CoC Phone System – Phone Features (Yealink T42S)

Contents:

1a. Answering a call

- To answer with speakerphone, press ◀» or tap Answer on the touch screen.
- To answer with handset, pickup the handset.
- To answer with a headset, press ◯.
- To answer a new call while on an active call, press the Answer softkey and the current call will be placed on hold.

1b. Placing a call

- Pickup the handset, or press ◀» (For speakerphone) or ◯ (For use with your headset)
  - Enter phone number
    - All extensions are 4-digit
    - To dial an external number, enter the 10 digit number (with area code) for example: 928-340-2700. Dialing starting with 1 or 9 is no longer needed.
    - Press the dial softkey
- Alternatively, you can dial the number then pickup the handset and the call will be processed immediately.

1c. Placing a call on hold

- While call is active, press the Hold softkey
- To resume a held call, press the Resume softkey

1d. Transfer a call

- While call is active, press the Transfer softkey
  - Enter the number to transfer to
  - For an unattended blind transfer, press the B Trans softkey (Blind transfers directly send the call to an extension without further interaction from you)
- For an attended transfer (you want to speak with the other party before connecting the call to them)

- o Press the Transfer softkey
- o Enter the number to transfer to
- o Press the Send softkey
- o Speak with the other party then press the Transfer softkey again

1c. 3-way calling (Conference Call)

- Call the first party
    - o Press the Conf softkey
    - o Enter number to conference
    - o Press the Send softkey
    - o Once the second party answers, press the Conf softkey again
- Once in a conference call
    - o Press the Hold softkey to hold all participants
    - o Press the End Call softkey to end the call entirely
    - o Press the Split softkey to end the conference and place all participants on hold
- If you have an active and held call, press the More Conf softkey, select the held line then press the Select softkey.

2a. Call Forwarding

By default all calls are forwarded to your extension's voicemail if you are unavailable. To change this behavior, it is possible to modify call forwarding behavior directly from your phone.

- Press the menu softkey
    - o Press 2 for Features
    - o Press 1 for Call Forward
    - o Press 1 for Always Forward (Select this to always forward calls immediately without ringing the phone)
        - ▪ Press the right arrow key to enable
        - ▪ Press the down arrow key then enter extension or phone number to forward to then press the Save softkey
    - o Press 2 for Busy (Select this to forward calls when you are already on another call)
        - ▪ Press the right arrow key to enable
        - ▪ Press the down arrow key then enter extension or phone number to forward to then press the Save softkey
    - o Press 3 for No Answer (Select this to forward calls after a specific number of rings goes unanswered)
        - ▪ Press the right arrow key to enable
        - ▪ Press the down arrow key then enter extension or phone number to forward to
        - ▪ Press the down arrow key to enter the number of rings before forwarding
        - ▪ Press the save soft key
- To disable any of the forwarding features
    - o Press the menu softkey
    - o Press 2 for Features
    - o Press 1 for Call Forward

- o   Press 1 for Always Forward (Select this to always forward calls immediately without ringing the phone)
    - ▪   Press the left arrow key to disable
    - ▪   Press the Save softkey
- o   Press 2 for Busy (Select this to forward calls when you are already on another call)
    - ▪   Press the left arrow key to disable
    - ▪   Press the Save softkey
- o   Press 3 for No Answer (Select this to forward calls after a specific number of rings goes unanswered)
    - ▪   Press the left arrow key to disable
    - ▪   Press the Save softkey

2b. Do Not Disturb

Do Not Disturb is a feature that prevents your phone from ringing while it is active.

- From the main screen, press the DND softkey
- To disable DND, press the DND softkey again

2c. Directory

All extensions in the city (except for PD extensions) are listed in the directory and can be accessed from your phone.

- From the main screen, press the 3CX PBook softkey
- Press 1
- Press the Search softkey to search by first or last name

Note: The keypad on the phone provides different characters (or numbers) when using the 2aB, abc, Abc, ABC or 123 input mode. You can change the following input modes to enter data and edit fields on your phone. When your phone keypad matches the input mode, you can press the keypad repeatedly to view the character (or number) options and stop to select. When the character (or number) you want to enter displays in the field, wait for one second, and enter the next character (or number).

2d. Recent and Missed Calls

Your phone tracks all recently made and missed calls and makes it easy to redial a number or call back a missed call.

- From the main screen, press the History softkey
- Downward arrow signifies a received call, Upward arrow signifies a placed call, Checkmark arrow is a missed call