

# One Talk T41P IP desk phone user guide

[www.onetalk.com](http://www.onetalk.com)

verizon<sup>v</sup>

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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<sup>SM</sup> 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.

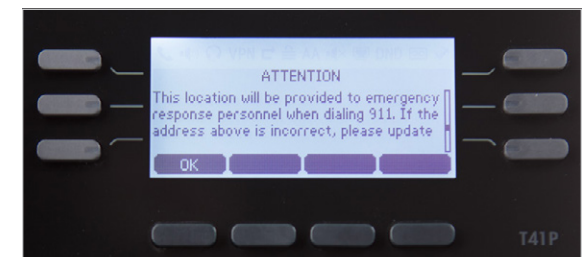
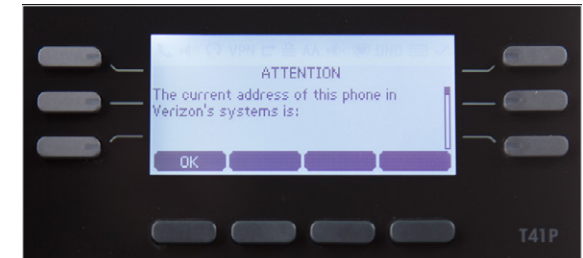
The desk phone is ready for use.

## 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

Item	Description
1	<p>LCD screen</p> <p>Displays info about calls, messages, soft keys, time, date and other relevant data, such as:</p> <ul style="list-style-type: none"> <li>• Caller ID</li> <li>• Call duration</li> <li>• Icons</li> <li>• Missed call and second incoming caller information</li> <li>• Prompt text</li> </ul>
2	<p>Power indicator LED</p> <p>Indicates the status of phone power and some phone features (such as whether they are on or off)</p>
3	<p>Line keys</p> <p>Allows you to program them to activate up to three accounts and assign phone features to them</p>
4	<p>Mute key</p> <p>Toggles to indicate whether a feature is muted or not</p>
	<p>Headset key</p> <p>Toggles and indicates whether the phone is in headset mode or not</p>
	<p>Message key</p> <p>Accesses your Voice Mail messages</p>
	<p>Redial key</p> <p>Redials a previously dialed number</p>
5	<p>Speakerphone key</p> <p>Toggles you into hands-free speakerphone mode</p>
5	<p>Volume key</p> <p>Adjusts the volume of the handset, headset, speaker and ringer</p>
7	<p>Keypad</p> <p>Provides the digits, letters and special characters in context-sensitive applications</p>
8	 <p>Allows you to scroll through the displayed information</p>
	 <p>Confirms actions or answers incoming calls</p>
	 <p>Cancels actions or rejects incoming calls</p>
9	<p>Soft keys</p> <p>You can customize each as a shortcut to a specific feature</p>



## Navigating the display



## Indicators and notifications

### LED light status:

Power indicator LED

LED status indicator	What it means
Solid red	The phone is initializing.
Fast flashing red	The phone is ringing or downloading configuration files.
Slow flashing red	The phone receives a Voice Mail.
Off	The phone is not in use

Line key LED

LED status indicator	What it means
Solid green	The line is in use on current device.
Solid Red	The line in use but on another device.
Slow flashing red	The line has been placed on hold from another device.
Fast flashing green	The line receives an incoming call.
Slow flashing green	The call is placed on hold from current device.
Off	The line is inactive.

## 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:

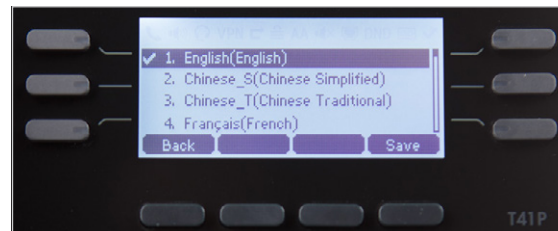
1. Press the **Menu** soft key while the phone is idle.
2. Use the **Left** and **Right** keys to navigate to **Basic settings** and press **OK** to select.

### 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 **Down** and **Up** keys to navigate to and select **Settings**.
3. Use the **Down** and **Up** keys to navigate to and select **Basic**.
4. Use the **Down** and **Up** keys to navigate to and select **Language**.
5. Scroll **Down** and **Up** 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 **Down** and **Up** keys to navigate to **Basic settings** and press **OK** to select.
4. Scroll **Up** to **Time & Date** and press **OK** to select.

#### Configure time zone to synchronize with addressed entered in the admin portal (SNTP):

1. From the Basic settings screen, highlight **Time & Date** and press **OK**.
2. Scroll **Down** and **Up** 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 **Down** and **Up** to **Time & Date Format** and press **OK** to select.
2. Scroll **Down** and **Up** to **Time & Date Format** and press **OK** to select your preferred formats.
3. Scroll **Down** and **Up** to select **Hour, Clock** or **Date** format.

To change the format, press **Left** and **Right** 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  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  to select.
2. Highlight the desired line.
3. Press  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  **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  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.




Function	Quick access code
Remote Group Pickup	**98
Direct Transfer to Voice Mail	**55

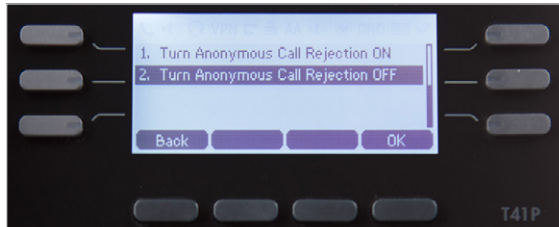
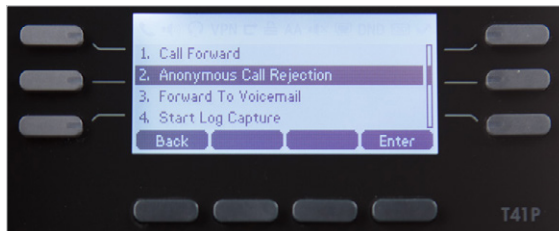
## Block a call.

