TPG BizPhone

Standard T42G IP Phone
User Guide

Contents

Getting Started

Welcome to your TPG BizPhone service!

If this is the first time you are using the TPG BizPhone Standard T42G handset, please first refer to the TPG BizPhone T42G Quick Startup Guide to assemble and start up your handset. The BizPhone Quick Startup Guide is available on your Online Portal: *https://frontier.tpg.com.au/*

Topic includes:

- Packaging Contents
- Assembling the Phone
- Startup the Phone
- Basic Handset Settings
- Basic Call Features

If you require additional assistance to your new handset, please contact your assigned System Administrator.

Overview

Hardware Component Instructions

The main hardware of the BizPhone StandardT42G IP phone are the LCD screen and the Keypad.
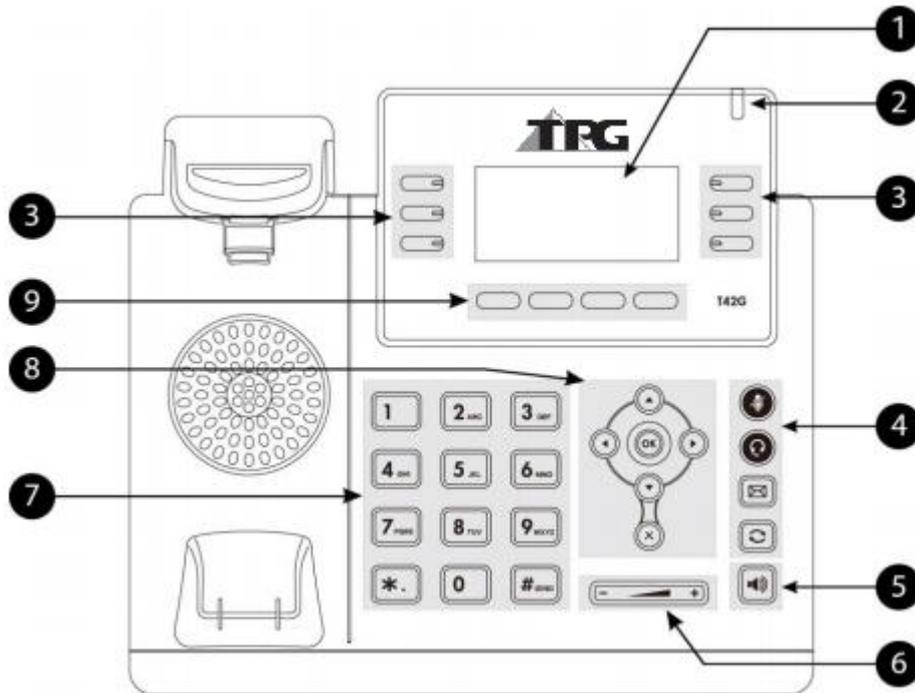
Hardware component instructions of the BizPhone Standard T42G IP phone are:

	Item	Description
❶	LCD Screen	Shows information about call, messages, soft keys, time, date and other relevant data: • Call information – Caller ID, Call Duration • Icons (for example, **DND**) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
❷	Power Indicator LED	Indicates phone power and some feature statuses.
❸	Line Keys	Use these keys to activate up to three accounts and assign various features.
❹	Mute Key	Toggles and indicates mute feature.
	Headset Key	Toggles and indicates the headset mode.
	Message Key	Accesses voice mails.
	Redial Key	Redials a previously dialled number.
❺	Speakerphone Key	Toggles the hands-free speakerphone mode.
❻	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
❼	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
❽	◄ ► ▲ ▼	Scroll through the displayed information.
	OK	Confirms actions or answers incoming calls.

	(×)	Confirms actions or rejects incoming calls.
❾	Soft Keys	Label automatically to identify their context-sensitive features.

Icon Instructions

Below are the description of the icons that might appear on the LCD Screen.

Icon	Description
	Network is unavailable
	Registered successfully
	Register failed
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
⊙⊙	Voice Mail
AA	Auto Answer
DND	Do Not Disturb
	Call Hold
	Call Mute
	Ringer volume is 0
	Keypad lock
2ab	Alphanumeric input mode
123	Numeric input mode
abc	Multi-lingual lowercase letters input mode
ABC	Multi-lingual uppercase letters input mode
Abc	Multi-lingual uppercase and lowercase letters input mode
	Call Forward/Forwarded Calls
	Missed Calls

↘	Received Calls
↖	Place Calls

LED Instructions

Power Indicator LED

LED Status	Description
Solid Red	The phone is initialising.
Fast Flashing Red	The phone is ringing.
Slow Flashing Red	The phone receives a voicemail.
Off	The phone is powered off, powered on or idle.

