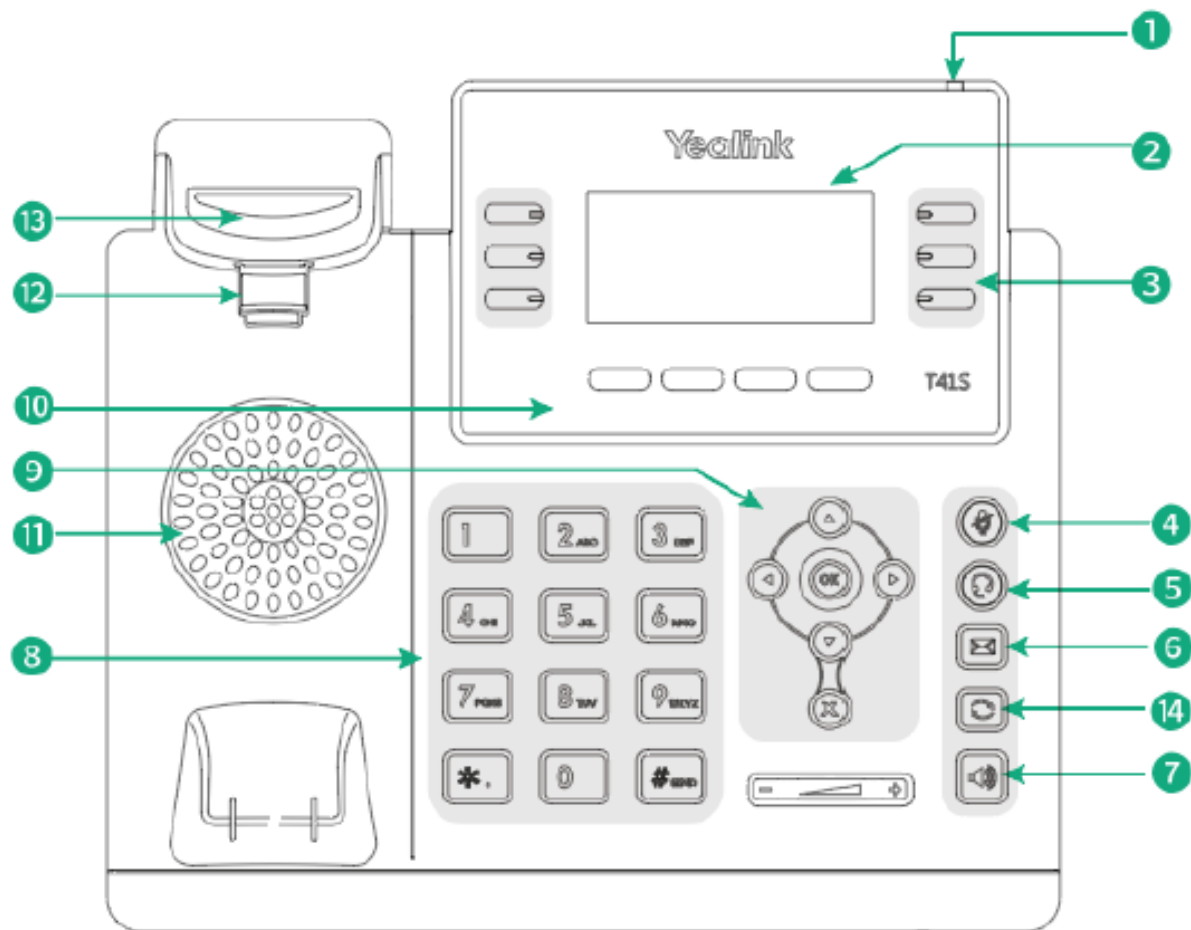




Yealink T44W



























Avatel Cloud Solution
User Guide

Version 1.1



NO.	Item	Description
1	Power LED Indicator	Indicate call, message, and phone system status.
2	Phone Screen	Shows a screen with a backlight that enables you to view menus and data.
3	Line Keys	Accesses your phone lines and features.
4	MUTE Key	<ul style="list-style-type: none"> · Toggles the microphone on or off. The LED indicator glows green when the mute feature is activated. · The T40P/T40G phones do not have key light.
5	HEADSET Key	<ul style="list-style-type: none"> · Toggles the headset on or off. The LED indicator glows green when the headset is activated. · The T40P/T40G phones do not have key light.
6	MESSAGE Key	Access your voice messages.
7	Speakerphone Key	Toggle and indicates the hands-free (speakerphone) mode. The key LED glows green when the hands-free (speakerphone) mode is activated.
8	Keypad keys	Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item.
9	Navigation Keys	<ul style="list-style-type: none"> · Scroll through information or options displayed on the screen. · Access History and Directory respectively.
10	Soft Keys	Confirms actions or answers incoming calls.
11	Speaker	Provide ringer and speakerphone audio output.
12	Reversible Tab	Secure the handset in the handset cradle when the phone is mounted vertically. For more information on how to adjust the reversible tab, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones .