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:

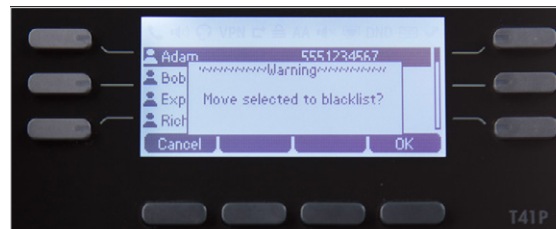
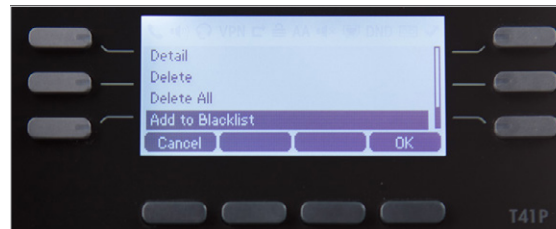
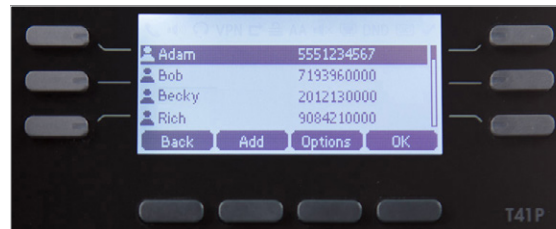
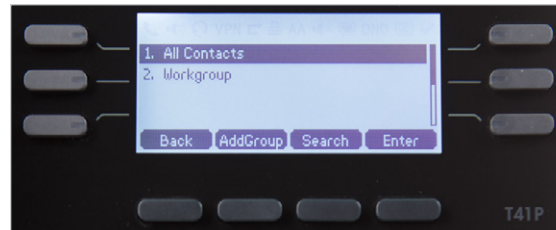
1. Select the **Features** line key.
2. Scroll   to navigate to and select **Anonymous Call Rejection**.
3. Press  to turn the feature on or off.



### Blacklist a contact:

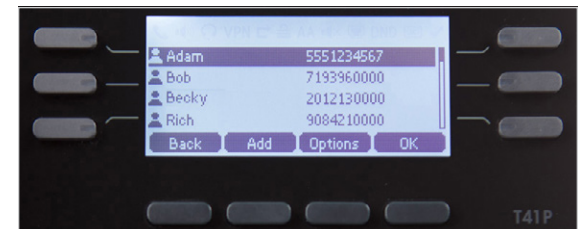
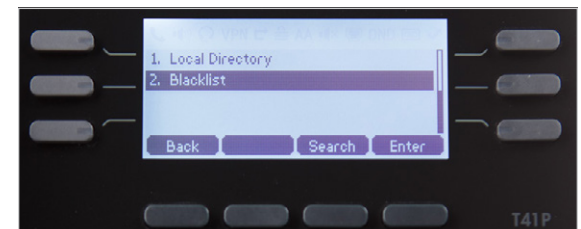
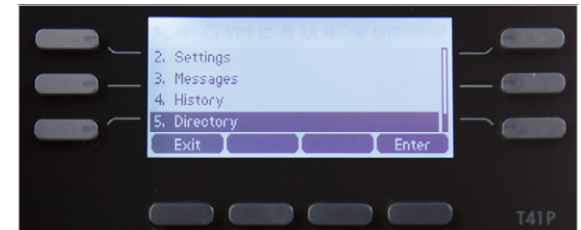
From your directory:

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**.





## 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

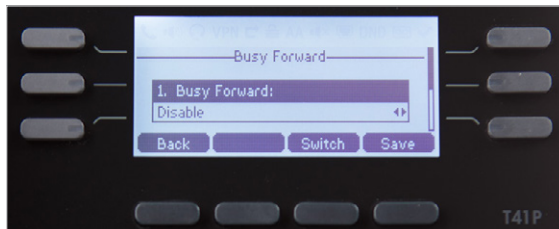
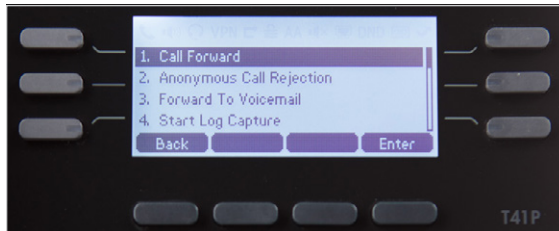
Forwards calls to an alternative number when your One Talk number is busy. Calls can be forwarded to any domestic U.S. and 800 number.

