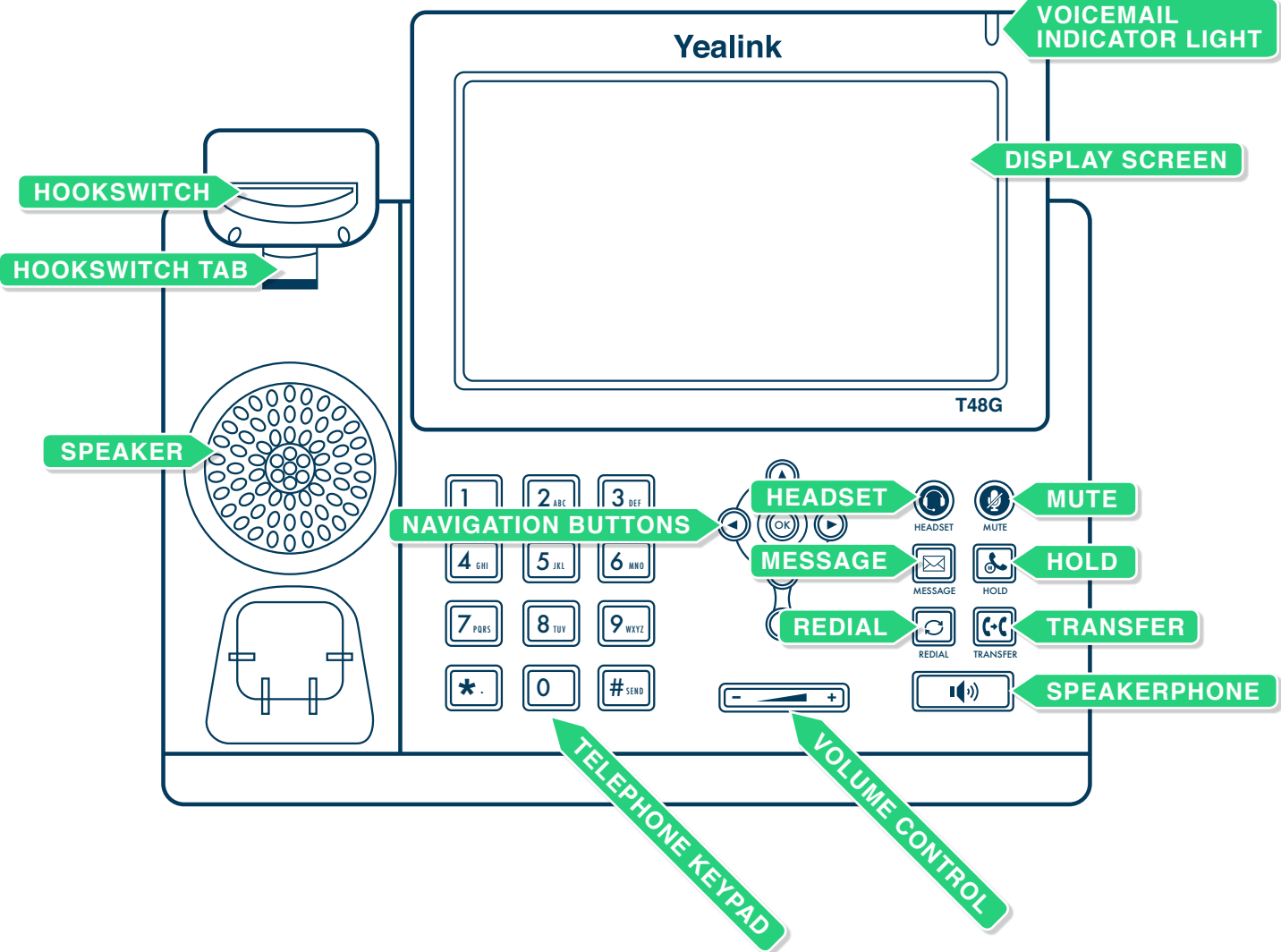




Yealink T48

OFFICIAL USER GUIDE

Get to know your phone



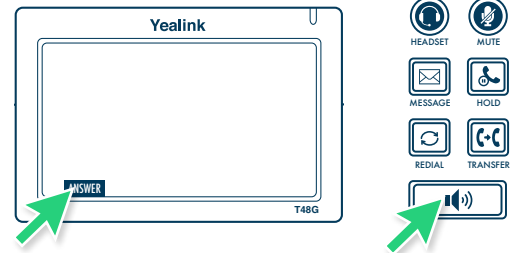
Basic call handling

Answering a call

While telephone is ringing, pick up handset to answer the call.

–OR–

While telephone is ringing, touch the **Answer** button on the screen or the speakerphone key to answer the call using the speaker.



Placing an outside call

Pick up handset and begin dialing number (dialing a 9 is not required).

–OR–

Begin dialing number (handset cradled) – number will appear on screen. Pick up handset or touch the **Send** button on the screen and call will be placed.

NOTE: Picking up the handset at any point will activate the handset and deactivate the speakerphone.

Placing an extension (internal) call

Pick up handset and begin dialing extension number.

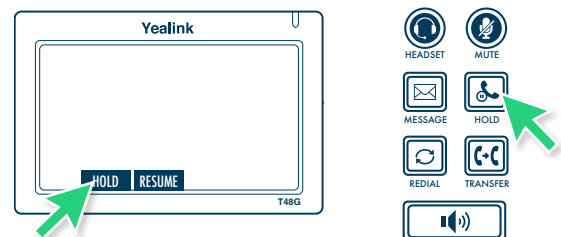
–OR–

Begin dialing number (handset cradled) – number will appear on screen. Pick up handset or touch the **Send** button and call will be placed.

NOTE: Picking up the handset at any point will activate the handset and deactivate the speakerphone.

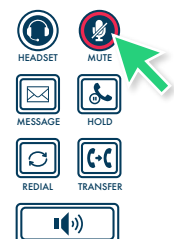
Placing a call on hold

1. While a call is active, touch the **Hold** button on the bottom of the screen (or the hold button on the phone).
2. To resume the call, touch the **Resume** button.



Muting a call

1. While a call is active, press the **Mute** button.
2. The button will illuminate (red) and the microphone on the headset or speaker will be muted.
3. To unmute, press the button a second time and the red illumination will disappear.



Basic call handling

Transferring a call

1. While a call is active, touch the **Transfer** button on the screen (or the transfer button on the phone).
 2. When you hear a dial tone, dial the number to which the call will be transferred (external or internal).
NOTE: If an error is made in dialing, press the **back arrow** on the screen, then touch the **Resume** button on the screen. This will resume the initial call.
 3. For an “announced” transfer, allow the call to ring to the destination phone (do not touch the **Transfer** button again). Once the call is answered, verify that the call is ready to be transferred, then touch the **Transfer** button again.
NOTE: If the transfer needs to be canceled (no answer/receiving user not able to receive the transfer), touch the **EndCall** button, then touch the **Resume** button to resume the call.
 4. For an “unannounced” transfer, touch the **Transfer** button after dialing the destination phone. This will send the call to the destination phone immediately (if there is no answer, the call will ring until it goes to voicemail).
 5. To transfer a call directly to a user’s voicemail, touch the **Transfer** button then dial *2 followed by the extension. Once the user’s voicemail message is heard, you may hang up to complete the transfer to the recipient’s voicemail. (The message heard by the caller will be heard in entirety, even if the message begins before you complete the transfer)
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Initiating a 3-party conference call

