

# *Intermedia Telephone & Voicemail Quick Start Guide*

## **Yealink T42S**



### **DIALING EMERGENCY SERVICES, (911)**

*Your telephone is registered to your companies "Home" address and will reflect this information to the emergency response center you are connected to, **NOT** your current address.*

*Should you have the need to relocate your telephone device outside of your Intermedia registered account address it is your responsibility to contact your system administrator to make **ALL** the necessary changes to reflect the correct emergency service, (911), location information.*

*Should you absolutely need to use the telephone device outside of your Intermedia registered location for emergency dialing **"STAY ON THE LINE"** and speak to the emergency center operator and make sure they understand your current location and emergency needs.*

*For questions, changes, and service to your telephone or voicemail operation please contact:*

***Intermedia @ 1-877-880-0055 (Opt-3)***

Please have the following information:

1. Your account number
2. Your "MAIN" telephone number
3. Your address
4. Your "Secret" question/Answer
5. Detailed description of the change request or service issue being experienced

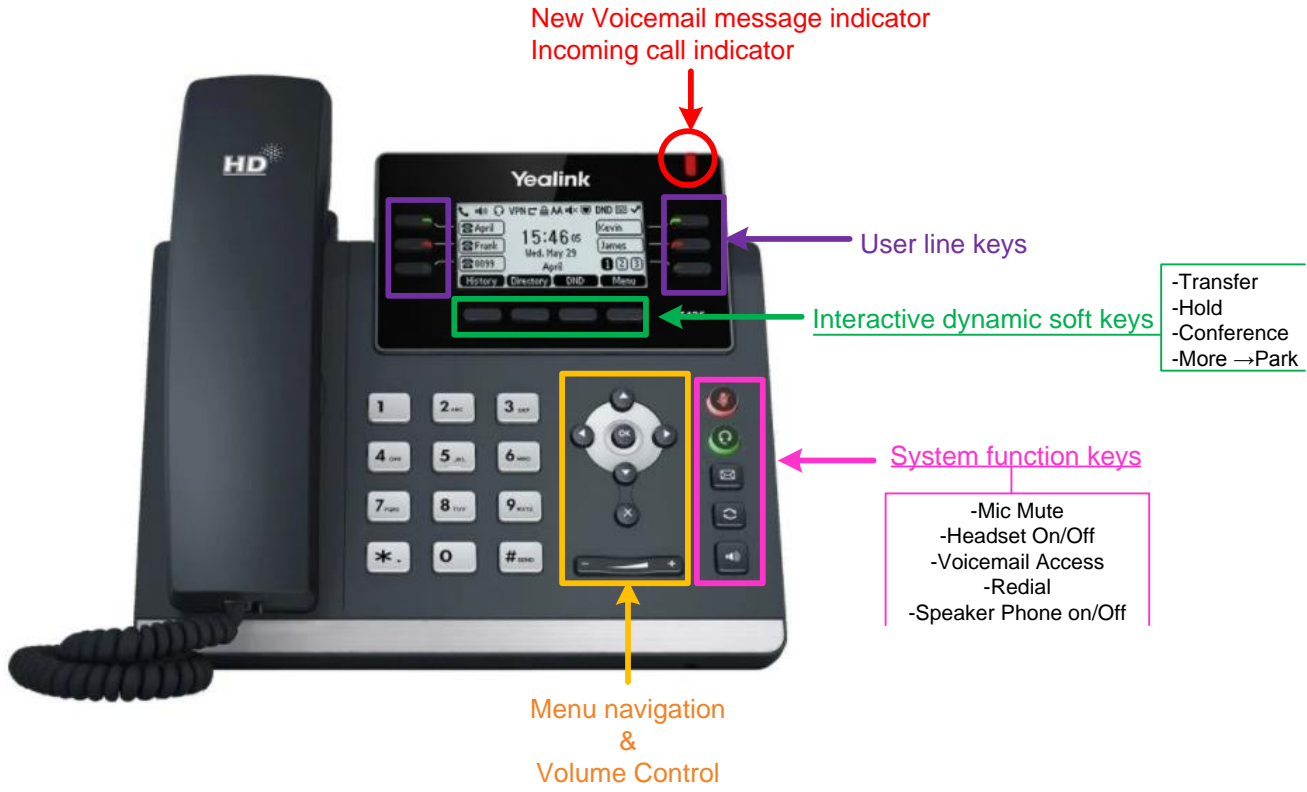
## **Intermedia Telephone & Hosted Application Links**