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.
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 Green	The monitored user is idle.
Fast Flashing Green (200ms)	The monitored user receives an incoming call.
Slow Flashing Green (500ms)	The monitored user is dialing. The monitored user is talking. The monitored user's conversation is placed on hold.
Slow Flashing Green (1s)	The call is park against the monitored user's phone number.
Off	The monitored user does not exist.

Customising Your Phone

General Settings

Backlight

You can configure the backlight to adjust the brightness of the LCD screen. Backlight on the LCD screen can be configured from the following options:

- Always On: Backlight is on permanently.
- 15s, 30s, 60s, 120s, 300s, 600s or 1800s: Backlight is turned off when the phone is inactive after the designated time (in seconds).

To configure the backlight on your phone:

1. Press **Menu** -> **Settings** -> **Basic Settings** -> **Display** -> **Backlight.**
2. Press ⊙ or ⊙ , or the **Switch** soft key to select the desired value from the **Backlight Time** field.

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

Language

The default language of the phone user interface is English.

To change the language on your phone:

1. Press **Menu** -> **Settings** -> **Basic Settings** -> **Language**.
2. Press ⊙ or ⊙ to select the desired language.
3. Press the **Save** soft key to accept the change. Text displayed on the phone user interface will change to the selected language.

Time & Date

The time and date are displayed on the LCD screen when the phone is idle. You can configure the date and time manually via the phone interface.

To configure the time and date manually on your phone:

1. Press **Menu** -> **Settings** -> **Basic Settings** -> **Time & Date** -> **Manual Settings.**
2. Enter the specific time and date.

```
1. Date(YMD):  14  -  12  -  17
2. Time(HMS):  17  :  05  :  25

Back                          Save
```
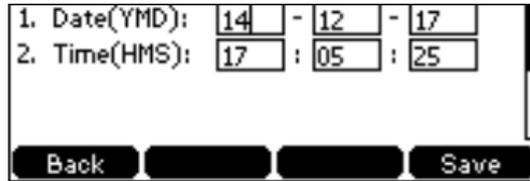
3. Press the **Save** soft key to accept the change. The time and date displayed on the LCD screen will change accordingly.

To configure the time and date format on your phone:

1. Press **Menu** -> **Settings** -> **Basic Settings** -> **Time & Date** -> **Time & Date Format.**
2. Press ⊙ or ⊙ , or the **Switch** soft key to select the desired time format (12 Hour or 24 Hour) from the **Time Format** field

```
————Time & Date Format————

1. Time Format:
24 Hour                      ◀▶

Back              Switch    Save
```
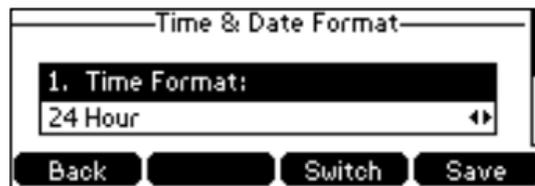
3. Press ⊙ or ⊙ , or the **Switch** soft key to select the desired date format from the **Date Format** field.
4. Press the **Save** soft key to accept the change or **Back** to cancel.

There are 7 available date formats:

Date Format	Example (2014-7-26)
WWW MMM DD	Sat Jul 26
DD-MMM-YY	26-Jul-14
YYYY-MM-DD	2014-07-26
DD/MM/YYYY	26/07/2014
MM/DD/YY	07/26/14
DD MMM YYYY	26 Jul 2014
WWW DD MMM	Sat 26 Jul

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 engaged audio devices (handset, speakerphone or headset) when the phone is in use.

To adjust the volume when the phone is idle: Press ⊟────⊞ to adjust the ringer volume.

To adjust the volume when the phone is during a call: Press ⊟────⊞ to adjust the volume of currently engaged audio device (handset, speakerphone or headset).

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbour's.

To select a ring tone for your phone:

1. Press **Menu** -> **Settings** -> **Basic Settings** -> **Sound** -> **Ring Tones** -> **Common.**
2. Press ⌃ or ⌄ to select the desired ring tone.

