



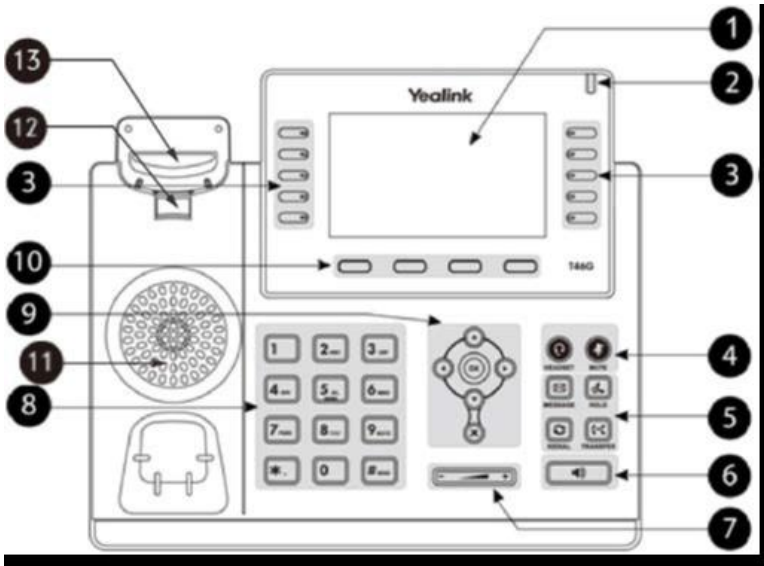
Keyvoice.net
BUSINESS CLASS VOIP SYSTEMS

A Division of Key Communications Inc.



Yealink SIP-T4X Series

For Use With: Keyvoice.Net Business Cloud Telephone Systems



| <u>Element</u> | <u>Function</u> |
|----------------|------------------------------|
| 1 | LCD display window |
| 2 | Message waiting |
| 3 | Line/DSS keys |
| 4 | Headset/Mute |
| 5 | Message/Hold/Redial/Transfer |
| 6 | Speakerphone |
| 7 | Volume |
| 8 | Keypad |
| 9 | Navigation/OK/Select/Cancel |
| 10 | Soft keys |
| 11 | Speaker |
| 13 | Switch hook |
| 12 | Switch hook tab |

Basic Call Features:

Placing a Call

Using the Handset:

1. Pickup the Handset.
2. Enter the number and then press the **Send** soft key.

Using the Speakerphone:

1. With the handset on-hook, press **Speakerphone** key.
2. Enter the number, then press the **Send** soft key.

Using the Headset:

1. With the headset connected, press Headset/Mute to activate headset mode.
2. Enter the number, then press the **Send** soft key.

(Note: During a call you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, Speakerphone key or by picking up the handset. Headset mode requires a connected headset.)

Answering a Call

Using the Handset:

- Pick up handset.

Using the speakerphone:

- Press **speakerphone** key.

Using the headset:

- Press **headset** key.

(Note: You can ignore an incoming call by pressing the **Reject** soft key)

Ending a Call

Using the handset:

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

Using the Speakerphone:

- Press the **Speakerphone** key or **End Call** soft key.

Using the headset:

- Press the **End Call** soft key.

Redial

- Press **Redial** soft key to enter the **Placed** call list, press **UP** or **DOWN** arrows to select desired entry then press **Redial** key or **Send** soft key.
- Press **Redial** key twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

- Press the **Mute** key to mute the microphone during A call.
- Press the **Mute** key again to un-mute the call.

Call Park

To use with assigned Park keys:

(Note: Do Not press **hold** or **transfer** in this process)

To Place a call on Park:

- With a Live Call (not on hold), press the available Park key (no red light). The Park key you used will then go solid red to indicate that it is in use and a call parked on it.

- Hang up handset.

(Note: you can intercom or call another party to notify them that there is a call on Park)

To Pick up a call on Park:

- Press the Park key that is solid red and within 2 seconds you will pick up the call, the Park key will go out and be available for another use.

To use with no assigned Park keys:

To Place a call on Park:

- With a live call (not on hold), press the **Transfer** key, dial *70, the system announces the Park number to you. Note this Park number for later retrieval.

To pick up a call on Park:

- Dial *71 plus the Park number.

Call Hold and Resume

(Note: call can only be picked up at phone where it was initially placed on hold)

To place a call on hold:

- Press the **Hold** key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press the **Hold** key or the **Resume** soft key.
- If there is more than one call on hold, press the **UP** or **DOWN** arrow to select the desired call then press **Hold** key or **Resume** soft key.

Directed call pick up

(Note: this feature must be enabled on the **PBX**, contact Key Communications for details)

- Dial *8 plus extension will allow a user to answer a call ringing in at another extension. This feature only works on calls directly to that extension. Calls routed to that extension via a group or queue will be unable to be retrieved with this feature.

