



Yealink T58W SIP Phone

Phone + Voicemail

USER MANUAL



March 19, 2024

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INSTALLING YOUR YEALINK T58W PHONE

BACK OF THE PHONE

KEY:



HEADSET: Plug your headset into this port.



INTERNET: Plug into this port to connect to your network.



DC5V: If your network does not provide Power Over Ethernet (P.O.E.), a separate power supply will accompany your phone.



PC: Plug your PC into this port if your PC is connecting through your phone.



HANDSET: Plug your handset into this port.



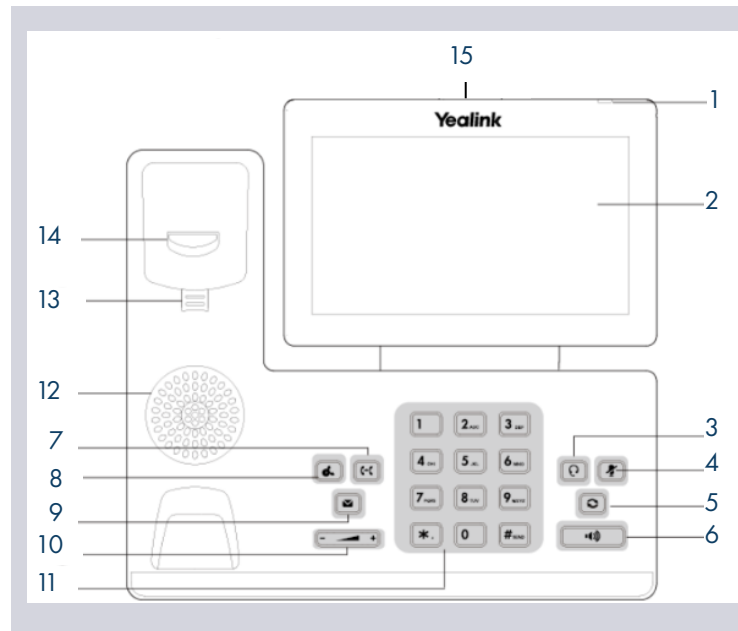
USB Ports: Two USB ports, one on the top of the phone for optional USB camera or other USB devices and one on the back of the phone.



GETTING TO KNOW YOUR YEALINK T58W SIP PHONE

2

- 1. POWER LED Indicator:** Indicates call status, message status and phone's system status.
- 2. TOUCH SCREEN:** Allows you to view items and navigate menus on the touch sensitive screen. Displays information about calls, messages, time, date and other relevant data.
- 3. HEADSET KEY:** Toggles and indicates the headset mode. The LED glows **green** when the headset mode is activated.
- 4. MUTE KEY:** Toggles and indicates mute ON/OFF. LED glows **red** when MUTE is activated.
- 5. REDIAL KEY:** Redials the last dialed number.
- 6. SPEAKERPHONE KEY:** Toggles and indicates the hands-free (speakerphone) mode. The LED glows **green** when hands-free is activated.
- 7. FORWARD/TRANSFER KEY:** In the idle state, forwards the phone to another number. During a call, transfers the call to another party. (Internal or External).
- 8. HOLD KEY:** Places an active call on an "exclusive" hold. The call can only be retrieved from the phone that placed it on hold.
- 9. MESSAGE KEY:** Accesses your voicemail.
- 10. VOLUME KEY:** Adjusts the volume of the headset, handset or speaker phone.
- 11. KEYPAD:** Provides digits and special characters in context-sensitive applications.
- 12. SPEAKER:** Provides hands-free (speakerphone) audio output.
- 13. REVERSIBLE TAB:** Secures the handset in the handset cradle when the phone is mounted vertically. Slide out and rotate 180 degrees for wall mounted phones.
- 14. HOOKSWITCH:** Picking up the handset cradle, the hookswitch bounces and the phone connects to a line. Laying the handset down on the handset cradle, it disconnects from the line.
- 15. USB 2.0 PORT:** Connect an optional USB device on the back of the phone.



POWER LED INDICATOR

The power LED indicator provides call and message status.

- | | |
|--|-------------------------------------|
| Solid red | The phone is initializing. |
| Fast-flashing red | The phone is ringing. |
| Slow-flashing red | There are new voicemail messages. |
| Solid red for .5 seconds and off for .3 seconds | The phone entered power-saver mode. |

SCREENS + ICONS

The phone has two HOME screens by default, the HOME Screen which is condensed when the phone is idle and an EXPANDED HOME screen. You can see additional buttons on the HOME Screen by tapping the EXPAND Icon. You can see additional IDLE screens by swiping left.

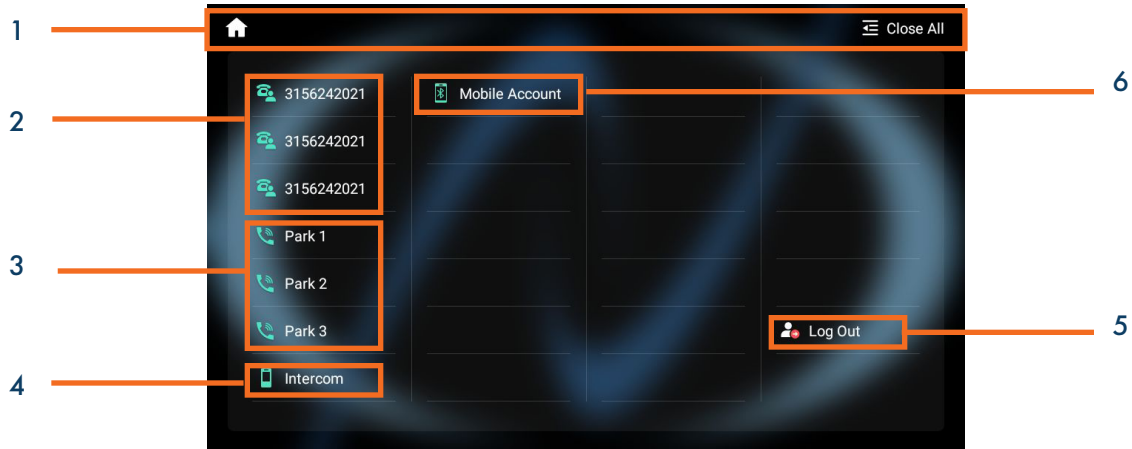
HOME SCREEN



No.	Name	Description	
1	Status Bar	Displays the phone's default subscriber account information, icons and time.	
		Default Account	The default account subscriber number is displayed on the left of the status bar. If there is no account registered on the IP phone, this field will display NO SERVICE.
		Icons	Status Icons are displayed in the middle of the status bar. These indicate missed calls, voicemails, DND status, etc.
		Time	The phone's time is displayed on the right of the status bar.
2	System Applications	Settings	Accesses the phone settings and features
		File Manager	Manages files in the internal SD card as well as a USB flash drive.
		Message	Accesses voicemail.
		Email	Send and receive emails.
		Calendar	Use this application as a reminder or to manage and arrange events.
		Camera	Use with optional camera (Not offered at this time)
		Gallery	To view photos or videos.
		Recorder	Use to record audio.
		Calculator	Quickly calculate numbers.
Browser	Access to the web.		
3	Phone Dialer	Tap to view the active dialpad.	
4	Directory	Tap to enter the Directory screen and view contacts.	
5	History	Tap to enter the Call History screen.	
6	Expand All	Tap to view the Expanded Screen	
7	Park Keys	Places a call on a "system" hold so it can be retrieved from another phone in the business group.	
8	Line Keys	Lines that are used to make and receive calls.	