### 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 .
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.

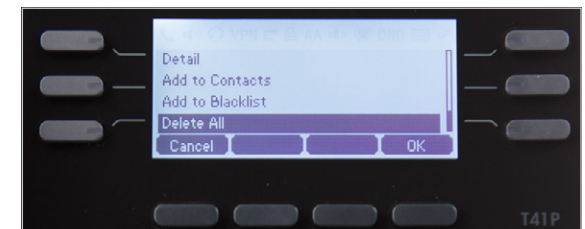
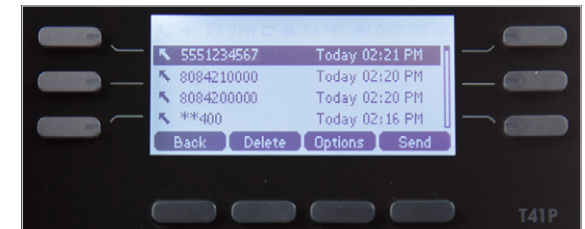
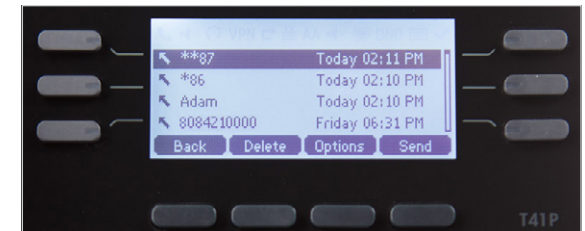
1. Press the **Transfer** soft key during an active call. This will place the call on hold.
2. Press **\*\*55** then enter the 10-digit phone number or extension to which you want to transfer the call.
3. Press the **Direct** soft key to complete the transfer.

## 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).

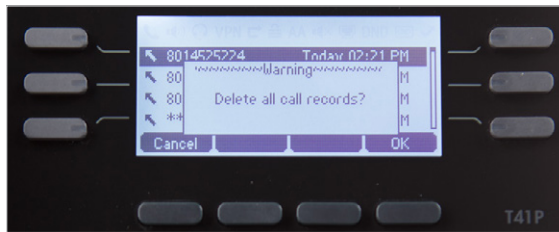
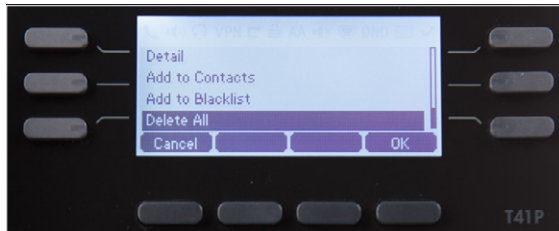


## Delete an individual call log.

1. Tap the   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  key.
2. Select **Options**.
3. Select **Delete All**.
4. Select .



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





[See Advanced Call Features > Block a call > Blacklist a call.](#)

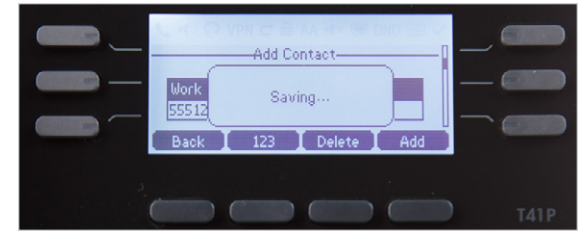
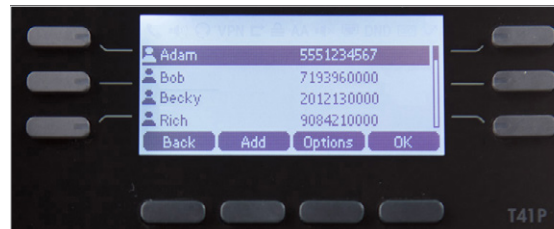
## Contact management

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   to navigate to the desired directory group and select .
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  key to enter other information (work number, mobile number, etc.).
6. Press the **Add** soft key to accept the change.

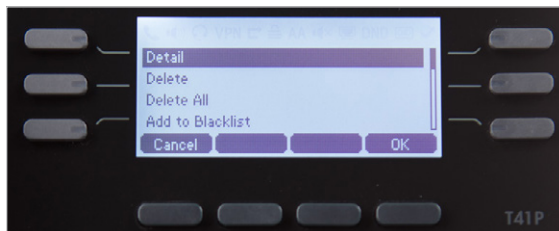
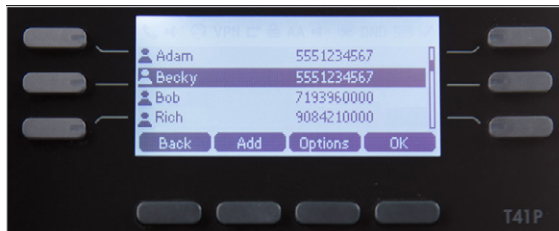
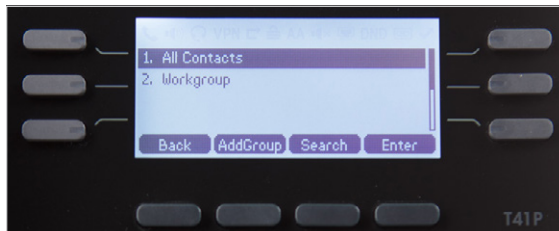


#### Search for a contact:


1. Press the **Directory** soft key.
2. Select **All Contacts**.
3. Press the **Search** soft key.
4. Use the key pad to enter name.

