One Talk T41P IP desk phone user guide

www.onetalk.com
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Welcome

The Verizon T41P IP desk phone is a stationary Voice-over-IP (VoIP) business phone with nine programmable line keys. The desk phone and the line keys support Verizon's integrated One Talk service features. The T41P features work the same way on your desk phone, smartphone and tablet computers. So wherever you are—at your desk or on the move—you never have to miss a call.

Initial setup

If your T41P desk phone was not connected and set up by your IT administrator, verify the following with your administrator:

1. You have a One Talk number.
2. Your user information has been updated in the One Talk Admin portal with your 911 address and email address.
3. Your number has been included in any business group features.

Connecting the phone to power and Ethernet

Power

You have two options for power: AC power (wall outlet) or Power over Ethernet (PoE). Your system administrator will advise you which one to use.

Network

Connect the included standard Ethernet cable (or other standard Ethernet cable) between the internet port on the phone and the port on the wall or on your PoE-capable switch/hub device.

Startup

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

Dynamic Host Configuration Protocol (DHCP)

The phone attempts to contact a DHCP server in your network to obtain valid IPv4 network settings by default.

Automatic Phone Initialization

When your One Talk phone is connected to the network and powered on, it will automatically start the initialization process. The LCD screen displays: Initializing, please wait during this process. The phone finishes the initialization by loading the saved configuration.

The desk phone is ready for use.

View E911 location information

Enhanced 911 (E911) is a location technology that enables emergency responders to know the geographical location of a caller who dials 911. Your One Talk service administrator will configure your location. Contact your administrator if your E911 address is missing or inaccurate.

Note: This device will not function unless an initial E911 address has been added.

To view your 911 address, press the Address line key to the right of the LCD screen.
# Getting to know your desk phone

## Hardware components

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 LCD screen  | Displays info about calls, messages, soft keys, time, date and other relevant data, such as:  
|               | - Caller ID  
|               | - Call duration  
|               | - Icons  
|               | - Missed call and second incoming caller information  
|               | - Prompt text |
| 2 Power indicator LED | Indicates the status of phone power and some phone features (such as whether they are on or off) |
| 3 Line keys   | Allows you to program them to activate up to three accounts and assign phone features to them |
| Mute key      | Toggles to indicate whether a feature is muted or not |
| 4 Headset key | Toggles and indicates whether the phone is in headset mode or not |
| Message key   | Accesses your Voice Mail messages |
| 5 Speakerphone key | Toggles you into hands-free speakerphone mode |
| 5 Volume key  | Adjusts the volume of the handset, headset, speaker and ringer |
| 6 Keypad      | Provides the digits, letters and special characters in context-sensitive applications |
| 8 Keypad      | Allows you to scroll through the displayed information |
| 8 OK          | Confirms actions or answers incoming calls |
| 8 X           | Cancels actions or rejects incoming calls |
| 9 Soft keys   | You can customize each as a shortcut to a specific feature |
Navigating the display

Indicators and notifications

LED light status:

**Power indicator LED**

<table>
<thead>
<tr>
<th>LED status indicator</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid red</td>
<td>The phone is initializing.</td>
</tr>
<tr>
<td>Fast flashing red</td>
<td>The phone is ringing or downloading configuration files.</td>
</tr>
<tr>
<td>Slow flashing red</td>
<td>The phone receives a Voice Mail.</td>
</tr>
<tr>
<td>Off</td>
<td>The phone is not in use</td>
</tr>
</tbody>
</table>

**Line key LED**

<table>
<thead>
<tr>
<th>LED status indicator</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The line is in use on current device.</td>
</tr>
<tr>
<td>Solid Red</td>
<td>The line in use but on another device.</td>
</tr>
<tr>
<td>Slow flashing red</td>
<td>The line has been placed on hold from another device.</td>
</tr>
<tr>
<td>Fast flashing green</td>
<td>The line receives an incoming call.</td>
</tr>
<tr>
<td>Slow flashing green</td>
<td>The call is placed on hold from current device.</td>
</tr>
<tr>
<td>Off</td>
<td>The line is inactive.</td>
</tr>
</tbody>
</table>

Customizing your desk phone

**About Basic settings**

Setup and preference options for the following can be found in the Basic settings menu:

- Language preferences
- Time and date
- Display settings
- Ringtone and keypad sound settings

**To access Basic settings:**
1. Press the Menu soft key while the phone is idle.
2. Use the navigation keys to navigate to Basic settings and press OK to select.

