



# Yealink T43U IP Phone

User guide

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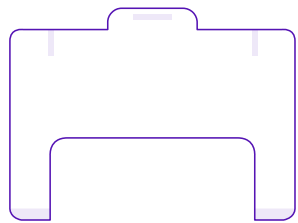
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# What's in the box?

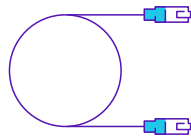
We're here to help you get the best out of your new phone. Just follow the instructions below. Here's what you should find when you open the box.

## Got everything?

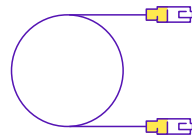
- Phone stand
- Handset cord
- Ethernet cable (2m CAT5E UTP cable)
- Quick start guide
- Mains power adapter (optional)
- Wall mount bracket (optional)
- Yealink T43U IP phone and handset



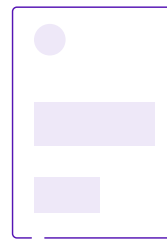
Phone stand



Handset cord



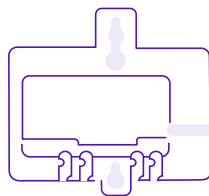
Ethernet cable



Quick start guide



Power adapter



Wall mount bracket



Yealink T43U IP phone and handset

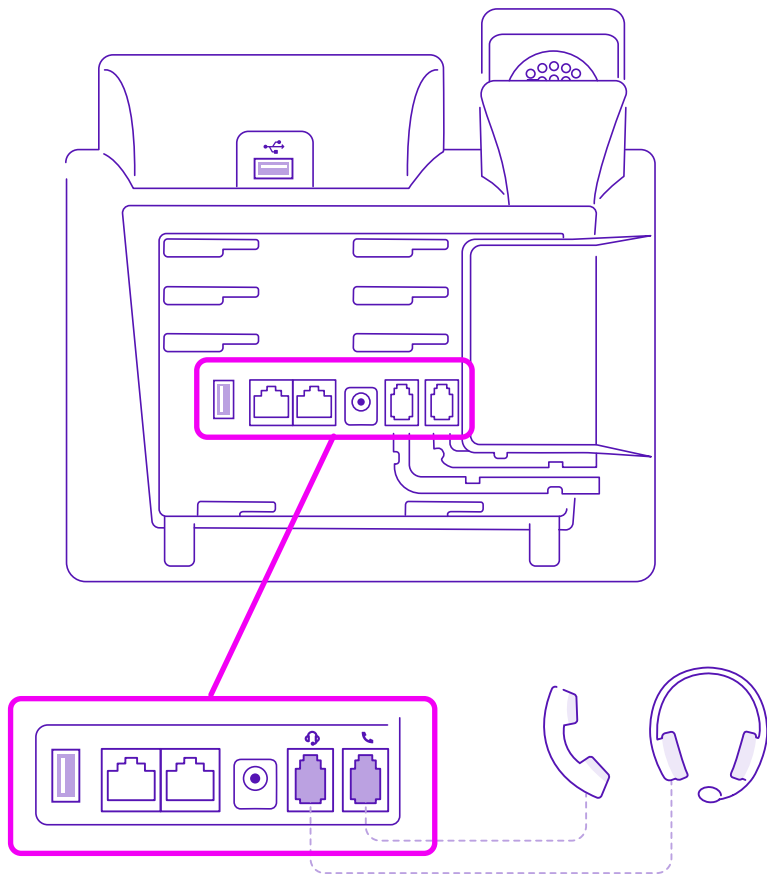
# Let's get started

## Set up your phone

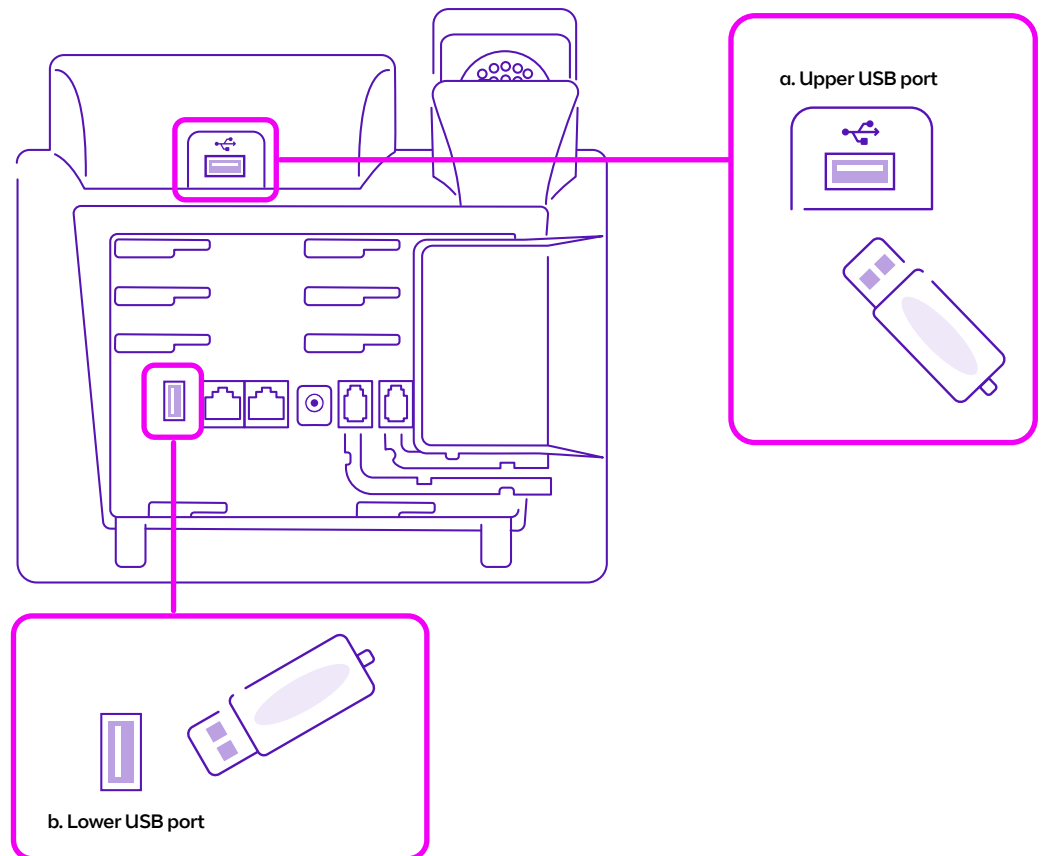
Once you've unpacked it, turn it upside down so you can see the ports. Then slot the phone stand into one of the slots, depending on the angle you want.

## Get connected

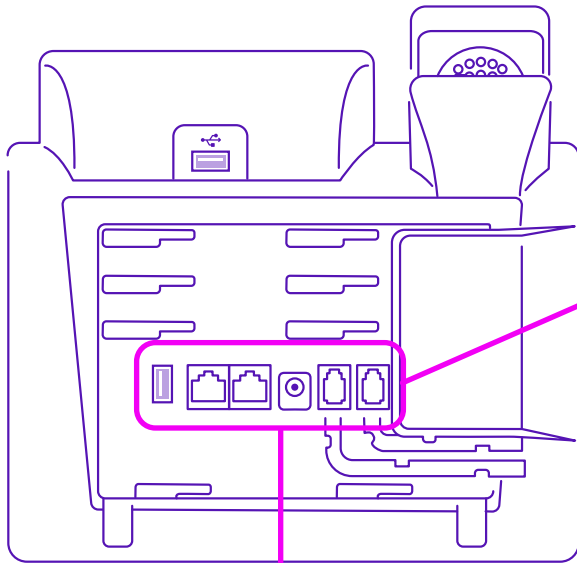
Here's how to connect the handset and optional headset



