Yealink T41P, T42G, T46G, T48G manual

The next-generation telephone system.

NFON
Cloud Telephone System

A. General information

1. Introduction

Welcome!

This manual helps you to optimize the usage of the IP telephone in combination with the PBX. Please use this manual at initial operation. Some features differ from the features described in the manufacturer's documentation.

The following pages describe the Yealink T41P, T42G, T46G and T48G system telephones.

The display and usage of the telephone will be further optimized in accordance but not limited to the directory, transfer, and input mode in future updates.

Yealink T41P   Yealink T42G   Yealink T46G

Yealink T48G   Yealink EXP40   Yealink EHS36

Subject to alterations
Version 1 / 11.2014 (en)

2. Used symbols

The following symbols are used in this manual:

Type	Icon	Description
Notice		Important information and notices that you have to pay attention to.
Hint		Useful hints that provide additional information.
Action	-	is marked with a dash
Result of an action ⇒		is marked with an arrow
List	•	is marked with a bullet point

B. Security

1. Notes

The device was produced in accordance with the most common security standards. Nevertheless, note the safety guidelines in order to use the device securely. Please note the following safety

guidelines to lower risk of burning, electric shocks, and similar risks.

General guidelines

1. Keep the device dry and clean at transport, storage, and usage.
2. Avoid collisions and drops of the device at transport, storage, and usage.
3. Do not open the device case and do not try to repair the device on your own.

Guidelines for usage and operation

1. Check whether the power supply voltage is in accordance with the device's voltage.
2. Pay attention to dry hands before using a cable.
3. Do not spill liquids on the device.

Guidelines for cleaning

1. Disconnect and unplug the device from the power supply before cleaning.
2. Use a soft, dry, antistatic cloth to clean the device.

2. Encryption

You have the option of voice encrypting (SRTP) your telephone calls. You can activate this function for your customer account via the administration portal at any time.

 Activation of this function is subject to fees.

- Activate the function on the administration portal.
- Restart all telephones. Restarting may take a few minutes. During a conversation a lock icon on the telephone display indicates encryption is activated.
⇒ The active call is now encrypted.

C. Initial Operation

1. Requirements & Information

In order to use this IP telephone with your telephone system you will need a sound broadband connection.

If you only have a single circuit plug available (e. g. in home offices) but would like to access the Internet with your laptop while using the phone, connect the laptop to the circuit plug on the phone.

2. Adding an extension

All telephones you receive are preconfigured and connected to the telephone system.
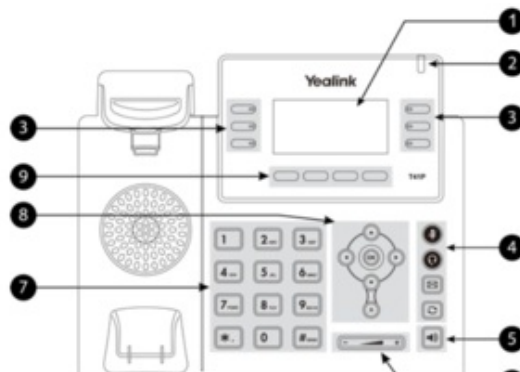
Find further information on how to install an extension in the administration portal manual.

