



# Ultra-elegant Gigabit IP Phone SIP-T48G User Guide

Version 80.60 Jun. 2015

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### Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference, and
- 2. This device must accept any interference received, including interference that may cause undesired operation.

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Note: This device is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1. Reorient or relocate the receiving antenna.
- 2. Increase the separation between the equipment and receiver.
- 3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4. Consult the dealer or an experience radio/TV technician for help.

### **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 have to collect such WEEE separately.

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http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293.

## **About This Guide**

Thank you for choosing the SIP-T48G IP phone, an ultra-elegant Gigabit IP phone which is exquisitely designed to provide business telephony features, such as Call Hold, Call Transfer, Busy Lamp Field, Call Recording, Multicast Paging and Conference over an IP network. It also features an enhanced user experience and newly developed industrial designs, with a large touch screen for easy and efficient use.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use the SIP-T48G IP phone.

Note

Shared Line, Network Directory and Network Call Log features are hidden for IP phones in neutral firmware, which are designed for the BroadWorks environment. Please contact your system administrator for more information.

### In This Guide

Topics provided in this guide include:

- Chapter 1 Overview
- Chapter 2 Getting Started
- Chapter 3 Customizing Your Phone
- Chapter 4 Basic Call Features
- Chapter 5 Advanced Phone Features

### **Summary of Changes**

This section describes the changes to this guide for each release and guide version.

### Changes for Release 80, Guide Version 80.60

The following sections are new:

- Shared Call Appearance (SCA) on page 181
- Bridged Line Appearance (BLA) on page 198

Major updates have occurred to the following sections:

- Icon Instructions on page 15
- LED Instructions on page 20
- Web User Interface on page 21
- Call Forward on page 135

### Changes for Release 80, Guide Version 80.20

The following section is new:

- Phone Lock on page 49
- Emergency Number on page 113
- Short Message Service (SMS) on page 204

Major updates have occurred to the following sections:

- Icon Instructions on page 15
- User Interfaces on page 20
- Bluetooth Headset on page 85
- DSS Keys on page 93
- Anonymous Call Rejection on page 156
- Intercom on page 168
- Multicast Paging on page 171
- Appendix A Time Zones on page 225

### Changes for Release 73, Guide Version 73.40

The following section is new:

Optional Accessories on page 26

Major updates have occurred to the following sections:

- DSS Keys on page 93
- Appendix A Time Zones on page 225

### Changes for Release 73, Guide Version 73.16

The following sections are new:

• BLF List on page 162

Major updates have occurred to the following sections:

- LED Instructions on page 20
- Ring Tones on page 53
- Anonymous Call Rejection on page 156
- Multicast Paging on page 171
- Troubleshooting on page 213
- Appendix A Time Zones on page 225

### Changes for Release 72, Guide Version 72.10

Major updates have occurred to the following sections:

- Documentations on page 24
- Packaging Contents on page 25
- Phone Installation on page 28
- Contact Management on page 55
- Placing Calls on page 118

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## **Overview**

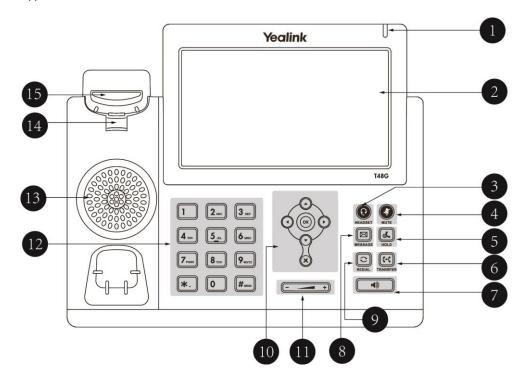
This chapter provides the overview of the SIP-T48G IP phone. Topics include:

- Hardware Component Instructions
- Icon Instructions
- LED Instructions
- User Interfaces
- Documentations

If you require additional information or assistance with your new phone, contact your system administrator.

### **Hardware Component Instructions**

The main hardware components of the SIP-T48G IP phone are the touch screen and the keypad.



	ltem	Description
(1)	Power Indicator LED	Indicates phone power and some feature statuses.
2	Touch Screen	The screen is touch-sensitive. Tap to select and highlight screen items. Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, ) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
3	HEADSET Key	Toggles and indicates the headset mode.
4	MUTE Key	Toggles and indicates mute feature.
5	HOLD Key	Places a call on hold or resumes a held call.
6	TRANSFER Key	Transfers a call to another party.
$\bigcirc$	Speakerphone Key	Toggles the hands-free speakerphone mode.
8	MESSAGE Key	Accesses voice messages.
9	REDIAL Key	Redials a previously dialed number.
	$\odot \bigcirc$	Position the cursor within text you're updating. Enable or disable fields.
10	$\odot$	Turn pages or scroll through values for a field. Scroll through items. Access to History and Directory respectively.
	ОК	Confirms actions or answers incoming calls.
	×	Cancels actions or rejects incoming calls.
1	Volume Key	Adjusts the volume of the handset, headset, speakerphone and ringer.
12	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
(13)	Speaker	Provides ringer and hands-free (speakerphone) audio output.
14)	Hookswitch Tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on how to adjust the hookswitch tab, refer to <i>Yealink Wall Mount Quick Installation Guide for Yealink IP Phones</i> .
15	Hookswitch	Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line, laying the handset down on the handset cradle, the phone disconnects from the line.

Hardware component instructions of the SIP-T48G IP phone are:

## **Icon Instructions**

Icons appearing on the touch screen are described in the following table:

lcons	Description
	Network is unavailable
•	The private line registers successfully
all a	Register failed
(Flashing)	Registering
2	The shared/bridged line registers successfully
	Hands-free speakerphone mode
<u></u>	Handset mode
C	Headset mode
abc	Multi-lingual lowercase letters input mode
ABC	Multi-lingual uppercase letters input mode
2aB	Alphanumeric input mode
123	Numeric input mode
Abc	Multi-lingual uppercase and lowercase letters input mode
00	Voice Mail
$\bowtie$	Text Message
Ąд	Auto Answer
•	Do Not Disturb
5	Call Forward
	Call Hold
-	Call Mute

Icons	Description
	Ringer volume is 0
1	Phone Lock
સં	Received Calls
ও 🗸	Placed Calls
<b>6</b> 2	Missed Calls
<b>\$</b>	Forwarded Calls
1	Recording box is full
R	A call cannot be recorded
۲	Recording starts successfully
X	Recording cannot be started
<b>X</b>	Recording cannot be stopped
42)	Bluetooth mode is on
*	Bluetooth headset is both paired and connected
	The default caller photo and contact icon

The icons of DSS key appearing on the touch screen are described in the following table:

lcons	Description
577	ACD
2	The ACD status is available
1	The ACD status is unavailable
- P	Log out the ACD system
00	Voice Mail

lcons	Description
Q	Direct Pickup
Ð	Group Pickup
<b>\$</b>	Call Park
<b>\$</b>	Park successfully
Q	Park failed
<b>\$</b>	Call Park idle state
<b>\$</b>	Call park ringing state
	Intercom
3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	DTMF Prefix
25	Local Group XML Group
(	XML Browser
きて	LDAP
500	Conference
5	Forward
6-6	Transfer
(1)	Hold
0	DND
Se la construction de la constru	ReCall
$\geq$	SMS
0	Record URL Record
۲	Recording starts successfully(Record/URL Record)

lcons	Description
60	Multicast Paging
220	Group Listening
	Paging List
(F)	Hot Desking
Ĺ	Zero Touch
URI	URL
	Phone Lock
20	Directory
	BLF
	BLF List
2.	BLF/BLF List failed state
2.	BLF/BLF list ringing state
1	BLF/BLF list hold state
2.	BLF/BLF list calling state
<u>_</u>	BLF/BLF list call park state
	Speed Dial

Icon indicator (associated with a shared line)

The local SCA phone indicates the phone is involved in an SCA call, while the monitoring SCA phone indicates the phone is not involved in the SCA call.

lcon	Description
1	The shared line is idle.
for monitoring SCA phone)	The shared line is seized.
(Flash)	The shared line receives an incoming call.
🧏 (Flash)	The shared line is dialing.

lcon	Description
2	The shared line is in conversation.
2	The shared line conversation is placed on public hold.
G (for local SCA phone) T (for monitoring SCA phone)	The shared line conversation is placed on private hold.
E.C.	The shared line conversation is barged in by the other shared line party.
s Ch	For a multi-party call, all the shared line parties participating in this call place the shared line conversation on hold.

Icon indicator (associated with a bridged line)

The local BLA phone indicates the phone is involved in a BLA call, while the monitoring BLA phone indicates the phone is not involved in the BLA call.

lcon	Description
1	The bridged line is idle.
for monitoring BLA phone)	The bridged line is seized.
<b>?</b> (Flash)	The bridged line receives an incoming call.
<b>%</b> (Flash)	The bridged line is dialing.
2	The bridged line is in conversation.
3	The bridged line conversation is placed on hold.

### **LED Instructions**

#### **Power Indicator LED**

LED Status	Description	
Solid red	The phone is initializing.	
Fast flashing red	The phone is ringing.	
Slow flashing red	The phone receives a voice mail or text message.	
	The phone is powered off.	
	The phone is idle.	
Off	The phone is busy.	
	The call is placed on hold or is held.	
	The call is muted.	

#### Note

The above introduces the default power indicator LED status. The status of the power indicator LED is configurable via web user interface. For more information, refer to *Yealink\_SIP-T2\_Series\_T19(P) E2\_T4\_Series\_IP\_Phones\_Administrator\_Guide.* 

### **User Interfaces**

Two ways to customize configurations of your SIP-T48G IP phone:

- The user interface on the IP phone.
- The user interface in a web browser on your PC.

The hardware components keypad and touch screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone. In addition, you can use the web user interface to access all configuration settings. In many cases, it is possible to use either the phone user interface and/or the web user interface interchangeably. However, in some cases, it is only possible to use one or the other interface to operate the phone and change settings.

### **Phone User Interface**

You can customize your phone by tapping the Menu soft key to access the phone user interface. The Advanced option is only accessible to the administrator, and the default administrator password is "admin" (case-sensitive). For more information on customizing your phone with the available options from the phone user interface, refer to Customizing Your Phone on page 41.

### Web User Interface

In addition to the phone user interface, you can also customize your phone via web user interface. In order to access the web user interface, you need to know the IP address of your new phone. To obtain the IP address, press the OK key on the phone when the phone is idle. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of a web browser on your PC. The default administrator user name and password are both "admin" (case-sensitive).

The main options you can use to customize the IP phone via phone user interface and/or via web user interface are listed in the following table:

Options	Phone User Interface	Web User Interface
Status		
IP Address		
MAC		
Firmware		$\checkmark$
Network		
Phone		
Accounts		
Basic Phone Settings		
Wallpaper	$\checkmark$	
Backlight	$\checkmark$	
Contrast	$\checkmark$	
Language		
Time & Date	$\checkmark$	
Administrator Password	$\checkmark$	
Key as Send	$\checkmark$	
Phone Lock	$\checkmark$	
Ring Tones	$\checkmark$	
Contact Management		,
Directory	×	V
Local Directory	$\checkmark$	
Blacklist	$\checkmark$	
Remote Phone Book	×	
Call History Management	$\checkmark$	
DSS Keys	$\checkmark$	
Account Registration	$\checkmark$	
Dial Plan	×	
Emergency Number	×	
Live Dialpad	×	
Hotline	$\checkmark$	
Basic Call Features		
Recent Call In Dialing	×	
Auto Answer	$\checkmark$	
Auto Redial	$\checkmark$	
Call Completion	$\checkmark$	_/
ReCall		V
Do Not Disturb (DND)	$\checkmark$	
Call Forward	$\checkmark$	
Call Transfer	$\checkmark$	
Call Waiting	$\checkmark$	

Options	Phone User Interface	Web User Interface
Conference	×	
Call Park	$\checkmark$	
Call Pickup	$\checkmark$	
Anonymous Call	$\checkmark$	
Anonymous Call Rejection	$\checkmark$	
Advanced Phone Features		
Busy Lamp Field (BLF)	$\checkmark$	
BLF List	×	
Call Recording	$\checkmark$	
Hot Desking	$\checkmark$	
Intercom	$\checkmark$	./
Multicast Paging	×	ν
Music on Hold	×	
Automatic Call Distribution (ACD)	х	
Shared Call Appearance (SCA)	х	
Bridged Line Appearance (BLA)	х	
Messages	$\checkmark$	
SIP Account		
User Options		
Activation	$\checkmark$	
Label	$\checkmark$	
Display Name	$\checkmark$	
Register Name	$\checkmark$	
User Name	$\checkmark$	
Password	$\checkmark$	$\checkmark$
Server Options		
SIP Server 1/2	$\checkmark$	
Register Port	х	
Outbound Status	$\checkmark$	
Outbound Proxy1/2	$\checkmark$	
Proxy Fallback Interval	$\checkmark$	
NAT Status	$\checkmark$	

Note

The table above lists most of the feature options. Please refer to the relevant sections for more information.

## **Documentations**

The following table shows documentations available for the SIP-T48G IP phone.

Name	Contents	Where found	Language
Quick Start Guide	Basic call features and phone customizations	On the website/In the package	English
User Guide	Phone/Web user interface settings Basic call features and advanced phone features	On the website	English

#### Note

You can also download the latest documentations online:

http://support.yealink.com/documentFront/forwardToDocumentDetailPage?documentId= 2.

## **Getting Started**

This chapter provides the following basic installation instructions and information for obtaining the best performance with the SIP-T48G IP phone. Topics include:

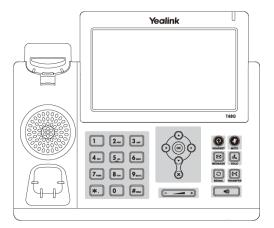
- Packaging Contents
- Phone Installation
- Phone Initialization
- Registration
- Touch Screen Display
- Navigating Menus and Fields
- Entering Data and Editing Fields
- Phone Status
- Basic Network Settings

If you require additional information or assistance with your new phone, contact your system administrator.

### **Packaging Contents**

The following components are included in your SIP-T48G IP phone package:

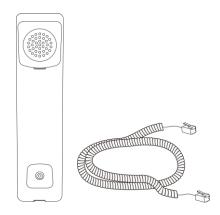
• SIP-T48G IP Phone



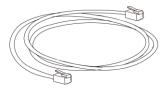
Phone Stand



#### • Handset & Handset Cord



• Ethernet Cable



Quick Start Guide

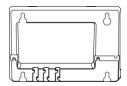


Check the list before installation. If you find anything missing, contact your system administrator.

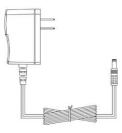
### **Optional Accessories**

The following items are optional accessories for your SIP-T48G IP phone. You need to purchase them separately if required.

Wall Mount Bracket



### Power Adapter



• Headset



• Wireless Headset Adapter EHS36



Bluetooth USB Dongle BT40



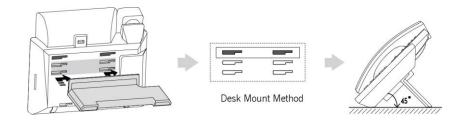
## **Phone Installation**

If your phone is already installed, proceed to Phone Initialization on page 30.

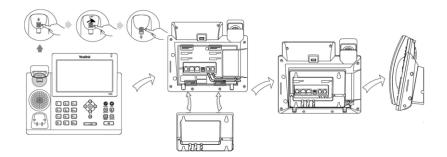
This section introduces how to install the phone:

- 1) Attach the stand or the optional wall mount bracket
- 2) Connect the handset and optional headset
- 3) Connect the network and power
- 1) Attach the stand or the optional wall mount bracket

#### **Desk Mount Method**



#### Wall Mount Method (Optional)

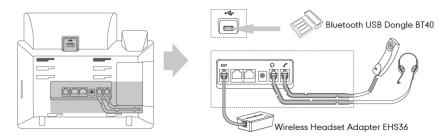


#### Note

The hookswitch tab has a lip which allows the handset to stay on-hook when the IP phone is mounted vertically.

The top two slots are plugged up by silica gel. You need to pull out silica gel before attaching the wall mount bracket. For more information on how to mount your phone to a wall, refer to *Yealink Wall Mount Quick Installation Guide for Yealink IP Phones*.

#### 2) Connect the handset and optional headset





#### 3) Connect the network and power

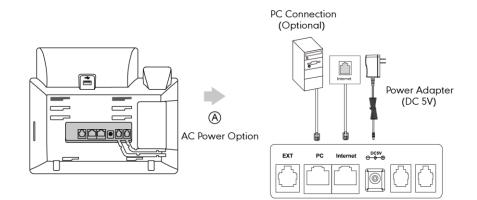
You have two options for power and network connections. Your system administrator will advise you which one to use.

- AC power (Optional)
- Power over Ethernet (PoE)

### AC Power (Optional)

#### To connect the AC power:

- 1. Connect the DC plug on the power adapter to the DC5V port on the phone and connect the other end of the power adapter into an electrical power outlet.
- 2. Connect the included or a standard Ethernet cable between the Internet port on the phone and the one on the wall or switch/hub device port.

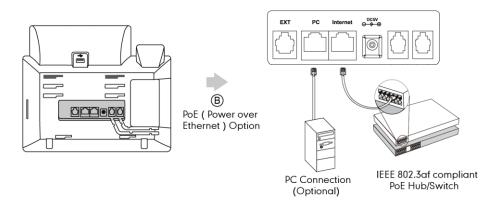


#### **Power over Ethernet**

With the included or a regular Ethernet cable, the SIP-T48G IP phone can be powered from a PoE-compliant switch or hub.

#### To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.



Note If in-line power is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant.

The phone can also share the network with another network device such as a PC (personal computer). This is an optional connection.

