



# HINSON COMMUNICATIONS, INC.

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<sup>™</sup> Yealink T42G

## Telephone User Guide



# Overview

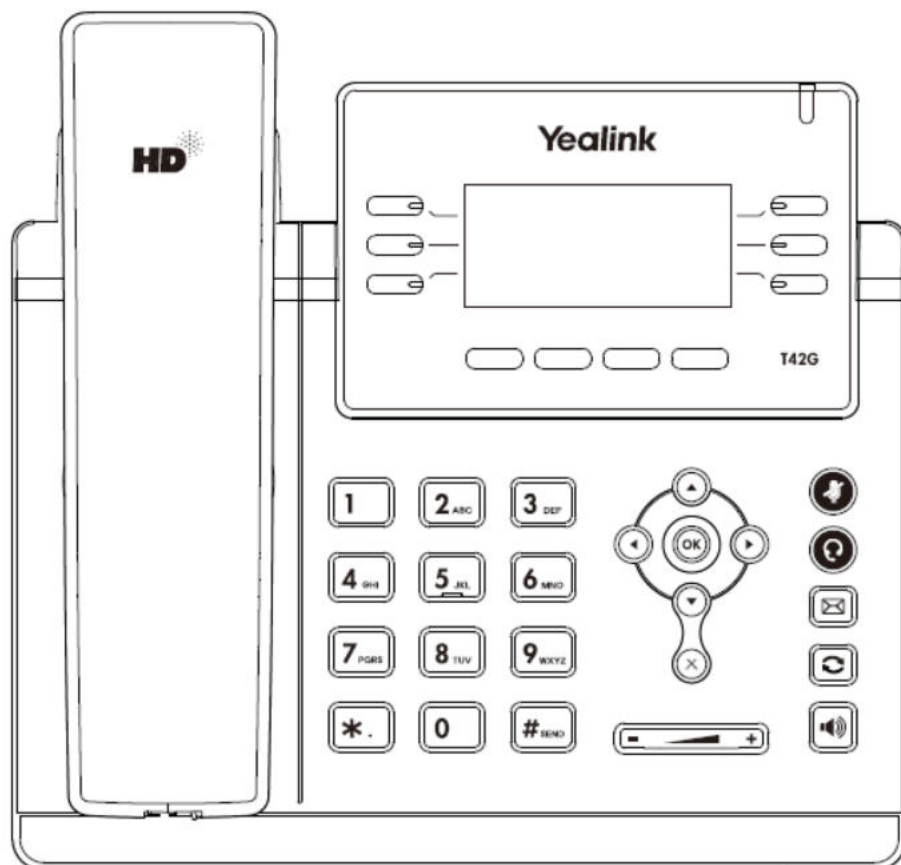
This chapter provides the overview of the SIP-T42G IP phone. The topics include:

- [Hardware Component Instructions](#)
- [Icon Instructions](#)
- [LED Instructions](#)
- [User Interfaces](#)
- [Documentations](#)





If you require additional information or assistance with your new phone, contact your system administrator.

## Hardware Component Instructions

The main hardware components of the SIP-T42G IP phone are the LCD screen and the keypad.







































Hardware component instructions of the SIP-T42G IP phone are:

	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: <ul style="list-style-type: none"> <li>• Call information—caller ID, call duration</li> <li>• Icons (for example,  )</li> <li>• Missed call text or second incoming caller information</li> <li>• Prompt text (for example, "Saving file...")</li> <li>• Date and time</li> </ul>
②	Power Indicator LED	Indicates phone power status.
③	Line Keys	Use these keys to activate up to six accounts.
④	HEADSET Key	Toggles and indicates the headset mode.
	MUTE Key	Toggles and indicates the Mute feature on or off.
⑤	MESSAGE Key	Accesses voice messages.
	HOLD Key	Places a call on hold or resumes a held call.
	REDIAL Key	Redials a previously dialed number.
	TRANSFER Key	Transfers a call to another party.
⑥	Speakerphone Key	Toggles the hands-free speakerphone mode.
⑦	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑧	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
⑨		Scroll through the displayed information.
		Confirms actions or answers an incoming call.
		Cancel actions or rejects an incoming call.
⑩	Soft Keys	Label automatically to identify their context-sensitive features.

## Icon Instructions

Icons appear on the phone LCD screen are described in the following table:

Icons	Description
	Network is unavailable
	Registered successfully
	Registered failed
	Registering
	No register
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute

Icons	Description
	Ringer volume is 0
	Keypad Lock
	Missed Calls
	Received Calls
	Dialed Calls
	Missed Calls
	Forwarded Calls
	Recording box is full
	A call cannot be recorded
	Recording starts successfully
	Recording cannot be started
	Recording cannot be stopped
	Open VPN
	Blue Tooth
	Conference
	The contact icon
	The default contact photo

## LED Instructions

### Power Indicator LED

LED Status	Description
Solid red	The phone is initializing. The phone is powered on.
Fast flashing red	The phone is ringing.
Slow flashing red	The phone receives a text message or voicemail.
Off	The phone is powered off.

### Line key LED

LED Status	Description
Solid green	The line is seized. The line is in conversation.
Fast flashing green	The line receives an incoming call, the phone is ringing.
Slow flashing green	The call is placed on hold.
Off	The line is inactive.

### Line key LED (configured as BLF key)

LED Status	Description
Solid red	The monitored user is busy.
Fast flashing red	The monitored user receives an incoming call.
Off	The monitored user is idle. The monitored user does not exist.

## User Interfaces

There are two ways to customize specific configurations on your SIP-T42G IP phone:

- Using the user interface on the IP phone.
- Using the user interface in an internet browser window from your PC.

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone. In addition, you can use the web user interface to access all configuration settings. In many instances, it is possible to use both the phone user interface and the web user interface to operate the phone and change settings. However, in some instances, it is only possible to use the phone or the web user interface.

## Phone User Interface

You can customize your phone by pressing the Menu soft key to access the phone user interface. The Advanced options are only accessible to an administrator, and the default administrator password is admin (case-sensitive). For more information on customizing your phone using the available options from the phone user interface, refer to [Customizing Your Phone](#)

## Web User Interface

In addition to the phone user interface, you can also customize your phone via web user interface. In order to access the web user interface, you need to know the IP address of your new phone. To obtain the IP address, press the OK key on the phone. Enter the IP address (e.g., <http://192.168.0.10> or [192.168.0.10](http://192.168.0.10)) in the address bar of web browser on your PC. The default administrator user name and password are both admin (case-sensitive).

The options you can use to customize the IP phone via phone user interface and/or via web user interface are listed in the following table:

Options	Phone User Interface	Web User Interface
<b>Status</b>		
--IPv4		
--MAC		
--Firmware	√	√
--Network		
--Phone		
--Accounts		
<b>Basic Call Features</b>		
--Auto Answer	√	
--Auto Redial	√	
--Call Completion	√	
--Call Forward	√	
--Call Waiting	√	
--Call Park	√	√
--Call Pickup	√	
--Call Return	√	
--Conference		
--Anonymous Call	√	
--Anonymous Call Rejection	√	
--DND	√	
<b>Basic Phone Settings</b>		
--Language	√	√

Options	Phone User Interface	Web User Interface
--Date & Time	√	
--Administrator Password	√	
--Ring Tones	√	
--Contrast	√	
--Wallpaper	√	
--Backlight	√	
--Call Waiting	√	
--Keypad Lock	√	
--Phone Volume	√	
--Call History Management	√	
--Contact Management		
--Local Directory	√	
--Blacklist	√	
--Remote Phonebook		
--Dial Plan		
--DSS Keys	√	
--Key as Send	√	
--Hot Line	√	
--Live Dialpad		
--Emergency		
<b>Advanced Phone Features</b>		
--BLF	√	
--Intercom	√	
--Call Recording	√	√
--Multicast Paging		
--Music on Hold		
--Messages	√	
<b>SIP Account</b>		
--User Options		
--Register Status	√	
--Account Active	√	
--Label	√	
--Display Name	√	
--Register Name	√	
--User Name	√	
--Password	√	
--SIP Server	√	
--Server Option		
--Registrar Port		
--Outbound Status	√	
--Outbound Proxy	√	



Options	Phone User Interface	Web User Interface
--NAT Traversal		
--STUN Status	√	
--STUN Server	√	

**Note**

The table above lists most of the feature options. Please refer to the relevant sections for more information.

## Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the SIP-T42G IP phone. The topics include:

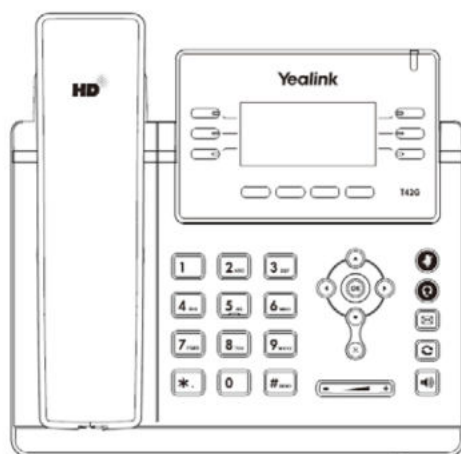
- [Packaging Contents](#)
- [Phone Installation](#)
- [Phone Initialization](#)
- [Phone Status](#)
- [Basic Network Settings](#)
- [Registration](#)
- [Idle Screen](#)

If you require additional information or assistance with your new phone, contact your system administrator.

