# RBBCSC

## Yealink® SIP T43U IP Desktop Telephone
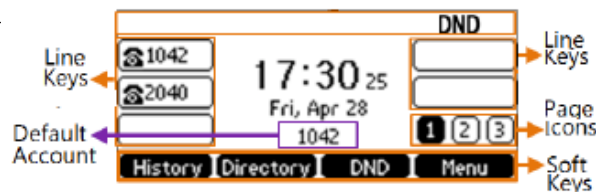
### Quick Start Guide

This guide covers the basic features and operation of the Yealink® SIP T43U IP Desktop telephone.

## Phone Screens

The **Home/Idle** LCD screen is the default view for the phones.

The 2.7" display screen is surrounced by softkeys that perform specific functions:



## Phone Keys

The following keys display on the screen:

| Keys | Functions |
|---|---|
| | Menu. |
| | Turns Headset off/on. |
| | Turns Speakerphone off/on. |
| | Mutes/unmutes Speaker. |
| | Holds/Resumes a Call. |
| | Transfers a call. |
| | Connects to Voicemail. |
| ◄ ► | Left/Right selects Accounts or Call Lists. |
| ▲ ▼ | Up/Down selects Contacts or Entries. |
| − + | Adjusts the volume. |
| OK | Confirms actions. Answers incoming calls. |
| X | Cancels actions. Rejects incoming calls. |

## Place a Call

Only one call can be Active at any time.

**To place a call, do _one_ of the following:**
- Use the handset, headset or speakerphone, **first**. Enter the phone number and **Send**.
- Enter the phone number and **Send**. Use the handset, headset or speakerphone.
- Select a Contact from a call list and **Send**.

**To place a new call during an Active call, do _one_ of the following:**
- Press a **Line** key. The Active call is placed on Hold. Enter a phone number and **Send**.
- Press **Hold** to place the Active call on Hold. Press **NewCall**. Enter a number and **Send**.

## Redial a Call

**Redial** options include:
- Redial the last dialed number: press **Redial** twice.
- Redial a previously dialed number: press **Redial** once to enter **Placed Calls** list. Use the up/down arrows to select the number and **Redial** or **Send**.

## Answer a Call

Use the handset, headset or speakerphone.

To answer a new call while on an Active call, press **Answer**. The current call is placed on **Hold**.

## End a Call

**To end an Active call**, replace the handset, press the headset or speakerphone key or **End Call**.

To end a **Held** call, navigate to the call and press **Resume > End Call**.

## Hold and Resume a Call

When a call is placed on **Hold**, it is "parked" and caller is unable to communicate with others on the line. Multiple calls can be on **Hold**.

During an Active call, select **Hold**. To resume, select the Held call and press **Resume**.

## Forward a Call

**To manually Forward incoming calls:**
- While the phone is ringing, press **FWD**.
- Enter a phone number and **Send**.

**To automatically Forward all calls:**
- Select **Menu>Features>Call Forward**. Select a **Line**, if available.
- Select a **Forwarding Type** (Always, Busy, No Answer). If No Answer is selected, enter the number of rings or ring time before the call is forwarded.
- Enter a forwarding number and **Save**.

**To disable call forwarding:**
- Select **Menu>Features>Call Forward** and a **Line**, if multiple Lines.
- Select a **Forwarding Type > Enter > Disable > Save**.

**Forward a Call with Find Me / Follow Me**:
Set up Find Me / Follow Me in [Application Framework](#) or the [portal](#) to forward calls, using the linked instructions.

## Transfer a Call

**Transfer** a call as follows:
- Blind (automatic) - Press **Transfer**. Enter a number or select a Contact and **Trans**.
- Attended (introduction) - Press **Transfer**. Enter a number or select a Contact and **Send**. Press **Transfer** after the Contact answers.

