

# YEALINK T42S

## User Guide



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Welcome to the Yealink T42S user guide. This document has been designed to help familiarize you with the basic button layout of the desk phone, as well as guide you through the active call options, voicemail, and some advanced features the Yealink T42S has to offer.

## The Basics

### PRIMARY BUTTON LAYOUT



#### MUTE

Press the mute button while on an active call to mute your microphone. It will illuminate red when you are muted. Press again to un-mute the call.



#### HEADSET

Press the headset button to enable the use of a compatible headset. It will illuminate green when active. Press again to disable.



#### VOICEMAIL

Press the voicemail button and enter your pin number to hear an automated list of voicemail options. Options include listening to new messages, changing greetings, setting a new voicemail pin, and more. A full list of voicemail options can be found on page 5.



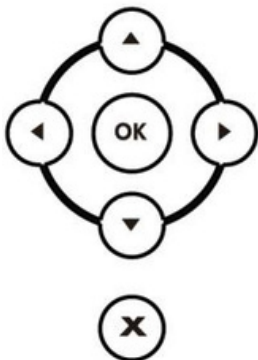
#### REDIAL

Press the redial button to view a list of recently placed calls. If you would like to automatically redial your most recent placed call, simply press the redial button twice.



#### SPEAKERPHONE

Press the speakerphone button to initiate the speakerphone either ahead of placing a call or while on an active call. It will illuminate green when active.



#### DIRECTIONAL PAD

The directional pad allows you to navigate the various menus and select different options depending on your goal. Simply press OK to select highlighted option.

#### X BUTTON

This button has three primary functions:

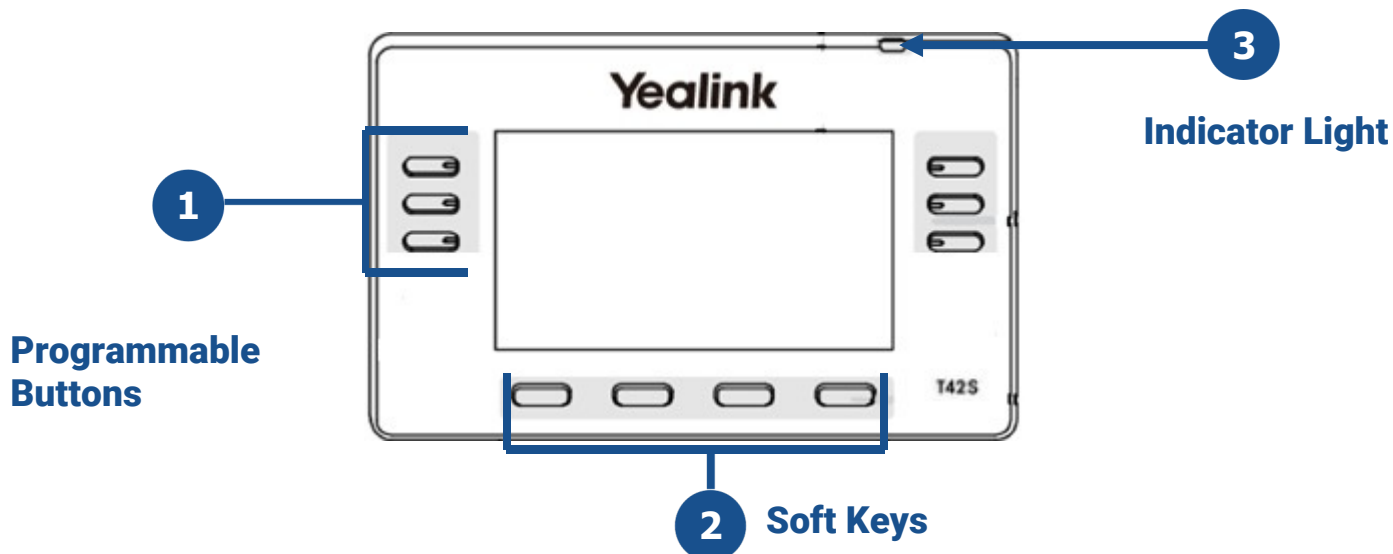
1. To back out of menus step by step until you have reached the home screen.
2. To end or hang up, a call.
3. To wake up your phone when it is in idle mode.



#### VOLUME CONTROL

This button has a few primary functions:

1. To raise or lower the ringtone volume.
2. To raise or lower the call volume while on an active call using your handset, headset, or speakerphone.



## 1 PROGRAMMABLE BUTTONS

As our phones are fully customizable, some of the programmable buttons may differ depending on your business needs.

- **LINE APPEARANCE KEYS** | Labeled as your extension number, these are your two open lines for multiple calls. While switching between lines, callers will automatically be placed on hold.
- **PARK KEYS** | Park allows you to place callers on a company-wide hold. Park buttons will illuminate red on all phones when there is a caller on park. Available park keys will remain green.
- **ADDITIONAL PROGRAMMABLE FEATURES** | Other programmable buttons include speed dials, busy lamp fields (BLF), additional park buttons, page buttons, and more.