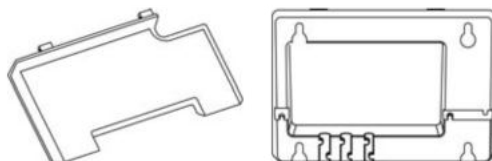
## Packaging Contents

The following components are included in your SIP-T42G IP phone package:

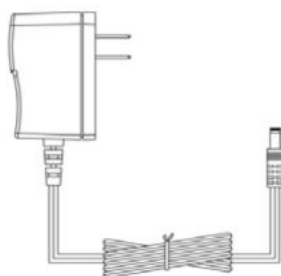
- **SIP-T42G IP Phone**



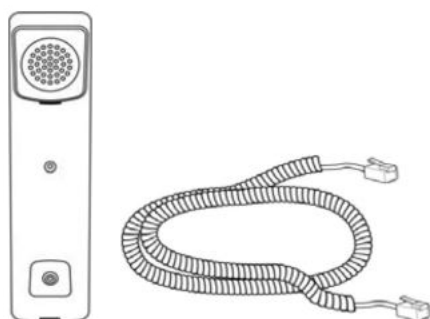
- **Phone Stand**



- **Power Adapter**



- **Handset & Handset Cord**



- **Ethernet Cable**



- **Quick Installation Guide & Quick Reference Guide**



- **CD-ROM**



Check the list before installation. If you find anything missing, contact your system administrator.

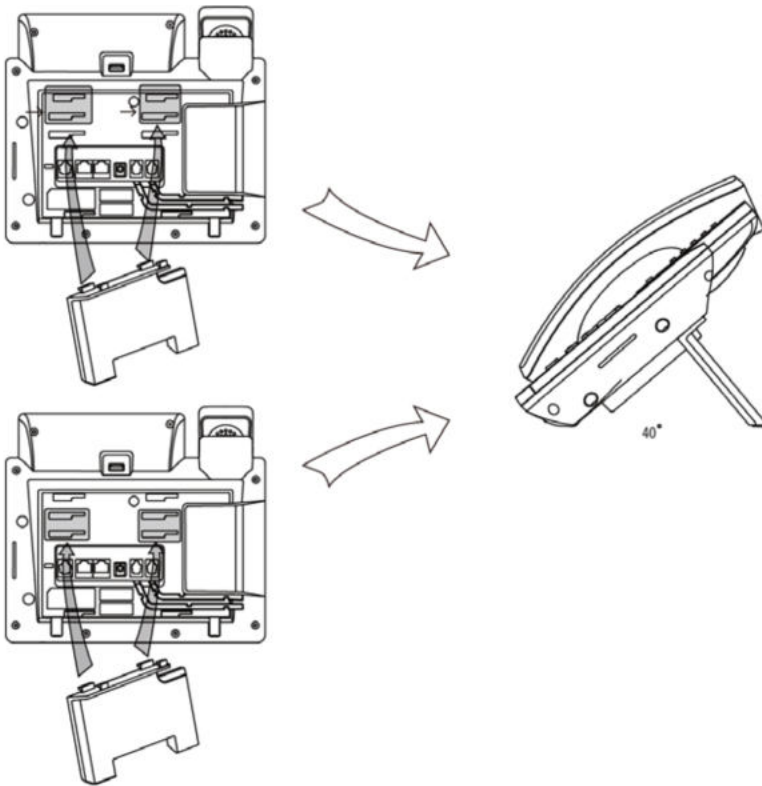
# Phone Installation

This section introduces how to install the phone with the components in the packaging contents:

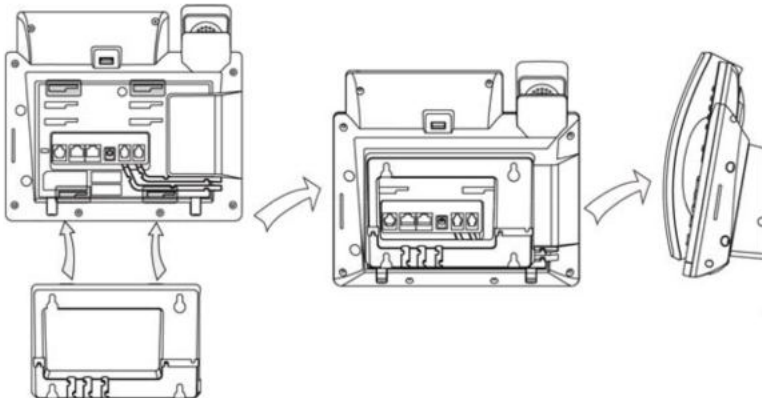
- Attach the stand
- Connect the handset and optional headset
- Connect the network and power

## 1) Attach the stand

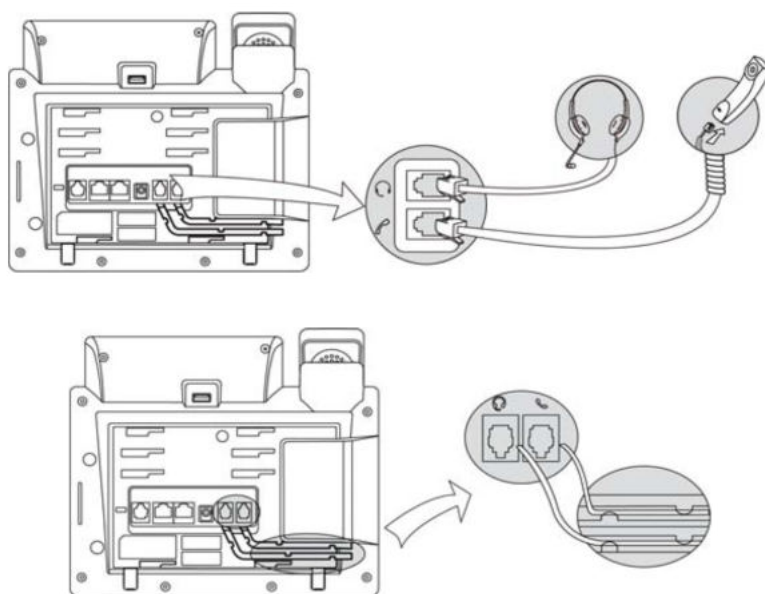
### Deskmount Method



### Wallmount Method



## 2) Connect the handset and optional headset



### Note

A headset is not provided in the packaging contents. Contact your system administrator for more information.

## 3) Connect the network and power

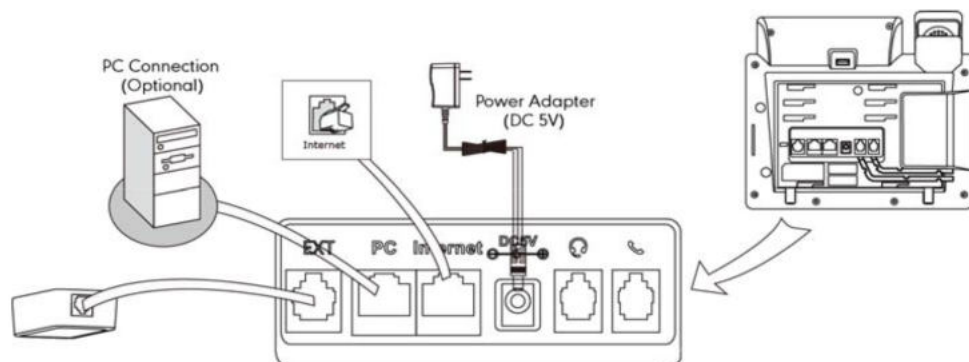
You have two options for power and network connections. Your system administrator will advise you which one to use.

- AC power
- Power over Ethernet (PoE)

### AC Power

#### To connect the AC power:

1. Connect the DC plug on the power adapter to the DC5V port on the phone and connect the other end of the power adapter into an electrical power outlet.
2. Connect the supplied Ethernet cable between the Internet port on the phone and the Internet port in your network or switch/hub device port.

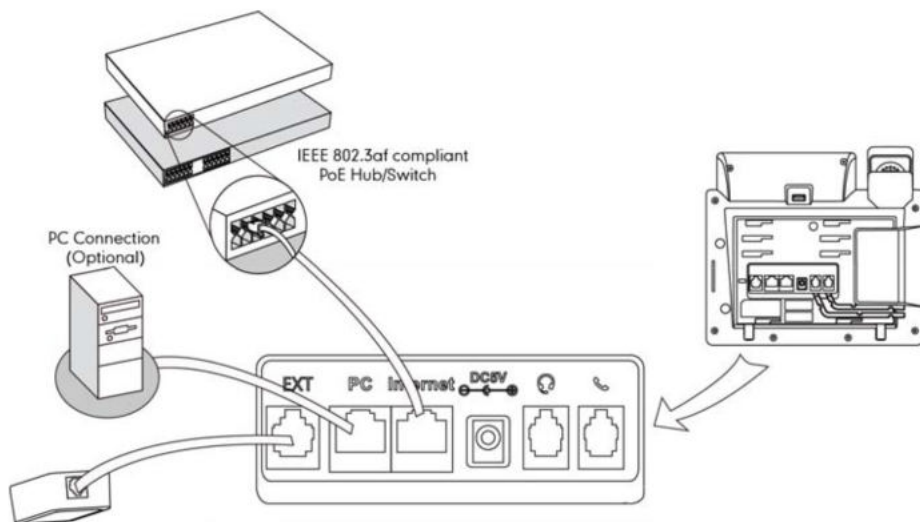


## Power over Ethernet

Using a regular Ethernet cable, the SIP-T42G IP phone can be powered from a PoE (IEEE 802.3af) compliant switch or hub.

### To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.



### Note

If in-line power is provided, you don't need to connect the AC adapter. Make sure the Ethernet cable and switch/hub is PoE compliant.

The phone can also share the network with other network devices such as a PC (personal computer). It is an optional connection.

**Important!** Do not unplug or remove power to the phone while it is updating firmware and configurations.

## Phone Initialization

After your phone has been powered on, the system boots up and performs the following steps:

### Automatic Phone Initialization

The phone finishes the initialization process by loading the saved configuration. The phone LCD screen will display "Initializing...Please wait" during the initialization.

# Customizing Your Phone

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You can customize your SIP-T42G IP phone by configuring the backlight, date & time, ring tones and so on. You can add contacts to the phone's local directory manually or from call history. You can also handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for customizing your phone. The topics include:

- [General Settings](#)
- [Audio Settings](#)
- [Contact Management](#)
- [Call History Management](#)
- [System Customizations](#)



If you require additional information or assistance with your new phone, contact your system administrator.

## General Settings

### Wallpaper

You can customize the wallpaper of the SIP-T42G IP phone. You can change the wallpaper image via phone user interface

#### **To change the wallpaper via phone user interface:**

1. Press **Menu->Basic->Display->Wallpaper**
2. Press  or  , or the **Switch** soft key to select the desired wallpaper image.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.