## Park a Call

If available on your system, **Park** is used to place an Active call on Hold at one extension and pick it up at a different extension using *one* of the following methods:

**Softkey method**:

1. To **Park** an Active call, press the **Park** soft key.
2. To **Retrieve** a parked call, press the appropriate Line or key.

**Code method**:

1. While on an Active call, enter the appropriate **Park** code, e.g., 7000.
2. Press **Transfer**. The call is **Parked**.
3. From any local extension, dial the **Retrieval** code, e.g., 7001, to retrieve the call.

## Do Not Disturb (DND)

When **Do Not Disturb** is enabled, the phone does not ring, and calls follow the next step in the extension's Find Me/Follow Me rule.

**To enable/disable Do Not Disturb, press DND**.

## Call History

The **History** list holds up to 100 entries and includes missed, received and placed calls. Icons indicate Placed, Received, Missed or Forwarded calls. Press the left/right arrow keys to switch among call lists.

1. Press **History** when phone is idle and arrow up/ down to scroll through the list.
2. Select an entry from the list, and select:
   - **Send** to call the entry.
   - **Delete** to remove the entry from the list.
   - **Option** > **Detail** to view the entry information.
   - **Option** > **Add to Contacts** to add to Contacts.

## Contact Directory

**Note:** Personal Contacts may be lost when firmware is updated.

**To Add a Contact:**

1. Navigate to **Directory > Add**.
2. Enter the Contact information and **Add**.

**To Edit a Contact:**

1. Navigate to **Directory**.
2. Select a Contact and **Option > Detail**.
3. Edit information and **Save**.

## Conference Calls

The phone supports up to three parties (including yourself) in a conference call.

**To initiate a Conference Call with two Contacts:**

1. Enter a phone number or use a Directory or call list to call a Contact.
2. After the call connects, select **Conference**.
3. Call the next Contact and select **Conference** or **Send**.
4. After the call connects, select **Conference** again.

**To join an Active call and a Held call, press Conf**.

**To disconnect the call, press End Call**.

**Manage Conference Call options:**

- Select **Hold** to hold all Conference participants.
- Select **Resume** to enable all participants to hear the audio of everyone on the call.
- Select **Split** to end the conference and place the two participants on Hold in two separate calls.
- Press **Mute** to mute the conference call. All other participants can hear each other, but not you.

**To Manage individual participants:**

Press **Manage** to select the desired party, and press:

- **FarMute** to mute the party. The muted party can hear everyone, but no one can hear the muted party.
- **Remove** to remove the party from the call.
- **New Call** to place a new call.
- **Back** to return to the previous screen.
- **End Call** to disconnect the conference call.

## Record a Call

**If available**, you can record calls by pressing a configured **Record** key on the phone.

Options to **Record** calls:

- During an Active call, press the **Record** or **URL** key. "Recording in progress" displays in the status bar.
- End recording - Press the **Record** or **URL** key again.
- Pause recording - Select **Pause**. **Resume** to resume.
- Play recording - Dial an access code.

## Voicemail

To retrieve Voicemails, press **Message > Connect** or **Connect**, depending on the phone model and follow the prompts. **Default passcode is 001122**.

## Ring Tones

To change the incoming call **Ring Tone** while the phone is idle:

1. Press **Menu>Settings>Basic Settings>Sound>Ring Tones**.
2. Press the up/down arrows to select **Common** or the required account/line.
3. Select a ring tone and **Save**.

## Mute Microphone

To enable/disable the phone's microphone, press **Mute**.

## Adjust Volume

Press **Volume** up/down during a call to change Active call volume, or when the phone is idle or ringing to change ringer volume.

## Speed Dial

**If available,** use **Speed Dial** for frequently used or hard to remember numbers by assigning a phone number to a digit key. Contact a site administrator to determine which options may be available to set up **Speed Dial**:

- The phone's menus or soft keys.
- The portal (Individual Phone Settings).
- Application Framework (Phone Settings).

**To place a call using Speed Dial:**

- Long-press the appropriate preset **Speed Dial** key