One Talk T41SW IP desk phone user guide

vzw.com/support/one-talk/
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Welcome
The Verizon T41SW IP desk phone is a Voice-over-IP (VoIP) business phone with nine programmable line keys. The desk phone and the line keys support the integrated service features of One TalkSM from Verizon. The T41SW features work the same way on your desk phone, smartphone and tablet computers.

Initial setup
If your T41SW desk phone was not connected and set up by your IT account administrator, verify the following with your administrator:

1. You have a One Talk number
2. Your user information has been updated in the One Talk Admin Portal with your 911 address and email address
3. Your number has been included in any business group features

Connecting the phone to power and Ethernet
Power
You have two options for power: AC power (wall outlet) or Power over Ethernet (PoE). Your system administrator will advise you which to use.

Network
Connect the included standard Ethernet cable (or other standard Ethernet cable) between the internet port on the phone and the port on the wall or on your PoE-capable switch/ hub device.

Startup
After your phone is powered on, the system boots up and performs the following steps:

Dynamic Host Configuration Protocol (DHCP)
The phone attempts to contact a DHCP server in your network to obtain valid IPv4 network settings by default.

Automatic Phone Initialization
When your One Talk phone is connected to the network and powered on, it will automatically start the initialization process. The LCD screen displays “Initializing, please wait during this process.” The phone finishes the initialization by loading the saved configuration.

The desk phone is ready for use.

Viewing E911 location information
Enhanced 911 (E911) is a location technology that enables emergency responders to know the geographical location of a caller who dials 911. Your One Talk account administrator will configure your location. Contact your administrator if your E911 address is missing or inaccurate.

Note: This device will not function unless an initial E911 address has been added.

To view your 911 address, press the Address line key to the right of the LCD screen.
Configuring Wi-Fi via phone user interface
To access Basic settings:
1. Press the Menu soft key while the phone is idle
2. Use the keys to navigate to Settings and press Enter to select
3. Select the Basic setting and press the Enter soft key
4. Scroll to Wi-Fi and press Enter
5. Press the Switch soft key to turn Wi-Fi on
6. Press the Save soft key. The phone will automatically search for available wireless Wi-Fi networks in your area
7. Select an available wireless network from the list of available networks
8. Press the Connect soft key to connect to the wireless network
9. If the network is secure, enter its password in the Password field and then tap the OK soft key
### Getting to know your desk phone

#### Hardware components

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 LCD screen | Displays info about calls, messages, soft keys, time, date and other relevant data, such as:  
  - Caller ID  
  - Call duration  
  - Icons  
  - Missed call and second incoming caller information  
  - Prompt text |
| 2 Power indicator LED | Indicates the status of phone power and some phone features (such as whether they are on or off) |
| 3 Line keys | Can be programmed to activate up to three accounts and have phone features assigned to them |
| Mute key | Toggles to indicate whether a feature is muted or not |
| Headset key | Toggles to indicate whether the phone is in headset mode or not |
| Message key | Accesses your voicemail messages |
| Redial key | Redials a previously dialed number |

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Speakerphone key</td>
<td>Toggles unit into hands-free speakerphone mode</td>
</tr>
<tr>
<td>6 Volume key</td>
<td>Adjusts the volume of the handset, headset, speaker and ringer</td>
</tr>
<tr>
<td>7 Keypad</td>
<td>Provides the digits, letters and special characters in context-sensitive applications</td>
</tr>
<tr>
<td>8 OK</td>
<td>Confirms actions or answers incoming calls</td>
</tr>
<tr>
<td>9 Soft keys</td>
<td>Can be customized as shortcuts to specific features</td>
</tr>
</tbody>
</table>

[Diagram of desk phone with labels 1-9]
Navigating the display

Indicators and notifications

LED light status:

**Power indicator LED**

<table>
<thead>
<tr>
<th>LED status indicator</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid red</td>
<td>The phone is initializing.</td>
</tr>
<tr>
<td>Fast flashing red</td>
<td>The phone is ringing or downloading configuration files.</td>
</tr>
<tr>
<td>Slow flashing red</td>
<td>The phone is receiving a voicemail message.</td>
</tr>
<tr>
<td>Off</td>
<td>The phone is not in use.</td>
</tr>
</tbody>
</table>

**Line key LED**

<table>
<thead>
<tr>
<th>LED status indicator</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The line is in use on current device.</td>
</tr>
<tr>
<td>Solid red</td>
<td>The line is in use but on another device.</td>
</tr>
<tr>
<td>Slow flashing red</td>
<td>The line has been placed on hold from another device.</td>
</tr>
<tr>
<td>Fast flashing green</td>
<td>The line is receiving an incoming call.</td>
</tr>
<tr>
<td>Slow flashing green</td>
<td>The call is placed on hold from current device.</td>
</tr>
<tr>
<td>Off</td>
<td>The line is inactive.</td>
</tr>
</tbody>
</table>

Customizing your desk phone

About Basic settings

Setup and preference options for the following can be found in the Basic settings menu:

- Language preferences
- Time and date
- Display settings
- Ringtone and keypad sound settings

To access Basic settings:

1. Press the Menu soft key while the phone is idle
2. Use the navigation keys to navigate to Basic settings and press OK to select

Language preferences

The default language on the phone's user interface is English.

To change the language of the phone interface:

1. Press the Menu soft key to open the main menu
2. Use the navigation keys to navigate to and select Settings
3. Use the navigation keys to navigate to and select Basic
4. Use the navigation keys to navigate to and select Language
5. Scroll to your preferred language, highlight it and select it
Time and date

Time and date are displayed in the middle of the status bar. You can also set your preferred formats for displaying time and date in the Time & Date settings screen. The phone is defaulted to SNTP so as to synchronize the time zone with the provided 911 address.

To navigate to the Time & Date settings screen:
1. Press the Menu soft key to open the main menu
2. Select Settings
3. Use the navigation keys to navigate to Basic settings and press OK to select
4. Scroll to Time & Date and press OK to select

To configure the time zone to synchronize with the address entered in the Admin Portal (SNTP):
1. From the Basic settings screen, highlight Time & Date and press OK
2. Scroll to SNTP settings and press OK to select
3. Press the Save soft key to accept the changes

To set time and date format preferences:
1. From the Basic settings screen, scroll to Time & Date Format and press OK to select
2. Scroll to Time & Date Format and press OK to select your preferred formats
3. Scroll to select Hour, Clock or Date format. To change the format, press OK to find, highlight and select desired format. Press the Save soft key to accept the changes

Display settings

To change backlight duration:
You can set the time duration for the backlight of your desk phone as Always ON, Always OFF or several other options. For example, you can have your display switch to low-light mode after a period of inactivity. You can also turn off the backlight completely when inactive. To set backlight levels and duration of inactivity before switching to low light or turning the backlight off:
1. From Display settings, scroll to Backlight and press OK to select
2. Scroll to Backlight Active Time and select one of the following to choose your preferred time: Always ON, Always OFF, 15 sec, 30 sec, 60 sec, 120 sec, 300 sec, 600 sec or 1800 sec
3. Press Save

Sound settings

Call volume
Press on the phone console to adjust the volume of the receiver when you are on a call (using the handset, speakerphone or headset).

Ringer volume
Press on the phone console to adjust the volume of the ringer when the phone is idle.

Ringtones
1. From Sound settings, scroll to Ringtone and press OK to select
2. Highlight the desired line
3. Press OK then select the desired ringtone for all lines by selecting Common AES or assign a different ringtone for each line
4. Scroll to preview ringtone options and press the Save soft key to select

Keypad tones (key tones)
Keypad tones, or key tones, give you the option of hearing sounds each time you depress a key on the keypad. To activate key tones:
1. From Sound settings, scroll to Key tones and highlight it to select it
2. Use the Switch soft key to enable or disable Key tones, and press the Save soft key to accept the changes
Line keys
Your T41SW comes with nine configurable line keys. You can use them to create one-button speed dials for frequently dialed numbers.
To view all lines, press the 1 2 3 pages key on the idle screen to toggle to additional line key pages.

