Yealink SIP-T46G, T42G, and T41P Enterprise IP Phones | Quick User Guide

Quick User Guide for 8x8 Virtual Office

This guide provides information you need to begin using your phone quickly.

Phone Views

There are three main views available:

- **Menu View**: For the Menu view, press the **Menu** softkey.
- **Calls View**: The Calls view shows on the screen when your phone has a call.
- **Lines View (default)**: You can see the Lines view on the idle screen. The idle screen displays the current account, the time and date, and four softkeys.

Menu View

The Menu view lets you access the **Status**, **Features**, **Settings**, **Message**, **History**, and **Directory** screens. You can use the right, left, up, and down arrow keys to highlight the menus, then press the **Enter** softkey to access phone functions.

Lines View

The Lines view displays your phone line(s), the time and date, and softkeys in the softkey area.

If your phone is idle, you can press the line key to access the dialer.

Calls View

- If your phone has calls, the upper-right corner of the screen indicates the number of calls you have.
- If a phone line has a call (active or held), the icon is shown next to the line.
- If the selected phone line has one or more held calls, the screen shows the icon.

About Calls

Only one call can be active at a time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or .

Placing Calls

There are three ways to place calls:

- Pick up the handset.
- With the handset on-hook, press .
- With the headset connected, press to activate the headset mode.

Enter the number, and then press the **Send** softkey to dial out.

You can also dial from the Lines view: Press the phone line key, enter the phone number, and press the **Send** softkey.

Answering Calls

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Ending Calls

Using the handset:

- Press the **EndCall** softkey.
- Hang up the handset.

Using the speakerphone:

- Press the **EndCall** softkey.
- Press , if you began the call on speakerphone. Otherwise, only switches between the speakerphone and the handset.

Using the headset:

Press the **EndCall** softkey.

Holding Calls

To place a call on hold:

Press the **Hold** softkey during a live call.

To resume a call:

If there is only one call on hold, press the **Resume** softkey.

If there is more than one call on hold:

1. Press or to select the desired call.
2. Press the **Resume** softkey.

Parking Calls

1. To park a live call, press the **Park** softkey.
2. Listen to the message which identifies the extension the call is parked on.
3. Notify the intended recipient(s).

To pick up the parked call, the recipient dials the extension that the call was parked on.

Transferring Calls

You can transfer a call in the following ways:

Attended Transfer (Warm Transfer)

1. Press or the **Transfer** softkey to place a call on hold.
2. Enter the number you want to transfer to, then press **OK**.
3. Press or the **Transfer** softkey after the second party answers.

Blind Transfer

Do one of the following:

1. Press or the **Transfer** softkey to hold on a call.
2. Enter the number you want to transfer to.
3. Press or the **Transfer** softkey.

Or

1. Press the **BXfer** softkey during a live call.
2. Enter the extension number that you want to transfer to.
3. Press the **OK** softkey.

Semi-Attended Transfer

1. Press or the **Transfer** softkey during a call.
2. Enter the number you want to transfer to, then press **OK** or the **Send** softkey.
3. Press or the **Transfer** softkey when you hear the confirming ring.

Transferring Live Calls to Voicemail

1. Press the **xfrVM** softkey during a live call.
2. Dial the extension number, and press **#**.

Forwarding Calls

8x8 recommends using call forwarding in the Virtual Office desktop app instead of phone-based call forwarding. This way, your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone's Internet connection fails.

To enable online call forwarding (Virtual Office):

1. Log in to the Virtual Office desktop app.
2. Select **Settings** > **Call Forwarding**.
3. Select the **My Rules** tab.
4. Click **+ Add New Rule**, or update your existing call forwarding rules.
5. Click **Save**.

You can return to the Virtual Office desktop app at any time to update your call forwarding rules.

To enable call forwarding (phone-based):

1. Press the **Menu** softkey when the phone is idle.
2. Go to **Features** > **Call Forward**.
3. Select the desired forwarding type:

   Always Forward: forwarded unconditionally.