## Backlight

You can configure the backlight feature to adjust the brightness of the phone LCD screen. Backlight time specifies the delay time to turn off the backlight when the IP phone is inactive. Shorter backlight time is annoying if the backlight is turned off quickly which does not give you enough time to read messages. Active level is used to adjust the backlight intensity of the LCD screen. Inactive level defines whether the IP phone completely turns off the backlight of the LCD screen after a period of inactivity.

You can configure the backlight status on the LCD screen as the following types:

- **Always on:** Backlight is on permanently.
- **1min, 2min, 5min, 10min, 30min:** Backlight is turned off when the phone is inactive for approximately 1min, 2min, 5min, 10min or 30min.



### To configure the backlight via phone user interface:

1. Press **Menu->Basic->Display->General**.
2. Press  or , or the **Switch** soft key to select the desired level from the **Active Level** field.
3. Press  or , or the **Switch** soft key to select the desired value from the **Inactive Level** field.
4. Press  or , or the **Switch** soft key to select the desired time from the **Backlight Time** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Contrast

You can configure the contrast of the expansion model (EXP40) to a comfortable level. Premise is the expansion model has been connected to the phone.

### To configure the contrast via phone user interface:

1. Press **Menu->Advanced** (password: admin) **->Phone Setting->Contrast**.
2. Press  or , or the **Switch** soft key to increase or decrease the intensity of contrast.

The default contrast level is 2.





3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.



## Date & Time

The date and time display on the LCD screen when the phone is idle. If the phone cannot obtain the date and time from the Simple Network Time Protocol (SNTP) server, contact your system administrator for more information. You can configure the phone to obtain the date and time from the SNTP server automatically, or configure the date and time manually.

### To configure the SNTP settings via phone user interface:

1. Press **Menu->Basic->Date & Time->General->SNTP**.
2. Press  or , or the **Switch** soft key to select the time zone that applies to your area from the **Time Zone** field.  
The default time zone is "+8 China(Beijing)".
3. Enter the domain names or IP addresses in the **NTP Server 1** and **NTP Server 2** fields, respectively.
4. Press  or , or the **Switch** soft key to select **Automatic** from the **Daylight Saving** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

### To configure the date and time manually via phone user interface:

1. Press **Menu->Basic->Date & Time->General->Manual**.
2. Enter the specific date and time.
3. Press the **Save** soft key to accept the change.

The time that displays on the LCD screen will change accordingly.

### To configure the date and time format via phone user interface:

1. Press **Menu->Basic->Date & Time->Format**.
2. Press  or , or the **Switch** soft key to select the desired date format from the **Date Format** field.
3. Press  or , or the **Switch** soft key to select the desired time format (12 Hour or 24 Hour) from the **Time Format** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

There are 7 available date formats, for example, the date format "WWW DD MMM", "WWW" represents the abbreviation of the week, "DD" represents two-digit of the date, and "MMM" represents the first three letters of the month.



The date formats you need to know:

Date Format	Example (2013-2-27)
WWW MMM DD	Wed Feb 27
DD-MMM-YY	27-Feb-13
YYYY-MM-DD	2013-02-27
DD/MM/YYYY	27/02/2013
MM/DD/YY	02/27/13
DD MMM YYYY	27 Feb 2013
WWW DD MMM	Wed 27 Feb

## Key as Send

You can set the "#" or "\*" to perform as a send key while dialing a call.

**To set the key as send via phone user interface:**

1. Press **Menu**->**Call Feature**->**Others**->**General**.
2. Press  or , or the **Switch** soft key to select **Key #** or **Key \*** from the **Key As Send** field, or select **Disabled** to disable this feature.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Keypad Lock

You can lock the keypad of your phone when you are temporarily not using it. This feature helps you to protect your phone from unauthorized use.






This feature allows you to perform the following:

- Menu Key:** The Menu soft key is locked. You cannot access the menu of the phone until unlocked. A new voice mail can be accessed by pressing the Connect soft key, but the voice mail code cannot be configured.
- Function Keys:** The function keys are locked. You cannot use the MESSAGE, REDIAL, HOLD, MUTE, TRANSFER, OK, X, navigation keys, soft keys, line keys and memory keys until unlocked.
- All Keys:** All keys are locked. You are only allowed to dial emergency numbers, answer incoming calls by lifting the handset, pressing the Speakerphone key or pressing the HEADSET key and place an active call on hold by pressing the Hold soft key.


**Note**

The emergency number setting, if desired, must be made before lock activation. For more information, refer to [Emergency Number](#).


**To activate the keypad lock via phone user interface:**

1. Press **Menu->Advanced** (password: admin) ->**Phone Settings->Keypad Lock**.
2. Press  or , or the **Switch** soft key to select **Enabled** from the **Keypad Lock Enable** field.
3. Press  or , or the **Switch** soft key to select the desired type from the **Keypad Lock Type** field.
4. Press the **Save** soft key to accept the change.
5. Long press  to lock the keypad immediately when the phone is idle.

The LCD screen prompts "Keypad Lock!" and displays the icon .

You can configure the interval (in seconds) to automatically lock the keypad instead of long pressing .

**Note**

The default time out is 0 seconds, that is, you can long press  to lock the keypad only.

To unlock the keypad, you should know the keypad unlock PIN of the phone. The default keypad unlock PIN is null.

**To set the keypad lock PIN via phone user interface:**

1. Press **Menu->Basic->Phone Unlock PIN**.
2. Enter the **Current PIN**, **New PIN** and **Confirm PIN** in the corresponding fields.
3. Press the **Save** soft key to accept the setting or the **Back** soft key to cancel.

**Note**

The PIN code can only be 0~9, and not more than 15 characters.

You can long press  to lock the keypad again.

**Note**


You can also unlock the keypad by administrator password.

## Audio Settings


### Volume

You can press the Volume key to adjust the ringer volume when the phone is idle. You can also press the Volume key to adjust the receiver volume of currently used audio devices (handset, speakerphone or headset), when the phone is in the dialing interface or during a call.

**To adjust the volume when the phone is idle:**

1. Press  to adjust the ringer volume.

**To adjust the volume when the phone is during a call:**

1. Press  to adjust the volume of currently used audio device (handset, speakerphone or headset).



**Note**

If ringer volume is adjusted to minimum, the  icon will appear on the LCD screen.

## Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish the different accounts registered on your phone or to distinguish your phone from your neighbor's.

**To select a ring tone for the phone via phone user interface:**

1. Press **Menu->Basic->Sound->Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**Note**

The ring tone for an incoming call on the phone may be different. For example, when the phone receives an incoming call from a contact stored in the local directory, it will play the ring tone assigned to the contact in the contact directory (refer to [Adding Contacts](#) in the [Contact Management](#) section). Otherwise, the phone will play the ring tone assigned to the account. If both the contact ring tone and the account ring tone are not assigned, then the phone will play the ring tone assigned for the phone.

## Contact Management

This section provides the operating instructions for managing contacts. The topics include:

- [Favorites](#)
- [Local Directory](#)
- [Blacklist](#)
- [Remote Phonebook](#)

### Favorites

Favorites provide easy access to the lists you use frequently. The lists may contain Local Directory, History, Remote Phone Book and LDAP.

**To check the favorites via phone user interface:**

1. Press the **Favorites** soft key when the phone is idle.

The phone LCD screen displays the list(s) of favorites.

If there is only one list in the favorite, pressing the **Favorites** soft key enters this list directly.

## Local Directory

The built-in phone directory stores the names and phone numbers of your contacts. You can store up to 1000 contacts in your phone's local directory. There are four default groups in the local directory: All Contacts, Company, Family and Friend. You can add



## Adding Groups

**To add a group to a local directory:**

1. Press the **Favorites** soft key.

The IP phone enters the local contacts directly as there is only Local Directory in the favorites by default.

If Local Directory is removed from the favorites, press **Menu->Directory->Local Contacts**.

2. Press the **Group** soft key.
3. Enter the desired group name in the **Group Name** field.
4. Press  or  to select the desired group ring tone from the **Ring Tones** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also press the **Option** soft key to edit or delete the Company, Family and Friend contact groups.

## Adding Contacts

You can add contacts to your local directory in the following ways:

- Manually
- From call history
- From remote phonebook



### Adding Contacts Manually

**To add a contact to the local directory manually:**





1. Press the **Favorites** soft key.

The IP phone enters the local contacts directly as there is only Local Directory in the favorites by default.

If Local Directory is removed from the favorites, press **Menu->Directory->Local Contacts**.

2. Select the desired contact group.
3. Press the **Add** soft key.
4. Enter the name and the office, mobile or other numbers in the corresponding fields.
5. Press  or , or the **Switch** soft key to select the desired account from the **Account** field.

If **Auto** is selected, the phone will use the first available account when placing calls to the contact from the local directory.



6. Press  or , or the **Switch** soft key to select the desired ring tone from the **Ring** field.
7. Press  or , or the **Switch** soft key to select the desired photo from the **Photo** field.
8. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

#### Note

If the contact has existed in the directory, the LCD screen will prompt "Contact name already existed!".



## Adding Contacts from Call History

To add a contact to the local directory from the call history:

1. Press the **History** soft key.
2. Press  or  to highlight the desired entry.
3. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.
4. Enter the contact name.
5. Press the **Save** soft key to accept the change.  
The entry is successfully saved in the local directory.

## Adding Contacts from remote phonebook

To add a contact to the local directory from the remote phonebook:

1. Press **Menu->Directory->Remote Phone Book**.  
If Remote Phone Book is added to the favorites, press **Favorites->Remote Phone Book**.
2. Select the desired remote group.
3. Press  or  to highlight the desired entry.
4. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.
5. Press the **Save** soft key to save the contact to the local directory.

If the contact has already existed in the local directory, the LCD screen will prompt "Overwrite the original contact?". Press the **OK** soft key to overwrite the original contact in the local directory or the **Cancel** soft key to cancel.





