What’s in this guide

Need help?
If you have any problems setting up or using your Yealink IP Phone, contact the BT One Phone helpdesk on 0845 154 8844 (or 8844 from a BT One Phone).

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1. Getting started

Let’s get your new T40 set up

We’re here to help you get the very best from your new IP phone.

First, speak to your system administrator and check your phone is ready to be set up on our BT One Phone SIP network. Then follow the simple instructions below.

1.1 Got everything?

In the box, you’ve got:
- IP phone.
- Handset.
- Handset cord.
- Phone stand.
- Ethernet cable.
1. Getting started

1.2  Set the position of your phone

Click the phone stand into the back of your phone at the angle you’d like.

Desk Mount Method

1.3  Get connected

Connect your handset.

There are five ports on the back of your phone. The handset goes in port 1.

Connect your headset.

If you’re adding a wired headset to your phone, that goes into port 2.

A range of headsets are available from BT.
1. Getting started

Connect the Ethernet cable

Connect your Ethernet cable between the internet port on the phone and a network port (either on an in-line power switch/hub for power over Ethernet or in your network if you’re using a separate power adapter). If you’re not sure how to do this, check with your IT administrator.

You may need to provide a local power source to your phone. Your IT administrator can help you with this.
2. Getting to know your phone

2.1 Features and keys

The most important parts of your T40 are the screen and the keypad.

<table>
<thead>
<tr>
<th>Feature</th>
<th>About this feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 LCD screen</td>
<td>Tells you about calls, soft keys, time, date and more, including:</td>
</tr>
<tr>
<td></td>
<td>• Call information like caller ID and call length</td>
</tr>
<tr>
<td></td>
<td>• Icons</td>
</tr>
<tr>
<td></td>
<td>• Missed calls or second incoming caller information</td>
</tr>
<tr>
<td></td>
<td>• Prompt text</td>
</tr>
<tr>
<td></td>
<td>• Time and date</td>
</tr>
<tr>
<td>2 Power LED</td>
<td>Flashes fast when a call comes in</td>
</tr>
<tr>
<td>3 Line keys</td>
<td>Used for call handling</td>
</tr>
<tr>
<td>4 Soft keys</td>
<td>Can be programmed to do different things</td>
</tr>
<tr>
<td>5</td>
<td>Scroll through your on-screen options</td>
</tr>
<tr>
<td></td>
<td>Answers calls and confirms actions</td>
</tr>
<tr>
<td></td>
<td>Rejects calls and cancels actions</td>
</tr>
<tr>
<td>6 (Mute key)</td>
<td>Turns mute on and off</td>
</tr>
<tr>
<td>7 (Headset key)</td>
<td>Turns headset mode on and off</td>
</tr>
<tr>
<td>8 (Message key)</td>
<td>Dials voicemail</td>
</tr>
<tr>
<td>9 (Redial key)</td>
<td>Redials the last number you dialled</td>
</tr>
</tbody>
</table>
2. Getting to know your phone

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Speakerphone key</td>
</tr>
<tr>
<td>11</td>
<td>Volume key</td>
</tr>
<tr>
<td>12</td>
<td>Keypad</td>
</tr>
<tr>
<td>13</td>
<td>Speaker</td>
</tr>
<tr>
<td>14</td>
<td>Hookswitch</td>
</tr>
<tr>
<td>15</td>
<td>Hookswitch tab</td>
</tr>
</tbody>
</table>

2.2 Icons

You might see these icons on your phone's screen. Here's what they mean:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Network is unavailable" /></td>
<td>Network is unavailable</td>
</tr>
<tr>
<td><img src="image" alt="Your phone is ready to use" /></td>
<td>Your phone is ready to use</td>
</tr>
<tr>
<td><img src="image" alt="There's a problem with your phone" /></td>
<td>There's a problem with your phone</td>
</tr>
<tr>
<td><img src="image" alt="Your phone is starting up" /></td>
<td>Your phone is starting up</td>
</tr>
<tr>
<td><img src="image" alt="You're on speakerphone" /></td>
<td>You're on speakerphone</td>
</tr>
<tr>
<td><img src="image" alt="Handset mode" /></td>
<td>Handset mode</td>
</tr>
<tr>
<td><img src="image" alt="Headset mode" /></td>
<td>Headset mode</td>
</tr>
<tr>
<td><img src="image" alt="Do not disturb" /></td>
<td>Do not disturb</td>
</tr>
<tr>
<td><img src="image" alt="Your phone's on silent" /></td>
<td>Your phone's on silent</td>
</tr>
<tr>
<td><img src="image" alt="Phone lock" /></td>
<td>Phone lock</td>
</tr>
<tr>
<td><img src="image" alt="Call mute" /></td>
<td>Call mute</td>
</tr>
<tr>
<td><img src="image" alt="Received calls" /></td>
<td>Received calls</td>
</tr>
<tr>
<td><img src="image" alt="Placed calls" /></td>
<td>Placed calls</td>
</tr>
<tr>
<td><img src="image" alt="Missed calls" /></td>
<td>Missed calls</td>
</tr>
</tbody>
</table>
### 2. Getting to know your phone