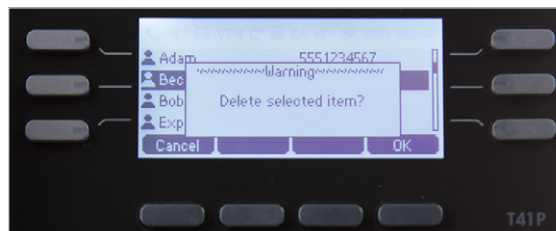
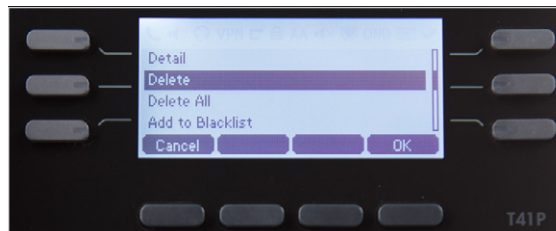
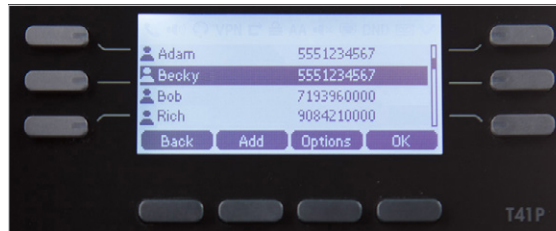
### Edit a contact:

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).



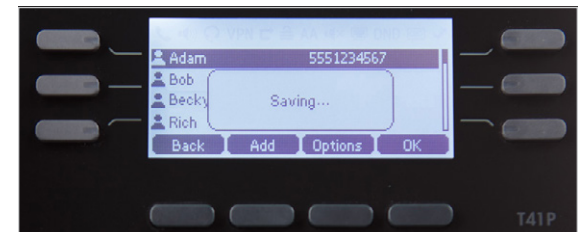
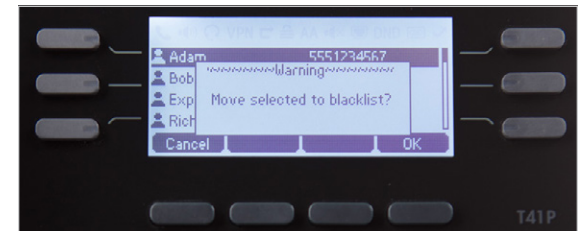
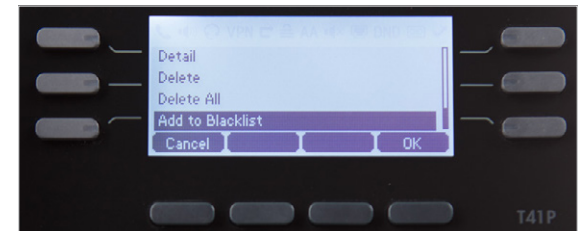
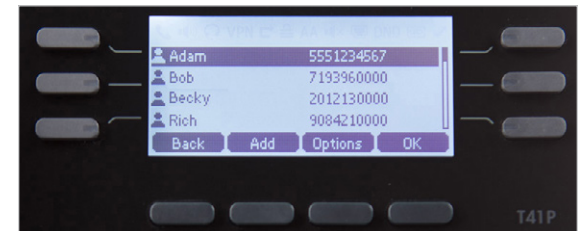
### Delete a contact:

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:

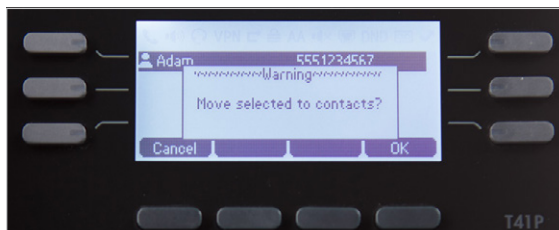
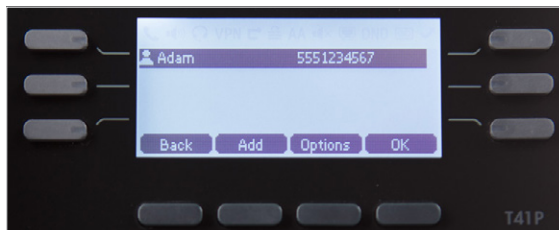
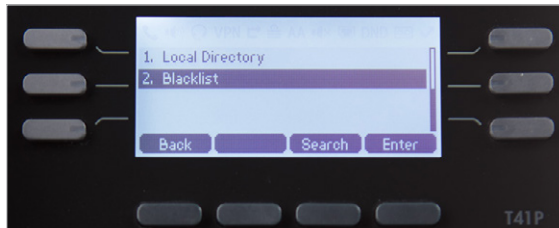
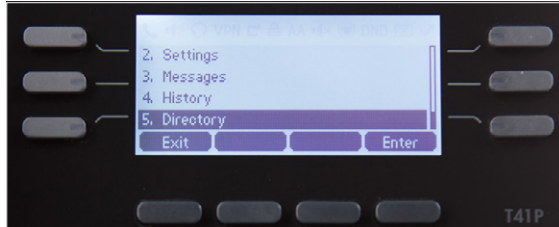
See Advanced Calling Features > Block a call > Blacklist a contact from your directory.





### 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.

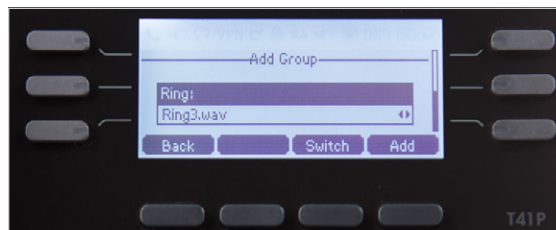
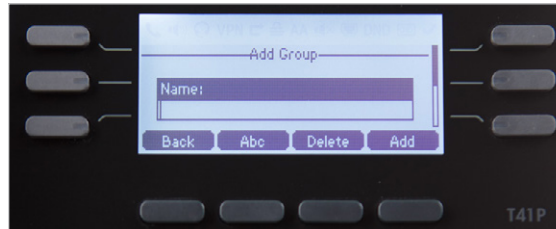


### Groups

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.