Speed dial configuration of a line key
To configure a speed dial key:
1. Press and hold an unused line key (for about five seconds)
2. Use or the Switch soft key to scroll through the type of line keys available until you locate Speed Dial
3. Scroll to complete each of the following fields:
   • Account ID: Select the phone line to associate with this line key
   • Label: Enter the name you would like displayed on the line key label
   • Value: Enter the phone number you would like this line key to dial
4. Press the Save soft key to accept your changes
You can now use this line key to speed dial this contact.

Intercom key setup
1. From the Home screen, press and hold an empty soft key
2. From the Type field, press the Intercom soft key
3. Enter the appropriate information then press the Save soft key:
   • Label
   • Value (extension number)
You will get a prompt to enter the extension number if left blank.

Using the Intercom key
General information:
• If you attempt to use speed dial to dial the extension needed for an intercom call, your phone will display an error message. You must enter the extension manually if no extension is defined in the Intercom line key
• Intercom calls do not have a standard ring. You’ll hear a beep, and the intercom call will be auto-answered
• Desk phones with the Do Not Disturb (DND) feature enabled do not receive intercom calls. If no other desk phones share the One Talk phone number, the intercom call is directed to Voice Mail
• If there are additional desk phones sharing the same One Talk phone number (where DND is not enabled), those devices receive the intercom call if multiple desk phones are sharing the same One Talk phone number

To use a dedicated Intercom line key when extension is not defined:
1. From the Home screen, press the Intercom soft key
2. Enter the target extension for Intercom, then press the Send soft key
To use a dedicated Intercom line key when extension is defined:

1. From the Home screen, press the soft key next to the Intercom label
2. The Intercom is now connected

Voice Mail setup

1. Press the message key on the phone console
2. Select your preferred language
3. Create a four-digit passcode
4. At the voice prompt, record your name
5. Select a greeting, either personalized or standard
See “Basic Voicemail User Guide” for more information.

Basic call features

Make outgoing calls.

From the handset:
Pick up the handset, enter the phone number and press the Send soft key.

Using the speakerphone:
With the handset on-hook, press , enter the number and press the Send soft key.

From a headset:
With the headset connected, press to activate the headset mode, enter the number and press the Send soft key.

From your Call History:
1. Press the History soft key
2. Press or to switch between All, Placed, Received, Missed and Forwarded call lists
3. Press or to select the desired entry
4. Press the Send soft key

From your directory:
1. Press the Directory soft key
2. Select the desired contact group and press the Enter soft key
3. Press or to find and highlight the desired number
4. Press the soft key to dial out the number

Manage multiple lines.
The telephone number assigned to your desk phone gives you three different lines you can use to place and receive calls. Each line is represented by a line key with your One Talk number. You can use these lines to simultaneously hold three separate conversations or conference in up to six participants. To move between the lines, place the current one on hold and press the desired line.

Receive incoming calls.
When not already on a call:
• Using the handset: Pick up the handset
• Using the speakerphone: Press
• Using the headset: Press

While on a call or the line is otherwise in use:
Press the corresponding incoming line key to answer the call. Alternatively, press Hold to place the current call on hold, then press Answer to pick up the incoming call. Or press Ignore to trigger your Call Forwarding preferences.
You can also activate Do Not Disturb mode to turn off ringing and automatically ignore calls by pressing the DND soft key.

Ignore a call.
Press Ignore during an incoming call when you wish to trigger the call forwarding options you configured for Call Forward Busy or Call Forward No Answer.

End a call.
Using the handset:
1. Press the End Call soft key
2. Hang up the handset

Using the speakerphone:
Press the End Call soft key.

Using the headset:
Press the End Call soft key.
Hold a call.
Press the **Hold** soft key during a live call.