13	Hookswitch	<ul style="list-style-type: none"> · Picking up the handset from the handset cradle, the hookswitch bounces, and the phone connects to the line. · Laying the handset down on the handset cradle, the phone disconnects from the line.
14	REDIAL Key	Redial a previously dialed number.

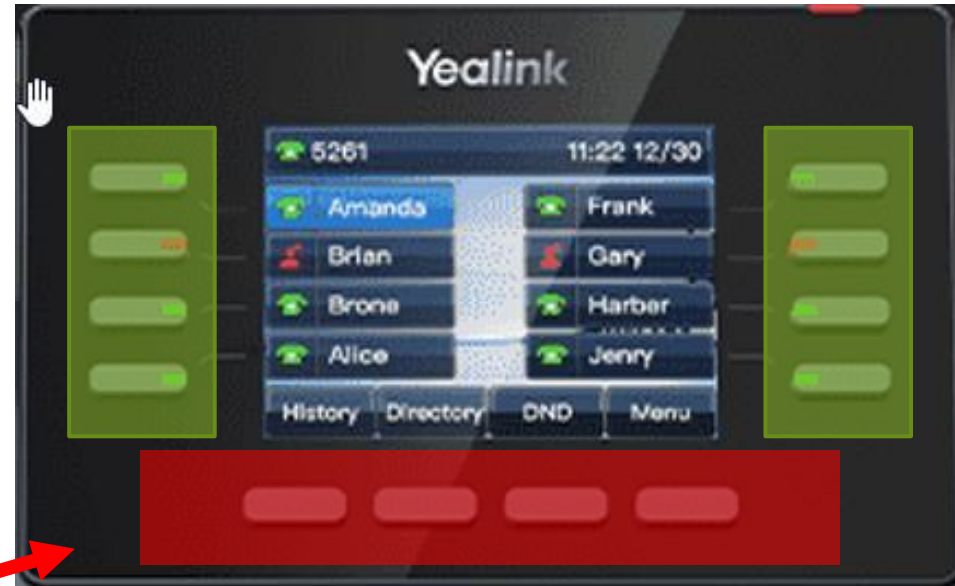
Status Indicator Icons

Icons	Description	Icons	Description
	Wired network is unavailable		Phone Lock
	Wired network is unreachable		Missed Calls
	Speakerphone (hands-free) mode		Always Forward
	Busy Forward		No Answer Forward
	Handset mode		Recording starts successfully (Using a USB flash drive)
	Headset mode		Recording is paused (Using a USB flash drive)
	Voice Mail		Bluetooth mode is on
	Text Message		Bluetooth headset is both paired and connected
	Auto Answer		Bluetooth-enabled mobile phone is both paired and connected
	Do Not Disturb (DND)		Wi-Fi connection is successful
	Phone Warning		Wi-Fi connection fails
	Keep Mute		Wi-Fi connection is unreachable
	Silent Mode		USB flash drive detected

DeskPhone Button Functions

BLFs or Busy Lamp Fields are keys on the phone which are typically used for displaying other handsets in the office and their status. For example, if a BLF/handset is on a call, the BLF will be red instead of green indicating the phone is in use. They are also used when transferring calls or calling internally.

