Yealink T41 IP phone

A guide to using your phone with Cloud Voice

What's in this guide

General info

Need help?

If you have any problems with your phone, call us on **0800 389 0537** and we'll be happy to help.

Calling 999 or 112

Your Cloud Voice number is registered to a specific address, so when you make a **999** or **112** call from your phone number, that's the address the emergency services will see.

If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.

Getting ready to set up your new phone

This guide tells you everything you need to know about your phone.
If you're in a hurry to get going, take a look at the Quick Start Guide
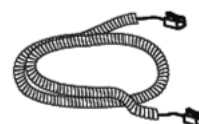then come back to this one for the detail later.

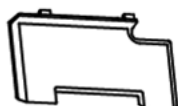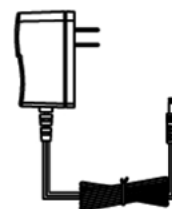**What's in the box?**
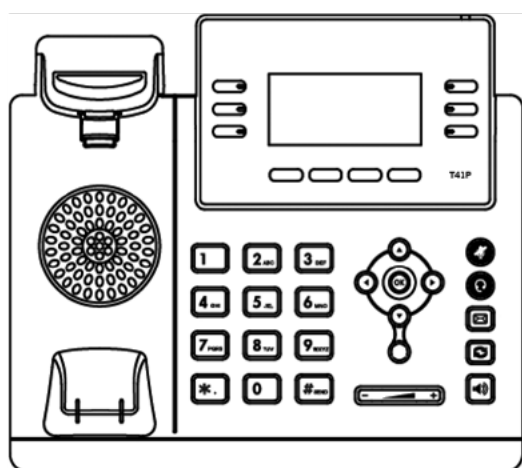
IP phone   Handset   Quick start guide