**Language preferences**

The default language of the phone's user interface is English.

**To change the language of the phone interface:**
1. Press the Menu soft key to open the main menu.
2. Use the navigation keys to navigate to and select Settings.
3. Use the navigation keys to navigate to and select Basic.
4. Use the navigation keys to navigate to and select Language.
5. Scroll to your preferred language, highlight and select it.

**Time and date**

Time and date are displayed in the middle of the status bar. You can also set your preferred formats for displaying time and date in the Time & Date settings page. The phone is defaulted to SNTP so as to synchronize the time zone with the provided 911 address.

**Navigate to the Time & Date settings page:**
1. Press the Menu soft key to open the main menu.
2. Select Settings.
3. Use the navigation keys to navigate to Basic settings and press OK to select.
4. Scroll to Time & Date and press OK to select.

**Configure time zone to synchronize with address entered in the admin portal (SNTP):**
1. From the Basic settings screen, highlight Time & Date and press OK.
2. Scroll to SNTP settings and press OK to select.
3. Press the Save soft key to accept the changes.

**Set time and date format preferences:**
1. From the Basic settings screen, scroll to Time & Date Format and press OK to select.
2. Scroll to Time & Date Format and press OK to select your preferred formats.
3. Scroll to select Hour, Clock or Date format.

To change the format, press to find, highlight and select desired format. Press the Save soft key to accept the changes.
Display settings

Change backlight duration.

You can set the time duration for the backlight of your desk phone as Always ON, Always OFF or several other options. For example, you can have your display switch to low-light mode after a period of inactivity. You can also turn off the backlight completely when inactive. To set backlight levels and duration of inactivity before switching to low light or turning the backlight off:

1. From Display settings, scroll to Backlight and press OK to select.
2. Scroll to Backlight Active Time and select one of the following: Always ON, Always OFF, 15 sec, 30 sec, 60 sec, 120 sec, 300 sec, 600 sec, 1800 sec to choose your preferred time.
3. Press Save.

Sound settings

Call volume

Press on the phone console to adjust the volume of the receiver when you are on a call (using the handset, speakerphone or headset).

Ringer volume

Press on the phone console to adjust the volume of the ringer when the phone is idle.

Ringtones

1. From Sound settings, scroll to Ringtone and press OK to select.
2. Highlight the desired line.
3. Press OK then select the desired ringtone and press Save. If there are multiple lines on the desk phone, you can elect to assign one ringtone for all lines by selecting Common AES or assign a different ringtone for each line.
4. Scroll to preview ringtone options and press the Save soft key to select.

Keypad tones (key tones)

Keypad tones, or key tones, give you the option of hearing sounds each time you depress a key on the keypad. To activate key tones:

1. From Sound settings, scroll to Key tones and highlight it to select it.
2. Use the Switch soft key to enable or disable Key tones, and press the Save soft key to accept the changes.

Line keys

Your T41P comes with nine configurable line keys. You can use them to create one-button speed dials for frequently dialed numbers. To view all lines, press the 1 2 3 Pages key on the idle screen to toggle to additional line key pages.

Speed dial configuration of a line key

To configure a speed dial key:
1. Press and hold an unused line key (for about five seconds).
2. Use or the Switch soft key to scroll through the type of line keys available until you locate Speed Dial.
3. Scroll to complete each of the following fields:
   - Account ID: Select the phone line to associate with this line key.
   - Label: Enter the name you would like displayed on the line key label.
   - Value: Enter the phone number you would like this line key to dial.
4. Press the Save soft key to accept your changes.

You can now use this line key to speed dial this contact.

Voice Mail setup

1. Press the Message key on the phone console.
2. Select your preferred language.
3. Create a four-digit passcode.
4. At the voice prompt, record your name.
5. Select a greeting, either personalized or standard.

See Voice Mail for more information.
Basic call features

Make outgoing calls.
From the handset:
Pick up the handset, enter the phone number and press the Send soft key.

Using the speakerphone:
With the handset on-hook, press enter the number and press the Send soft key.

From a headset:
With the headset connected, press to activate the headset mode, enter the number and press the Send soft key.

From your Call History:
1. Press the History soft key.
2. Press or to switch between All, Placed, Received, Missed and Forwarded call lists.
3. Press or to select the desired entry.
4. Press the Send soft key.