D. Operation

1. Basic Functions

1.1 Overview of Keys

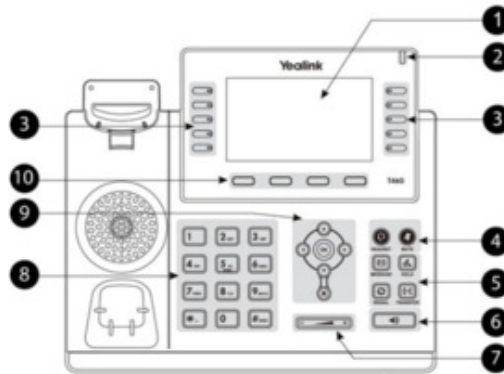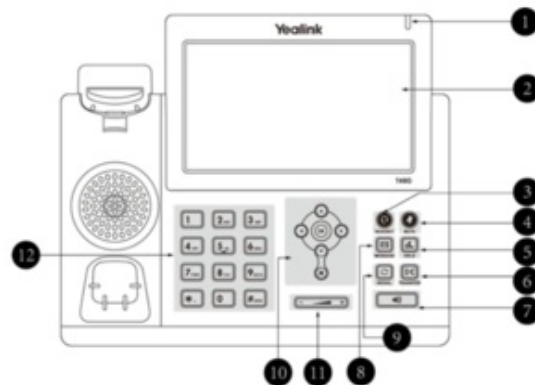Below you will see an overview over all keys of the respective models.

Yealink T41P, T42G

Pos.	Description
1	4,3" Display
2	LED call indicator
3	Freely assignable function keys
4	Headset and mute key
5	Keys for voice mail, hold, redialing and transfer
6	Speaker key
7	Volume key
8	Alphanumerical key pad
9	Navigation key
10	Soft key

Yealink T46G

Pos.	Description
1	4,3" Display
2	LED call indicator
3	Freely assignable function keys
4	Headset and mute key
5	Keys for voice mail, hold, redialing and transfer
6	Speaker key
7	Volume key
8	Alphanumerical key pad
9	Navigation key
10	Soft key

Yealink T48G

Pos.	Description
1	LED call indicator
2	7" Touchscreen
3	Headset key
4	Mute key
5	Hold key
6	Transfer key
7	Speaker key
8	Voice mail key
9	Redialing key
10	Navigation key
11	Volume key
12	Alphanumerical key pad

1.2. Keys in Detail

Key	Description
	You can use the navigation keys to steer through the menu. On the initial page:
	Down: Menu **Up:** History **Left:** Telephone settings **Right:** Directory search
	Adjusts the speaker's and telephone's volume
	Mutes the microphone
	Headset
	Calls voice mail
	Redialing
	Speaker
	Transfer*
	Hold conversation*

* not available for Yealink T41P and T42G

Yealink T46G, T48G display icons

	No network access		Redirect call
	Logged in successfully		Hold call
	Not logged in		Mute microphone

☎ Logging in   🔇 Silent (ringtone)

✉ Message   🔒 Key pad lock

⛔ Do not disturb (DND)   🗑 Full mailbox

1.3. Outgoing Call

Entering the extension number is sufficient when performing an internal call. If you choose to perform an external call, you have dial the exchange identification code (e.g. "9" for UK) prior to the external number.

You have the following options to perform an outgoing call:

- **Receiver**

- Pick up the receiver.

- Enter the telephone number.

- Confirm your call by pressing ⊙ , ⊡ or the **Send** soft key.

- End the conversation by pressing the soft key **End Call**, ⊗ or hanging up.

Alternative:

- Enter the telephone number.
- Pick up the receiver.
- End the conversation by pressing the End Call soft key, ⊗ or hanging up.

- **Speaker**

- Press the speaker key to activate the speaker.
- Dial the telephone number.
- Confirm your call by pressing ⊙ , ⊡ or the **Send** soft key.
- End the conversation by pressing the soft key **End Call** or ⊗ .

- **Headset**

- Activate the headset by pressing the headset key ☍.
- Dial the telephone number.
- Confirm your call by pressing ⊙ , ⊡ or the **Send** soft key.
- End the conversation by pressing the soft key **End Call** or ⊗ .

By default, the search option in the central directory is set alphanumerically. Press the 2aB key in order to select a numerical or alphabetical search.

1.4. Incoming Call

To answer an incoming call, you have the following options:

- Pick up the receiver or press the speaker key 🔊 to answer an incoming call. Press the headset key ☌ in order to answer with your headset.
- End the conversation by hanging up, pressing the **End Call** soft key, pressing ⊗, or the headset key ☌ (when using the headset).

