

User Guide for IP Phones

Yealink

T4/T5 Series Telephones



1. QUICK REFERENCE INFORMATION

Access Your Phone Web Portal	https://phoneware.us
Default Comm Portal Password	
Default Voicemail PIN	
Phone Options Password	Same as Voicemail PIN
Your Phone Number	
Your Extension	
Your Administrator	
Your Administrators Phone Number	
Remote Voicemail Access	602-445-7770
Remote Feature Access	602-445-7771
Customer Support:	602-445-7777 ext 1; or just dial 611 service@phoneware.us

2. INTRODUCTION

Congratulations on your new PHONEWARE Cloud-Based VoIP telephone!

This document describes the features of your phone, including the web management tool, CommPortal. If after referring to this guide you're still having problems with your phone system, then please contact your administrator or customer support.

3. MAKING CALLS

3.1 Internally

To call another person in your business lift the handset and dial the other person's extension. This is typically a 3 or 4 digit number.

Note that depending on your phone type and configuration, the call may not complete automatically once you have finished dialing and you may need to hit the **#** key once you have dialed the number. You may also extend the delay allowed during dialing by enter the phone number on your keypad *before* lifting the handset or pressing any other buttons.

If your phone is equipped with Monitored Extension buttons (Also known as BLF busy lamp field buttons), you may simply press the button associated to the extension number of the desired party. This button will typically be labeled with the party's name.

If your phone is equipped with an Intercom (ICOM) button, you may be able to perform a hands-free intercom call to other extensions. To do this, simply press the **ICOM** button, followed by an extension number, and then **#**. Begin speaking when you are connected to the called extension's speakerphone.

3.2 Externally

To call a number outside of your business simply dial the phone number.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **#** button once you have dialed the number. You may also extend the delay allowed during dialing by enter the phone number on your keypad *before* pressing a line button.

3.3 Emergency Calls


In an emergency lift the handset and dial **911**.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **#** button once you have dialed the number.

3.4 Speaker Phone

To make a call using your speaker phone, either press the **Speaker** button or leave the handset on-hook and dial the number of the person you want to call, followed by the **#** button or the desired **LINE** or **CALL** button.

3.5 Headset

If your phone is equipped with a headset, you may place your phone into the headset mode by pressing the headset button .

To answer a ringing call using your headset, simply press any of the following buttons: ANSWER button on menu, headset button, OK button, or flashing CALL button.

3.6 Paging

To make a page announcement over the loudspeakers of the telephones in a paging group, simply lift your handset, press the associated paging group button (i.e. PAGE ALL), wait for the announcement tone, and then make your paging announcement. Press the [X] button or replace the handset in the cradle when finished paging.

3.7 Ending Calls

To end a call, replace the handset, or press the [X] button, or press END CALL on your phone menu.

4. ANSWERING CALLS

4.1 Using the Handset

To answer an incoming call, lift your handset and you will be connected to the caller. To answer a call on speakerphone or headset, simply press your **SPEAKER**, **OK**, or **HEADSET** button.

4.2 Using Group Pickup Feature

To answer an incoming call that is ringing at a phone in your pickup group, simply press the **PICKUP** button on your phone, and you will be connected to the caller.

5. CALL FORWARDING

5.1 Introduction

Your phone system supports a variety of different types of Call Forwarding.

- Immediate (sometimes called Unconditional) Call Forwarding is where all calls are forwarded to a number of your choice. This can either be to your voicemail (which is the default) another extension in your business or an external number.
- Busy Call Forwarding forwards all calls that are received when you are already on the phone.
- No Answer (sometimes called Delayed) Call Forwarding forwards all calls when you do not answer them after a certain delay.
- Selective Call Forwarding forwards calls from certain numbers to another number.

The easiest and most flexible way of configuring call forwarding is using CommPortal. See *Section 8.1 CommPortal* for instructions on doing this. This section provides instructions on how to set up Call Forwarding using your handset.

5.2 Immediate, Busy and No Answer Call Forwarding using the Handset

5.2.1 Enabling

To use your handset to enable Immediate, Busy or No Answer Call Forwarding dial the access code for the type of call forwarding you want to enable followed by the number you wish to forward calls to.

For example, to use immediate call forwarding to forward all calls to extension 1004, you would dial *72 1004. Depending on the configuration of your phone system this may set up a courtesy call to the number you are forwarding calls to. The system will only enable call forwarding if this courtesy call is answered.

