

Set up and using Yealink terminals on the Cloud PBX

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List of Yealink phones that are auto provisioned and tightly integrated

Yealink T100,

T19P / T19P-E2,

T20P, T21P /

T21P-E2, T22P,

T23P / T23G,

T26P

T27P / T27G (including EXP20 Module),

T28P (including EXP20 Module),

T29G (including EXP20 Module),

T40P, T42G, T41P,

T48G (including EXP40 Module),

T46G (including EXP40 Module),

CP860 conference phone

W56P/W52P DECT base station with handsets (phonebook access).

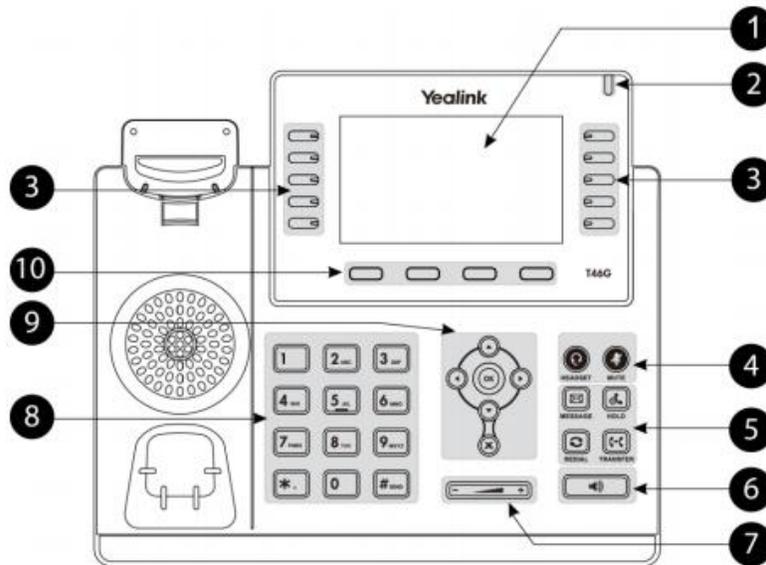
The PBX menus can be accessed by pressing the PBX soft key.

The Menu soft key accesses local phone parameters, such as the IP address. Access also by pressing "ok".

Auto provisioning

The user credentials should be auto-provisioned, once the phone is pointed at a provisioning server.

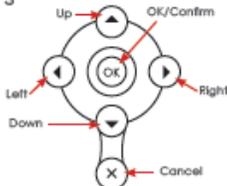
Typical phone lay-out



1. LCD Screen
2. Power Indicator
3. Feature Keys
4. Headset and Mute Keys
5. Message, Hold, Redial, Transfer (Note soft keys sometimes duplicate these functions)
6. Speakerphone Key
7. Volume Key – Adjusts volume of the handset, headset, speaker, and ringer
8. Keypad
9. Navigation Keys – Scroll through the displayed information, “OK” confirms an action, “X” cancels
10. Soft keys – these keys change function depending on if the phone is idle or in a call

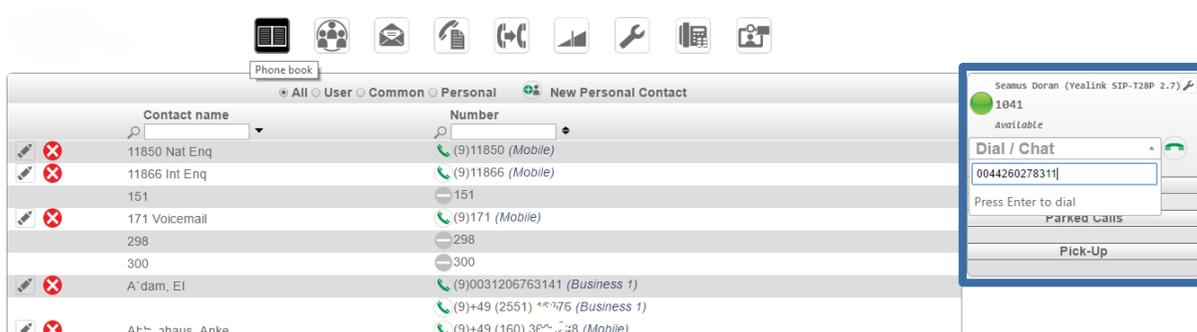
NAVIGATION KEYS

Use the navigation keys to move within the display menus and to confirm or cancel actions