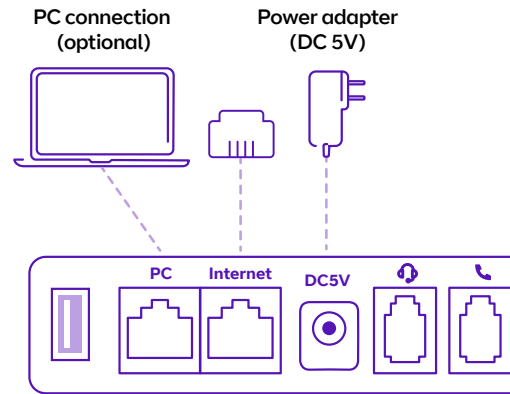
Here's how to connect a USB flash drive



## Here's how to connect the network and power



### A AC Power option

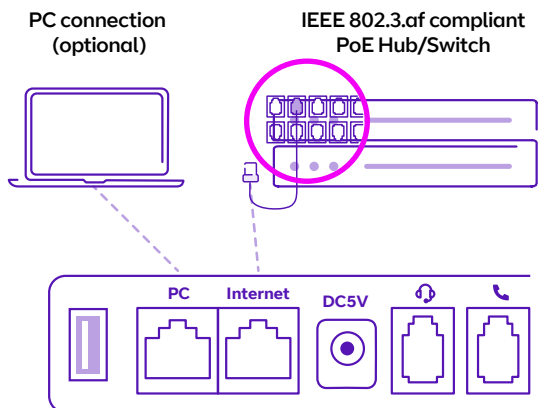


You have two options for power and network connections, normal AC power and Power over Ethernet (PoE). Your system administrator will let you know which one to use.

AC power (A)

Power over Ethernet (B)

### B PoE (Power over Ethernet) option



## Check you're set up on Cloud Voice

Your phone comes with everything you need to get set up on Cloud Voice.

- Once your phone's connected to the network, it'll update its firmware. This might take some time, so please be patient.
- Once it's finished, it'll show this symbol:



If something has gone wrong, you'll see this symbol:



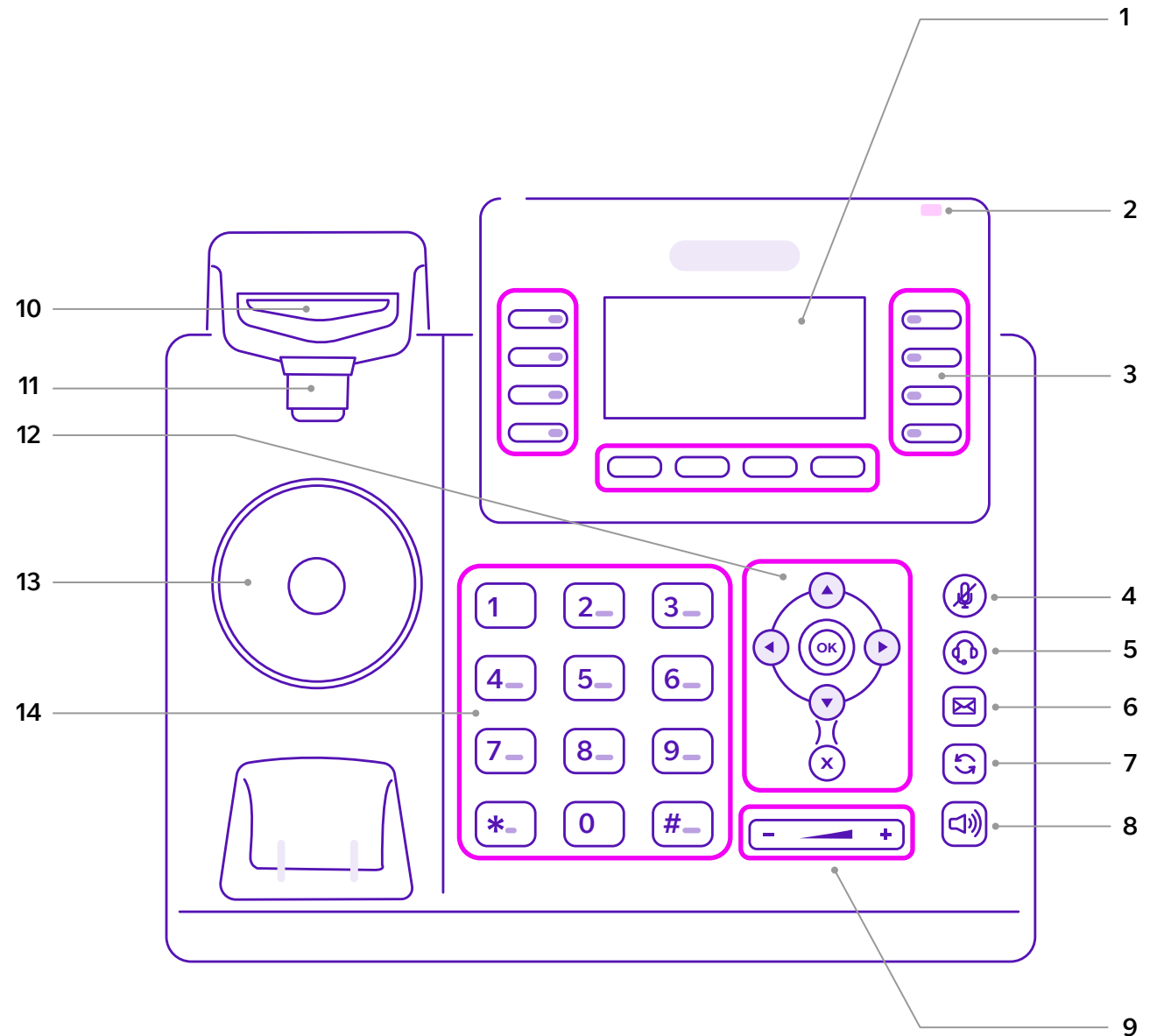
If this happens, just give us a call on 0800 389 0537 and we'll be able to help.

Once everything is updated and ready to go, your Cloud Voice number will show on the screen.

# Getting to know your phone

## Phone features and keys

1	Screen
2	Power indicator
3	Line keys
4	Mute
5	Headset
6	Message
7	Redial
8	Speakerphone
9	Volume
10	Hook switch
11	Reversible tab
12	Arrows: scroll display information OK: confirm action X: cancel action
13	Speaker
14	Keypad



# Phone display

## Idle status



The idle screen displays your extension number, the time and date, and the functions of the four soft keys.

## Time and date

Cloud Voice automatically sets time and date, but you can easily change the format in phone preferences, found in basic settings which you can access via the **Menu** soft key.

## Phone status































You can view your phone status using either the phone user screen or web user screen. In phone status you can see:

- Network details (Pv4 status, IP address mode, MAC address, LAN type, LAN IP and LAN mask).
- Phone details (device model, hardware version, firmware version and product ID).
- Account details register status of your SIP accounts).

To view your phone status using the phone user screen:

- Press the **OK** button or press **Menu > Status**.
- Press **▲** or **▼** arrows to scroll through the list and view specific information.

## Icons and status indicators

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



# Using your phone

## Making calls

There are three ways to use your Yealink T43U phone to make a call: with the handset, with the speakerphone, or via a headset.

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

Either pick up the handset, or press **speakerphone** or **headset** (if you're using one) and enter the phone number. Then press the **Send** soft key. If you're in the home view, tap **New call**, enter the phone number and press the **Send** soft key.

While making your 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.

## Answering calls

Pick up the handset.

