Yealink T42S

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
643-8647

Web Portal
https://bvoip.hawaiiantel.com

Screen Display Views			
Home	**Lines**	**Active**	**Calls**
Main Menu 1. Call Control 2. Status 3. Features 4. Settings Exit Enter	5030 Paging List 1:16 PM Mon, Aug 12 5030 Call Log BSFT Dir DND Menu	5030 Talking Paging List 8085462314 00:12 Transfer Hold Conference End Call	5030 Talking 1/2 Paging List 8085462314 Incoming call: 415425 Transfer Answer Reject End Call
• Accessed by pressing the Menu soft key • Access Call Control, Status, Feature, Directories, etc.	• Default Display • Displays phone extension at top left	• Displayed when you're on an active call • Displays name & number of calling party • Ability to Transfer, Hold, Conference or End Call	• Displayed if you have multiple active calls or calls on-hold • Use Navigation arrows to select a call when handling multiple in-bound calls

Dialing Out:

Internal Calls
> 4 digit number
> Ex: 5555

On Island & Neighbor Island Calls
> 7 digit number
> Ex: 555-1212

Mainland Calls
> 10 digit number (area code + number)
> Ex: (555) 555-1212

Toll-free Calls
> 10 digit number (area code + number)
> Ex: (800) 555-1212

International Calls
> 011 + country code + city code + number
> Ex: 011 + 19 + 66 + local number

Placing a Call

Using the handset:
1. Pick-up the handset.
2. Enter the number then press **Send** soft key.

Using the speakerphone:
1. With the handset on-hook, press 🔊 .
2. Enter the number then press the **Send** softkey.

Using the headset:
1. With the headset connected, press 🎧 to activate the headset mode.

Ending a Call

Using the handset:
1. Hang up the handset or press **End Call** soft key.

Using the speakerphone:
1. Press 🔊 or press **End Call**.

Using the headset:
1. Press **End Call** or press the "**X**" button.

Answering a Call

Using the handset:
1. Pick up the handset.

Using the speakerphone:
1. Press the **Answer** soft key or press the 🔊 .

Using the headset:
1. Press the 🎧 .

Call Forwarding

Enabling:
1. From your homescreen press **Menu** soft key.
2. Press **1** for **Call Control**.
3. Press **4** to select **Call Forward**.
4. When *Custom Forward* appears. Select the line you want to enable the Call Forward feature on then press the **Enter** soft key.
5. Select your *Forward Option*: Press **1** for **Always**, **2** for **Busy** or **3** for **No Answer** then press **Enter**.
6. Next, use your 🔘 to enable then enter the **Forward to:** destination number where calls will be forwarded.
7. Press **Save** soft key.

Disabling:
1. Follow the same steps as above but change the *Fowarding* to **Disabled**.

How to Set Do Not Disturb (DND)

Enabling: Press **DND** soft key or dial ***78.**

Disabling: Press **DND** soft key or dial ***79.**

How to Transfer a Call

Consultative Transfer (With Announcement)
1. While on an active call, press the **Transfer** soft key (the caller will be placed on hold).
2. When you hear dial tone, dial the contact number of the party you wish to transfer the call to (you can also select a contact from the directory).
3. When the party answers, announce the call and press the **Transfer** soft key.

Note: When the call is transferred, Caller ID will show the party who transferred the call rather than the original Caller ID.

Blind Transfer (Without Announcement)
1. On an active call press the **Transfer** soft key (the caller will be placed on hold).
2. When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact from the directory).
3. Next, press the **B Transf...** soft key.

Note: The inbound Caller ID will appear on the phone where the call was transferred to.

How to Transfer a call directly to Voicemail

1. On an active call, press the **Transfer** soft key.
2. When you hear dial tone dial *55 and wait for the announcement to play.
3. The announcement will say "To transfer your call to your mailbox, press the # key or hang up. To transfer your call to another mailbox, enter the mailbox ID now followed by the # key. To cancel, press the * key".
4. Enter the mailbox ID that you wish to transfer the call to followed by the # key.
5. The transfer is complete.

How to Set Up a 3-Way Conference

Creating a Conference
1. On an active call, press the **Conferen...** soft key (the caller will be placed on hold).
2. When you hear the dial tone, dial the number of the party you wish to have a conference with (you can also select a contact from the directory).
3. After the party answers, press the **Conferen...** soft key and the conference call will be connected.

Far Hold
To speak with only with one party while on an active conference:
1. Press the **Manage** soft key.
2. Using the **up/down** arrows, choose one of the callers to be placed on hold.
3. Once the caller is highlighted, press **Far Hold** soft key.
4. To resume the conference, select the caller that is currently on hold and press the **Resume** soft key.

How to Access Voicemail

1. To access your voicemail box, press the envelope ✉ .
2. Enter your voicemail passcode (default is_____).
   If you're accessing your Voicemail for the first time or have multiple lines, please refer to the "How to Set up and Manage Your Voicemail" guide.

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