EXPANDED HOME SCREEN

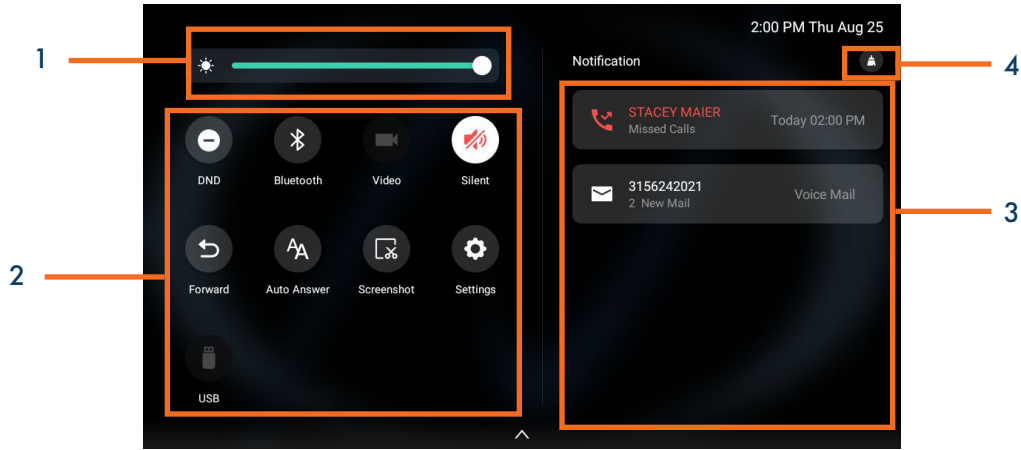
The EXPANDED HOME screen displays much of the same information as the HOME Screen without the widgets. When you expand the HOME Screen, the Line and Park keys move to the left to reveal additional features, line and monitor keys. Swipe left or right to see additional keys (3 screens total, 27 programmable feature keys).



No.	Name	Description	
1	Status Bar	Home (House)	Returns you to the Home screen.
		Close All	Closes all additional screens you had open.
2	Line Keys	<ul style="list-style-type: none"> + Lines that are used to make and receive calls. + Tap to enter the dial screen. 	
3	Park Keys	Places a call on a "system" hold so it can be retrieved from another phone in the business group.	
4	Intercom	Place a speaker call to another member of your Business Group.	
5	Log Out	Use to log out of the phone and log in as another user. (Hot Desk)	
6	Mobile Account	Connect a mobile device via Bluetooth to make and receive calls.	

CONTROL AND NOTIFICATION CENTER SCREEN

The Control Center or Notification Center provides access to certain features or notifications quickly. To access this screen swipe down from the top of the display.



No.	Widget	Description	
1	Backlight	Adjust the backlight of the screens.	
2	Control Center	DND	Tap to turn the Do Not Disturb Feature on/off.
		Bluetooth	+ Tap to turn Bluetooth on/off. + Long Tap to enter the Bluetooth settings screen.
		Video	Activates the video with optional camera (currently not available).
		Silent	Tap to turn Silence feature on/off.
		Forward	Tap to enter Call Forward setting screen.
		Auto Answer	Tap to enter the Auto Answer setting screen.
		Screenshot	Tap to capture a screenshot.
		Settings	Tap to enter the Settings screen.
		USB	Tap to access the File Manager to manage the files in the USB flash drive.
3	Notification Center	+ Tap a missed call to return the call. + Tap the voicemail notification to log in to voicemail.	
4	Delete	Tap to delete all notifications. Only the notifications in the notification center are deleted.	

PLACING + ANSWERING CALLS

PLACE A CALL

- + Internal: Enter EXTENSION number.
- + External: Enter 1 and the 10-digit number.
- + Active Keypad appears
- + Lift Handset or tap CALL on the Active Keypad or press the SPEAKER Key.



ANSWER A CALL

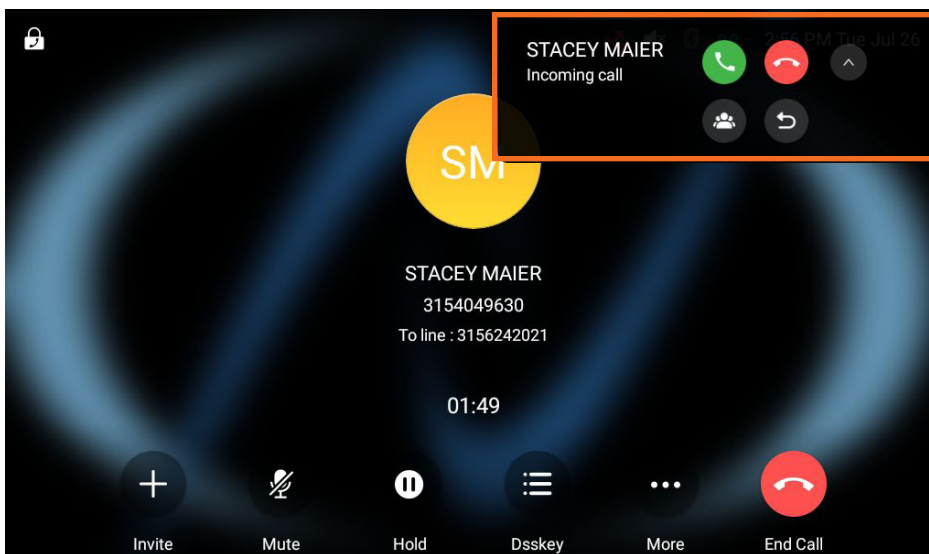
- + Phone rings, indicator flashes, available commands appear on the display.
- + Lift Handset or press SPEAKER Key or tap ANSWER .
- + TO FORWARD TO ANOTHER SUBSCRIBER: Tap FORWARD, enter the extension number and tap FORWARD again.
- + To view the line and features keys, tap DSSKEY.
- + TO SEND RINGING CALL TO VOICEMAIL: Tap REJECT.

PLACE AN INTERCOM CALL: Automatically bypasses ringing and opens the speaker of the party you are calling. (Desk phone only).

- + Tap INTERCOM Key.
- + Enter intercom (extension) number.
- + Lift Handset or tap CALL.
- + Party will hear warning tone and their speaker is open for you to speak or announce.
- + For privacy, their microphone is automatically muted (they must unmute to speak).
- + If the called party is on another call, their phone will ring.

MANAGE MULTIPLE CALLS:

- + PLACE A SECOND CALL: Tap MORE > NEW CALL
- + ANSWER A SECOND CALL: Hear Call Waiting Tone, second call appears on display. Tap ANSWER (first call automatically holds). You are connected to second call. Tap the flashing new call window to see call icons (answer, forward, silence and reject) for second call.



Second call window

- Tap to answer the second call.
- Tap to reject the second call and send it to voicemail.
- Tap to show/hide merge and forward icons.
- Tap to merge the incoming call with the active call.
- Tap to forward the incoming call to another number.

+ VIEW ACTIVE CALLS: Tap CALLS in the active call window.

