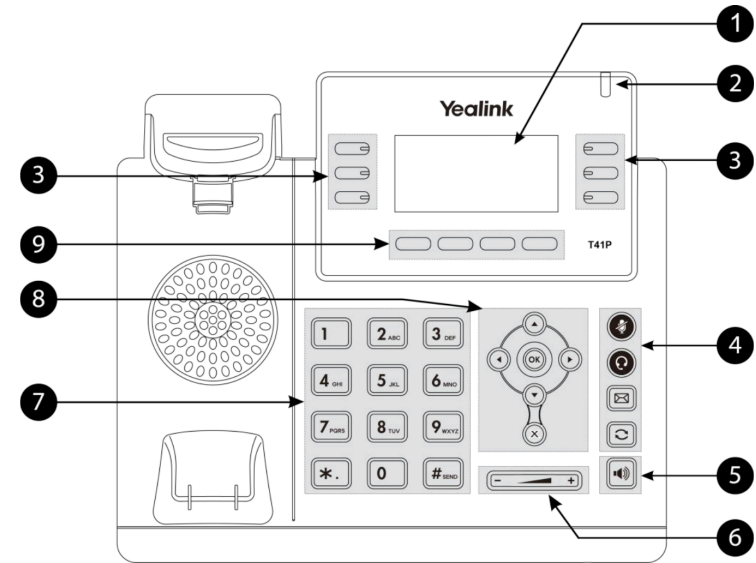


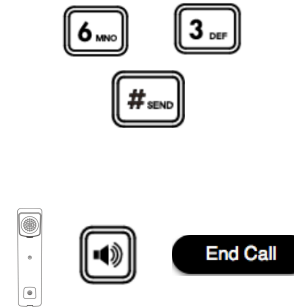
Yealink T42S

Quick Reference Guide
October 2019



| | |
|---|---|
| 1 | LCD Screen, Shows Call Information, Missed calls, Voicemail, Time and Date and DND. |
| 2 | Power and Message waiting indicator. |
| 3 | BLF, Park and Feature Keys. |
| 4 | Mute Mutes the microphone so the other party cannot hear you. Headset Switches between Handset and Headset use. Message Used to collect your messages. Redial Keys Redials a previously dialed number. |
| 5 | Speakerphone Key, Toggles hands free operation. |
| 6 | Volume Key, Adjusts handset, headset, speaker and ringer volume. |
| 7 | Keypad, Provides digits, letters and special characters in context-sensitive applications. |
| 8 | ◀ ▶ ▾ ▹ Menu navigation keys OK OK key ✕ Cancel key. |
| 9 | Context sensitive keys. |

Changing your permanent Greeting



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Changing your permanent Greeting

To change your permanent greeting select option 6 followed by option 3

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new permanent greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button. You can also select 6 and then option 2 for a daily greeting

For further details on the other voicemail features please Refer to your maintainer.

Voicemail (cont)

Whilst the message is playing you can use the keypad to do the following: -



- Press 1 to play help
- Press 2 to skip forward 2 seconds
- Press 3 to delete the message
- Press 4 to play the previous message
- Press 5 to forward the message
- Press 6 to play the next message
- Press 7 to save the message
- Press 8 to skip backwards 2 seconds
- Press 9 to play the callers number
- Press * for configuration options
- Press 0 to return the call¹

¹Voicemail forwarding must be enabled for this to work, please see your reseller for details.

Changing your Greeting

Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled you can record two voicemail greetings. The first is a daily greeting that you would normally update on a daily basis, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Dial 1571

Whilst listening to the first prompt press the * key you will hear a list of options.

Changing your daily Greeting

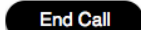
To change your daily greeting select option 2

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

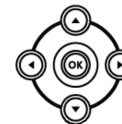
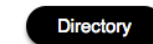
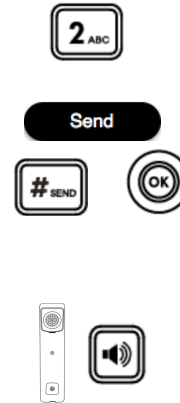
Your new Daily Greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button. You can also select 6 and then option 2 for a daily greeting



Changing your daily Greeting



Making an Internal Call



Making an Internal Call

Dial the extension number via the alpha-numeric keypad

Press **Send**, hash, OK key, or lift your handset to make the call.

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset or press the Speaker button
Dial the extension via the alpha-numeric keypad

OR

Press the Directory Key

Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

Find the user required using the Navigation Keys

Select the user required and then press the OK Key to call that user.

(Note: If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed

Making an External Call



Making an External Call

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press **Send**, hash, OK key, or lift your handset to make the call.

The Call Status screen will display whom you are ringing and your details.

OR

Lift your handset or press the Speaker Key.