## 2 SOFT KEYS

These buttons are referred to as soft keys because the options change depending on the menu you are in. The home screen displays the following options:

### HISTORY

The History soft key will take you to a list of your missed, placed, received, and forwarded calls. Use the directional pad to break down the list into individual categories or highlight an entry for more options. Within the history menu, the soft keys provide the following options: to go Back, Delete a history entry, see more Options, (such as call details, add to your local directory, or add to blacklist) and Send.

### DIRECTORY

The Directory soft key takes you to your system's phone book, both company-wide (Remote Phone Book > Company Directory) or personal (Local Directory > All Contacts). Within the directory menu, the soft keys provide the following options: to go Back, Search within the phonebook, see more Options (such as contact details or add to black list), and Send.

### DND

When pressed, a DND icon will appear on your screen and signifies you are in Do Not Disturb mode. Incoming calls will be routed directly to your voicemail. Simply press DND again to receive calls again.

### MENU

Select the Menu soft key to access the phone's basic settings. From here you can adjust various settings such as language, time and date, display options (such as backlight timers), and more.

## 3 INDICATOR LIGHT

When the indicator light is flashing, you either have a missed call and/or a voicemail. Your screen will show a bouncing arrow icon for missed calls and a cassette tape or envelope icon for new voicemail messages. Simply check your call history and/or listen to the new voicemail(s) to clear the light and icon indicators.

# Active Calls

## PLACING A CALL

To place a call, pick up the handset, dial the number or extension, then press the send soft key. Alternatively, with the handset on its hook, press the speakerphone key, dial the number or extension, and press send. Or with your headset connected, press the headset key to activate headset mode, dial the number or extension, and press send.

## INCOMING CALL

When receiving an incoming call, the soft keys will display the following options:

**ANSWER**

Pick up the handset, press the speakerphone button, or press the Answer soft key.

**FORWARD**

To forward the call to a 10-digit number or extension without answering the phone first.

**SILENCE**

To stop the ringing but allows the caller to hear the standard number of rings before going to voicemail.

**REJECT**

To send the caller directly to voicemail.

## ACTIVE CALL

Once on an active call, the soft keys will display the following options:

**TRANSFER**

The Transfer soft key allows the following types of transfers:

- **BLIND** | To send the caller to another extension or 10-digit number without speaking to the receiving party first. Press the Transfer soft key, dial the extension or 10-digit number, and press the B Transfer soft key.
- **ATTENDED** | To send the caller to another extension or 10-digit number after confirming with the receiving party first. Press the Transfer soft key, dial the extension or 10-digit number, and press Send. Once the receiving party confirms, then press the Transfer soft key.
- **VOICEMAIL** | To send the caller directly to an internal extension's voicemail, press the Transfer soft key, dial \*55 + extension number, then press B Transfer.

**HOLD**

To place a caller on hold, press the Hold soft key. The other party will hear hold music until you resume the call by pressing the Resume soft key option.

**CONFERENCE**

To conference in another party, select the Conference soft key. Dial the extension, 10-digit number, or search your contacts and press Send. Once the new party has answered, press the Conference soft key to bridge the calls together. Within the Conference menu, the soft keys provide the following options:

**SPLIT**

To separate the calls back into two individual calls.

**HOLD**

To place both callers on hold.

**MANAGE**

To mute, hold, or remove an individual on the call.

**END**

To end the call.

Using the conference method, only 3 calls can be conferenced in at a time. If you would like to have a conference with more than three parties, we can set up a conference bridge to fit your needs.

**END CALL**

In addition to hanging up the handset or pressing the X button, you may also press the End soft key to end a call.