Active calls and the status (on hold, connected) are displayed. (see below)

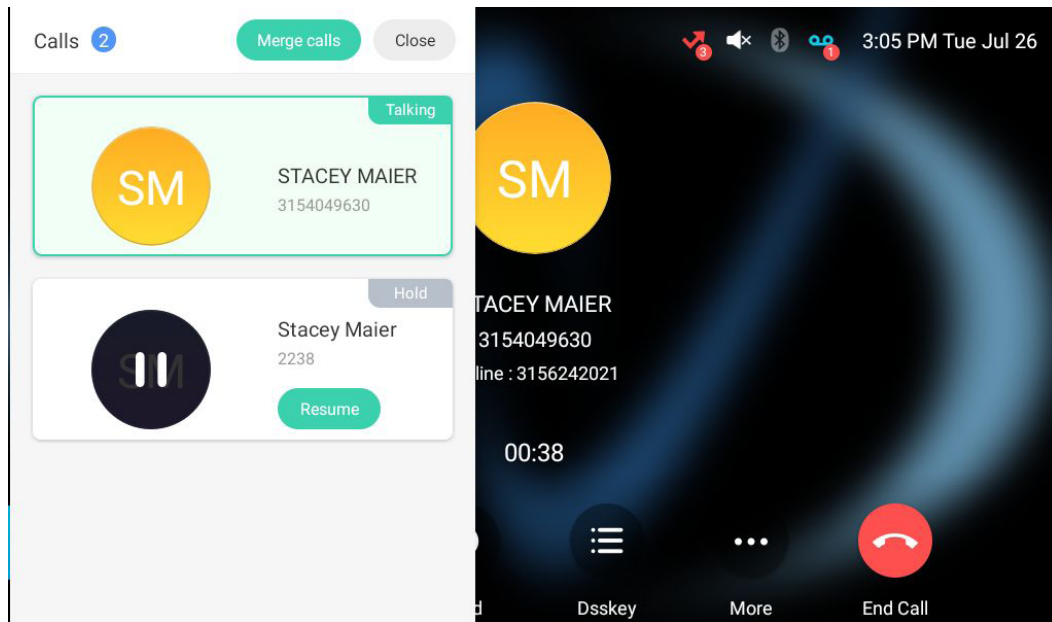


Tap to display active calls

+ TOGGLE BETWEEN CALLS: Tap RESUME to return to the held call and place the active call on hold.

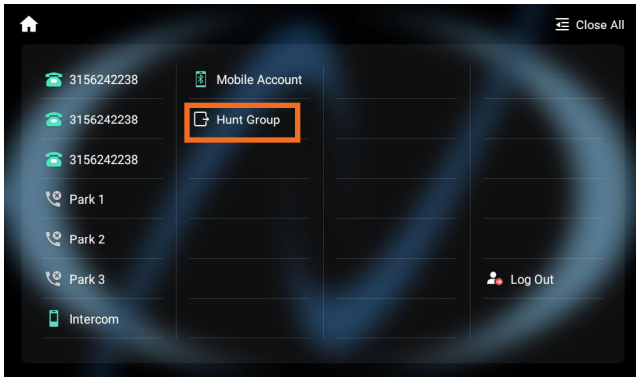
Tap MERGE CALLS to join all parties.

Tap CLOSE to close the call view window and return to the active call window



HUNT GROUPS LOG IN/OUT

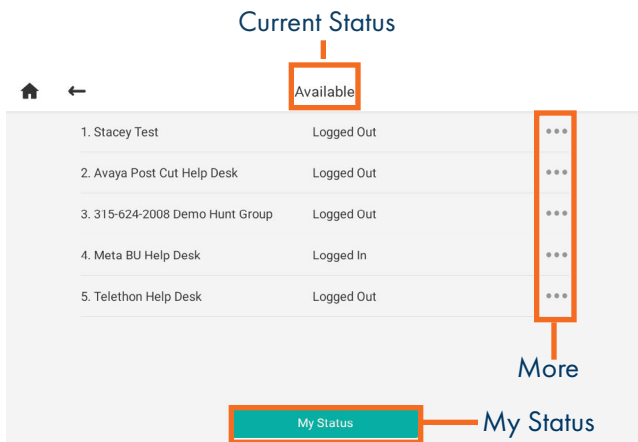
When you are a member of a group (Hunt group or iACD), your account phone is programmed to ring when a choice is made from an automated attendant or when the hunt group number is dialed. You may be required to log in to the hunt group to receive calls. Your telephone will be programmed with a Hunt Group or ACD Key. You will also see additional commands related to group functionality.



+ Tap the ACD / HUNT GROUP Key.

This will show you the groups you are a member of and whether you are logged in or out of the group. (See below).

ACD/HUNT GROUP SCREEN



+ Your current state appears at the top of the screen.

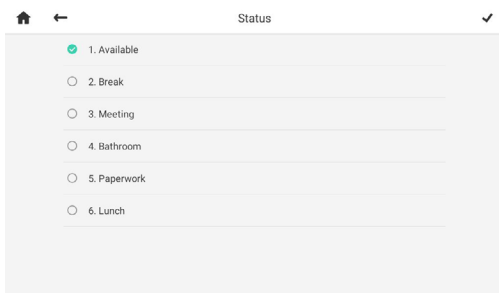
+ Tap MY STATUS to change your state if you use "States" or reason codes as part of an ACD Group. (See the iACD Agent User Manual for more information).

+ Tap MORE to see the following additional group options.

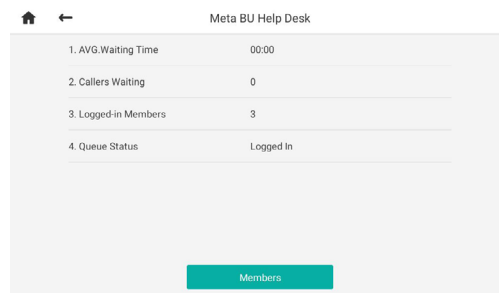
DETAIL: Displays calls average wait time, number of callers waiting, how many members are logged in and your log in status. (See below).

MEMBERS: Displays the members of the group and their log in status. (See below).

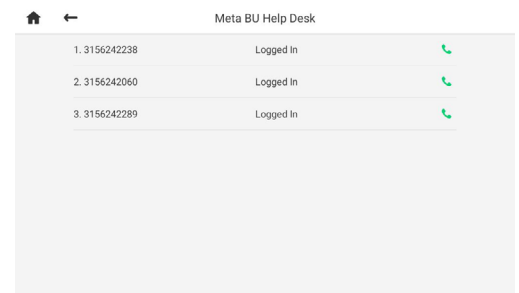
MY STATUS SCREEN



DETAIL SCREEN



MEMBER SCREEN



IMPORTANT

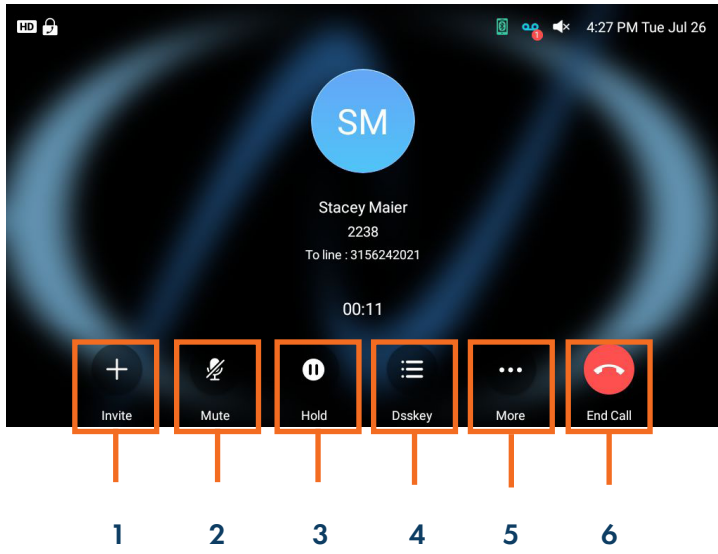
IF YOU ARE A MEMBER OF AN iACD GROUP, REFER TO THE iACD AGENT USER MANUAL AT WWW.NORTHLAND.NET/SUPPORT

Need support? Connect with us at www.northland.net/support or Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative

NAVIGATING A CONNECTED CALL

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IN CALL SCREEN



1 Invite: Adds another party to the call.

2 Mute: Mutes the active call.

3 Hold: Places the active call on and exclusive HOLD.

4 DSSKey: Returns to the expanded HOME page.

5 More: Displays additional actions:

New Call: puts active call on hold/provides dial tone

Dialpad: Shows the active dialpad

DND: Places the phone on Do Not Disturb

Transfer: Begins the transfer process

Home Page: Returns to the HOME page.