*(The below links will access Intermedia on-line knowledge base)*

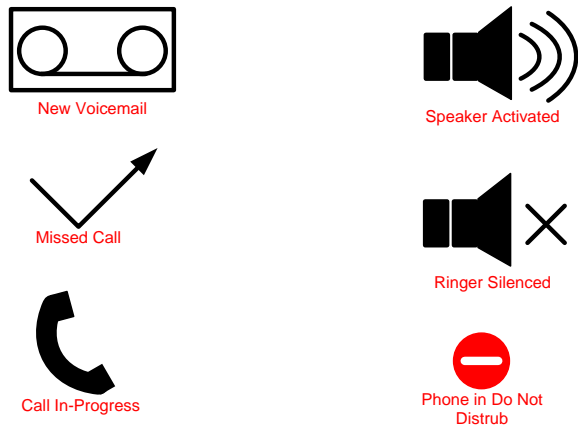
- Yealink Model T40 User Guide  
<https://www.youtube.com/watch?v=21--tIxk8mU>
- Voicemail Set-up and Use
  - <https://kb.intermedia.net/Article/2009>
- Unite Call Scape Desktop Application
  - <https://kb.intermedia.net/Article/3081>
- Unite Mobile App
  - <https://kb.intermedia.net/Article/39499>

**Button Mapping:**

**MODEL T42S**



**Telephone Display Icons:**



## Model T40G Basic Operation:

*Note: the Model T40G display telephone has the [TRANSFER] and [HOLD] buttons in the “Interactive Dynamic soft key” which appears in the users display. These buttons only appear when a call is in process.*

- Volume adjustments
  - Using the [VOLUME] control at the base of the telephone you may adjust the volume for the following items:
    - **Incoming call ringing;** While phone is idle press the [VOLUME +/-] to adjust. Ringing may be completely disabled if the volume is turned all the way to its lowest setting
    - **Handset receive;** While on the call press the [VOLUME +/-] to adjust.
    - **Speaker phone;** While on the call press the [VOLUME +/-] to adjust.
      - *You can NOT adjust the outgoing volume using the [VOLUME +/-] button*
- Place an **OUTSIDE** call
  - Lift handset or press speaker key
  - Dial your number
- Place an **INTERNAL** call
  - Lift handset or press speaker key
  - Dial the internal extension number
  - Press the [#] or [SEND] soft key below your display
- **RECEIVING** an incoming call
  - Lift handset or press speaker key
    - *You may transfer from handset to speaker phone use by pressing the [SPEAKER] button during the call and replacing the handset*
    - *If on speaker lifting the handset will automatically switch off the speaker phone*
- Placing a call on **HOLD**
  - Press the [HOLD] soft key below your display
    - *If multiple calls are held you may toggle between them by pressing the [SWAP] soft key below your display*
- To retrieve a call on **HOLD**
  - Press the [RESUME] soft key below your display
  - Or you may press the flashing [LINE KEY] the call is held on

- Placing a call on **PARK**
  - Press the [**000**] soft key
  - Press the [**PARK**] soft key
    - *System will prompt which zone call was parked*
  
- Retrieve a call on **PARK**
  - Press [**PARK ZONE**] button where call was placed I.E. [**980**]  
-OR-
  - Dial the zone the call was parked in, I.E. [**980**], [**981**], [**982**]
  - Press [**#**] or the [**SEND**] soft key below your display
  
- To **TRANSFER** a call to another extension
  - Press the [**TRANSFER**] soft key below your display
  - Dial the extension to send the call
  - Press [**#**] or the [**SEND**] soft key below your display
    - *You can remain on the line to announce the call*
  - Press [**TRANSFER**] to complete the process
  