# Voicemail

## SETTING UP YOUR MAILBOX

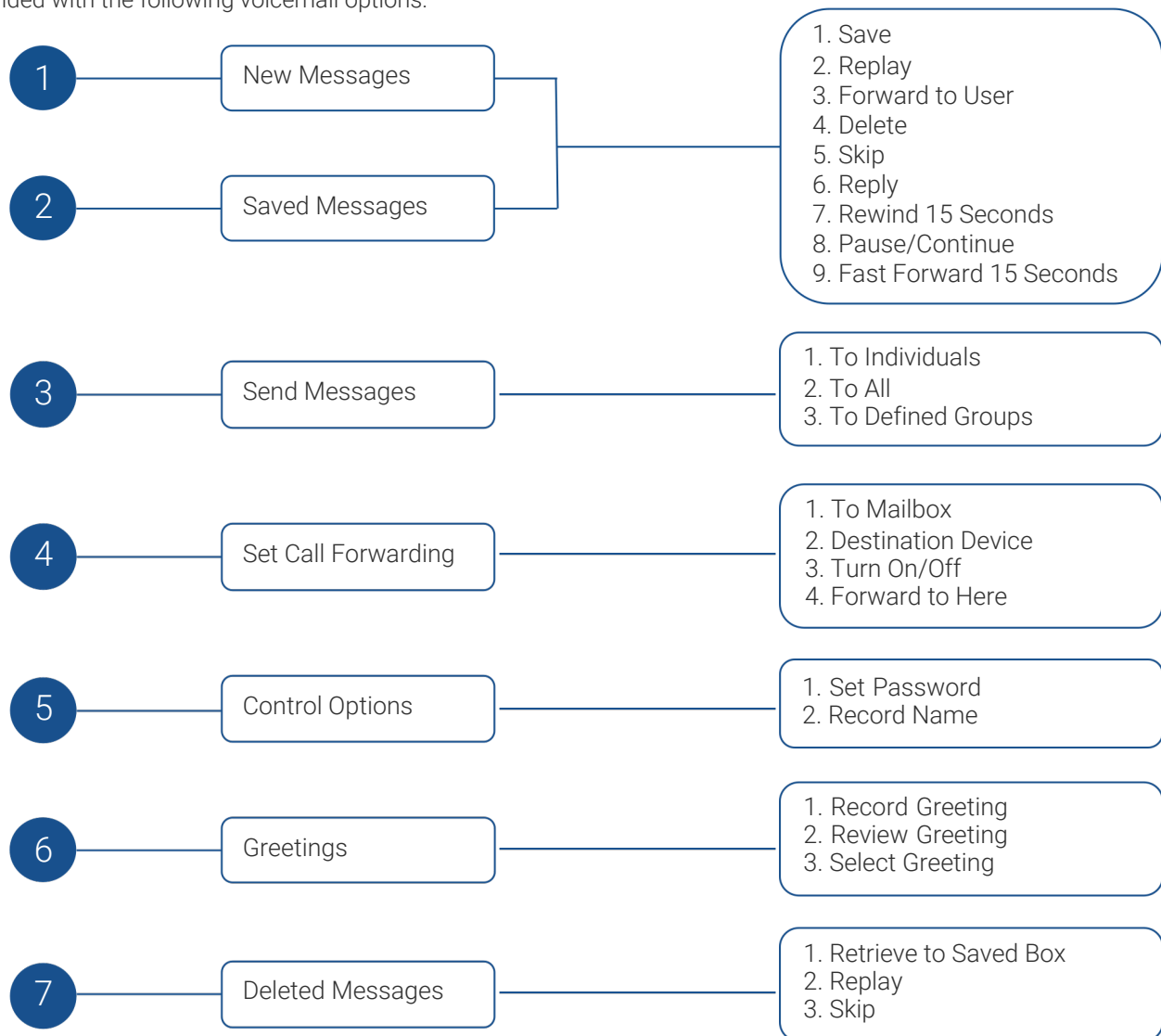
The first time you log into your mailbox, we recommend recording your name and personal greeting. The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will announce your name recording. The greeting plays when your mailbox is reached by a caller. It is very important to make a custom message, as many callers will not leave messages at mailboxes that have generic greetings.

## ALTERNATE GREETINGS

Your mailbox supports multiple greetings for different scenarios like business trips and holidays. From your mailbox main menu, press 6 for greetings, and then press 1 to record an alternate greeting. When prompted for the greeting number, press 2 for your next alternate greeting (1 is your default greeting). After your recording is completed, select the active greeting by selecting option 3 in the greetings menu.

## VOICEMAIL OPTIONS

To access your voicemail either press the Message button or dial 5001. You will be prompted to enter your pin, then you will be provided with the following voicemail options:



# Quick Reference Guide

## VOICEMAIL

### ACCESS



DESK PHONE  
(Or by dialing 5001)



WEB CLIENT  
(myonecloud.com)

Messages



MOBILE APP  
(App Store: OneCloud Mobile)

### CREATE/CHANGE PIN | DESK PHONE

Voicemail menu, dial 5, then 1.

### CREATE/CHANGE PIN | WEB CLIENT

Select the drop-down arrow by your name and select Profile. Scroll down to Change Voicemail Pin, add/edit your pin number, and Save.

### VOICEMAIL TO EMAIL

Select Messages from the navigation menu on the One Cloud web portal. Then go to Settings and scroll down to Email Notification. Select Send w/attachment and indicate where you would like the recorded voicemails to go (new, save, trash).

### GENERAL VOICEMAIL

Dial 5000 + Account # (Ext) + Pin

### ONECLOUD WELCOME EMAIL?

If the OneCloud welcome email has expired or you did not receive one, go to myonecloud.com and select "Are you a new user?" located under the main login box. It will prompt you to enter your extension and email address. Then, click Send and a new welcome email will be sent to you. *Recommended Browsers: Google Chrome or Microsoft Edge.*

## TRANSFER

BLIND | Transfer → Ext or # → B Transfer

ATTENDED | Transfer → Ext or # → Send → Transfer

VOICEMAIL | Transfer → \*55 + Ext → B Transfer

## CONFERENCING

Placing a 3-way conference call from your phone while on an active call:

Conference → Ext, #, or contact → Send → Conference

## SHORT CODES

PAGE INDIVIDUAL | Dial \*08 + Ext

ANSWERING ANOTHER PHONE'S INCOMING CALL |  
Dial 07 + that phone's Ext

## TRAINING NOTES

*Add your own helpful notes from our in-person or remote training below!*

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OneCloud Support Team *If you are having any service-related issues, visit our website [support.onecloud.com](https://support.onecloud.com) or call 1-800-637-3148 to open a service ticket.*