## Editing Contacts

### To edit a contact in the local directory:

1. Press the **Favorites** soft key.

The IP phone enters the local contacts directly as there is only Local Directory in the favorites by default.

If Local Directory is removed from the favorites, press **Menu->Directory->Local Contacts**.

2. Select the desired contact group.
3. Press  or  to highlight the desired contact.
4. Press the **Option** soft key, and then select **Detail** from the prompt list.
5. Press  or  to highlight the contact information and then edit.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.



## Deleting Contacts

### To delete a contact from the local directory:

1. Press the **Favorites** soft key.

The IP phone enters the local contacts directly as there is only Local Directory in the favorites by default.

If Local Directory is removed from the favorites, press **Menu->Directory->Local Contacts**.

2. Select the desired contact group.
3. Press  or  to highlight the desired contact.
4. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:

5. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

**Note** You can also delete all contacts by pressing the **Option** soft key and then select **Delete All**. For more information, refer to the above steps.

You can also manage the contacts via web user interface at the path **Contacts->Contacts**.

## Placing Calls to Contacts





### To place a call to a contact from the local directory:

1. Press **Favorites** soft key.

The IP phone enters the local contacts directly as there is only Local Directory in the favorites by default.

If Local Directory is removed from the favorite, press **Menu->Directory->Local Contacts**.

2. Select the desired contact group.

3. Press  or  to highlight the desired contact.
4. Press the **Dial** soft key.
  - If only one number of the contact is stored in the local directory, press the **Dial** soft key to dial out the number.
  - If multiple numbers of the contact are stored in the local directory, press the **Dial** soft key to display a list of numbers.
    - Press  or  to highlight the desired number.
    - Press the **Dial** soft key to dial out the number.

## Searching for Contacts

### To search for a contact in the local directory:

1. Press the **Favorites** soft key.
 

The IP phone enters the local contacts directly as there is only Local Directory in the favorites by default

If Local Directory is removed from the favorites, press **Menu->Directory->Local Contacts**.
2. Press the **Search** soft key.
3. Enter a few continuous characters of the contact name or continuous numbers of the contact phone number using the keypad.
 



The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

## Search Source List in Dialing

You can search for a contact in your desired list when the phone is in the dialing interface. The lists may contain Local Contacts, History, Remote Phonebook and LDAP.

### To search for a contact in the enabled search source lists:

1. Pickup the handset, press the speakerphone or press the line key.
2. Enter a few continuous characters of the contact name or the contact phone number using the keypad.
 



The contacts in the enabled search source lists whose name or phone number matches the characters entered will appear on the LCD screen. You can press  or  to scroll to the desired contact and then place a call to the contact.

## Blacklist





The built-in phone directory stores the names and phone numbers of the blacklist. You can store up to 30 contacts in your phone's blacklist directory. You can add, edit, delete or search for a contact in the blacklist directory. You can also dial a contact in the blacklist directory, but an incoming call from the blacklist directory will be rejected automatically.



**To add a contact to the blacklist manually:**

1. Press **Menu->Directory->Blacklist**.
2. Press the **Add** soft key.
3. Enter the name and the office, mobile or other numbers in the corresponding fields.
4. Press  or , or the **Switch** soft key to select the desired account from the **Account** field.

If **Auto** is selected, the phone will use the first available account when placing calls to the contact from the local directory.

5. Press  or , or the **Switch** soft key to select the desired ring tone from the **Ring** field.
6. Press  or , or the **Switch** soft key to select the desired photo from the **Photo** field.
7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**To move a contact to the Blacklist:**

1. Press **Favorites->Local Contacts**.
2. Select the desired contact group.
3. Press the **Option** soft key and then select **Add to Blacklist** from the prompt list.

The phone user interface prompts "Move selected to Blacklist?"

4. Press the **OK** soft key to confirm the setting.

Operating instructions of adding blacklists, editing blacklists, deleting blacklists, placing call to blacklists and searching for contact in the blacklist, refer to the operating instructions of [Local Directory](#).

## Remote Phonebook

You can access your corporate directory through your phone. You can add local contacts from the corporate directory. You can also dial a contact from the corporate directory.

You can configure your new phone to access up to 5 corporate directories. Contact your system administrator for the access URL of the corporate directory.

**To search for a contact in the corporate directory:**

1. Press **Menu->Directory->Remote Phone Book**.
2. Select the desired remote group, and then press the **Enter** soft key to load the corporate directory.
3. Press the **Search** soft key.
4. Enter a few continuous characters of the contact name or continuous numbers of the contact phone number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

**To place a call from the corporate directory:**

1. Press **Menu->Directory->Remote Phone Book**.
2. Select the desired remote group, and then press the **Enter** soft key to load the corporate directory.
3. Select the desired contact in the corporate directory.
4. Press the **Dial** soft key.

In addition, you can enable the phone to present the caller identity stored in the corporate directory when receiving a call.

**To enable the presentation of caller identity stored in the remote phonebook:**

1. Click on **Contacts->Remote Phone Book**.
2. Select **Enabled** from the pull-down list of **SRemote Name**.
3. Enter the refresh period of corporate directory in the **SRemote Name Flash Time (seconds)** field.



The default value is 3600 seconds.

4. Click **Confirm** to accept the change.





## Call History Management

The SIP-T42G IP phone maintains call history lists of Dialed Calls, Received Calls, Missed Calls and Forwarded Calls. The call history list supports up to 100 entries in all. You can check the call history, dial a call, add a contact or delete an entry from the call history list. You should enable the history record feature in advance.

**To enable the history record feature via phone user interface:**





1. Press **Menu->Call Feature->Others->General**.
2. Press  or , or the **Switch** soft key to select **Enabled** from the **History Record** field.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**To check the call history:**





1. Press the **History** soft key.  
The LCD screen displays **All Calls** list.
2. Press  or  to switch between **All Calls, Dialed Calls, Received Calls, Missed Calls** and **Forwarded Calls**.
3. Press  or  to select the desired entry.
4. Press the **Option** soft key, and then select **Detail** from the prompt list.  
The detailed information of the entry appears on the LCD screen.

**To dial a call from the call history list:**

1. Press the **History** soft key.





2. Press  or  to switch between **All Calls**, **Dialed Calls**, **Received Calls**, **Missed Calls** and **Forwarded Calls**.
3. Press  or  to select the desired entry.
4. Press the **Send** soft key.

#### To add a contact from the call history list:



1. Press the **History** soft key.
2. Press  or  to switch between **All Calls**, **Dialed Calls**, **Received Calls**, **Missed Calls** and **Forwarded Calls**.
3. Press  or  to select the desired entry.
4. Press the **Option** soft key, and then select **Add to Contacts** (or **Add to Blacklist**) from the prompt list.
5. Enter the desired values in the corresponding fields. And then press the **Save** soft key.

For more information, refer to [Contact Management](#).

#### To delete an entry from the call history list:

1. Press the **History** soft key.
2. Press  or  to switch between **All Calls**, **Dialed Calls**, **Received Calls**, **Missed Calls** and **Forwarded Calls**.
3. Press  or  to select the desired entry.
4. Press the **Delete** soft key.  
The LCD screen prompts "Delete the selected records?".
5. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

#### To delete all entries from the call history list:

1. Press the **History** soft key.
2. Press  or  to switch between **All Calls**, **Dialed Calls**, **Received Calls**, **Missed Calls** and **Forwarded Calls**.
3. Press the **Option** soft key, and then select **Clear** from the prompt list.
4. Press the **OK** soft key.  
The LCD screen prompts "Clear all records?".
5. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

## System Customizations

### Headset Use

Physically connect your headset, refer to [Phone Installation](#) and activate/deactivate it for use.

## Headset Activation/Deactivation

### To activate the headset mode:

1. Press  on the phone.

The HEADSET key LED illuminates solid green when the headset mode is activated. Press the line key or the **Answer** soft key to answer a call, the call will connect to your headset automatically. Enter the desired number and then press the **Send** soft key, the phone will place the call by using the headset automatically. For more information about using the headset to place a call, refer to [Placing Calls](#).

### To deactivate the headset mode:

1. Press  again on the phone.

The HEADSET key LED turns off when the headset mode is deactivated.

## Line Keys

You can assign predefined functionalities to the line keys. You can also define a label for the line key feature which will appear on the LCD screen. Line keys allow you to use quick access features such as call return and voice mail. The Line keys LED will indicate the monitoring status when the keys are reassigned specific features, such as BLF and Shared Line. The default key type of line key 1-6 is Line. The default key type of line key 7-27 is N/A, which indicates that this line key provides no functionality.

### To configure the Line key via phone user interface:

1. Press **Menu->Call Feature->DSS Keys**.
2. Select the desired Line key, and then press the **Enter** soft key.
3. Select the desired key type from the **Type** field.
4. (Optional.) Select the desired key event type from the **Key Event** field.
5. (Optional.) Select the desired line from the **Account ID** field.
6. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
7. (Optional.) Enter the corresponding value in the **Value** field.
8. (Optional.) Enter the corresponding value in the **Extension** field.
9. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

The Line key features are explained in the following subchapters in detail:

- Line
- Speed Dial
- Voice Mail
- Pick Up
- Group Pickup
- DTMF
- Prefix

- XML Group
- XML Brower
- LDAP
- Conference
- Forward
- Transfer
- Hold
- DND
- SMS
- Group Listening
- Zero-Touch
- URL
- Keypad Lock

For more information, contact your system administrator.

### Line

You can use this key feature to accept the incoming calls, place active calls on hold or resume a held call. It performs the same as a hard line key.

#### Dependencies: Type (*Line*)

**Account ID** (*the account this feature will be applied to*)

**Value** (*Default/Lock/Float*)

**Usage:** When receiving an incoming call, the DSS key LED flashes green:

1. Press the DSS key to accept the incoming call.
2. Press the DSS key to place the active call on hold.
3. Press the DSS key again to resume the held call.

If **Auto** is selected from the **Account ID** field, press the DSS key when the phone is idle, you can then dial out using the first available account.

When you select **Lock** in the **Value** field, the line keys located in the same position of the other page will be automatically assigned Line feature with **Lock** filled in the **Value** field. Then you can use this key on every page. This feature is only applicable to line key 1-9.