From your directory:
1. Press the Directory soft key.
2. Select the desired contact group and press the Enter soft key.
3. Press or to find and highlight the desired number.
4. Press the OK soft key to dial out the number.

Manage multiple lines.
The telephone number assigned to your desk phone gives you three different lines you can use to place and receive calls. Each line is represented by a line key with your One Talk number. You can use these lines to simultaneously hold three separate conversations or conference in up to six participants. To move between the lines, place the current one on hold and press the desired line.

Receive incoming calls.
When not already on a call:
Using the handset: Pick up the handset.

Using the speakerphone: Press.

Using the headset: Press.

While on a call or the line is otherwise in use:
Press the corresponding incoming line key to answer the call.

Alternatively, press Hold to place the current call on hold, then press Answer to pick up the incoming call. Or press Ignore to trigger your Call Forwarding preferences.

You can also activate Do Not Disturb (DND) mode to ignore the incoming calls without ringing your phone by pressing the DND soft key.

Ignore a call.
Press Ignore during an incoming call when you wish to trigger the call forwarding options you configured for Call Forward Busy or Call Forward No Answer.

End a call.
Using the handset:
1. Press the End Call soft key
2. Hang up the handset.

Using the speakerphone:
Press the End Call soft key.

Using the headset:
Press the End Call soft key.

Hold a call.
Press the Hold soft key during a live call.

Resume a call.
If there is only one call on hold, press the Resume soft key.

If there is more than one call on hold, press or to select the desired call, then press the Resume soft key.

Mute/unmute your phone’s microphone.
Press during a call.

Redial.
1. Press to enter the placed call list.
2. Press or to select the desired entry.
3. Press or the Send soft key.

Redial last number.
Press twice when the phone is idle to dial out the last dialed number.

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<th>Function</th>
<th>Quick access code</th>
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<tbody>
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<td>*98</td>
</tr>
<tr>
<td>Direct Transfer to Voice Mail</td>
<td>*55</td>
</tr>
</tbody>
</table>
Block a call.
There are two ways to block incoming calls from ringing your phone:

- **Anonymous Call Rejection** blocks incoming calls that restrict the display of their outgoing caller ID information.
- **Blacklisting** allows you to specify contact names and Call History numbers from which you do not wish to receive calls.

Enable Anonymous Call Rejection:
1. Select the **Features** line key.
2. Scroll to navigate to and select **Anonymous Call Rejection**.
3. Press to turn the feature on or off.

Blacklist a contact:
**From your directory:**
1. Press the **Directory** soft key while the phone is idle.
2. Locate the contact you wish to blacklist by selecting **All Contacts** or the **Group** to which the contact belongs.
3. Use to navigate to the contact and press the **Options** soft key.
4. Select **Add to Blacklist**.

**From your Call History:**
1. Press the **History** soft key.
2. Select the caller you want to blacklist.
3. Select **Options**.
4. Select **Add** to blacklist the caller and press OK.
Remove a contact from a blacklist:
1. Press the **Menu** soft key while the phone is idle.
2. Press the **Directory** soft key, then press **Blacklist**.
3. Scroll **blacklist** to highlight the contact you wish to unblock and press **Options**.
4. Select **Add to Contacts** and press **OK** to accept the change.

---

**Bridge Line**

The One Talk Bridge Line feature lets you use your own desk phone to receive and place calls on behalf of other phone numbers. Incoming calls to those telephone numbers will ring on your desk phone, and you can use those other numbers to place calls directly from your own desk phone.

**Configure another phone number to your desk phone:**

Your organization's One Talk service administrator can configure bridged devices by logging into the My Business Verizon One Talk Admin Portal.

**Monitoring and answering a bridged line:**

1. When a call is made to a bridged line, it will appear on your screen.
2. Press the appropriate line key to answer the call. The monitored phone's status display will now show that the line is busy.

Once a call is answered on a bridged line, you will have access to the same features that are available on your own desk phone line.

**Call Barge**

Any bridged line or other device that shares a number with you can use the Call Barge feature to join a call in progress. Call Barge is especially useful for admins when it is urgent that a manager be reached immediately.

To use Call Barge, your service administrator must configure the barge function in the One Talk Admin Portal.

**Barge In on a call to your One Talk number or Bridge Line:**

1. Press and hold the **line key** in use for approximately five seconds.*
2. Press the **Barge In** soft key to barge in on the active call.

