



# Yealink T42S

## Blue Platform

### Quick Reference Guide



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Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

**Programmable Top Keys:** At least one line key plus up to 14 other buttons may be programmed on the keys that line the right and left side of the dynamic screen.

**Soft keys:** four state-based keys that line the bottom of the screen. Press the *More* key to see additional options.

Message Waiting Indicator (Voicemail)



Dial Pad

Navigational Buttons

Volume

Speaker

Mute

Headset

Messages

Redial

## Basic Call Handling

### Make a call

Lift the handset then enter the phone number, extension, or code you wish to dial. Press **Send** to initiate the call or wait for it to go through.

Most deployments should be sure to dial 1 before an out of area phone number.

### Answer a call

Lift the handset then begin speaking to the caller.

Alternately, the **Answer** soft key, **Speaker** button, or **Headset** button may be pressed to answer an incoming call.


### End a call

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


### Speaker

Press the **speaker**  button to use speaker audio mode.


### Headset

Press the **headset**  button to use headset mode audio (must have a headset attached).

### Volume

Press the **volume**  buttons to adjust volume for your ringer when idle or audio mode while on a live call.

### Mute



Press the mute  button to mute your audio while on a call. Press again to disengage.

## Advanced Call Handling

### Hold

Press the **Hold** soft key to place an active call on hold.

To resume a held call,

- When only one is on hold, press the **Resume** soft key or (blinking) line key.
- When there is more than one on hold, use the  and  buttons to select the desired call then press the **Resume** soft key.

### Blind Transfer (Unannounced)

*Blind transfers pass through the caller ID of the originating caller to the third party.*

- Press the **Transfer** soft key to place the first call on hold
- **Input** the destination extension or phone number
- Press the **B Trans** soft key to complete the transfer

*To transfer directly to an extension's voicemail box, use \*90 plus the extension as the destination number.*

### Announced Transfer

*Announced transfers allow you to speak with the third party before completing the transfer.*

- Press the **Transfer** soft key to place the first call on hold
- **Input** the destination extension or phone number. Remain on the line while the second call connects.
  - To complete the transfer after speaking with the third party, hang up or press the **Transfer** soft key.
  - To cancel the transfer and go back to the first party, press the **Cancel** or **EndCall** soft key. Your first call will still be on hold.

### Conference (Three Way) Call

- Press the **Conf** soft key to place first call on hold
- **Input** the third party's extension or phone number. Remain on the line while the second call connects.
  - To bridge in the third party after speaking with the third party, hang up or press the **Conf** soft key.
  - To cancel the third party, press the **Cancel** or **EndCall** soft key. Your first call will still be on hold.

*While on a conference call, you can do the following:*

- *Hang up or EndCall: this ends the conference call for all parties.*
- *Manage: Press this soft key to remove a person from the conference or Mute one person in the conference (called "Far Mute").*

- *Split: Press this soft key to place both calls on hold on your phone separately.*

### Park

*Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site.*

To park a call:

- Press **More**
- Press **Park**
- **Listen** to the prompts that will guide you to park a call on your own extension or someone else's.
- The voice prompts will **confirm** that your call has been parked . You may hang up.




To Un-Park a call:

- **Dial \*88**
- **Listen** to the prompts that will guide you to unpark a call from your own extension (press #) or someone else's (extension followed by #).
- Call will be retrieved and sent to your phone immediately (do not hang up).

*Please note that when calls are un-parked, the caller ID may not be retained. Additionally, the parked call may remain on your screen of the phone that parked it with a 'Retrieve' soft key until you hang up (if parked on your own extension). This allows you to easily get back the parked call.*

## Advanced Features

### Redial

Press the redial  button to view the *Placed Calls* list then use the  and  to select the desired call. To place the selected call, either pick up the phone or press the **Send** soft key.

### Voicemail

To access voicemail, press **Message**  button. Follow the voice prompts to manage voicemail messages and greetings.

If messages are being sent to the phone, the message waiting indicator light will blink to signal a new message has been received.

### History

Press the **History** soft key to access a log of the most recent calls. Use the arrow buttons to navigate the lists of all, missed, placed, and received calls.

## Directory

You may populate the contacts in this directory by using the soft keys to add entries, add more groups, and more.

- Press the **Directory** soft key
- Choose All Contacts
- Use the Add soft key then follow the prompts to add an entry.

## Do Not Disturb

Press the **DND** soft key to turn do not disturb on or off.

While DND is enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally.

## Call Center Agent Features

Phones that are part of a call center are configured with additional features to allow agents to log in and out of the call center and change their availability within it.

### Login/Logout

If you are part of a call center group, your phone will be equipped with a *Login/Logout* button that will allow you to log in and out of the call center.

- To log into the call center press the **Login** soft key.
- To log out of the call center press the **Logout** soft key.

The *Login* soft key is only visible when you are currently logged out. The *Logout* soft key is only visible when you are currently logged in.





### Availability

While logged in, you will also have the ability to manage your availability with codes setup of your system administrator. For a list of available codes and their intended use, see your administrator.

- To change your state to Unavailable, press the **Unavail** soft key then enter the appropriate code for the state you wish to use.
- To log out of the call center press the **Avail** soft key.

When you first log in, your availability is *Available* to signal to the call center you are ready to take calls.

The line key icon will indicate your availability as follows:

-  **Logged Out**
-  **Logged In, Available**
-  **Logged In, Unavailable**
-  **Wrap Up**