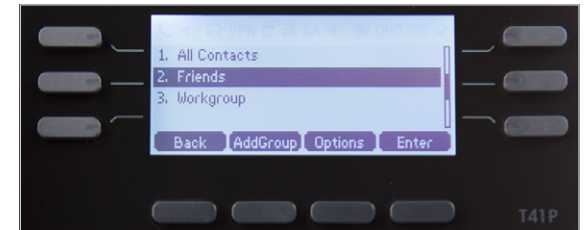
#### Create a group:

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.





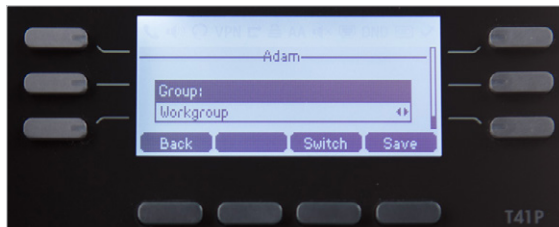
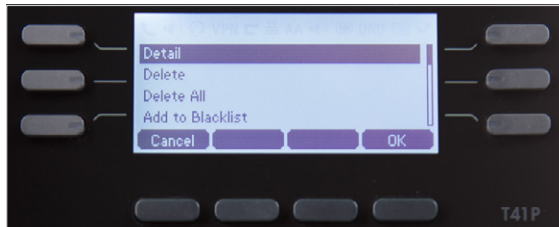
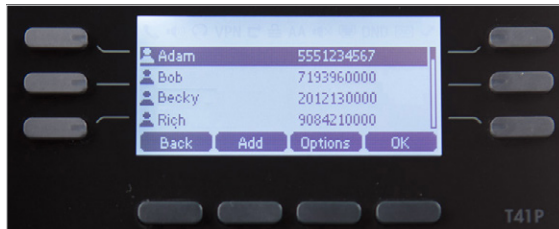
#### Assign a contact to a group:

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.






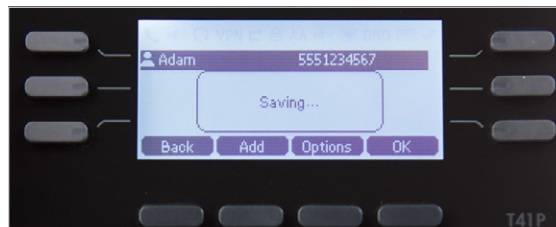
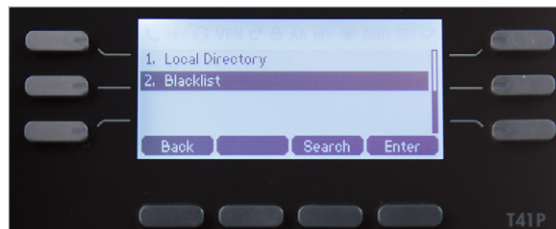
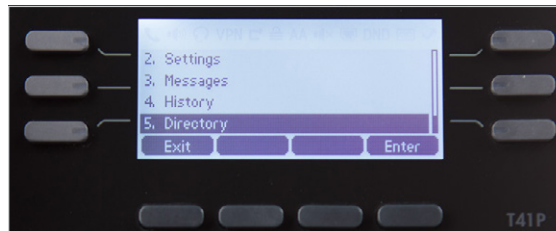
### Move a contact to a different group:

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:

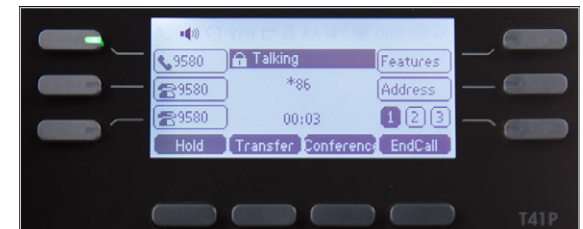
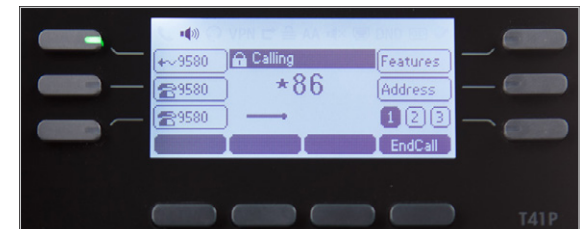
1. Press the **Menu** soft key while the phone is idle.
2. Press the **Directory** soft key, then press **Blacklist**.
3. Scroll   to highlight the contact you wish to unblock and press **Options**.
4. Select **Add to Contacts** and press  to accept the change.



### Voice Mail






#### Retrieve Voice Mail messages

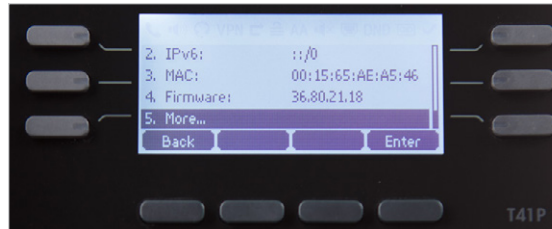
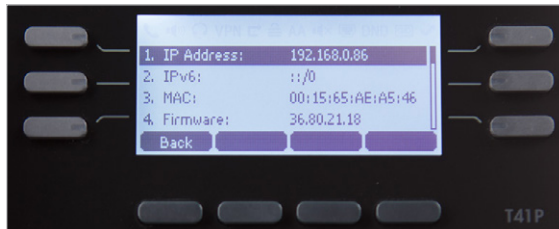
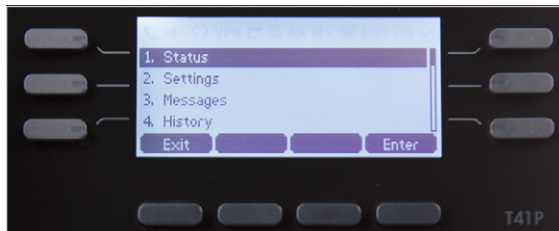
Press the  message button on the desk phone console.