Resume a call.
If there is only one call on hold, press the **Resume** soft key.
If there is more than one call on hold, press \( \text{\textdagger} \) or \( \text{\textdaggerdbl} \) to select the desired call, then press the **Resume** soft key.

Mute/unmute your phone's microphone.
Press \( \text{\textdagger} \) during a call.

Redial.
1. Press \( \text{\textdagger} \) to enter the placed call list
2. Press \( \text{\textdagger} \) or \( \text{\textdaggerdbl} \) to select the desired entry
3. Press \( \text{\textdagger} \) or the **Send** soft key

Redial last number.
Press \( \text{\textdagger} \) twice when the phone is idle to dial out the last-dialed number.

Block a call.
There are two ways to block incoming calls from ringing on your phone:
- Anonymous Call Rejection blocks incoming calls that restrict the display of their outgoing caller ID information
- Blacklisting allows you to specify contact names and Call History numbers from which you do not wish to receive calls

To enable Anonymous Call Rejection:
1. Select the **Features** line key
2. Scroll \( \text{\textdagger} \) to navigate to and select **Anonymous Call Rejection**
3. Press \( \text{\textdagger} \) to turn the feature on or off

To blacklist a contact:
From your directory:
1. Press the **Directory** soft key while the phone is idle
2. Locate the contact you wish to blacklist by selecting **All Contacts** or the Group to which the contact belongs
3. Use \( \text{\textdagger} \) to navigate to the contact and press the **Options** soft key
4. Select **Add to Blacklist**

From your Call History:
1. Press the **History** soft key
2. Select the caller you want to blacklist
3. Select **Options**
4. Select **Add to Blacklist** and press **OK**
Bridge Line

The One Talk Bridge Line feature lets you use your own desk phone to receive and place calls on behalf of other phone numbers. Incoming calls to those telephone numbers will ring on your desk phone, and you can use those other numbers to place calls directly from your own desk phone.

To configure another phone number to your desk phone:

Your organization’s One Talk account administrator can configure bridged devices by logging into the My Business Verizon One Talk Admin Portal.

Monitoring and answering a bridged line:

1. When a call is made to a bridged line, it will appear on your screen
2. Press the appropriate line key to answer the call. The monitored phone’s status display will now show that the line is busy

Once a call is answered on a bridged line, you will have access to the same features that are available on your own desk phone line.

Call Barge

Any bridged line or other device that shares a number with you can use the Call Barge feature to join a call in progress. Call Barge is especially useful for admins when it is urgent that a manager be reached immediately.

To use Call Barge, your account administrator must configure the barge function in the One Talk Admin Portal.

To barge in on a call to your One Talk number or Bridge Line:

1. Press and hold the in-use line key for approximately five seconds*
2. Press the Barge In soft key to barge in on the active call

*The Line Key indicator will light steady green when the line is busy (on an active call).

To remove a contact from a blacklist:

1. Press the Menu soft key while the phone is idle
2. Press the Directory soft key, then press Blacklist
3. Scroll to highlight the contact you wish to unblock and press Options
4. Select Add to Contacts and press OK to accept the change

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Monitoring and answering a bridged line:

1. When a call is made to a bridged line, it will appear on your screen
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To barge in on a call to your One Talk number or Bridge Line:

1. Press and hold the in-use line key for approximately five seconds*
2. Press the Barge In soft key to barge in on the active call

*The Line Key indicator will light steady green when the line is busy (on an active call).
To set a warning tone during Barge In:
One Talk can be configured to notify you when another user barges in on a call. For more information, refer to the User Portal Guide or contact your systems administrator.

Remote Group Pickup
One Talk helps ensure that calls are answered by associating lines with groups such as company departments. If your administrator has assigned your line to a specific group, Remote Group Pickup enables you to remotely pick up a group member’s ringing line from your own desk phone.
Dial **98 from your desk phone to remotely pick up a group member’s ringing line.