Softkeys are the main action keys displaying available options depending on the current function you are performing. These keys are shown in the lower section of the screen, with 4 available options.



If you have a lot of users in the firm, you will be able to “scroll” through the list of BLF keys by pressing the last button (bottom right) of the BLF keys, switching to different “pages” on the handset.

DeskPhone Button Functions

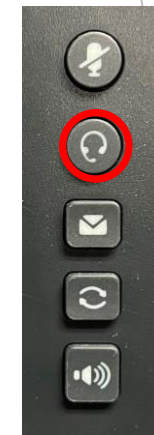
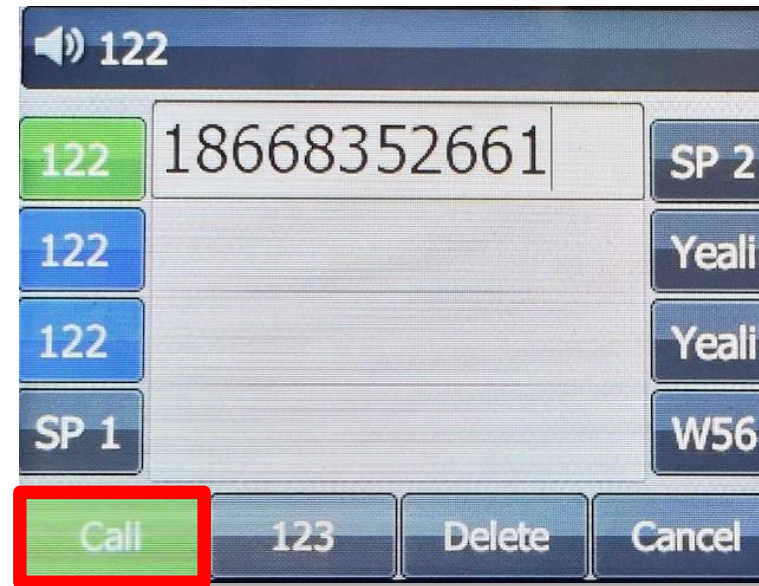
Voicemail Status Indicator

The top righthand section of the phone screen will display the status of voicemail. The LED lamp will light red when a message is left in your voicemail box.



Call Functions - Making a call

- Pick up the **Handset** or press the **Speakerphone** button, then dial the number.
No need to press a "line" button or dial an access code for an outside line.
- After dialing, the phone will briefly pause, giving you time to delete and reenter a number if needed.
- To place the call immediately, press the "Call" softkey or the # key.
- To use a Headset, follow the same steps, but make sure the Headset button is selected (it usually lights green when enabled).



Call Functions - Holding & Transferring Calls

Call Hold

- Press the **Hold** button or the “**Hold**” softkey to place a caller on hold.
- To resume the call, press the **Hold** button or the “**Hold**” softkey again.

NOTE: The **Hold** feature is for temporarily holding **your call only**. It is **not** intended for moving a call to another phone or location. For that, use the **Park** feature (see next page).