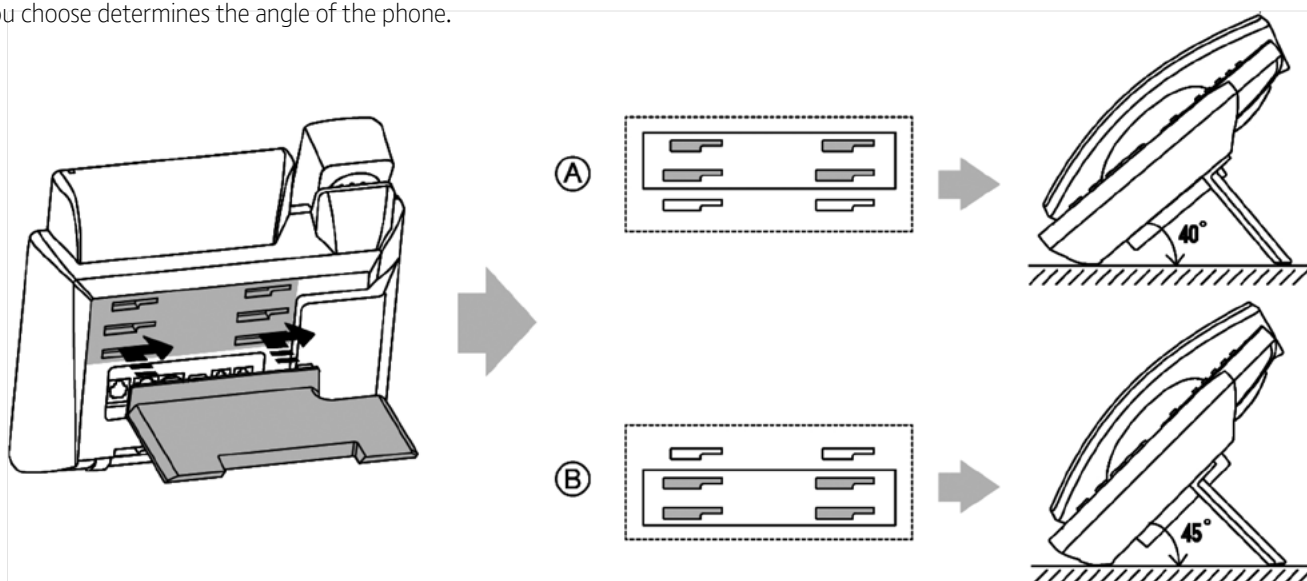Handset cord

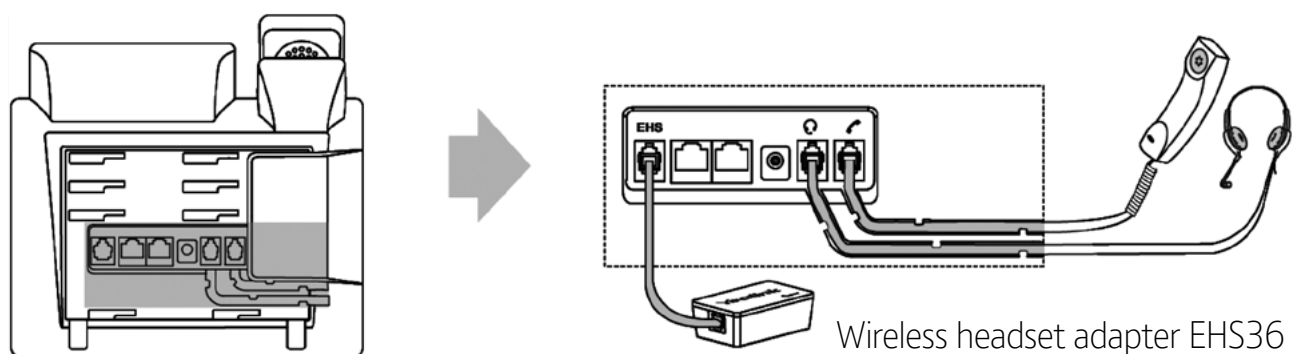
Ethernet cable   Stand   Power adapter

Installing the phone

Setting the position of your phone
Insert the stand into one of the slots on the back of the phone. The slot
you choose determines the angle of the phone.

Connecting the handset and optional headset


Wireless headset adapter EHS36

Connecting the network and power
There are two options for power and network connections. Your system administrator will let you know which one to use.

AC power (optional)
To connect the AC power you need to:

1. Connect the DC plug on the power adapter to the DC5V port on the phone, then connect the other end of the power adapter into an electrical power outlet.

2. Connect a standard Ethernet cable (included) between the Internet port on the phone and the one on the wall or switch/hub device port.

PC connection (optional)

Internet

Power adapter (DC 5V)

EXT   PC   Internet   DC5V
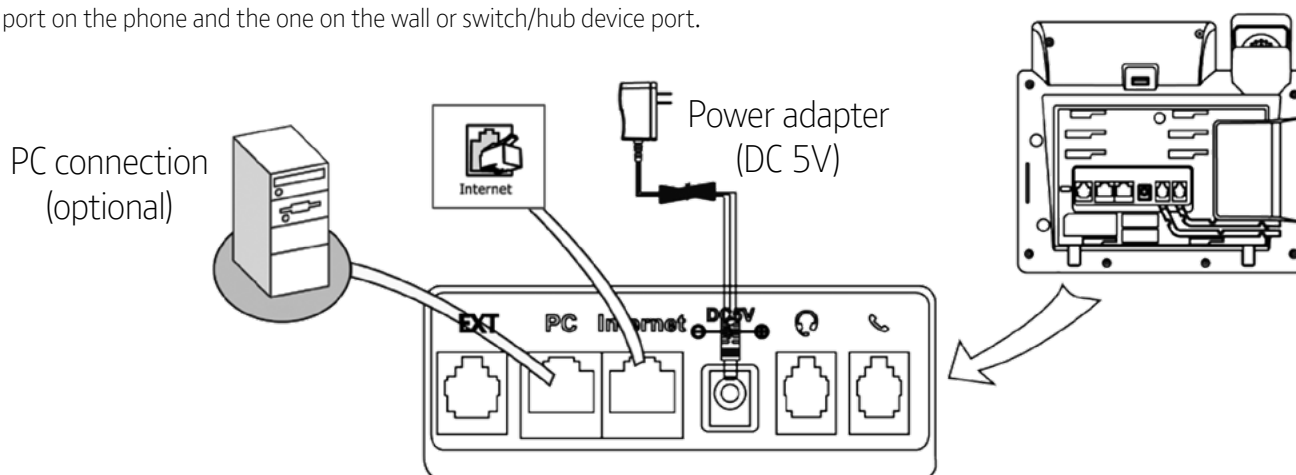
Power over Ethernet (PoE)
Using a standard Ethernet cable (included), the T41 IP phone can be powered from both a PoE-compliant switch or hub. Simply connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.

Important! Don't unplug or remove power to the phone while it's updating firmware and configurations.

If an in-line power switch/hub has been provided, you won't need to connect the phone to the power adapter. Just make sure the switch/hub is PoE-compliant.

The phone can also share the network with another network device such as a PC. It's an optional connection.