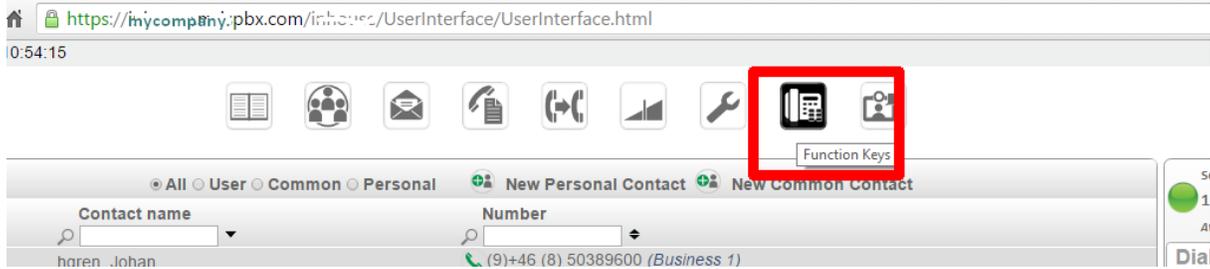
Browse to the portal for call set-up and phone programming

Go to your user portal on the cloud PBX, by browsing to your cloud server, normally at an address in the format `mycompany.serverpbx.com`, and entering your user name and password.

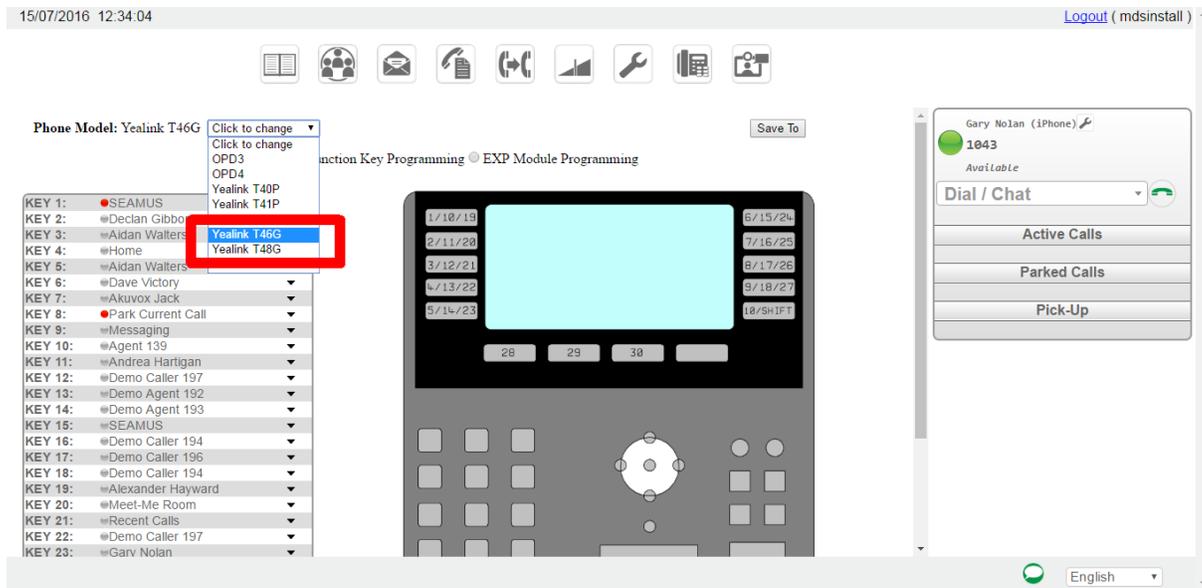


Dial a number by entering it in the Dial/Chat box or by selecting an entry in a phone book.