## 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 .







### Reboot or reset phone.



These are advanced settings for administrators only and require an admin password. The default password is "admin."

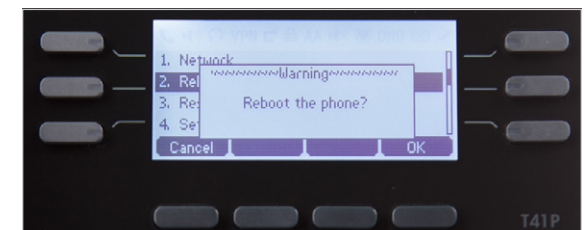
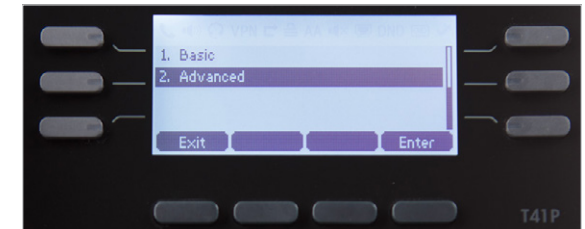
#### Navigate to the Advanced Settings page:

1. Press the Menu soft key to open the main menu.
2. Use the     keys to navigate to **Settings** and press  to select.
3. Select **Advanced** and press  to select.
4. Enter administrator password and the OK soft key to confirm.






### Reboot phone:

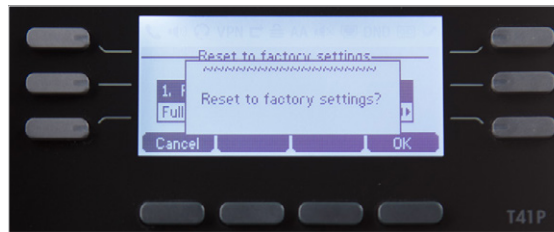
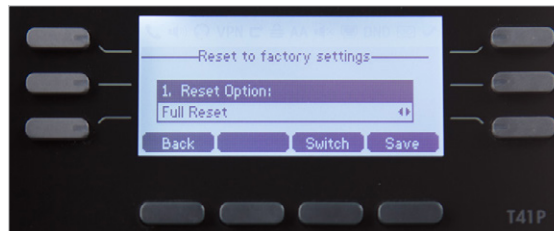
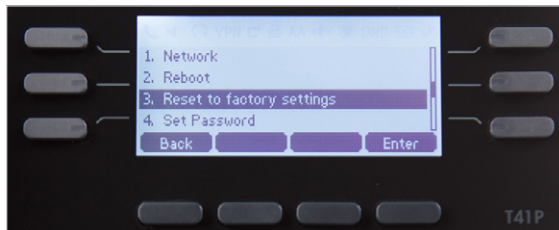
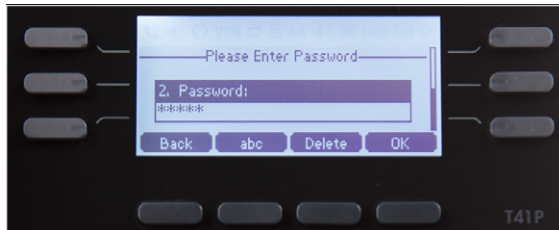
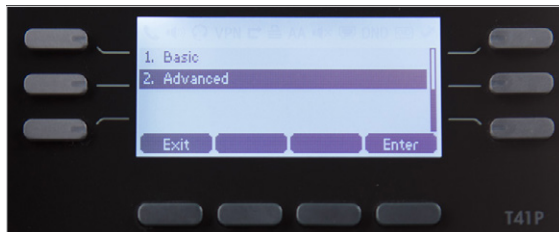
1. From **Advanced Settings**, scroll  to **Reset & Reboot** and press  to select.
2. Scroll  to **Reboot** and press  to select.
3. Press the OK soft key to confirm.

Note: Alternatively you can press and hold the  key for 10 seconds and then press  to confirm the reboot.



### Reset phone to factory settings:

1. From Advanced Settings, scroll  to **Reset & Reboot** and press .
2. Select **Reset to factory settings** and press .
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

## Accessibility features

### For hearing-impaired users

Feature	Description
Adjustable ringtone and volume	Choice of a variety of ringtones. Volume of the ringer can also be changed to suit needs.
Adjustable call volume	While on a call, raise or lower the volume of the voice on the far end and of other phone sounds heard.
Visual notifications	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.
Electronic hookswitch support	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.
Headset memory mode	Headset can be set up to take all calls.
Hearing-aid compatible (HAC) handsets	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.
TTY support	Yealink phones support commercial TTY devices (for example, Ultratec Superprint).
Visual Message Waiting Indicator (MWI)	<ul style="list-style-type: none"> <li>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.</li> <li>At launch, Voice Mail Indicator always shows "1". See Known Issues for more information.</li> </ul>

### For vision-impaired and blind users

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

### For mobility-impaired users

Feature	Description
Auto-answer	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.
Dedicated headset jack that enables the auto-answer function	Headset can be set up to take all calls.
Touchscreen	Certain Yealink phone have large touchscreens to tap, swipe and press to perform phone functions and activate features.
Built-in speakerphone	A built-in speakerphone allows users to use the phone without having to use a handset or headset.
Adjustable phone stand	Yealink phones have adjustable stands, so the phone can sit at a comfortable angle on the desktop.

