Transferring Calls – Attended

- Press the **Tran** soft key
- Enter the number to transfer the call to, then press (ok), or #
- When the party answers, confirm the transfer
- Press the **Tran** soft key to complete the transfer

💡 You have the option of speaking with the party to which the call will be transferred, or to transfer after hearing the ring-back tone (approx. 2-3 seconds)

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Your caller id follows the call through to the person to which you are transferring the call.

Transferring Calls – Unattended

- Press the **Tran** soft key

- Enter the number to transfer the call to

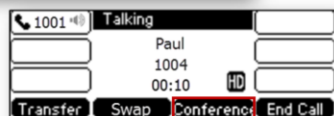- Press the **Tran** soft key immediately to complete the transfer

💡 With an unattended transfer, the original caller ID will pass through to the person receiving the transferred call
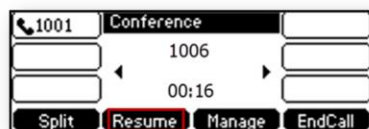
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Conference Calls

Initiate a conference call with two other people

- While on an active call, press the **Conference** soft key

- Enter the number of the second party, then press ⓘ, [#], or the **Send** soft key

- When the second party answers, press the **Conference** soft key again to join all parties

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Holding Conference Calls

- When a conference call is placed on hold, all participants are on hold

- No one in a held conference call can hear other participants

- Place participants on hold by pressing the **Hold** soft key

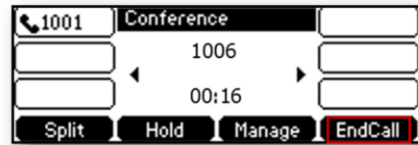- Resume a held call by pressing the **Resume** soft key

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Ending Conference Calls

- Press the **EndCall** soft key to terminate your participation in the conference call
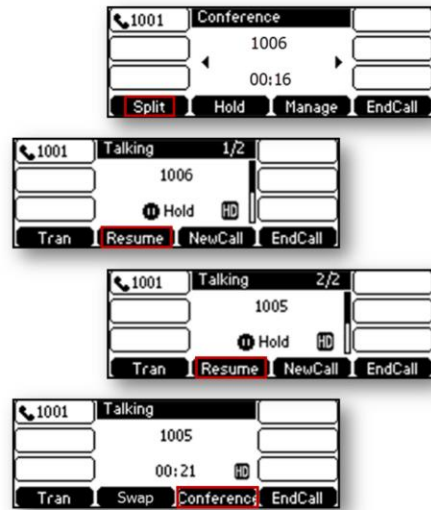
💡 Ending the call will end your participation in the conference call; the other parties remain connected to each other

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Splitting Conference Calls

- Pressing the **Split** soft key places participants on hold on separate call lines

- Toggle between parties by pressing (▲), or (▼) to select participant to speak with

- Press the **Resume** soft key to speak privately with the selected party

- Press the **EndCall** soft key to end call with the selected party

- To reestablish a split conference call, press the **Resume** soft key, then the **Conference** soft key to join all parties

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You will only be able to "Resume" the call that is displayed on the screen.

Managing a Conference Call

- Click **Manage** soft key to select options

- **Far Mute** – allows a party to listen, but not speak

- **Remove** – removes the party from the conference call

- **Back** – returns to the previous interface

- Press the mute icon 🎙️ to mute the conference call

Training Objectives

After attending this training, users should have a basic understanding of:

- Benefits and overview of the Yealink T41P/T42G

- Call features, including placing, receiving, and managing calls

- Setting up and accessing voicemail

- Searching and editing within the contact directory

- Additional features and capabilities

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Setting Up and Accessing Voicemail

- Press ✉ or dial *123 to access the Message Center
  - This is where your voicemail is initially set up and can be configured at any time
- When the screen alerts you to a new voicemail, press ✉ or the **Connect** soft key

💡 To record a temporary message, choose option 4

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View soft key holds itemized list of voicemail, where you will see a **Connect** soft key to access the message center Voicemail Set Up

- Access the message center

- Enter temporary Password when prompted (extension)

- Follow prompts to record name and standard greeting (busy message not supported)

- Create a new permanent Password (4-15 digits)

- New Password cannot be your extension number, a replicated digit (1111) or a sequential digits (1234)

Note: You can also check your voicemail from an outside line by dialing your full 10 digit Fuze number. Wait for your voicemail to answer the call, then press ***** during your greeting. You'll then be prompted for your voicemail Password.

Training Objectives

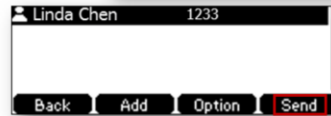After attending this training, users should have a basic understanding of:

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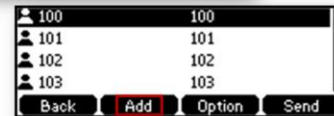
- Additional features and capabilities

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Note: In this example, there is only one directory type to choose from.
If no other directories have been added, the All Contacts directory will be highlighted

Adding a Contact in the Local Directory

- Press the **Directory** soft key

- Select desired directory type and press the **Enter** soft key

- Press the **Add** soft key

- Enter contact information, then press the **Save** soft key

💡 Contact will now be saved in the directory of your choosing

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If you choose to add a contact, it will only be added to your phone directory.

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Utilizing Do Not Disturb (DND)

Do Not Disturb (DND) mutes your ring tone and sends all incoming calls to voicemail

- Press the **DND** soft key
- The ⬤ icon on the status bar indicates that **DND** is enabled

💡 While on **DND**, you will receive no visual indication that a call is being received, other than showing a missed call

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