IP Office Techs Hosted System
using the Yealink T40P Phones

ANSWERING A CALL (all phones)
1. One of the top two line buttons to the right of the screen will flash. These two line buttons are labelled with your extension number and will be referred to in this document as Line 1 and Line 2
2. Lift handset or press the **Speaker** button (lower right)
3. To hangup, replace the handset, or press the EndCall screen button
4. If a second call comes in it will light your second button and flash the light - pressing the second button will automatically place the first caller on hold and connect you to the second caller. You can switch back and forth to the two callers by pressing the first or second button - the call you are on will have a steady green light on the respective button while the "on hold" parties light will be blinking
5. BONUS FEATURE IF YOU HAVE PERSONAL VOICEMAIL: If at any time a call comes in, you look at the screen and decide you do not want to talk to that person - you can press the Reject screen button to silence the ring and have the call go directly to voicemail

TO PLACE A CALL
1. For inside calls, simply dial the extension number and then the **#** key or **Send** screen key, when your party answers, pick up the handset if desired. You can also pick up the handset first then dial the extension as before.
2. For outside calls, dial the phone number including the area code.
3. You do not need to dial a 1 prefix for outside calls, but local calls will still need the area code

HOLD
1. The **Hold** button appears after you pick up a call, it is the second screen button.
2. While on a call press the **Hold** button. The current light will flash.
3. To go back to the call press the blinking **line** key (it will be blinking when on hold)
4. To make another call, press the second **line** button and make the second call, then simply press the **line** one button to go back to the original caller
5. The **Hold** button only works on your phone, to have someone pick up the call at another extension - use the Transfer feature below

USING THE REDIAL BUTTON

1. Press the **Redial** icon above the speaker button on the bottom right. The **Redial** button has two curved arrows on it.
2. Highlight the number you want to call back by scrolling with the up/down arrow keys
3. Press ok to select the number then press the **Send** screen button.

USING THE SPEAKERPHONE
1. Press the **Speaker** button
2. Make a call as usual
3. To hang up, press the EndCall screen button or the **Speaker** button again.

MUTE CALL
1. To mute or silence your speakers microphone or handset, press the **Mute** button. This button is to the right of the arrow keys and has an icon with a microphone with a slash through it

2. When muted "Mute" will show in the middle of the phone's screen.
3. Press it again to turn the microphone or handset back on

TRANSFERRING A CALL (Announced Transfer)
1. While on a call
2. Press the **Trans** screen button
3. Enter the extension number or outside telephone number then wait (you can transfer to a cell phone)
4. When the other extension or cell answers - tell them who is calling - and not to hangup
5. You hang up - the call is transferred
6. If the other extension does not wish to speak to the caller, tell them to hangup. You then press your **Line 1** button (with the blinking green light) to get back to the original caller and tell them the intended party is not in - can you take a message. Hangup when done
7. If the other party does not answer and you want to try transferring to another extension, press the **Cancel** screen key when the intended parties phone is ringing but not picking up. You can then repeat the process, pick up blinking **Line 1** button quickly, then hit the **Trans** button.. etc.

TRANSFERRING A CALL (Blind Transfer - No Announcing Call)
1. While on a call
2. Press the **Trans** button
3. Enter the extension number or outside telephone number then press the **B Tra...** screen button (the first one) It only appears after you press the transfer button in step 2
4. Hangup
5. The call is transferred

VOLUME CONTROLS
1. To raise or lower the volume, use the - + rocker button near the bottom of the phone. It's under the left right up down navigation keys
2. To adjust the **ringer volume**, adjust the volume when you are not on the phone - you will hear the ringing sound to give you an idea of the loudness being set. Use + for louder and - for softer
3. To adjust the **handset volume**, adjust it while on a call using the handset
4. To adjust the **speaker volume**, adjust it while talking to someone using your speaker option.

TURNING ON THE DO NOT DISTURB FEATURE
*Press the **DND** Screen Button if visible, press again to turn off, or...*
1. Press the **MENU** screen button
2. Highlight **Features** using the arrow buttons and press the **OK** button in the middle of the arrow keys
3. Scroll down to number 9, **DND** and press the **OK** button
4. Use the left right arrow keys to choose **Enabled** then press the **Save** screen key
5. Press **Back** screen key then the **Exit** Screen Key
6. Note that "DND" will show on the top right of the screen
7. Calls to you will go direct to voicemail, if you do not have voicemail the caller will hear a fast busy tone
8. To turn off, repeat the procedure, but at step 4 choose **Disabled** then continue with step 5
9. The DND will not be on the screen any more

VOICEMAIL (if enabled on your extension)

Your voicemail uses two greetings that you can record. The unavailable message and the busy message. The unavailable is used when you do not pick up your phone after a predetermined number of rings. The busy message is for when are on the phone or have your Do Not Disturb feature turned on. If testing your voicemail, allow up to 2 minutes for the message light to activate on the phone called.