**Important!** Do not remove power to the phone while it is updating firmware and configurations.

### **Phone Initialization**

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

#### **Automatic Phone Initialization**

The phone finishes the initialization by loading the saved configuration. The touch screen displays "Welcome Initializing...Please wait" during the initialization.

#### DHCP (Dynamic Host Configuration Protocol)

The phone attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g., IP address, subnet mask, default gateway address and DNS address) by default.

Note If your network does not use DHCP, proceed to Basic Network Settings on page 37.

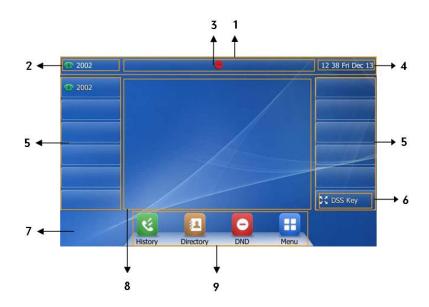
## Registration

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you start up your phone, the phone will be registered and ready for use. The SIP-T48G IP phone supports up to 16 accounts. If your phone is not registered, you may have to register it. For more information on how to register your phone, refer to Account Management on page 104.

### **Touch Screen Display**

#### **Idle Screen Display**

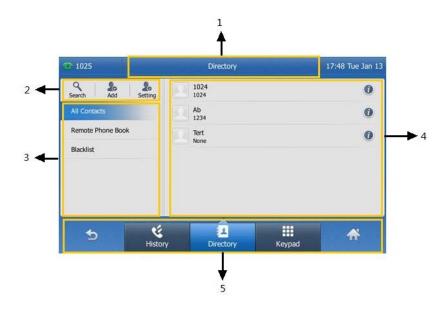
If the phone has successfully started up, the idle screen will be displayed. The following figure is an example of what is displayed on the touch screen.



No.	Name	Description
1	Status Bar	Displays the phone's default account, icons and
I		the time and date.
		The label of the default account is displayed in
		the left of the status bar.
2		If multiple accounts are already registered, tap
2	Default Account	and select the desired default account. For
		more information, refer to the default account
		on page 106.
3	lcons	lcons are displayed in the middle of the status
5		bar.
	Time and Date	The phone's time and date are displayed in the
4		right of the status bar.

No.	Name	Description
5	Line Keys (1-11)	The idle screen displays line keys 1-11. The line
		keys 1-6 on the left and the line keys 7-11 on the
		right can be used to activate up to 11 lines.
5	Line Reys (1-11)	Various features can be assigned to line keys.
		Each line key can display the label and indicate
		the status of the assigned feature.
		Provides a quick access to the line key screen.
6	DSS Key	Then, you can tap the desired line key to
		configure it.
7	Wallpaper	Shows the specified wallpaper, which can be
		customized. For more information, refer to
		Wallpaper on page 41.
8	Call Window	Displays call information.
9	Shortcut Keys	<ul> <li>: tap this shortcut key to enter the History screen and view call history.</li> <li>: tap this shortcut key to enter the Directory screen and view contacts.</li> <li>: tap this shortcut key to toggle the DND mode or enter the custom DND configuration screen.</li> <li>: tap this shortcut key to enter the main menu.</li> </ul>

#### **Configuration Screen Display**



No.	Name	Description
1	Screen Title Area	Displays the title of the current menu screen.
2	Operation Option Area	Displays various operation options for different menu screens.
3	Displays menu items.Menu Tree AreaTap the desired menu item to enter the corresponding feature configuration scr	
4	Configuration Area	Displays configuration items of the highlighted menu item in the menu tree area. You can configure feature settings in this area.
5	Soft Keys	Label automatically to identify their context-sensitive features.

## **Navigating Menus and Fields**

To navigate menus and fields, you can:

- Tap soft keys on the touch screen.
- Tap menu items, fields, and arrows on the touch screen.
- Press keys on the phone keypad.

Note The menu system will automatically exit to the idle screen after 60 seconds of inactivity.

To operate your phone, follow these tips:

If you want to	Action
Enter the main menu.	Тар 🔢 .
Return to the idle screen.	Tap 🛖 .
Go back to the previous menu.	Tap $rightarrow$ or press $ ightarrow$ .
Select an item.	Tap the item. Scroll to the item by pressing $\bigodot$ or $\bigodot$ .
Scroll through items page by page.	<ul> <li>Tap ▲ or ▼.</li> <li>(If you are in the call history, local directory, language configuration screen or ring tones configuration screen, you can also press  <ul> <li>or  <ul> <li>.)</li> </ul> </li> </ul></li></ul>
Scroll through values for a field.	Tap the field's highlighted gray box. From the pull-down list, tap $\blacktriangle$ or $\blacktriangledown$ to scroll through values page by page, or press $\frown$ or $\frown$ to scroll values one by one.
Select a value for a field.	From the pull-down list, tap the value or scroll to the value and then press $\bigcirc$ .

## **Entering Data and Editing Fields**

You can enter data and edit fields using the keypad on the phone:

#### To enter or edit data:

- 1. Tap the field.
- 2. Do one of the following:

If you want to	Action
Enter only digits (1), uppercase (A) characters, lowercase (a) characters, or alphanumeric (2aB) characters.	Press a keypad key one or more times (depending what input mode you're in) to enter the characters that is displayed on the keypad key. You can tap the IME soft key one or more times to switch between uppercase (ABC soft key), numeric (123 soft key), alphanumeric (2aB soft key) and lowercase (abc soft key) input modes. For example, if the input mode is ABC: To enter "A", press 2.

If you want to	Action
	To enter "B", press 2 twice quickly.
	To enter "C", press $2_{\text{sc}}$ three times quickly.
Enter special characters.	Press the keypad key 0, # or * For 0 key: If it is the uppercase (ABC soft key) or lowercase (abc soft key) input mode, it will provide the space character. If it is the numeric (123 soft key) or alphanumeric (2aB soft key) input mode, it will only provide the digit 0. For # key: it only provides the pound character (#). For *. key:
	If it is the uppercase ( <b>ABC</b> soft key), lowercase ( <b>abc</b> soft key) or alphanumeric ( <b>2aB</b> soft key) input mode, it will provide the following special characters: ., '?!\-()@/:_; + & % = $< > \pounds \ Y \square [] \{ \} \sim \hat{i} \# ] $ § If it is the numeric ( <b>123</b> soft key) input mode, it will provide the following special characters: . *:/@[]
Delete text you entered.	Press (•) or (•) to position the cursor to the right of the text you want to delete, and then tap the <b>Delete</b> soft key to delete one character at a time.
Delete an entire field of data.	Swipe your finger to the left or right to select the entire field of data, so that the data is highlighted, and then tap the <b>Delete</b> soft key.

**3.** Press (or tap the **Save** soft key.

Note

When the phone is on the pre-dialing screen, characters can be entered using the on-screen keypad.

# **Phone Status**

You can view phone status via phone user interface or web user interface.

Available information of phone status includes:

• General information (IP address, MAC address and firmware version)

- Network status (e.g., IPv4 status, IPv6 status, IP address mode and MAC address)
- Phone status (e.g., device model, hardware version, product ID, MAC address and device certificate status)
- Account status (e.g., register status of SIP accounts)

Note You can view the device certificate status via phone user interface only.

#### To view the phone status via phone user interface:

1. Press (or , or tap 🕂 ->Status.

<b>1024</b>	Statı	IS	08 48 Sat Jan 24
General	1. IPv4:	10.3.20.20	
Network	2. MAC:	00:15:65:51:D7:7F	
Phone	3. Firmware:	35.80.0.50	
Accounts			
Ð			*

2. Tap the desired item to view the specific information.

To view the phone status via web user interface:

- 1. Open a web browser on your computer.
- 2. Enter the IP address in the browser's address bar, and then press the Enter key.
- 3. Enter the user name (admin) and password (admin) in the login page.

Login	Gigabit Color IP Phone SIP-T48G
Username Password	
Cor	nfirm Cancel

4. Click Confirm to login.

The phone status is displayed on the first page of the web user interface.

alink			
	Status Account No	etwork DSSKey Features S	Settings Directory Security
Status	Version 🕜		NOTE
	Firmware Version	35.80.0.50	Manatara
	Hardware Version	35.0.0.0.0.0	Version It shows the version of
	Network 🕜		firmware.
	Internet Port	IPv4	Network It shows the information of
	IPv4 💡		WAN port.
	WAN Port Type	DHCP	You can click here to ge
	WAN IP Address	10.3.20.20	more guides.
	Subnet Mask	255.255.255.0	
	Gateway	10.3.20.254	
	Primary DNS	192.168.1.20	
	Secondary DNS	192.168.1.167	
	Network Common 🕜		
	MAC Address	00156551D77F	
	Link Status	Connected	
	Device Type	Bridge	
	Account Status 🕜		
	Account1	1024@10.3.5.199 : Registered	
	Account2	1025@10.3.5.199 : Registered	
	Account3	Disabled	

# **Basic Network Settings**

If your phone cannot contact a DHCP server for any reason, you need to configure network settings manually. The IP phone can support either or both IPv4 and IPv6 addresses.

To configure the IP address mode via phone user interface:

- 1. Tap 🕂 ->Advanced (default password: admin) ->Network->WAN Port.
- 2. Tap the gray box of the IP Mode field.
- 3. Tap the desired value (IPv4, IPv6 or IPv4 & IPv6) from the pull-down list.

Account		1. IP Mode:	IPv4	•	
Network		2. IPv4	IPv4		>
Phone Lock		3. IPv6	IPv6		>
Set Password	1/2		IPv4 & IPv6		
Set AES Key					
Auto Provision	•				
FWD International					

4. Tap the Save soft key to accept the change or 🕤 to cancel.

#### To configure a static IPv4 address via phone user interface:

- 1. Tap -->Advanced (default password: admin) ->Network->WAN Port->IPv4.
- 2. Tap the gray box of the **Type** field.
- 3. Tap Static IP from the pull-down list.
- 4. Enter the desired value in the IP Address, Subnet Mask, Gateway, Primary DNS and Secondary DNS fields respectively.

· 1000		IPv4 WAN	Port	16:47 Fri Dec 12
Account		1.Type	Static IP	T
Network		2.IP Address	192.168.1.20	
Phone Lock		3.Subnet Mask	255.255.255.0	
Set Password	1/2	4.Gateway	192.168.1.254	
Set AES Key		5.Primary DNS	202.101.103.55	
Auto Provision	•	6.Secondary DNS	202.101.103.56	
FWD International				
5	123			<b>*</b>
	IME	Delete	Save	

5. Tap the Save soft key to accept the change or 🕤 to cancel.

To configure a static IPv6 address via phone user interface:

- 1. Tap ->Advanced (default password: admin) ->Network->WAN Port->IPv6.
- 2. Tap the gray box of the **Type** field.
- 3. Tap Static IP from the pull-down list.
- 4. Enter the desired value in the IP Address, IPv6 IP Prefix, Gateway, Primary DNS and Secondary DNS fields respectively.

<b>2002</b>		IPv6 WAN	Port	14:20 Tue Sep 16
Account		1.Type	Static IP	▼
Network		2.IP Address	2005:1:1:1:12	
Phone Lock		3.IPv6 IP Prefix	64	
Set Password	1/2	4.Gateway	2005:1:1:1::1	
Set AES Key		5.Primary DNS	2005:1:1:1::88	
Auto Provision	•	6.Secondary DNS	2005:1:1:1::89	
FWD International				
Ð	123 IME	× Delete	Save	<b>A</b>

5. Tap the Save soft key to accept the change or 🕤 to cancel.

If you are using an xDSL modem for IPv4 network connection, you can connect your phone to the Internet via PPPoE mode. Set the WAN port as a PPPoE port. The PPPoE port will perform a PPP negotiation to obtain the IP address. Contact your system administrator for the PPPoE user name and password.

#### To configure PPPoE via phone user interface:

- 1. Tap :-->Advanced (default password: admin) ->Network->WAN Port->IPv4.
- 2. Tap the gray box of the **Type** field.
- 3. Tap PPPoE from the pull-down list.
- 4. Enter the PPPoE user name and password in the corresponding fields.

<b>101</b>		IPv	WAN Port		12:46 Mon Jan 05
Account		1. Type:	[	PPPoE	V
Network		2. PPPoE Use	r:	user1	
Phone Lock		3. PPPoE Pas	sword:	•••••	
Set Password	1/2				
Set AES Key					
Auto Provision	•				
FWD International		n			
Ą	abc IME		<ul><li>✓×</li><li>Delete</li></ul>	Save	

- 5. Tap the Save soft key to accept the change or 🕤 to cancel.
- **Note** Wrong network settings may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

# **Customizing Your Phone**

You can customize your SIP-T48G IP phone by personally configuring certain settings, for example, wallpaper, time & date and ring tones. You can add contacts to the phone's local directory manually or from call history. You can also personalize different ring tones for different callers.

This chapter provides basic operating instructions for customizing your phone. Topics include:

- General Settings
- Audio Settings
- Contact Management
- Call History Management
- System Customizations

If you require additional information or assistance with your new phone, contact your system administrator.

# **General Settings**

## Wallpaper

You can customize the wallpaper of the SIP-T48G IP phone, and can change the wallpaper image via phone user interface or web user interface. You can also upload custom wallpaper images via web user interface. The file format of wallpaper image must be \*.jpg, \*.png or \*.bmp. A single file size must be less than 5M, and the total size of all custom wallpapers must be less than 20M.

To change the wallpaper via phone user interface:

1. Tap ->Basic ->Display->Wallpaper.

2. Tap or , or press ( ) or ( ) to select the desired wallpaper image.



3. Tap the Save soft key to accept the change or 🕤 to cancel.

Wallpaper is configurable via web user interface at the path Settings->Preference.

#### To upload the custom wallpaper via web user interface:

- 1. Click on Settings->Preference.
- 2. In the Upload Wallpaper (800\*480) field, click Browse to locate the wallpaper image from your local system.

ealink 1486						Log O
	Status Account	Network	DSSKey	Features	Settings	Directory Security
Preference	Language		English(English)	-		NOTE
Time & Date	Live Dialpad Inter Digit Time(1~14s	)	Disabled			Language Selects a language for the wel
Call Display	Backlight Inactive Leve	i I	Low	-		user interface.
Upgrade	Backlight Active Level		8	- (		Live Dialpad It allows IP phones to
Auto Provision	Backlight Time(second	5)	Always On	- (		automatically dial out the entered phone number after a specified period of time.
Configuration	WatchDog Ring Type		Enabled Ring1.wav	(		Backlight
Dial Plan	Upload Ringtone		Browse ··· No	o file selected.	0	Specifies the brightness of the LCD screen display.
Voice			Upload	Cancel		Contrast Specifies the contrast of the
Ring	Wallpaper		Default.png	(		LCD screen display.
Tones	Upload Wallpaper(800*	480)	Browse Mo	cancel	0	Ring Tones A ring tone that will alert you when a call comes in for the I
Softkey Layout	Confi	rm		Cancel		phone.
TR069						You can click here to get more guides.
Voice Monitoring						
SIP						

- 3. Click Upload to upload the file.
- 4. Click Confirm to accept the change.

The custom wallpaper appears in the pull-down list of Wallpaper.

**Note** The SIP-T48G IP phone screen size is 800\*480 pixels. If the size of the custom wallpaper doesn't meet the IP phone screen size, the wallpaper will be stretched or/and zoomed out according to the IP phone screen size.

## **Backlight**

Backlight has three options:

**Backlight Active Level**: The intensity of the touch screen when the phone is active. You can change the intensity of the touch screen. Digits (1-10) represent different intensities. 10 is the highest intensity.

**Backlight Inactive Level**: The intensity of the touch screen when the phone is inactive. You can select a low intensity or turn off the backlight.

**Backlight Time**: The delay time to change the intensity of the touch screen when the phone is inactive. You can select a desired time to change the intensity or turn on the backlight permanently.

To configure the backlight via phone user interface:

- 1. Tap 🕂 -> Basic->Display->Backlight.
- 2. Tap the gray box of the Backlight Active Level field.
- 3. Tap the desired level from the pull-down list.
- 4. Tap the gray box of the Backlight Inactive Level field.
- 5. Tap the desired value from the pull-down list.
- 6. Tap the gray box of the **Backlight Time** field.
- 7. Tap the desired time from the pull-down list.

<u>7</u> 101	Backlight		12:38 Mon Jan 05
Language	1. Backlight Active Level:	8	•
Time & Date	2. Backlight Inactive L	Low	•
Display	3. Backlight Time:	30s	•
Sound		Always On	
Change PIN		15s	1/3
Bluetooth		30s	1/5
		60s	
<b>•</b>	8		*
	Save		

8. Tap the Save soft key to accept the change or 🕤 to cancel.

Backlight is configurable via web user interface at the path Settings->Preference.

## Contrast

You can only configure the contrast of the expansion module EXP40 connected to the SIP-T48G IP phone to a comfortable level on the phone. Ensure that the expansion module has been connected to the phone before configuration.

To configure the contrast via phone user interface:

- 1. Tap 🕂 ->Basic->Display->Contrast Setting.
- 2. Tap the gray box of the Contrast Setting field.
- 3. Tap the desired value from the pull-down list.

The default contrast level is 6.

The Shared Line 1	Contrast Sett	ing	13 41 Fri May 08
Language	1. Contrast Setting:	6	T
Time & Date		3	
Display		4	2/3
Sound		5	2/5
Change PIN		6	
Bluetooth			
•			<b>*</b>
	Save		

If EXP40 is not connected to the phone, the Contrast Setting screen displays "No EXP".

4. Tap the Save soft key to accept the change or 🕤 to cancel.

## Language

The default language of the phone user interface is English. If the language of your web browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively.