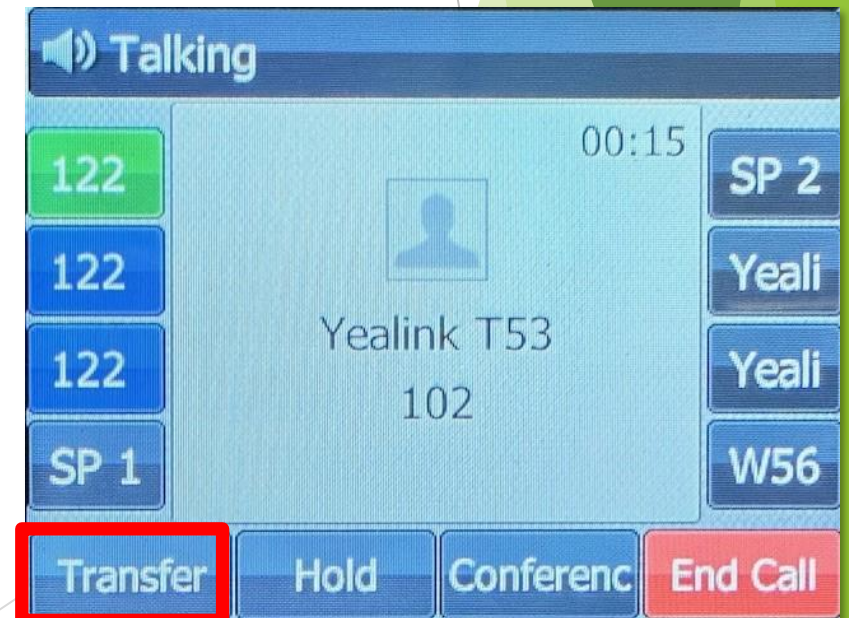
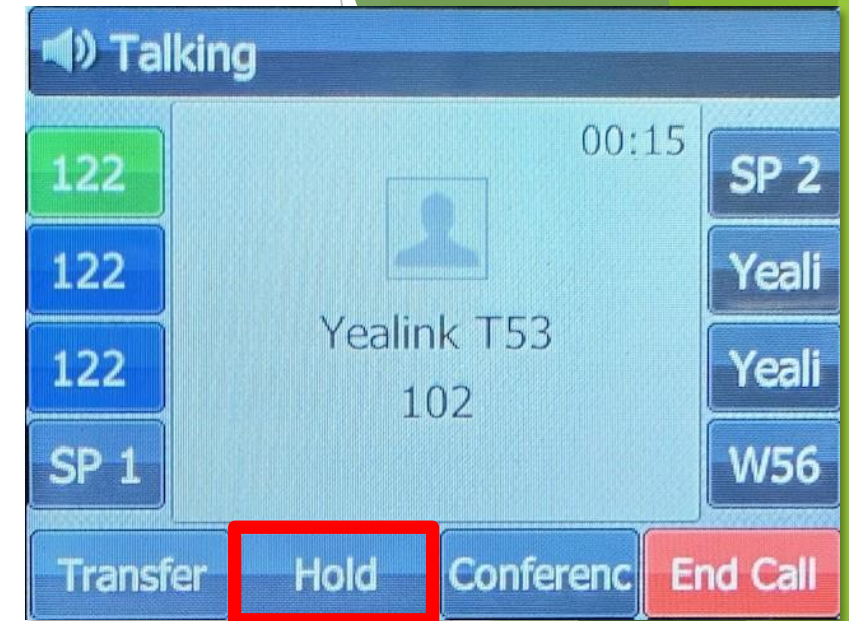
Call Transfers

Blind Transfer (no introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Press **Transfer** again or simply hang up to complete.

Attended Transfer (with introduction)

- Press the **Transfer** button or softkey.
- Dial the extension number.
- Wait for the person to answer, then announce the caller.
- If they accept the call, press **Transfer** or hang up to complete.
- If they decline, press the **flashing green line button** to return to the original caller.



Call Functions – Park & UnPark

Using Shared Park (SP1 / SP2)

The **Shared Park** feature allows you to place a call on *system hold* so it can be retrieved from **any phone** in the system.

Steps to Park a Call:

- While on the call, press the **SP1** button.

