Yealink SIP-T41S with SwyxWare

1 Phone model

In order to use extended functionality, the "Feature Pack for Certified SIP Phones" license is required from the administrator. In addition, each device must be set up initially via Swyx Control Center before operation, see also help.swyx.com/controlcenter/latest.version/web/Swyx/en-US/index.html#page/help/chap_deskphones.12.1.html#.

For information on the characteristics and operation of the Yealink SIP-T41S, see the manufacturer’s documentation (support.yealink.com).

1. Connect the phone to the power supply and to the network via the "Internet" port using a LAN cable. Alternatively, the phone also supports connection via PoE (Power over Ethernet) according to the IEEE 802.3af standard.

2 Activate terminal device

It is required to activate the terminal device on first connection if your administrator has selected the "Activation required on certified phones" option in the server configuration.

Yealink desk phones are configured in English by factory default. After connection to the SwyxServer, the language is automatically changed to the standard server language.

Please note the following particularities of the T41S:
It is operated using four menu buttons. It may be necessary to scroll using the arrow keys.
Please note that the input is done via the digit keys. If applicable, you have to change the mode of input, in order to type in digits or letters.

2. Wait for the login prompt. Enter your internal telephone number as the "Username".
3. Press the arrow key .
4. In the "Password" field, enter the 8-digit activation key you received from your administrator. For this purpose, change the current input mode (e. g. abc, ABC, 2aB) to numerals (123) if required.
5. Press the "OK" button to confirm your inputs.

The telephone connects to the SwyxServer. After completion of the configuration, your user name is shown on the display. The telephone can be used immediately and configured if necessary.

3 Logging on and logging off from a terminal device

You can log on to any certified SIP terminal activated in the network (hot desk ing).

A Yealink desk telephone can also be logged on and off for you by the administrator.

Logging on

1. Select "Login" on the Yealink desk phone.
2. Enter your internal call number under "Internal Number".
3. Press the arrow key .
4. Enter your 'User PIN on Desk Phone' in the "PIN" field. For this purpose, change the current input mode (e. g. abc, ABC, 2aB) to numerals (123) if required. The 'User PIN on Desk Phone' can be found in your welcome email or in Swyx Control Center under "User | [User name] | Desk phones | Certified Phones".
5. Confirm your entries with the "OK" button.

The confirmation "Login successful" appears for approx. 5 seconds.

A Swyx user remains logged on to a Yealink phone even if he reboots or disconnects it from the network. You must therefore log off your user on the phone by yourself.
You can only log out if your administrator has assigned you a 'User PIN on Desk Phone'. Contact your administrator if necessary.

→ Select "[ ] (More) | Logout" and confirm with the "OK" button.
✓ The confirmation "Logout successful" appears for approx. 5 seconds.

If you wish to customize the function keys on your telephone individually, use the SwyxWare Web Administration (menu item "Desk Phones"). The terminal device must be activated in order to be configured. Details regarding this are available from your administrator.

1. Select "PhoneBook".
✓ Your Swyx phonebook is displayed. You can initiate calls and look for users here.
→ To search or filter for an entry, enter a name or phone number using the dial keys. For this purpose, change the current input mode (e.g. abc, ABC, 2ab,123) if required.
2. Use the arrow keys to navigate in the list to the desired entry and confirm with the "OK" key.
✓ The selected contact is called.
3. If several phone numbers have been specified for the contact, use the arrow keys to navigate to the desired phone number and press the "OK" key to start the call.

Assign function keys only in Swyx Control Center. The configuration of the device itself cannot be corrected by SwyxServer in case of an update.

You cannot configure different phone numbers for Yealink desk telephones for outgoing and incoming calls on one internal number key.
It is recommended to define the assignment of the internal number key according to the settings in SwyxIt!

On the Yealink phone, the internal number key is highlighted with the corresponding phone number on which a call is received.

→ To start a call from a desired phone number, press the corresponding internal number key.
→ Or change the phone numbers using the arrow keys  and .
✓ All further calls are made with the number selected in this way until a change is made again.

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If you have configured internal number keys and have not selected a specific telephone number for a call, the system uses your first defined internal telephone number.

If problems occur with subsequent forwarding, check whether second calls are permitted. For this purpose, click on "Settings" in SwyxIt! and deactivate the control box next to "Deactivate secondary call".

If you have configured several internal numbers (including group numbers and alternative numbers) in your SwyxWare user account, a corresponding function key can be configured as an internal number key for each number. You must first define the internal number keys as corresponding function keys in order to use the "Internal number" function on the Yealink desk telephone. See Set function keys, page 2. When assigning the function keys, please note the limitation of the telephone number assignment, see Limitation of number assignment, page 3.

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4 Set function keys

5 Dialing from the Phonebook

6 Opening the Call Journal

7 Function "Internal number"

8 Forwarding calls

Forwarding incoming calls
1. When you are called, select "Forward".
2. Enter the phone number to which you want to forward the incoming call and confirm with the "OK" or "Send" button.
✓ The call is deflected before it is connected to you.

Forwarding active calls
1. You are already making a call to a subscriber.
2. Select "Transfer".
✓ The call is put on hold and the caller hears music on hold.
3. Enter the number to which you wish to forward the call to and confirm with the "OK" or "Send" button. After a few seconds the call will also be initiated without confirmation.
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4. When the call is answered, select “Transfer”.
   ✓ The active call is connected with the previous call. The home screen is displayed again on your telephone.

Forwarding calls on hold
1. You are already making a call to a subscriber.
2. Select “Hold”.
   ✓ The call is put on hold and the caller hears music on hold.
3. Select “New Call” to call a second person.
4. Enter the number of the second caller and confirm with the “OK” or “Send” button. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select “Transfer”.
6. Use the arrow keys or to select the caller to whom you want to forward the now active call.
7. Press the “OK” button.
   ✓ The active call is connected to the previously held call. The home screen is displayed again on your telephone.

Transferring active calls (without consultation)
1. You are already making a call to a subscriber.
2. Select “Transfer”.
   ✓ The call is put on hold and the caller hears music on hold.
3. Enter the phone number to which you want to transfer the call to and select “B transfer”.
   ✓ As soon as the call is accepted, you have transferred the call. The home screen is displayed again on your telephone.

9 Starting conferences
The Yealink desk phone supports conferences with up to three participants.
1. Call a subscriber.
2. Select “Hold”.
   ✓ The call is put on hold and the caller hears music on hold.
3. Select “New call”.
4. Enter the telephone number of the third participant and confirm with the “OK” or “Send” button. After a few seconds the call will also be initiated without confirmation.
5. When the call is answered, select “Conference”.
6. Use the arrow keys to select or to select the participant on hold from the list and confirm with the “OK” or “Send” button.
   ✓ You are now connected to both conversation partners in a conference.

10 Determining status information
You can set your presence status with the phone.
1. Select “DND” (Do Not Disturb) .
   ✓ Your presence status is set to “DND” and the telephone displays “DND” in the upper information bar.
2. To change your presence status back to “Available”, select “DND” again.

⚠️ The status LED of a user on a speed dial key displayed on the phone does not show the Swyx status but the call status.

11 Limitation of number assignment
The model T41S supports the assignment of up to five phone numbers. When assigning the phone numbers, group phone numbers or alternative phone numbers count in as well. If you exceed the limit for number assignment during assignment, the numbers are treated with the following prioritization: 1. Own numbers, 2. Group numbers, 3. Alternate numbers. All phone numbers that exceed the limit cannot be used on this device.