To change the language for the phone user interface:

- 1. Tap :->Basic->Language.
- 2. Tap  $\blacktriangle$  or  $\blacktriangledown$  to scroll through the list of available languages.

3. Tap the desired language.



4. Tap the Save soft key to accept the change.

Text displayed on the phone user interface will change to the selected language.

#### To change the language for the web user interface:

- 1. Click on Settings->Preference.
- 2. Select the desired language from the pull-down list of Language.

	Status Account N	etwork DSSKey F	eatures	Settings	Directory Security
Preference	Language	English(English)	• 🕜		NOTE
Time & Date	Live Dialpad	Disabled	• 0		Language
Time & Date	Inter Digit Time(1~14s)	4	0		Selects a language for the w
Call Display	Backlight Inactive Level	Low	• 0		user interface.
Upgrade	Backlight Active Level	8	• 0		Live Dialpad It allows IP phones to
Auto Provision	Backlight Time(seconds)	Always On	• 0		automatically dial out the entered phone number after
Auto Provision	WatchDog	Enabled	• 0		specified period of time.
Configuration	Ring Type	Ring1.wav	• 0		Backlight Specifies the brightness of th
Dial Plan	Upload Ringtone	Browse ··· No file	selected.	0	LCD screen display.
Voice		Upload Can	icel		Contrast Specifies the contrast of the
Ring	Wallpaper	Default.png	• 🕜		LCD screen display.
King	Upload Wallpaper(800*480)	Browse No file	selected.	0	Ring Tones
Tones		Upload Can	rcel		A ring tone that will alert you when a call comes in for the
Softkey Layout	Confirm				phone.
TR069	Confirm	Can	cer		You can click here to get more guides.
Voice Monitoring					-

3. Click Confirm to accept the change.

Text displayed on the web user interface will change to the selected language.

## **Time & Date**

The time and date are displayed on the right of the status bar. You can configure the

phone to obtain the time and date from the SNTP server automatically, or configure the time and date manually. If the phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, contact your system administrator for more information.

#### To configure the SNTP setting via phone user interface:

- 1. Tap ->Basic->Time & Date->General.
- 2. Tap the gray box of the Type field.
- 3. Tap SNTP Settings from the pull-down list.
- 4. Tap the gray box of the Time Zone field.
- Tap the time zone that applies to your area from the pull-down list. The default time zone is "+8".
- Enter the domain name or IP address of SNTP server in the NTP Server1 and NTP Server2 fields respectively.
- 7. Tap the gray box of the Daylight Saving field.
- 8. Tap the desired value from the pull-down list.
- 9. Tap the gray box of the Location field.

This field appears only if Daylight Saving field is selected Automatic.

10. Tap the desired time zone name from the pull-down list.

The default time zone name is China(Beijing).

anguage	1. Type:	SNTP Settings	•
Fime & Date	2. Time Zone:	+8	▼
Display	3. NTP Server1:	cn.pool.ntp.org	
Sound	4. NTP Server2:	cn.pool.ntp.org	
Change PIN	5. Daylight Saving:	Automatic	▼
Bluetooth	6. Location:	China(Beijing)	▼

11. Tap the Save soft key to accept the change or 🕤 to cancel.

Note

Please refer to Appendix A - Time Zones for the list of available time zones on the IP phone.

To configure the time and date manually via phone user interface:

- 1. Tap ->Basic->Time & Date->General.
- 2. Tap the gray box of the Type field.
- 46

- 3. Tap Manual Settings from the pull-down list.
- 4. Enter the specific date and time in the corresponding fields.

<b>1025</b>	Gen	eral				14	11 Mon 18 Ma
Language	1. Type:	Manual	Set	tings			•
Time & Date	2. Date:	2015	- [	05	]-[	18	
Display	3. Time:	14	:[	11	]:[	15	
Sound							
Change PIN							
Bluetooth							
5	Ē						*
	Sav	/e					

5. Tap the Save soft key to accept the change.

The time and date displayed on the touch screen will change accordingly.

There are 7 available date formats. For example, for the date format "WWW DD MMM", "WWW" represents the abbreviation of the weekday, "DD" represents the two-digit day, and "MMM" represents the first three letters of the month.

The date formats available:

Date Format	Example (2015-05-18)
WWW MMM DD	Mon May 18
DD-MMM-YY	18-May-15
YYYY-MM-DD	2015-05-18
DD/MM/YYYY	18/05/2015
MM/DD/YY	05/18/15
DD MMM YYYY	18 May 2015
WWW DD MMM	Mon 18 May

To configure the date and time format via phone user interface:

- 1. Tap 🚼 ->Basic->Time & Date->Time & Date Format.
- 2. Tap the gray box of the Date Format field.
- 3. Tap the desired date format from the pull-down list.
- 4. Tap the gray box of the Time Format field.

5. Tap the desired time format (12 Hour or 24 Hour) from the pull-down list.

<b>1024</b>	Time & Date	Time & Date Format		
Language	1. Date Format:	WWW MMM DD	▼	
Time & Date	2. Time Format:	24 Hour	T	
Display		24 Hour		
Sound		12 Hour		
Change PIN				
Bluetooth				
5			*	
	Save		an,	

6. Tap the Save soft key to accept the change or  $rac{4}{20}$  to cancel.

Time and date are configurable via web user interface at the path **Settings**->**Time & Date**.

## **Administrator Password**

The Advanced option is only accessible to the administrator. The default administrator password is "admin". For security reasons, you should change the default administrator password as soon as possible.

To change the administrator password via phone user interface:

- 1. Tap 🕂 ->Advanced (default password: admin) ->Set Password.
- 2. Enter the old password in the Current PWD field.
- 3. Enter the new password in the **New PWD** field.
- 4. Re-enter the new password in the Confirm PWD field.

· 101		Set Passwo	ord	13:32 Mon Jan 05
Account		1. Current PWD:	••••	
Network		2. New PWD:	••••	
Phone Lock		3. Confirm PWD:	••••	
Set Password	1/2			
Set AES Key				
Auto Provision	•			
FWD International				
Ð	abc IME		Save	*

5. Tap the Save soft key to accept the change or to cancel.

Administrator password is configurable via web user interface at the path **Security->Password**.

## Key as Send

You can set the "#" or "\*" to perform as a send key while dialing.

To configure key as send via phone user interface:

- 1. Tap 🕂 ->Features->General.
- 2. Tap the gray box of the Key as Send field.
- 3. Tap # or \* from the pull-down list, or tap **Disabled** to disable this feature.

101		General		13 35 Mon Jan 05
General		1. Key as Send:	#	•
Hot Line		2. History Record:	Disabled	
Default Account			#	
Auto Redial	2/2		*	
Call Completion				
Paging List	•			
<b>₽</b>				<b>~</b>
		Save		

4. Tap the Save soft key to accept the change or 🕤 to cancel.

Key as send is configurable via web user interface at the path **Features**->**General Information**.

## **Phone Lock**

You can lock your phone temporarily when you are not using it. This feature helps to protect your phone from unauthorized use.

When the phone is locked, the following you needed to know:

All keys are locked except the volume key, digit keys and speakerphone key. You are only allowed to dial emergency numbers, reject incoming calls by pressing the X key or tapping the **Reject** soft key, answer incoming calls by lifting the handset, pressing the Speakerphone key, the HEADSET key, the OK key or tapping the **Answer** soft key, and end the call by hanging up the handset, pressing the Speakerphone key, X key or tapping the **EndCall** soft key.

**Note** The emergency number setting, if desired, must be made before lock activation. For more information, refer to Emergency Number on page 113.

To activate the phone lock via phone user interface:

- 1. Tap 🕂 ->Advanced (default password: admin) ->Phone Lock.
- 2. Tap the gray box of the Lock Enable field.
- 3. Tap **Enabled** from the pull-down list to enable this feature.
- 4. Enter the desired interval of automatic phone lock in the Lock Time Out field.

The default timeout is 0. It means the phone will not be automatically locked. You need to long press  $\boxed{\#_{\text{sso}}}$  to lock it immediately when the phone is idle.

If it is set to other values except 0 (e.g., 5), the phone will be locked when the phone is inactive in idle screen for the designated time (in seconds).

<b>1025</b>		Phone Lock			06 24 Fri Jan 16
Accounts		1. Lock Enable:	E	nabled	T
Network		2. Lock Time Ou	t: 0		
Phone Lock					
Set Password	1/2				
Set AES Key					
Auto Provision	•				
FWD International					
•	123 IME		× elete	B Save	*

5. Tap the Save soft key to accept the change.

When the phone is locked, the touch screen prompts "Phone locked." and displays the icon  $\hfill A$  .



To unlock the phone, you must know the phone unlock PIN. The default phone unlock PIN is "123".

To change the phone unlock PIN via phone user interface:

- 1. Tap 🕂 ->Basic->Change PIN.
- 50

2. Enter the desired value in the Current PIN, New PIN and Confirm PIN fields respectively.

<b>1025</b>		Change P	IN	14 17 Thu Jan 15
Language		1. Current PIN:	•••	
Time & Date	3	2. New PIN:	•••••	
Display	:	3. Confirm PIN:	•••••	
Sound				
Change PIN				
Bluetooth				
5	123 IME	× Delete	Bave	*

3. Tap the Save soft key to accept the setting or the Back soft key to cancel.

Note The unlock PIN length must be within 15 digits.

To unlock the phone via phone user interface:

- 1. Tap the locked key, the touch screen prompts "Unlock PIN".
- 2. Enter the PIN in the Unlock PIN field.



3. Tap the OK soft key to unlock the phone.

The icon disappears from the touch screen.

You can long press #=== or wait for a period of time (if configured) to lock the phone again.

Note You can also unlock the phone by administrator password. When you enter the administrator password to unlock the phone, the phone will turn to the Reset Phone PIN screen.

To deactivate the phone lock via phone user interface:

- 1. Tap 🕂 ->Advanced (default password: admin) ->Phone Lock.
- 2. Tap the gray box of the Lock Enable field.
- 3. Tap Disabled from the pull-down list to disable this feature.



4. Tap the Save soft key to accept the change.

Phone lock is configurable via web user interface at the path Features->Phone Lock.

# **Audio Settings**

## Volume

You can press the volume key to adjust the ringer volume when the phone is idle. You can also press the volume key to adjust the receiver volume of currently engaged audio devices (handset, speakerphone or headset) when the phone is in use.

To adjust the volume when the phone is idle:

1. Press - to adjust the ringer volume.



# Note If the ringer volume is adjusted to minimum, the K icon will appear on the touch screen.

To adjust the volume when the phone is during a call:

1. Press - to adjust the volume of currently engaged audio device (handset, speakerphone or headset).



## **Ring Tones**

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish different accounts registered on your phone, or to distinguish your phone from your neighbor's.

To select a ring tone for the phone via phone user interface:

1. Tap 🕂 ->Basic->Sound->Ring Tones->Common.

2. Tap the desired ring tone.

101	Ring Tones	13:48 Mon Jan 05
Language	Ring1.wav	
Time & Date	Ring2.wav	
Display	Ring3.wav	
Sound	Ring4.wav	1/2
Change PIN	Ring5.wav	
Bluetooth	Ring6.wav	•
	Ring7.wav	
5	E Save	<b>f</b>

3. Tap the Save soft key to accept the change or 🕤 to cancel.

A ring tone for the phone is configurable via web user interface at the path **Settings**->**Preference**->**Ring Type**.

To select a ring tone for the account via phone user interface:

- 1. Tap 🕂 ->Basic ->Sound->Ring Tones.
- 2. Tap the desired account.
- 3. Tap the desired ring tone.

If **Common** is selected, this account will use the ring tone selected for the phone.

101	Ring Tones	13:50 Mon Jan 05
Language	Common	
Time & Date	Ring1.wav	
Display	Ring2.wav	
Sound	Ring3.wav	1/2
Change PIN	Ring4.wav	
Bluetooth	Ring5.wav	•
	Ring6.wav	
Ð	E Save	*

4. Tap the Save soft key to accept the change or to cancel.

A ring tone for the account is configurable via web user interface at the path **Account->Basic->Ring Type**.

Note

The priority of ring tone for an incoming call on the phone is as follows: Contact ring tone (refer to Adding Contacts) >Group ring tone (refer to Adding Groups) >Account ring tone >Phone ring tone. To upload a custom ring tone for your phone via web user interface:

- 1. Click on Settings->Preference.
- In the Upload Ringtone field, click Browse to locate a ring tone file (the file format must be \*.wav) from your local system.

Yealink						
	Status Account Network	DSSKey Features	Settings Directory Security			
PreferenceTime & DateCall DisplayUpgradeAuto ProvisionConfigurationDial PlanVoiceRingTonesSoftkey LayoutTR069	Language Live Dialpad Inter Digit Time(1~14s) Backlight Time(1~14s) Backlight Active Level Backlight Active Level Backlight Time(seconds) WatchDog Ring Type Upload Ringtone Wallpaper Upload Wallpaper(800*480)	Doskey     Peatures       Englsh(Englsh)     ?       Disabled     ?       4     ?       Low     ?       8     ?       Always On     ?       Enabled     ?       Ring1.wav     ?       Browse***     No file selected.       Upload     Cancel       Default.png     ?       Browse***     No file selected.       Upload     Cancel	Image: Selectory       Security         NOTE         Selects a language for the web user interface.         Live Dialpad         It alows IP phones to automatical dail out the entered phone number after a specified period of time.         Backight         Specifies the brightness of the LCD screen display.         Contrast         Specifies the contrast of the LCD screen display.         Ring Tones         Aring tone that will alert you when a cal comes in for the IP phone.         You can click here to get more guides.			
Voice Monitoring SIP						

3. Click Upload to upload the file.

**Note** Single custom ring tone file must be within 8MB and total custom ring tone files must be within 20MB. Uploading custom ring tones for your phone is configurable via web user interface only.

## **Contact Management**

This section provides the operating instructions for managing contacts. Topics include:

- Directory
- Local Directory
- Blacklist
- Remote Phone Book

## Directory

Directory provides easy access to frequently used lists. The lists may contain Local Directory, History, Remote Phone Book and LDAP.

#### To configure the directory via web user interface:

1. Click on Directory->Setting.

 In the Directory block, select the desired list from the Disabled column and then click →.

The selected list appears in the **Enabled** column.

- 3. Repeat step 2 to add more lists to the **Enabled** column.
- 4. To remove a list from the **Enabled** column, select the desired list and then click \_\_\_\_.
- 5. To adjust the display order of the enabled lists, select the desired list and then click real or .

Yealink 1486								Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Local Directory	Direc	tory 🕜					NOTE	
Remote Phone Book		Disabled History	*	Enabled Local Directory Remote Phone B	A		Directory It provides easy ac frequently used list	
Phone Call Info		LUAP	-	Remote Phone B	1		Search Source in It allows the IP ph automatically search from the search so	one to th entries
Multicast IP Setting			-				based on the enter and display results pre-dialing screen.	on the
	Sear	ch Source List In	Dialing 💡				Recent Call In Di It allows users to v placed calls list whi is on the pre-dialin	view the en the phone
		Disabled Remote P LDAP	hone Boo	Enabled Local Directory History			You can click h more guides.	here to get
			-					
		Bacart C	+	lad	-			
		Recent Ca		neu	▼ ⑦ Cancel			

6. Click Confirm to accept the change.

Note Directory is configurable via web user interface only.

If the remote phone book and LDAP are not configured in advance, you cannot view remote phone book and LDAP lists on the phone user interface. For more information on remote phone book, refer to Remote Phone Book on page 76. For more information on LDAP, refer to *Yealink\_SIP-T2\_Series\_T19(P) E2\_T4\_Series\_IP\_Phones\_Administrator\_Guide*.

#### To view the directory via phone user interface:

- 1. Tap 💶 when the phone is idle.
  - If there is only one list is enabled for the directory, tap [2] to view the list directly.

- If more than one list is enabled for the directory, tap the desired list you want to view, and then tap the **OK** soft key.



## **Local Directory**

The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1000 contacts and 48 groups in your phone's local directory. You can add new groups and contacts, edit, delete or search for a contact, or simply dial a contact number from the local directory.

### **Adding Groups**

To add a group to the local directory:

1. Tap 🔼

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

<b>1025</b>		Directory		16:04 Tue Jan 13
Search Add	Setting	1024 1024		0
All Contacts		Tert None		0
Blacklist				
	e			~
Ą	History	Directory	Keypad	

If Local Directory is removed from the directory, tap ->Directory->All Contacts to enter the local directory.

2. Tap Setting.

- 3. Tap New Group.
- 4. Enter the desired group name in the highlighted field.

<b>1025</b>	Contacts Setting	16:06 Tue Jan 13
Hew Group	Select All (0/2)	Blacklist Delete
All Contacts	1024 1024	
5	Abc IME C	✓ ★

- 5. Tap 🖌 to accept the change.
- 6. Tap h to specify a ring tone for the group.
- 7. Tap the desired ring tone.

The second secon	Contacts Setting	Contacts Setting				
New Group	Ring Tones		Blacklist Delete			
▼ All Contacts	<ul> <li>Auto</li> </ul>					
🗊 Test 🖉 👌	Ring1.wav	•				
Blacklist	Ring2.wav	1/3				
	C Ring3.wav					
	Ring4.wav	•				
	Cancel O	к				
5	li vi		<b>A</b>			

If **Auto** is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to Adding Contacts) >Account ring tone (refer to Ring Tones) >Phone ring tone (refer to Ring Tones). If a specific ring tone is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to Adding Contacts) >Group ring tone.

8. Tap the OK soft key to accept the change.

You can also edit or delete any newly added contact groups.

## **Editing Groups**

To edit a group in the local directory:



The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, tap ->Directory->All Contacts to enter the local directory.