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press the Directory Key

Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

Find the user required using the Navigation Keys

Select the user required and then press the OK Key to call that user.

OR

Pressing the History button shows you called that have been.

Made

Received

And Missed

Find the call required using the Navigation Keys

then press the OK Key to make a call to that number

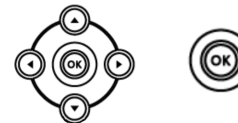
Leaving a Message for a Colleague



Accessing Your Own Messages



Eric Pollard 2 New 1 Old Mail
Inbound Sales 0 New 1 Old Mail



Voicemail

Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting.

Leave your message.

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Accessing Your Own Messages

The message waiting indicator on the T42S will flash to let you know that you have a new voicemail, you will also see a cassette icon appear on the main screen.

Press the Messages Key to listen to your messages, any new messages will be played automatically.

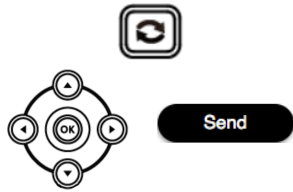
Your messages will be shown as well as any department message's that you have been assigned to monitor.

Use the navigation keys to select the mailbox to listen to and then press the OK button to listen to the messages, you will see two icons to denote the message state.

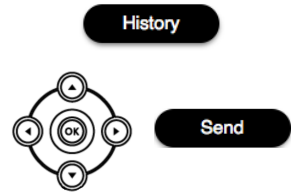
Un-read or Read Messages

To listen to a voicemail press message line, you will then be sent to voicemail

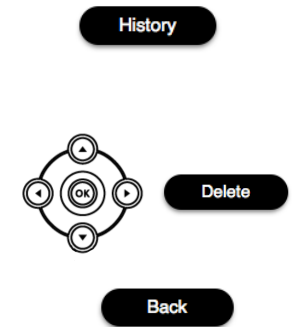
Redialling a Number



To Call a Previous Caller



To Delete a Call Entry



Redialling a Number

To redial a number, press the redial key, you will get a list of made of made call displayed on the main screen.

Use the navigation keys to select the number you wish to redial and then press the Send button.

To Call a Previous Caller Back

Press the History button.

Use the Navigation keys to select the number you wish to call back and then press the Send button.

To Delete a Call Entry

Press the History button.

Use the navigation keys to select the call you wish to delete, then press the delete button.

Press the back button to return to the main screen.

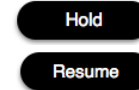
Answering a Call



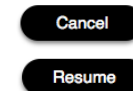
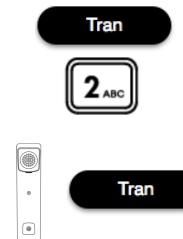
Ending a Call



Placing a Call on Hold



Announced Transfer



Answering a Call

The main screen will show the details of the caller, Lift the handset or press the Speaker, Answer or OK buttons to answer the call.

OR

If you do not wish to answer the call press the reject button and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

Ending a Call

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Placing a Call on Hold

Press the Hold Key

To retrieve the call press the resume button

Transferring a Call

Announced Transfer

Place the call on hold using the Tran Key

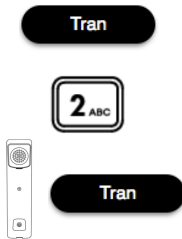
Dial the internal or external number and wait for the call to be answered and then announce the intended transfer.

To transfer the original call, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or press the Tran button.

OR

To return to the original call, press the Cancel and then the Resume Key, or wait for the destination to hang up and then press the Resume key

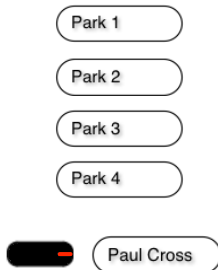
Blind Transfer



Transfer to colleague's voicemail



Parking and Picking a Call



Transferring a Call (cont)

Blind Transfer (un-announced transfer)

Place the call on hold using the Tran Key

Dial the internal or external number

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or press the Tran key and replace the handset

Transferring a Call Directly to a Colleague's voicemail

Place the call on hold using the Tran Key

Dial the internal number prefixed with a # i.e. #200 if you wanted to transfer the call to ext 200's voicemail.

Press the Tran key again to complete the transfer

Parking and Picking up a Call

This facility allows a call to be held on the system and picked up by any extension.

Once on a call press one of 4 Park keys to park the call

The caller's details will be displayed against the relevant Park Slot and the led indicator will flash red showing that there is a parked call waiting to be picked up.

Identify the person you wish to pickup and press the button next the relevant park slot to pick up the call.

Conferencing a call



Conferencing a Call

To conference a call press the Conference button, enter the ext. you wish to conference.

You can swap between calls by pressing the Swap button, or to conference all parties press the Conference button again.