



## Yealink T41P/T42G Training

Fuze Training Department

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## Training Objectives

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

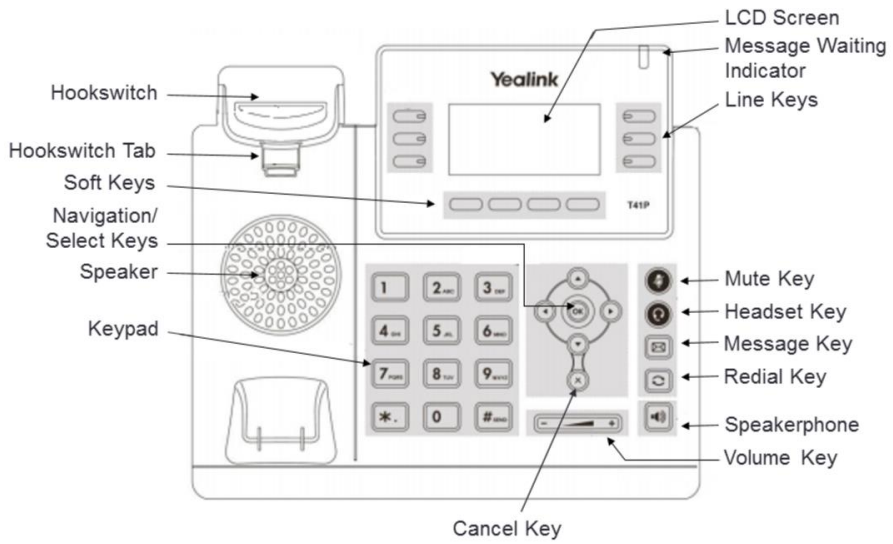
- Benefits and overview of the Yealink T41P/T42G
- Call features, including placing, receiving, and managing calls
- Setting up and accessing voicemail
- Searching and editing within the contact directory
- Additional features and capabilities

## Benefits of the Yealink T41P

- Backlit, monochrome, graphical LCD
- 6 line appearances per page
- 3 pages of line appearances
- HD Voice on all audio paths (speaker, handset, headset)
- User-friendly navigation options



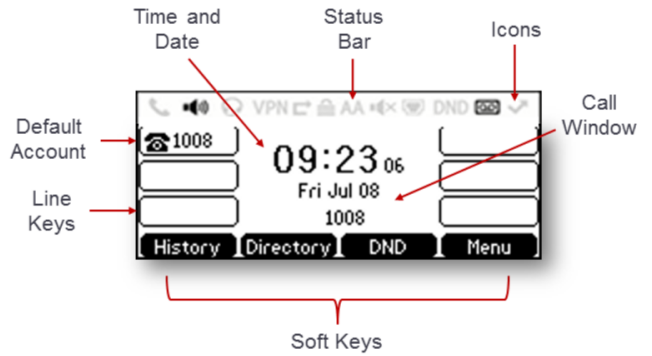
# Phone Layout



# Idle Screen Display

- Default phone view
- Displays your phone lines and your speed dials/favorites contact listings
- May contain multiple pages

💡 Use the **History** soft key to view all calls, missed, placed, received, and forwarded call lists



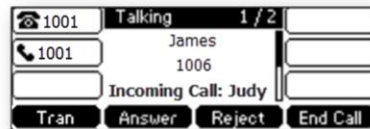
## Calls View

- Call duration and destination will appear on the screen for the active call
- Incoming calls will be displayed on active call screen
- Answering the incoming call will place original call on hold

Active Call



Incoming Call



Held Call







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## Placing Calls

You can place a call using one of the following methods:

- Pick up the handset
- Press the **Headset** key , then press the line key
- Press the **Speakerphone** key 
  - For each of these methods, after entering the number on the keypad, press , , or the **Send** soft key



You can also lift the handset after entering the number to initiate the call



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Note: To make calls within the US, dial the 10 digit number including the area code and local number. It is not necessary to dial 1 or 9 prior to the number.


\* For international calls, dial 011, the country code, the Area code, and the number.