Call Transfer

Transfer:

1. Press **Transfer** key or **Transfer** soft key during an active call, placing the call on hold.
2. Press the **DSS** button or enter the number you want to transfer the call to.
3. Hang up.

Call Forward

To enable call forward:

1. Press the **Menu** soft key when the phone is idle then select **Call Features** then **Call Forward**.
2. Select the desired forward type:
 - o **Always Forward**-incoming calls are forwarded unconditionally.
 - o **Busy Forward**-incoming calls are forwarded when the phone is busy
 - o **No Answer Forward**-incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to. For **No-Answer forward** press **BACK** or **FORWARD** arrows to select desired ring time to wait before forwarding.
4. Press the **Save** soft key to accept the change.

Call Conference

1. Press the **Conference** soft key during an active call, placing the call on hold.
2. Enter the number of the second party then press the **Send** soft key.
3. Press the **Conference** soft key again when the second party answers, joining all parties in the conference call.
4. Press the **End Call** soft key to disconnect all parties.

(**Note:** You can split the conference call into two individual calls by pressing the **Split** soft key)

Call History

1. Press the **History** soft key when the phone is idle, press **UP** or **DOWN** arrows to scroll through the list
2. Select an entry from the list and do the following:
 - o Press the **Send** soft key to place a call.
 - o Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key you may also do the following:

- o Select **Detail** to view detailed information about the entry.

- o Select **Add to Contacts** to add the entry to the local directory.
- o Select **Add to Blacklist** to add the entry to the blacklist.
- o Select **Delete All** to delete all entries from the list.

Voicemail:

Accessing Voicemail:

1. When the LED in the upper right corner of your phone slowly flashes red, this indicates that one or more message is waiting in the message center.
2. Press the **Message** key.
3. Enter your **Password** (Note: default password is your extension number).
4. Follow the voice prompts to listen to your voice messages.

To set up your voicemail at an office phone:

- Lift handset and press **Message** key or dial star (*) and your extension.
- Voicemail will answer and request your **Password**.
- Enter your **Password** followed by pound sign (#), (default password is your extension number, please change it for security purposes).
- Follow prompts.
 - o Dial 0 for voicemail set up.

To check your voicemail at an office phone:

- Lift handset and press **Message** key voicemail will answer and request **Password**.
- Enter your **Password** followed by pound sign (#).
- Follow prompts for messages:

- o Dial 2 for mailbox options (old mail/new mail).
- o Dial 1 to change folders.

To check your voicemail from outside of the office

- Call office number.
- When the auto-attendant answers, dial pound sign (#), voicemail will answer and request Mailbox.
- Enter your mailbox number and you will be asked for a password.
- Enter your password followed by the pound sign (#).
- Follow prompts for messages (same as section above)

Customizing Your Phone

Speed Dial

To configure a Speed Dial key:

1. Press the **Menu** soft key when the phone is idle, select **Call Features** the **DSS Keys**.
2. Select the desired **DSS** key the press Enter soft key
3. Select **Speed Dial** from the Type field, select the desired line from the Account ID field, enter a label in the Label field, enter the number in the Value field.
4. Press the **Save** soft key to accept the change.

To use the Speed Dial key:

1. Press the **Speed Dial** key to dial out the pre-set number.

Contact Directory

To add a contact

1. Press the **Directory** soft key when the phone is idle then select the desired group.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Save** soft key to accept the change.

To edit a contact

1. Press the **Directory** soft key when the phone is idle then select the desired group.
2. Press **UP** or **DOWN** arrows to select the desired content, press the **Option** soft key then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact

1. Press the **Directory** soft key when the phone is idle then select the desired group.
2. Press **UP** or **DOWN** arrows to select the desired contact then press the **Option** soft key then select **Delete** from the prompt list.
3. Press the **OK** soft key when the LCD screen prompts “Delete selected contact”.

(**Note:** you can add contacts from the call history easily, refer to Call History above)

Volume Adjustment

- Press the **Volume** key during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press the **Volume** key when the phone is idle to adjust the ringer volume.

Ring Tones

- Press the **Menu** soft key when the phone is idle, select **Basic** then **Sound** then **Ring Tones**.
- Press **UP** or **DOWN** arrows to select the desired ring tone.
- Press the **Save** soft key to accept the change.

Thank you for choosing Key Communications for your telephone and voicemail system needs. Should you have any questions that are not covered in this User Guide, please check with your system manager or contact us here at Key Communications, we are more than happy to help!

Notes:



Provided by
Key Communications, Inc.
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Your support and administrative Portal is
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Additional questions? Please call us at 802-296-6800 or
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