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

Contact Management

Directory

To view the directory on your phone:
Press the **Directory** soft key when the phone is idle. The LCD screen displays the enabled list(s) in the directory.

```
1. Local Directory
2. Remote Phone Book


   Back                        Enter
```

If there is only one list in the directory, press the **Directory** soft key to enter this list directly.

Local Directory

Adding Groups

To add a group to a Local Directory:
1. Press the **Directory** soft key.
   The IP Phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

```
1. All Contacts
2. Company
3. Family
4. Friend
   Back     Add    Search    Enter
```

   If the Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the Local Directory.

2. Press the **Add** soft key.

3. Enter the desired group name in the **Name** field.

```
            Add Group
   Name:
   Sale
   Back     Abc     Delete    Save
```

4. Press ⊙ or ⊙, or the **Switch** soft key to select the desired ring tone from the **Ring** field.
   If **Auto** is selected, this group will use the ring tone specified for the contact.

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

Editing Groups

To edit group in the local directory:

1. Press the **Directory** soft key.
    The IP Phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

    If the Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the Local Directory.

2. Select the desired contact group.

3. Press the **Option** soft key and then select **Detail** from the prompt list.

4. Press ⌃ or ⌄ to highlight the group information and then edit.

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

Deleting Groups

To delete a group from the local directory:

1. Press the **Directory** soft key.
    The IP Phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

    If the Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the Local Directory.

2. Select the desired contact group.
3. Press the **Option** soft key and then select **Delete** from the prompt list. The LCD screen prompts the following warning.

4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.
    You can also delete all groups from the local directory by pressing the **Option** soft key and then select **Delete All**.

Adding Contacts

Adding Contacts Manually
To add a contact to a local directory manually:

1.   Press the **Directory** soft key.
     The IP Phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

     If the Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the Local Directory.
2.   Select the desired contact group and press the **Enter** soft key.
3.   Press the **Add** soft key.
4.   Enter the name and the office, mobile or other numbers in the corresponding fields.

```
┌─────────────Add Contact─────────────┐
│                                      │
│ Name:                                │
│ Kim                                  │
│                                      │
│   Back      Abc     Delete    Save   │
└──────────────────────────────────────┘
```

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

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

Adding Contacts from Call History
To add a contact to a local directory from 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.

```
┌────────────────────────────────────┐
│ Detail                             │
│ Add to Contacts                    │
│ Add To Blacklist                   │
│ Delete All                         │
│  Cancel                      OK    │
└────────────────────────────────────┘
```

4.   Enter the contact name.

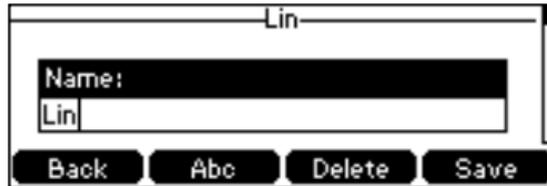5.   Press the **Save** soft key to accept the change.

<u>Editing Contacts</u>
To edit a contact in the local directory:

1. Press the **Directory** soft key.
   The IP Phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

   If the Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the Local Directory.

2. Select the desired contact group and press the **Enter** soft key.

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.

<u>Deleting Contacts</u>
To delete a contact from the local directory:

1. Press the **Directory** soft key.
   The IP Phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

   If the Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the Local Directory.

2. Select the desired contact group and press the **Enter** soft key.

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 deletion or the **Cancel** soft key to cancel.

You can also delete all contacts by pressing the **Option** soft key, and then select **Delete All**.

Blacklist

The build-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts and add, edit, delete or even call a contact in the blacklist directory. Incoming calls from blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory 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 the **Add** soft key to accept the change or the **Back** soft key to cancel.

To add a contact to the blacklist directory from the local directory:
1. Press the **Directory** soft key.
   The IP Phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

   If the Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the Local Directory.

2. Select the desired contact group and press the **Enter** soft key.

3. Press ⌃ or ⌄ to highlight the desired contact.

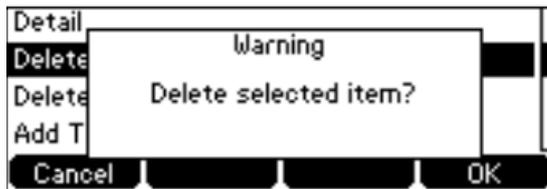4. Press the **Option** soft key, and then select **Add to Blacklist** from the prompt list
   The LCD screen prompts "Move selected to Blacklist?".
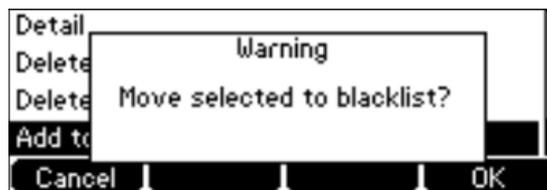
5. Press the **OK** soft key to confirm the setting.