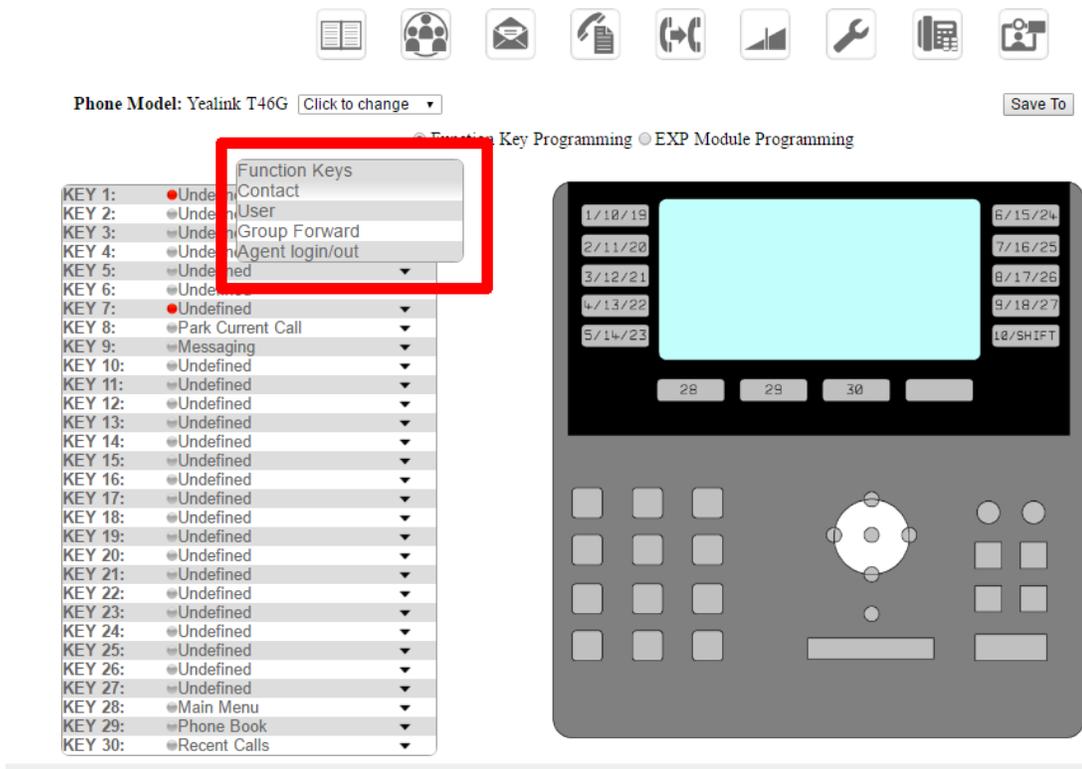
Program the soft keys on the phone with PBX functions



In the browser portal, click on the Function Keys icon and your Yealink model should be displayed.



Each key can be configured using the drop-down menu. The last key on the bottom right is used to scroll to next page when multiple pages are configured.

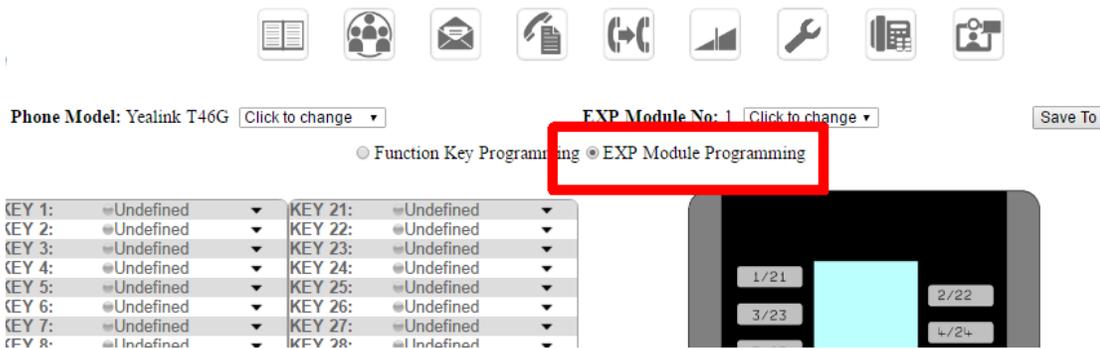


Note that the top button on the left of display corresponds with keys 1, 10 and 19, depending on the page selected by the Shift key on the phone.