6. End Call: Ends the active call.

IN CALL ACTIONS

SPEAKER: Press to make or answer any call without lifting the Handset.

+ TO SWITCH TO SPEAKER FROM HEADSET/HANDSET: Press the SPEAKER Key, replace handset in cradle.

+ TO RESUME PRIVACY: Lift the Handset or Press the HEADSET Key.

+ TO END SPEAKERPHONE CALL: Tap the END CALL Key.

MUTE: Turns off your Microphone (Speaker, Handset + Headset) to allow you to speak privately. The caller cannot overhear office/background noise or conversations.

+ TO USE: Press the MUTE Key. A mute symbol appears on the display, speak privately.

+ TO RESUME CONVERSATION: Press the MUTE Key again.

HOLD: This is an exclusive hold to your telephone. No one else can retrieve it. Refer to [Call Park](#) for how to perform a system hold.

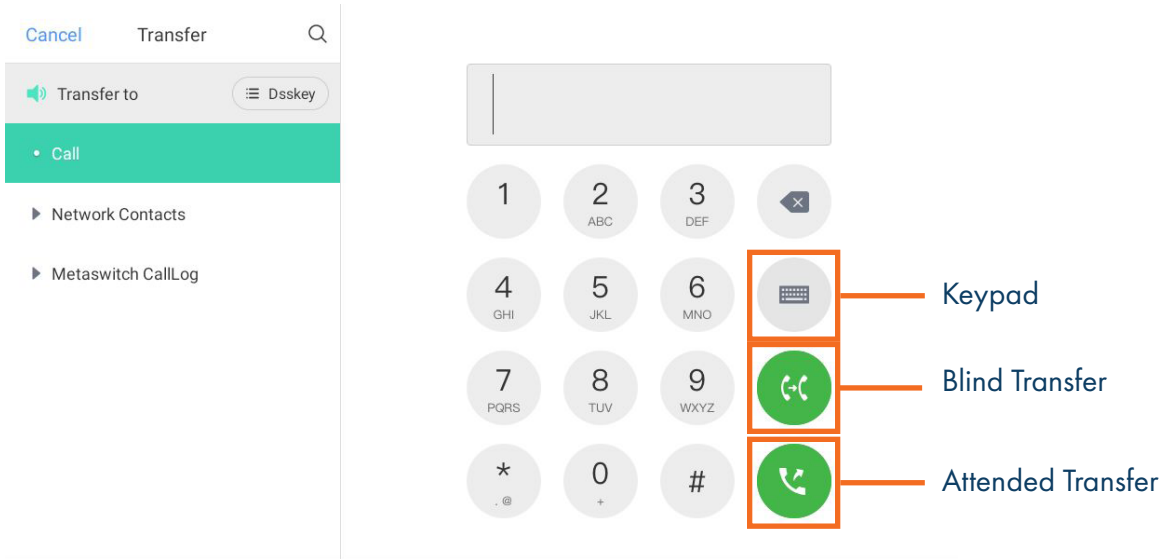
+ TO HOLD A CALL: Tap HOLD on the display or the HOLD fixed key.

+ TO RETURN TO CALLER: Tap the LINE Key or Tap the RESUME Key or Press the HOLD fixed key again.

CALL TRANSFER

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CALL TRANSFER SCREEN



TRANSFER allows you to connect your call to someone else.

Announced: With a call on the line, press the TRANSFER fixed key or tap MORE and then tap TRANSFER.

(Attended) The current call is automatically placed on hold and the above screen is displayed.

Enter the Number you are transferring to

Tap ATTENDED TRANSFER

Wait for the person to answer, announce the call.

+ TO COMPLETE TRANSFER: Tap TRANSFER, call is connected, hang up.

+ TO RETURN TO HELD CALL: Tap CANCEL then tap RESUME.

Blind Transfer: With a call on the line, press the TRANSFER fixed key or Tap MORE and then tap TRANSFER.

The current call is automatically placed on hold and the above screen is displayed.

Enter the Number and tap BLIND TRANSFER.

OR Press DSSkey to view Line, Feature and Autodial keys.

Press a Busy Lamp Field (Enhanced Monitor Extension) Key. The call is automatically transferred.

NOTES: To program a Busy Lamp Field (Enhanced Monitor Extension) Key, see the CommPortal User Manual.

A Busy Lamp Field (Enhanced Monitor Extension) can be programmed to perform **either** an announced transfer to the extension **or** a blind transfer to the extension. This must be programmed by a Northland administrator. Please consult your System Administrator.

TRANSFER FROM CONTACTS: With a call on the line, press the TRANSFER fixed key or Tap MORE and then tap TRANSFER.

The current call is automatically placed on hold and the above screen is displayed.

Tap the applicable CONTACT List on the left.

Tap the Search icon to display the keypad and enter search details.

Tap the applicable contact.

Tap AUDIO CALL.

Blind Transfer:

Tap B TRANSFER (blind transfer), the call is transferred.

Announced Transfer:

Tap ATTENDED TRANSFER. Wait for the person to answer, announce the call.

Tap TRANSFER, call is connected, hang up.

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone

+ Tap TRANSFER, call automatically held

+ Press *99 and enter EXTENSION Number

+ Tap BLIND TRANSFER

ADHOC CONFERENCE

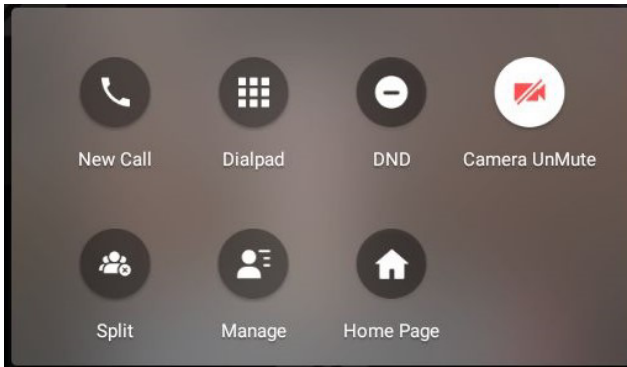
ADHOC CONFERENCE allows you to do a multi-call conference.

With call on line:

- + Tap INVITE. Call is not placed on hold.
- + Enter the second number (internal or external) and tap ADD > CALL.
- + When second party answers, all parties are connected.

ADDITIONAL CONFERENCE TOOLS

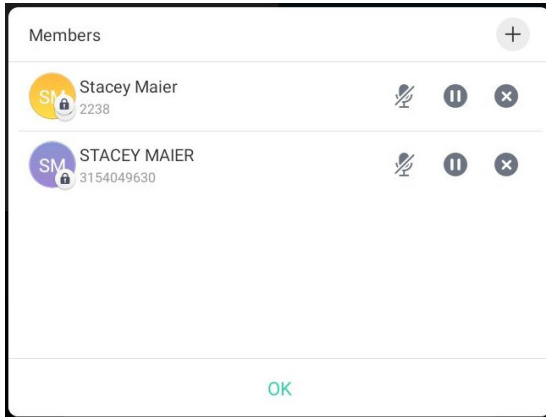
CONFERENCE OPTIONS SCREEN (MORE)



- + Tap the screen to view Softkeys.
- + Tap INVITE to add additional parties. (Maximum of four)
- + Tap MORE to see additional options.
 - + Tap NEW CALL to add additional parties. (Maximum of four)
 - + Tap DIALPAD to view the active dialpad.
 - + Tap DND to place the phone in Do Not Disturb.
 - + Tap SPLIT to speak to one party privately. This places all parties on hold.
 - + Tap CALLS to view all callers.
 - + Select the party you wish to speak privately with and tap RESUME.
 - + Tap CALLS and then tap MERGE CALLS to return to the conference.
 - + Tap MANAGE to manage participants. (see below)
 - + Tap HOME PAGE to return to the HOME screen.