5.2.2 Disabling

To disable call forwarding dial the disable code for that type of call forwarding.

5.2.3 Call Forwarding Access Codes

Type of forwarding	Enable Code	Disable Code
Immediate/Unconditional	*72	*73
Busy	*90	*91
No Answer / Delay	*92	*93

5.3 Selective Call Forwarding using the Handset

The Selective Call Forwarding feature can be configured by dialing ***63**. This feature provides voice prompts to help you with setting it up.

5.4 Remote Access to Call Forwarding and Other Features

Your phone system also supports setting up Call Forwarding remotely using any phone. To use this feature, follow these steps:

1. Dial the remote feature access telephone number (602-445-7771, see page 1 of this document).
2. Enter your full 10-digit phone number followed by **#**.
3. Enter your remote access to call forwarding PIN followed by **#**. Note that this PIN is different from your voicemail PIN.
4. Enter the access code of the feature you wish to activate, i.e. ***72** for call forwarding.
5. If you are enabling call forwarding the system will then provide a broken dialtone. Enter the number you would like calls forwarded to.

6. ADVANCED CALL HANDLING

6.1 Putting a call on hold

You can put a call on hold by pressing the **Hold** button. You may now replace the handset without cutting the caller off. You can also now make another call while the first call is on hold.

To retrieve the held call, press the **line button of the call you want to retrieve**.

When you're on a call and another call rings in, you can simply press the second line button without pressing hold to put the first call automatically on hold and answer the second call.

6.2 Call Waiting

If a second call comes in when you are already on the phone, the phone screen will display that a caller is ringing in.

To answer this second call, you should select or press the **LINE** or **CALL** button which is flashing or press the **ANSWER** button on the phone menu. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

6.3 Transferring Calls

6.3.1 Transferring a call - Supervised Transfer

To transfer a call and speak with the destination party before connecting the caller, follow these steps:

1. Press the **Transfer** button – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to, and press or simply press the associated monitored extension button.
3. Wait until the person has answered so that you may announce the call you are transferring. Then, complete the transfer by pressing the **Transfer** button or hanging up the handset.

6.3.2 Transferring a call - Blind Transfer

To transfer a call quickly without speaking with the destination party before connecting the caller, follow these steps:

1. Press the **Transfer** button – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. Press the **Transfer** button again and hang up.

Note: If your phone is equipped with a monitored extension button for the destination extension, simply press the button and then press TRANSFER.

6.3.3 Transferring a call to a user's voicemail box

To transfer a call directly to a user's voicemail box without first ringing their phone, follow these steps:

1. Press the **Transfer** button – this places the current call on hold.
2. Dial 8 followed by the user's extension number.
3. Press the **Transfer** button again and hang up.

6.4 Three Way Conferencing

To conference a third person into a regular two-way phone call, follow these steps.

1. When in a regular call, press the **Conference** button.
2. Dial the person you want to join you call and press .
3. Once this person has answered press the **Conference** button again to set up the three-way call.

6.5 Call Park

6.5.1 Parking a Call

Parking a call places the call on hold in a “park orbit” so that the call can be retrieved from another phone. Depending on your phone type, there are two ways of parking a call.

1. If you have buttons on your phone for parking calls, when in a call press the button of the park orbit where you want the call parked. The call will now be parked and you may now replace the handset.
2. If your phone doesn't have dedicated call park buttons, follow these steps:
 - a. Initiate call transfer by pressing the **Transfer** button.
 - b. Dial the Call Park access code ***00** and press **#**.
 - c. Listen to the park orbit number where the call will be parked.
 - d. Complete the call transfer by pressing **Transfer** again.
 - e. If you have buttons on your phone for parking calls these buttons will indicate via a light or icon when a call is parked against that orbit.

6.5.2 Retrieving a Parked Call

Depending on your phone type, there are two ways of retrieving a parked call.

1. If you have buttons on your phone for parked calls, pick up the handset and press the button of the park orbit where the call is parked.
2. If you don't have dedicated call park buttons lift the handset and dial the Call Retrieve access code ***** followed by the park orbit number 01 through XX followed by **#**.

For example, to retrieve a call parked on orbit 01, you should dial ***01#**.