- 2. Tap Setting.
- 3. Tap the desired group.
- 4. Tap 🥒 after the group name.

<b>1025</b>	Contacts Setting	16 08 Tue Jan 13
et New Group	Select All (0/0)	Blacklist Delete
▼ All Contacts	None	
Ą	Abc × IME Delete	\$

- 5. Edit the group name in the highlighted field.
- 6. Tap  $\checkmark$  to accept the change.

### **Deleting Groups**

To delete a group from the local directory:

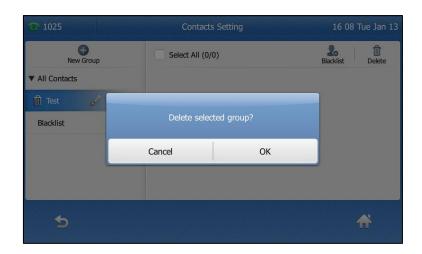
1. Tap 1. The IP phone er

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, tap :->Directory->All Contacts to enter the local directory.

- 2. Tap Setting.
- 3. Tap the desired group.
- 4. Tap m before the group name.

#### The touch screen prompts the following warning:



5. Tap the OK soft key to confirm the deletion or the Cancel soft key to cancel.

## **Adding Contacts**

You can add contacts to the local directory in one of the following ways:

- Manually
- From call history
- From a remote phone book

### Adding Contacts Manually

To add a contact to the local directory manually:

1. Tap 🔼 .

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, tap ->Directory->All Contacts to enter the local directory.

2. Tap Add.

If you want add a contact to the specified contact group, you can tap the contact group first, and then tap **Add**.

<b>1025</b>		New Co	ontact		16 10 Tue Jan 13
	N O A R	ame: ffice Num ( obile Nu ther Num ccount:	All Contacts Ema 1235 Auto Auto Default	× × × ×	
•	123 IME	Dele		Bave	₩

**5.** Enter the name and the office, mobile or other numbers in the corresponding fields.

- 4. Tap the gray box of the **Account** field.
- 5. Tap the desired account from the pull-down list.

If **Auto** is selected, the phone will use the default account when placing calls to the contact from the local directory.

- 6. Tap the gray box of the **Ring** field.
- 7. Tap the desired ring tone from the pull-down list.

If **Auto** is selected, this contact will use the ring tone according to the priority: Group ring tone (refer to Adding Groups) >Account ring tone (refer to Ring Tones)>Phone ring tone (refer to Ring Tones).

- 8. Tap the gray box of the Photo field.
- 9. Tap the desired photo from the pull-down list.
- 10. Tap the Save soft key to accept the change or 🕤 to cancel.
- Note If the contact already exists in the directory, the touch screen will prompt "Contact name existed!".

### Adding Contacts from Call History

To add a contact to the local directory from call history:

- 1. Tap 🏹 .
- 2. Tap  $\blacktriangle$  or  $\blacktriangledown$  to turn pages.

You can also press  $\frown$  or  $\frown$  to switch pages.

3. Tap 🕧 after the desired entry.

<b>1025</b>	History Details 19:	34 Mon Jan 12
	Send     Add     Edit     Blacklist     Delete       Name:     8302       Number:     8302       Time:     Fri Jan 09 14:04:18       Line:     Line 1       Duration:     00:00:00	
		1/66
¢		☆

- 4. Tap Add.
- 5. Edit the corresponding fields.

<b>1025</b>		New	Contact		19 34 Mon Jan 12
		Group:	All Contacts	•	
		Name:	8302		]
		Office Num	8302	•	
		Mobile Nu	Old Number	•	
		Other Num	Old Number	•	
		Account:	Auto	•	
		Ring:	Auto	•	
		Photo:	Default	•	
	<u>,</u>				
5	Abc IME		× elete	Save	A

6. Tap the Save soft key to accept the change.

The entry is successfully saved to the local directory.

#### Adding Contacts from a remote phone book

To add a contact to the local directory from a remote phone book:

1. Tap -> Remote Phone Book or tap -> Directory-> Remote Phone Book to enter the remote phone book.



2. Tap the desired remote phone book.

The phone then connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the touch screen.

**3.** Tap **()** after the desired contact in the remote phone book.



4. Tap Add.

5. Edit the corresponding fields.

<b>1025</b>		New (	Contact		16:39 Tue Jan 13
	Gr	oup:	All Contacts	•	
	Na	ame:	Test1		
	Of	fice Num	23000	•	
	Мо	bile Nu	Old Number	•	
	Ot	her Num	Old Number	•	
	Ac	count:	Auto	•	
	Ri	ng:	Auto	•	
	Ph	ioto:	Default	•	
	<u> </u>				
5	Abc IME		× elete	Save	₩

6. Tap the Save soft key to save the contact to the local directory.

If the contact already exists in the local directory, the touch screen will prompt "Overwrite the original contact?". Tap the **OK** soft key to overwrite the original contact in the local directory or the **Cancel** soft key to cancel.

For more information on remote phone book operation, refer to Remote Phone Book on page 76.

### **Editing Contacts**

To edit a contact in the local directory:

1. Tap 🔼 .

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, tap **->Directory->All Contacts** to enter the local directory.

2. Tap 🕧 after the desired contact.

If the contact was added to a specified contact group, you can tap the contact group first, and then tap () after the desired contact.

3. Tap the desired field to edit the contact information.



You can tap or to switch the contact you want to edit.

4. Tap the Save soft key to accept the change or 🕤 to cancel.

## **Deleting Contacts**

To delete a contact from the local directory:

1. Tap 🔼 .

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, tap ->Directory->All Contacts to enter the local directory.

<b>1025</b>		Directory		16:16 Tue Jan 13
Search Add	Setting	1024 1024		0
All Contacts		Tert None		0
Test				
Remote Phone Bo	ok			
Blacklist				
<b>4</b>	ę	1		~
د	History	Directory	Keypad	<b>, 11</b> ,

2. Tap (i) after the desired contact.

If the contact was added to a specified contact group, you can tap the contact group first, and then tap **()** after the desired contact.

3. Tap Delete.

#### The touch screen prompts the following warning:



4. Tap the OK soft key to confirm the deletion or the Cancel soft key to cancel.

#### To delete all contacts:

1. Tap 🔼 .

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, tap **->Directory->All Contacts** to enter the local directory.

<b>1025</b>		Directory		16:19 Tue Jan 13
Search Add Se	tting	1024 1024		0
All Contacts		Tert None		0
Test				
Remote Phone Book				
Blacklist				
<b>•</b>	હ	1		
	History	Directory	Keypad	

- 2. Tap Setting.
- 3. Tap the checkbox of Select All.
- 4. Tap Delete.

T 1025	Contacts Se	16:19 Tue Jan 1	
• New Group	Select All (2/2)	Move	Blacklist Delete
▼ All Contacts	✓ 1024 1024		
Test Remote Phone Book	Delete all ite		
Blacklist	Cancel	ОК	

The touch screen prompts the following warning:

5. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

## **Uploading Contact Photos**

To upload a new custom photo for a contact via web user interface:

- 1. Click on Directory->Local Directory.
- 2. Click Browse, and then locate a photo file from your local computer.
- 3. Click Upload Photo to upload the photo.

Marilia I.							Log Out
Yealink   T48G	Status	Account	Network	DSSKey	Feature	s Settings	Directory Security
Local Directory	Index	Name	Office Number M	1obile Number Othe	er Number 🛛 🗛	Contacts 👻	NOTE
	1	Lin	<u>2001</u>	<u>2002</u>	<u>1003</u>	All Contacts	
Remote Phone Book	2						Local Directory The built-in phone directory can
DOOK	3						store the names and phone numbers of your contacts.
Phone Call Info	4						numbers of your contacts.
IDAP	6						You can add new groups and contacts, edit, delete or search
LUAP	7						for a contact, or simply dial a
Multicast IP	8						contact number from the local directory.
Setting	9						
secung	10						You can import or export the contact list.
	Page 1 👻 🛛	Prev Next	Hang Up	Delete All	Delete M	love To All Conta	
							You can click here to get more guides.
	Directory	2				_	more galacor
	Name						
	Office Number						
	Mobile Number						
	Other Number					100 s	
		Auto			Delete Pho	oto	
	Ring Tone		•			Browse	
	Group	All Co	ntacts 👻	Upload	Photo		
	Account	Auto	•				
	Photo	custo	m.jpg 👻	Import Loca	al Directory File	• 🕜	
	Add	E	dit		1	Browse	

You can click **Delete Photo** to delete the custom photo.

Note

The phone only supports \*.png, \*.jpg and .bmp format files. The file size must be less than 5M.

You can only delete custom photos.

To change the custom photo for the contact via web user interface:

- 1. Click on Directory->Local Directory.
- 2. Click the desired entry you want to edit.
- 3. Select the desired photo from the pull-down list of Photo.
- 4. Click Edit to accept the change.

When you place a call to the contact or receive a call from the contact, the touch screen will display the contact photo.



## **Placing Calls to Contacts**

To place a call to a contact from the local directory:

1. Tap 🔼

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

<b>1025</b>	Directory	16 25 Tue Jan 13
Search Add Settir	ng 1024 1024	0
▼ All Contacts	Ab 1234	0
Test	Tert None	0
Remote Phone Book		
Blacklist		
Ð	Istory   Directory	Keypad

If Local Directory is removed from the directory, tap ->Directory->All Contacts to enter the local directory.

2. Tap the desired contact.

If the contact was added to a specified contact group, you can tap the contact group first, and then tap the desired contact.

- If only one number for the contact is stored in the local directory, the contact number will be dialed out.
- If multiple numbers for the contact are stored in the local directory, the touch screen will prompt:

1025		Directory		16:26 Tue Jan 13
Search Add S	20 Etting	1024 1024		0
▼ All Contacts		Ab		0
Test	Office Num	. 1234		0
Remote Phone Book	Mobile Nu	2580		
Blacklist	Other Num	1256		
		Cancel		
		~		
<b>•</b>	<b>E</b> History	Directory	<b>K</b> eypad	*

Tap the desired number.

The selected number will then be dialed out.

## **Searching for Contacts**

To search for a contact in the local directory:

1. Tap 🔼 .

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, tap ->Directory->All Contacts to enter the local directory.

2. Tap Search.

**3.** Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number) using the keypad.

<b>@</b> 2002		Search For Contacts	13 49 Tue Dec 17
J	٩	Search Result: 2	
		Jim 1002	0
		John 1005	0
	1	Abc 💌	
ور		IME Delete	•

The contacts whose name or phone number matches the characters entered will appear on the touch screen. You can dial from the result list.

### **Search Source List in Dialing**

You can search for a contact from the desired lists when the phone is on the pre-dialing screen. The lists can be Local Directory, History, Remote Phone Book and LDAP.

#### To configure search source list in dialing via web user interface:

- 1. Click on Directory->Setting.
- 2. In the Search Source List In Dialing block, select the desired list from the Disabled column and click -

The selected list appears in the **Enabled** column.

- 3. Repeat step 2 to add more lists to the **Enabled** column.
- 4. (Optional.) To remove a list from the **Enabled** column, select the desired list and then click .

5. To adjust the display order of the enabled list, select the desired list, and click to or 1.

Yealink 1486								Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Local Directory Remote Phone Book Phone Call Info LDAP Multicast IP	Dire	ctory 🕜 Disabled History Remote F LDAP	thone Boo	Enabled Local Directory			NOTE Directory It provides ea frequently use Search Sourn It allows the I automatically is from the sear based on the and display re- pre-dialing scr	d lists. <b>ce in Dialing</b> P phone to search entries ch source list entered string, sults on the
Setting	Sear	LDAP	thone Boo	Enabled Local Directory History	t		Recent Call I It allows users placed calls list is on the pre-	n Dialing to view the when the phone

# 6. Click Confirm to accept the change.

The touch screen will display search results in the adjusted order.

Note Search source list in dialing is configurable via web user interface only.

# To search for an entry in the enabled search source lists:

- 1. Pick up the handset, press the speakerphone key or tap the line key.
- 2. Enter a few continuous characters of the entry's name or continuous numbers of the entry's phone number (office, mobile or other number).

The entries in the enabled search source lists whose name or phone number matches the characters entered will appear on the touch screen.

10		10			$\langle X \rangle$
103	<b>A</b>	1	2 ABC	3 DEF	
1024	1/1	4 <sub>сні</sub>	5 лкі	6 мно	Send
		7 pqrs	8 TUV	9 wxyz	123 IME
	•	*.	0	# send	DSS Key

You can tap the desired entry to place a call to the entry.

# Importing/Exporting Contact Lists

You can manage your phone's local directory via phone user interface or web user interface. But you can only import or export the contact list via web user interface.

To import an XML contact list file via web user interface:

- 1. Click on Directory->Local Directory.
- Click Browse to locate a contact list file (the file format must be \*.xml) from your local system.

Vertint		_				_		Log Out
Yealink 1486	Status	Account	Network	DSSKey	Features Set	ttings	Directory	Security
Local Directory	Index	Name	Office Number	Mobile Othe Number Numb			NOTE	
	1	D			All Contacts			
Remote Phone	2	N			All Contacts		Local Director	ne directory can
Book	3						store the name	
Phone Call Info	4						numbers of you	r contacts.
	5						You can add ne	w groups and
LDAP	6						contacts, edit,	
	7						for a contact, o	
Multicast IP	8						contact number directory.	from the local
Catting	9							
Setting	10						You can import contact list.	or export the
	Page 1 🔻 Pr	ev Next	Hang Up	Delete All Delet	e Move To Al	Contac 🔻	CONLACT ISL.	
	Directory 🕜						You can clic more guides.	k here to get
	Name						, in the second s	
	Office Number							
	Mobile Number							
	Other Number							
	Ring Tone	Auto	•	[	Delete Photo			
	Group	All C	ontacts 🔹	Browse	No file selected.			
	Account	Auto	•	Upload Pho	oto			
	Photo	defa	ult_contact_ir 👻	Import Local Dire	ectory File 🛛 😰			
	Add	E	dit	Browse ··· No fi	le selected.			
	Group Setting	0		Import XML	Export XML			
	Group			Browse···· No fi Import CSV	Export CSV	/ Title		

3. Click Import XML to import the contact list.

The web user interface prompts "The original contact will be covered, continue?".

4. Click OK to complete importing the contact list.

To import a CSV contact list file via web user interface:

- 1. Click on Directory->Local Directory.
- Click Browse to locate a contact list file (the file format must be \*.csv) from your local system.
- 3. (Optional.)Check the Show Title checkbox.

It will prevent importing the title of the contact information which is located in the first line of the CSV file.

Ve elleste l	_	_	_				_	Log Out
Yealink   1486	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Local Directory	Index	Name	Office Number		ther All Cor	itacts 👻 📃	NOTE	
Remote Phone Book	1 2 3						Local Directo The built-in pl store the nam	hone directory can
Phone Call Info	4						numbers of yo	our contacts.
LDAP	6 7						contacts, edit for a contact,	new groups and ;, delete or search or simply dial a per from the local
Multicast IP	8						directory.	er from the local
Setting	10 Page 1 🔻 🖡	Prev Next	Hang Up	Delete Al De	lete Move 1	To Al Contac 🔻	You can impo contact list.	rt or export the
	Directory						You can d more guides.	lick here to get
	Name Office Number Mobile Number							
	Other Number Ring Tone	Auto	•		Delete Photo			
	Group Account		ntacts -	Browse*** Upload P				
	Photo		It_contact_ir 👻	Import Local D	irectory File 🛛 💡	1		
	Add	E	dit		file selected.			
	Group Setting	u 🕜 👘		Import XML Browse <sup></sup> No	Export XML file selected.			
	Group Ring	Auto	•	Import CSV	Export CSV	Show Title		
		Edit Delete	Delete All					

- 4. Click Import CSV to import the contact list.
- (Optional.) Mark the On radio box in the Delete Old Contacts field.
   It will delete all existing contacts while importing the contact list.
- 6. Select the contact information you want to import into the local directory from the pull-down list of **Index**.

	Status	Acco	unt Netw	ork DSSK	ey Features	Settings	Directory Securi
eview	Delete Old Co	ontacts 🖲 O	n O <b>O</b> ff				NOTE
Eview	Index Display	v Name 🗸	Office Number 🗸	Mobile Number 🗸	Ignore V	jnore 🗸 Ig	
		ay_name	office_number	mobile_number	other_number	line	contacts-preview-note
		Bob	1234	2235	2214	0	
		Joy	3369	2489	1478	0	🚺 You can click here to g
	4	Lida	8743	9563		0 Re	so more guides.

At least one item should be selected to be imported into the local directory.

7. Click **Import** to complete importing the contact list.

To export a contact list via web user interface:

- 1. Click on Directory->Local Directory.
- 2. Click Export XML (or Export CSV).
- 3. Click Save to save the contact list to your local system.

Note Importing/exporting contact lists is available via web user interface only.

# **Blacklist**

The built-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts; add, edit, delete or search for a contact in the blacklist directory, and even call a contact from the blacklist directory. Incoming calls from the blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory manually:

1. Tap 🔼 .

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

2. Tap Blacklist.

If Local Directory is removed from the directory, tap ->Directory->Blacklist to enter the blacklist directory.

101		Directory		09:44 Tue Jan 13
Search Add	Setting			
All Contacts				
Blacklist				
			None	
5	Ŕ	81		*
	History	Directory	Keypad	

- **3.** Tap **Add**.
- 4. Enter the contact's name and the office, mobile or other numbers in the corresponding fields.

T 101		New Contact		09:45 Tue Jan 13
	Na Off Mo Ott	oup: Blacklist me: Aa fice Num 123 bille Nu her Num count: Auto	▼ ▼	
5	123 IME	× Delete	B Save	₩

- 5. Tap the gray box of the Account field.
- 6. Tap the desired account from the pull-down list.