CONFERENCE MANAGEMENT

CONFERENCE MANAGEMENT SCREEN



- + Tap MORE.
- + Tap MANAGE. The screen to left is displayed.
 - + Tap OK to return to the main conference display.
 - + Tap MUTE to mute the selected party.
 - + Tap X to disconnect the selected party.
 - + Tap HOLD to place the selected party on hold.

CALL PARK

CALL PARK allows you to place a call on hold in the system and assign it to a Call Park Slot also referred to as an Orbit Code. The call can be retrieved from any telephone in the system by tapping the associated Call Park Slot Key.

- + TO PARK: With caller on the line, tap an available PARK Key, PARK Key will flash red, advise person of Call Park Number.
- + TO RETRIEVE: Lift the Handset, tap the applicable PARK Key. You are now connected to the call.
- + TO RETRIEVE ON SPEAKER: Press the Applicable Park Key.

NOTE: If parked call is not retrieved within a preprogrammed number of seconds, the call will "Callback" to the phone it was parked from.


REDIAL + CALL (HISTORY) LISTS

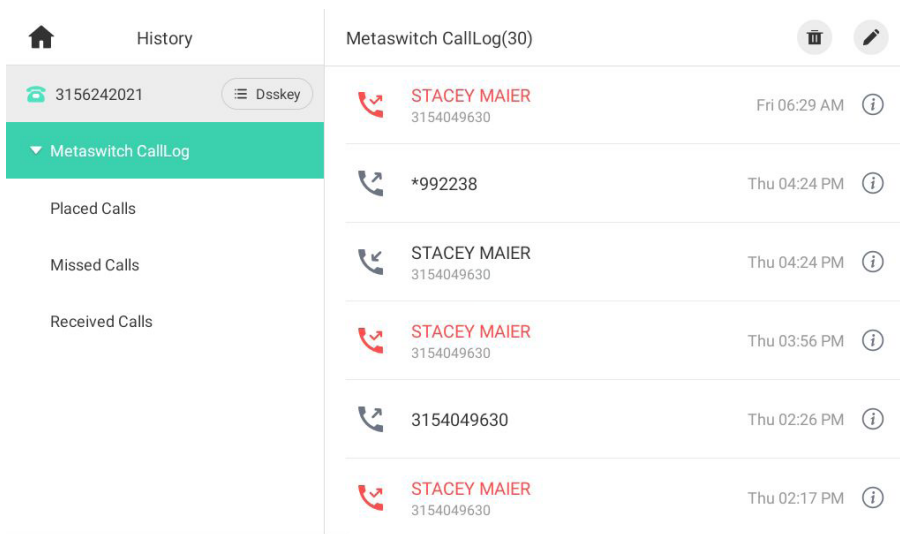
REDIAL: Displays a list of the last numbers placed, redials the last number dialed, + uses the outgoing call records stored in the call log.

- + TO USE: Press REDIAL Key. Display shows recent outbound calls.
Scroll through the list to find the number.
Tap the number you wish to call.





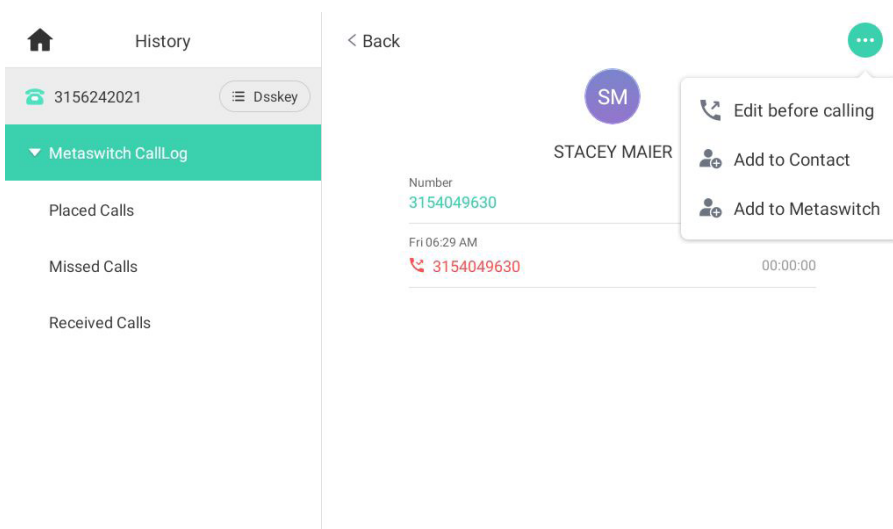
CALL HISTORY: Displays a list of your most recent incoming answered, incoming missed and outbound calls.

- + TO USE: Tap CALL LIST.  The most recent Placed, Missed and Received (answered) calls are displayed on the right.
- + TO VIEW INDIVIDUAL CALL LISTS: Tap the list name on the left.
- + TO CALL: Tap the applicable call and then tap CALL.



Call Type	Contact Name	Number	Time
Placed	STACEY MAIER	3154049630	Fri 06:29 AM
Placed	*992238		Thu 04:24 PM
Missed	STACEY MAIER	3154049630	Thu 04:24 PM
Received	STACEY MAIER	3154049630	Thu 03:56 PM
Received	3154049630		Thu 02:26 PM
Received	STACEY MAIER	3154049630	Thu 02:17 PM

- + TO VIEW CALL INFORMATION: Tap . Date, Time and duration and number of calls are displayed on the screen.
- + TO EDIT BEFORE CALLING OR TO ADD TO CONTACTS: Tap .



Number: 3154049630

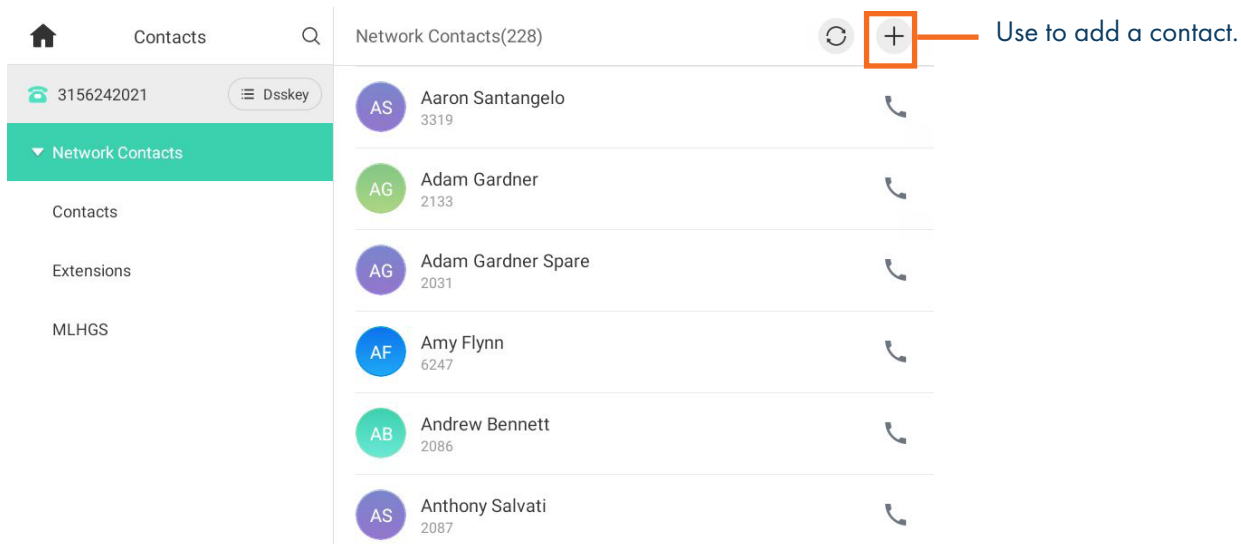
Fri 06:29 AM

3154049630 00:00:00



- Edit before calling
- Add to Contact
- Add to Metaswitch

DIRECTORY + NETWORK CONTACTS

DIRECTORY: The directory is where you will find your Network Contacts. The Network Contacts consist of three lists.