*The Line Key indicator will light steady green when the line is busy (on an active call).

---

**Set warning tone during Barge In:**

One Talk can be configured to notify you when another user barges in on a call. For more information, refer to the User Portal Guide or contact your systems administrator.

**Remote Group Pickup**

One Talk helps ensure that calls are answered by associating lines with groups such as company departments. If your administrator has assigned your line to a specific group, Remote Group Pickup enables you to remotely pick up a group member's ringing line from your own desk phone.

Dial **98** from your desk phone to remotely pick up a group member’s ringing line.
Call Forwarding
This feature allows incoming calls to automatically ring another phone number or to be sent directly to Voice Mail, depending on your preferences. The following options are available:

Call Forward Always
Forwards all calls made to your One Talk phone number to an alternative phone number. Calls can be forwarded to any domestic U.S. and 800 number.

Call Forward Busy
Forwards calls to an alternative number when your One Talk number is busy. Calls can be forwarded to any domestic U.S. and 800 number.

Call Forward No Answer
Forwards calls to an alternative phone number when there is no answer at your One Talk number.

Call Forward to Voice Mail
Automatically forwards calls made to your One Talk phone number to your Voice Mail box when one of your optional preferences above (Always, Busy, No Answer) is set.

To set forward-to phone number and configure Call Forwarding preferences:
1. Select the Features line key.
2. Scroll ▼ and select Call Forwarding
3. Scroll ▼ to find and select your forwarding preference (Always Forward, Busy Forward or No Answer Forward) and click OK.
4. Use the ▼ ▼ keys to enable/disable.
5. If enabling, scroll ▼ to Forward To: field and enter the number to which you want your calls forwarded.
6. When you are finished, select the Save button.

Call Move
If your One Talk number is shared with other devices, when you are on a live call, you can move from your desk phone to your mobile device or tablet and from your other devices to your desk phone without disconnecting.

Change phones:
1. Place the call on hold by pressing the Hold soft key.
2. On your mobile device, tap the Active Call icon then select Retrieve to continue the call.

Retrieve a call from your desk phone:
If you placed a call on hold from another device, the line key on your desk phone will be flashing red. To pick up the call, press the corresponding line key.

Caller Line ID Block
You can opt to place outgoing calls anonymously by pressing **67 prior to dialing. This will prevent your phone number or any other caller ID information from appearing on the recipient’s display.

Conference Calling
You can use any of your lines to hold a one-person conversation or a conference call. While on a call:

1. Press the Hold soft key during an active call. Then press New Line.
2. Enter the number of the second party, and then press the Send soft key.
3. Press the Conference soft key again when the second party answers. All parties are now joined in the conference.
4. Repeat steps 1 to 3 to hold up to a 6-way Conference Call.
Do Not Disturb
Rejects incoming calls automatically. If no other devices share the One Talk number, callers can be forwarded to Voice Mail when DND is enabled.
1. Select the button that is under DND on your phone display.
2. A DND icon will display at the top of the screen. Press the button under DND to toggle the feature on or off.

Transferring Calls
You may transfer an active call to any other phone number (it does not have to be a One Talk number). There are three transfer options: Consultative Transfer, where you have an opportunity to speak with the called party before transferring the call for pickup; Direct Transfer, where the current active call is transferred with no dialog between you and the called party; and Direct Transfer to Voice Mail.

Consultative Transfer
While on a call:
1. Press the Transfer soft key; this will place the other party on hold.
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press Consult; you will be connected and can inform the called party of the pending transfer.
4. Press Transfer to complete.

Direct Transfer
While on a call:
1. Press the Transfer soft key; this will place the other party on hold.
2. Use the dial pad to enter the number (extension or 10-digit number).
3. Press Direct.

Direct Transfer to Voice Mail
Direct Transfer to Voice Mail enables you to transfer a call to someone else’s Voice Mail.
1. Press the Transfer soft key during an active call. This will place the call on hold.
2. Press **55 then enter the 10-digit phone number or extension to which you want to transfer the call.
3. Press the Direct soft key to complete the transfer.

Call History
Call History maintains a list of all calls that were missed, placed, received and forwarded. You can view your Call History, place a call, add a contact or delete entries from the Call History list. Call History can be accessed from the idle screen or main menu.