Call History Management

The T42G IP phone maintains call history call history lists of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Call history lists support up to 400 entries. You can view call history, place a call, add a contact or delete an entry from the call history list. Call History feature is enabled by default.

To view Call History:
1. Press the **History** soft key.
    The LCD screen displays all call records.

2. Press (‹) or (›) to switch between all, placed, received, missed and forwarded call lists.
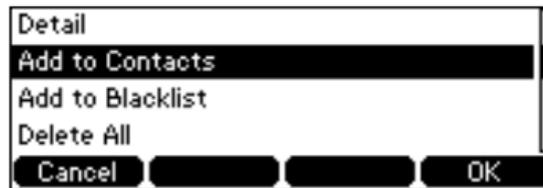
3. Press (˄) or (˅) to select the desired entry.

4. Press the **Option** soft key, and then select **Detail** from the prompt list.
    The detailed information of the entry appears on the LCD screen.

To add a contact to the Local Directory (or Blacklist) from the Call History list:
1. Press the **History** soft key.
    The LCD screen displays all call records.

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 **Option** soft key, and then select **Add to Contacts** (**Add to Blacklist**) from the prompt list.

```
Detail
Add to Contacts
Add to Blacklist
Delete All
 Cancel              OK
```

5. Enter the desired values in the corresponding fields.

6. Press the **Save** soft key to accept the change.

To delete an entry from the Call History list:
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 **Delete** soft key.

To delete all entries from the Call History list:

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

2. Press ⊙ or ⊙ to switch between all, placed, received, missed and forwarded call lists.

3. Press the **Option** soft key, and then select **Delete All** from the prompt list.

4. Press the **OK** soft key.
    The LCD screen prompts "Delete all the call records?".
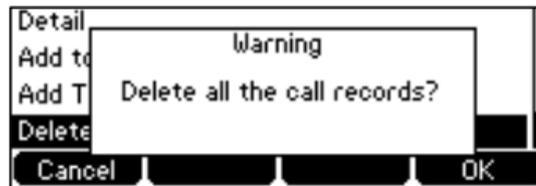
Basic Call Features

Placing Calls

You can place a call in three ways using your Standard T42G IP phone:
- Using the handset
- Using the speakerphone
- Using the headset

You can place a call by dialling the number first or search and dial from call history or local directory. During a call, you can alternate between handset, speakerphone, or headset mode by picking up the handset or pressing the speakerphone or the headset key.

To place call using the handset:
1. Pick up the handset.
2. Enter the desired number using the keypad.
3. Press (ok) or the SEND softkey.

To place call using the speakerphone:
1. With the handset on-hook, press 🔊 to obtain a dial tone.
2. Enter the desired number using the keypad.
3. Press (ok) or the SEND softkey.

OR

1. With the handset on-hook, enter the desired number using the keypad.
2. Press 🔊 , (ok) or the SEND softkey.

To place call using the headset:
1. With the optional headset connected, press 🎧 to activate the headset mode.
2. Press the line key to obtain a dial tone.
3. Enter the desired number using the keypad.
4. Press (ok) or the SEND softkey.

The call duration is visible on the LCD screen.

```
 📞1001   Talking
                  1007
                  00:15
  Tran     Hold    Conf    Cancel
```

Placing Calls from Local Directory

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

1. Press the **Directory** soft key.

   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default. If Local Directory is removed from the directory, press **Menu** -> **Directory** -> **Local Directory** to enter the local directory.

2. Select the desired contact group and press the **Enter** soft key.

3. Press ⌃ or ⌄ to highlight the desired contact.

4. Do one of the following:

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

Placing Calls from Call History

To place a call from the Call History list:

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.s

4. Press the **Send** soft key.

Answering Calls

Answering when not in another call

You can answer a call in three ways when you are not in another call using your Standard T42G IP phone:
- Using the handset
- Using the speakerphone
- Using the headset

To answer call using the handset: Pick up the handset.

To answer call using the speakerphone:
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 call using the headset:
Do one of the following:

- Press 🎧 to activate the headset mode.

- 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 your 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.