Call Forwarding
This feature allows incoming calls to automatically ring another phone number or to be sent directly to Voice Mail, depending on your preferences. The following options are available:

**Call Forward Always**
Forwards all calls made to your One Talk phone number to an alternative phone number. Calls can be forwarded to any domestic U.S. toll or 800 number.

**Call Forward Busy**
Forwards calls to an alternative number when your One Talk number is busy. Calls can be forwarded to any domestic U.S. toll or 800 number.

**Call Forward No Answer**
Forwards calls to an alternative phone number when there is no answer at your One Talk number.

**Call Forward to Voice Mail**
Automatically forwards calls made to your One Talk phone number to your Voice Mail box when one of your optional preferences above (Always, Busy, No Answer) is set.

To set forward-to phone number and configure Call Forwarding preferences:
1. Select the Features line key
2. Scroll and select Call Forwarding
3. Scroll to find and select your forwarding preference (Always Forward, Busy Forward or No Answer Forward) and click
4. Use the keys to enable/disable
5. If enabling, scroll to the Forward To: field and enter the number to which you want your calls forwarded
6. When you are finished, select the Save button

**Call Move**
If your One Talk number is shared with other devices, when you are on a live call, you can move from your desk phone to your mobile device or tablet and from your other devices to your desk phone without disconnecting.

To change phones:
1. Place the call on hold by pressing the Hold soft key
2. On your mobile device, tap the Active Call icon then select Retrieve to continue the call

To retrieve a call from your desk phone:
If you placed a call on hold from another device, the line key on your desk phone will be flashing red. To pick up the call, press the corresponding line key.

**Call Park and Retrieve**
Call Park and Retrieve is a form of call hold that lets you assign or “park” an active call to another member’s extension or 10-digit phone number for easy retrieval within the same group.
Calls can also be retrieved by the person who parked the call. If you park a call against your own extension, it’s just like placing the call on hold, but with a ringback reminder. If you’ve enabled the Music on Hold option, callers will hear music.

To park a call:
1. While on an active call, press the Park soft key. The user will hear a message stating, “Please dial the number where you want to park your call followed by #, or dial # to park the call against your number”
2. Enter the appropriate 10-digit number or the extension number followed by #

3. Press # to park against your own extension

**To retrieve a call:**
- Press the **Retrieve** soft key
- The user will receive audio and visual notification of the parked call
- The call can be retrieved by dialing **88 + extension

**Consultative Transfer**

While on a call:
1. Press the **Transfer** soft key; this will place the other party on hold
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press **Consult**; you will be connected and can inform the called party of the pending transfer
4. Press **Transfer** to complete

**Direct Transfer**

While on a call:
1. Press the **Transfer** soft key; this will place the other party on hold
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press **Consult**; you will be connected and can inform the called party of the pending transfer
4. Press **Transfer** to complete

**Direct Transfer to Voice Mail**

Direct Transfer to Voice Mail enables you to transfer a call to someone else's voicemail.

1. Press the **Transfer** soft key during an active call. This will place the call on hold
2. Use the dial pad to enter the number (extension or 10-digit phone number or extension to which you want to transfer the call
3. Press the **Direct** soft key to complete the transfer

---

**Transferring calls**

You may transfer an active call to any other phone number (it does not have to be a One Talk number). There are three transfer options: Consultative Transfer, where you have an opportunity to speak with the called party before transferring the call for pickup; Direct Transfer, where the current active call is transferred with no dialog between you and the called party; and Direct Transfer to Voice Mail.

**Consultative Transfer**

While on a call:
1. Press the **Transfer** soft key; this will place the other party on hold
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press **Consult**; you will be connected and can inform the called party of the pending transfer
4. Press **Transfer** to complete

**Direct Transfer**

While on a call:
1. Press the **Transfer** soft key; this will place the other party on hold
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press **Direct** soft key to complete the transfer
Call History
Call History maintains a list of all calls that were missed, placed, received and forwarded. You can view your Call History, place a call, add a contact or delete entries from the Call History list. Call History can be accessed from the idle screen or main menu.

