QUICK REFERENCE GUIDE
Yealink T41 IP Phone

VOICEMAIL	Setup	1. Press the ✉ **Message** button. 2. Enter the pass code (provided by your Xicall Rep. or System Administrator). 3. Follow the prompts. ⇨ *Personal greeting and password are suggested to be updated by the user.*

COMMON USED ITEMS

	Viewing Recent Calls: While viewing recent calls, you can manage caller and callee entries in your call history.	1. Press the **History** soft key when the phone is idle. Press ▲ or ▼ to scroll through the list. Use ◄ or ► to view All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls. 2. Select an entry from the list. You can do the following: • Press the **Send** soft key to call the entry. • Press the **Delete** soft key to delete the entry from the list. If you press the **Option** soft key, you can: - Select **Detail** to view entry details. - Select **Add to Contacts** to add the entry to the local directory. - Select **Add to Blacklist** to add the entry to the blacklist. - Select **Delete** to delete the selected entry. - Select **Delete All** to delete all entries from the list.
	Mute	Press 🔇 to mute the microphone during a call. Press 🔇 again to un-mute the call.
	Using Do Not Disturb	Press the **DND** soft key when the phone is idle. The ⊖ icon on the status bar indicates that DND is enabled.
	Adjusting Volume	Press ▭➖➕ during a call to adjust the receiver volume of the handset/speakerphone/headset.
	Voice Over Intercom	*48 + **Ext.** then press **Send** or # Key.

Labels for phone diagram:
- LCD Screen
- Message Notification
- Line Keys
- Scroll
- Mute Key
- Headset Key
- Message Key
- Redial Key
- Speaker-phone
- Volume Key
- Line Keys
- Soft Keys
- Scroll Keys
- Key Pad

FAQ

HOW DO I MANAGE MY PERSONAL XICALL SETTINGS?
You can manage your features online though our portal. These features include listening to voicemail, checking placed and received calls, and many more. Contact your system administrator for login information such as username and password.

HOW DOES REMOTE TERMINAL WORK?
The Remote Terminal feature allows you to make and receive business calls virtually on any phone while displaying your business land line caller ID.

WANT TO LEARN MORE ABOUT YOUR PHONE OR NEED HELP?

CUSTOMER SUPPORT
If you still have a question or need help, please contact our US Based Customer Support at **(888) 942-2559**

Xicall
888.XICALL9
(888.942.2559)
www.xicall.com

MAKING A CALL ⇨ **Note:** *During a call you may alternate between handset, hands-free speakerphone and headset modes by pressing the* **Headset** *key or* **Speakerphone** *key or by picking up the handset. Headset mode requires a headset to be connected to the phone.*	**Using the Handset**	1. Pick up the handset. 2. Enter the number using the keypad and then press the **Send** or **#** key.
	Using the Speakerphone	1. With the handset on-hook, press 🔊 2. Enter the number using the keypad and then press the **Send** or **#** key.
	Using the Headset	1. With the headset connected, press 🎧 to activate the headset mode. 2. Enter the number using the keypad and then press the **Send** or **#** key.
ANSWERING A CALL ⇨ **Note:** *You may ignore an incoming call by pressing the Reject soft key.*	**Using the Handset**	Pick up the handset.
	Using the Headset	With headset in place and ready, press 🎧.
	Answering a Call While on the Phone	While on the phone and a new call comes in, you can press the **Answer** soft key to be automatically connected to the new call while it automatically places current call on hold. Press **Swap** to toggle between the two calls. ⇨ *These options appear on the screen and can be accessed using the* **Soft** *keys directly under them.* You can place the call on a **Hold/Park** key to allow access from other stations/users. While on the phone, press preprogrammed **Hold/Park** key then press the **Answer** key to be connected to the new caller.
ENDING A CALL	**Using the Handset**	Hang up the handset.
	Using the Speakerphone	Press 🔊 to **End Call**.
	Using the Headset	Press the **End Call** soft key.
PUTTING A CALL ON STATION HOLD ⇨ **Note:** *The button on your phone that says HOLD when pressed can only be picked up from the phone that placed it on HOLD.*	**Place Call on Hold**	Press 📞 or the **Hold** soft key during an active call. To resume a held call, press the **Resume** soft key.

CALL PARK UNIVERSAL HOLD ⇨ **Note:** This is a call that can be picked up from other stations.	**Call Park / Hold**	You have keys labeled **HOLD 1, 2, 3** etc. When you need to place a caller on a universal hold, press one of the **HOLD** keys. This will allow the call to be picked up from other stations.
CONFERENCE CALL	**Conference Call**	1. Press the **Conference** soft key during an active call. The call is automatically placed on hold. 2. Enter the number of the second party, then press **Send** or **#** key. 3. Press the **Conference** soft key again when the second party answers. All parties are now joined in the conference. 4. Hang up to disconnect the conference.
TRANSFER A CALL	**Blind Transfer**	1. Press 📞 or the **Transfer** soft key during an active call. The call is placed on hold. 2. Enter the number you want to transfer to, then press 📞 or the **Transfer** soft key.
	Attended Transfer	1. Press 📞 or the **Transfer** soft key during an active call. 2. Enter the number you want to transfer to, then press **Send** or **#** key. 3. Once the call has been announced, press the **Transfer** soft key when the second party answers.
TRANSFER DIRECT TO VOICE MAIL	**Transfer to Voice Mail**	1. Press 📞 or the **Transfer** soft key during an active call. The call is placed on hold. 2. Press ✳ plus ext. number followed by 📞 or the **Transfer** soft key.
FORWARDING A CALL ⇨ **Note:** *When using Busy/No Answer please note current setting before updating.*	**Forward**	1. Press the **Menu** soft key when the phone is idle, then select **Features** > **Call Forward**. 2. Select the desired forward type: **Always Forward**: Incoming calls are all forwarded unconditionally. **Busy Forward**: Incoming calls are forwarded when the phone is busy. **No Answer Forward**: Incoming calls are forwarded when the phone is not answered after a specific time period. 3. Use ◀ or ▶ to activate and deactivate, then select the desired ring time to wait before forwarding. 4. Press the **Save** soft key to accept the change. **Quick Call Forward** (for all calls): 1. To set **press ✳2** followed by the ext. number or outside telephone number, then press **Send** or **#** key. 2. To cancel **press ✳3**, then press **Send** or **#** key.