1. While a call is active, touch the **Conference** button on the screen.
 2. When you hear a dial tone, dial the number (internal or external) to be conferenced into the call.
 3. Once the 3rd party has answered your call, touch the **Conference** button once again. This will bring the 3rd party into the conference.
 4. The conference can be managed using your Yealink phone: While the conference is activated, the active parties will be displayed on the screen. From this screen, you can mute or disconnect conference participants.
NOTE: You can touch the **Split** button on the screen to separate the calls. Once the calls are separated, touch the call on the screen you want to resume and touch the **Resume** button.
-

Merging a call

1. While a call is active, if another call comes to the phone, touch the **Answer** button on the screen.
NOTE: This will automatically place the initial call on hold.
2. To merge the two calls, touch the **Conference** button. On the left side of the screen, you will see the original call at the top with “hold” in front of it. Select that call and it will join the three calls into a conference call.
NOTE: You can touch the **Split** button on the screen to separate the calls. Once the call are separated, touch the call on the screen you want to resume and touch the **Resume** button.

Basic features

Call forwarding

1. Dial *72.
 2. Input the number you want your phone to forward to. Call forwarding is now on.
 3. To temporarily turn call forwarding off, dial #74. To reactivate call forwarding with the same number, dial #74 again.
 4. *73 will deactivate call forwarding and clear the forwarding number from the system.
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DND (do not disturb)

1. While the phone is at rest, touch the **DND** button at the bottom of the home screen.
 2. A DND indicator will appear at the top of the screen.
NOTE: Phone will not ring in DND status. All calls will be directed to voicemail.
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Call history

1. Touch the **History** button at the bottom of the screen.
2. A full list of all calls will be displayed.
3. To place a call to a number in the list, touch the number on the screen.
4. For call information (time, date, and length of call), press touch the information button (lower-case “i” in a circle).
5. To change the list type to display missed calls, placed calls, received calls or forwarded calls, select the list type on the left side of the screen.
6. To clear the history for an individual call, touch the information button and then touch the **Deleted** button. To delete entire call history or multiple calls (for a particular list), touch the **Setting** button, touch **Select All** or choose calls and touch **Delete**.

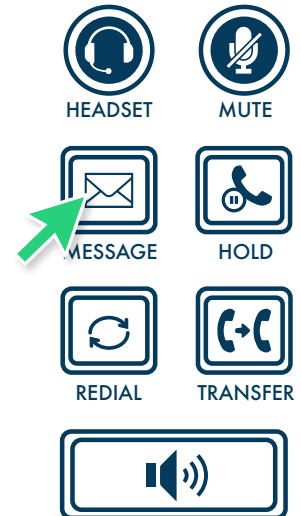
Voicemail

Setting up a new voicemail

1. Press the **Message** button on the phone (to the right of the navigation keys).
2. When prompted, dial your mailbox (extension) number – followed by #.
3. Follow voice prompts to setup voicemail features.

Editing voicemail settings

1. Press the **Message** button on the phone.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. At voice prompt, press 5 (change settings).
 - Press 1 to record personal greeting
 - Press 2 to record name
 - Press 3 to change password



Using a temporary greeting (out-of-office greeting)

1. Press the **Message** button on the phone.
2. When prompted, dial your mailbox (extension) number – followed by #.
3. At voice prompt, choose 5 (change settings).
 - Press 4 to record a temporary greeting
 - Press 5 to restore permanent greeting

Accessing voicemail system remotely

1. From an outside phone (not a **hellospoke** phone), call your DID (or dial your main number and access your extension through your auto-attendant).
2. When you hear your personal voicemail greeting, press *.
3. When prompted for your password, enter it followed by #.
4. At this point, you will have access to your personal voicemail features. This will allow you to retrieve messages and access all voicemail features.

NOTE: In addition to receiving your voicemail messages on your phone and using the procedures listed above to retrieve them, you will also receive your voicemail via an email with a recording of the voicemail attached as a .wav file. In order to delete the voicemail from the system, you must use your phone (or remote access). Deleting the email with the attached voicemail recording will not delete the voicemail from the system.