View Call History.
1. Select the History soft key
2. Scroll to navigate through the Call History
3. When the desired phone call is highlighted, press one of the four soft keys beneath the screen to select your desired function: Back (to return to the previous menu), Delete, Options (Detail, Add to Contacts, Add to Blacklist) or Send (to call the number)

Delete an individual call log.
1. Tap the keys to find and highlight the call log you wish to delete
2. Select Delete

Delete all or a subset of all call logs.
1. Tap the key
2. Select Options
3. Select Delete All
4. Select

Blacklist a number from your Call History/remove a number from your blacklist.
See “Advanced Call Features > Block a call > Blacklist a call.”

Contact management
The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1,000 contacts and 48 groups in your phone’s local directory. You can add new groups and contacts; edit, delete or search for a contact; and dial a contact number directly from the local directory. Contacts can also be moved between groups.

Local Directory
To add a contact:
1. Press the Directory soft key when the phone is idle, and then press All Contacts
2. Scroll to navigate to the desired directory group and select
3. Press the Add soft key to add a contact
4. Enter a unique contact name in the Name field and contact numbers in the corresponding fields
5. Use the key to enter other information (work number, mobile number, etc.)
6. Press the Add soft key to accept the change
To delete a contact:
1. Press the **Directory** soft key when the phone is idle, and then press **All Contacts**
2. Highlight the contact you wish to delete
3. Press the **Options** soft key and select **Delete** from the prompt list
4. Press the **OK** soft key when the LCD screen prompts, “Delete selected item?”

To search for a contact:
1. Press the **Directory** soft key
2. Select **All Contacts**
3. Press the **Search** soft key
4. Use the keypad to enter name

To edit a contact:
1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**
2. Highlight the contact you wish to edit
3. Press the **Options** soft key and select **Detail** from the prompt list
4. Edit the contact information using the ▲ to select the desired contact fields you wish to change
5. Press the **Save** soft key to accept the change(s)
Groups

Groups are a great way to organize large lists of contacts, such as by function or department. Groups help you more quickly find the individual(s) you need to reach. You can even assign each group its own distinctive ringtone. You can edit, delete and blacklist group contacts and move contacts to different groups.

To create a group:

1. Press the Directory soft key
2. Select Add Group
3. Using the keypad, enter a group name
4. Use the key to scroll to and select a ringtone to assign to the group (if desired)
5. Once you are finished editing, select Add

To blacklist a contact from your directory:
See “Advanced Calling Features > Block a call > Blacklist a contact from your directory.”

To remove a contact from blacklist:

1. Press Menu and then the Directory soft key
2. Select the Blacklist folder
3. Select Options
4. Highlight Add to Contacts and tap the soft key
5. Highlight Move selected to contacts and tap the soft key
To delete a group:
1. Press the Directory soft key
2. Select the desired contact group
3. Press the Option soft key and then select Delete from the prompt list
4. Press the OK soft key to confirm the deletion or the Cancel soft key to cancel

To assign a contact to a group:
1. Press the Directory soft key, then press All Contacts or the group to which the contact belongs
2. Scroll to highlight the contact you wish to edit
3. Press the Options soft key and select Detail from the prompt list
4. Scroll to Group field and to select the desired group
5. Press the Save soft key to accept the changes

To move a contact to a different group:
1. Press the Directory soft key, then press All Contacts or the group to which the contact belongs
2. Scroll to highlight the contact you wish to move, then press Options
3. Press Detail, select a different group, and press Assign to Group
To retrieve Voice Mail messages:
Press the message button on the desk phone console.