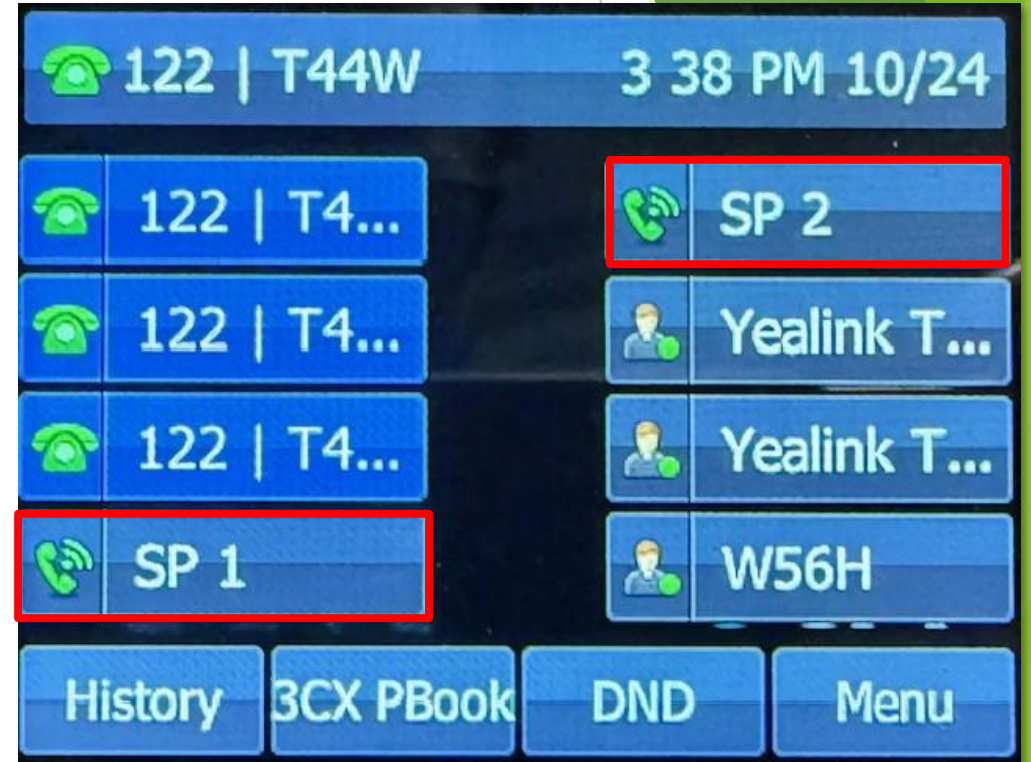
The button will change from **green** to **red**, indicating the call is parked.

⚠ *All phones with the **SP1** button will also light up red.*

- Page or call the intended recipient to notify them of the parked call (e.g., “Call parked on SP1”).
- To retrieve the call, press the **red SP1** button.


The button will turn back to **green**, meaning the call is picked up and the park location is free again.

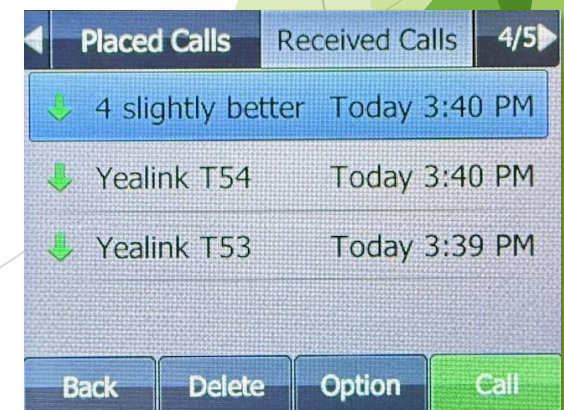
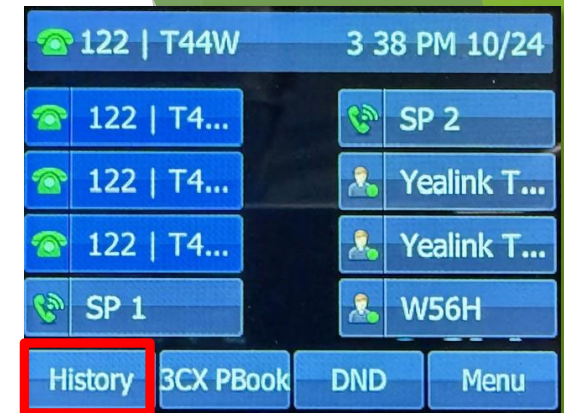
⚠ *Use **SP2** in the same way if **SP1** is already in use.*