## Compatible accessories

EHS36	EHS36 IP Phone Wireless Headset Adapter
T41PWMB	T41P Wall Mount Bracket
PS5V1200	T41P Power Supply
CORD	Replacement Handset Cord
T41PHS	T41P Replacement Handset
See options at Verizon Wireless	Headsets



## 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](mailto: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.

### Class B digital device or peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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.

- A DANGER warning refers to situations that could cause bodily injury.
  - A CAUTION warning refers to situations that could result in equipment malfunction or damage.
1. Follow all warnings and instructions marked on the product.
  2. Unplug this product from the wall outlet before cleaning.  
  
Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning.
  3. Do not use this product near water.
  4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
  5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
  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

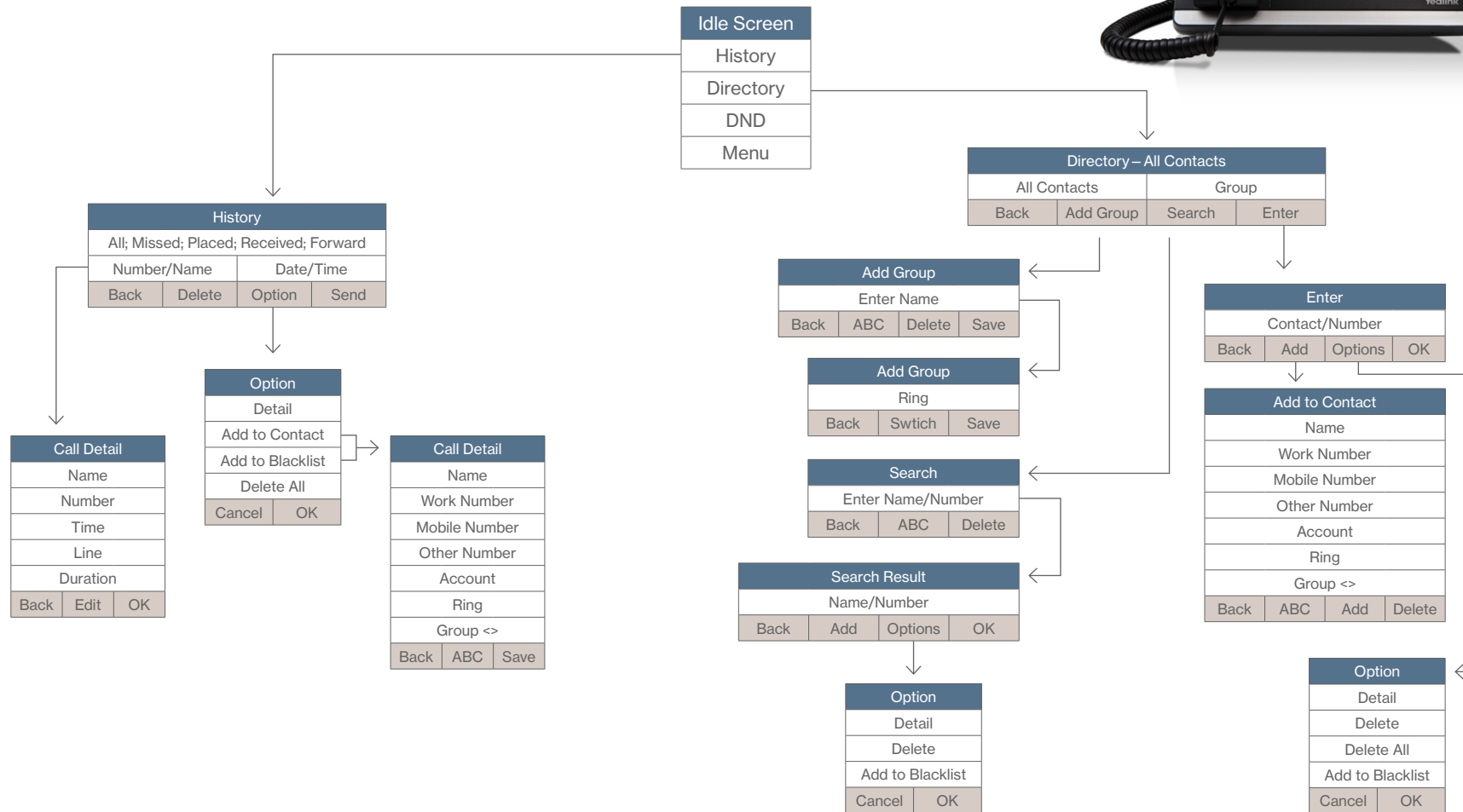
Electric current from power, telephone, and communication cables is hazardous, and could result in electric shock and/or fire.