#### 2.3 LED status

**Power LED**

<table>
<thead>
<tr>
<th>LED</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid red</td>
<td>Your phone is starting up</td>
</tr>
<tr>
<td>Fast flashing red</td>
<td>Your phone is ringing</td>
</tr>
<tr>
<td>Off</td>
<td>Your phone is off, idle, busy, on hold or on mute</td>
</tr>
</tbody>
</table>

**Line key LED**

<table>
<thead>
<tr>
<th>LED</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The line is taken</td>
</tr>
<tr>
<td></td>
<td>The line is being used</td>
</tr>
<tr>
<td>Fast flashing green</td>
<td>There’s a call coming in</td>
</tr>
<tr>
<td>Off</td>
<td>The line is inactive</td>
</tr>
<tr>
<td></td>
<td>A call is on hold</td>
</tr>
</tbody>
</table>
3. Customise your phone

It’s easy to set up your phone with the features you want. To turn a feature on or off, just press the menu soft key then follow the instructions for that feature in section 4. Here’s a list of the features you can choose from.

**Features**
Call waiting
Hotline
Auto redial
Do Not Disturb (DND)

**Basic settings**
Time & date (format)
Display (backlight (timer) and contrast)
Sound (ring tones and key tone)
Change PIN

**Advanced settings**
Password
Phone lock

**History**
All calls

**Directory**
All contacts (corporate directory)
4. Features

When navigating through the menu you can use the Enter or OK buttons to access a feature. If shown, you can also access an option by pressing the number shown for that feature using the dial pad.

This section will help you to set up the features on your T40.

4.1 Call waiting

The call waiting feature lets you know when you’re getting a call while you’re on another one. You can choose to turn call waiting on or off. To do this, go to Menu > Features > Call Waiting. Use the left or right scroll buttons to select on or off, then press save to finish.

4.2 Hotline

The hotline feature lets you automatically dial a number when you pick up the handset or press the speaker button.

To set up a hotline go to menu > features > hotline then press enter or OK.

In the hotline number field enter the hotline number you’d like to set. If you want to delay the call, use the up or down scroll buttons to get to hotline delay. Enter the delay value from 0 to 10 (0 = no delay, immediate dial; 1 to 10 = a dial delay of one to ten seconds).

4.3 Auto redial

Auto redial lets you automatically redial a number that you called and wasn’t answered. To set up auto redial go to menu > features > auto redial. Use the left or right scroll buttons to switch this function on or off. To set up a redial interval, press the down scroll button and enter the time you’d like in between calls. This can be from between 1 to 300 seconds. Press the down scroll button again to set the redial times (again from 1 to 300 seconds).

4.4 Do Not Disturb

Do not disturb stops your phone from ringing and sends the call to your voicemail. This feature depends on how you’ve set up your phone. If you need help, speak to your IT administrator.
5. Basic settings

Here’s how to set up your phone’s basic settings.

5.1 Time and date

To set the date and time format, press menu > basic settings > time & date > time & date format, then press enter or OK.

Use the left & right scroll buttons to select the time format you’d like (12 or 24 hour clock).

To set the Date Format press the Down scroll button again, then use the Left and Right scroll buttons to select the preferred formats – there’s a choice of DD–MMM–YY, YYYY–MM–DD, DD/MM/YYYY; MM/DD/YY; DD MMM YYYY; WWW DD MMM and WWW MMM DD. Press Save to finish.

5.2 Screen backlight

This option lets you set your screen’s backlight time. Go to menu > settings > basic settings > display > backlight, then press enter or OK.

Using the left or right scroll buttons, search for the timer you’d like to apply. You can choose between always on, always off, 15 seconds, 30 seconds, 15, 30, 60, 120, 300, 600 or 1800 seconds. After choosing your timer, press save to finish.

5.3 Screen contrast

To change the screen contrast, go to menu > settings > basic settings > display contrast, then use the left and right scroll buttons to choose a contrast between 1 and 10. Press save to finish.

5.4 Ringtones

To change your ringtone, go to menu > settings > basic settings > sound > ringtones, then press enter or OK. You’ll see your extension number. Use the scroll buttons to highlight it, then press enter or OK. You’ll see a list of ringtones to choose from. Scroll through the list, highlight the ringtone you’d like and press save.

5.5 Key tones

You can turn your key sounds on or off. To do this, go to menu > settings > basic settings > sound > key tone. Using the left or right scroll buttons, choose either enabled or disabled and then press save.
5. Basic settings

5.6 Changing the phone unlock PIN

You can set up a lock to protect your phone. You’ll need a PIN to unlock it. Before you can set this up, turn on the phone lock in advanced settings.

