Call...


Using the HANDSET:

- Pick up the handset
- Dial the number and press the SEND soft key

Using the SPEAKERPHONE:

- With the handset on hook, press 
- Dial the number and press the SEND soft key

Using a HEADSET:


- With a supported headset connected (wirelessly or RJ9), press  to activate headset mode
- Dial the number and press the SEND soft key

Answering a Call...

Using the HANDSET:

- Pick up the handset

Using the SPEAKERPHONE:

- Press 

Using a HEADSET:

- Press 

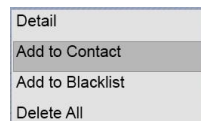
### 2) Call Log / History

Press the HISTORY soft key.

Scroll Up  or Down  to highlight a call.


Press the SEND soft key to dial them or press the OPTION soft key for additional functions like...

- Viewing additional call detail (DETAIL)
- Adding them as a contact (ADD TO CONTACT)
- Blocking a caller (ADD TO BLACKLIST) or
- Deleting all call logs from the call history (DELETE ALL).



### 3) Call Handling

1. MUTE

- Press the mute key  to place the active call on MUTE. Once activated, the button itself lights up RED
- When pressed again, the active call is unmuted and the light is no longer red
- This applies for active calls on the handset, speakerphone or headset devices

2. HOLD and RESUME

- Press the HOLD soft key during an active call to place it on hold
- To resume a call from hold, press the RESUME soft key
- If there are multiple calls on hold, use the line keys to toggle between calls, or use the navigation buttons to select the call and press the RESUME soft key

3. TRANSFER

Blind Transfer:

- Press the TRANSFER soft key during an active call
- Enter the number the call needs to be transferred to

Warm / Consultative Transfer:






- Press the TRANSFER soft key during an active call
- Enter the number the call needs to be transferred to and press #
- Press the TRANSFER soft key after third party answers and you are ready to fully transfer the call

Voicemail Transfer:


- Press the TRANSFER soft key during an active call
- Enter \*55, the extension the call needs to be transferred to
- Press the TRANSFER soft key

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#### 4. REDIAL

- Press  to enter the PLACED CALLS list
- Use the navigation buttons  or  to select the desired entry
- Press  or the SEND soft key to complete the call
- Tip – You can press  twice to automatically dial the last number dialed without having to navigate your placed calls list

#### 4) Voicemail

- To access voicemail, press the  button or press MORE -> MENU -> MESSAGE
- Follow the voice prompts to connect to voicemail

For a deeper look into the Voicemail Portal, please visit our Knowledge Base at:

[http://support.evolveip.net/wp-content/uploads/2012/09/The-Evolve-IP-Voicemail\\_QRG\\_3.23.15.pdf](http://support.evolveip.net/wp-content/uploads/2012/09/The-Evolve-IP-Voicemail_QRG_3.23.15.pdf)

#### 5) Conferencing

- During an active call, press the CONFERENCE soft key. This temporarily places the call on hold
- Enter the extension or full telephone number of the second party and press the SEND soft key
- Once the second party answers, press the CONFERENCE soft key again to merge both calls into one active call
- Press the END CALL to terminate the call for all parties
- Conferencing can be performed with up to 2 additional callers

#### 6) Call Forwarding


- Press MORE -> FORWARD
- Press ENTER
- Users have the ability to enter an alternative number and apply any of the following rules:
  - (1) Always Forward: All calls made to primary number, will be forwarded to this entered number
  - (2) Busy Forward: When the user called already has other calls on all of their lines, or has enabled Do Not Disturb, the call will be automatically forwarded to this entered number
  - (3) No Answer Forward: If the caller is unable to take the call, the call can be forwarded by default to this entered number. Determine the number of rings/ time required before this feature is applied

Note: Each ring is 6 seconds



#### 7) Setting up Visual Speed Dials

Users have the ability to program 12 speed dial keys that will appear on the home screen. There are two ways to do this:

Shortcut:

- Hold down the line key that you would like the speed dial to appear on
- Change TYPE to SPEED DIAL (Press the left  navigation button twice)
- Press the down navigation button twice and input the name of the Speed Dial in the LABEL section
- Press the down navigation button once and input the phone number of the Speed Dial in the VALUE section (extension if internal; 10 digits if external)

To get multiple pages:

- Press MORE -> MENU
- Use the navigation buttons and after highlighting FEATURES, press 
- In the next menu, highlight and select DSS KEYS
- Select the line key that you would like the speed dial to appear on
- Change TYPE to SPEED DIAL (Press the left  navigation button once)
- Press the down navigation button twice and input the name of the Speed Dial in the LABEL section
- Press the down navigation button once and input the phone number of the Speed Dial in the VALUE section (extension if internal; 10 digits if external)

#### 8) Setting up Numerical Speed Dials

- Star Codes can be used to set up for single digit "speed dialing" for up to 8 or less speed dial entries:
- Press \*74
  - Select a number between 2 and 9 on the keypad to configure as a speed dial key
  - Enter the extension or 10-digits to be established as the speed dial and then press #
  - To dial, press the configured speed dial digit and then the SEND soft key

Star Codes are also used for double digit speed dialing entries as well:

- Press \*75
- Select a number between 00 and 99 to configure as a speed dial key.
- Enter the extension or 10-digits to be established as the speed dial and then press #
- To dial, press #, the configured two digit speed dial digits and then the SEND soft key

#### 9) Commonly Used Star Codes

Below are the most commonly used star codes used on the EIP platform:

- \*68- Call Park
- \*88- Call Park Retrieve
- \*99- Clear Voice Message Waiting Indicator
- \*97- Directed Call Pickup (while the other phone is ringing press \*97 and the extension then #)
- \*50- Push to Talk/Intercom (dial the extension then #)
- \*75- Speed Dial 100
- \*74- Speed Dial 8

For a complete listing of star codes, please visit our Knowledge Base at: [http://support.evolveip.net/wp-content/uploads/2013/01/Evolve-IP-Handset-Star-Codes\\_4\\_20121.pdf](http://support.evolveip.net/wp-content/uploads/2013/01/Evolve-IP-Handset-Star-Codes_4_20121.pdf)

#### Features for Enhanced, Premium, & UC Users Only:

#### 10) Do Not Disturb

Do Not Disturb will prevent calls from ringing the phone and send callers directly to voicemail.

To enable:

- Press DND
- Press ALL ON
- Press SAVE

To disable:

- Press DND
- Press ALL OFF
- Press SAVE

#### 11) Call Park & Retrieve

Places a call on hold to retrieve from another phone.

To Park a call:

- While on an active call, press MORE -> PARK
- Enter an extension and press #

To Retrieve a call:

- Press MORE -> RETRIEVE
- Enter the extension the call was parked on and press #

#### 12) Intercom

- Press MORE -> INTERCOM
- Enter the extension of the phone you are attempting to intercom and press #
- Start speaking

#### About Evolve IP

The Cloud is no longer about buying individual services. It's now about building a strategy around multiple cloud services and integrating them together to make IT more efficient. Evolve IP delivers customized strategies and integrated services for both cloud computing and communications; solutions that are designed to work together, with your current infrastructure, and with the applications you already use in your business. Disaster Recovery, Contact Center, Unified Communications, Desktops and Infrastructure... Experience Cloud as a Strategy™.