If **Auto** is selected, the phone will use the default account when placing calls to the contact from the blacklist directory.

7. Tap the Save soft key to accept the change or 🕤 to cancel.

To add a contact to the blacklist directory from the local directory:

1. Tap 🔼 .

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

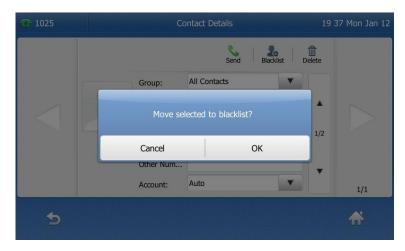
If Local Directory is removed from the directory, tap ->Directory->All Contacts to enter the local directory.

2. Tap 👔 after the desired contact.

If the contact was added to a specified contact group, you can tap the contact group first, and then tap (1) after the desired contact.

3. Tap Blacklist.

The touch screen prompts the following warning:



4. Tap the OK soft key to confirm the setting.

For operating instructions on editing, deleting, placing calls to and searching for contacts in the blacklist directory, refer to the operating instructions of Local Directory on page 57.

# **Remote Phone Book**

You can add contacts to the local directory, search for a contact, or simply dial a contact number from the remote phone book.

You can configure your new phone to access up to 5 remote phone books. The phone supports up to 5000 remote phone book entries. For the access URL of the remote phone book, contact your system administrator.

To configure an access URL for a remote phone book via web user interface:

- 1. Click on **Directory**->**Remote Phone Book**.
- 2. Enter the access URL in the Remote URL field.

3. Enter the name in the Display Name field.

ealink   1486	Status	Account Network D	SSKey Features	Settings	Directory Security
Local Directory	Index	Remote URL	Display Nar	ne	NOTE
	1 http://	10.3.6.130/Department.xml	Xmyl		
Remote Phone Book	2				Remote Phone Book It is a centrally maintained
Phone Call Info	3				phone book, stored on the remote server.
	4		1	_	Users only need the access UR
LDAP	5				of the remote phone book. Th IP phone can establish a
Multicast IP					connection with the remote server and download the phon
Setting	Incomir	g/Outgoing Call Lookup	Disabled	• 0	book, and then display the remote phone book entries on
	Update	Time Interval(Seconds)	21600	0	the phone user interface.
					You can click here to get

4. Click Confirm to accept the change.

Note An access URL for a remote phone book is configurable via web user interface only.

If you want to tap 11 to enter the remote phone book, you should enable remote phone book in the directory lists in advance. For more information on the directory lists, refer to Directory on page 55.

To access your remote phone book via phone user interface:

- 1. Tap -> Remote Phone Book or tap -> Directory-> Remote Phone Book to enter the remote phone book.
- 2. Tap the desired remote phone book.

The phone then connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the touch screen.

<b>1025</b>	Directory	16 34 Tue Jan 13
Search Add Setting	Xmyl( 3 )	Update
▼ All Contacts	Test1 23000	0
Test	Test2 303	0
Remote Phone Book	Test3	0
Blacklist	6650	•
5 E		ypad

You can tap 🕤 to back to the previous interface.

To search for a contact in the remote phone book:

- 1. Tap -> Remote Phone Book or tap -> Directory-> Remote Phone Book to enter the remote phone book.
- 2. Tap Search.
- Tap the IME soft key to change the input mode. And then enter a few continuous characters of the contact name or continuous numbers of the contact number using the keypad.

<b>1025</b>		Search Fo	r Contacts	16 35 Tue Jan 13
2	٩	Search Result: 2		
		Test1 23000		0
		Test2 303		0
		2aB	×	
2		IME	Delete	<b>D</b>

The contacts whose name or phone number matches the characters entered will appear on the touch screen. You can place a call from the result list.

### To place a call from the remote phone book:

- Tap -> Remote Phone Book or tap -> Directory-> Remote Phone Book to enter the remote phone book.
- 2. Tap the desired remote phone book to load the remote phone book.
- 3. Tap the desired contact in the remote phone book.

In addition, you can enable the phone to present the caller identity stored in the remote phone book when receiving a call.

To configure incoming/outgoing call lookup and update time interval via web user interface:

- 1. Click on **Directory**->**Remote Phone Book**.
- 2. Select Enabled from the pull-down list of Incoming/Outgoing Call Lookup.
- 3. Enter the desired refresh period in the Update Time Interval(Seconds) field.

The default value is 21600 seconds.

ealink   1486	Status	Account Network DS	SKey Features Settings	Directory Securit
Local Directory	Index	Remote URL	Display Name	NOTE
	1 htt	tp://10.3.6.130/Department.xml	Xmyl	
Remote Phone Book	2			Remote Phone Book It is a centrally maintained
Phone Call Info	3			phone book, stored on the remote server.
	4			Users only need the access
LDAP	5			of the remote phone book. IP phone can establish a
Multicast IP				connection with the remot server and download the pl
Setting	Inc	oming/Outgoing Call Lookup	Enabled 🔹 🕜	book, and then display the remote phone book entries
	Upr	late Time Interval(Seconds)	21600	the phone user interface.

4. Click Confirm to accept the change.

# **Call History Management**

The SIP-T48G IP phone maintains call history lists of Missed calls, Placed calls, Received calls and Forwarded calls. Each call history list supports up to 400 entries. You can view call history, place a call, add a contact or delete an entry from the call history list.

History record feature is enabled by default, if you don't want to save the call history, you can disable the feature.

# To disable history record via phone user interface:

- 1. Tap 🔚 ->Features->General.
- 2. Tap the Off radio box of the History Record field.

<u>7</u> 2002		General		01 3	2 PM Sat 20 Se
Call Control		1.Key as Send	#		•
Call Waiting		2.History Record	On	<ul> <li>Off</li> </ul>	
Auto Answer					
DSS Keys	1/2				
Intercom					
Anonymous	•				
General					
5					<b>~</b>
		Save			

3. Tap the Save soft key to accept the change or 🕤 to cancel.

To view call history:



The touch screen displays all call records.

2. Tap  $\blacktriangle$  or  $\blacktriangledown$  to turn pages.

You can also press  $(\bullet)$  or  $(\bullet)$  to switch pages.

You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.

3. Tap 👔 after the desired entry.

The detailed information of the entry appears on the touch screen.

1024	History Details 09	49 Tue Jan 13
	Send     Add     Edit     Blacklist     Delete       Name:     1009       Number:     1009       Time:     Thu Jan 08 18:57:28       Line:     Line 1       Duration:     00:00:00	$\overline{\mathbf{v}}$
		3/66
4		₩

To place a call from the call history list:

1. Tap 🏹 .

The touch screen displays all call records.

2. Tap  $\blacktriangle$  or  $\blacktriangledown$  to turn pages.

You can also press  $(\bullet)$  or  $(\bullet)$  to switch pages.

You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.

<b>e</b> 1024 Today 11:29	0	
et 103 Today 10:26	0	
et 103 Today 10:25	0	
103 Today 10:25	0	1/2
103 Today 10:23	0	•
*68 Today 10:19	0	
	*	
	Today 11:29         IO3 Today 10:26         IO3 Today 10:25         IO3 Today 10:25         IO3 Today 10:25         IO3 Today 10:25         IO3 Today 10:25         IO3 Today 10:23         IO3 Today 10:23         IO3 Today 10:23         IO3 Today 10:23         IO3 Today 10:19	103ay 11:29         103         Today 10:26         103         Today 10:25         103         Today 10:23         *68         Today 10:19

**3.** Tap the desired entry.

To add a contact to the blacklist directory from the call history list:

1. Tap 🤨 .

The touch screen displays all call records.

2. Tap  $\blacktriangle$  or  $\blacktriangledown$  to turn pages.

You can also press  $\frown$  or  $\bigcirc$  to switch pages.

You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.

- 3. Tap 👔 after the desired entry.
- 4. Tap Blacklist.

<u></u> 1024	New	Contact		09 51 Tue Jan 13
	Group: Name: Office Num Mobile Nu Other Num Account:	Old Number	V           V           V           V           V           V           V           V	
Ą	Abc IME D		ave	₩

- 5. Enter the desired values in the corresponding fields.
- 6. Tap the Save soft key.

For more information, refer to Contact Management on page 55.

# To delete an entry from the call history list:

1. Tap 🏹 .

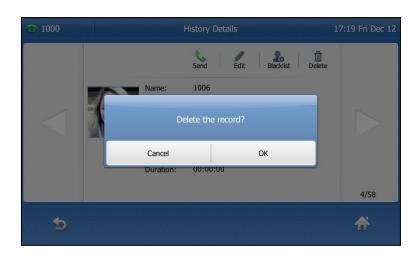
The touch screen displays all call records.

2. Tap  $\blacktriangle$  or  $\blacktriangledown$  to turn pages.

You can also press  $(\bullet)$  or  $(\bullet)$  to switch pages.

You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.

- 3. Tap 🕧 after the desired entry.
- 4. Tap Delete.



## The touch screen prompts the following warning:

5. Tap the OK soft key to confirm the deletion or the Cancel soft key to cancel.

To delete all entries from the call history list:

1. Tap 🏹 .

The touch screen displays all call records.

**2.** Tap  $\blacktriangle$  or  $\blacktriangledown$  to turn pages.

You can also press  $(\bullet)$  or  $(\bullet)$  to switch pages.

You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.

- 3. Tap Setting.
- 4. Tap the checkbox of Select All.

<b>1000</b>	History Setting	17 19 Fri Dec 12
	Select All (58/58)	Blacklist Delete
▼ Local Calllog	V V 1005 Today 17:17	
Missed Calls	V 🔮 🔲 1005 Today 17:17	•
Placed Calls	✓ <  1006 Today 17:08	1/12
Received Calls	1006	
Forwarded Calls	1000 17.00	•
	V 🔮 💽 1006 Today 17:07	
5		☆

5. Tap Delete.

	Select All (58/	(58)	Blacklist	Delete
▼ Local Calllog	✓ ੯ 🚺 10 Too	05 day 17:17		
Missed Calls				
Placed Calls	Delete all the call records?			1/1
Received Calls	Cancel	ОК		~/-
Forwarded Calls		uay 17.00 06		- •
		day 17:07		
<b>~</b>				

The touch screen prompts the following warning:

6. Tap the OK soft key to confirm the deletion or the Cancel soft key to cancel.

# System Customizations

# **Headset Use**

If you want to use a wired headset, physically connect your headset to the phone and activate the headset mode for use. For more information on physically connecting a headset, refer to Phone Installation on page 28.

If you want to use a wireless headset, insert the Bluetooth USB dongle BT40 into the USB port on the back of the phone. For more information on using a Bluetooth headset, refer to Bluetooth Headset on page 85.

This section provides an introduction to wired headset use.

Note If both a Bluetooth headset and a wired headset are connected, only the Bluetooth headset can be used.

# **Headset Mode Activation/Deactivation**

# To activate the headset mode:

1. Press 👩 on the phone.

The HEADSET key LED illuminates solid green, and the icon n appears on the status bar of the touch screen when the headset mode is activated. When you tap the line key or the **Answer** soft key to answer an incoming call, the call is connected to your headset automatically. For more information on using the headset to answer a call, refer to Answering Calls on page 120.

With the handset on-hook, enter the desired number and tap the Send soft key, the

phone will then place a call using the headset automatically. For more information on using the headset to place a call, refer to Placing Calls on page 118.

## To deactivate the headset mode:

1. Press 🕡 again on the phone.

The HEADSET key LED goes out, and the icon n disappears from the touch screen when the headset mode is deactivated.

# **Headset Prior**

You can use headset in priority when headset prior feature is enabled. This feature is especially useful for permanent or full-time headset users.

#### To enable headset prior via web user interface:

- 1. Click on Features->General Information.
- 2. Select Enabled from the pull-down list of Headset Prior.

	Status	Account	Network	DSSKey	Feature	es	Settings	Directory Security
Forward&DND		Genera <mark>l Informati</mark>	on 🕜					ΝΟΤΕ
General Information		Call Waiting Call Waiting On Co	ode	Enabled	•	0		Call Waiting It allows IP phones to receive a new incoming call when there
Audio		Call Waiting Off C	ode	Disabled		0		already an active call.
Intercom		Auto Kediai		Disabled	•	0		Auto Redial It allows IP phones to automatically redial a busy
Transfer				:				number after the first attempt.
Call Pickup				•				Key As Send Assigns "#" or "*" as the send
Remote Control		Allow Mute		Enabled	•	0		key.
Phone Lock		Dual-Headset Auto-Answer Del	av(1.4c)	Disabled	•	0		Hotline IP phone will automatically dial out the hotline number when
ACD		Headset Prior	ay(1~45)	Enabled		0		lifting the handset, pressing the speakerphone key or the line
SMS		DTMF Replace Tra	an	Disabled		0		key.
Action URL		Tran Send DTMF				0		Call Completion It allows users to monitor the busy party and establish a call
Bluetooth		Send Pound Key	1	Disabled	•	0		when the busy party becomes available to receive a call.
Power LED		Display Method o		User Name	¥	0		You can click here to get
Notification Popups		Auto Linekeys		Disabled	•	0		more guides.

3. Click **Confirm** to accept the change.

To use headset prior, you should activate the headset mode in advance:

- 1. Physically connect the headset.
- 2. Press 🜔 to activate the headset mode.

Note

If headset prior is enabled, the headset mode will not be deactivated until you press the **HEADSET** key again.

If headset prior is disabled, the headset mode can be deactivated by pressing the speakerphone key or the **HEADSET** key.

Headset prior is configurable via web user interface only.

# **Dual Headset**

You can use two headsets when dual headset feature is enabled. To use this feature, you must physically connect headsets to the headset jack and handset jack respectively. Once the phone connects to a call, the headset connected to the headset jack will have full-duplex capabilities, while the one connected to the handset jack will only be able to listen.

To enable dual headset via web user interface:

- 1. Click on Features->General Information.
- 2. Select Enabled from the pull-down list of Dual-Headset.

				Log Out
ealink 1486	Status Account Network	DSSKey	res Settings	Directory Security
	Status Account Network	DSSRey	settings	Directory Security
Forward&DND General Information Audio Intercom Transfer	General Information (?) Call Waiting Call Waiting On Code Call Waiting Off Code Auto Redial	Enabled -	0 0 0	NOTE Call Waiting It allows IP phones to receive a new incoming call when there is already an active call. Auto Redial It allows IP phones to automatically redial a busy number after the first attempt.
Call Pickup Remote Control	Allow Mute	Enabled V	0	Key As Send Assigns "#" or "*" as the send key.
Phone Lock	Dual-Headset Auto-Answer Delay(1~4s)	Enabled •	0	Hotline IP phone will automatically dial out the hotline number when
ACD	Headset Prior	Disabled 🗸	0	lifting the handset, pressing the speakerphone key or the line key.
SMS	DTMF Replace Tran	Disabled 👻	0	Call Completion
Action URL Bluetooth	Send Pound Key Fwd International	Disabled •	0	busy party and establish a call when the busy party becomes available to receive a call.
Power LED	Fwd international Display Method on Dialing	User Name -	0	You can click here to get more guides.
Notification Popups	Auto Linekeys	Disabled -	1 <b>0</b>	mara guidea.

3. Click **Confirm** to accept the change.

Note Dual headset is configurable via web user interface only.

# **Bluetooth Headset**

The SIP-T48G IP phone supports Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meter (3 to 6 feet) range.

You can activate/deactivate the Bluetooth mode, and then pair and connect the Bluetooth headset with your phone. You can pair up to 30 Bluetooth headsets with your phone. However, only one headset can be connected at a time. You can also disconnect and delete your Bluetooth headset from the phone.

**Note** Ensure that the Bluetooth USB dongle BT40 is properly connected to the USB port on the back of the phone. For more information, refer to Phone Installation on page 28.

#### To activate the Bluetooth mode via phone user interface:

- 1. Tap ->Basic->Bluetooth.
- 2. Tap the On radio box of the Bluetooth field.

<u>7</u> 4304		:02 Thu Jan 08			
Language	1. Edit My Device In	1. Edit My Device Information:			
Time & Date	Bluetooth:	• On	Off		
Display		_			
Sound	Scannin	Scanning			
Change PIN	Cancel				
Bluetooth					
5	Scan			*	

The IP phone scans the available Bluetooth headset automatically.

The touch screen displays the Bluetooth device information (device name and MAC address).

<b>* 4304</b>	Bluetooth	15 03 Thu Jan 08				
Language	Edit My Device Information:	>				
Time & Date	Bluetooth: On Off					
Display	1 bluetooth devices:					
Sound	PLT_Legen 48:C1:AC:57:A5:DF					
Change PIN						
Bluetooth						
5	Delete All Scan	₩				

Before you pair a Bluetooth headset, check the indicator on the Bluetooth headset to make sure that the Bluetooth headset is discoverable. For more information, refer to the documentation from the Bluetooth headset manufacturer. To pair and connect your Bluetooth headset to your phone:

- 1. Tap ->Basic->Bluetooth.
- 2. Tap the found Bluetooth device to connect the Bluetooth headset to your phone.

If there is no Bluetooth devices found on the touch screen, tap the **Scan** soft key to search for the Bluetooth device.

<b>***</b> 4304	To 4304 Bluetooth					
Language	Edit My Device Information:	>				
Time & Date	Bluetooth: On Off					
Display	1 bluetooth devices:					
Sound	Sound PLT_Legen 48:C1:AC:57:A5:DF					
Change PIN						
Bluetooth						
¢	Delete All Scan	*				

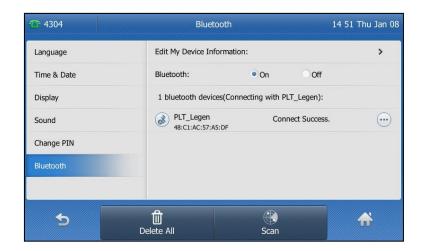
3. Enter the PIN in the prompted Password field.

