

Voicemail Features

<p style="text-align: center;">1</p> <p style="text-align: center;">Review Messages</p> <p>1 Voicemail 3 Faxes 9 Future Delivery Messages during playback of message 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 Seconds 0 Help * Exit # Skip to Next Message</p>	<p style="text-align: center;">2</p> <p style="text-align: center;">Send a Message</p> <p>Enter phone number or extension number, then # 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 style="text-align: center;">3</p> <p style="text-align: center;">Work with Greetings</p> <p>1 Personal Greeting 2 Extended Absence Greeting 3 System-Generated Greetings & Name Recording 4 Group Mailbox Greetings 5 Busy Greeting 6 Out-of-office Hours Greeting 7 Shared Greetings 9 Fwd All Calls to VM Greeting * Exit Menu</p>	<p style="text-align: center;">4</p> <p style="text-align: center;">Mailbox Settings</p> <p>1 Group Lists 2 Handsfree & Time Saver 3 Security Options 4 Group Mailbox Settings 5 Notification Settings 6 Additional Settings 7 Advanced Call Features 9 Live Message Screening * Exit Menu</p>
<p style="text-align: center;">5</p> <p style="text-align: center;">Reminders</p> <p>1 Reminders Settings 2 Add New Reminder 3 Recurring Reminders Settings 4 One-Off Reminders Settings</p>	<p style="text-align: center;">6</p> <p style="text-align: center;">Review Erased Messages</p> <p>1 Voicemail 3 Faxes during playback of message 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 style="text-align: center;">7</p> <p style="text-align: center;">Switch Account</p>	<p style="text-align: center;">0</p> <p style="text-align: center;">Help</p> <p># Next Hint * Return to Main Menu 1 Replay from Start of Menu</p>
<p style="text-align: center;">*</p> <p style="text-align: center;">Exit</p>	<p style="text-align: center;">Common Buttons</p> <p>0 Helpful Hints 8 Pause / Resume</p>

Telephone Feature Access Codes

Feature	Code
Voicemail	*98
Transfer Caller to User's Voicemail	Transfer + 8 + extension number + Transfer
Group Call Pickup	*11 + #
Directed Call Pickup	*12 + ext number + #
Manually Park Call	Transfer + *00 + #, hear orbit number, Transfer
Retrieve Parked Call	*01 ~ *XX + #
Block Caller ID	*67 + number
Unblock Caller ID	*82 + number

Feature	Activate	Deactivate
Immediate Call Fwd	*72 + number	*73
Busy Call Forward	*90 + number	*91
No Answer Call Fwd	*92 + number	*93
Do Not Disturb	*78	*79
Hunt Group Log In/Out	*96#+grp num	*96#+0

Customer Support:	611 on the phoneware network or 602.445.7777 ext 1
Web User Portal:	www.phoneware.us
CommPortal Password:	
Default Voicemail PIN:	
Phone Options Password:	Same as Voicemail PIN
Remote Voicemail Access:	602.445.7770
Remote Feature Access:	602.445.7771
Phone Video Training:	www.phoneware.us/videos
Conference Bridge:	999
Update Phone Config	Up arrow while idle
Restart Phone	Press and Hold X

PHONEWARE
cloud-based telecom

Yealink T4/T5 Series Telephone



Telephone Quick Reference User Guide

Version 21.03.07

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.

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.

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.

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 – Press  / TRANSFER, * 0 0 #; automated voice will tell you the park orbit number; press  / TRANSFER. To retrieve a call manually, press * X X #, i.e. * 0 1 #.

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, 8, 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 Commportal – Using an internet browser on your computer, visit www.phoneware.us and select Login/User Commportal Login. Use your phone's direct telephone number and portal password. (see reverse of this document).