If you prefer to be hands-free, press **Speakerphone**, then either press the **Answer** soft key or the **Line** key (the **Line** key LED flashes green). If you're

using a headset, press **Headset**, then 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. A blind transfer sends a call directly to another person without consulting them. A semi-attended transfer sends the call while the target phone is ringing, while an attended transfer sends a call after you've spoken to the person first.

### To make a blind transfer

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

That connects the call to the number you want to transfer to.

### To make a semi-attended transfer

- Press the **Tran** soft key during a call.
- Then, 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.
- Press **OK** or **#SEND** to dial out.
- When you hear the target phone ringing, press the **Tran** soft key to complete the transfer.

### To make an attended transfer:

- Press the **Tran** soft key during a call.
- Then, either:
  - Dial the number you want to transfer the call to, or
  - Press the **Directory** soft key to find the number in the directory or history.
- Press **OK** or **#SEND** to dial out.
- When someone 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, or you can cancel the transfer before the call connects by pressing the **Cancel** soft key.

## Ending calls

You can end a call by either putting your phone down if you're using the

handset, or by pressing the **Cancel** soft key in any call mode.

## Conference calls

To set up a conference call:

- Dial the first person then press the **Conf** soft key; they'll be put on hold.
- Dial the number of the next person you want to join the call and press **OK**, **#SEND**, or the **Send** soft key.
- When they answer, press the **Conf** soft key again.
- Repeat the process until everyone has joined the conference call.

During your conference call, you can:

- Press the **Hold** soft key to place the conference call on hold.
- Press the **Split** soft key to split the 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 screen.
- Press the **Mute** key to mute the call.
- Press the **Cancel** soft key to end the call.

## Do Not Disturb (DND)

To switch on Do Not Disturb, press the **DND** soft key when the phone's idle. The **DND** icon on the phone screen shows that it's in operation.

DND rejects incoming calls automatically; when they're rejected, '**n Missed Call(s)**' (with 'n' indicating the number of calls missed) will show on the phone display.

## History

To view your call history, press the **History** soft key. The phone screen will show all your call records.

### To look for a specific call:

- Press the ◀ or ▶ arrow keys to switch between **All, Placed, Received, Missed** and **Forwarded** call lists.
- Use the ▲ or ▼ arrow keys to select the call you want.
- Press the **Option** soft key, and then select **Detail** from the prompt list.

The details of the call you've selected will appear on the screen.

### To make a call to a number on your call history list:

- Press the ◀ or ▶ arrow keys to switch between **All, Placed, Received, Missed** and **Forwarded** call lists.
- Use the ▲ or ▼ arrow keys to select the call you want.
- Press the **Send** soft key.

## Contact directory

You can manage your internal contacts from your phone. To access your corporate directory, press the **Directory** soft key. Select the contact group you're looking for, and then press the **Enter** soft key. Your corporate contact list will appear on the screen. Press the **Back** soft key at any time to go back to the previous screen.

To search for a contact in your corporate directory, press the **Directory** soft key. Select the contact group you're looking for, and then press the **Enter** soft key. Then press the **Search** soft key.

Enter a few continuous characters of the contact name or continuous

numbers of the contact number using the keypad. The contact that matches the characters entered will appear on the screen. Press the **Send** soft key to call the contact.

## Voicemail

When you get a new voicemail your phone will play an alert tone, and its power indicator LED will flash red. The phone screen will also display a prompt message and show an icon.

Press the ☒ key or the **Connect** soft key to dial the voicemail access code. Follow the voice instructions to listen to your voicemail.

# General information

## Important – 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

**Do not open the handset or the base.** This could expose you to high voltages or other risks. 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 antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

## Environmental

- Do not expose 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.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

## Product disposal instructions

- The symbol shown here  and on your phone means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once 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 minimize 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. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might 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.
- You provide proof of purchase.
- You'll need to return your phone to us according to our instructions.
- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.



**Offices worldwide**

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