Yealink

Star2Star COMMUNICATIONS

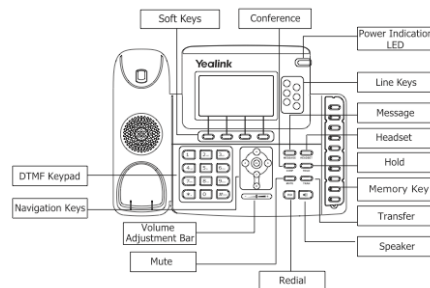One System, One Service, One Provider... The Whole Solution

Gigabit Color IP Phone *SIP-T38G* Quick User Guide

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:

https://support.star2star.com/

BASIC FEATURES

MAKING A CALL
You can make a phone call via the following devices:

1. Pick up the handset, icon will be shown in the idle screen.

2. Press the Speaker button, icon will be shown in the idle screen.

3. Press the Headset button if the headset is connected to the Headset port in advance. In the dial-up interface, the icon will be shown in the idle screen.

Dial Number Directly: Dial the number. Press **Send** soft key.

Dial from Pool: In dial-up interface, press **Pool** soft key. Use the **Navigation** keys to highlight your choice. Choose the corresponding option. Select a record, then press the **Send/Dial** button.

Redial: Press **Redial** button to enter the Dialed Calls interface and choose a record to dial out. During the call, you may alternate between Headset, Handset and Speakerphone by pressing the corresponding buttons or picking up the handset.
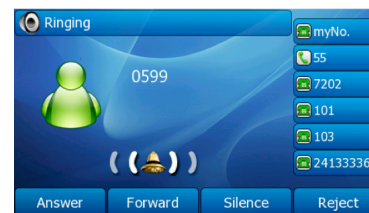
ANSWERING A CALL
To answer an incoming call, lift the handset.

To answer using the speakerphone, press the **Speaker** button.

To answer using the headset, press the **Headset** button.
If you are on an active call, the LCD screen will display *"Incoming Call: #"*. Press the **Answer** soft key to answer the call or **Reject** soft key to refuse the call.
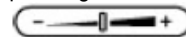

MUTING A CALL
Press **Mute** button to mute the call during conversation. The icon will be shown in the LCD screen. Press **Mute** button again to unmute the call.

VOLUME ADJUSTMENT
During the call you can adjust the volume by pressing the Volume Adjustment bar

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PUTTING A CALL ON HOLD
Press the Hold button or Hold soft key to put an active call on hold. The corresponding line will blink.

If there is only one call on hold, press the **Resume** soft key or **Hold** button to retrieve the call.

If there is more than one call on hold, use the **Up/Down** navigation key to highlight the call, then press the **Resume** soft key or Hold button to retrieve it.

TRANSFERING A CALL
You may customize your phone so that incoming calls are transferred directly to the third party (another extension, mobile phone number, etc.) There are three ways to transfer the call: Blind Transfer, Attended Transfer and Semi-Attended Transfer.

Blind Transfer via phone interface:

1. Press the **TRAN** Button or **Tran** soft key to put the caller on hold. Dial the new telephone number and press the **Tran** soft

key to call out. Your call will turn to hold status and the LCD will display as **Transferred**.

2. After the call is answered, press the **Cancel** soft key to complete the transfer.

3. You will be disconnected from the call and the other parties will be able to talk.

Attended Transfer via phone interface:

1. Press the **TRAN** Button or **Tran** soft key to put the caller on hold. Dial the new phone number and press the **OK** or **SEND** button to call out.

2. After the call is answered you will be able to talk to the new party without the caller on hold being able to hear the conversation. Press the **TRAN** button to complete the transfer. You will be disconnected from the call and the caller on hold will be able to talk to the transferred party.

Semi-Attended Transfer via phone interface:

1. Press the **TRAN** button or **Tran** soft key to put the caller on hold. Dial a new number and press the **OK** or **SEND** button to call out.

2. While the new number is ringing, hang up or press the **Tran** soft key. Your call will turn to hold status and the LCD will display as **Transferred**.

3. You will be disconnected from the call when the new caller answers the call. The on hold caller and new caller will be able to talk.

FORWARDING A CALL
Calls may be forwarded to another phone number, cell phone or voicemail.
Call forwarding can be configured in the following ways:

Always: Incoming calls are immediately forwarded.

Busy: Incoming calls are immediately forwarded when the phone is busy.
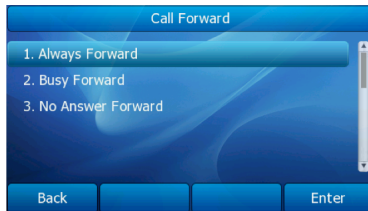
No Answer: Incoming calls are forwarded when the phone is not answered after a specific period.