1.5. Call Waiting, Toggle & Hold a Call

- **Call Waiting**

The display of the telephone sends out a double knocking sound as soon as a second call comes in during an active conversation.

You have the following options:

- You can take the incoming call by pressing the **Answer** soft key and set the active conversation on **hold**.
- You can reject the incoming call by pressing the soft key **Reject**.
- You can transfer the incoming call without taking it directly. Press the **Transfer** soft key or the transfer key 🔀*.

Incoming calls can only knock, if the the Call waiting indication (CWI) for the extension is activated. To enable CWI for your phone, select *Call Waiting Indication* in the menu under *Call Settings*.

- **Hold a Call**

- In order to hold an active call, press the **Hold** key or push the Hold button 🔲*.
  To take an incoming call during an active conversation, press the **Answer** soft key. To reject an
- incoming call, press the **Reject** soft key. You can transfer incoming calls directly by pressing the

transfer button * or the **Transfer** soft key.

⇒ The active conversation is now on hold.

 Currently, it is not possible to access the central directory
during a call on hold.

- **Toggle**

- To toggle between two callers, press the soft key **Swap**. You can further toggle between the conversations using the navigation keys and confirm your choice by pressing the **Resume** soft key.

⇒ The active conversation is put on hold and the caller hears a waiting music.

* available only for T46G and T48G

1.6. Call Transfer

To transfer an incoming call, you have the following options:

- **Attended Transfer**

- After taking the call, press the **Transfer** soft key or *.

- Now enter the extension number.

- Press .

- Announce the incoming call.

- To transfer the call, hang up, press the **Transfer** soft key or *.

- **Unattended transfer**

- Press the Transfer soft key or * during an active call.

- Enter the extension number.

- Press .
- Press the **Transfer** soft key or *.
- Hang up.

When you want to perform a transfer during an active conversation follow the next steps:

- Answer the call by pressing the **Answer** soft key.
- Press the **Transfer** soft key or the Transfer button 🔲*.
- Choose the line you want to transfer to.
- Confirm with ⊙ for an attended transfer. Confirm with the **Transfer** soft key or the Transfer button 🔲* for an unattended transfer.

- **Blind Transfer**

- Do not take the incoming call.
- Press the soft key **Transfer** or 🔲*.
- Enter the number.
- Press the **Transfer** soft key or 🔲*.
- Hang up to finalise the transfer.

When transferring a call that is on hold, you have the option to perform an unattended transfer by pressing the soft key **Transfer**, entering the number and press **Transfer** again. Perform an attended transfer by pressing the soft key **Transfer**, entering the number and pressing the ⊙ button.

* Only for T46G and T48G.

1.7. Call Forwarding

The following call forwarding options are available. You can activate or deactivate call forwardings via the telephone menu's *call settings*.

- **Permanent call forwarding**

All incoming calls will be forwarded directly

- **Forward if busy**

New calls will be forwarded immediately, when coming in during an active call. This redirection works only, if the **Call Waiting** function is deactivated.

- **Delayed call forwarding**

A call will be forwarded after a preset time.

- **If unavailable**

The "Call forwarding … if not available" function only works if the end device is not registered to the telephone system:

- When the Internet connection fails or there is no LAN connection.
- If "call forwarding …if unavailable" is programmed for a direct extension (e.g. extension 123 - John Doe) and a caller calls the direct dial number for the extension directly, call forwarding applies. If the extension is a member of a queue or a group and the queue or group receives a call, call forwarding for the individual extension no longer applies! In general, the destination should always be an available destination number. I.e., make sure that no voicemail or announcement comes on.

Always depose an available telephone number as target. Ensure that no voice mail or other announcement picks up automatically.

When disconnecting the connection between the end device and the telephone system, it can take up to 60 seconds for the call forwarding to work. Once the end device is reconnected to the telephone system, it can take up to 60 seconds for it to register.

