

# How to use your IP phone

**Verizon Business  
Digital Voice Service**



**verizon**✓

Model T40G

# Voicemail Tree Diagram

## Main menu

Access voice mailbox **1**  
Record your name **3**  
Change passcode **8**  
Exit menu **9**  
Repeat menu **#**

## Voice mailbox

Listen to messages **1**  
Change Busy greeting **2**  
Change No Answer greeting **3**  
Compose & send new message **5**  
Delete all messages **7**  
Go to Voice Portal **\***  
Repeat menu **#**

## Record your name

Record your name **1**  
Play current recording **2**  
Go to previous menu **\***  
Repeat menu **#**

## Listen to messages

Save message **#**  
Erase message **7**  
Repeat message **2**  
Play message **5**  
Additional options **9**  
Go to previous menu **\***

## Change Busy greeting

Record a new Busy greeting **1**  
Play current greeting **2**  
Revert to default greeting **3**  
Go to previous menu **\***  
Repeat menu **#**

## Change No Answer greeting

Record a No Answer Busy greeting **1**  
Play current greeting **2**  
Revert to default greeting **3**  
Go to previous menu **\***  
Repeat menu **#**

## Additional options

Reply to current message **1**  
Record your name **3**  
Change passcode **8**  
Exit menu **9**  
Repeat menu **#**

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## Shortcut Codes

- \*72 Call Forwarding Always Activation**  
Redirect incoming phone calls to another number within your company. Dial \*72, then the phone number, followed by the pound key (#).
- \*68 Call Park**  
Dial \*68 followed by the extension to park the call on, or the pound key (#) to park the call on your own extension.
- \*88 Call Retrieve**  
Enter \*88 followed by the extension to retrieve a parked call. If the call is parked on your own extension, press the pound key (#).
- \*55 Direct Voice Mail Transfer**  
Transfer a call to another user's Voice Mail, press the Transfer soft key, then enter \*55 followed by the user's extension.


- \*78 Do Not Disturb Activation**
- \*79 Do Not Disturb Deactivation**
- \*69 Last Call Return**
- \*66 Last Number Redial**
- \*73 Call Forwarding Always Deactivation**
- \*21 Call Forwarding Always to Voice Mail Activation**
- \*24 Call Forwarding Always to Voice Mail Deactivation**

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## How to Use Your Phone

### Place a Call

**Handset:** Pick up the handset, enter the number, tap **Send**.

**Speakerphone:** Press , enter the number, tap **Send**.

**Headset:** Press , enter the number, tap **Send**.

### Answer a Call

**Handset:** Pick up the handset.

**Speakerphone:** Press .

**Headset:** Press .

### End a Call

**Handset:** Hang up or tap End Call soft key.

**Speakerphone:** Press  or tap End Call soft key.

**Headset:** Tap the End Call soft key.

### Voice Message

A message waiting indicator will appear on the display screen.

Also, the power indicator LED slowly flashes red.

**To listen:** Press  and follow the voice prompts.

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## Learn Your New Handset

Refer to the keys below for phone features and instructions for use.



### **Yealink 3-line IP Phone (PoE)**

Line Keys – 3 with LED | Ethernet Connectivity – 2x RJ45 10/100/1000 Ethernet ports

Display Type – 2.3” 132x64-pixel graphical LCD w/ backlight | Headset Support – Headset, EHS support

Power Supply (Warranty 1 year)

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# Additional Phone Features

## Call Conference

Tap the Conf soft key to place the active call on hold, enter the number of the second party, and then tap Send. When the second party answers, tap the Conf soft key again. Tap the End Call soft key to disconnect all parties.

## Contact Directory

Edits can only be made when the phone is not in use.

### To make changes:

Tap the Directory soft key, and then tap All Contacts.

**Add:** Tap Add soft key and follow the prompts.

**Edit:** Select contact using Arrow keys, then Option, then Detail. Make edits, tap Save.

**Delete:** Select contact using Arrow keys, then Option. Tap Delete, then tap OK.

## Call Forward

Edits can only be made when the phone is not in use.

**To enable:** Tap Menu soft key, then tap Features, and then Call Forward.

Select the Forward type:

**Always Forward:** Incoming calls are forwarded unconditionally.

**Busy Forward:** Incoming calls are forwarded when the phone is busy.

**No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

Enter the number you want to forward to and then tap Save soft key.

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## Blind Transfer

Press Transfer soft key to place an active call on hold. Enter the number you want to transfer to. Press the B Transfer soft key.

## Semi-Attended Transfer

Press Transfer soft key to place an active call on hold.

Enter the number you want to transfer to.

Tap Send soft key.

Press the Transfer soft key when you hear the ring-back tone.

## Attended Transfer

Press Transfer soft key to place an active call on hold.






















Enter the number you want to transfer to.

Tap Send soft key.

Press the Transfer soft key when the second party answers.

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## Icons

	Received Calls		Wired network is unavailable
	Placed Calls		Hands-free (speakerphone) Mode
	Missed Calls		Handset Mode
	Forwarded Calls		Headset Mode
	Directory		Voice Mail
	Speed Dial		Text Message
	Transfer		Auto Answer
	Conference		Keep Mute
	Call Forward		Ringer Volume is 0
	Hold/Public Hold/Private Hold		Phone Lock
	DND		

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