System status, troubleshooting and other settings
To check phone status:
1. Press the Menu soft key
2. Scroll to navigate to and select Status. Basic info will appear: IP Address, MAC Address, Firmware Version
3. Select More to see other information: Network (IPv4 and MAC addresses), Phone (configuration information, product ID and MAC address), and Account information (number of the phone and accounts associated with it)
4. Scroll to navigate to and select the info you would like to view and select

Rebooting or resetting phone
These are advanced settings for administrators only and require an admin password. The default password is “admin.”
To navigate to the Advanced Settings page:
1. Press the Menu soft key to open the main menu
2. Use the keys to navigate to Settings and press to select
3. Select Advanced and press to select
4. Enter administrator password and the OK soft key to confirm
To reboot the phone:
1. From Advanced Settings, scroll to Reset & Reboot and press OK to select
2. Press the OK soft key to confirm
Note: Alternatively you can press and hold the X below the key for 10 seconds and then press OK to confirm the reboot.

To reset the phone to factory settings:
1. From Advanced Settings, scroll to Reset & Reboot and press OK
2. Select Reset to factory settings and press OK
Features

Accessibility
- PoE support

Display and input
- Six line keys (three-page view)
- Dual-color (red or green) illuminated LEDs
- Illuminated Mute, Headset, Hands-Free speakerphone keys

Network
- Advanced Calling (HD Voice) technology
- Dual-port Gigabit Ethernet
- IPv6
- SIP v1 (RFC2543), v2 (RFC3261)
- Supports bridging that allows T41P, T41S, T42S, T46G, T46GW, T46S, T46SW and T49G to monitor incoming calls
- Transport Layer Security (TLS)
- HD Voice

Applications and software
- One Talk compatible

Form factor
- 1 x RJ12 (6P6C) EHS port
- 1 x RJ9 (4P4C) handset port
- 1 x RJ9 (4P4C) headset port
- 2 x RJ45 10/100 M Ethernet ports
- Desk phone
- Integrated stand with two adjustable angles
- Message Waiting Indicator (MWI)
- Power over Ethernet (IEEE 802.3af), Class 2
- Wall mountable

Product
- Full-duplex, hands-free speakerphone with AEC
- Mute, Auto Answer, Do Not Disturb
- Manual or automatic date/time setting

Accessibility features

For hearing-impaired users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustable ringtone and volume</td>
<td>Choice of a variety of ringtones. Volume of the ringer can also be changed to suit needs.</td>
</tr>
<tr>
<td>Adjustable call volume</td>
<td>While on a call, raise or lower the volume of the voice on the far end and of other phone sounds heard.</td>
</tr>
<tr>
<td>Visual notifications</td>
<td>Indicators on the phone screen, such as flashing bars or icons, indicate when calls are incoming or outgoing, or if a call is active or held. Indicators can also indicate phone status and if certain features are activated.</td>
</tr>
<tr>
<td>Electronic hookswitch support</td>
<td>When using a headset that supports electronic hookswitch (EHS), controls on the headset can answer and end calls. In addition, call volume can be controlled and calls may be able to be muted from the headset.</td>
</tr>
<tr>
<td>Headset memory mode</td>
<td>Headset can be set up to take all calls.</td>
</tr>
<tr>
<td>Hearing-aid compatible (HAC) handsets</td>
<td>The standard handset for One Talk desk phones is not fully HAC compatible. If customers require HAC-compliant handsets, they can be provided by Verizon.</td>
</tr>
<tr>
<td>Visual Message Waiting Indicator</td>
<td>An indicator light on the phone indicates that new messages are waiting. Icons on the phone screen also indicate that the phone has new messages.</td>
</tr>
</tbody>
</table>
For vision-impaired and blind users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustable backlight settings</td>
<td>Change the backlight setting of the screen by adjusting backlight settings.</td>
</tr>
<tr>
<td>Tactile five-key with raised bumps</td>
<td>The five-key has bumps that let users easily discern the position of other keys on the keypad.</td>
</tr>
<tr>
<td>Large keys</td>
<td>Large keys on the phone console enable easy access to phone features and functions.</td>
</tr>
<tr>
<td>Physical line keys</td>
<td>Phones have physical line keys to answer and end calls.</td>
</tr>
<tr>
<td>Variety of feature keys to press</td>
<td>Many features on phones are accessible by pressing feature keys on the phone console.</td>
</tr>
<tr>
<td>Tactile-discernible number, feature and navigation keys</td>
<td>Keys on the phone console are easily discernible by their size and shape.</td>
</tr>
<tr>
<td>Illuminated feature keys</td>
<td>Many feature keys are illuminated when activated, providing alerts when a feature is enabled.</td>
</tr>
</tbody>
</table>