6.6 Do Not Disturb

If you don't want any calls to ring your phone, but instead go straight through to your voicemail, you can enable Do Not Disturb.

If you have a button marked **DND** then press this to toggle Do Not Disturb on and off.

If you don't have a **DND** button then you can dial ***78** to turn Do Not Disturb on, and ***79** to turn it off.

6.7 Queue Groups

Queue Groups, also known as Multi-Line Hunt Groups (MLHGs), allow callers to queue for an available member of a group or department. While queuing, callers hear music and refresher messages. Calls are delivered to available and logged in queue group members in the order they were received.

If you are a member of a queue group, membership is assigned to one specific line on your phone. This line will **ONLY** receive calls for the queue group. When this line is busy, your

queue group member extension is considered busy and callers will ring to other lines or wait in queue.

When you receive calls on the other lines on your phone, i.e. lines 1 through 2, these are normal calls to your extension and are not calls delivered via the queue group.

If your phone has a line that is a member of a queuing group, you must log in to accept calls, and you must log out to prevent calls from ringing to your line when you are away from your desk or otherwise unavailable to take calls.

To log into a group:

1. Press the **LogIn/Out** button on your phone, or dial access code *96 and press **#**.
2. Enter the queue group index number, typically 1, and press **#**.

To log out of a group:

1. Press the **LogIn/Out** button on your phone, or dial access code *96 and press **#**.
2. Enter 0 and press **#**.

7. VOICEMAIL

7.1 Accessing Voicemail

When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner. The first time you access your voicemail box you will be asked to set up your mailbox and record your name and a greeting to be played by callers.

To log in Internally - either by dialing the voicemail access code ***98** or press the **Messages** or **Voicemail** button if your phone has one.

To log in Externally - Call your personal direct telephone number and wait for your voicemail greeting to answer. During your greeting, press * and you will be prompted to log in. Or, you may also dial the voicemail direct access telephone number 602-445-7770 and follow the instructions for logging in.

7.2 Transferring a Caller Directly to Another User's Voicemail

If you wish to send a caller directly to another user's voicemail without ringing their phone, simply press **TRANSFER, 8**, the user's extension number, **TRANSFER**.

7.3 Using the Voicemail system

The voicemail system is menu driven, so listen to the voice prompts and then press the buttons on your phone to select which option you would like.

Once you become familiar with the system there is no need to wait until the voice prompts have played before pressing a button – you can interrupt the announcements to speed up your experience.

For your convenience, voicemail commands are listed at the end of this guide.

7.4 Sending Direct Voicemail Messages

To quickly and easily send a voicemail message to another user, follow these steps:

1. Press 8.
2. Press the user's monitored extension button or dial the user's extension and press # or DIAL.
3. You should hear the user's voicemail greeting. Press ### to skip their greeting and record your message after the tone. Press # after recording, or simply hang up.

8. COMMPORTAL

CommPortal gives you a powerful and easy to use web interface to your phone settings.

8.1 Logging In

To log in, follow these steps:

1. Open an internet browser, visit www.azphoneware.com, hover over the LOGIN option and click on "user commportal login".
2. Enter your personal direct phone number.
3. Enter your password.

8.1.1 Dashboard

Once you've logged into CommPortal you will see the home page. This displays:

- whether you have any new voice messages
- your current availability status
- your current incoming call routing status

8.1.2 Messages & Calls

The **Messages & Calls** option at the top of the commportal window displays all of your new and saved voicemail, as well as Missed, Dialed, Received, and Rejected calls, and also Deleted voicemail messages. You can play voice messages from within your browser by clicking on the PLAY icon at the left of each message. You can also delete messages by clicking on the trashcan icon at the right or select ACTIONS for other options.

8.1.3 Contacts

The Contacts menu item allows you to manage your contacts and their phone numbers. You can add as many contacts as you wish, and each contact can have up to three numbers: home, work and cell. An easy search facility is also provided.

8.1.4 Call Manager

Click on the <BACK link at the top left of the commportal window to return to your home screen. Here you can control your call manager functions. You can change your extension status, configure how incoming calls will be routed, and control advanced settings such as call rejection and unavailable forwarding.

8.1.5 Groups

This option is at the bottom left of the home screen in the commportal. It shows the groups your extension is a member of and allows you to log into or out of any multi-line hunt groups of which you may be a member.