View Call History.
1. Select History soft key.
2. Scroll to navigate through the Call History.
3. When the desired phone call is highlighted, press one of the four soft keys beneath the screen to select your desired function: Back (to return to the previous menu), Delete, Options (Detail, Add to Contacts, Add to Blacklist), or Send (to call the number).
Delete an individual call log.

1. Tap the $\uparrow \downarrow$ keys to find and highlight the call log you wish to delete.
2. Select Delete.

Delete all or a subset of all call logs.

1. Tap the $\downarrow$ key.
2. Select Options.
3. Select Delete All.
4. Select OK.

Blacklist a number from your Call History/ remove a number from your Blacklist.

See Advanced Call Features > Block a call > Blacklist a call.

Contact management

The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1,000 contacts and 48 groups in your phone’s local directory. You can add new groups and contacts; edit, delete or search for a contact; and dial a contact number directly from the local directory. Contacts can also be moved between groups.

Local Directory

Add a contact:

1. Press the Directory soft key when the phone is idle, and then press All Contacts.
2. Scroll $\uparrow \downarrow$ to navigate to the desired directory group and select OK.
3. Press the Add soft key to add a contact.
4. Enter a unique contact name in the Name field and contact numbers in the corresponding fields.
5. Use the $\uparrow$ key to enter other information (work number, mobile number, etc.).
6. Press the Add soft key to accept the change.

Search for a contact:

1. Press the Directory soft key.
2. Select All Contacts.
3. Press the Search soft key.
4. Use the key pad to enter name.
Edit a contact:
1. Press the Directory soft key when the phone is idle, and then select All Contacts.
2. Highlight the contact you wish to edit.
3. Press the Options soft key and select Detail from the prompt list.
4. Edit the contact information using the to select the desired contact fields you wish to change.
5. Press the Save soft key to accept the change(s).

Delete a contact:
1. Press the Directory soft key when the phone is idle, and then press All Contacts.
2. Highlight the contact you wish to delete.
3. Press the Options soft key and select Delete from the prompt list.
4. Press the soft key when the LCD screen prompts, Delete selected item?

Blacklist a contact from your directory:
See Advanced Calling Features > Block a call > Blacklist a contact from your directory.
Remove contact from Blacklist:
1. Press Menu and then the Directory soft key.
2. Select the Blacklist folder.
3. Select Options.
4. Highlight Add to Contacts and tap the OK soft key.
5. Highlight Move selected to contacts and tap the OK soft key.

Groups
Groups are a great way to organize large lists of contacts, such as by function or department. Groups help you more quickly find the individual(s) you need to reach. You can even assign each group its own distinctive ringtone. You can edit, delete and blacklist group contacts and move contacts to different groups.

Create a group:
1. Press the Directory soft key.
2. Select Add Group.
3. Using the keypad, enter a group name.
4. Use the ↑ key to scroll to and select a ringtone to assign to the group (if desired).
5. Once you are finished editing, select Add.

Delete a group:
1. Press the Directory soft key.
2. Select the desired contact group.
3. Press the Option soft key and then select Delete from the prompt list.
4. Press the OK soft key to confirm the deletion or the Cancel soft key to cancel.

Assign a contact to a group:
1. Press the Directory soft key, then press All Contacts or the Group to which the contact belongs.
2. Scroll ↑↓ to highlight the contact you wish to edit.
3. Press the Options soft key and select Detail from the prompt list.
4. Scroll ↑↓ to Group field and ↑↓ to select the desired group.
5. Press the Save soft key to accept the changes.
Move a contact to a different group:
1. Press the Directory soft key, then press All Contacts or the Group to which the contact belongs.
2. Scroll to highlight the contact you wish to move, then press Options.
3. Press Detail, select a different group, and press Assign to Group.

Remove a contact from a Blacklist:
1. Press the Menu soft key while the phone is idle.
2. Press the Directory soft key, then press Blacklist.
3. Scroll to highlight the contact you wish to unblock and press Options.
4. Select Add to Contacts and press to accept the change.

Voice Mail
Retrieve Voice Mail messages
Press the message button on the desk phone console.
System status, troubleshooting and other settings

Check phone status.
1. Press Menu soft key.
2. Scroll ▲ ▼ to navigate to and select Status. Basic info will appear: IP Address, MAC Address, Firmware Version.
3. Select More to see other information: Network (IPv4 and MAC addresses), Phone (configuration information, product ID and MAC address); and Account information (number of the phone and accounts associated with it).
4. Scroll ▲ ▼ to navigate to and select the info you would like to view and select OK.