NETWORK CONTACTS:

- + **CONTACTS:** All contacts programmed into your phone book by a system administrator or by you either in CommPortal, from this list or by saving from Call History Lists. These will import to your other Subscriber applications during the nightly reboot.
- + **EXTENSIONS:** All extensions in your business group.
- + **MLHGS (MULTI-LINE HUNT GROUPS):** If you are a member of a MLHG, information for the groups you are a member of will appear in this Contact list.
- + **TO PROGRAM:** Tap the DIRECTORY Icon.
Tap the list you want to add the contact to.
Tap the + Key in the upper right of the display.
You can program multiple numbers in one entry.
When complete, tap OK.
- + **TO SEARCH:** Tap the DIRECTORY Icon.
Tap SEARCH (this will search all directories).
Begin spelling the name (first or last).
Tap the name to complete the call.
- + **TO EDIT OR DELETE A CONTACT:** Tap the DIRECTORY Icon.
Tap the contact you want to edit or delete.
Tap  to edit.
Edit the contact and tap OK
To delete the contact, tap  tap DELETE and then tap OK to confirm.

CONVENIENCE FEATURES

DO NOT DISTURB (DND): Stops all tones and ringing to your phone and sends all calls to voicemail.

- + TO USE: Swipe down from the top of the display.
Tap DND. Icon turns red. DND is enabled is displayed on the HOME screen.
- + TO EXIT: Tap **Exit DND Mode** that appears on your display.

NOTE: You can program features such as DND on available keys. See the CommPortal User Manual for more information.

The following features must be programmed by a System Administrator.

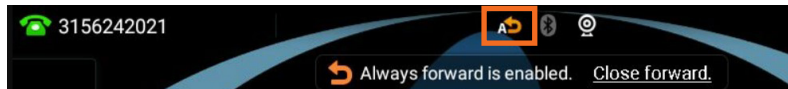
PAGING: Accesses telephone speakers to make an announcement

- + TO USE: Lift Handset, tap the PAGE Key, wait for tone, make announcement, tap the END CALL Key.

GROUP PICK UP: Allows you to pick up another phone you hear ringing in your group (you must be programmed in a group by a System Administrator).

CALL FORWARD: Forwards your phone to ring at a different number.

- + TO USE: Swipe down from the top of the screen to access the CONTROL AND NOTIFICATION CENTER Screen.
Tap CALL FORWARD. Display indicates CALL FORWARD is OFF.
Tap OFF.
Tap the arrow next to ALWAYS FORWARD, BUSY FORWARD or NO ANSWER FORWARD.
Toggle to ON and enter the contact number or tap the directory icon to choose from the directory.
If you choose the NO ANSWER FORWARD option, choose the desired ring time to wait before forwarding.
Tap the three dots in the top right of the display.
Choose ALL LINES if applicable.
Tap SAVE. The display indicates that Call Forward is active and a Call Forward icon appears.

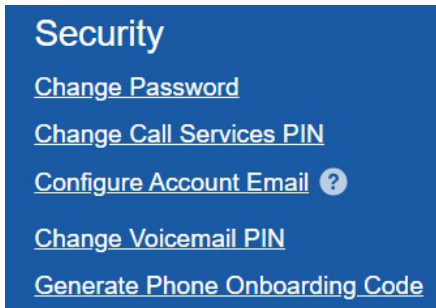


NOTE: Call Forward status is indicated across all MaX UC applications and CommPortal and can be updated from any application.

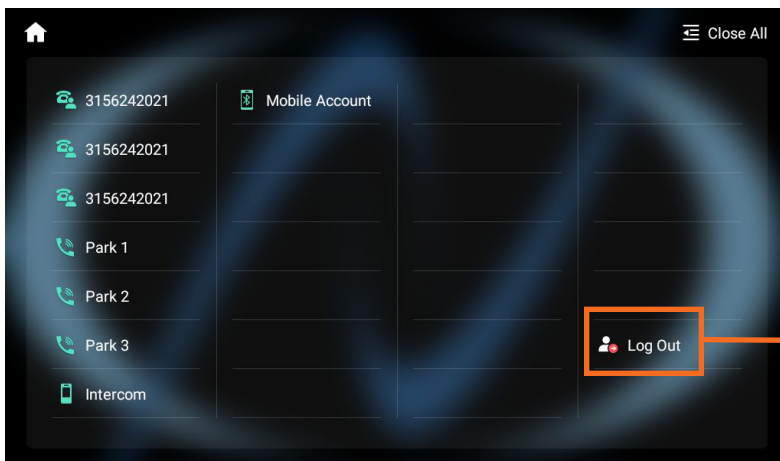
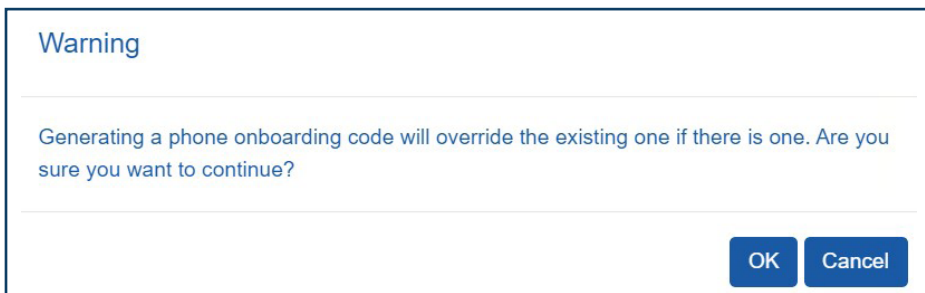
- + TO CANCEL: Tap CLOSE FORWARD on the display.

HOT DESK: Allows you to log in/out of other telephones within your Business Group.

IMPORTANT: Before you begin, you must log in to your Subscriber CommPortal and generate a phone onboarding code.



- + Go to the Application Ribbon on the CommPortal Home screen.
- + In the Security section, select **Generate Phone Onboarding Code**.



- + Tap the LOG OUT Icon on the EXPANDED HOME screen.
- + Tap OK to confirm. The phone will reboot and the current subscriber will be logged out.
- + When the phone completes the reboot, you will see a login icon.
- + Tap the Log In Icon and enter your subscriber number and the pin assigned to you in CommPortal.
- + When the phone comes back up, you will be logged in.

Use to log out of the phone.

NOTES: You can be logged in to multiple devices or applications. When you log in to a new device or application, you remain logged in to any other devices until you log out.

RINGS

Your telephone rings differently for different types of calls.

EXTERNAL: Two short rings repeated (a new external call or a transferred external call).

INTERNAL: Single ring repeated.

ADJUST RING VOLUME

You can adjust the volume while phone is ringing or idle.

Leave handset in place

Press the PLUS/MINUS VOLUME CONTROL Key to adjust the ring volume when your phone is idle.

RING TONES

You can select from several preprogrammed ring tones so that your phone rings differently than someone who sits near you.

Ring Tones can be programmed through the CommPortal User Interface.

Refer to the CommPortal User Manual at www.northland.net.

SETTINGS + FEATURES

The SETTINGS Icon consists of four areas of information: Status, Features, Basic Settings and Advanced Settings (see below). This guide will cover basic features and settings.

