Voicemail Features

1 New Messages		2 Saved Messages	
1	Save	1	Save
2	Replay	2	Replay
3	Forward to User	3	Forward to User
4	Delete	4	Delete
5	Skip	5	Skip
6	Reply	6	Reply
7	Rewind 15 sec	7	Rewind 15 sec
8	Pause	8	Pause
9	Fast Forward 15 sec	9	Fast Forward 15 sec
3 **Send Messages**		**4** **Set Call Forwarding**	
1	To Individuals (internal only)	1	To Mailbox (same as DND)
2	To All	2	Destination Device
3	To Defined Groups	3	Turn Forward On/Off
		4	Forward to Here (forward all calls to the current phone being used)
(during recording message playback)			
5	Skip		
7	Rewind 15 sec		
8	Pause		
9	Fast Forward 15 sec *Exit		
5 **Control Options**		**6** **Greetings**	
1	Set Password	1	Record Greeting
2	Record Name	2	Review Greeting
		3	Select Greeting
7 **Deleted Messages**		**0** **Help**	
1	Retrieve to Saved Box	#	Next Hint
2	Replay	*	Return to Main Menu
3	Skip	1	Replay from Start of Menu
* Repeat Options		**Common Buttons**	
		#	Previous Menu
		#	Done with current action

Telephone Feature Access Codes

Feature	Code
Voicemail	5001 (or 5000 for other)
Transfer Caller to User's Voicemail	Transfer + 03 + extension number + Transfer
Group Call Pickup	*36 + #
Directed Call Pickup	*35 + ext number + #
Manually Park Call	Press ***
Retrieve Parked Call	Dial 7xx (Park Number)
Block Caller ID	*67 + number
ICOM	08 + extension

Feature	Activate	Deactivate
Immediate Call Fwd	*72 + number	*73
Busy Call Forward	*41 + number	*45
No Answer Call Fwd	*42 + number	*45
Do Not Disturb	*78	*79
Call Queue Log In/Out	*51	*52

Customer Support:	**611 on the phoneware network or 602.445.7777 ext 1**
Web User Portal:	vps.phoneware.us
Portal Password:	
Default Voicemail PIN:	
Phone Options Password:	Same as Voicemail PIN
Update Phone Config	Press and Hold Redial
Restart Phone	Press and Hold X

PHONEWARE
cloud-based telecom

Yealink

T4/T5 Series Telephone
(Netsapiens VPS Server)

Telephone
Quick Reference
User Guide

Version 24.10.01V

Button	Description
	Hold (T54/T46 only) – **Places an active call on hold. On T41 / T42 / T53 HOLD will show on the menu of an active call.**
	Transfer (T54 / T46 only) – **Transfer call to another extension. On T41 / T42 / T53 TRANSFER will show on the menu of an active call.**
	Voicemail Access - **press to call voicemail and access messages.**
	Redial – redials previously dialed numbers.
	Volume Control – Adjusts the volume for the handset, headset, ringer, and speakerphone.

Button	Description
	Speaker - **activates the speakerphone mode.**
	Mute –**Mutes the microphone in your handset or on your speakerphone so that your caller cannot hear you.**
	Headset – **activates headset mode.**
	Navigation Buttons – **Press UP or DOWN to view status of text messages on the display and scroll through menu selections. Press LEFT and RIGHT to view different line/call appearances.**
	Exit / Goodbye – **ends and active call or sends a ringing call to voicemail.**

Make a Call
– Lift handset or press , dial number. To dial an extension number, simply dial the three or four-digit extension.

You may press after dialing a number to expedite the call. You may also pre-dial before pressing a line or lifting the handset to allow a longer delay during dialing.

Redial
– Press ; scroll through previously dialed numbers using navigation buttons and press SEND menu button; or just press again to redial the most recent telephone number.

ICOM
– Perform a voice announcement through an extension's speakerphone. Press ICOM menu button, followed by extension number or monitored extension button; (press to expedite}; speak after the tone.

Answering a Call
– Lift handset, press to answer on speakerphone, or press to answer on headset.

Pickup
– Press PICKUP menu button to answer a call ringing at another phone in your pickup group.

Page All
– If equipped, press PAGE ALL button to make a voice announcement through all phones in the paging group.

Ending a Call
– Hang up handset, or press to end a call on speakerphone or headset.

Call Hold
– Press or HOLD menu button; To retrieve the call, press the line button on hold. When switching between active calls, HOLD is automatic, so it is not necessary to press the HOLD button.

Parking a Call
– Press a PARK button on your phone; call will show on hold on this button; call can be retrieved from any phone by pressing the flashing PARK.

Manual Park
– While on a call, press ***; automated voice will tell you the park orbit number; press To retrieve a call manually, dial the park number 7xx.

Monitored Extension Button
– Can be used to view extension status, place calls to the extension, and transfer calls.

Supervised Transfer (announce call)

● **Manual** – Press / TRANSFER; enter number; {press #/SEND to expedite}; wait for answer to announce call; press / TRANSFER again to connect call.

● **Using Monitored Extension Button** – Press monitored extension button; wait for answer; announce call; press / TRANSFER again to connect call.

Blind Transfer (do not announce call)

● **Manual** – Press / TRANSFER; enter number; press / TRANSFER.

● **Using Monitored Extension Button** – Press monitored extension button; press / TRANSFER.

Transfer to Voicemail
– While on a call, press TRANS TO VM menu button, then enter extension or press desired monitored extension button.

OR: While on a call, press and then enter the extension number or press a monitored extension button. OR: Transfer, 03, enter extension number, transfer.

3-Way Conferencing
– While on a call, press CONF menu button; enter number, wait for answer; press CONF again. Use navigation buttons to drop a connection.

Do Not Disturb
– Menu button. Press to block calls and send immediately to your voicemail.

Voicemail
– Press button; enter your voicemail PIN if prompted (see reverse of this document).

User Portal
–Using an internet browser on your computer, visit vps.phoneware.us, log in with your extension@domain and password. If you've forgotten your user name or password, you may use the Forgot options.