On the T48G/T49G, it's best to program the most frequently used keys to the outer key positions.

Program the keys on the EXP40 LCD Expansion Module

To program the Button Expansion Module, EXP40 LCD Expansion Module, click on the EXP Module Programming button.

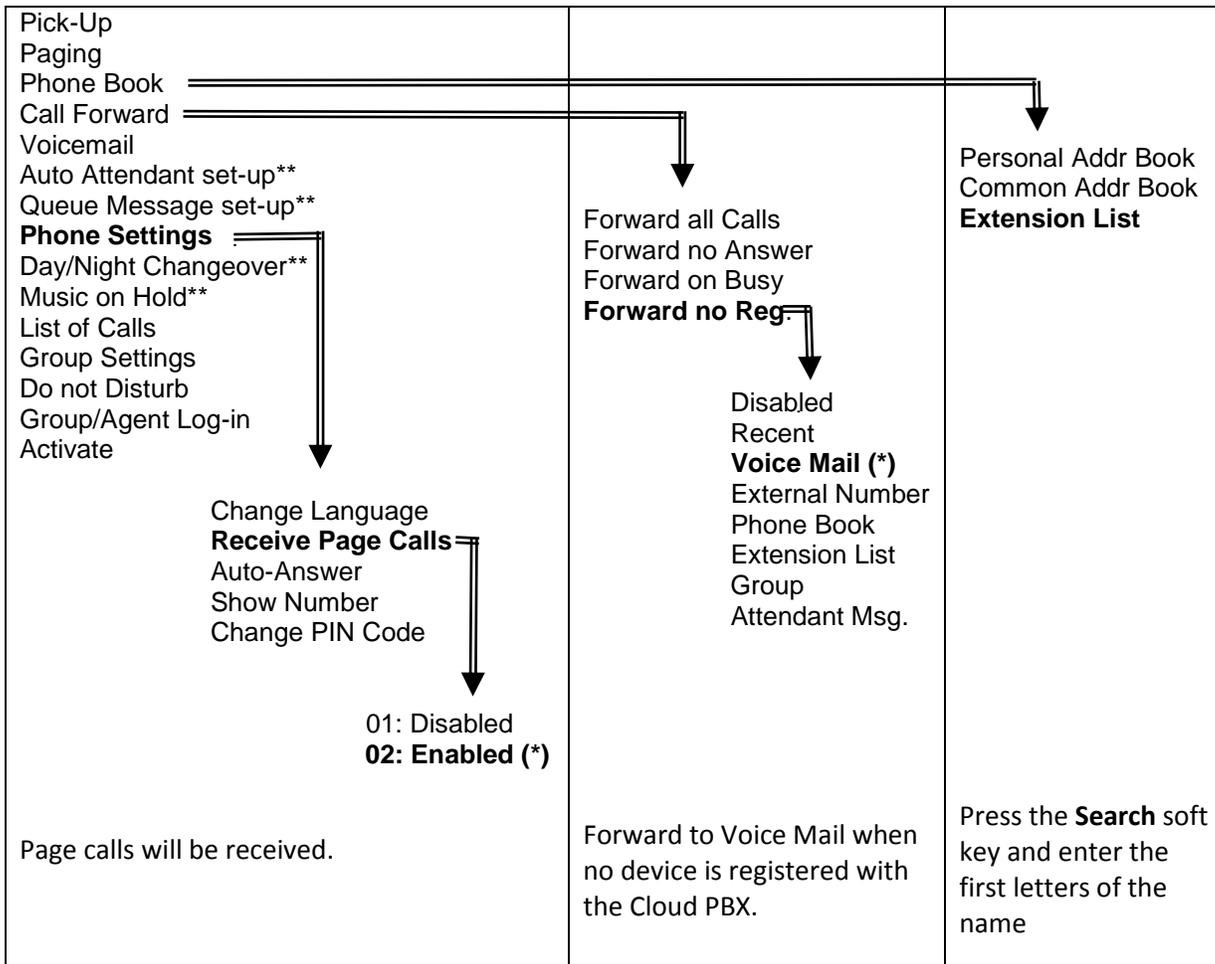


Each button has two key designations, selected by the 1 and 2 page keys on the EXP40 Expansion Module.