Other Functions - Call History & Redial

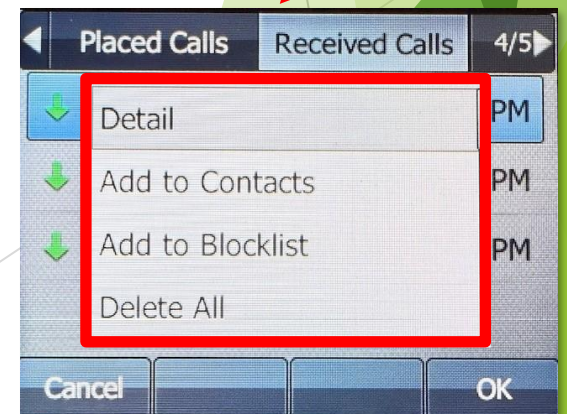
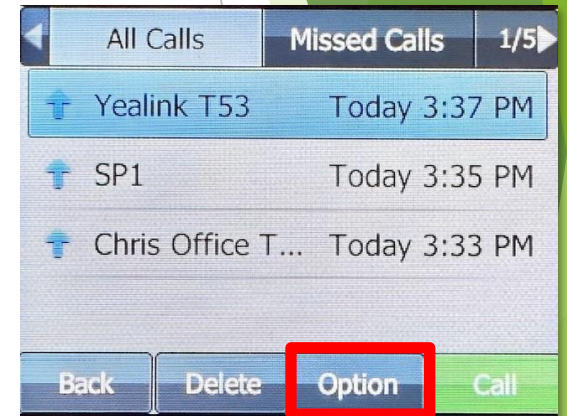
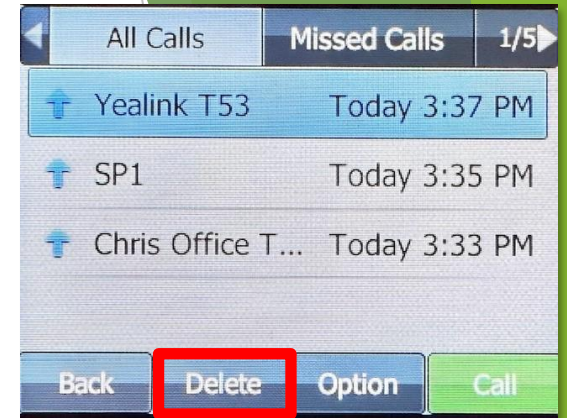
The History softkey gives you access to all calls that reached your extension as well as calls that were made from your phone. There are 5 categories accessible by pressing the left/right Navigation buttons.

- All Calls - *All calls made or received from the phone*
- Missed Calls - *A filtered list of calls unanswered on the phone*
- Placed Calls - *A filtered list of calls made from the phone. This can also be accessed by pressing the Redial button. → *
- Received Calls - *A filtered list of all calls received and answered on the phone*
- Forwarded Calls - *A filtered list of all calls received and forwarded to another destination. This field will only be populated when call forwarding is active on the extension.*
- Use the up/down navigation buttons to select an entry and press the “Call” softkey to place the call.