IEEE 802.3af compiant PoE hub/switch

PC connection (optional)

EXT   PC   Internet   DC5V
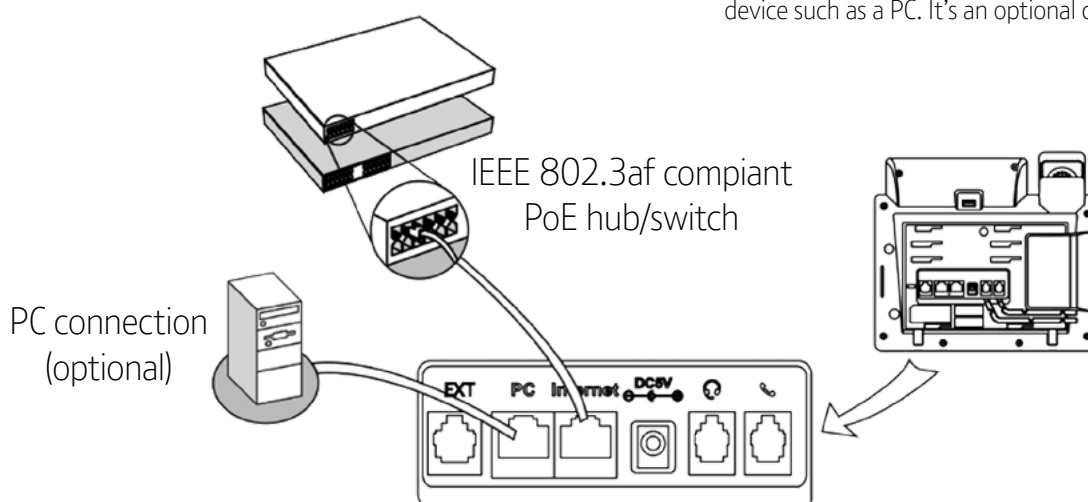
Setting up Cloud Voice on the phone

When you've connected your phone, you can automatically set it up (or 'provision' it) with Cloud Voice.
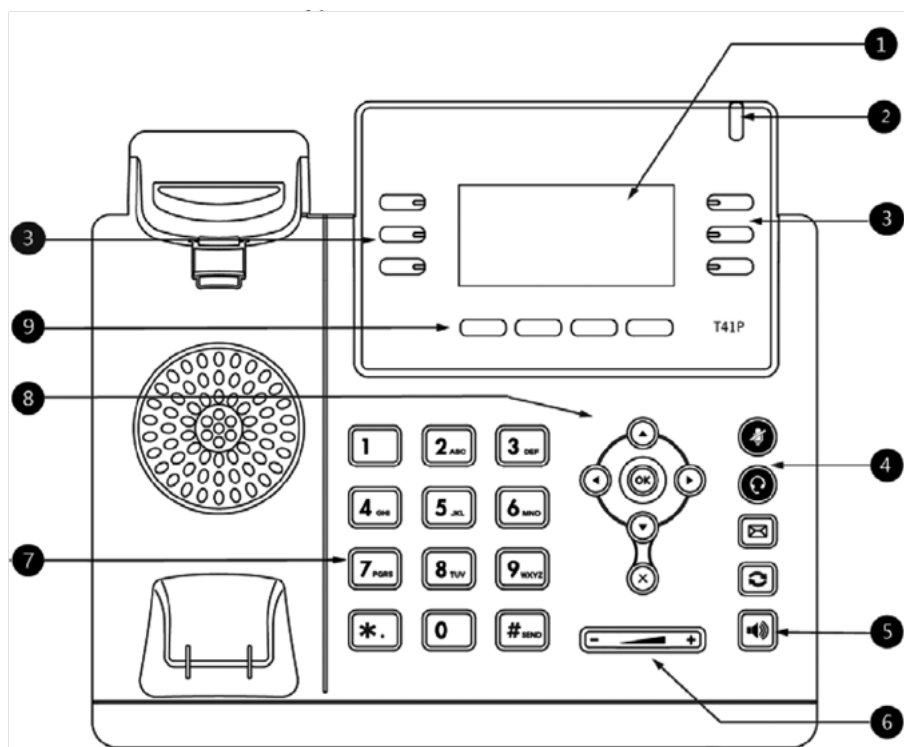
1. When the phone is connected to the network port giving it network access, it'll carry out a series of firmware updates (you'll need to allow it time to do this).

   • Your phone has provisioned correctly if this symbol ☎ is showing against the phones line key.

   • Your phone has not provisioned correctly if this symbol ☎ is showing against the phones line key.