The default PIN is "0000".

<b>1</b> 304		Enter Passwo	ord	15:05 Thu Jan 08
Language	1.	Password:	••••	
Time & Date				
Display				
Sound				
Change PIN				
Bluetooth				
•	123	×		
	IME	Delete	ОК	

4. Tap the OK soft key.

The Bluetooth headset is then automatically connected to your phone. The touch screen displays as below:



The Bluetooth icon 🛞 appears on the touch screen.



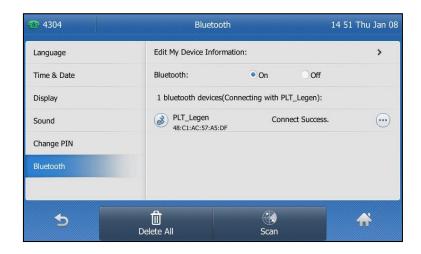
With the Bluetooth headset paired and connected, you can use the Bluetooth headset to place and answer calls. For more information, refer to the documentation from the Bluetooth headset manufacturer.

Auto connection feature enables or disables the phone to connect with the Bluetooth headset automatically. This feature is enabled by default.

To configure auto connection feature via phone user interface:

1. Tap ->Basic->Bluetooth.

The touch screen displays the paired and connected Bluetooth headset.



- 2. Tap (...) after the desired Bluetooth headset.
- 3. Tap the desired radio box of the Auto Connection field.

<b>1</b> 4304	Blueto	15 0	7 Thu Jan 08	
Language	Mor			>
Time & Date	Auto Connection	●On ○O	ff Ooff	
Display	Move	Up	Legen):	
Sound	Move Down		t Success.	$\bigcirc$
Change PIN				
Bluetooth	Dele	te		
	Cano	el		
5	Delete All	Scan		

To edit device information via phone user interface:

- 1. Tap ->Basic->Bluetooth.
- 2. Tap the On radio box of the Bluetooth field.
- 3. Tap the Edit My Device Information field.

The touch screen displays the device name and MAC address. The MAC address cannot be edited.

4. Enter the desired name in the Device Name field.

The default device name is Yealink-T48G.

1025		Blueto	oth	15 31 Tue Jan 13
Language		1. Device Name:	Yealink-T48G	
Time & Date		2. MAC:	00:18:91:DD:3C:71	
Display				
Sound				
Change PIN				
Bluetooth				
Ą	abc IME	Delet		*

5. Tap the Save soft key to accept the change or 🕤 to cancel.

The preconfigured Bluetooth device name will display in scanning list of other device.

To change the priority of paired Bluetooth devices:

- 1. Tap 🕂 ->Basic->Bluetooth.
- 2. Tap .... after the desired Bluetooth headset.
- 3. Tap Move Up or Move Down from the prompt list.

The top device has the highest priority. If there is no Bluetooth headset connected, the phone will automatically connect to a Bluetooth headset with the highest priority.

You can disconnect the Bluetooth headset from your phone. After you disconnect the Bluetooth headset, it will still remain paired and be displayed in the **Bluetooth Devices** list. So you can easily connect it to your phone again.

To disconnect your Bluetooth headset from your phone:

1. Tap :->Basic->Bluetooth.

2. Tap the connected Bluetooth headset.

<b>1</b> 304	Bluetooth 15	12 Thu Jan 08
Language	Edit My Device Information:	>
Time & Date	Bluetooth: On Off	
Display	1 bluetooth devices:	
Sound	PLT_Legen Disconnect success. 48:C1:AC:57:A5:DF	
Change PIN		
Bluetooth		
5	Delete All Scan	₩

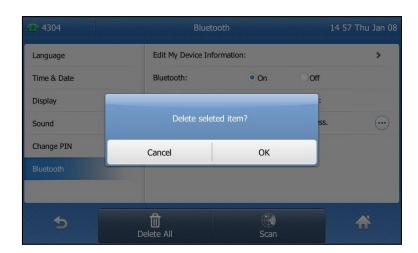
The Bluetooth headset is disconnected. To connect it to your phone again, tap the Bluetooth headset again.

You can delete your Bluetooth headset from your phone. When you delete the Bluetooth headset, it disappears from the **Bluetooth Devices** list. To connect it to your phone again, you need to scan it first, and then connect it again.

# To delete your Bluetooth headset from your phone:

- 1. Tap ->Basic->Bluetooth.
- 2. Tap ....) after the desired Bluetooth headset you want to delete.
- 3. Tap the **Delete** soft key from the prompt list.





The touch screen prompts the following warning "Delete selected item?".

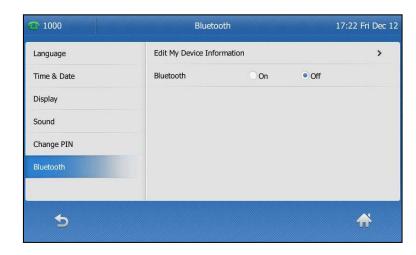
4. Tap the OK soft key to confirm the deletion or the Cancel soft key to cancel.

You can also delete all headsets by tapping the Delete All soft key.

Note If you cannot connect a Bluetooth headset to the phone successfully, we recommend that you delete the Bluetooth headset in the **Bluetooth Devices** list (if it exists) before pairing it.

To deactivate the Bluetooth mode via phone user interface:

- 1. Tap ->Basic->Bluetooth.
- 2. Tap the Off radio box of the Bluetooth field.



The Bluetooth icon 🛞 disappears from the touch screen.

If a Bluetooth headset is paired and connected, and then you deactivate the Bluetooth mode, it will disappear from the **Bluetooth Devices** list. The Bluetooth headset won't be connected anymore, but it will still be paired. When you activate the Bluetooth mode again, the Bluetooth headset will be connected automatically if Auto Connection feature is enabled.

Bluetooth mode is configurable via web user interface at the path Features->Bluetooth.

# **DSS Keys**

There are three types of DSS keys: Line Keys, Programable Keys and Ext Keys. Details will be introduced in the following. The SIP-T48G IP phone supports 30 line keys. For more information on DSS key icon indicators, refer to Icon Instructions on page 15.

# **Line Keys**

You can assign predefined functionalities to line keys. You can also define a label for a line key feature which will appear on the touch screen. Line keys allow you to quickly access features such as recall and voice mail. The line key can indicate the monitored status when the line keys are assigned with particular features, such as BLF. The default key type of line key 1-16 is Line. The default key type of line key 17-29 is N/A, which indicates that this line key provides no functionality until configuration. The default key type of line key 30 is DSS Key, which provides a quick access to the line key screen.

You can also tap and hold the line keys on the idle screen to enter the line key configuration screen directly.

## To assign functionality to a line key via phone user interface:

- 1. Tap 🕂 ->Features->DSS Keys.
- 2. Tap the desired line key.
- 3. Select the desired key type from the Type field.
- 4. (Optional.) Select the desired key event type from the Key Type field.
- 5. (Optional.) Select the desired line from the Account ID field.
- 6. (Optional.) Enter a label that will appear on the touch screen in the Label field.
- 7. (Optional.) Enter the corresponding value in the Value field.
- (Optional.) Enter the corresponding value in the Extension field.
   This option is only applicable to BLF feature. For more information, refer to Busy Lamp Field (BLF) on page 159.
- 9. Tap the Save soft key to accept the change or 🕤 to cancel.

You can also tap the line key 30 (DSS Key), and then tap the desired line key to assign functionality to it.

# Label Length

You can specify labels for some key features, which will be displayed on the idle touch screen. If the length of the label exceeds the maximum display length, the phone only displays the first few characters. You can configure the phone to display more characters (up to 20 in two lines) via label length feature.

The following figure shows an example of label display when the label length feature is enabled:



The following figure shows an example of label display when the label length feature is disabled:



To configure the label length via web user interface:

1. Click on **DSSKey**->Line Key.

2. Select Extended from the pull-down list of Label Length.

	Status	Accou	nt	Network	DSSKey	Features	Settings	Directory Securit
e Key1-11	Label Length	Extended	•					NOTE
	Кеу	Туре		Value	Label	Line	Extension	
e Key12-20	Line Key1	Line	•			Line 1	•	Line Keys Line keys allow you to quick
e Key21-29	Line Key2	Line	•			Line 2	•	<ul> <li>access features such as rec and voice mail.</li> </ul>
gramable Key	Line Key3	Line	•			Line 3 🔹	•	
Key	Line Key4	Line	•			Line 4		You can click here to g
l Key	Line Key5	Line	•			Line 5		more guides.
	Line Key6	Line	•			Line 6	•	
	Line Key7	Line	•			Line 7	•	
	Line Key8	Line	•			Line 8	•	
	Line Key9	Line	•			Line 9	•	
	Line Key10	Line	•			Line 10	•	
	Line Key11	Line	-			Line 11		

3. Click **Confirm** to accept the change.

# Note Label length feature is configurable via web user interface only.

Line key features are explained in the following subchapters in detail:

- Line
- Speed Dial
- Voice Mail
- Direct Pickup
- Group Pickup
- DTMF
- Prefix
- Local Group
- XML Group
- XML Browser
- LDAP
- SMS
- Conference
- Forward
- Transfer
- Hold
- DND
- Group Listening

- Zero Touch
- URL
- Phone Lock
- Directory

For the features not listed above, refer to <u>Basic Call Features</u> on page 117 and <u>Advanced Phone Features</u> on page 159. For more information, contact your system administrator.

#### Line

You can use this key feature to accept incoming calls, place active calls on hold or resume a held call. It performs in the same way as a hard line key.

#### Dependencies: Type (Line)

Account ID (the account this feature will be applied to) Label (key label displayed on the touch screen)

Usage: When the phone receives an incoming call,

- 1. Tap the line key to accept the incoming call.
- 2. Tap the line key to place a new call and the active call is placed on hold.
- 3. Tap the line key again to resume the held call.

#### **Speed Dial**

You can use this key feature to speed up dialing the numbers frequently used or hard to remember.

Dependencies: Type (Speed Dial)

Account ID (the account this feature will be applied to) Label (key label displayed on the touch screen) Value (the number you want to dial out)

**Usage:** Tap the speed dial key to dial out the number specified in the **Value** field, using the account selected from the **Account ID** field.

#### Voice Mail

You can use this key feature to quickly connect voice mail. For more information, refer to Voice Mail on page 207.

## Dependencies: Type (Key Event)

Key Type (Voice Mail) Account ID (the account this feature will be applied to) Label (key label displayed on the touch screen) Value (the voice mail access code)

**Usage:** Tap the voice mail key to dial out the voice mail access code. Then follow the voice prompt to listen to the voice mails.

## **Direct Pickup**

You can use this key feature to answer someone else's incoming call on the phone.

#### Dependencies: Type (Key Event)

*Key Type (DPickup) Account ID* (the account this feature will be applied to) *Label* (key label displayed on the touch screen) *Value* (the directed pickup code followed by the target phone number)

**Usage:** Tap the directed pickup key on your phone when the target phone number receives an incoming call. The call is then answered on your phone.

#### **Group Pickup**

You can use this key feature to answer incoming calls in a group that is associated with their own group.

# Dependencies: Type (Key Event)

Key Type (Gpickup) Account ID (the account this feature will be applied to) Label (key label displayed on the touch screen) Value (the group pickup code)

**Usage:** Tap the group pickup key on your phone when a phone number in the group receives an incoming call. The call is answered on your phone.

# DTMF

You can use this key feature to send the specification of arbitrary key sequences via DTMF.

### Dependencies: Type (Key Event)

*Key Type (DTMF) Label* (key label displayed on the touch screen) *Value* (DTMF sequence)

Note DTMF sequence can only contain "0-9", "\*", "#" and "A-D".

**Usage:** Tap the DTMF key during an active call to send the key sequence specified in the **Value** field.

#### Prefix

You can use this key feature to add a specified prefix number before the dialing number.

### Dependencies: Type (Key Event)

*Key Type (Prefix) Label* (key label displayed on the touch screen)

# Value (the prefix number)

**Usage:** Tap the prefix key when the phone is idle, the phone will then enter the pre-dialing screen and display the prefix number that you specified in the **Value** field. You can enter the remaining digits and then dial out.

#### Local Group

You can use this key feature to quickly access a contact group in the local directory. For more information, refer to Local Directory on page 57.

## Dependencies: Type (Key Event)

Key Type (Local Group) Local Group (the contact group name you want to access) Label (key label displayed on the touch screen)

**Usage:** Tap the local group key to access the contact group specified in the **Local Group** field.

# XML Group

You can use this key feature to quickly access a remote group in your remote phone book. You should configure a remote phone book in advance. For more information, refer to <u>Remote Phone Book</u> on page 76.

# Dependencies: Type (Key Event)

# Key Type (XML Group)

*XML Group* (the remote group name you want to access if the remote phone book is configured)

Label (key label displayed on the touch screen)

**Usage:** Tap the XML group key to access the remote group specified in the **XML Group** field.

# XML Browser

You can use this key feature to quickly access a XML browser. The XML browser allows you to create custom services which meet your functional requirements on the server. You can customize practical applications, such as weather report, stock information, Google search, etc.

Dependencies: Type (Key Event)

# Key Type (XML Browser) Label (key label displayed on the touch screen) Value (the access URL for XML browser)

Usage: Tap the XML browser key to access the XML browser specified in the Value field.

# LDAP

You can use this key feature to quickly access a LDAP search screen.

#### Dependencies: Type (Key Event)

Key Type (LDAP)

Label (key label displayed on the touch screen)

# Usage:

- 1. Tap the LDAP key to access the LDAP search screen.
- 2. Enter a few continuous characters of the contact name or continuous numbers of the contact number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the touch screen.

# SMS

You can use this key feature to quickly access text message. For more information, refer to Short Message Service (SMS) on page 204.

Dependencies: Type (Key Event)

Key Type (SMS)

Label (key label displayed on the touch screen)

Usage: Tap the DSS key when the phone is idle to access text message.

# Conference

You can use this key feature to set up a conference call. For more information, refer to Conference on page 147.

#### Dependencies: Type (Key Event)

*Key Type (Conference) Label* (key label displayed on the touch screen) *Value* (the number you want to add to the conference)

**Usage:** Tap the conference key during an active call to set up a conference with the number specified in the **Value** field.

If the **Value** field is left blank, the conference key performs the same as the **Conference** soft key during a call.

## Forward

Note

You can use this key feature to forward an incoming call to someone else. For more information, refer to Call Forward on page135.

Dependencies: Type (Key Event)

Key Type (FWD

Label (key label displayed on the touch screen)

Value (the number you want to forward to)

Usage: Tap the forward key to forward an incoming call to the number specified in the

### Value field.

Note

If the **Value** field is left blank, the forward key performs the same as the **FWD** soft key when receiving an incoming call.

#### Transfer

When there is an active call on the phone, you can use this key feature to handle the call differently depending on the transfer mode assigned to the DSS key.

## Dependencies: Type (Key Event)

*Key Type (Transfer) Label* (key label displayed on the touch screen) *Value* (the number you want to transfer to)

#### Usage:

- When the transfer mode on DSS key is **Blind Transfer**, tap the transfer key to complete the blind transfer to the number specified in the **Value** field.
- When the transfer mode on DSS key is **Attended Transfer**, tap the transfer key to dial out the number specified in the **Value** field, and then perform the attended or semi-attended transfer.
- When the transfer mode on DSS key is **New Call**, tap the transfer key to place a new call to the number specified in the **Value** field.

#### Note

Transfer mode via DSS key is configurable via web user interface at the path **Features**->**Transfer**->**Transfer Mode via Dsskey**.

If the **Value** field is left blank, the transfer key performs the same as the **TRANSFER** key or the **Transfer** soft key during a call. For more information, refer to Call Transfer on page 144.

#### Hold

You can use this key feature to place an active call on hold or retrieve a held call.

Dependencies: Type (Key Event)

#### Key Type (Hold)

Label (key label displayed on the touch screen)

#### Usage:

- 1. Tap the hold key during an active call to place the call on hold.
- 2. Tap the hold key again to retrieve the held call.

# DND

You can use this key feature to activate or deactivate DND. You can also use this key feature to access the custom DND screen. For more information, refer to Do Not Disturb (DND) on page 130.

## Dependencies: Type (Key Event)

*Key Type (DND) Label* (key label displayed on the touch screen)

# Usage:

When DND is in phone mode:

- 1. Tap the DND key to activate DND.
- 2. Tap the DND key again to deactivate DND.

When DND is in custom mode:

1. Tap the DND key to access the custom DND screen. You can activate or deactivate DND for one or all accounts.

## **Group Listening**

You can use this key feature to activate the Speakerphone and Handset/Headset mode at the same time. It is suitable for group conversations which have more than one person at one side. You are able to speak and listen through the handset/headset, while the others nearby can only listen through the speaker.

# Dependencies: Type (Key Event)

# Key Type (Group Listening)

Label (key label displayed on the touch screen)

# Usage:

1. During a call, tap the group listening key to activate the group listening mode.

You can then speak and listen through the handset/headset, while other people at your side can only listen through the speaker at the same time.

2. Tap the group listening key again to deactivate the group listening mode.

# Zero Touch

You can use this key feature to quickly configure auto provision and network parameters.

#### Dependencies: Type (Key Event)

#### Key Type (Zero Touch)

Label (key label displayed on the touch screen)

#### Usage:

- 1. Tap the zero touch key to access the zero touch screen.
- 2. Tap the OK soft key within a few seconds.
- 3. Configure the network parameters in the corresponding fields.
- 4. Tap the Next soft key.
- 5. Configure the auto provision parameters in the corresponding fields.
- 6. Tap the Next soft key.