Note: You can reject incoming calls by pressing the **Reject** soft key.

Call Duration for the active call will always appear on the LCD screen.

Ending Calls

To end a call:
- If you are using the handset, press the **End Call** soft key or hang up the handset.
- If you are using the headset, press the **End Call** soft key.
- If you are using the speakerphone, press 🔊 or the **End Call** soft key.

Note: When a call is placed on hold, you need to press the **Resume** soft key to resume the call and press ⊗ to end the call.

Redialling Numbers

To redial the last dialled number from your phone: Press ↻ twice. A call to your last dialled number is attempted.

To redial a previously dialled number from your phone:
1. Press ↻ when the phone is idle.
2. Press ⌃ or ⌄ to select the desired entry from the placed calls list.
3. Press ↻ or the **Send** soft key.

Call Mute

You can mute the microphone of the active audio device (handset, headset and speakerphone) during an active call so that the other party cannot hear you.

To mute a call: Press 🎤 during an active call. The LCD screen indicates that the call is now muted. The mute key LED illuminates solid red when the call is muted.

To un-mute a call: Press 🎤 again to un-mute the call. The mute key LED goes out.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold. When you place a call on hold, your BizPhone service may play music to the other party while waiting.

To place a call on Hold:
Press the **Hold** soft key during a call. The line key LED flashes green. The LCD screen indicates that the call is on hold.

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: Press the **Resume** soft key.

Multiple Calls on Hold

If multiple calls are placed on hold, do one of the following:

- Press ⌃ or ⌄ to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.
- Press the corresponding line key to retrieve the call.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. All calls you receive while DND is enabled are logged to your missed calls list.

To activate DND on your phone:
Press the **DND** soft key when the phone is idle. The **DND** icon on the idle screen indicates that DND is enabled. Incoming calls will be rejected automatically and the prompt message "n New Missed Call(s)" ("n" indicates the number of missed calls) will appear on the LCD screen and callers will receive a busy message.

Note: Do Not Disturb is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Call Forward

You can configure your phone to forward incoming calls to another party through static forwarding. You can also forward incoming calls while your phone is ringing (dynamic forwarding).

Static Forwarding

There are 3 types of Static Forwarding:
- Always Forward: Incoming calls are immediately forwarded.
- Busy Forward: Incoming calls are immediately forwarded if the phone is busy.
- No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

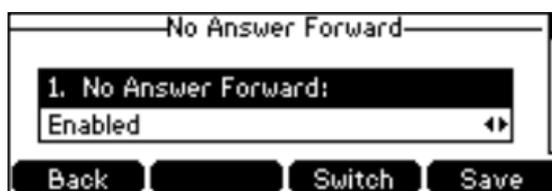**To enable Call Forward on your phone:**
1. Press **Menu** -> **Features** -> **Call Forward**.
2. Press ⌃ or ⌄ to select the desired forwarding type.
3. Press the **Enter** soft key.
4. Depending on your selection

    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 **Forward to** field.
    3) (Optional) Enter the always forward on 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 **Forward to** field.
    3) (Optional) Enter the busy forward on 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 **Forward to** field.

3) Press ⊙ or ⊙, or the **Switch** soft key to select the ring time to wait before forwarding from 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.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel. The ⌐→ icon on the idle screen indicates that the call forward is enabled.

To disable Call Forward on your phone:

1. Press **Menu** -> **Features** -> **Call Forward**.

2. Press ⊙ or ⊙ to select the desired forwarding type.

3. Press **Enter** soft key.

4. Press ⊙ or ⊙, or the **Switch** soft key to select **Disable** to disable the call forward.

5. Press the **Save** soft key to accept the change.

Note: Call Forward is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Dynamic Forwarding

To forward 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 (ok) or the **Send** soft key. The LCD prompts a call forward message.

Call Transfer

You can transfer a call to another party in one of 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 the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press 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 the **Transfer** soft key during a call.

2. Do one of the following:

   - Enter the number you want to transfer the call to.

   - Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact.

   - Press the **Directory** soft key, and then select **History**. Select the desired list and press ⌃ or ⌄ to select the entry.

3. Press ⓞⓚ to dial out.

4. Press the **Transfer** soft key to complete transfer when receiving ring back.

To perform an attended transfer:
1. Press the **Transfer** soft key during a call.

2. Do one of the following:
   - Enter the number you want to transfer the call to.
   - Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact.
   - Press the **Directory** soft key, and then select **History**. Select the desired list and press ⌃ or ⌄ to select the entry.