When you select **Float** in the **Value** field, the phone will automatically switch to the page where the line receives an incoming call.

### Speed Dial

You can use this key feature to speed up dialing the numbers often used or hard to remember.

#### Dependencies: Type (*Speed Dial*)

**Account ID** (*the account this feature will be applied to*)

**Label** (*key label displayed on the LCD screen*)

**Value** (the number you want to dial out)

**Usage:** Press the DSS key to dial out the number specified in the **Value** field, using the account selected from the **Account ID** field.

### Voice Mail

You can use this key feature to connect voice mail quickly. For more information, refer to [Voice Mail](#) on page 85.

**Dependencies: Type (Key Event)**

**Key Event (Voice Mail)**

**Account ID** (the account this feature will be applied to)

**Label** (key label displayed on the LCD screen)

**Value** (the voice mail access code)

**Usage:** Press the DSS key to dial out the voice mail access code, you can follow the voice prompt to listen to the voice mails.

### Pick Up

You can use this key feature to answer someone else's incoming call on the phone.

**Dependencies: Type (Key Event)**

**Key Event (Pick Up)**

**Account ID** (the account this feature will be applied to)

**Label** (key label displayed on the LCD screen)

**Value** (the direct pickup code followed by the specific phone number)

**Usage:** Press the DSS key on your phone when the specific phone number receives an incoming call. The call is answered on your phone.

### Group Pickup

You can use this key feature to answer incoming calls in a group that is associated with their own group.

**Dependencies: Type (Key Event)**

**Key Event (Group Pickup)**

**Account ID** (the account this feature will be applied to)

**Label** (key label displayed on the LCD screen)

**Value** (the group pickup feature code)

**Usage:** Press the DSS key on your phone when a phone number in the group receives an incoming call. The call is answered on your phone.

### DTMF

You can use this key feature to send the specification of arbitrary key sequences via DTMF.

**Dependencies: Type (Key Event)****Key Event (DTMF)****Label** (key label displayed on the LCD screen)**Value** (DTMF sequence)**Note**

DTMF sequence is allowed to be: "0-9", "\*", "#" and "A-D".

**Usage:** Press the DSS key during an active call to send the key sequence specified in the **Value** field.**Prefix**

You can use this key feature to add a specified prefix number before the dialed number.

**Dependencies: Type (Key Event)****Key Event (Prefix)****Label** (key label displayed on the LCD screen)**Value** (the prefix number)**Usage:** Press the DSS key when the phone is idle, the phone enters into the dialing screen and displays the prefix number which you specified in the **Value** field, enter other digits and then dial out.**Local Group**

You can use this key feature to access the contact group in the local directory quickly. For more information, refer to.

**Dependencies: Type (Key Event)****Key Event (Local Group)****Local Group** (the contact group name you want to access)**Label** (key label displayed on the LCD screen)**Usage:** Press the DSS key to access the contact group specified in the **Local Group** field.**XML Group**You can use this key feature to access the remote group in your corporate directory quickly. You should configure the remote phonebook in advance. For more information, refer to [Remote Phonebook](#).**Dependencies: Type (Key Event)****Key Event (XML Group)****XML Group** (the remote group name you want to access if the remote phonebook is configured)**Label** (key label displayed on the LCD screen)**Usage:** Press the DSS key to access the remote group specified in the **XML Group** field.

## XML Browser

You can use this key feature to access the XML browser quickly. The Xml browser allows you to create custom services which meet your functional requirements on the server. You can customize practical applications, such as weather report, stock information, Google search, etc.

### Dependencies: Type (Key Event)

**Key Event (XML Browser)**

**Label** (key label displayed on the LCD screen)

**Value** (the access URL for xml browser)

**Usage:** Press the DSS key to access the Xml browser specified in the **Value** field.

## LDAP

You can use this key feature to access the LDAP search interface quickly.

### Dependencies: Type (Key Event)

**Key Event (LDAP)**

**Label** (key label displayed on the LCD screen)

### Usage:

1. Press the DSS key to access the LDAP search interface.
2. Enter a few continuous characters of the contact name or continuous numbers of the contact phone number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the LCD screen.

## Conference

You can use this key feature to set up a conference call. For more information, refer to [Conference](#).

### Dependencies: Type (Key Event)

**Key Event (Conference)**

**Label** (key label displayed on the LCD screen)

**Value** (the number you want to add to the conference)

**Usage:** Press the DSS key during an active call to set up a conference with the number specified in the **Value** field.

## Note

When leaving the **Value** field blank, the DSS key performs the same as the **Conference** soft key during a call.

## Forward

You can use this key feature to forward an incoming call to someone else. For more information, refer to [Call Forward](#).

### Dependencies: Type (Key Event)

**Key Event (Forward)**



**Label** (key label displayed on the LCD screen)

**Value** (the number you want to forward to)

**Usage:** Press the DSS key to forward an incoming call to the number specified in the **Value** field.

## Note

When leaving the **Value** field blank, the DSS key performs the same as the **Forward** soft key when receiving an incoming call.

## Transfer

You can use this key feature to handle the call differently depending on the transfer mode on DSS key when there is an active call on the phone.

**Dependencies: Type (Key Event)**

**Key Event (Transfer)**

**Label** (key label displayed on the LCD screen)

**Value** (the number you want to transfer to)

**Usage:**

- When the transfer mode on DSS key is **Blind Transfer**, press the DSS key to complete the blind transfer to the number specified in the **Value** field.
- When the transfer mode on DSS key is **Attended Transfer**, press the DSS key to dial out the number specified in the **Value** field, and then you can perform the attended or semi-attended transfer.
- When the transfer mode on DSS key is **New Call**, press the DSS key, the number specified in the **Value** field displays on the LCD screen, and then you can perform the blind, attended or semi-attended transfer.

## Hold

You can use this key feature to place an active call on hold or retrieve a held call.

**Dependencies: Type (Key Event)**

**Key Event (Hold)**

**Label** (key label displayed on the LCD screen)

**Usage:**

1. Press the DSS key during an active call to place the call on hold.
2. Press the DSS key again to retrieve the held call.

## DND

You can use this key feature to activate or deactivate the DND mode.

**Dependencies: Type (Key Event)**

**Key Event (DND)**

**Label** (key label displayed on the LCD screen)

**Usage:**

1. Press the DSS key to activate the DND mode.
2. Press the DSS key again to deactivate the DND mode.

**Note**

When the DND mode is activated, the incoming calls will be rejected automatically.

**SMS**

You can use this key feature to quick access the text message feature. For more information, refer to [Short Message Service \(SMS\)](#).

**Dependencies: Type (Key Event)**

**Key Event (SMS)**

**Label** (key label displayed on the LCD screen)

**Usage:** Press the DSS key when the phone is idle to access the text message feature.

**Group Listening**

You can use this key feature to activate the Speakerphone and Handset/Headset mode at the same time. It is suitable for the group conversation which has more than one person at one side. You are able to speak and listen through the handset/headset, meanwhile the others nearby can only listen through the speaker.

**Dependencies: Type (Key Event)**

**Key Event (Group Listening)**

**Label** (key label displayed on the LCD screen)

**Usage:**

1. During a call, press the DSS key to activate the group listening mode.  
You can then speak and listen through the handset/headset, other people at your side can listen through speaker at the same time.
2. Press the DSS key again to deactivate the group listening mode.

**Zero-Touch**

You can use this key feature to configure auto provision and network parameters quickly.

**Dependencies: Type (Key Event)**

**Key Event (Zero-Touch)**

**Label** (key label displayed on the LCD screen)

**Usage:**

1. Press the DSS key to access the zero-touch screen.
2. Press the **OK** soft key within a few seconds.
3. Configure the network parameters in the corresponding fields.
4. Press the **Next** soft key.
5. Configure the auto provision parameters in the corresponding fields.
6. Press the **OK** soft key.

The phone will reboot to update configurations.

## URL

You can use this key feature to trigger the phone to send a HTTP GET request contained a specific URL.


### Dependencies: Type (URL)

**Label** (key label displayed on the LCD screen)

**URL** (the URL contained in the HTTP GET request)

**Usage:** Press the DSS key to trigger the phone to send a HTTP GET request contained the URL specified in the **URL** field.


## Keypad Lock

You can use this key feature to immediately lock the keypad of your phone instead of long pressing . For more information, refer to [Keypad Lock](#).

### Dependencies: Type (Key Event)

**Key Event** (Keypad Lock)

**Label** (key label displayed on the LCD screen)

**Usage:** Press the DSS key to immediately lock the keypad of your phone instead of long pressing .

# Account Management

You can register one or multiple accounts on the SIP-T42G IP phone. You can also configure each line key associated with an account or configure multiple line keys associated with an account.

## Account Registration

### To register an account via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Account**.
2. Select the desired account and then press the **Enter** soft key.
3. Select **Enabled** from the **Account Status** field.
4. Enter the desired values in **Label**, **Display Name**, **Register Name**, **User Name**, **Password** and **SIP Server1** fields respectively. Contact your system administrator for more information.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.
6. Repeat steps 2 to 5 until you have registered all accounts.

The following figures show single or multiple accounts registered on the phone:

**Single account:**

**Multiple accounts:**

**To disable an account via phone user interface:**

1. Press **Menu->Advanced** (password: admin) ->**Account**.
2. Select the desired account and then press the **Enter** soft key.
3. Select **Disabled** from the **Account Status** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also register or disable an account via web user interface at the path **Account->Register**.

## Multiple Line Keys per Account

You can configure multiple line keys associated with an account. This enhances call visualization and simplifies call handling.

If this is the case, the LCD screen could resemble the following figure:

Incoming calls to this line will be distributed evenly among the available line keys. Similarly, outgoing calls will be distributed.

Your phone can be configured to have a combination of lines with a single line key and lines with multiple line keys.

## Emergency Number

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the emergency telephone numbers on the IP phone for contacting the emergency services in an emergency situation.