VOICEMAIL - QUICK START SETUP
1. To setup your greetings, press the Envelope icon button.
2. Press 0 for mailbox options.
3. Press 1 to record your Unavailable Message or 2 for your Busy Message.
4. Follow the prompts then test by calling your extension from another phone or your cell.

VOICEMAIL - DAILY USE
1. When you have a voicemail waiting, the phone will beep twice and the red light on the top right of the phone will be blinking. The display will show 1 New Voicemail... etc.
2. To get your messages press the Envelope icon button and follow the instructions. (Press 1 for new messages) The callers phone number and date/time received will be spoken
3. During the playback of the message you can: Press * to rewind a little, 0 to pause and restart, and # to skip forward. If you want to delete the message press 7
4. You can also press 5 to repeat the message or press 8 to forward it to another extension
5. If you provide your email we can have your messages emailed as a sound file attachment to your pc or cell phone. If you provide a group email, it can be sent to everyone in the group. Good for companies general delivery voicemail or service numbers.

TO RETRIEVE GENERAL DELIVERY VOICEMAIL OR OTHER EXTENSIONS VOICEMAIL
1. If you DO have a personal voicemail box, dial *98, and enter the mailbox number of the general delivery or other mailbox, wait for the prompt then enter the password. Your general delivery mailbox has been set to _____ with a pass code of 1379
2. If you DO NOT have your own mailbox, press the Voicemail button (envelope icon) and enter the mailbox number of the general delivery or other mailbox, wait for the prompt then enter the password. Your general delivery mailbox has been set to _____ with a pass code of 1379
3. To change the General Delivery Greeting press 0, then 1 after steps 1 or 2 instead of getting your messages (with choice 1)

FORWARDING YOUR CALLS
1. Call Forwarding is a multi-step procedure and should be done with the assistance of the most technical person in your company.
2. To Turn ON Call Forwarding press **MENU** screen button, scroll to features, press **OK** then choose **Call Forward** and **OK** again
3. Press **1** for **Always Forward**, then use the left/right arrow to choose **Enabled**, then **Save**
4. Enter the **Forward to** number - this can be an extension or an outside phone number like a cell, press Save.
5. Press **Back** twice, then **Exit** - note that the screen now sports a curved arrow at the top right in the message area. Your phone is now forwarded. The bottom of the screen will show you where the number is being forwarded to.
6. To Turn OFF Call Forwarding follow the previous steps (if there is call history press View and Exit screen keys so you can see your MENU button again.
7. Press **MENU** > **FEATURES** > **Call Forward** > **Always Forward** > then left right arrow keys to **Disabled**, then **Save**, **Back**, **Back**, **Exit**. The curved arrow will turn off.
8. If you wanted to change the phone number to forward to, you would have used the down arrow key when at the **Enabled/Disabled** screen.

THREE PARTY CONFERENCE FEATURE

1. During an existing call, press the **Conf** screen button.
2. Enter the other extension or outside number as usual and wait
3. When the party picks up tell then you will put them in conference, then press the **Conf** button again. *All 3 or more of you will now be in conference*
4. If the 3rd party rings but does not pick up, press the **Cancel** screen button to cancel adding the party to the conference. Use Line 1 (blinking green) to get back to the original caller and make another conference call with someone else, or hang up
5. During a conference, you can drop one of the callers by pressing the **Manage** screen button, highlighting the party you want to drop then press **Remove**
6. You can not have more than 3 people in conference including yourself. Call us to discuss how we can setup the system for more conference members.

CALL HISTORY

1. You can retrieve a list of up to 63 of your last completed phone calls - either inbound or outbound
2. Press the History screen Button
3. Scroll through the entries using the up/down arrows. You will see the number and name of the caller (if available) and the date and time of the call. Press L1 to dial the number. You can scroll by type of call by using the left/right arrow keys - note the top of the screen to see what category you are in - such as All, Missed, Placed, Received, or Forwarded.
4. To delete all entries in Call History. Press **Option**, then scroll down to **Delete All**, then **OK**
5. To delete just one entry, scroll down to the entry you wish to delete then press **Delete**.

NOTE ON CALLER ID: Some callers will show only the State or City. Cell phone numbers show this often. Usually businesses with actual phone systems will show the name. Unavailable often shows up with unpublished names

MUSIC ON HOLD

6. We offer 10 different musical styles, call us to change your music on hold or to audition the sounds before we change it

HOW TO CHANGE YOUR AUTO ATTENDANT (If enabled)

1. Call us at the below number, we will assist in changing the recording or choices

IF YOU REQUIRE SERVICE OR SUPPORT

- Send an email to service@ipofficetechs.com - a text message will be sent to our staff
- Call 888.530.9112 - leaving a message for anyone including the on-call number will result in your message being sent to the email of our staff and also lights up a text message for the on-call tech. So, please leave a message always, we generally call back within 30 minutes or less.