Up to six Expansion Modules can be supported.

The PBX soft key

The features listed below are among those that can be programmed, by pressing the <PBX> soft key, when the phone is idle.



The current status is indicated by an asterisk, (*). Change status by clicking on another option.

** Only available if the extension has been enabled for Operator Functionality.

User button LED mode

The User buttons are implemented as SIP BLF keys. Yealink LED mode 1 is the only mode supported by the cloud PBX.

When a key is assigned to monitor an extension, the behaviour of the LED is as follows.

- LED unlit: extension is idle
- LED flashing red: extension is ringing
- LED solid red: extension is busy

Answering a Call

Incoming calls to the system phone are indicated in several ways -

- The phone rings
- The Red LED lamp on the upper right corner flashes
- The incoming call is shown on the display
- The call can be answered either by...
 1. Pressing the **<Answer>** soft key (speaker or headset mode)
 2. Press the “Speaker” button (6) (speaker or headset mode)
 3. Lifting the handset.

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

Making an External Call

Handset

- Lift the handset, you will hear dial tone
- Dial 9 + the telephone number
- Press the “SEND” soft key button

Speakerphone

- Dial 9 + the telephone number
- Press “SEND” soft key
- (alternatively after dialing pick up the handset to go to handset mode)

Using the headset:

- With the headset connected, press the headset key or headset symbol to activate the headset mode.
- Enter the number, and 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.

Make an Internal Call

Handset

- Lift the handset, you will hear dial tone
- Dial the extension number
- Press the “SEND” soft key button

Speakerphone

- Dial the extension number
- Press “SEND” soft key
- (alternatively after dialing pick up the handset to go to handset mode)

USER Soft keys (show the user status and direct dials user)

- Press the User Soft key
- This can be done before picking up the handset (Speaker mode)
- Or after the handset is picked up

Redial a Number

- Press the “REDIAL” button
- A menu will display showing a list of previous calls
- To call back the last number at the top of the list just press “REDIAL” button again
- To call other than the last called number, navigate to the desired number using up/down keys
 - Press “REDIAL” button OR press “SEND” soft key.

Transfer a Call (unannounced)

While in conversation

- Press the “Transfer” soft key (you will hear dial tone)
- Dial the extension number to transfer to, then press the “Transfer” soft key again
- Hang up handset

Transfer a Call (announced)

While in conversation

- Press the “Transfer” soft key (you will hear dial tone)
- Dial the extension number to transfer to, then press the “OK” button
- When the user answers, announce the call you are transferring
- Press the “Transfer” soft key or simply hang up to transfer
 - If the user does not want to accept the call
 - If the user hangs up first, press the “Resume” soft key
 - To disconnect the user who does not want the call press “End Call” soft key, then press the “Resume” soft key to reconnect the caller

Hold versus Park

“Hold” puts the caller “on-hold” at your phone and the caller can only be picked-up from your phone.

“Park” puts the caller on a ‘System Hold’ (Parked) so that the caller can be picked-up from any phone.

Hold and Resume

While in conversation...

- Press the “Hold” soft key
- Caller now hears music-on-hold and your display shows the call status as “Hold”
- To reconnect to the caller press the “Resume” soft key

Park

While in conversation...

- Press the “Park” soft key
- Caller now hears music-on-hold and your “Park” soft key will be lit.
 - Note the “Park” key may already be lit if there are already 1 or more callers parked.

Picking up a Parked Call

- Press the “Park” soft key
- The display will show all Parked calls, if there is more than 1 call parked use the navigation keys (up/down arrows) to highlight the call you want to pick-up.
- Press the “Pickup” soft key to retrieve the parked call

Voice Mail

To retrieve voice mails or setup voice mail box

Using display and navigation

- Press the “Message” soft key
- Navigate to Voice Mail (or Setup Voice Mail) and press “Select” soft key
- Voice mail messages will be listed
- Navigate to desired message (newest is at top) and press “Select” soft key

Using just audio prompts

- Press the “Message” button (5) and the phone will connect just using audio prompts to listen to messages

To access your mailbox from another phone dial #99<ext> where <ext> is your extension or mailbox number

At the prompt, press “#” and the system will prompt you to input your PIN.