## Learn more.

For more information, visit  
[www.onetalk.com](http://www.onetalk.com)

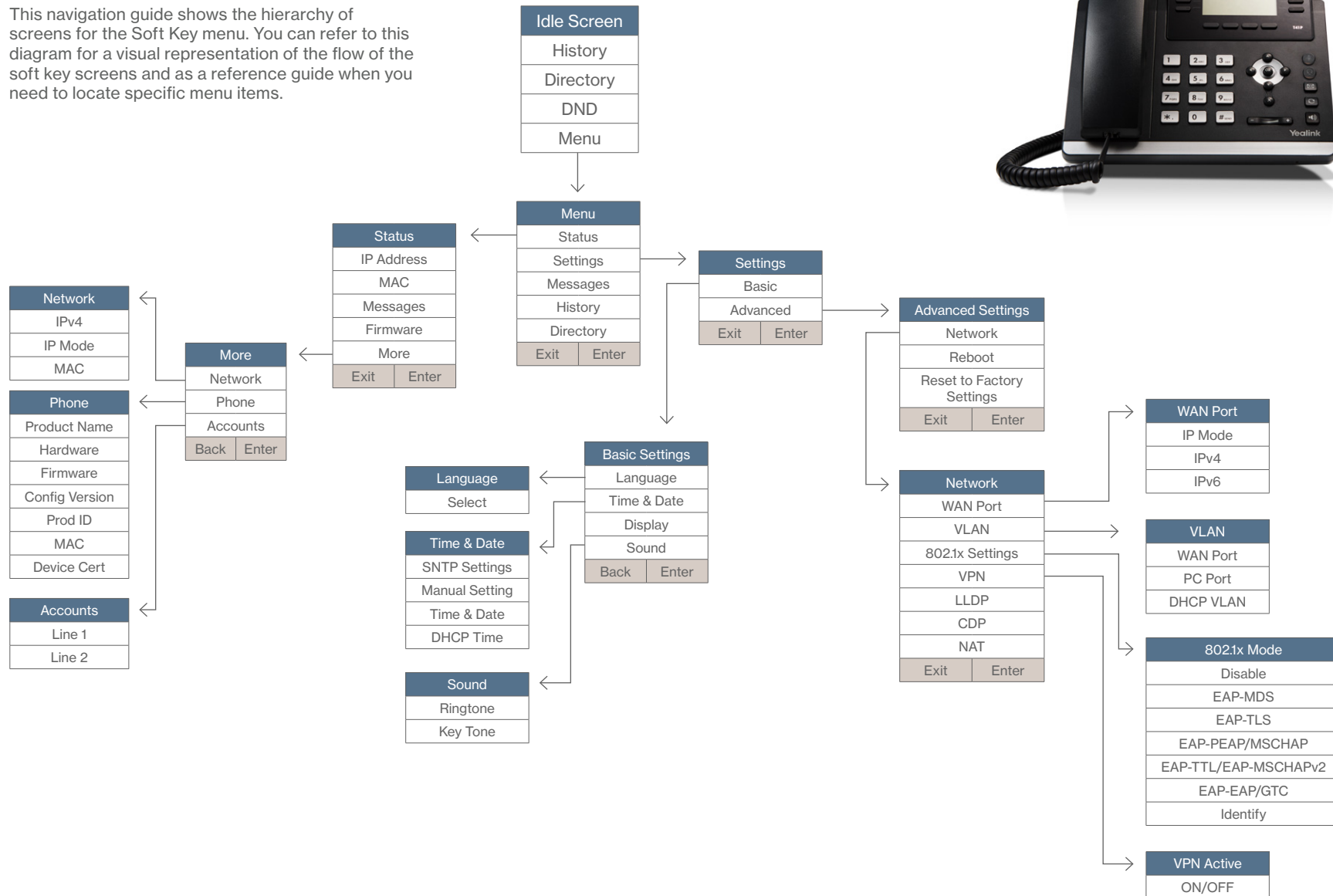
## T41 desk phone navigation guide (soft key menu A)

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)

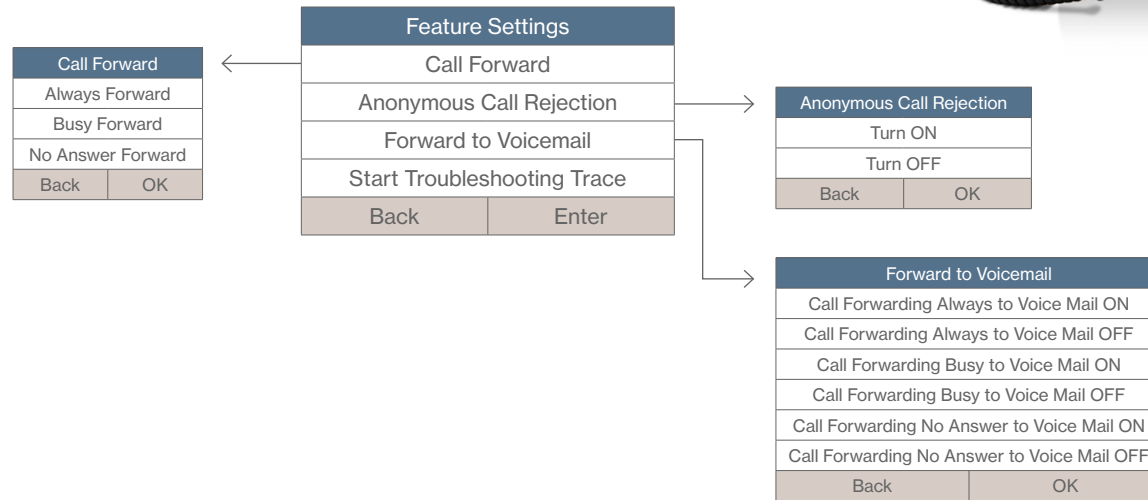
This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.





## T41 desk phone navigation guide (line key menu)

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](http://vzw.com). © 2017 Verizon. UG0410317