Other Functions - Call History & Redial

- To delete an entry in any log, select the call and press the “Delete” softkey, then press “OK” to confirm.
- Pressing the “Option” softkey reveals the following categories:
 - Detail- *Reveals all caller ID information received from the call, the time of the call and the duration of the call.*
 - Add to Contacts- *Allows you to add the caller entry to your local contacts. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete.*
 - Add to Blocklist- *Allows you to add the caller entry to your blocklist. You can edit the name and add additional numbers to the contact. Press the “Save” softkey to complete.*



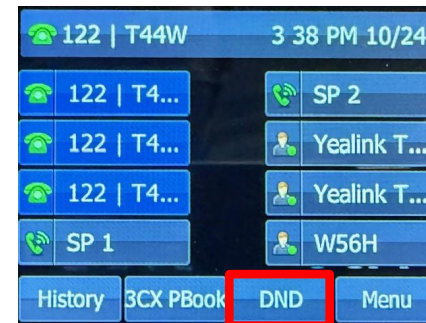
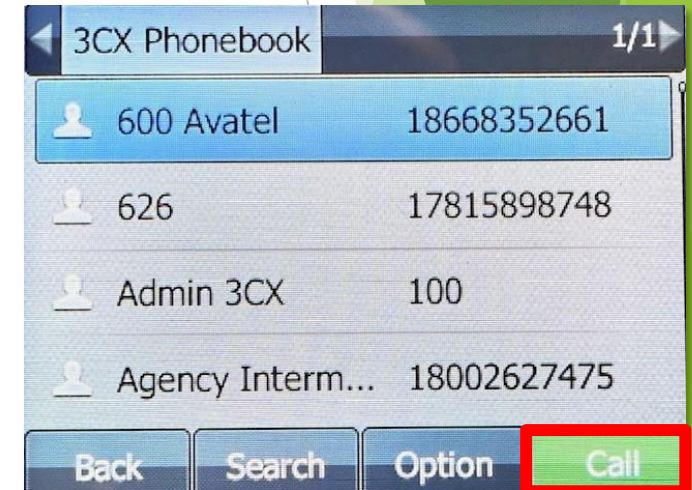
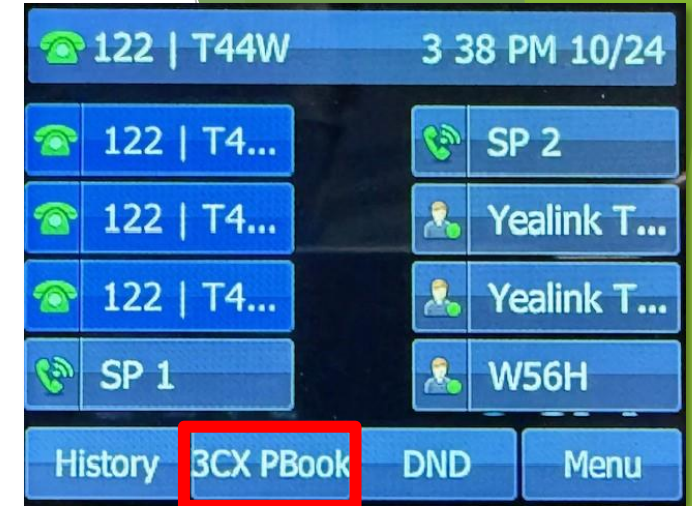
Other Functions - 3CX Pbook & DND

- The “3CX Pbook” (phone book) ONLY displays the internal directory of all extensions registered to the 3CX system. This can be used for calling other extensions in your office.
- Select the “3CX Phonebook” and press “Enter” or “OK” on the navigation buttons. Select the extension you wish to call and press the “Call” softkey.

Note: To add entries in the 3CX Pbook you will need to use 3CX WebClient.

TIP: When newly added contacts are added in the Webclient, press 3CX Pbook -> Options -> UPDATE. This will ensure you have the latest updated directory.

