PUREEDGE VOIP USER GUIDE

Yealink T4 Series

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# Using the Phone

## Answer a Call

* Pick up handset

-or-

Press Speaker button 

-or-

Press Headset button  (if using a headset)

### Answer Call Ringing at Other Extension (Directed Call-Pickup)

* Dial \*8 + *Extension Number* of ringing phone
* Press SEND softkey

## Make a Call

* Pick up handset

-or-

Press Speaker button 

-or-

Press Headset button  (if using a headset)

* Dial either an Extension number or Telephone Number (no need for preceding “9”)
* Press Send

## Intercom Calling

An Intercom Call can be made to an extension. This will cause the phone to ring once and then automatically go into Speakerphone mode

* Dial \*1 + *Extension Number*
* Press Send Softkey

## Ignore Incoming Calls

Silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

* press Silence softkey
* The Incoming Call window disappears and your phone stops ringing

## Reject Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voice mail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

* Press Reject softkey.
* The call goes directly to voice mail.

## Mute

* Pressing the Mute button  while on a call will mute the microphone.
* Press again to unmute

## Volume

Use  at the bottom of the phone:

* While phone is idle
	+ Adjusts Ring Volume
* While on handset/speaker/headset
	+ Adjusts call volume

## Transfer

### Blind Transfer

While on a call:

* Press Transfer Key  or Transfer Softkey. The call is placed on hold
* Dial the other party (extension or outside phone number)
* Press Transfer Key  or Transfer Softkey again.

### Supervised Transfer

While on a call:

* Press Transfer Key  or Transfer Softkey. The call is placed on hold
* Dial the other party (extension or outside phone number) and then press 
* After hearing ring back tone or talking to other party, press Transfer again

### Transfer Direct to Voicemail

While on a call:

* Press Transfer  key or Transfer Softkey
* Dial *Extension Number* + ****
* Press Transfer Key  or Transfer Softkey again.

## Hold

Hold is used when you expect to retrieve the call from the same phone

While on a call:

* Press Hold Key 

To retrieve call, press blinking red line key

## Park

Park can be thought of as a “System-Wide Hold”. It is used to place a call on hold and then retrieve it from any phone on the system.

### Place a Call Into Park

While on a call:

* Press available Park button
* Call will be released from phone and Park button will light red on all phones

### Retrieve Call From Park

* Press blinking Park button

-or-

* Dial \*71 + *Park Orbit (i.e. \*711, \*712, etc)*
* Press Send

## Paging

### To Send a Page:

* Press the PAGE softkey
* From the Paging Group list, select the paging group to send the page to
	+ 1 = Default
	+ 24 = Priority (Active calls placed on Hold)
	+ 25 = Emergency (DND Override, Active calls placed on Hold)
* Press PAGING softkey
* Begin speaking
* Press END CALL softkey or hang up

To increase the volume of pages, press **** while a page is occurring.

## 3-way Calling

* During an active call, press the CONF softkey
* Enter the number of the second party and press the Send softkey
* Press the Conf softkey again when the second party answers
* Press End Call to disconnect all parties

Note: You can split the conference into two individual calls by pressing the Split softkey

## Do Not Disturb

When a Standard Extension’s phone is placed in Do Not Disturb, calls will be blocked on that phone and will instead follow the If Busy setting that will be discussed in the PureEdge Portal chapter

To toggle Do Not Disturb on and off:

* Press DND softkey

Or

* Press DND icon on Home screen

The DND icon  will appear on the status bar

## Call Center

* To log in to queue, dial   \* 0 1 + *Agent Code*
* To log out of queue, dial   \* 0 0 + *Agent Code*
* To pause or 'make busy' in queue, dial   \* 0 2 + *Pause Code* + *Agent Code*.
* To un-pause or remove 'make busy' status from queue, dial   \* 0 3 + *Agent Code*

# Voicemail

## Accessing Voicemail

### From a Standard Extension

* Press the Envelope button on the phone
* Enter your password followed by ****

### From any phone

* Dial  + Extension Number
* Enter your password followed by 

### Remote access

* Call phone number that is answered by an Auto Attendant
* When auto attendant answers, press “#”
* When you hear the prompt enter your *extension number*
* When you hear the prompt Enter your *password* + “#”

## First Time Enrollment

Your Extension Number is your Default Password

The first time that you log into your mailbox, you will be asked to perform the following tasks:

* Change your password
* Record your name
* Record an Unavailable Greeting
* Record a Busy Greeting

It is recommended that all four tasks be performed as the voicemail system will remind of you of any missed steps whenever you log into the mailbox.

The Recorded Name is especially necessary for proper operation of the Dial-By-Name directory in the Auto Attendant.

## Main Menu Option:

 1. New/Old messages ( \*-asterisk=rewind; #=fast fwd. )
 2. Change folders
 3. Advanced options
 1. Leave msg. for another user
 \*. Return to main menu
 0. Mailbox options
 1. Record unavailable greeting
 2. Record busy greeting
 3. Record name
 4. Record temporary greeting
 5. Change password
 \*. Return to main menu
 \*. Help
 #. Exit

## Message Options:

 3. Advanced options
 1. Send reply
 3. Hear envelope (date/time, phone number of caller)
 5. Leave msg. for another user
 \*. Return to main menu
 5. Repeat current msg.
 6. Play next msg.
 7. Delete
 8. Forward to another user
 9. Save to folder
 0. New
 1. Old
 2. Work
 3. Family
 4. Friends
 \*. Help
 #. Exit