For mobility-impaired users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dedicated headset jack that enables the auto-answer function</td>
<td>Headset can be set up to take all calls.</td>
</tr>
<tr>
<td>Touch screen</td>
<td>Certain One Talk phones have large touch screens to tap, swipe and press to perform phone functions and activate features.</td>
</tr>
<tr>
<td>Built-in speakerphone</td>
<td>A built-in speakerphone allows users to use the phone without having to use a handset or headset.</td>
</tr>
<tr>
<td>Adjustable phone stand</td>
<td>One Talk phones have adjustable stands, so the phone can sit at a comfortable angle on the desktop.</td>
</tr>
</tbody>
</table>

Compatible accessories

<table>
<thead>
<tr>
<th>Accessory</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WF40</td>
<td>WF40 Wi-Fi USB Stick</td>
</tr>
<tr>
<td>WF50</td>
<td>WF50 Wi-Fi USB Stick</td>
</tr>
<tr>
<td>BT40</td>
<td>BT40 Bluetooth® USB Stick</td>
</tr>
<tr>
<td>EHS36</td>
<td>EHS36 IP Phone Wireless Headset Adapter</td>
</tr>
<tr>
<td>T41SWWMB</td>
<td>T41SW Wall Mount Bracket</td>
</tr>
<tr>
<td>PS5V2000</td>
<td>T41SW Power Supply</td>
</tr>
<tr>
<td>CORD</td>
<td>Replacement Handset Cord</td>
</tr>
<tr>
<td>T41SWHS</td>
<td>T41SW Replacement Handset</td>
</tr>
</tbody>
</table>

Visit the Verizon Wireless website for a list of compatible headsets from popular manufacturers.
Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

Use only the manufacturer-provided AC adapter approved for use with this product. Use of another AC adapter may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed
2. If liquid has been spilled into the product
3. If the product has been exposed to rain or water
4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition

WEEE warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and collect such WEEE separately.

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Important 911 emergency response information

If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact us if your registered location is not accurate.

Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.
Important safety precautions

Please read the following important safety notices and instructions before installing or using the product.

- A DANGER warning refers to situations that could cause bodily injury
- A CAUTION warning refers to situations that could result in equipment malfunction or damage

1. Follow all warnings and instructions marked on the product
2. Unplug this product from the wall outlet before cleaning
   Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning
3. Do not use this product near water
4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged
5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock
8. Never spill liquid of any kind into or onto the product
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage or other risks
10. Refer all questions regarding servicing of this product to qualified service personnel

Danger—electric shock and fire

Electric current from power, telephone and communication cables is hazardous and could result in electric shock and/or fire.

Learn more:
For more information, visit onetalk.com
This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.
T41SW desk phone navigation guide
(soft key menu B)
This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.
### T41SW desk phone navigation guide (soft key menu)

This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.

#### Feature Settings
- **Call Forward**
  - Always Forward
  - Busy Forward
  - No Answer Forward
- **Anonymous Call Rejection**
- **Forward to Voicemail**
- **Start Troubleshooting Trace**
- **Back**
- **OK**

#### Anonymous Call Rejection
- **Turn ON**
- **Turn OFF**
- **Back**
- **OK**

#### Forward to Voicemail
- **Call Forwarding Always to Voice Mail ON**
- **Call Forwarding Always to Voice Mail OFF**
- **Call Forwarding Busy to Voice Mail ON**
- **Call Forwarding Busy to Voice Mail OFF**
- **Call Forwarding No Answer to Voice Mail ON**
- **Call Forwarding No Answer to Voice Mail OFF**
- **Back**
- **OK**