The default setting is no PIN set. To set up or change the phone unlock PIN, go to menu > settings > basic settings > change PIN and press enter or OK. Then scroll down to new PIN and choose a four digit PIN. Scroll down again to confirm it, then click save.

6. Advanced settings

To enter names or numbers, press the abc button. You’ll see options for uppercase (ABC), alpha numeric (2aB) and numeric (123).

To change your advanced settings, you’ll need to enter the default password, which is 123456.

Then press enter, OK or 1 to go to the phone lock menu. Using the left and right scroll buttons, select enable and then press save. You can disable your phone lock in the same menu.

To lock your phone when you’re not using it, press and hold the # button on your keypad.

7. Call history

To see a list of all calls you’ve made, received or missed, press the history option. Use the up or down scroll buttons to search for a call. To make a call from the list, just press send (or OK twice).

You can use the option soft key to get to more functions such as detail, where you can see more information about a call (like date, time and how long it was).
8. Directory

If you’d like to see an updated version of the corporate directory, just restart your phone by unplugging the Ethernet cable, then plugging it back.

To get to the directory, press the Dir button. You’ll see these soft keys:

- **Back** takes you to the previous screen.
- **AddGr** isn’t used.
- **Search** to look for a contact
- **Enter** selects the group you’ve highlighted in the list.
- **Corporate** is where you can search for all your colleagues and company contacts.

9. Basic call features

9.1 Making calls

You can switch call mode during a call by pressing the headset or speakerphone key or by picking up the handset.

There are three ways to make a call:

- Pick up the handset, dial the number and press #Send.
- With the handset on the hook, press the speakerphone key, dial the number and press #Send.
- With a headset connected, press the headset key, dial the number press #Send.

9.2 Answering calls

You can reject an incoming call by pressing the reject soft key.

You can answer a call in three ways:

- Pick up the handset.
- Press the speakerphone key.
- Press the headset key with your headset connected.

9.3 Ending calls

To end a call:

- Put the handset down or press cancel.
- Press speakerphone or cancel
- Press cancel with your headset connected.

9.4 Redialling calls

To redial a number, press redial to get to the placed calls list. Then press up or down to find and select the number you want to redial. Then press redial again or send.
9. Basic call features

9.5 Mute
Press mute during a call so you can hear the other party but they can’t hear you. Press it again to unmute.

9.6 Call hold and resume
Press tran during a call to put it on hold. To go back on the call, press resume.

9.7 Transferring a call
It’s easy to transfer calls. The way you do it depends on whether you’d like to speak to the person you’re transferring to first.

To transfer a call without talking to the person first:
- When you get a call press tran which will put the call on hold
- Dial the number you’d like to transfer to
- Press tran again
- Press the cancel soft key or hang up.
To cancel the transfer, press the resume soft key.

To transfer a call after talking to the person first:
- When you get a call, press tran, which will put the call on hold
- Dial the number you’d like to transfer the call to
- Press tran again
- When they answer the call, you can speak to them, then press cancel or hang up.
If you’d like to cancel the transfer after you’ve spoken to the person you’re transferring the call to, press resume.

9.8 Conference call
You can also make a conference call with up to three people (including you). To do this:
- During a call, press tran which will put the call on hold
- Enter the number of the person you’d like to join your conference call, and press tran again
- When the person you called answers, press conf
To end a conference call, press cancel. That’ll disconnect all parties.
9. Basic call features

9.9  Handing over calls to another device

If you’ve got a SIP phone added as a SIP extra to your subscription and want to hand an active call over to another device, press #Send then 0 (zero). The other phone will start ringing. The call will transfer automatically when you answer the other phone.

9.10  Adjusting volume

To change the ringer volume, press volume when you’re not using the phone. To adjust the volume on the handset, speakerphone or headset, press the volume during a call.

10. BT One Phone portal

Our portal helps you manage your phone settings and preferences, making it easy for you to work smart on the move. You'll find it at portal.btonephone.com

If you change your portal password, your phone might stop working. If that happens, just reboot it by unplugging the Ethernet cable and then plugging it back in again.

11. Help and support

If you need help, and your administrator is unable to assist you, we have a dedicated helpdesk for orders, billing, faults, general queries and for lost, stolen or replacement SIMs. To contact the helpdesk, call 0845 154 8844 and select the required menu option.

The helpdesk is open Monday to Friday 8am to 6pm. To report lost or stolen SIMs, you can contact us 24/7 using the same number.

Or you could try any of these other sources of help:

- You can refer to the FAQs that are available at bt.com/btonephonehelp and on the BT One Phone portal.
- You can contact us via email at care.btonephone@bt.com