The phone will reboot to update configurations.

# URL

You can use this key feature to trigger the phone to send an HTTP GET request containing a specific URL.

# Dependencies: Type (URL)

Label (key label displayed on the touch screen) URL (the URL contained in the HTTP GET request)

**Usage:** Tap the URL key to trigger the phone to send an HTTP GET request containing the URL specified in the **URL** field.

#### **Phone Lock**

You can use this key feature to immediately lock your phone instead of long pressing  $\boxed{\#_{\text{He}}}$ . For more information, refer to Phone Lock on page 49.

# Dependencies: Type (Phone Lock)

Label (key label displayed on the touch screen)

**Usage:** Tap the DSS key to immediately lock your phone instead of long pressing **#***w*.

#### Directory

You can use this key feature to easily access frequently used lists. For more information, refer to Directory on page 55.

# Dependencies: Type (Key Event)

Key Type (Directory)

Label (key label displayed on the touch screen)

Usage: Tap the directory key to immediately access to frequently used lists.

Note

The directory key performs the same function as the **Directory** soft key when the phone is idle.

# **Programable Keys**

You can customize the soft keys, navigation keys and function keys.

To customize programable keys via web user interface:

1. Click on DSSKey->Programable Key.

2. Customize specific features for these keys.

alink   1486	Status	Account	Network	DSSKey	Features	Settings	Directory Security
Line Key1-11	Кеу	Туре	Line	Value	Label	Extension	NOTE
	SoftKey 1	History -	Local History 👻				
Line Key12-20	SoftKey 2	Directory -	N/A -				Programmable Keys Customizes the soft keys,
Line Key21-29	SoftKey 3	DND -	N/A 👻				navigation keys and function keys.
Programable Key	SoftKey 4	Menu 👻	N/A -				
Ext Key	Up	History -	Local History 👻				You can click here to get
Ext Key	Down	Directory -	N/A -				more guides.
	Left	Switch Account 👻	N/A 👻				
	Right	Switch Account 👻	N/A 👻				
	ок	Status 👻	N/A 👻				
	Cancel	N/A -	N/A 👻				
	HOLD	N/A -	N/A 👻				
	Mute	N/A 👻	N/A 👻				
	Tran	Forward -	N/A -				

- (Optional.) Enter a string that will appear on the LCD screen in the Label field. Label is configurable only when customizing SoftKey 1-4.
- 4. Click Confirm to accept the change.

You can click Reset to default to reset custom settings to defaults.

Then you can press the keys on the phone to perform the features you configured. For example:

## Switch Account Up

You can press this key to switch default account.

# Dependencies: Type (Switch Account Up)

**Usage:** Press the programable key to scroll up the account list to select the desired default account.

#### Switch Account Down

You can press this key to switch default account.

## Dependencies: Type (Switch Account Down)

**Usage:** Press the programable key to scroll down the account list to select the desired default account.

Note Programable keys are configurable via web user interface only.

# **Ext Keys**

If EXP40 is connected to the phone, you can customize features for Ext keys.

#### To customize Ext keys via web user interface:

- 1. Click on DSSKey->Ext Key.
- 2. Customize specific features for these keys.

alink   1486	Status		Account	Network	DSSKey	Featu	ıres Settings	Directory Security
ine Key1-11	Expansion	Key	Expansion 1	•				NOTE
	Key		Туре	Value	Label	Line	Extension Key	
ine Key12-20	Key1	N/A	•		N/A	-	^	Ext Keys Customizes the key feature of
ine Key21-29		N/A	•		N/A	-	Кеу2	the expansion module.
rogramable Key	Key3	N/A	•		N/A	-	F	You can click here to get
xt Key		N/A	•		N/A	-	Key4	more guides.
,	Key5	N/A	•		N/A	-		
		N/A	•		N/A	-	Кеуб	
	Key7	N/A	•		N/A	-		
		N/A	•		N/A		Key8	
	Key9	N/A	•		N/A	-		
		N/A	•		N/A		Key10	
	Key11	N/A	•	,	N/A	-		
		N/A			N/A		Key12	

3. Click Confirm to accept the change.

For more information, refer to Yealink EXP40 User Guide.

Note Ext keys are configurable via web user interface only.

# **Account Management**

You can register one or multiple accounts on the SIP-T48G IP phone. You can also configure each line key to associate with an account or configure multiple line keys to associate with an account.

# **Account Registration**

To register an account via phone user interface:

- 1. Tap 🕂 ->Advanced (default password: admin) ->Account.
- 2. Tap the desired account.
- 3. Tap the gray box of the Activation field.
- 4. Tap Enabled from the pull-down list.
- Enter the desired value in the Label, Display Name, Register Name, User Name, Password and SIP Server1/2 fields respectively. Contact your system administrator for more information.

6. If you use the outbound proxy servers, do the following:

1) Tap the gray box of the **Outbound Status** field.

2) Tap **Enabled** from the pull-down list.

3) Enter the desired value in the **Outbound Proxy1/2** and **Proxy Fallback Interval** fields respectively. Contact your system administrator for more information.

7. Tap the Save soft key to accept the change or 🕤 to cancel.

You can repeat steps 2 to 7 to register more accounts.

The following figures demonstrate single or multiple accounts registered on the phone:

## Single account:



## Multiple accounts:



# To disable an account via phone user interface:

- 1. Tap ->Advanced (default password: admin) ->Account.
- 2. Tap the desired account.
- 3. Tap the gray box of the Activation field.
- 4. Tap Disabled from the pull-down list.

5. Tap the Save soft key to accept the change or  $\oint$  to cancel.

Account registration is configurable via web user interface at the path **Account->Register**.

To configure the default account via phone user interface:

- 1. Tap 🕂 ->Features->Default Account.
- 2. Tap the gray box of the Default Account field.
- 3. Tap the desired account from the pull-down list.

<b>101</b>		Default Accou	int	14 21 Mon Jan 05
General		1. Default Account:	101@10.3.40.63	T
Hot Line			101@10.3.40.63	
Default Account			1003@10.3.5.199	
Auto Redial	2/2		1005@10.3.5.199	
Call Completion			2225@pbx.yealink.con	n
Paging List	•			
<b>•</b>				
		Save		

4. Tap the Save soft key to accept the change or  $frac{1}{2}$  to cancel.

The label of the default account is displayed on the left of the status bar. The IP phone will use this account by default when dialing out.

You can also tap the label of the default account, and then tap the desired account to be the new default account.



You can also press  $(\cdot)$  or  $(\cdot)$  to select the desired account as the default account.

### **Multiple Line Keys per Account**

You can configure multiple line keys to associate with an account. This enhances call visualization and simplifies call handling.

alink   1486		$\sim$						
	Status	Ao	count	Network	DSSKey	Features	Settings	Directory Security
Line Key1-11	Label Length	Default	•					NOTE
	Key	Ту	pe	Value	Label	Line	Extension	
Line Key12-20	Line Key1	Line	-		1009	Line 1	•	Line Keys Line keys allow you to quickly
Line Key21-29	Line Key2	Line	-		1009	Line 1	•	access features such as recall and voice mail.
Programable Key	Line Key3	Line	•		1008	Line 2	•	
Ext Key	Line Key4	Line	•			Line 4	-	You can click here to get
LACKEY	Line Key5	Line	•			Line 5	-	, more guides.
	Line Key6	Line	•			Line 6	•	
	Line Key7	Line	-			Line 7	•	
	Line Key8	Line	•			Line 8	•	
	Line Key9	Line	•			Line 9	•	
	Line Key10	Line	•			Line 10	•	
	Line Key11	Line	•			Line 11	-	

If this is the case, the touch screen will resemble the following figure:

<b>1009</b>					10 14 Sat Dec 06
<u>7</u> 1009					
<u>7</u> 1009					
<b>1008</b>					
				/	
					C DSS Key
	K		0		
	History	Directory	DND	Menu	

Incoming calls to this account will be distributed evenly among the available line keys. Outgoing calls will be distributed similarly.

Your phone can be configured to have a combination of accounts with a single line key and accounts with multiple line keys.

### **Dial Plan**

Dial plan is a string of characters that governs the way your SIP-T48G IP phone processes the inputs received from your phone keypad. The SIP-T48G IP phone supports the following dial plan features:

- Replace Rule
- Dial-now

- Area Code
- Block Out

Basic expression syntaxes you need to know:

Syntax	Description
	The dot "." can be used as a placeholder or multiple placeholders for
•	any character. Example: "12." would match "12 <b>3</b> ", "12 <b>34</b> ", "12 <b>345</b> ", "12 <b>abc</b> ", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "121", "122", "123", "12a", etc.
-	Numeric ranges are allowed within the brackets: Digit "-" Digit. Example:
	"[5-7]" would match the number" <b>5</b> ", " <b>6</b> " or " <b>7</b> ".
	The square brackets "[]" can be used as a placeholder for a single
0	character which matches any of a set of characters. Example:
	"91[5-7]1234" would match "91 <b>5</b> 1234", "91 <b>6</b> 1234", "91 <b>7</b> 1234".
	The parentheses "()" can be used to group together patterns, for
0	instance, to logically combine two or more patterns. Example:
	"([1-9])([2-7])3" would match " <b>92</b> 3", " <b>15</b> 3", " <b>77</b> 3",etc.
	The "\$" should be followed by the sequence number of a parenthesis.
	The "\$" plus the sequence number means the whole character or
	characters placed in the parenthesis. The number directs to the right
	parenthesis when there are more than one. Example:
\$	A replace rule configuration, Prefix: "001(xxx)45(xx)", Replace:
	"9001\$145\$2". When you dial out "0012354599" on your phone, the IP
	phone will replace the number with "9001 <b>235</b> 45 <b>99</b> ". "\$1" means 3 digits
	in the first parenthesis, that is, "235". "\$2" means 2 digits in the second
	parenthesis, that is, "99".

Note

Dial plan is configurable via web user interface only.

### **Replace Rule**

You can configure one or more replace rules (up to 100) to remove the specified string and replace it with another string. You can configure a pattern with wildcards (refer to the expression syntax in the table above), so that any string that matches the pattern will be replaced. This feature is convenient for you to dial out a long number. For example, a replace rule is configured as "Prefix: 1" and "Replace: 1234", when you try to dial out the number "1234", you just need to enter "1" on the phone and then tap the Send soft key.

To add a replace rule via web user interface:

1. Click on Settings->Dial Plan->Replace Rule.

- 2. Enter the string (e.g., 1) in the Prefix field.
- 3. Enter the string (e.g., 1234) in the Replace field.
- 4. Enter the desired line ID in the Account field or leave it blank.

Yealink 1486						_			Log Out
	Status	Account	Netwo	ork	DSSKey	Features	Settings	Directory	Security
Preference	Replace Rule	Dial-now	Area Code	Block Out				ΝΟΤΕ	
Time & Date	Index	Prefix		Replace		Account		Replace Rule	:An alternative
Call Display	1							numbers. Dial-now:Aut	laces the entered
Upgrade	3								utomatically add
Auto Provision	4 5							the area code numbers wher Block Out:It p	
Configuration	6							from dialing ou numbers.	it specific
Dial Plan	7							".":represents	any string. s any character.
Voice	9							"-":match a ra within the bra	nge of characters ckets.
Ring	10							",":a separator bracket.	r within the
Tones								character sets. "()":combines	
Softkey Layout	Prefix 1		Replace 1	1234		Account		patterns. "\$":followed b	by the sequence
TR069		Add		Edit		Del		number of a p the characters parenthesis.	arenthesis means placed in the
Voice Monitoring SIP								You can cl more guides.	ick here to get

5. Click Add to add the replace rule.

Note

When you enter the number "1" using the keypad and then tap the **Send** soft key, the phone will dial out "1234" instead.

The valid values for the **Account** field can be one or more digits among 1-16. Every two digits must be separated by a comma. For example, when you enter the value "1, 2" in the **Account** field, this replace rule will apply to account1 and account2.

If you leave the Account field blank or enter 0, the replace rule will apply to all accounts.

#### To edit a replace rule via web user interface:

- 1. Click on Settings->Dial Plan->Replace Rule.
- 2. Select the desired replace rule by checking the checkbox.
- 3. Edit the values in the **Prefix** and **Replace** fields.
- 4. Enter the desired line ID in the Account field or leave it blank.
- 5. Click Edit to accept the change.

#### To delete one or more replace rules via web user interface:

- 1. Click on Settings->Dial Plan->Replace Rule.
- 2. Select one or more replace rules by checking the checkbox(es).
- 3. Click **Del** to delete the replace rule(s).

### **Dial-now**

You can configure one or more dial-now rules (up to 100) on your phone. When the dialed number matches the dial-now string, the number will be dialed out automatically. For example, a dial-now rule is configured as "2xx", any entered three-digit string beginning with 2 will then be dialed out automatically on the phone.

#### To add a dial-now rule via web user interface:

- 1. Click on Settings->Dial Plan->Dial-now.
- 2. Enter the desired value (e.g., 2xx) in the Rule field.
- 3. Enter the desired line ID in the Account field or leave it blank.

For more information on the valid values for the **Account** field, refer to **Replace Rule** on page 108.

No Partal								Log Out
Yealink   1486	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Preference	Replace Ru	le Dial-now Are	a Code Block O	)ut			NOTE	
Time & Date	Index	Dial-now Rule			Account		Replace Rule	
Call Display	1 2						numbers. Dial-now:Auto	laces the entered
Upgrade	3						the entered no Area Code:Au	umbers. utomatically add
Auto Provision	4						the area code numbers when <b>Block Out:</b> It p	n dialing.
Configuration	6						from dialing ou numbers.	it specific
Dial Plan	7						".":represents	any string.
Voice	8						"x":represents "-":match a ra within the brac	s any character. inge of characters ckets.
Ring	10						",":a separator bracket.	r within the
Tones							"[]":a character character sets. "()":combines	
Softkey Layout	Ru	lle 2xx		Accour	nt			by the sequence
TR069		Add	Ed	it	Del		number of a pa the characters parenthesis.	arenthesis means placed in the
Voice Monitoring SIP							You can cli more guides.	ick here to get

4. Click Add to add the dial-now rule.

When you enter the number "234" using the keypad, the phone will dial out "234" automatically without the pressing of any key.

Note You can also edit or delete the dial-now rule, refer to Replace Rule on page 108 for more information.

### Delay Time for Dial-Now Rule

You can configure the delay time for dial-now rules. That is, you can configure your phone to automatically dial out the phone number which matches a dial-now rule, after the designated delay time.

#### To configure the delay time for dial-now rule via web user interface:

1. Click on Features->General Information.

 Enter the time between 1 and 14 (seconds) in the Time-Out for Dial-Now Rule field. The default value is 1.

ealink   1486					Log (
	Status Account Network	DSSKey	tures	Settings	Directory Security
Forward&DND	General Information				NOTE
0	Call Waiting	Enabled	• 🕜		o #.w. :::
General Information	Call Waiting On Code		0		Call Waiting It allows IP phones to receive
Audio	Call Waiting Off Code		0		new incoming call when there already an active call.
AUGIO	Auto Redial	Disabled	- 0		Auto Redial
Intercom	Auto Redial Interval (1~300s)	10	0		It allows IP phones to
Transfer	Auto Redial Times (1~300)	10	0		automatically redial a busy number after the first attemp
	Key As Send	#	- 0		Key As Send
Call Pickup	Reserve # in User Name		- v - 0		Assigns "#" or "*" as the send
Remote Control	Hotline Number	Enabled	_		Hotline
Phone Lock			0		IP phone will automatically dia
	Hotline Delay(0~10s)	4	0		out the hotline number when lifting the handset, pressing the
ACD	Busy Tone Delay (Seconds)	0	• 0		speakerphone key or the line key.
SMS	Return Code When Refuse	486 (Busy Here)	• 🕜		
Action URI	Return Code When DND	480 (Temporarily Unavail	• 0		Call Completion It allows users to monitor the
ACION OKL	Call Completion	Disabled	• 🕜		busy party and establish a call when the busy party become
Bluetooth	Feature Key Synchronization	Disabled	• 0		available to receive a call.
Power LED	Time-Out for Dial-Now Rule	1	0		You can click here to get
Notification Popups	RFC 2543 Hold	Disabled	• 0		more guides.
Notalization Popups	Use Outbound Proxy In Dialog	Enabled	• 0		

#### 3. Click **Confirm** to accept the change.

Delay time for dial-now rule is configurable via web user interface only.

### Area Code

Note

Area codes are also known as Numbering Plan Areas (NPAs). They usually indicate geographical areas in a country. This feature is necessary when dialing a phone number outside the code area. For example, an area code is configured as"Code: 0592, Min Length: 1, Max Length: 15". When you dial out the number "56789" (the length of the number is between 1 and 15), the phone will add the area code and dial out the number "059256789". You can only configure one area code rule on your phone.

### To configure the area code and lengths via web user interface:

- 1. Click on Settings->Dial Plan->Area Code.
- 2. Enter the desired values in the Code, Min Length (1-15) and Max Length (1-15) fields.
- 3. Enter the desired line ID in the Account field or leave it blank.

For more information on the valid values for the **Account** field, refer to **Replace Rule** on page 108.

Yealink 1486		Log Out
	Status Account Network DSSKey Features Settings	Directory Security
Preference	Replace Rule         Dial-now         Area Code         Block Out	NOTE
Time & Date	Code 0592	Replace Rule: An alternative string that replaces the entered
Call Display	Min Length (1-15) 1	numbers. Dial-now:Automatically dial out
Upgrade	Max Length (1-15) 15 Account	the entered numbers. Area Code:Automatically add the area code before the
Auto Provision	Confirm	numbers when dialing. Block Out: It prevents users
Configuration		from daling out specific numbers.
Dial Plan		".":represents any string.
Voice		"x":represents any character. "-":match a range of characters within the brackets.
Ring		",":a separator within the bracket.
Tones		"[]":a character matches any of character sets. "()":combines two or more
Softkey Layout		patterns. "\$":followed by the sequence
TR069		number of a parenthesis means the characters placed in the parenthesis.
Voice Monitoring		You can click here to get
SIP		more guides.