   Busy Forward: forwarded when the phone is busy.

   No Answer Forward: forwarded if not answered after a period of time.
4. Press ◀ or ▶ to enable or disable call forwarding.
   For call forwarding on no answer, you can also press ◀ or ▶ to select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. Enter the number you want to forward to. For example, 555 or voicemail.
6. Press the **Save** softkey to accept the changes.

Placing Intercom Calls

To place an intercom call when the target phone is idle:

1. Press the **Intercom** softkey when the phone is idle.
2. Enter the number you wish to intercom to, and then press the **OK** softkey. The called destination should automatically answer the call in the speakerphone.
3. To end the intercom call, press the **EndCall** softkey.

LCR - Last Call Return

Press the **LCR** softkey when the phone is idle.

Placing Conference Calls

To set up a local conference:

1. Press the **Conference** softkey during a live call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** softkey.
3. Press the **Conference** softkey again when the second party answers. All parties are now joined in the conference.

During the local conference call, you can do the following:

- Press the **Hold** softkey to place the conference on hold.
- Press the **Split** softkey to split the conference call into two individual calls on hold.
- Press the **Manage** softkey, and then press ◀ or ▶ to select the desired party. Then:
  - Press the **Far Mute** softkey to forbid the party from speaking. The muted party can hear everyone, but no one can hear the muted party.
  - Press the **Remove** softkey to remove the party from the conference call.
  - Press the **Back** softkey to return to the previous screen.
- Press the softkey of an empty line to place a new call.
- Press 🔇 to mute the conference call.
- Press the **EndCall** softkey to drop the conference call.

To set up a conference bridge:

If you are the first person who wishes to create a conference:

1. Press the **Conf** softkey when the phone is idle. You can also pick up the handset first, then select **Conf** to place the call on your handset.
2. Follow the IVR to create a conference. Note down the conference ID for future use.

If you wish to join an existing conference:

1. Press the **Conf** softkey when the phone is idle. You can also pick up the handset first, then select **Conf** to place the call on your handset.
2. Follow the IVR to enter the conference ID. You are now joined in the conference.

Viewing Recent Calls

While viewing recent calls, you can manage caller and callee entries in your call history.

1. Press the **History** softkey when the phone is idle. Press ▲ or ▼ to scroll through the list.
2. Select an entry from the list. You can do the following:

- Press the **Send** softkey to call the entry.
- Press the **Delete** softkey to delete the entry from the list.
- If you press the **Option** softkey, you can:
  - Select **Detail** to view entry details.
  - Select **Add to Contacts** to add the entry to the local directory.
  - Select **Add to Blacklist** to add the entry to the blacklist.
  - Select **Delete** to delete the selected entry.
  - Select **Delete All** to delete all entries from the list.

Managing the Contact Directory

To access your directory:

1. Press the **Dir** softkey when the phone is idle.
2. Select the desired contact group.
3. Press the **Enter** softkey.

To add a contact:

1. Go to your directory.
2. Press the **Add** softkey to add a contact.
3. Enter the contact's information.
4. Press the **Add** softkey to accept the change.

To edit a contact:

1. Go to your directory.
2. Press or to select the desired entry.
3. Press the **Option** softkey.
4. Select **Detail**, and edit the contact information.
5. Press the **Save** softkey to accept the change.

To delete a contact:

1. Go to your directory.
2. Press or to select the desired entry.
3. Press the **Option** softkey.
4. Select **Delete**.
5. Press the **OK** softkey at the deletion prompt.

Listening to Voicemail

If you have new voice messages, a notification on the idle screen indicates that one or more voice messages are waiting.

To listen to voice messages:

1. Press or the **Connect** softkey.
2. Follow the IVR to listen your voice messages.

Muting the Microphone

- Press to mute the microphone during a call.
- Press again to un-mute the call.

Using Do Not Disturb (DND)

Press the **DND** softkey when the phone is idle. The icon on the status bar indicates that DND is enabled.

