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Hosted Extension
Quick Start Guide with

Yealink Ultra Elegant
Gigabit IP-Phone SIP T40G

Contents

Product Overview

Unleash your potential

Your decision to move to a Catalytic Hosted Extension will free your business from premise-based hardware and you'll reap the rewards by of having all your PBX features and intelligence in the cloud.

Flexibility to suit your business

Catalytic offers two versions of the hosted extension, each differentiated by the number of features available. This allows you to choose the most suitable features for different user types within your budget.

Office Extension

Designed for an office-based workforce with a full range of telephony features. Paired with a basic function handset, this option provides a cost-effective end-point solution.

Executive Extension

Best suited to the power users that require advanced features and mobility capabilities to ensure that they never miss a call. Paired with an advanced function handset this option ensures maximum productivity for power users.

In addition to these two license subscriptions Catalytic offers a suite of additional services which can be added to your subscription to enhance your telephony environment. Please discuss these options with your service provider

How your Business will benefit from a Hosted Extension:

Expand your opportunities by freeing your business from the constraints of a physical location and a fixed workforce

Work smarter, anywhere, ensuring that you never miss a call and stay productive

Reduce your risks with built-in resilience and the security you require

Ensure seamless experiences by using one number for all your business communications, across multiple devices

The latest technology helps you stay ahead of the competition

Free up time to focus on your business while your service provider manages your cloud communications

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2 Using this Guide

Your phone will be delivered to you fully configured, tested and packed with all the features that are offered in your particular license pack.

This quick reference guide will help you gain the most out of your Hosted Extension using a Yealink Handset.

We'll cover basics to help you get started right away and we'll give you tips to leverage the range of features and benefits to your business advantage.

For further assistance contact email **support@catalytic.co.za** or call **087 945 0006**

3 Handset overview:

Familiarize yourself with your new Yealink T40G Ultra Elegant Gigabit IP handset

Left labels	Right labels
Time / Date	Message Waiting
Navigation Buttons	Main Line
OK Buttons	BLF List Keys
Cancel Operations	Dynamic Softkeys
Dialpad Keys	Mute Key
	Headset Key
	Voice Mail
	Redial
	Speaker Phone
	Volume Adjust

Basic Call Features

4

4A Placing Calls

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press 🔊
2. Enter the number, and then press the **Send** soft key

Using the headset:

1. With the headset connected, press 🎧 to activate the headset mode.
2. Enter the number, and then press the Send soft key.

> **Note:** During a call, you can alternate between headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key or the **Speakerphone** key or picking up the handset. Headset mode requires a headset connected.

> **Headsets are sold separately** Please speak to your service provider for assistance with compatible headsets

To place a call from the corporate directory:

1. Press the ⊙ key to enter the main menu, and then select Directory.
2. Select the Network Directory and press the ⊙ key
3. Navigate to the Named directory and press the ⊙ key
4. Enter the first few letters of the contact you are searching for using the dial pad or use the ▲ or ▼ arrows to scroll

> **Time Saving Tip:** Your phone is automatically populated with all users on your hosted PBX platform. Use the corporate directory to find their numbers directly.

4B Redial

- Press ↻ to enter the **Placed Calls** list, press ⊙ or ⊙ to select the desired entry, and then press ↻ or the **Send** soft key.

> **Time Saving Tip:** Press the redial button twice when the phone is idle to dial out the last dialed number

5C Answering Calls

Using the handset:
Pick up the handset.
Using the speakerphone:
Press 🔊
Using the headset:
Press 🎧 .

> **Note:** You can ignore an incoming call by pressing the **Reject** soft key.

4D Call Waiting

While you are busy on a call the waiting notification can alert you of a new incoming call.

To check the status of the call waiting service Dial *53* and listen to the prompt.

To enable call waiting dial *43 from the dial pad.

To disable call waiting dial #43 from the dial pad.

4E Call Pickup

Executive extensions have the ability to answer the incoming call of another user within the organization.

To answer the call dial *98# from the keypad

To answer a specific extension dial *97 and the number of the extensions that you wish to answer.

4F Ending a Call

Using the handset:
Hang up the handset or press the End Call soft key.

Using the speakerphone:
Press 🔊 or the End Call soft key.

Using the headset:
Press the End Call soft key.

Basic Call Features (continued)

4G Call Mute and Un-mute

- Press 🎤 to mute the microphone during a call.
- Press 🎤 again to un-mute the call.