Call forwardings can alternatively be activated through *-Codes:

*11 + destination	Permanent call forwarding to telephone number
**11	Cancel permanent call forwarding
*12 + destination	If no answer after a specific time, delayed call forward to telephone number
**12	Cancel delayed call forwarding
*13 + destination	If busy, forward to telephone number
**13	Cancel call forwarding if busy
*14 + destination	Call forwarding if unavailable
**14	Cancel call forwarding if unavailable

Example:

For permanent call forwarding to extension 555, enter "*11555", to cancel "**11". A computerised voice informs you of the extension being activated/deactivated.

1.8. Three-Way Calls

Follow these steps to start a conference call:

 - Call the first participant.
 - Press the **Conference** soft key.
 - Dial the second participant's number.
 - Press ⊙, ⊡, the soft key **Send** or **Conference.**
 - As soon as the second party answers the call, press the **Conference** soft key once again to start the conversation with both participants.

You can split ongoing conferences to seperate calls with the soft key **Split**. Pressing the soft key **Manage** allows you to mute or remove participants.

A conference call with more than three participants is easily established via the administration portal: Please refer to the administration portal manual for more information.

1.9. Do not Disturb (DND)

The Do Not Disturb (DND) function rejects incoming calls automatically.(Incoming calls will be shows as "missed calls").

To activate the DND-mode on your telephone:
- Push the **DND** soft key will enable the DND mode.

Your telephone is in DND mode as soon as the display shows either DND or 🔴. If the DND mode is activated, the caller will be IMMEDIATELY transferred to the target of the call forwarding "after time".

1.10 Callback

The Completion of Calls on No Reply (CCNR) creates a callback in case a person cannot be reached (e.g. the person is not on its desk or busy) at the moment.

To use this function, the CCNR function has to be enabled in the administration portal and in the phone extension. Click on the CCNR check box under Administration / Profile to activate the function.

- **Activate a callback**

A caller generates automatic connection establishment within the private branch exchange (PBX) to a previously busy party (only internally). If the the other party cannot be reached, the caller can use

the callback function.

- In order to activate the function, insert ***5** into your key pad. An accoustic confirmation will finalize the activation.
- As soon as the other party is available again, your end device receives a callback generated by the PBX. As soon as you answer the callback, the PBX sends out a call to the number you tried to reach initially.

- **Erase Callbacks**

- If the callback is no longer needed, all call backs can be erased by entering the ****5** code into the key pad. An accoustic confirmation finalizes the erase.

1.11. Voice mail

- **Initial Set-up**

When accessing the voice mail system for the first time, set up your personal voice mail.

- Press the message key on the telephone or dial the extension assigned by the administration portal to access the voice mail menu.

- Then select "**0 Mailbox Options**" to set up your voice mail box.
- Now press "**1**" to record a message in the event you are unavailable.
- Now record your message and press "**#**" to end the recording.
- Press "**1**" to accept the recording, "**2**" to replay the recording, and "**3**" to record a second time.

- **Access the voice mail**

- Press the Message key 🖾 or dial ***791** to access the voice mail.
- Enter your extension you saved in the administration portal and your voice mail pin to access the voice mail options.

You can install your personal voice mail announcement for every extension via the administration portal. These files have to be in .mp3 or .wav format.

Send voice mail messages to your email account via the administration portal.

For more detailed information, refer to the [voice mail leaflet](#).

1.12. "Hot Desking"

The basic function of "Hot desking" allows cancelling the registration of existing users and registering new users to your end device. This function is useful when employees frequently change their work station but don't take along their end devices. After completing registration, your configuration is automatically copied to the new telephone.

Step 1: Cancelling the registration of the current extension
Menu -> Phone settings -> Logoff -> Select

Step 2: Registering the new extension
Login -> Enter the extension number -> Submit -> Enter voice mail PIN -> Submit

Loggin in and off may take a few moments.

2. Advanced telephone functions

2.1. Overview

You can use various functions of the telephone system via the end device as well as the administration portal (also refer to the [administration portal manual](#)).