Reboot or reset phone.
These are advanced settings for administrators only and require an admin password. The default password is “admin.”
Navigate to the Advanced Settings page:
1. Press the Menu soft key to open the main menu.
2. Use the ▲ ▼ △ ▴ keys to navigate to Settings and press OK to select.
3. Select Advanced and press OK to select.
4. Enter administrator password and the OK soft key to confirm.

Reboot phone:
1. From Advanced Settings, scroll ▼ to Reset & Reboot and press OK to select.
2. Scroll ▼ to Reboot and press OK to select.
3. Press the OK soft key to confirm.
Note: Alternatively you can press and hold the X below the ▼ key for 10 seconds and then press OK to confirm the reboot.
Reset phone to factory settings:
1. From Advanced Settings, scroll to Reset & Reboot and press OK.
2. Select Reset to factory settings and press OK.
3. Scroll to your desired reset option: Full Reset, Reset Configuration, User Data Reset.

ABOUT YOUR OPTIONS:

Full reset: Clears the configuration and the user-specific data and settings (address book, speed dials, blacklist, ringtone, backlight, etc.).

Configuration reset: Removes all information related to the account (number, registration information, etc.), but keeps the user-specific data and settings untouched.

User data reset: Keeps the account untouched and removes only the user-specific data and settings.

4. Select your preferred option and press the Save soft key to select.
5. Press the OK soft key when asked to confirm.

Features

Accessibility
• PoE support

Display and input
• Six line keys (three-page view)
• Dual-color (red or green) illuminated LEDs
• Illuminated Mute, Headset, Hands-Free speakerphone keys

Network
• Advanced Calling (HD Voice)

Technology
• Dual Port Gigabit Ethernet
• IPv6
• SIP v1 (RFC2543), v2 (RFC3261)
• Supports Bridging that allows T41P, T46G, T46GW and T49G to monitor incoming calls
• Transport Layer Security (TLS)
• Yealink Optima HD voice

Applications and software
• One Talk Compatible

Form factor
• 1XRJ12 (6P6C) EHS port
• 1xRJ9 (4P4C) handset port
• 1xRJ9 (4P4C) headset port
• 2 x RJ45 10/100M Ethernet ports
• Desk phone
• Integrated stand with two adjustable angles
• Message Waiting Indicator (MWI)
• Power over Ethernet (IEEE 802.3af), Class 2
• Wall mountable

Product
• Full-duplex, hands-free speakerphone with AEC
• Mute, Auto Answer, Do Not Disturb
• Set date/time manually or automatically

Tools
• Caller ID with Name
• Speed Dialing
# One Talk — T41P IP desk phone guide

## Accessibility features

### For hearing-impaired users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustable ringtone and volume</td>
<td>Choice of a variety of ringtones. Volume of the ringer can also be changed to suit needs.</td>
</tr>
<tr>
<td>Adjustable call volume</td>
<td>While on a call, raise or lower the volume of the voice on the far end and of other phone sounds heard.</td>
</tr>
<tr>
<td>Visual notifications</td>
<td>Indicators on the phone screen, such as flashing bars or icons, indicate when calls are incoming or outgoing, or if a call is active or held. Indicators can also indicate phone status and if certain features are activated.</td>
</tr>
<tr>
<td>Electronic hookswitch support</td>
<td>When using a headset that supports electronic hookswitch (EHS), controls on the headset can answer and end calls. In addition, call volume can be controlled and calls may be able to be muted from the headset.</td>
</tr>
<tr>
<td>Headset memory mode</td>
<td>Headset can be set up to take all calls.</td>
</tr>
<tr>
<td>Hearing-aid compatible (HAC) handsets</td>
<td>The standard handset of Yealink phone isn’t fully compatible with HAC. If customers have HAC requirement, Verizon can ship the additional handset to replace only the current standard handset of the phone.</td>
</tr>
<tr>
<td>TTY support</td>
<td>Yealink phones support commercial TTY devices (for example, Ultratec Superprint).</td>
</tr>
</tbody>
</table>
| Visual Message Waiting Indicator (MWI) | • An indicator light on the phone indicates that new messages are waiting. Icons on the phone screen also indicate that the phone has new messages.  
  • At launch, Voice Mail Indicator always shows “1”. See Known Issues for more information. |