2. Once complete, the phone will now show the line number against a line key.

```
☎ 1001              16:26 45
                   Tues Jun 11
                      1001
History   Directory   DND   Menu
```

Note: If the handset doesn't provision, contact the Cloud Voice support on **0800 389 0537** for help.

Getting to know your phone

Finding your way around the T41

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 file, please wait") • Time and date
② Power Indicator LED	Tells you both the phone power and the status of some features
③ Line keys	Use these keys to activate up to three accounts and assign various features
④ Mute key Headset key Message key Redial key	Toggles and provides a mute feature Toggles and tells you the headset mode Takes you to your voicemail Redials a previously dialled 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 ◀ ▶ ▲ ▼ ok ⊗	Scroll through the displayed information Confirms actions or answers incoming calls Cancels actions or rejects incoming calls
⑨ Soft keys	Label automatically to identify their context-sensitive features

Understanding the icons on the T41

These icons may appear at various times on the LCD screen:

Icon	Description
	Network is unavailable
	Registered successfully
	Register failed
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Voicemail
AA	Auto Answer
DND	Do Not Disturb
	Call on hold
	Call on mute
	Ringer volume is 0
	Lock
2ab	Alphanumeric input mode
123	Numeric input mode
abc	Lowercase letters input mode
ABC	Uppercase letters input mode
Abc	Upper and lowercase letters input mode
	Call forward/forwarded calls
	Missed calls
	Received calls
	Placed calls
	Recording box is full
	A call can't be recorded
	Recording starts successfully
	Recording can't be started
	Recording can't be stopped

Understanding the phone display

Idle status

The idle screen displays the label of current account, time and date, and four soft keys.

Phone status

You can view your phone status using either the phone user interface or web user interface. In phone status you can see these three things:

• Network status (e.g., IPv4 status, IP address mode, MAC address, LAN type, LAN IP and LAN mask).

• Phone status (e.g., device model, hardware version, firmware version and product ID).

• Account status (e.g., register status of SIP accounts).

To view the phone status using the phone user interface:
1. Press (ok) or press **Menu->Status**.
2. Press (▲) or (▼) to scroll through the list and view the specific information.
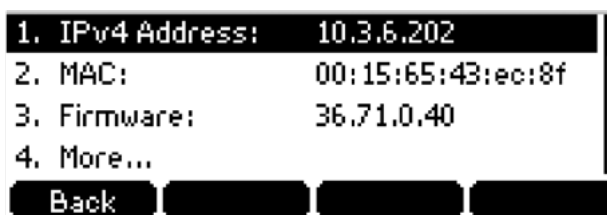
Time and date
The time and date is set by the Cloud Voice service but you can easily change the format in the phone preferences found in basic settings.

Call features

Making calls

There are three ways you can use your T41 IP phone to make a call:

• Handset   • Speakerphone   • Headset

You can dial the number first, and then choose the way you want to speak to the other party or, you can also search and dial a contact from the call history, local directory or remote phone book.

While you are on a call, you can alternate between the speakerphone, headset, or handset mode by pressing the Speakerphone key, the Headset key, or by picking up the handset.

To make a call using the handset:

1. Pick up the handset.
2. Enter the number using the keypad.
3. Then press (ok), #SEND , or the **Send** soft key.

To make a call using the speakerphone:

1. With the handset on-hook, press ☐⟩ or the line key to get a dial tone.
2. Enter the number using the keypad.
3. Then press (ok), #SEND , or the **Send** soft key.

Or you can:
1. With the handset on-hook, enter the number you want using the keypad.
2. Then press (ok), #SEND , or the **Send** soft key.

To make a call using the headset:

1. With the optional headset connected, press ◉ to activate the headset mode.
2. Enter the number using the keypad.
3. Then press (ok), #SEND , or the **Send** soft key.

Or you can:
1. Enter the number you want using the keypad.
2. Then press (ok), #SEND , or the **Send** soft key.

Answering calls

To answer a call using the handset:

1. Pick up the handset.

To answer a call using the hands-free speakerphone mode:

1. Press ☐⟩ .
2. With the handset on-hook and the headset mode deactivated, either press the **Answer** soft key or the line key (the line key LED flashes green).

To answer a call using the headset:

1. Press ◉.
2. With the headset mode activated, either press the **Answer** soft key or the line key (the line key LED flashes green).

Transferring calls

You can transfer a call to another person in one of three ways:

- **Blind transfer**: Transfer a call directly to another person without consulting them.
- **Semi-attended transfer**: Transfer a call while the target phone is ringing.
- **Attended transfer:** Transfer a call having spoken to the person first.