**Note** Contact your local phone service provider for available emergency numbers in your area.

## Hotline

You can dial a hotline number immediately once you lift the handset, press the speakerphone key or press a line key. You can also configure a period of delay time to dial out the hotline number, the phone will dial out the hotline number automatically after the specified delay time.

### To configure the hotline number via phone user interface:

1. Press **Menu->Call Feature->Others->Hotline**.
2. Enter the desired number in the **Number** field.
3. Enter the delay time in the **Hotline Delay0-10(s)** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Basic Call Features

---

The SIP-T42G IP phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides basic operating instructions for the SIP-T42G IP phone. The topics include:

- [Placing Calls](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Redialing Numbers](#)
- [Recent Call In Dialing](#)
- [Auto Answer](#)
- [Auto Redial](#)
- [Call Completion](#)
- [Call Return](#)
- [Call Mute](#)
- [Call Hold/Resume](#)
- [Do Not Disturb \(DND\)](#)
- [Call Forward](#)
- [Call Transfer](#)
- [Call Waiting](#)
- [Conference](#)
- [Call Park](#)

- [Call Pickup](#)
- [Anonymous Call](#)
- [Anonymous Call Rejection](#)

If you require additional information or assistance with your new phone, contact your system administrator.

## Placing Calls

You can place a call in three ways using your SIP-T42G IP phone:

- Using the handset
- Using the speakerphone
- Using the headset



You can also dial the number first, and then choose the way you want to speak to the other party.

You can search the call history, the local contact directory or the remote phonebook and dial from the search results. For more information, refer to [Contact Management](#) and [Call History Management](#).

During a call, you can alternate between Speakerphone, Headset, or Handset mode by pressing the Speakerphone key, the HEADSET key, or picking up the handset.

The call duration of active calls is visible on the LCD screen. In the figure below, the call to the number "1000" has lasted 20 seconds.

### To place a call using the handset:

1. Pick up the handset.
2. Enter the desired number using the keypad.
3. Press , , or the **Send** soft key.

By default, the # key is configured as a send key. You can set the \* key as the send key or set neither of them as send keys. For more information, refer to the [Key as Send](#).







### Note

You can also dial using the SIP URI or IP address. To obtain the IP address of your phone, press the **OK** key. The maximum SIP URI or IP address length is 32 characters. For example, SIP URI: 3606@sip.com, IP: 192.168.1.15.

Your phone may not support direct IP dialing. Contact your system administrator for more information.







**To place a call using the hands-free speakerphone mode:**

Do one of the following:

- With the handset on-hook, press  or the line key to obtain a dial tone.  
Enter the desired number using the keypad.  
Press  ,  or the **Send** soft key.
- With the handset on-hook, enter the desired number using the keypad.  
Press  ,  ,  or the **Send** soft key.






**To place a call using the headset:**


Do one of the following:

- With the optional headset connected, press  to activate the headset mode.  
Press the line key to obtain a dial tone.  
Enter the desired number using the keypad.  
Press  ,  , or the **Send** soft key.
- With the optional headset connected, press  to activate the headset mode.  
Enter the desired number using the keypad.  
Press  ,  , or the **Send** soft key.

**To place multiple calls:**

You can have more than one call on your SIP-T42G IP phone. To place a new call during an active call, do one of the following:

- Press the line key. The active call is placed on hold.  
Enter the desired number using the keypad.  
Press  ,  , or the **Send** soft key.
- Press  or the **Hold** soft key to place the original call on hold.  
Press the **New Call** soft key.  
Enter the desired number using the keypad.  
Press  ,  , or the **Send** soft key.

You can press  or  to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.

## Answering Calls

When you are not in another call, you can answer a call in three ways:

- Using the handset
- Using the speakerphone
- Using the headset

**Note**

You can ignore incoming calls by pressing the **X** key, the **Reject** soft key or the **Silence** soft key. You can also activate Do Not Disturb mode to ignore the incoming calls without ring on your phone. For more information, refer to [Do Not Disturb \(DND\)](#).

You can forward incoming calls to someone else by pressing the **Forward** soft key. For more information, refer to [Call Forward](#).

**Answering When Not in Another Call**


In all cases, the active call will appear on the LCD screen showing call duration and destination.

**To answer a call using the handset:**

1. Pick up the handset.


**To answer a call using the hands-free speakerphone mode:**

Do one of the following:

- Press  .
- With the handset on-hook and the headset mode deactivated, press the **Answer** soft key.
- With the handset on-hook and the headset mode deactivated, press the line key (the line key LED flashes green).



**To answer a call using the headset:**

Do one of the following:

- Press  .
- With the headset mode activated, press the **Answer** soft key.
- With the headset mode activated, press the line key (the line key LED flashes green).

**Answering When in Another Call**

If you have an active call, and an incoming call arrives on the phone, do one of the following:


- Press the **Answer** soft key.  
The incoming call is answered and the original call is placed on hold.
- Press  to access the new call.  
Press  or the **Answer** soft key.  
The incoming call is answered and the original call is placed on hold.



## Ending Calls

### To end a call:

Do one of the following:


- If you are using the handset, press the **Cancel** soft key or hang up the handset.
- If you are using the headset, press the **Cancel** soft key.
- If you are using the speakerphone, press  or the **Cancel** soft key.

### Note





To end a call placed on hold, you can press the **Cancel** soft key to end the call directly, or press the **Resume** soft key to resume the call before ending it.

## Redialing Numbers

### To redial the last placed call from your phone:

1. Press  twice.  
A call to your last placed call is attempted.

### To redial a previously placed call from your phone:

1. Press  when the phone is idle.
2. Press  or  to select the desired entry from the dialed calls list, and then press  or the **Send** soft key.




### To check place calls list when the phone is in the dialing interface:

1. Pickup the handset, press the speakerphone or press the line key.  
The phone LCD screen displays the placed calls list.

## Auto Answer

You can enable the auto answer feature for a line. You can use the auto answer feature to allow the phone to automatically answer an incoming call on the line.

### To configure auto answer via phone user interface:

1. Press **Menu->Call Feature->Auto Answer**.
2. Select the desired line and then press the **Enter** soft key.
3. Press  or , or the **Switch** soft key to select **Enabled** from the **Auto Answer** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.  
The  icon appears on the LCD screen.



**Note**

The auto answer feature is not applicable to answer another incoming call automatically when there is an active call on the phone.

## Auto Redial

You can enable the auto redial feature to redial the phone number automatically when the called party is busy. You can also configure the times of the auto redial and the time to wait between redial attempts.

### To configure auto redial via phone user interface:

1. Press **Menu->Call Feature->Others->Auto Redial**.
2. Press  or , or the **Switch** soft key to select **Enabled** from the **Auto Redial** field.
3. Enter the desired time in the **Redial Interval** field.  
The default time interval is 10s.
4. Enter the desired times in the **Redial Times** field.  
The default times are 10.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

### To use auto redial:

When the called party is busy, the following prompt will appear on the LCD screen of the phone:



1. Press the **OK** soft key to activate auto redial. The following prompt will appear on the LCD screen of the phone:
2. Wait for a period of time or press the **OK** soft key to redial the phone number.

The phone will retry as many times as you configured until the called party is idle.

## Call Completion

You can use the call completion feature to notify the caller who failed to reach a desired callee when the callee becomes available to receive a call.

### To configure call completion via phone user interface:

1. Press **Menu->Call Feature->Others->Call Completion**.
2. Press  or , or the **Switch** soft key to select **Enabled** from the **Call Completion** field.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**To use call completion:**

When the called party is busy, the following prompt will appear on the LCD screen of the phone:

1. Press the **OK** soft key, the phone returns to the idle screen and call completion is activated.

When the called party becomes idle, the following prompt appears on the LCD screen of the phone:

2. Press the **OK** soft key to redial the number.





**Note**

The call completion feature is not available on all servers. For more information, contact your system administrator.

## Call Return

You can press a call return key to place a call back to the last incoming call.

**To configure a call return key via phone user interface:**

1. Press **Menu->Call Feature->DSS Keys**.
2. Select a desired DSS key.
3. Press  or , or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press  or , or the **Switch** soft key to select **Call Return** from the **Key Event** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Call Mute


You can mute the microphone of the active audio device during an active call, and then the other party cannot hear you.

**To mute a call:**

1. Press  during an active call.

The phone LCD screen indicates that the call is on mute. The Mute key LED illuminates solid green when the call is on mute.

**To un-mute a call:**

1. Press  again to un-mute the call.

## Call Hold/Resume

You can place an active call on hold. At any time, at most one active call can be in progress on your phone, other calls can be received and made while placing the original call on hold. When placing a call on hold, your IP PBX might play a melody or message to the other party while waiting.

### To place a call on hold:

1. Press  or the **Hold** soft key during a call.

The phone LCD screen shows the call is on hold and the line key LED flashes green.



### Note

The phone will beep softly every 30 seconds to remind you that you still have a call on hold.

### To resume a held call:

1. Press  or the **Resume** soft key.

### Multiple Calls on Hold:

If multiple calls are placed on hold, press  or  to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.

If more than two calls are on hold, an indication appears on the LCD screen, for example "2/4", indicating that this is the second call out of four calls.

If multiple calls are on hold on more than one line keys, you can view the details of the calls by pressing the corresponding line key, and then press the **Resume** soft key to retrieve the call.

## Do Not Disturb (DND)

You can use the DND feature to reject the incoming calls automatically on the phone and the callers can hear a busy signal or a message depending on your server.

You can enable/disable the DND feature for the phone system, or you can customize the DND feature for each account or all accounts. The following describes the DND modes:

- **Phone** (default): DND in phone mode means that the DND feature is effective for the phone system.
- **Custom**: DND in custom mode means that you can configure the DND feature for each account or all accounts.

You can also configure the phone to receive incoming calls from some specific numbers when the DND feature is enabled.

**To activate DND in phone mode:**

1. Press the **DND** soft key when the phone is idle.





The  icon on the idle screen indicates that the DND feature is enabled.

Incoming calls will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of the missed calls) will prompt on the LCD screen.

**To activate DND in custom mode for a specific account:**

1. Press the **DND** soft key when the phone is idle.

The LCD screen displays a list of the accounts on the phone.