- The “DND” (do not disturb) softkey is an on/off button that changes your phone status to do not disturb. When turned on, all calls will go directly to your voicemail by default. Calls can also be redirected to another destination but requires customized programming on the 3CX system. *Please see your phone administrator for enabling this feature.*



Other Functions - Phone Directory

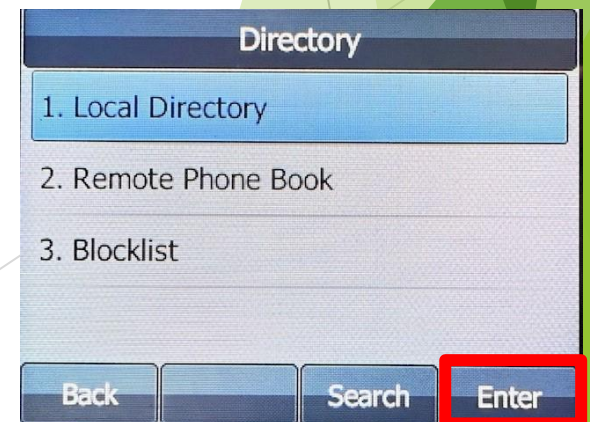
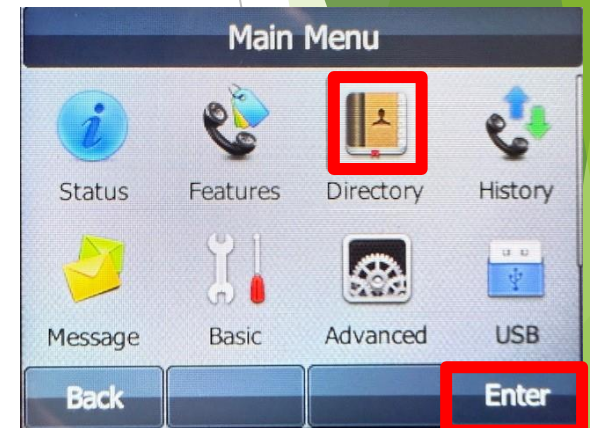
- Press the “Menu” softkey.
- Use the navigation buttons to select “Directory” and press the “Enter” softkey.

Directory reveals the following 3 categories:

- **Local Directory** - This selection gives you access to all personal contacts saved on your phone. Example...entries saved from your call history will be displayed in this section.
- **Remote Phonebook** - This selection gives you access to 3CX Phone book. This is the same destination as the 3CX Pbook softkey reviewed in the previous page.
- **Blocklist** - This selection gives you access to all blocklist entries added from your call history. You can add or delete contacts in this section.

! Note: Contacts saved in the **local directory** exist only on your individual phone and are **not stored in the 3CX system**. If your phone is replaced, notify the service team so your personal contacts can be transferred.

Best Practice: Use the **3CX Web Client** to enter company contacts. These are synced and accessible across all phones.



Other Functions - Voicemail

- Pressing the “Voicemail” button or dialing the *voicemail access code* (see below) will give you access to your mailbox and the voicemail system. If you have voicemail, the system will begin playing your messages automatically. You can control and access different parameters of the voicemail by pressing the following digits at any time:

NOTE: The voicemail system will prompt additional options once you select a section. Please follow the prompts after selection.

- Press * to play messages
- Press 1 to change profile status
- Press 4 to delete all read messages
- Press 5 to record name for the mailbox
- Press 6 to play mailbox information
- Press 7 to change mailbox pin
- Press 8 to record your greeting
- Press 9 to replay menu prompts
- Press # to exit voicemail

Greetings

- “0” Save
- “1” Re-Record
- “2” Verify

Play Sub-Menu

- “0” Plays next message
- “1” Plays previous message
- “2” Repeats message
- “3” Deletes message
- “4” Calls back the number
- “5” Forwards the message
- “9” Back to voicemail options
- “#” Exit Voicemail



Voicemail Access Code: Dial the appropriate code that matches your system extension setup.
2 digit ext. “99” 3 digit ext. “999” 4 digit ext. “9999”