Features and Settings covered in this guide are indicated with an *.

For more information on other settings, please refer to the Yealink User Guide at <https://support.yealink.com>.

Status Information

General	Provides IP and MAC addresses as well as Firmware.
Network	Provides IP Status, Mode, MAC address and VLAN ID.
Phone	Provides Hardware information.
Account	Provides default account information.
Storage	Provides the internal storage available and used.
Qr Code	Provides a Qr Code to access online information.

Features

* Call Forward	Forwards all calls that ring at your phone to another telephone.
Call Waiting	Toggles call waiting and associated tone on/off.
Auto Answer	Phone automatically answers when it is idle and a call is received. Toggles on/off.
Key As Send	Displays the key designated to send a call.
Auto Redial	When set to ON will redial to a busy number.
*DND	Stops all tones and ringing to your phone and sends calls to voicemail.
Intercom	Provides options for the intercom feature.
Default Account	Displays the subscriber information for this account.
Diagnostics	Displays Network information.





























Basic Settings

Language and Input	Sets the default Language.
Time & Date	Change the date and time format.
Display	Settings for Backlight, wallpaper and screen saver.
Change PIN	Changes the existing PIN.
Bluetooth	Toggles Bluetooth on/off and adds devices.
APP Accounts	Adds exchange and personal email accounts
Update Configuration	When requested by a System Administrator, this will apply changes to system setting without restarting the device.
Analog Headset Mode	Used to set up an analog headset connection.
Reboot	Performs a complete reboot. Restarts the device.

STATUS INDICATORS




STATUS BAR ICONS

The icons in the Status Bar help you easily get the current phone status, such as call and message status.







Icons	Description	Icons	Description
	Wired network is unavailable		Bluetooth mode is on
	Speakerphone (hands-free) mode		Bluetooth headset is both paired and connected
	Handset mode		Bluetooth-enabled mobile phone paired and connected
	Headset mode		Wi-Fi mode is on
	Voice Mail		Wi-Fi signal strength from weak to strong after connecting successfully
	Auto Answer		The USB flash drive is detected
	Do Not Disturb (DND)		Screenshot captured
	Keep Mute		Downloading file
	Silent Mode		Uploading file
	Phone Lock		Upcoming alarm
	Missed Calls		Unread email
	Always Forward		Phone Warning
	No Answer Forward		PSTN box is detected
	Busy Forward		Wireless Access Point

LINE KEY FEATURE ICONS

The line key icons show the function of the line key. Icon indicators associated with line key features are shown in the chart below.








Icons	Description	Icons	Description
	Hold		DND
	Voice Mail		SMS
	Direct Pickup		Group Pickup
	Conference		Forward
	Transfer		Recall
	Record		Recording in process
	Multicast Paging Paging List		Hot Desking
	Phone Lock		Directory
	Speed Dial		DECT Intercom

ICON INDICATORS (ASSOCIATED WITH A LINE)

Icons	Description	Icons	Description
	The private line registers successfully.		The shared/bridged line registers successfully.
	Registering.		Register failed.
	DND is enabled on this line.		Call forward is enabled on this line.

BUSY LAMP FIELD KEYS

If your Yealink Phone is equipped with a Busy Lamp Field (BLF) the following indicators appear when keys are programmed with internal users.

Icons	Description	Icons	Description
	The monitored line is idle		The monitored line is ringing.
	The monitored line is dialing		The monitored line is busy or in a call.
	The monitored line places a call on hold		A call is parked to the monitored line.
	The monitored line fails to register or does not exist.		

YOUR VOICEMAIL

VOICEMAIL: The voicemail system is voice prompted with easy to follow instructions and commands

FIRST TIME VOICEMAIL SET UP

- + Dial *99.
- + Enter your 10 digit subscriber number and press #.
- + Enter the EAS Pin that you were given by your System Administrator.
- + Follow the audio instructions to create a password, record your name + record your personal greeting.

NOTE: The above steps can also be completed in CommPortal. This is an important part of identifying you in the system.

There are multiple greeting types available for you to choose from:

- + **PERSONAL GREETING:** Plays to everyone that calls you
- + **EXTENDED ABSENCE:** Plays when you will be away from your office or phone for meetings/vacation, etc.
You can turn off message acceptance when using the extended absence greeting
System will remind you extended absence greeting is playing
- + **SYSTEM GENERATED:** A synthesized greeting that's set up to include your phone number or recorded name.
- + **BUSY:** Plays when you have active calls on all available lines.
- + **OUT OF HOURS:** Can be set to play outside of your normal business hours, weekends and holidays.
- + **FORWARDED TO VM:** Plays when you have your phone set to forward to voicemail.

NOTES: Through the Self Service CommPortal, you are able to:

- + Use a wizard to set up your voicemail for the first time.
- + Record and change greetings.
- + Choose your voicemail to email options.
- + Change your login for voicemail so you're not required to enter your mailbox and pin each time you press the VM Softkey
- + Change other voicemail and telephone settings

Please see the Self Service CommPortal User Manual in the Northland University for full details.

ADDITIONAL NOTES:

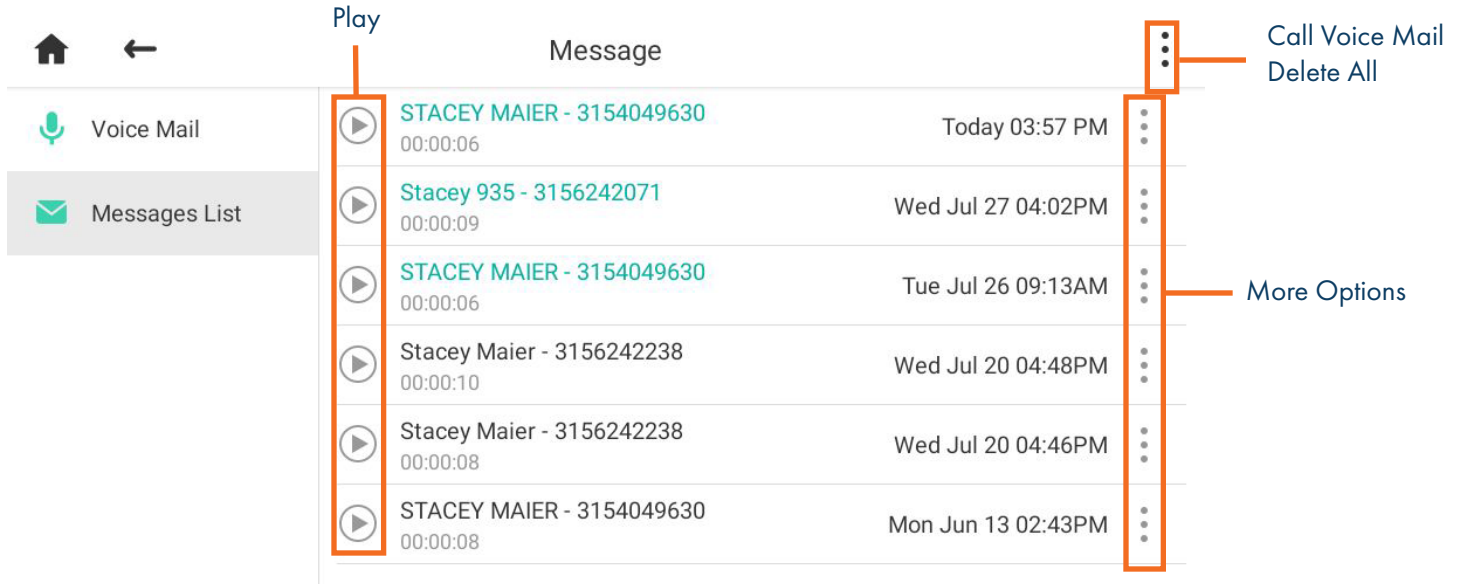
- + Deleted messages are archived for 14 days and then they are permanently deleted.
- + Mailbox storage is 100 minutes including archived messages.
- + Maximum Message length is 4 minutes.

