

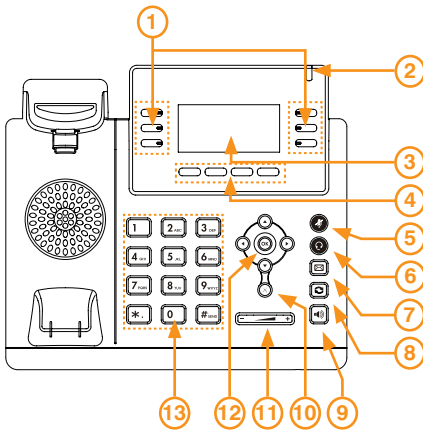
# Phone User Guide

## SIP-T4 Series



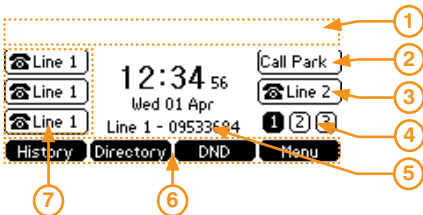
# Phone Models

## SIP-T41S / SIP-T42S Phone Model



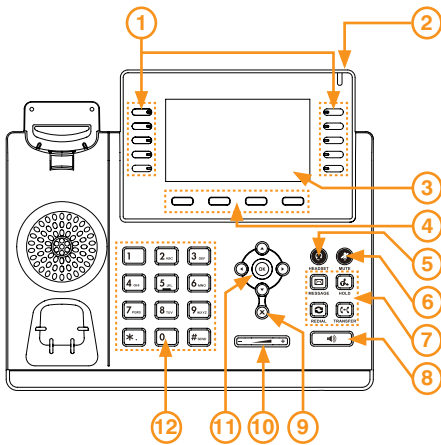
- 1 Line/Function Keys (Buttons)
- 2 Power Indicator LED
- 3 LCD Display
- 4 Soft Keys
- 5 Mute
- 6 Headset
- 7 Voicemail
- 8 Redial
- 9 Speakerphone
- 10 Cancel
- 11 Volume
- 12 Navigation Keys
- 13 Keypad

## SIP-T41S / SIP-T42S Display



- 1 Feature Status Icon Area
- 2 Call Park
- 3 VoIP Account 2
- 4 Next Page (when available)
- 5 Default VoIP Account
- 6 Soft Key Labels
- 7 VoIP Account 1

## SIP-T46S Phone Model



- 1 Line/Function Keys (Buttons)
- 2 Power Indicator LED
- 3 LCD Display
- 4 Soft Keys
- 5 Headset
- 6 Mute
- 7 Voicemail, Hold, Redial and Transfer
- 8 Speakerphone
- 9 Cancel
- 10 Volume
- 11 Navigation Keys
- 12 Keypad

### SIP-T46S Display



- 1 Feature Status Icon Area
- 2 Call Park
- 3 Other VoIP Accounts (Blue = Default account)
- 4 Next Page (when available)
- 5 Default VoIP Account
- 6 Soft Key Labels
- 7 VoIP Account 1

# Phone Features

## VoIP Accounts (Lines)

The Table below shows the number of VoIP accounts (or lines) available on each phone model, and how the **default account** is displayed on the idle screen. Press the left or right arrow key to change the default account.

Model	Number of VoIP Accounts	Default account display location
SIP-T41S	2	Below the time and date
SIP-T42S	2	Below the time and date
SIP-T46S	4	Below MyNetFone logo Key label is highlighted in blue

If you're like the majority of users and require only one VoIP account, it's recommended that you leave the first account as the default.

## Softkeys (Buttons)

In Idle mode, the soft keys perform the following functions:

- **History:** To view call log, including missed, placed and received calls
- **Directory:** To view contacts
- **DND:** Stop incoming calls by enabling Do-not-Disturb
- **Menu:** Access phone menu

## Function Keys

The programmable **Function** keys on the SIP-T4 series phones can be used for different purposes, such as monitoring the status of another phone on your Virtual PBX. For the SIP-T41P, T42G and T46G, these keys are displayed over 3 pages.

The default key configuration is as follows:

- **VoIP account 1** is mapped to the **Line** keys on the left-hand side
- The next key is reserved for the **Call Park** function
- **Additional** VoIP account/s are mapped to the other keys on Page 1
- Page 2 and 3 are left **blank**
- The **Next Page** key is displayed if you configure keys on Page 2 or 3

The **Buttons** tab in the MyNetFone Portal must be used to configure the **Function** Keys. For example, you may want to change the key labels, or replace the additional VoIP accounts with Speed Dial or Monitor keys.