8.1.6 Call Settings

This option at the bottom of the home screen in the commportal allows you to control features such as Caller ID, Call Forwarding, and other advanced call features.

8.1.7 Message Settings

This option at the bottom of the home screen in the commportal allows you to control message features such as message transcription (optional feature), message forwarding to email, Skip Pin and other voicemail access features, and also your voicemail greeting.

8.1.8 Notifications

This option at the bottom of the home screen in the commportal allows you to control notification features such as setting the message light on your phone, sending message notifications via email, and also via a voice call.

8.2 Changing your Password

If this is the first time you have accessed CommPortal, you should change your password to one that only you know. At the home commportal screen, select CHANGE PASSWORD under the SECURITY heading at the bottom center of the commportal home screen. You can also change your voicemail PIN as well as your security email address under this menu heading.

8.3 Programming Telephone Buttons and Features

1. At the commportal home screen, click on DEVICES at the bottom left under the PERSONAL DETAILS heading. A devices window will pop up.
2. Click on the **Set Keys** link. A link to your phone configuration will pop up. Click on the EDIT button to gain full control of all features and configuration of your phone.

8.4 Help

Help is always available in CommPortal by clicking on the **Help** link at the lower right.

9. ACCESS CODES

This section lists your phone system's most commonly used access codes. You may either dial these codes at your extension, or you may call the remote access feature control center at 480-302-6979, then log in with your phone number and call services PIN. Your call services PIN is configured via the User CommPortal.

Feature	Code
Voicemail	*98
Transfer Caller to User's Voicemail	Transfer + 8 + <i>user's extension</i> + Transfer
Group Call Pickup	*11
Directed Call Pickup	*12 + extension number
Park Call	*00
Retrieve Parked Call	*01 through *XX
Block Outbound Caller ID	*67 + number
Unblock Outbound Caller ID	*82 + number
Selective Call Rejection	*60
Priority Call	*61

Feature	Activation Code	Deactivation Code
Immediate Call Forward	*72 + number	*73
Busy Call Forward	*90 + number	*91
No Answer Call Forward	*92 + number	*93
Do Not Disturb	*78	*79
Hunt Group Log In/Out	*96 + group number	*96 + 0
Sim Ring *	*99	*399
Find Me Follow Me	*371	*372
Anonymous Call Rejection	*77	*87

** Features must be enabled by administrator and/or set up via User CommPortal*

10. Voicemail Reference Guide

Setting Up Your New Voicemail Box	Message Playback Options
<p>The first time you access your voicemail box, you will be asked to create a PIN, record your name, and record a greeting. Follow the prompts from the tutorial you will hear.</p> <p>Change your PIN</p> <p>First, you will be prompted to create your voicemail PIN. It can be between 4 and 6 digits long, not sequential numbers or repeating numbers. After entering your new PIN, you will be asked to confirm the PIN by re-entering it.</p> <p>Record a Name</p> <p>You will then be prompted to record your name. Once you have recorded your name, it is played back to you and you are provided with options to keep it or re-record it.</p> <ul style="list-style-type: none"> Press 1 to change your recorded name. Press # to keep your recorded name. <p>Record a Greeting</p> <p>Lastly, you will be prompted to record a personal greeting. Once you have recorded your greeting, it will be played back to you and you are provided with options to keep it or re-record it.</p> <ul style="list-style-type: none"> Press 1 to record a personal greeting. Record your personal greeting. Press 1 to change your greeting. Press # to keep your greeting. <p>Re-record your Greeting After Initialization</p> <ol style="list-style-type: none"> Access your voicemail box. Press 3 to work with your greetings. Press 1 to set up a personal greeting. You will hear your current greeting. Press 1 to re-record your personal greeting. Press 3 to save your new greeting. 	<p>Options active during playback of a message</p> <ul style="list-style-type: none"> 1 REPEAT the message from the beginning 11 Return to the previous message 2 SAVE (or mark as new if saved message) 3 DELETE the message 4 REPLY to the message 5 SEND A COPY of the message to another user 6 Increases the volume of a message 66 To hear details (number, timestamp) of a message 7 Slows the playback of a message. Or To HEAR CALLER INFORMATION (number, timestamp), if pressed after message playback 77 Skips BACKWARD 5 seconds within the message 8 Pauses & resumes playback of a message up to 20 seconds 9 Speeds the playback of a message 99 Skips FORWARD 5 seconds within the message * Return to the previous menu # Skip to the next message during playback of a message body. Also skips to message body if pressed during the message header .Message keeps current new/saved status 0 Helpful Hints
Accessing Voicemail	Voicemail Time-Saver Settings
<p>From Your Desk Phone</p> <ol style="list-style-type: none"> Press the Voicemail or Messages button (alternatively, dial *98). Enter your voicemail PIN. <p>From Another Phone</p> <ol style="list-style-type: none"> Dial your desk phone number. Press * when you hear your personal voicemail greeting. Enter your voicemail PIN. <p>Accessing the Messaging Service Center</p> <ol style="list-style-type: none"> Dial (602) 445-7770. Enter your 10-digit phone number followed by the # button. Enter your voicemail PIN followed by the # button. 	<p>To Turn ON Autoplay (go directly to NEW messages, bypasses main menu; New messages will automatically be saved after you've listened to them)</p> <ol style="list-style-type: none"> Access your voicemail box, 4, 2, 1. <p>To Turn ON Skip Pin Feature (do not require password when checking messages from your office phone)</p> <ol style="list-style-type: none"> Access your voicemail box, 4, 3, 3.