After pressing the **Menu** key you have the following options:

Call settings

- **Call waiting -** define whether this function should be activated.
- **Timeout** – set the ringing time.
- **Intercom -** the intercom function enables speaking directly to a linked extension through the system, without dial tone and ring tone.
- **Caller ID block** - set your entire number to be shown to the party being called, the switchboard number to be displayed or all caller ID information to be blocked.
- **Call forwarding** - activate the function Call forwarding
- **Parallel call -** configure another telephone or your mobile phone to ring in addition to your telephone when a call comes in. You can then answer the call with one of the two telephones.

Telephone settings

- Automatic redialling
- Suggests number (if necessary, remove function)
- Ring tone
- Define as primary device
- Logoff

System settings

(enables or disables services; for set-up see [administration portal manual](#))

- Queues

Navigation

- Use the navigation keys to mark the desired selection and press ⊙.

2.2. Function Keys & Codes

You can alter the configuration of the freely assignable function keys via [ncontrol.nfon.net](#) under *Configurations - Function* Keys. Alteration is also possible via the [administration portal](#). Long names will be displayed in abbreviation.

Yealink T48G

You can alter and save up to 29 functions on your display. All keys will be displayed at once when pressing the DSS key on your display. Further freely assignable function keys can be configured via the extension module EXP40 (only available for T46G and T48G).

Icon	Description
🔴	Extension is available
🔴	Extension is calling
🔴	Extension is being called
🔴	Extension is not registered

- **Assignment of the function keys**

Standard settings (i.e. no programming): Local Loop

Incoming calls are indicated respectively by the first LED (set to local loop) flashing.

- When the call is answered the LED stays lit.
- If a second call comes in during this call, the second LED flashes.
- By pressing the key next to the flashing LED, the first call is automatically placed on hold and the second call answered.
- You can now toggle between the calls by pressing the key next to the flashing or steady lit LED. In this manner, you can make a total of five calls at the same time.

- **Extension / telephone number**

You can add any extension or telephone number to the busy lamp field.

- You can start a call by pressing the respective busy lamp key. If an internal extension is programmed, you can see whether that extension is currently busy:

- If the LED next to the key flashes, the party receives a call.
- If the LED is consistently lit, the party has answered a call and is currently busy.
- If the LED next to the respective key flashes, you can take the call by pressing the respective key next to the flashing LED.

- **Intercom**

You can add any extension in the PBX system and then use this function key to directly communicate with this extension through the intercom. The other party must have the intercom activated on their device. Intercom refers to a conventional intercom system (similar to walkie-talkies) directly connecting you to the other party's speaker by pressing the assigned function key.

- **Additional functions via * codes**

Entering various codes (as listed on the following page) allows you to additionally program functions such as call transfer to the keys.To do so, simply enter the code with the desired number in the entry field.

Functions via *-codes

Control codes allow direct access to the telephone system's functions. The following codes apply:

Code	Description
**##	Restart devices, only for **snom devices!**
#+n	Use outside line "n" to call the telephone number ("n" replaces the "0" otherwise required to access an outside line)
*1	Start and end voice recording (if this function is enabled for the extension)
*11+TN	Permanent call forwarding to telephone number (TN)
**11	Cancel permanent call forwarding
*12+TN	If not available, forward to telephone number (TN)
**12	Cancel call forwarding if no answer
*13+TN	If busy, forward call to telephone number (TN)
**13	Cancel call forwarding if busy
*14+TN	If not registered, forward to telephone number (TN)
**14	Cancel forward if unregistered
*2+Speed dial	Directly dial the extension/telephone number via speed dial
*3	Pick up the last call ringing on the system
*3+EXT	Pick up call coming in to the extension (EXT)
*490	Activate call waiting
**490	Deactivate call waiting
*5	If busy, automatic callback activated
**5	If busy, automatic callback deactivated
*55	Specify primary device within a premium extension (Premium Package)
*73+nnnn[1]	Call eFax additional costs will occur
*74+nnnn[1]	Call time control nnnn
*75+nnnn[1]	Call group nnnn
*76+nnnn[1]	Call announcement nnnn