The mapping of the buttons in the Portal to your phone keys is shown on the next page.

## SIP-T41S / SIP-T42S Web Portal Buttons:

Page 1:



Page 2:



Page 3: Buttons 8 to 12

## SIP-T46S Web Portal Buttons:

A custom 480 x 272 pixel BMP image may be uploaded from the Portal.

Page 1:



Page 2:



Page 3: Buttons 14 to 22

## Monitor Keys

You can configure a **Monitor** key to indicate the status of another VoIP account on the same Virtual PBX. The status is indicated by the LED of the Monitor key as shown in the table below. Note that Monitor keys also perform remote call pick-up and speed dial.

Status of Monitored VoIP Account	LED Indicator	Result of Pressing Key
Idle	Solid green	Speed dial
Incoming call	Flashing red	Remote call pick-up
On a call	Solid red	Speed dial

## User Access

If you are prompted to log in to your phone:

Username = **user**

Password = **user**

# Call Handling

## Making an Outgoing Calls

To make a call, lift the handset and enter the phone number using the keypad. The phone will use the current default VoIP account. The key associated with the call will be lit solid green. You may press a **Line** key to use a different account, but this will not permanently change the default setting. Press the left or right arrow key to change the default account.

## Answering an Incoming Call

There are multiple indicators of an incoming call:

- Audible ringtone
- Ringing icon on phone screen
- Fast flashing red Power Indicator
- Fast flashing green Line key

The phone can be used in the following call modes.

Call Mode	LED Indicator	Display Indicator
Handset	None	Handset icon
Headset	Solid green Headset key	Headset icon
Speakerphone	Solid green Speakerphone key	Speakerphone icon

When the phone is idle, incoming calls can be answered using one of the following methods:

- Lift the handset to go into Handset mode
- Press the **Speakerphone** key to go into Speakerphone mode
- Press the **Headset** key to go into Headset mode

The above methods can also be used to change between call modes when on an active call, eg. pick up the handset to change from Speakerphone mode to Handset mode.

If the phone is not idle, calls must be answered using the **Answer** soft key, **OK** key or green flashing **Line** key. The current call mode will continue to be used.

## Call Hold and Retrieval

An active call can be put on hold by pressing the **Hold** soft key. A call on hold is indicated by the associated key flashing green and **'Hold'** being displayed on the screen. The other party will hear **'Music on Hold'**. You can then press the **New Call** soft key to make another call.

Alternatively, you can simply press any of the other **Line** keys to make a second call. The original call will be placed on hold as indicated by the green flashing key.

To retrieve a call on hold, simply press the key associated with the call. You can also scroll up or down to the held call and press the **Resume** soft key. Similarly, if you have multiple calls

you can easily toggle between them by pressing the key corresponding to the call you want to retrieve.

## Call Parking

Your phone has a **Call Park** key which you can press to park an active call. When you press the key, an audio cue will indicate the Parking Slot number. The other party will hear '**Music on Hold**'. The parked call can then be picked up from any phone on the same Virtual PBX by dialling the Parking Slot number.

## Transferring Calls

To perform a transfer during an active call, firstly press the **Transfer** key to put the call on hold. Then dial the number of the third party and perform an attended or blind transfer.

**Attended transfer:** Wait for the third party to answer the phone. When you want to complete the transfer, either hang up or press **Transfer** again.

**Blind transfer:** Hang up or press **Transfer** for a second time before the third party answers.

## 3-way Conference Calls

To establish a 3-way conference call:

1. Put an active call on hold by pressing the **Conference** soft key
2. Dial the number of the third party
3. After the call is answered, press **Conference** again to establish a 3-way conference call

Similarly, to join two existing calls into a 3-way conference, simply make two calls and press **Conference** while one call is on hold.

## Voicemail

New voicemail messages are indicated in 3 ways:

- A brief warning tone when message arrives
- Message icon and notification on the phone display
- Slow flashing red power indicator

To view the number of voicemail messages for each VoIP account, go to *Menu* -> *Messages* -> *Voice Mail* -> *View Voice Mail*.

To listen to voicemail, select the desired account and press the **Voicemail** shortcut key.

**Sales & Enquiries – 1300 733 995**  
**Business Support – 1300 887 899**  
[www.mynetfone.com.au/business](http://www.mynetfone.com.au/business)