2. Press  or  to select the desired account.
3. Press  or  soft key to select **On** to activate DND.
4. Press the **Save** soft key to accept the change.

The specific line icon changes to icon  .

Incoming calls on the specific line will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of the missed calls) will prompt on the LCD screen.

**To activate DND in custom mode for all accounts:**

1. Press the **DND** soft key when the phone is idle.  
The LCD screen displays a list of the accounts on the phone.
2. Press the **All On** soft key to activate DND for all accounts.
3. Press the **Save** soft key to accept the change.











All the line icons change to icon  .

Incoming calls will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of the missed calls) will prompt on the LCD screen.

**Note**

The prompt message displays only if the Missed Call Log feature for the line is enabled. The Do Not Disturb feature is local to the phone, and may be overridden by the server settings. For more information, contact your system administrator.





**To enable call forward in phone mode:**

1. Press **Menu->Call Feature->Call Forward**.
2. Press  or  to select the desired forwarding type, and then press the **Enter** soft key.
3. Depending on your selection:
  - a.) If you select **Always Forward**:
    - 1) Press  or  , or the **Switch** soft key to select **Enabled** from the **Always Forward** field.
    - 2) Enter the destination number you want to forward all incoming calls to in the **Target** field.
    - 3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.
  - b.) If you select **Busy Forward**:
    - 1) Press  or  , or the **Switch** soft key to select **Enabled** from the **Busy Forward** field.
    - 2) Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Target** field.
    - 3) (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.
  - c.) If you select **No Answer Forward**:
    - 1) Press  or  , or the **Switch** soft key to select **Enabled** from the **No Answer Forward** field.
    - 2) Enter the destination number you want to forward all unanswered incoming calls to in the **Target** field.
    - 3) Press  or  , or the **Switch** soft key to select the ring time to wait before forwarding in the **After Ring Time** field.

The default ring time is 12 seconds.
    - 4) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.



The  icon on the idle screen indicates the call forward is enabled.

**To enable call forward in custom mode:**



1. Press **Menu->Call Feature->Call Forward**.
2. Press  or  to select the desired account, and then press the **Enter** soft key.
3. Press  or  to select the desired forwarding type, and then press the **Enter** soft key.

#### 4. Depending on your selection:



a.) If you select **Always Forward**, you can enable it for a specific account.

- 1) Press  or , or the **Switch** soft key to select **Enabled** from the **Always Forward** field.
- 2) Enter the destination number you want to forward all incoming calls to in the **Target** field.
- 3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.



You can also enable the always forward for all accounts. After the always forward was enabled for a specific account, do as below:

- 1) Press  or  to highlight the **Always Forward** field.
- 2) Press the **All Lines** soft key.  
The LCD screen prompts "Copy to All Lines?".
- 3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.





b.) If you select **Busy Forward**, you can enable it for a specific account.

- 1) Press  or , or the **Switch** soft key to select **Enabled** from the **Busy Forward** field.
- 2) Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Target** field.
- 3) (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.

You can also enable the busy forward for all accounts. After the busy forward was enabled for a specific account, do as below:

- 1) Press  or  to highlight the **Busy Forward** field.
- 2) Press the **All Lines** soft key.  
The LCD screen prompts "Copy to All Lines?".
- 3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.



c.) If you select **No Answer Forward**, you can enable it for a specific account.

- 1) Press  or , or the **Switch** soft key to select **Enabled** from the **No Answer Forward** field.
- 2) Enter the destination number you want to forward all unanswered incoming calls to in the **Target** field.
- 3) Press  or , or the **Switch** soft key to select the ring time to wait before forwarding in the **After Ring Time** field.

The default ring time is 12 seconds.

- 4) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

You can also enable the no answer forward for all accounts. After the no answer forward was enabled for a specific account, do as below:






- 1) Press  or  to highlight the **No Answer Forward** field.
- 2) Press the **All Lines** soft key.  
The LCD screen prompts "Copy to All Lines?".
- 3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.








The associate line icon changes to  .

#### To disable call forward in phone mode:

Do one of the following:



- Press  when the phone is idle.
- Press **Menu->Call Feature->Call Forward**.  
Press  or  to select the desired forwarding type, then press the **Enter** soft key.  
Press  or  , or the **Switch** soft key to select **Disabled** to disable the call forward.  
Press the **Save** soft key to accept the change.

#### To disable call forward in custom mode for a specific account:

1. Press **Menu->Call Feature->Call Forward** or press  when the phone is idle.
2. Press  or  to select the desired account, then press the **Enter** soft key.
3. Press  or  to select the desired forwarding type, then press the **Enter** soft key.
4. Press  or  , or the **Switch** soft key to select **Disabled** to disable the call forward.
5. Press the **Save** soft key to accept the change.

## Dynamic Forwarding

#### To forward an incoming call to another party:

1. When the phone is ringing, press the **Forward** soft key.
2. Enter the number you want to forward the incoming call to.
3. Press  ,  , or the **Send** soft key.

The LCD screen prompts a call forward message.



# Call Transfer

You can transfer a call to another party in one of the three ways:





- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** Transfer a call when the target phone is ringing.
- **Attended Transfer:** Transfer a call with prior consulting.

## To perform a blind transfer:





1. Press  or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press  or the **Transfer** soft key to complete the transfer.

Then the call is connected to the number to which you are transferring.

## To perform a semi-attended transfer:

1. Press  or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press  or  to dial out.
4. Press  or the **Transfer** soft key to complete the transfer when receiving ringback.

## To perform an attended transfer:

1. Press  or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press  or  to dial out.
4. After the party answers the call, press  or the **Transfer** soft key to complete the transfer.





If you are using a handset, the transfer can be completed by hanging up the handset.

You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

## Call Waiting

You can enable or disable the call waiting feature on the phone. If the call waiting feature is enabled, you can receive another call when there is an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

### To configure call waiting via phone user interface:

1. Press **Menu**->**Call Feature**->**Call Waiting**.
2. Press  or , or the **Switch** soft key to select **Enabled** from the **Call Waiting** field.
3. Press  or , or the **Switch** soft key to select **Enabled** from the **Play Tone** field.
4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Conference

You can create a conference with other parties using the phone's local conference feature. You can create a conference between an active call and some calls on hold by pressing the **Conference** soft key. Then you can add or remove the conference parties by pressing the **Manage** soft key. The network conference feature also allows you to add and remove specific conference parties.



### Note

The network conference feature is not available on all servers. For more information, contact your system administrator.

## Local Conference

The SIP-T42G IP phone supports up to 5 parties (including yourself) in a conference call. This is called Local Conference and is the default method of conference.


### To set up a local conference call:

1. Place a call to the first party.
2. Press the **Conference** soft key to create a new call.  
The active call is placed on hold.
3. Enter the number of the second party and press  ,  , or the **Send** soft key.

## Local Conference

The SIP-T42G IP phone supports up to 5 parties (including yourself) in a conference call. This is called Local Conference and is the default method of conference.





### To set up a local conference call:

1. Place a call to the first party.
2. Press the **Conference** soft key to create a new call.  
The active call is placed on hold.
3. Enter the number of the second party and press  ,  , or the **Send** soft key.
4. When the second party answers the call, press the **Conference** soft key again to add the second party to the conference.
5. Press the **Manage** soft key and then press the **New Call** soft key.
6. Enter the number of the new party and press  ,  , or the **Send** soft key.
7. When the new party answers the call, press the **Conference** soft key again to add the third party to the conference.
8. Repeat steps 5 to 7 until you have added up to 4 intended parties.

### To join multiple calls (no more than 4) in a conference:

1. Place multiple calls using multiple different accounts on the phone (for example, place the first call using account 1, and then place the second call using account 2 and so on).
2. Press the **Conference** soft key to join the multiple calls in the conference on account 1.

### During the conference call, you can do the following:

- Press  or the **Hold** soft key to place the conference on hold.
- Press the **Split** soft key to split the conference call into some individual calls.
- Press the **Manage** soft key, and then press  or  to select the desired party.
- Press the **Far Mute** soft key to forbid the party speaking.
- Press the **Remove** soft key to remove the party from the conference call.
- Press the **New Call** soft key to add a new party.
- Press  to mute the conference call.
- Press the **End Call** soft key to drop the conference call.







## Call Park

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by pressing the call park key on the phone. If the call is parked successfully, the response is either a voice prompt confirming that the call was parked, or a visible indication on the LCD screen.

### Note

Call Park feature is not available on all servers. Contact your system administrator for more information.

### To configure a call park key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select the desired DSS key.
3. Press  or , or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press  or , or the **Switch** soft key to select **Call Park** from the **Key Event** field.
5. Press  or , or the **Switch** soft key to select the desired line from the **Account ID** field.
6. Enter the call park feature code (contact your system administrator for it) in the **Value** field.
7. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
8. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure a call park key via web user interface at the path **Dsskey**->**Line Key**.

### To use the Call Park feature:

1. User on phone A places a call to phone B.
2. User on phone A wants to take the call in a conference room for privacy, then presses the call park key on phone A.
3. User on phone A walks to an available conference room where the phone is designated as phone C. The user dials the call park retrieve feature code to retrieve the parked call.

The system establishes call between phone C and B.

### Note

The call park feature code and call park retrieve feature code are predefined on the system server. Contact your system administrator for more information.

If the parked call is not retrieved within a period of time assigned by the system, the phone performing call park feature will receive call back.



## Anonymous Call

You can use anonymous call feature to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some of the services, but you don't want to be harassed. Anonymous call is configurable on a per-account basis.

### Note

The anonymous call feature is not available on all servers. Contact your system administrator for the anonymous call on code and off code.

#### To configure anonymous call via phone user interface:

1. Press **Menu->Call Feature->Anonymous**.
2. Select the desired line and then press **Enter** soft key.
3. Press  or , or the **Switch** soft key to select **Enabled** from the **Anonymous Call** field.
4. (Optional.) Enter the anonymous call on code in the **On Code** field.
5. (Optional.) Enter the anonymous call off code in the **Off Code** field.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.