*77+nnnn[1]	Call queue nnnn

	*791 Access voice mail for this extension with password
	*791158 Access voice mail for extension 158, with the password for 158!
*791	*11*791 Transfer your calls to your voice mail
	*11*791158 Transfer your calls to the voice mail of the extension 158

*792	Access voice mail entering extension number, e.g. for remote enquiry
*80	Activate intercom
**80	Deactivate intercom
*80+NST	Intercom to extension (EXT)
*84+nnnn[1]	Become member of the queue with service ID nnnn
**84+nnnn[1]	Leave queue with service ID nnnn
*85	Echo extension
*86	Block caller ID (CLIR)
*860	Show main number as telephone number
**86	Show telephone number incl.direct dial (CLIP)
*87	Subscribe to Skill-set
**87	Unsubscribe to Skill-set
*9+Project Number	Define a project number for outbound calls. (Note: The project number is only valid for the very next outbound call)

Function codes for conference rooms during an active conference.

**	Help
*2	Activate or deactivate mute.
*3	Express your needs.
*5	Activate or deactivate mute of all participant.
*6	Lock the conference.

[1]) nnnn is the four digit Service ID with leading zeros (0). For example, in a callgroup, IVR, eFax, etc. This means: is the Service ID "1", "0001" must be entered when entering the function code.

3. IP Address

3.1. How Do I Find the Telephone's IP Address?

You need your phone's IP address for example for configuration of the CTI client.

- Press in the idle screen to have your IP address, MAC address and firmware displayed.

D. Where Do you find help regarding your telephone system?

You can use various sources for help concerning your issues. Please use them in the order suggested here:

NFON AG

Leonrodstraße 68
80636 München
Tel.: + 49 89 45 3000
www.nfon.com
Email: info(at)nfon.com
info(at)nfon.com

mynfon.com

You find an overview of all documentation, downloads, blogs and portals as well as help pages and further information.

portal.nfon.com

The home page of the service site contains various links to manuals, brief instructions, software downloads and templates. Please read these manuals thoroughly. They help you get the most out of your telephone system.

support.nfon.net

The NFON AG support website contains detailed FAQs with valuable information pertaining to your telephone system. You can always check the status of your support inquiries and respond to further inquiries.

Support hotline for existing customers

If neither the manuals nor the FAQs or other contents of the support website provide a solution, you can open a support ticket by phone.
Our support staff is available Monday to Friday from 8:00 am to 6:00 pm at +44 20 3740 6740 for UK and +49 800 63 66 555 for Germany.

Please include at least the following items with your inquiry:
• Your customer number, your name and a telephone number
• A full description of the malfunction, error or question about operation
• Specify the affected system component (e.g. for end devices the MAC address)
• Specify when this incident occurred and the frequency
• Please also specify which other support sources you have used thus far

Outside our business hours, a central technical support hotline takes your request, opens the respective ticket and in emergency cases, alerts the on-call service.
Operating and set-up support may be subject to a fee of up to 120.- € per hour depending on the respective contract terms. In this connection, services are billed by the minute.

Support hotline for test

Test customers are routed to a service hotline tailored to their specific needs. Our staff for this hotline is available Monday to Friday from 9 am to 5

customers

pm at +44 20 3740 6740 for UK and +49 89 45 300 553 for Germany. Unfortunately, we are unable to provide support for test customers outside of these business hours.

Support for Austrian customers:
portal.nfon.at ~ support.nfon.net ~ Hotline **+43 2742 7 55 66-555**

Support for German Customers:
portal.nfon.com ~ support.nfon.net ~**+49 800 63 66 555**

Support Dutch customers:
portal.nfon.com ~ support.nfon.net ~ **+31 88 9382244**