To configure **Forward** option via the phone interface:

1. Press Menu soft key > Features > Call Forward to enter the configure page.
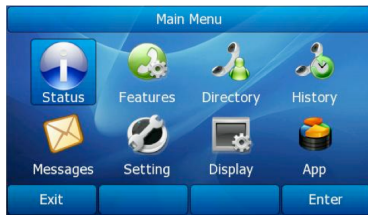
2. Select one of three options: **Always Forward**, **Busy Forward** and **No Answer Forward** and enter the phone number you want to forward.

3. If you select **No Answer Forward**, you must also select *"After Ring Times"* option.
4. Press **Save** soft key to save the changes.

PARKING A CALL
1. With a call in progress press the **Park** key located at the top of the 10-key array (right side of phone).

Note: The shared park appearance feature is defined in the system configuration (Location Information). Consult your system administrator or Dealer for more information.

2. The phone will automatically park the call in the first available park position.
3. The shared park appearance position key glows red and the caller is now parked.
4. The caller will hear music or message on hold if configured on your system.
5. Press the relevant **Park** position key on your phone or any similar model local extension to retrieve the call.

FIND-ME / FOLLOW-ME
Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal to forward calls from your extension.

Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.
Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.
Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

VOICE MAIL
The ✉ icon will appear in the LCD display when a new message(s) is present. A pre-configured memory key will be assigned to access Voice Mail.
To access the Voicemail system, with a new message(s) present, press the pre-assigned **Voice Mail** memory key twice. A stuttered dial tone will sound.

Enter your password as requested and follow the system prompts.
Alternatively you can dial 1000 to access the Voicemail system at any time.
The system will prompt for your password.
Note: when accessing the voice mail system for the first time your password is your extension #. Change this to a 4-digit number you can easily recall.

SPEED DIAL
Use the Star2Star Web Portal https://portal.star2star.com/ to configure speed dial buttons in individual phone settings.
When configured on your phone, press the designated speed dial key to dial out the preset number.
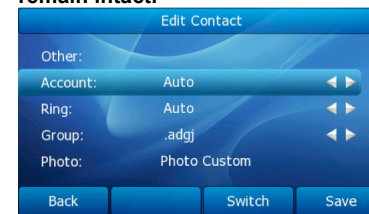
CONTACT DIRECTORY
Note: The Star2Star Company Directory is automatically downloaded.

To access the company directory, press the **Directory** soft key when the phone is idle, then select **Remote Phonebook > Company Directory**.
Adding a contact:
1. Press **Directory > Local Directory**
2. Choose a group and press the **Enter** soft key.
3. Press **Add** soft key, enter Name, Office, Mobile, Other phone number. Use the **abc**

soft key to choose an input method like Numeric, Upper/Lower Case Alphanumeric.
4. If you want to assign a contact to a specific account, you can use the navigation key to select desired account.
5. Choose and set a special ring tone for the contact.
6. Use the navigation key to select the group you want to assign.
7. Choose photo and then press **Enter** soft key to enter into the edit page. Use the navigation key to select a photo for this contact. Press **OK** soft key to confirm and return to the previous screen.
8. Press **Save** soft key to add the record to contacts or **Back** soft key to cancel.
(Note): If your phone firmware is updated, contacts entered in this manner will be lost. However, the company directory uploaded by Star2Star will remain intact.

Editing a contact:
1. Press **Directory > Local Directory**
2. Choose a group and press the **Enter** soft key.
3. Use the navigation key to highlight the contact you want to edit. Press **Option > Detail** and enter into the edit page.
4. Make the desired change. Press **Save** soft key to save the change or press **Back** soft key to return to the directory.

Deleting a contact:
1. Press **Directory > Local Directory**
2. Choose a group, and press the **Enter** soft key.
3. Use the navigation key to highlight the contact you want to delete. Press **Option**

soft key and scroll to Delete. Press **OK** soft key.
4. A warning window will pop up asking whether confirm to delete the contact.
5. Press **OK** soft key to confirm the operation or press the **Cancel** soft key to return to the directory.
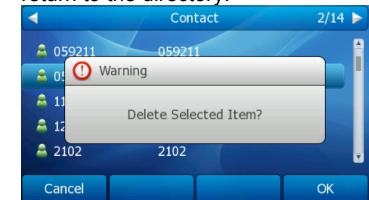
LOCAL CONFERENCE CALL
1. Press the **Conf** soft key during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the **Send** soft key.
3. When the call is answered, you may have a private conversation at first and then press the **CONF** button. The conference call will include you and the other two parties.
4. During the conference, press the **Split** soft key to split the conference into two hold lines and press the **Resume** soft key to resume the chosen call respectively.
5. When you press the **Hold** key, the conference will be on hold.
6. When you hang up, the other parties will remain connected.

Call Pickup
1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial ***8xxx** (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial ***8112** to pickup that call.
3. To pick up a call on any ringing phone dial ***8**.