Adjusting Volume

- Press during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press when the phone is idle to adjust the ringer volume.

Accessing Call Queues (If Enabled)

1. Press the **CQueue** softkey when the phone is idle.
2. Follow the IVR to log in to or out of the call queue.

Updating Ringtones

1. Press the **Menu** softkey when the phone is idle.
2. Go to **Basic** > **Sound** > **Ring Tones**.
3. Press or to select **Common** or the desired account, and then press the **Enter** softkey.
4. Press or to select the desired ring tone.
5. Press **OK** or the **Save** softkey to accept the change.

Recording Calls (If Enabled)

1. Press the **Rec** softkey during a call. A message announces that call recording has started.
2. Press the **Rec** softkey again to stop recording. A message announces that call recording has ended.

Using Barge-Monitor-Whisper (If Enabled)

Monitor

1. Dial ***22** or ***BA** before lifting the handset.
2. Press **Dial** or **Call**.
3. At the prompt, enter the extension you want to monitor. You may be prompted for an access code.
4. Enter the access code to begin monitoring.

Important: Dial ***22** before lifting the handset.

Whisper

1. To whisper to the agent that you are already monitoring, dial ***9** or ***W**.
2. To exit the whisper, mute the supervisor's audio, and revert to silent monitor mode, dial ***6** or ***M**.

Barge

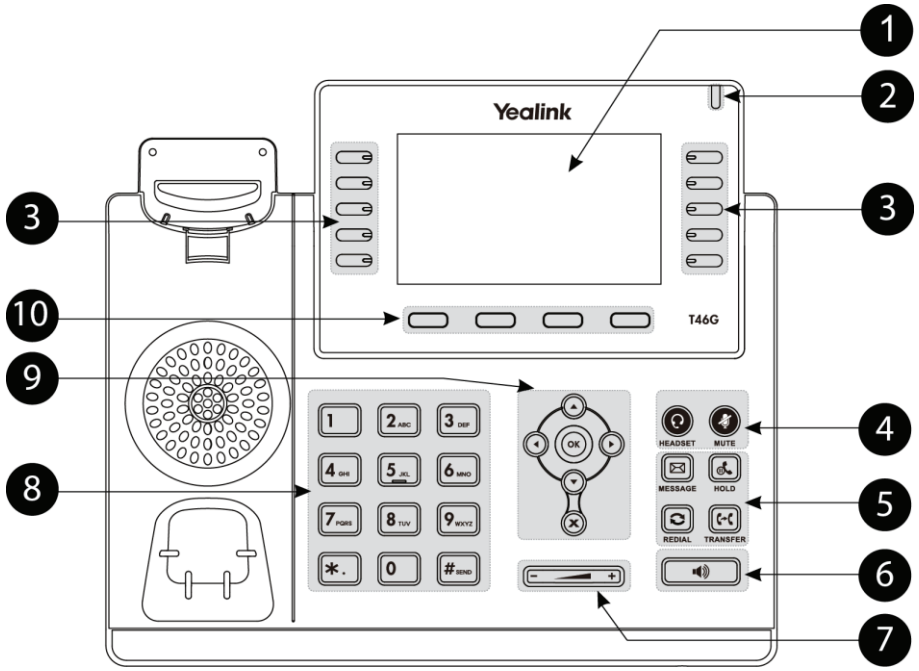
1. To barge into and join the call that you are already monitoring, dial ***5** or ***J**.
2. To exit the barge and revert to silent monitor mode, dial ***6** or ***M**.

Barge Direct

To barge directly into a call without monitoring first, dial ***23**, then dial extension number. You are now immediately in a 3-way conference call with the active call.