11. Voicemail Navigation Map

The following map details the Main Menu of your voicemail system. It shows you the buttons you need to press to navigate to the various sections of the voicemail system. Once you become familiar with the voicemail system and know which buttons to press, you can save time by making your selection right away. You do not have to wait for your chosen option to be read out before you select it. If you do not have a particular service, you will not be offered the options to set up that service and may notice some differences in the menus described. If you press a button or a combination of buttons that is not used on a menu, you will hear the following error message: "That selection is invalid. Please try again".

<p>1 →→→→</p> <p>Review Messages</p> <p>1 Voicemail 3 Faxes 9 Future Delivery Messages</p>	<p><i>during playback of message</i></p> <p>1 Repeat 11 Play Previous Message 2 Save (or mark as new) 3 Erase 4 Reply 5 Send a Copy 6 Increase Volume 66 Hear Message Details 7 Slow Playback 77 Rewind 5 Seconds 8 Pause 9 Speed Up Playback 99 Fast Forward 5 Sec 0 Help * Exit # Skip to Next Message</p>	<p>2</p> <p>Send a Message Enter phone number or extension number, then #</p> <p>1 Review Message 2 Mark as Urgent 3 Mark as Private 4 Re-Record Message 5 Report on Send 6 Report on Read 7 Add Recipient 9 Schedule for Future Delivery # Send as is</p>	<p>3</p> <p>Work with Greetings</p> <p>1 Personal Greeting 2 Extended Absence Greeting 3 Sys-Gen Greetings & Name Recording 4 Group Mailbox Greetings 5 Busy Greeting 6 Out-of-office Hours Greeting 7 Shared Greetings 9 Forward all Calls to Voicemail Greeting * Exit Menu</p>
<p>4</p> <p>Mailbox Settings</p> <p>1 Group Lists 2 Handsfree & Time Saver Options 3 Security Options 4 Group Mailbox Settings 5 Notification Settings 6 Additional Settings 7 Advanced Call Features Settings 9 Live Message Screening Settings * Exit Menu</p>	<p>5</p> <p>Reminders</p> <p>1 Reminders Settings 2 Add New Reminder 3 Recurring Reminders Settings 4 One-Off Reminders Settings</p>	<p>6 →→→→</p> <p>Review Erased Messages</p> <p>1 Voicemail 3 Faxes</p>	<p><i>during playback of message</i></p> <p>1 Repeat 11 Play Previous Message 2 Restore 3 Permanently Erase 4 Reply 5 Send a Copy 6 Increase Volume 66 Hear Message Details 7 Slow Playback 77 Rewind 5 Seconds 8 Pause 9 Speed Up Playback 99 Fast Forward 5 Sec 0 Help * Exit # Skip to Next Message</p>
<p>7</p> <p>Switch Account</p>	<p>0</p> <p>Help</p> <p># Next Hint * Return to Main Menu 1 Replay from Start of Menu</p>	<p>*</p> <p>Exit</p>	<p>Common Keys</p> <p>* Cancel input or move up a level # End input or move forward in a list 0 Helpful Hints 8 Pause / Resume</p>