LOG IN TO VOICEMAIL FROM ANY TELEPHONE

Log in to voicemail from any account phone or external phone to listen to message, work with personal greeting and other voicemail settings.

LOG IN FROM YOUR OWN PHONE (VISUAL VOICEMAIL):

- + Press the VOICEMAIL (Envelope) Key.
- + Messages are displayed on the screen.



On the left:

- + Tap VOICE MAIL to view a summary of messages or to change your PIN.
- + Tap MESSAGES LIST to return to the list.

In the message list:

- + Select a message and tap PLAY to listen to the message.
- + Tap MORE OPTIONS next to the message, to see additional message options. (See below).
- + Tap the three dots at the very top right to call your voicemail or to delete all messages.

MESSAGE OPTIONS

Option

Call

Mark as heard

Forward as Voice Mail

Add to Contact

Add to Metaswitch Contact

Delete

- + Tap CALL to call the number displayed in the message.
- + Tap MARK AS NEW to keep the message as new after you have listened to it. If you have not listened to the message this option will read MARK AS READ.
- + Tap FORWARD AS VOICE MAIL to send this message to another user's voicemail.
- + Tap ADD TO CONTACT to add to your personal contacts list.
- + Tap ADD TO METASWITCH CONTACT to add to the Metaswitch Contacts list.
- + Tap DELETE to delete the message.

LOG IN FROM ANY EXTERNAL TELEPHONE:

- + Dial: 315-671-0031
- + Enter your 10 digit telephone number and press the # key
- + Enter your pin and press the # key.
- + Press 1 to listen to your messages.

LOG IN FROM ANY PHONE IN YOUR BUSINESS GROUP:

- + Dial: *99
- + Enter your 10 digit telephone number and press the # key
- + Enter your pin and press the # key.
- + Press 1 to listen to your messages.

Need support? Connect with us at www.northland.net/support or Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative

COMMON VOICEMAIL COMMANDS

Main Menu

- 1 Listen to messages
- 2 Send a message to another user
- 3 Work with personal greetings
- 4 Mailbox settings
- 5 Work with Reminder Messages
- 6 Access deleted messages
- 7 Switch Account (log into another account)
- 0 Access Help
- * Exit Voicemail or return to previous menu

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting

Listening to Messages

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a copy
- 6 Increases the message volume
- 7 Slows the message playback down
- 8 Pause / Resume
- 9 Speeds the message playback up
- # Next Message
- 11 Previous Message
- 77 Skip backward 5 seconds
- 99 Skip forward 5 seconds

ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu. Some settings are only available when you log in through a telephone. See [page 19](#) for how to log in from any telephone. See the CommPortal User Guide for settings that are available through CommPortal.

WORK WITH GREETING SETTINGS

From the Main Menu, press 3 to work with Greetings. The following greeting settings are available.

- Press 1 to work with the personal greeting
- Press 2 to work with the extended absence greeting
- Press 3 to choose a system generated greeting or to work with your recorded name
- Press 5 to work with the greeting that plays when your phone is busy
- Press 6 to work with your out of hours greeting (this allows to set a schedule for a greeting that plays outside of your normal business hours). See also the CommPortal User Guide.
- Press 9 to work with the greeting callers hear when your phone is set to forward all calls to voicemail

WORK WITH TIMESAVER AND CONVENIENCE SETTINGS

From the Main Menu, press 4 to work with Settings. The following settings are available.

- Press 1 to work with group lists - add / edit / delete group lists.
- Press 2 to work with timesaver settings - turn autoplay on / off, work with Urgent Message settings and change your message header and body settings.
- Press 3 to work with Security – change the pin, set fast login or set skip pin.
- Press 5 to work with Notifications - message waiting indicator, email notifications and phone notifications.
- Press 6 for Additional Settings - Check the Operator number or turn Marketing broadcasts on / off.
- Press 0 to hear helpful hints.

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone.

- + Tap TRANSFER, call automatically held
- + Press *99 and enter EXTENSION Number
- + Tap BLIND TRANSFER

LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:

- + Press *99
- + Enter Extension Number.
- + Lift HANDSET, press SPEAKER or tap AUDIO CALL.

SET UP AN EMAIL ACCOUNT

You can add an email account to the telephone just as you would to any device such as a tablet.

TO BEGIN: Tap **SETTINGS**.

Tap **APP ACCOUNTS**.

Under **BASIC SETTINGS**, tap **+ ADD ACCOUNT**.

Select the type of email: **EXCHANGE OR PERSONAL (IMAP)**.

Enter your email address and tap **NEXT**.

Enter your password and tap **NEXT**.

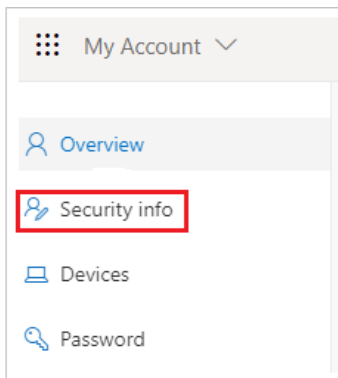
Set your preferences and tap **NEXT**.

Select an Optional name for the account and tap **NEXT**.

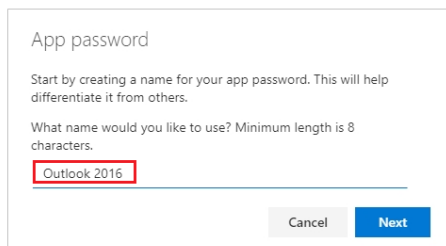
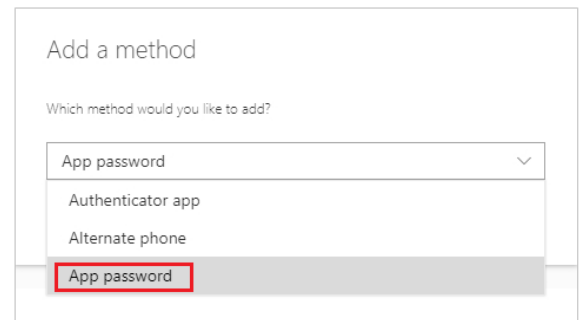
SET UP AN OFFICE 365 EMAIL ACCOUNT WITH MULTI-FACTOR AUTHENTICATION (MFA)

When using MFA, you must create an APP PASSWORD before setting up the account on your phone.

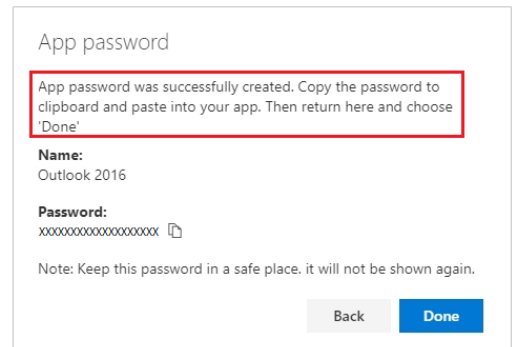
TO BEGIN: Sign into your work account from your PC, go to **MY ACCOUNT PAGE** and select **SECURITY INFORMATION**.



- + Select **ADD A METHOD**.
- + Select **APP PASSWORD** from the dropdown list.
- + Click **ADD**.



- + Enter a name for the App password and select **NEXT**.
- + Copy the password from the App password page and select **DONE**.



- + Return to the Security Infor page and be sue your app password is listed.
- + Open the app you created the app password for (for example Outlook 2016) and past the app password when asked for it.
- + You should only have to do this once per app.