To make a blind transfer:

1. Press the **Tran** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press the **Tran** soft key to complete the transfer.

The call will then be connected to the number you want to transfer to.

To make a semi-attended transfer:

1. Press the **Tran** soft key during a call.
2. Do one of the following:
   - Either enter the number you want to transfer the call to.
   - Or, press the **Directory** soft key to find the number in the directory or history.
3. Now press ⓞⓀ or #SEND to dial out.
4. Finally, after the party answers the call, press the **Tran** soft key to complete the transfer.

To make an attended transfer:

1. Press the **Tran** soft key during a call.
2. Do one of the following:
   - Either enter the number you want to transfer the call to.
   - Or, press the **Directory** soft key to find the number in the directory or history.
3. Now press ⓞⓀ or #SEND to dial out.
4. Finally, after the party answers the call, press the **Tran** soft key to complete the transfer.

If you're using a handset, you can finish the transfer by hanging up the handset or you can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

Ending calls

1. **Handset:** press the **Cancel** soft key or hang up the handset.
2. **Headset:** press the **Cancel** soft key.
3. **Speakerphone:** press or the **Cancel** soft key.

Conference calls

1. Call the first person and when they answer, press the **Conf** soft key to place a new call.
2. The first person will be placed on hold.
3. Now, enter the number of the second party and press ⓞⓚ, [#SEND], or the **Send** soft key.
4. When the second party answers the call, press the **Conf** soft key again.
5. Repeat to join all parties in the conference.

During the conference call, you can:

• Press the **Hold** soft key to place the conference on hold.
• Press the **Split** soft key to split the conference call into two individual calls.
• Press the **New Call** soft key to make a new call.
• Press the **Back** soft key to return to the previous interface.
• Press 🔇 to mute the conference call.
• Press the **Cancel** soft key to drop the conference call.

Do Not Disturb (DND)

Press the **DND** soft key when the phone is idle. The **DND** icon on the idle screen indicates that **DND** is on.

Incoming calls will be rejected automatically and "**n Missed Call(s)**" ("n" indicates the number of the missed calls) will show on the LCD screen.

History

To view the call history:

1. Press the **History** soft key. The LCD screen shows all call records.
2. Press ◀ or ▶ to switch between All, Placed, Received, Missed and Forwarded call lists.
3. Press ▲ or ▼ to select the entry you want.
4. Press the **Option** soft key, and then select **Detail** from the prompt list.

The detailed information of the entry appears on the LCD screen.

To place a call from the call history list:

1. Press the **History** soft key.
2. Press ◀ or ▶ to switch between All, Placed, Received, Missed and Forwarded call lists.
3. Press ▲ or ▼ to select the desired entry.
4. Press the **Send** soft key.

Contact directory

You can add local contacts, search for a contact, or simply dial a contact number from the corporate directory.

To access your corporate directory:

1. Press the **Directory** soft key.
2. Select the remote group you are looking for, and then press the **Enter** soft key.
3. The phone will then connect to load the corporate directory and the corporate contact list will appear on the LCD screen.
4. Press the **Back** soft key to go back to the previous interface.

To search for a contact in the corporate directory:

1. Press the **Directory** soft key.
2. Select the remote group you are looking for, and then press the **Enter** soft key to load the corporate directory.
3. Now press the **Search** soft key.
4. Finally, enter a few continuous characters of the contact name or continuous numbers of the contact number using the keypad. The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can place a call from the result list.

Voicemail

When you get a new voicemail, the phone will play a warning tone, and the power indicator LED will flash red. The LCD screen will display a prompt message and show an icon.

1. When the phone user interface shows a new voicemail and the power indicator LED flashes red, press ✉ or the **Connect** soft key to dial the voicemail access code.
2. Follow the voice instructions to listen to your voicemail.

General information

999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.

- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.

- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Safety information

Opening your handset or the base of your phone could be dangerous. If your phone needs to be repaired, call us on 0800 389 0537 and we'll be able to help.

Cleaning

Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Don't expose your phone to direct sunlight.

- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.

- Don't expose your phone to water, and don't use it in damp or humid conditions like bathrooms.

- Don't expose your phone to fire, explosive or other hazardous conditions.

- If there's an electrical storm, there's a slight chance your phone might be damaged.

Product disposal instructions

The symbol shown here and on the product means that it is classed as Electrical or Electronic Equipment and shouldn't be disposed of with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your IP Phone is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Phone or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period.

- Proof of purchase is provided.

- The equipment is returned to BT or its agent as instructed.

- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

- This guarantee does not affect your statutory rights.

Offices Worldwide

July 2018