4H Call Hold and Resume

To place a call on hold:

Press 🔇 or the Hold soft key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press 🔇 or the **Resume** soft key.
- If there is more than one call on hold, press ⊙ or ⊙ to select the desired call, and then press 🔇 or the Resume soft key.

Productivity Tip: Call Hold will automatically envoke Music on Hold, giving the caller comfort that the call is still connected.

4I Call Transfer

You can transfer a call in the following ways:

4I.1 Blind Transfer

1. Press **Tran** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press the **Tran** soft key.

4I.2 Attended Transfer

1. Press **Tran** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press #️⃣
3. Press **Tran** soft key when the second party answers.

Productivity Tip: To avoid unanswered calls in your business it is always preferable to use the Attended Transfer method to ensure that the receiving party is prepared to accept the call.

4J Call Forward

To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Call Control -> Call Forward.**
2. Select the desired forward type:

Always Forward----Incoming calls are forwarded unconditionally.
Busy Forward----Incoming calls are forwarded if the phone is busy.
No Answer Forward----Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to.

For **No Answer Forward**, press ⊙ or ⊙ to select the desired ring time to wait before forwarding.

4. Press the Save soft key to accept the change.

Productivity Tip: Managing your call forward options ensures that you never miss a business call. Calls can be forwarded to any number that is most convenient for you.

Tip: Calls forwarded to external numbers will attract an outbound calling charge to your business account.

Executive Feature: Broadworks Anywhere allows you to automatically receive incoming business calls on your mobile phone.

4K Three Way Conference Call

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **Cancel** soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

Productivity Tip: A three way conference call is an excellent collaboration tool to share ideas between various stakeholders.

Tip: Call costs for conference calls will be allocated to your account. Please ensure that all parties are off the call before leaving the conference.

4 Basic Call Features (continued)

4L Volume Adjustment

- Press [▬▬▬ −] during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press [▬▬▬ +] when the phone is idle or ringing to adjust the ringer volume.

4M Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings-> Ring Tones.**
2. Press ⌃ or ⌄ to select the desired ring tone.
3. Press the **Save** soft key to accept the change.

4N Call History

1. Press the **History** soft key when the phone is idle, press ⌃ or ⌄ to scroll through the list.
2. Select an entry from the list, you can do the following:

- • Press the **Send** soft key to place a call.
- • Press the **Delete** soft key to delete the entry from the list.

ATOM Analytics: If you require detailed calling reports within your organization please enquire about our online ATOM Analytics system.

4M Voice Mail

Retrieving Voice Mail
Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice messages:

1. Press [✉] or the Conn soft key.
2. Follow the voice prompts to listen to your voice messages.

Productivity Tip: Voice mails can be retrieved directly from your handset and described or a unified messaging service can be configured to deliver an audio file directly to your email to listen to your messages from your PC

The voice mail is an add on service and must be configured by your service provider

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5 Contact Monitoring

The executive extension includes the Busy Lamp Field feature which allows you to monitor the status of another extension line(busy or idle). The BLF key LED illuminates solid red when the line is in use.

To call a BLF contact

To call from the BLF list press the soft key corresponding to the user you wish to call.

To transfer to a BLF contact

- Press **Tran** soft key during a call. The call is placed on hold.
- Press the soft key corresponding to the user you wish to transfer the call to.

Productivity Tip: BLF is a great tool if there are a few users that you interact with regularly. You can see when they are busy or available to contact or transfer calls to them with the press of a single button.

The number of users that can be supported in the BLF list is handset and platform dependent (up to a maximum of 20) and will need to be configured by your service provider to meet your specific requirements.

Operator Console: If your role requires you to monitor the status of more than 20 users please enquire about our operator console which provides an intuitive desktop interface to monitor hundreds of users within your organisation

6 Call Centre Service

If your Yealink Handset has been configured for a call centre agent user you will have the ability to login and out of your queue and change your availability status.

Logging in to Queue:

1. To login to the call centre queue press Login soft key
2. Once logged in status will indicate available and soft keys change:
3. To set Unavailable press Unavail soft key and it will prompt for a reason code:
- User can enter any reason code and press ok– this will be linked to reason codes within the business and will be reported in the Agent Availability scheduled report
- Agent will then be Unavailable to receive calls
4. To become available to receive calls, press Avail soft key again

The Call Centre service is an additional license which must be configured by your service provider

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it's the connection that matters