- Retrieve a **TRANSFERRED** call  
“DO NOT HANG UP”
  - Press the [**CANCEL**] soft key below your display
  - Press the “flashing” line key the original caller is holding on
  
- To **TRANSFER** a call **DIRECTLY to VOICEMAIL**
  - Press the [**TRANSFER**] soft key below your display
  - Dial [\*Star]
  - Dial the extension to send the call
  - Press [**#**] or the [**SEND**] soft key below your display
  - Press the [**TRANSFER**] soft key below your display
  
- To make a **3-WAY CONFERENCE** call
  - While on the call press the [**CONF**] soft key below your display
  - Dial the internal or external party to be conferenced
    - *If Internal do not forget to press [#] or [SEND]*
  - Press [**CONF**] after second party has answered to establish call
  
- Last number **REDIAL**
  - Press the [**REDIAL**] menu access button
  - Use the [**MENU NAVIGATION**] buttons to scroll through previous calls
  - Press the [**SEND**] soft key below your display to dial the number
  
- Voice **PAGE** all phones (*Note not all phones will have this feature*)
  - Lift handset
  - Press [**PAGE**]

- Assign Internal Ring Tone
  - Press the **[DIRECTORY]** soft key
  - With “ALL CONTACTS” highlighted press the **[ENTER]** soft key
  - Press the **[ADD]** soft key
  - Using the menu navigation arrow ↓ to “OFFICE NUMBER”
  - Enter the internal extension number of the user
  - Using the menu navigation arrow ↓ to “RING”
  - Using the menu navigation arrow ← → to select the ring tone
  - Press the **[SAVE]** soft key

\*\*\*This will distinguish an internal / external call. Complete this process for each internal telephone device\*\*\*

## Voicemail Basic Operation:

### New Voicemail Users

By default the “Temporary” passcode is [3930].

The voicemail system will prompt you through as a new user to change your passcode, record your name, and record your voicemail greeting. Upon completion of set-up your voicemail will be ready to take messages.

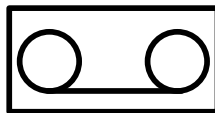
**Listen to the voicemail instructions. Failure to “Save” your settings will result in your voicemail box not functioning properly.**

### When “New” voicemail messages are received it will be indicated by three means:

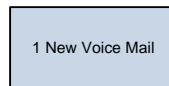
1. Flashing light atop the telephone display



2. The “Message Icon in the top of the display

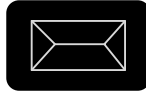


3. Your display will indicate the number of awaiting new messages



## To retrieve your voicemail messages:

1. Press the **[MESSAGE]** button on the phone



2. If outside of the office call **[YOUR 10-DIGIT TELEPHONE NUMBER]**

- a. From an outside line call your phone number
- b. When the voicemail greeting begins, press #
- c. Follow the voice prompts, "*Please enter your extension, Press # when done.*"
- d. Follow the voice prompts, "*Please enter your PIN code. Press # when done.*"

- **1 - listen to new voicemail**

- during VM playback
  - **1** - replay the current message
  - **2** - delete the VM
  - **3** - mark message as unheard
  - **4** - skip current message
  - **5** - callback the sender of voicemail
  - **#** - skip the playback of message details
- after VM playback
  - **1** - replay the current message
  - **2** - delete the VM
  - **3** - mark message as unheard
  - **4** - skip current message
  - **5** - callback the sender of voicemail

- **2 - listen to old messages**

- during VM playback
  - **1** - replay the current message
  - **2** - delete the VM
  - **3** - mark message as unheard
  - **4** - skip current message
  - **5** - callback the sender of voicemail
  - **#** - skip the playback of message details
- after VM playback
  - **1** - replay the current message
  - **2** - delete the VM
  - **3** - mark message as unheard
  - **4** - skip current message
  - **5** - callback the sender of voicemail

- **3 - personal options**

- **1** - record voicemail greeting
- **2** - change PIN
- **\*** - return to VM list