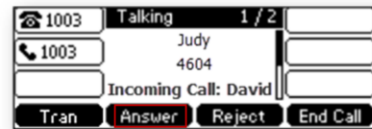


## Answering Incoming Calls

Answer incoming calls by:

- Picking up the handset
- Pressing the **Answer** soft key
- Pressing the **Headset** key 
- Pressing the **Speakerphone** key 

 To answer an incoming call while on an active call, press the **Answer** soft key; the original call is then placed on hold




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Note: When receiving an incoming call, the LED light will fast flash red.

## Holding and Muting

You can place an active call on hold or mute



- To place call on hold, press the **Hold** soft key
- To resume the call, press the **Resume** soft key
- To **Mute** your audio device, press  during the call


 The LCD screen will indicate the status



## Forwarding Incoming Calls to Another Person

**Forward** will allow you to pass along an incoming call to a number or extension without answering the call

- When phone is ringing, press the **Forward** soft key
- Enter the number to forward the call to, then press  ,  , or the **Send** soft key

 You have a limited amount of time to enter the forwarding number, approximately 4-5 rings




## Silence Incoming Calls

- During an incoming call, press the **Silence** soft key to silence the ringer
- Phone will still display the incoming call, allowing you to answer the call









## Rejecting Calls


- Press the **Reject** soft key to send calls directly to voicemail

 Calls you reject will be displayed in **History**, accessed from the Idle Screen Display



## Call History



- To view missed, received, placed, or forwarded calls, press  or the **History** soft key
- Use the  or  keys on the phone to toggle between the type of call
- Use the  or  keys to select the desired number
- Press the **Send** softkey or press  to redial the number


 Pressing  will also bring you to call history



You can redial the last dialed number from your phone by pressing the “Redial” key twice

## Transferring Calls – Attended

- Press the **Tran** soft key
- Enter the number to transfer the call to, then press  , 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)



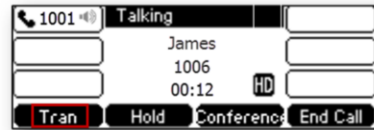
Your caller id follows the call through to the person to which you are transferring the call.

## 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

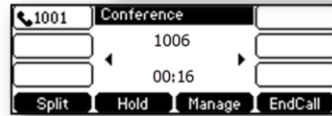
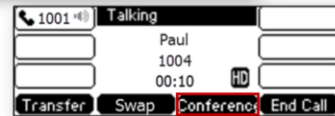
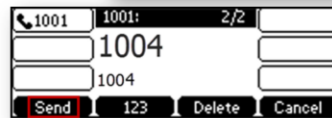




## Conference Calls

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 **OK**, **#send**, or the **Send** soft key
- When the second party answers, press the **Conference** soft key again to join all parties



## 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

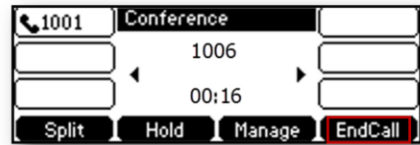


## Ending Conference Calls



- Press the **EndCall** soft key to terminate your participation in the conference call

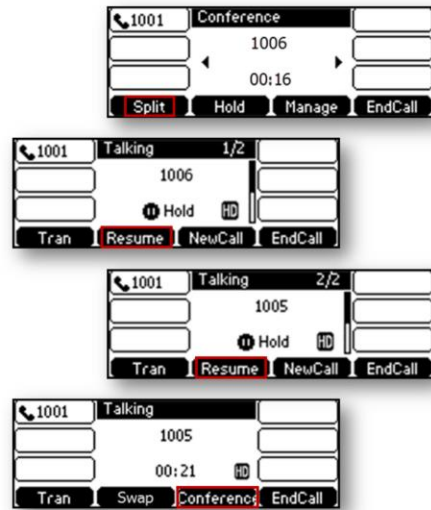


Ending the call will end your participation in the conference call; the other parties remain connected to each other




## 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



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






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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.

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## Searching for a Contact Within the Contact Directory

- Press the **Directory** soft key
- Select desired directory type and press the **Enter** soft key
- Enter contact criteria to search for
- To call a contact, press **OK**, **#**, or select the **Send** soft key

 You can search by first or last name, or by the contact's extension



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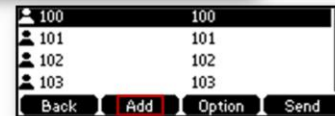
Note: In this example, there is only one directory type to choose from. If no other directories have been added, the All Contacts directory will be highlighted

## 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



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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