#### To place an anonymous call:

1. Using the specific line on the phone to place a call to phone B.  
The LCD screen of phone B prompts an incoming call from anonymity.

## Anonymous Call Rejection

You can use anonymous call rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from showing up. Anonymous call rejection is configurable on a per-account basis.

#### To configure anonymous call rejection via phone user interface:

1. Press **Menu->Call Feature->Anonymous**.
2. Select the desired line and then press **Enter** soft key.
3. Press  or  to scroll to the **Anonymous Reject** field.
4. Press  or , or the **Switch** soft key to select **Enabled** from the **Anonymous Reject** field.
5. (Optional.) Enter the anonymous call rejection on code in the **On Code** field.
6. (Optional.) Enter the anonymous call rejection off code in the **Off Code** field.

7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

# Advanced Phone Features

This chapter provides operating instructions for the advanced features of the SIP-T42G IP phone. The topics include:

- [Busy Lamp Field \(BLF\)](#)
- [Intercom](#)
- [Messages](#)





If you require additional information or assistance with your new phone, contact your system administrator.

## Busy Lamp Field (BLF)

You can use the BLF feature to monitor a specific user for status changes on the phone. For example, you can configure a BLF key on the phone for monitoring the status of a friend's phone (busy or idle). When the friend makes a call, the BLF key (line key) LED illuminates solid red on your phone to indicate that the friend's phone is in use and busy. For more BLF key LED indications, refer to [LED Instructions](#).

You can press a BLF key to dial out the monitored phone number when the monitored phone is idle. You can receive a visual alert and an audio alert when the monitored phone number receives an incoming call. You can also pick up a call directly by pressing the BLF key when the monitored phone number receives an incoming call. For more information, contact your system administrator.

### To configure a BLF key via phone user interface:

1. Press **Menu->Call Feature->DSS Keys**.
2. Select the desired DSS key.
3. Press  or , or the **Switch** soft key to select **BLF** from the **Type** field.
4. Press  or  or the **Switch** soft key to select the desired line from the **Account ID** field.
5. Enter the phone number or extension you want to monitor in the **Value** field.
6. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

When the monitored phone number receives an incoming call, the following occurs on the monitoring phone:

- The phone plays a warning tone (if enabled).
- The BLF key LED flashes red.
- The caller ID appears on the LCD screen (if enabled).

7. (Optional.) Enter the pickup code in the **Extension** field.
8. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure the BLF key via web user interface at the path **Dsskey->Line Key**.

You can enable audio alert for BLF pickup feature on the phone. This allows the monitoring phone to play a warning tone, when the monitored phone number receives an incoming call. You can also enable visual alert for BLF pickup feature on the phone. This allows the LCD screen of the monitoring phone to display the caller ID, when the monitored phone number receives an incoming call.

When the monitored phone number receives an incoming call, the following occurs on the monitoring phone:

- The phone plays a warning tone (if enabled).
- The BLF key LED flashes red.
- The caller ID appears on the LCD screen (if enabled).

#### Note

If your phone is locked and the type of the keypad lock is set to be **Function Keys** or **All keys**, you cannot use the **Pickup**, **Dial**, **New Call** and **Cancel** soft keys appear in the figure above until unlocked.

When there is an active call on the IP phone, you can transfer the active call to the monitored phone number directly by pressing the BLF key. The phone transfers the active call differently depending on the transfer mode on DSS key.

## Intercom


Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can press the intercom key to automatically connect with a remote extension for outgoing intercom calls, and the remote extension will automatically answer the incoming intercom calls.

#### Note

The intercom feature is not available on all servers. Contact your system administrator for more information.

## Outgoing Intercom Calls

**To configure an intercom key via phone user interface:**

1. Press **Menu->Call Feature->DSS Keys**.
2. Select the desired DSS key.
3. Press  or  or the **Switch** soft key to select **Intercom** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Enter the remote extension number in the **Value** field.



- (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
- Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure an intercom key via web user interface at the path **DSS Key**.

#### To place an intercom call:

- Press the intercom key when the phone is idle.  
The phone is automatically connected to the extension specified in the **Value** field.
- Press the intercom key again or the **Cancel** soft key to end the intercom call.

## Incoming Intercom Calls

By default, the SIP-T42G IP phone supports to answer an incoming intercom call automatically. The phone automatically plays a warning tone when it receives an incoming intercom call. In addition, you can enable the phone to mute the microphone when it automatically answers an incoming intercom call. You can also enable the phone to automatically answer an incoming intercom call while there is already an active call on the phone, the active call is placed on hold.

Intercom features you need to know:

Intercom features	Description
Accept Intercom	Allows you to enable or disable the IP phone to automatically answer an incoming intercom call.
Intercom Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls.
Warning Tone	Allows you to enable or disable the IP phone to play a warning tone when the IP phone receives an incoming intercom call.
Intercom Barge	Allows you to enable or disable the IP phone to automatically answer an incoming intercom call while there is already an active call on the phone.

#### To configure intercom features via phone user interface:

- Press **Menu->Call Feature->Intercom**.
- Make the desired changes.
- Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

#### Accept Intercom

You can enable or disable the phone to automatically answer an incoming intercom call. If Accept Intercom is enabled, the phone automatically answers an incoming intercom call. If Accept Intercom is disabled, the phone rejects incoming intercom calls and sends a busy signal to the caller. Accept Intercom is enabled by default.

#### Note

Your administrator can set a time period delay before the phone automatically answers. Contact your system administrator for more information.

## Intercom Mute

You can mute or un-mute the microphone on the phone for intercom calls automatically. If Intercom Mute is enabled, the microphone is muted for intercom calls. If Intercom Mute is disabled, the microphone is un-muted for incoming calls. Intercom Mute is disabled by default.

## Warning Tone

You can enable or disable the phone to play a warning tone when receiving an intercom call. If Warning Tone is enabled, the phone plays a warning tone to alert you before answering the intercom call. If Warning Tone is disabled, the phone automatically answers the intercom call without warning. Warning Tone is enabled by default.

## Intercom Barge

You can enable or disable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. If Intercom Barge is enabled, the phone automatically answers the intercom call and places the active call on hold. If Intercom Barge is disabled, the phone handles an incoming intercom call like a waiting call. Intercom Barge is disabled by default.

# Voice Mail

You can leave voice mails for someone else on the SIP-T42G IP phone. You can also listen to the voice mails stored in a centralized location. When receiving a new voice mail, the phone will play a warning tone. The power indicator LED will slow flash red. The phone LCD screen will prompt receiving a new voice mail and an icon.

**Note** Voice Mail feature is not available on all servers, contact your system administrator for more information.

### To leave a voice mail:

You can leave a voice mail for someone else when he/she is busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave the voice mail, and then hang up after completing the voice mail.


### To configure voice mail access codes via phone user interface:

1. Press **Menu->Message->Voice Mail->Set Voicemail**.
2. Press the navigation keys to highlight the account which you want to set.

3. Press the **123** soft key to select the proper input mode and then enter the voice mail access code (e.g., \*97).
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

**Note** Voice mail access code must be predefined on the system server. Contact your system administrator for the more information.

**To listen to the voice mails:**

1. When the phone user interface prompts receiving new voice mails and the power indicator LED slow flashes red, press  or the **Connect** soft key to dial out the access voice mail code.
2. Follow the voice prompt to listen to the voice mails.

**Note** Before listening to the voicemails, make sure the voice mail access code has been configured.

When all new voice mails are retrieved, the power indicator LED will stop flashing.

**To view the voicemail via phone user interface:**

1. Press **Menu->Message->Voice Mail->View Voicemail**.

The phone LCD screen displays the amount of the voice mails that includes new or old voice mails.

2. Select an account and then press the **Connect** soft key to listen to the voice mails.

## Troubleshooting

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This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your SIP-T42G IP phone.

If you require additional information or assistance with your new phone, contact your system administrator.

### **Why is the phone LCD screen blank?**

- Ensure your phone is properly plugged into a functional AC outlet.
- Ensure that the phone isn't plugged into a plug controlled by a switch that is off.
- If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.
- If your phone is powered from PoE, ensure you use a PoE compliant switch or hub, or contact your system administrator for more information.
- Check that the power LED is on to ensure the phone is powered on.

### **Why does the phone display "Network Unavailable"?**

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.
- Contact your system administrator for more information.

### **Why can't I get a dial tone?**

Check for any loose connections and that the phone has been installed properly. For the installation instructions, refer to [Phone Installation](#).

Check whether dial tone is present on one of the audio modes.

- Switch between the Handset, Headset (if present) or Hands-Free Speakerphone to check whether dial tone is present for one of the audio modes.
- If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

### **Why doesn't the phone ring?**

Check the ringer volume on your phone. To adjust the ringer volume setting, press the Volume key when the phone is on-hook and idle. For more information, refer to [Volume](#).

### Why can't I receive calls?

- Check the SIP registration with your system administrator.
- Check DND (Do Not Disturb) mode is turned off on your phone. Refer to [Do Not Disturb \(DND\)](#).
- Check call forward feature is disabled on the phone. Refer to [Call Forward](#).
- Check whether the caller number is stored in the blacklist directory. Refer to [Blacklist](#).

### Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the handset jack on the phone and handset. Refer to [Phone Installation](#).



### Why is my headset not working?

- Check to ensure that the headset cord is fully connected to the headset jack on the phone. Refer to [Phone Installation](#).
- Check to ensure that the headset mode is activated. Refer to [Headset Use](#).
- Check to ensure that the headset volume is adjusted to an appropriate level. Refer to [Volume](#).

### How to reset your phone?

Reset your phone when other Troubleshooting suggestions do not correct the problem. You need to note that all customized settings will be overwritten after resetting. We recommend asking your system administrator for advice before resetting your phone.

#### To reset your phone via phone user interface:

1. Press **Menu->Advanced** (password: admin) ->**Reset & Reboot->Reset to Factory**.
2. Press  or  , or the **Switch** soft key to select the desired type from **Reset Option** field.
3. Press **Save** soft key.

The LCD screen prompts the following message:

4. Press the **OK** soft key.

#### Note

Reset of your phone may take a few minutes.