PIN is available from the system administrator.

Call Forward

To enable call forward, press the PBX key and scroll down to the Call Forward option.

Conference

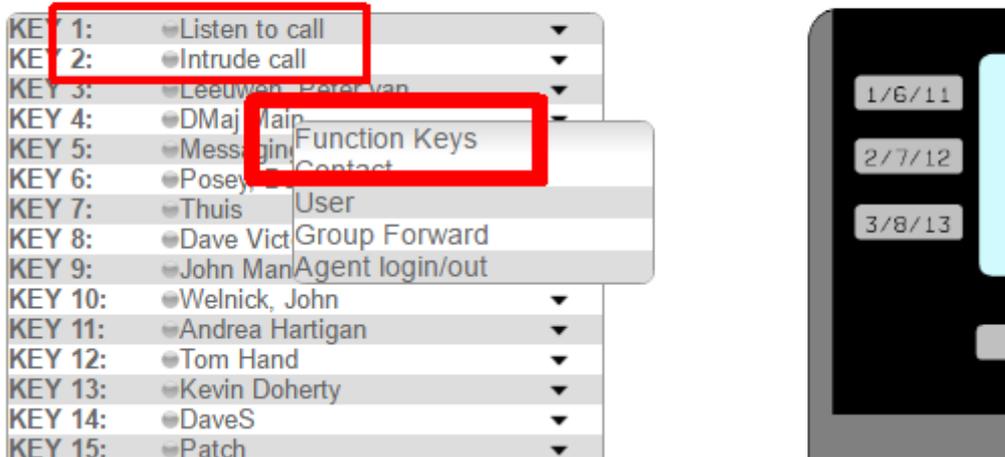
While in conversation with party 1

- Press the “Conference” soft key, you will hear dial tone
- Dial the number of the 3rd party to conference in and press “OK”
- After the 3rd party answers press “Conference”
 - If the 3rd party does not answer, or maybe you reach voice mail and do not want to conference
 - Press the “Cancel” soft key to disconnect the 3rd party
 - Press the “Resume” soft key to reconnect the caller

Listen, Whisper and Intrude

Assign keys to the Listen and Intrude functions, by selecting from the Function Keys drop-down menu, under the Function Keys tab, at the User Portal.

Phone Model: Yealink T42G



Listen/Whisper:

Pressing Listen when the phone is idle displays a list of the active calls that can be listened to. To listen, select the call from the list.

Whisper uses the Listen button. Pressing it toggles between listen and whisper and the led color changes. Green is for Listen mode, red for whisper.

Dialing 7 will toggle between the listen and whisper modes.

Dialing 9 will go from Listen or Whisper mode into Intrude mode.

Intrude:

Pressing Intrude when the phone is idle displays a list of the active calls that can be intruded on. To intrude, select the call from the list.

Dialing 9 will go from Listen or Whisper mode into Intrude mode.

Hot Desk

Assign a key to the Hot Desk function, by selecting from the Function Keys drop-down menu, under the Function Keys tab, at the User Portal.

Pressing the key will display a Warning question "Clear all account config?". Confirm by pressing OK. The user's credentials are cleared and the phone is deregistered from the PBX. User name and Password must be entered again to register. Pressing the Hot Desk key once again presents the option to clear the credentials and deregister the phone.

Call Record

Assign a key to the Record function, by selecting from the Function Keys drop-down menu, under the Function Keys tab, at the User Portal.

Press the Record key, during a call, to start the recording. The associated led flashes. Press the Record key again to finish recording; the led is extinguished. The recorded call is sent to the programmed email address.

Record a memo or a Dictaphone message

Dial #98 followed by the destination extension number (your own for a personal memo). Record a message of up to three minutes and hang up.

Volume Adjustment

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

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Ring Tones**
2. Press  or  to select the desired tone.
3. Press the **Save** soft key to accept the change.

Access the PBX Directory on the Yealink W52P/W56P DECT Handset

1. Press the OK key.
2. Navigate to the Directory icon and select it.
3. Select Remote Directory and select from the PBX options Personal, Common or Extension List.