### For vision-impaired and blind users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustable backlight settings</td>
<td>Change the backlight setting of the screen by adjusting backlight settings.</td>
</tr>
<tr>
<td>Tactile five-key with raised bumps</td>
<td>The five-key has bumps that let user easily discern the position of other keys on the keypad.</td>
</tr>
<tr>
<td>Large keys</td>
<td>Large keys on the phone console enable easy access to phone features and functions.</td>
</tr>
<tr>
<td>Physical line keys</td>
<td>Yealink phones have physical line keys to answer and end calls.</td>
</tr>
<tr>
<td>Variety of feature keys to press</td>
<td>Many features on Yealink phones are accessible by pressing feature keys on the phone console.</td>
</tr>
<tr>
<td>Tactile-discernible number, feature and navigation keys</td>
<td>Keys on the phone console are easily discernible by their size and shape.</td>
</tr>
<tr>
<td>Illuminated feature keys</td>
<td>Many feature keys are illuminated when activated, providing alerts when a feature is enabled.</td>
</tr>
</tbody>
</table>

### For mobility-impaired users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-answer</td>
<td>Yealink phones can auto-answer calls, so users don’t have to lift a handset, push a button or tap a key to answer a call. If this feature is enabled, phone will automatically answer incoming calls using the speakerphone.</td>
</tr>
<tr>
<td>Dedicated headset jack that enables the auto-answer function</td>
<td>Headset can be set up to take all calls.</td>
</tr>
<tr>
<td>Touchscreen</td>
<td>Certain Yealink phone have large touchscreens to tap, swipe and press to perform phone functions and activate features.</td>
</tr>
<tr>
<td>Built-in speakerphone</td>
<td>A built-in speakerphone allows users to use the phone without having to use a handset or headset.</td>
</tr>
<tr>
<td>Adjustable phone stand</td>
<td>Yealink phones have adjustable stands, so the phone can sit at a comfortable angle on the desktop.</td>
</tr>
</tbody>
</table>

## Compatible accessories

<table>
<thead>
<tr>
<th>EHS36</th>
<th>EHS36 IP Phone Wireless Headset Adapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>T41PWMB</td>
<td>T41P Wall Mount Bracket</td>
</tr>
<tr>
<td>PSSV1200</td>
<td>T41P Power Supply</td>
</tr>
<tr>
<td>CORD</td>
<td>Replacement Handset Cord</td>
</tr>
<tr>
<td>T41PHS</td>
<td>T41P Replacement Handset</td>
</tr>
<tr>
<td>See options at Verizon Wireless</td>
<td>Headsets</td>
</tr>
</tbody>
</table>
Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed.
2. If liquid has been spilled into the product.
3. If the product has been exposed to rain or water.
4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

WEEE warning
To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Customer feedback
We are striving to improve our documentation quality, and we appreciate your feedback. Email your opinions and comments to DocsFeedback@yealink.com.

GNU GPL information
Yealink SIP VP-T49G IP phone firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online: http://www.yealink.com/GPLOpenSource.

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Important 911 emergency response information
If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact us if your registered location is not accurate.

Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.
Declaration of conformity
Hereby, Yealink Network Technology CO., LTD. declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC. You can find the CE and FCC information from the label on the back of the IP phone.

CE mark warning
This device is marked with the CE mark in compliance with R&TTE Directive 1999/5/EC.

Part 15 FCC Rules
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Important safety precautions
Please read the following important safety notices and instructions before installing or using the product.

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Important safety precautions
Please read the following important safety notices and instructions before installing or using the product.

1. Follow all warnings and instructions marked on the product.
2. Unplug this product from the wall outlet before cleaning.
3. Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning.
4. Do not use this product near water.
5. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
8. Never spill liquid of any kind into or onto the product.
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks.
10. Refer all questions regarding servicing of this product to qualified service personnel.

Danger–electric shock and fire
Electric current from power, telephone, and communication cables is hazardous, and could result in electric shock and/or fire.

Learn more.
For more information, visit www.onetalk.com
T41 desk phone navigation guide
(soft key menu A)

This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.
T41 desk phone navigation guide
(soft key menu B)

This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.
One Talk–capable desk phone must be purchased from Verizon to support some of these features. Features available on select phones. Activation of the One Talk feature and broadband connection is required. Network details & coverage maps at vzw.com. © 2017 Verizon. US04100317