3. Press ⓞⓚ to dial out.

4. After the party answers the call, press 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.
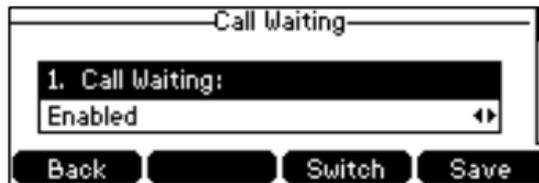
Call Waiting

You can enable or disable call waiting on the phone. If the call waiting is enabled, you can receive another call while there is already 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 on your phone:
1.   Press **Menu** -> **Features** -> **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.

Note: Call Waiting is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Three-Way Conference

The T42G IP phone supports up to 3 parties (including yourself) in a conference call.

To set up a conference call:
1. Place a call to the first party.
2. When the first party answers the call, press the **Conf** soft key to place a new call. The active call is placed on hold.
3. Enter the number of the second party and press (ᴏᴋ), or the **Send** soft key.
4. When the second party answers the call, press the **Conf** soft key again to join all parties in the conference.

During the conference calls you can do the following actions:
-   Press the **Hold** soft key to place the conference on hold.

-   Press the **Split** soft key to split the conference call into two individual calls on hold.

-   Press the **Manage** soft key, and then press (‹) or (›) or to select the desired party.

-   Press the **Far Mute** soft key to forbid the party from speaking. The muted party can hear everyone, but no one can hear the muted party.

-   Press the **Remove** soft key to remove the party from the conference call.

-   Press the **New Call** soft key to place a new call.

-   Press the **Back** soft key to return to previous interface.

-   Press ⊘ to **Mute** the conference call.

-   Press the **End Call** soft key to drop the conference call.

Advanced Phone Features

Voice Mail

Your Voice Mailbox is pre-configured and ready to use as soon as you receive your T42G handset. You can listen to voice mails that are stored in your voice mailbox. When receiving a new voice mail, the phone will play a warning tone, and the power indicator LED will slow flash red. The LCD screen will prompt that the phone receives a new message and display an icon.

To listen to Voice Mail:

1. When the LCD screen prompts that the phone receives a new voice mail and the power indicator LED slow flashes red, press ✉ to dial the Voice Portal.

2. Enter your voice portal passcode. Follow the voice prompt to listen to your Voice Mail.

   Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

3. Press **1** to enter your Voice Mail box, and then press **1** again to listen to your message(s)

Greetings

You can record your greetings (busy, no answer or extended away) for your voice mail via the voice portal.

Busy Greetings

Busy Greetings is the greetings that the callers will hear if you have Do Not Disturb feature activated or if you are on a call and do not have Call Waiting activated.

To record your Busy Greetings:

1. Press ✉ to dial the Voice Portal and enter your voice portal passcode.

   Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

2. Press **1** to enter your Voice Mailbox, followed by **2** to access your Busy Greetings, and then press **1** to record your Busy Greetings.

3. Follow the voice prompt and record your Busy Greetings.

No Answer Greetings

No Answer Greetings is the greetings that the callers will hear if you do not answer their calls.

To record your No Answer Greetings:

1. Press ⊠ to dial the Voice Portal and enter your voice portal passcode.

    Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

2. Press **1** to enter your Voice Mailbox, followed by **3** to access your No Answer Greetings, and then press **1** to record your No Answer Greetings.

3. Follow the voice prompt and record your No Answer Greetings.

Extended Away Greetings

Extended Away Greetings is the greetings that the callers will hear if you plan to be away from your desk for an extended amount of time. You are required to activate and deactivate this greetings manually.

To record your Extended Away Greetings:

1. Press ⊠ to dial the Voice Portal and enter your voice portal passcode.

    Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

2. Press **1** to enter your Voice Mailbox, followed by **4** to access your Extended Away Greetings, and then press **3** to record your Extended Away Greetings.

3. Follow the voice prompt and record your Extended Away Greetings.

4. After you record your Extended Away Greetings, you are required to activate the greetings by pressing **1**. Once you have this greetings activated, you will be reminded each time you log in to listen to messages that this greeting is activated.

To de-activate your Extended Away Greetings, follow step 1-2 above and press **2**.

Note: When the Extended Away Greetings is activated, the callers are not able to leave a voice message. Once it is de-activated, voicemail collection is turned back on.