

2016



Yealink Txx Series Telephone Sets

[CLOUD9PHONE WELCOME GUIDE]

Welcome to the Cloud! Thank you for choosing Cloud9Phone as your managed service provider. This manual will guide you through the initial setup and teach you the basic functions of your new enterprise phone system.


Basic Call Features

Placing a Call


Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

Note: During a call, you can alternate between the headset, hands-free speakerphone and headset modes by pressing the **Headset** key, **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset

Answering a Call


Using the handset:

Pick up the handset

Using the speakerphone:

Press .

Using the headset:

Press .


Note: You can ignore an incoming call by pressing the **Reject** soft key.

Ending a Call

Using the handset:

Hang up on the handset or press the **Cancel** soft key.





Using the speakerphone:


Press  or the **Cancel** soft key.

Using the headset:


Press the **Cancel** soft key.


Redial

Press  to enter the placed call list, press  or  to select the desired entry, and then press  or the **Send** soft key.

Press  twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

Press  to mute the microphone during a call.

Press  again to un-mute the call.

Intercom (HFAI - Hands Free Answer over Intercom)

To perform a private intercom:

1. Enter the extension number, and then press the **Send** soft key.

To perform a direct announce intercom:

1. Enter *11 followed by the extension number, and then press the **Send** soft key.

Note: To intercom using handset/speakerphone/headset, refer to **Placing a Call** above.



Call Hold and Resume

To place a call on exclusive hold:

Press the **Hold** soft key during an active call.

To resume the call, do one of the following:

If there is only one call on hold, press the **Resume** soft key.

If there is more than one call on hold, press  or .

To place a call on company hold:

Press one of the numbered **Hold** line keys during an active call.

To resume the call:

Press the numbered **Hold** line key where you placed your call, the line key will be denoted by a steady red LED.


Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press the **Tran** soft key

Attendant Transfer

1. Press the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and the press .
3. Press the **Tran** soft key when the second party answers.

Call Forward



To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features>Call Forward**.
2. Select the desired forward type:

Always Forward ---- Incoming calls are forwarded unconditionally.

Busy Forward ---- Incoming calls are forwarded when the phone is busy.

No Answer Forward ---- Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to. For **No Answer Forward**, press  or  to select the desired ring time to wait before forwarding.
4. Press the **Save** soft key to accept the change.


Call Conference

1. Press the **Conf** soft key during an active call. The call is placed on hold.
 2. Enter the number of the second party, and then press the **Send** soft key.
 3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
- Press the **Cancel** soft key to disconnect all parties.


Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

Voice Message



Configuring your voice mailbox:

1. Press the  key OR dial * + [Mailbox Number].
2. The default password for your mailbox is your mailbox number.
3. Record your name.
4. Record your unavailable message.
5. Record your busy message.
6. Create a new 4 digit password.

To listen to voice messages:

1. Press the  key OR dial * + [Mailbox Number].
2. Follow the voice prompts to listen to your voice messages.

Call History



1. Press the **History** soft key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:
 - Press the **Send** soft key to place a call.
 - Press the **Delete** soft key to delete the entry from the list.If you press the **Option** soft key, you can also do the following.
 - Select **Detail** to view the detailed information about the entry.
 - Select **Add to Contacts** to add the entry to the local directory.
 - Select **Add to Blacklist** to add the entry to the blacklist.
 - Select **Delete All** to delete all entries from the list.

Contact Directory



To add a contact:

1. Press the **Directory** soft key when the phone is idle, and then select the desired group.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Add** soft key to accept the change.

To edit a contact:


1. Press the **Directory** soft key when the phone is idle, and then select the desired group.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change


To delete a contact:

1. Press the **Directory** soft key when the phone is idle, and then select the desired group.
2. Press  or  to select the desired contact, press the **Option** soft key and then Select **Delete** from the prompt list.
3. Press the **OK** soft key when the LCD screen prompts "Delete Selected Item?".



Note: You can add contacts from the call history easily. For more information, refer to **Call History** above.

Volume Adjustment

Press the  during a call to adjust the receiver volume of the handset/speakerphone/headset.

Press  when the phone is idle to adjust the ringer volume.

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings>Basic Settings>Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press the **Save** soft key to accept the change.

Paging

1. Press the **Page** soft key
2. Press the **Paging** soft key
3. Announce your page

Personal User Information

Complete the following fields and keep for future use.

Name: _____

Extension: _____

Mailbox: _____

Mailbox PW: _____

New Mailbox PW: _____

General Mailbox: _____

General Mailbox PW: _____

Agent ID: _____

Cloud9Phone Portal Information

To access the Cloud9Phone portal:

1. Navigate to www.cloud9phone.com.
2. Click on **Customer Login > Voice Account Manager**
3. **Username:** _____
4. **Password:** _____

Notes

Use this page to take important notes about your new phone system

Thank you for choosing Cloud9Phone for your Telecom needs!

If you require additional assistance after reading through this user guide, please contact your Cloud9Phone Support team at 1.844.USA.VOIP, Option 3 or open up a trouble ticket by sending an email with an explanation of the issue that you're having to support@cloud9phone.com.

Note: The best way to reach us for service requests and updates is to email support@cloud9phone.com

Thank you and we appreciate your business!

For more information on our products and services please visit us on the web at www.cloud9phone.com.



www.cloud9phone.com

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