Yealink SIP-T46G Description

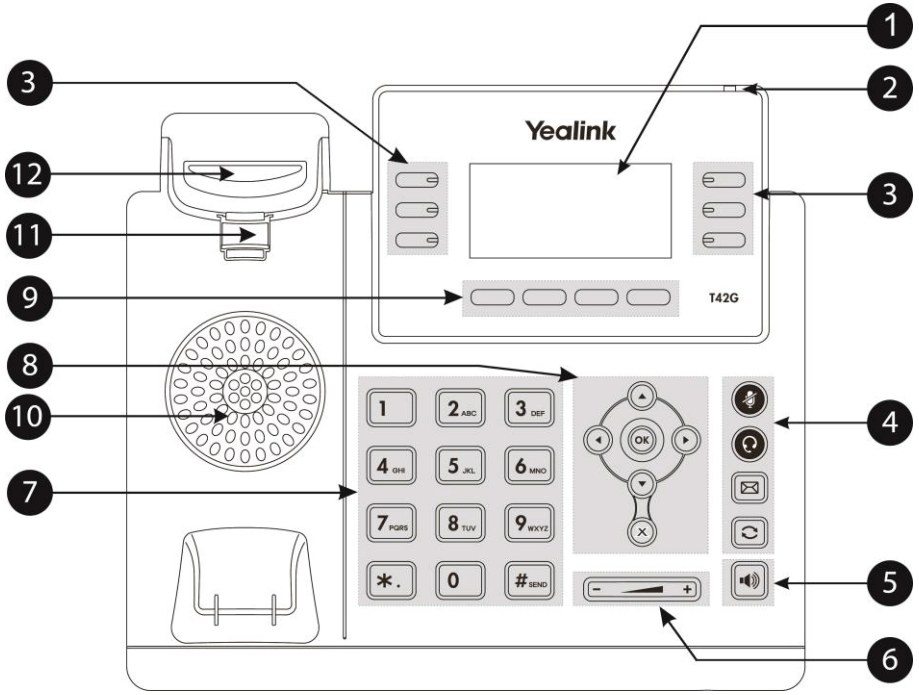
	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, ⛔) • Missed call text or second incoming caller information • Prompt text (for example, "Saving file, please wait") • Time and date
②	Power Indicator LED	Indicates phone power and some feature statuses.
③	Line Keys	Use these keys to activate up to six accounts and assign various features.
④	HEADSET Key	Toggles and indicates the headset mode.
	MUTE Key	Toggles and indicates mute feature.
⑤	MESSAGE Key	Accesses voice messages.
	HOLD Key	Places a call on hold or resumes a held call.
	REDIAL Key	Redials a previously dialed number.
	TRANSFER Key	Transfers a call to another party.
⑥	Speakerphone Key	Toggles the hands-free speakerphone mode.
⑦	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑧	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
⑨	◀ ▶ ▲ ▼	Scroll through the displayed information.
	OK	Confirms actions or answers incoming calls.
	✕	Cancels actions or rejects incoming calls.
⑩	Soft Keys	Label automatically to identity their context-sensitive features.



Yealink SIP-T46G IP Phone

Yealink SIP-T41P and T42G Description

	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, DND) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
②	Power Indicator LED	Indicates phone power and some feature statuses.
③	Line Keys	Use these keys to activate up to twelve accounts and assign various features.
④	Mute Key	Toggles and indicates mute feature.
	Headset Key	Toggles and indicates the headset mode.
	Message Key	Accesses voice mails.
	Redial Key	Redials a previously dialed number.
⑤	Speakerphone Key	Toggles the hands-free speakerphone mode.
⑥	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑦	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
⑧	◄ ► ▲ ▼	Scroll through the displayed information.
	OK	Confirms actions or answers incoming calls.
	✕	Cancels actions or rejects incoming calls.
⑨	Soft Keys	Label automatically to identity their context-sensitive features.
⑩	Speaker	Provides ringer and hands-free (speakerphone) audio output.
⑪	Hookswitch Tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on how to adjust the hookswitch tab, refer to *Yealink Wall Mount Quick Installation Guide for T4X IP Phones*.
⑫	Hookswitch	Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line, laying the handset down on the handset cradle, the phone disconnects from the line.



Yealink SIP-T42G IP Phone (same controls for T41P)

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