4. Click **Confirm** to accept the change.

Note The default value of minimum and maximum length is 1 and 15 respectively.

### **Block Out**

You can block some specific numbers (up to 10) from being dialed on your phone. When you dial a block out number on your phone, the dialing will fail and the touch screen will prompt "Forbidden Number".

To add a block out number via web user interface:

- 1. Click on Settings->Dial Plan->Block Out.
- 2. Enter the desired value in the BlockOut Number field.
- 3. Enter the desired line ID in the Account field or leave it blank.

ealink 1486					Log O
	Status Account	Network DS5	Key Features	Settings	Directory Security
Preference	Replace Rule Dial-now	Area Code Block Out			NOTE
Time & Date	BlockOut Number1 1000		Account		Replace Rule: An alternative string that replaces the enter-
Call Display	BlockOut Number2		Account		numbers.
,	BlockOut Number3		Account		Dial-now:Automatically dial of the entered numbers.
Upgrade	BlockOut Number4		Account		Area Code: Automatically add
Auto Provision	BlockOut Number5		Account		the area code before the numbers when dialing.
Auto Provision	BlockOut Number6		Account		Block Out: It prevents users
Configuration	BlockOut Number7		Account		from dialing out specific numbers.
	BlockOut Number8		Account		
Dial Plan	BlockOut Number9		Account		".":represents any string. "x":represents any character.
Voice	BlockOut Number10		Account		"-":match a range of character
Ring Tones	Con	ìrm	Cancel		within the brackets. ",":a separator within the bracket. "[]":a character matches any character sets. "O":combines two or more
Softkey Layout					patterns. "\$":followed by the sequence
TR069					number of a parenthesis mean the characters placed in the parenthesis.
Voice Monitoring					
SIP					You can click here to get more guides.

For more information on the valid values for the **Account** field, refer to Replace Rule on page 108.

4. Click Confirm to add the block out number.

### **Emergency Number**

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when necessary. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the emergency telephone numbers on the IP phone for contacting the emergency services in an emergency situation. You can dial these numbers when the phone is locked. For more information on phone lock, refer to

### **Phone Lock**

on page 49.

Note

Contact your local phone service provider for available emergency numbers in your area.

To specify emergency numbers via web user interface:

- 1. Click on Features->Phone Lock.
- 2. Enter the emergency number in the Emergency field.

For multiple emergency numbers, enter a comma between every two numbers. The default emergency numbers are 112, 911 and 110.

				Log Out
Yealink 17486	Status Account Network	DSSKey	res Settings	Directory Security
Forward&DND	Phone Lock Enable	Disabled 💌	0	NOTE
General	Phone Unlock PIN(0~15 Digit)	•••••	0	Phone Lock
Information	Phone Lock Time Out(0~3600s)	6	0	It is used to lock the IP phone
Audio	Emergency	112,911,110	0	to prevent it from unauthorized use. Once the IP phone is locked, a user must enter the
Intercom	Confirm	Cancel	]	password to unlock it.
Transfer				IP phones offer three types of phone lock: Menu Key, Function Keys and All Keys.
Call Pickup				The IP phone will not be locked
Remote Control				immediately after the phone lock type is configured.
Phone Lock				You can click here to get more guides.
ACD				

3. Click Confirm to accept the change.

#### Note

Emergency number is configurable via web user interface only.

### **Live Dialpad**

You can enable live dialpad feature on the SIP-T48G IP phone, which enables the IP phone to automatically dial out a phone number without pressing the send key. You can also configure a delay, and then the phone will dial out the phone number automatically after the designated period of time.

To enable the live dialpad via web user interface:

- 1. Click on Settings->Preference.
- 2. Select Enabled from the pull-down list of Live Dialpad.
- 3. Enter the desired delay time in the Inter Digit Time (1~14s) field.

		Account	Network	DSSKey	Featu	'es	Settings	Directory Security	
Preference	Lang	guage		English(English)	) 🔻	0		NOTE	
Time & Date		Dialpad r Digit Time(1~14s	s)	Enabled 4	•	0		Language Selects a language for the we	
Call Display	Back	Backlight Inactive Level		Low	•			user interface.	
Upgrade	Back	klight Active Level		8	•	0		Live Dialpad It allows IP phones to	
Auto Provision	Back	klight Time(second	s)	Always On	•	0		automatically dial out the entered phone number after	
	Wat	chDog		Enabled	•	0		specified period of time.	
Configuration	Ring	Туре		Ring1.wav	•	0		Backlight Specifies the brightness of the	
Dial Plan	Uplo	ad Ringtone		Browse ··· ]	No file selecte	ed.	0	LCD screen display.	
Voice				Upload	Cancel	J		Contrast Specifies the contrast of the	
Ring	Wal	paper		Default.png	•	0		LCD screen display.	
King	Uplo	oad Wallpaper(800*	*480)	Browse ···	No file selecte	ed.	0	Ring Tones	
Tones				Upload	Cancel	]		A ring tone that will alert you when a call comes in for the I	
Softkey Layout		Confi		ſ	Cancel			phone.	

The default delay time is 4s.

4. Click Confirm to accept the change.

Note Live dialpad is configurable via web user interface only.

### Hotline

You can dial a hotline number immediately upon lifting the handset, pressing the speakerphone key or tapping the line key. You can also configure a delay, and then the phone will dial out the hotline number automatically after a designated period of time.

To configure the hotline number via phone user interface:

- 1. Tap 🕂 ->Features->Hot Line.
- 2. Enter the desired number in the Number field.
- 3. Enter the desired delay time in the Hotline Delay field.

The valid values range from 0 to 10s.

<b>1025</b>		н	ot Line		15 09 Thu Jan 15
General		1. Number:	:	2003	
Hot Line		2. Hotline Dela	y:	4	
Default Account					
Auto Redial	2/2				
Call Completion					
Paging List	•				
5	123		×		*
	IME		Delete	Save	

4. Tap the Save soft key to accept the change or  $\oint$  to cancel.

Hotline is configurable via web user interface at the path **Features**->**General Information**.

# **Basic Call Features**

The SIP-T48G IP phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides basic operating instructions for the SIP-T48G IP phone. Topics include:

- Placing Calls
- Answering Calls
- Ending Calls
- Redialing Numbers
- Recent Call In Dialing
- Auto Answer
- Auto Redial
- Call Completion
- Recall
- Call Mute
- Call Hold/Resume
- Do Not Disturb (DND)
- Call Forward
- Call Transfer
- Call Waiting
- Conference
- Call Park
- Call Pickup
- Anonymous Call
- Anonymous Call Rejection

If you require additional information or assistance with your new phone, contact your system administrator.

# **Placing Calls**

You can place a call in one of three ways using your SIP-T48G IP phone:

- Using the handset
- Using the speakerphone
- Using the headset

You can also dial the number first, and then choose the way you want to speak to the other party.

You can also dial an entry/contact from call history, local directory or remote phone book. For more information, refer to Contact Management on page 55 and Call History Management on page 79.

During a call, you can alternate between Speakerphone, Headset, and Handset modes by pressing the Speakerphone key, the HEADSET key, or by picking up the handset.

The call duration of the call, called party's name and phone number are visible on the touch screen. In the figure below, the call to "Tom" (the phone number: 1056) has lasted 4 seconds.



### To place a call using the handset:

- 1. Pick up the handset.
- 2. Enter the desired number using the keypad.

tom 1234		1			$\langle X \rangle$
103	•	1	2 ABC	3 DEF	
1024	1/1	4 сня	5 .к.	6 мно	Send
	_	7 pqrs	<b>8</b> TUV	9 wxyz	123 IME
		*.	0	# SEND	DSS Key

You can enter the number using the keypad displayed on the touch screen.

**3.** Press  $(o_{K})$ ,  $[\#_{sevo}]$ , or tap the **Send** soft key.

The # key is configured as a send key by default. You can also set the \* key as the send key, or set neither. For more information, refer to the Key as Send on page 49.

You can also tap the **History** soft key or the **Directory** soft key to search for an entry or contact after picking up the handset, and then tap the desired entry or contact to place a call.

Note

You can also dial using the SIP URI or IP address. To obtain the IP address of a phone, press the **OK** key when the phone is idle. The maximum SIP URI or IP address length is 32 characters. For example, SIP URI: 3606@sip.com, IP: 192.168.1.15.

Your phone may not support direct IP dialing. Contact your system administrator for more information.

#### To place a call using the hands-free speakerphone mode:

Do one of the following:

- With the handset on-hook, press or tap the line key to obtain a dial tone.

Enter the desired number using the keypad or the on-screen keypad.

Press  $(o\kappa)$ ,  $[\#_{seno}]$  or tap the **Send** soft key.

- With the handset on-hook, enter the desired number using the keypad.

Press [], [], [], [], [], [], [], [] or tap the **Send** soft key.

#### To place a call using the headset:

Do one of the following:

With the optional headset connected, press () to activate the headset mode.
 Tap the line key to obtain a dial tone.

Enter the desired number using the keypad or the on-screen keypad.

With the optional headset connected, press () to activate the headset mode.
 Enter the desired number using the keypad.
 Press (), (), or tap the Send soft key.

Note To permanently use the headset mode, refer to Headset Prior on page 84.

The SIP-T48G IP phone can handle multiple calls at a time. However, only one active call (the call that has audio associated with it) can be in progress at any time. The SIP-T48G IP phone can handle a maximum of 6 calls at one time.

#### To place multiple calls:

You can have more than one call on your SIP-T48G IP phone. To place a new call during an active call, do one of the following:

- Tap the line key. The active call is placed on hold.

Enter the desired number using the keypad or the on-screen keypad.

Press  $(o\kappa)$ ,  $\#_{sevo}$ , or tap the **Send** soft key.

Press or tap the Hold soft key to place the original call on hold.
 Tap the NewCall soft key.

Enter the desired number using the keypad or the on-screen keypad.

Press (ok),  $\#_{sevo}$ , or tap the **Send** soft key.

You can tap the desired call, and then tap the Resume soft key to retrieve it.

Note If multiple accounts are registered on the phone, you can first tap the desired line key in the idle screen or tap the desired line from the status bar in dialing screen, and then you can use the selected account to place a call.

### **Answering Calls**

When you are not in another call, you can answer a call in one of three ways:

- Using the handset
- Using the speakerphone
- Using the headset
- **Note** You can reject incoming calls by pressing the **X** key or tapping the **Reject** soft key to stop the phone from playing ring tone. You can also activate the Do Not Disturb mode to reject the incoming calls without ringing on your phone. For more information, refer to Do Not Disturb (DND) on page 130.

You can forward incoming calls to someone else by tapping the **FWD** soft key. For more information, refer to Call Forward on page 135.

### Answering When Not in Another Call

Call duration and destination will always appear on the touch screen for the active call.

### To answer a call using the handset:

1. Pick up the handset.

#### To answer a call using the hands-free speakerphone mode:

Do one of the following:

- Press 🕠 .
- With the handset on-hook and the headset mode deactivated, tap the Answer soft key.
- With the handset on-hook and the headset mode deactivated, tap the line key (the line key illuminates green).

#### To answer a call using the headset:

Do one of the following:

- Press 🜔 .
- With the headset mode activated, tap the Answer soft key.
- With the headset mode activated, tap the line key (the line key illuminates green).

### Answering When in Another Call

If you have an active call, and an incoming call arrives on the phone. The incoming call information is displayed on the touch screen.



1. Press (or or tap the **Answer** soft key.

The incoming call is answered and the original call is placed on hold.

# **Ending Calls**

To end a call:

Do one of the following:

- If you are using the handset, tap the **EndCall** soft key or hang up the handset.
- If you are using the headset, tap the EndCall soft key.
- If you are using the speakerphone, press or tap the **EndCall** soft key.

**Note** To end a call placed on hold, you can tap the **EndCall** soft key to end the call directly, or tap the **Resume** soft key to resume the call before ending it.

## **Redialing Numbers**

To redial the last dialed number from your phone:

1. Press 🕤 twice.

A call to your last dialed number is attempted.

To redial a previously dialed number from your phone:

- 1. Press 🔘 when the phone is idle.
- 2. Tap the desired entry from the placed calls list.

## **Recent Call In Dialing**

To view the placed calls list when the phone is on the pre-dialing interface, you should enable recent call in dialing in advance.

To enable recent call in dialing via web user interface:

1. Click on Directory->Setting.

								Log Out
Yealink 1486	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Local Directory Remote Phone Book Phone Call Info LDAP Multicast IP	Dire	ctory ② Disabled History Remote P LDAP	thone Boo	Enabled Local Directory	*			ed lists. <b>De in Dialing</b> P phone to search entries ch source list entered string,
Setting	Sear	rch Source List In	Tialing		Ŧ		and display res pre-dialing scru Recent Call I It allows users placed calls list is on the pre-d	een. In Dialing It to view the It when the phone
		Disabled Remote P LDAP	thone Boo	Enabled Local Directory History			You can c more guides.	lick here to get
		Recent Ca		led	▼ ⑦ Cancel			

2. Select Enabled from the pull-down list of Recent Call In Dialing.

3. Click **Confirm** to accept the change.

Note Recent call in dialing is configurable via web user interface only.

To view placed calls list when the phone is on the pre-dialing interface:

 Pick up the handset, press the speakerphone key or tap the line key. The touch screen displays the placed calls list.

-	e	1			₩
*20*106		*.	0	# SEND	DSS Key
*10	•	7 pqrs	8 TUV	9 wxyz	123 IME
107	1/2	4 сня	5 јкі	6 мно	Send
1006	-				
Yealink 2513 2513		1	2 ABC	3 DEF	
2536					

You can tap  $\blacktriangle$  or  $\blacktriangledown$  to scroll through placed calls page by page.

### **Auto Answer**

You can use auto answer feature to automatically answer an incoming call on a line. Auto answer is configurable on a per-line basis.

### To configure auto answer via phone user interface:

- 1. Tap ->Features->Auto Answer.
- 2. Tap the On radio box of the desired line.

<u>8</u> 2002		Auto A	Inswer	18:57	Tue Dec 1
Call Forward		1.Line 1	On	Off	
Call Waiting		2.Line 2	On	• Off	
Auto Answer		3.Line 3	On	• Off	
DSS Keys	1/2	4.Line 4	On	• Off	
DND		5.Line 5	On	• Off	
Intercom	•	6.Line 6	On	• Off	
Anonymous					
<b>•</b>			P		~
9		Sa			10

3. Tap the Save soft key to accept the change or 🕤 to cancel.

The  $A_A$  icon appears on the touch screen.



Auto answer is configurable via web user interface at the path Account->Basic.

Note Auto answer is only applicable when there is no other call in progress on the phone.

# **Auto Redial**

You can enable auto redial to automatically redial a phone number when the called party is busy. You can also configure the number of auto redial attempts and the time to wait between redial attempts.

To configure auto redial via phone user interface:

- 1. Tap 🕂 ->Features->Auto Redial.
- 2. Tap the On radio box of the Auto Redial field.
- 3. Enter the desired time (in seconds) in the **Redial Interval** field.

The default time interval is 10 seconds.

 Enter the desired number of redial attempts in the Redial Times field. The default value is 10.

<b>1025</b>		Auto Red	lial		14:31 Fri Jan 16
General		1. Auto Redial:	On	Off	
Hot Line		2. Redial Interval:	10		
Default Account		3. Redial Times:	10		
Auto Redial	2/2				
Call Completion					
Paging List	•				
5	123 IME			Bave	☆

5. Tap the Save soft key to accept the change or  $\oint$  to cancel.

Auto redial is configurable via web user interface at the path **Features**->**General Information**.

#### To use auto redial:

When the called party is busy, the touch screen prompts the following:



1. Tap the OK soft key to activate auto redial.

The touch screen prompts the following:

			14:35 Fri Jan 16
× 1024	Call Finish : 1020		
<b>1</b> 025	1020		
	Redial Times: 10, Interval: 7	7s	C DSS Key
	<b>Э</b> ок	× Cancel	

2. Wait for the designated period of time or tap the **OK** soft key to redial the phone number.

The phone will retry as many times as configured until the called party is idle.

# **Call Completion**

You can use call completion to notify the caller who failed to reach a desired party when the party becomes available to receive a call.

To enable call completion via phone user interface:

1. Tap 🕂 ->Features->Call Completion.

2. Tap the On radio box of the Call Completion field.

1024		Call Completi	on	15	38 Thu Jan 08
Hot Line		1. Call Completion:	On	Off	
Default Account					
Auto Redial					
Call Completion	2/2				
Paging List					
	•				
←					
		Save			

3. Tap the Save soft key to accept the change or 🖕 to cancel.

Call completion is configurable via web user interface at the path **Features**->**General Information**.

### To use call completion:

When the called party is busy, the following prompt will appear on the touch screen of the phone:

T 1008		Ŷ	1	16 51 Fri Dec 19
T 1008				
	Wait f	or 1009?		
	Cancel	ОК		
				DSS Key
/	۷ 🖪	•		
/	History Directory	DND	Menu	Jan Carse

1. Tap the **OK** soft key, the phone will then returns to the idle screen and call completion will be activated.



When the called party becomes idle, the touch screen prompts the following:

2. Tap the OK soft key to redial the number.

Note Call completion is not available on all servers. For more information, contact your system administrator.

## Recall

You can tap a recall key to place a call back to the last incoming call.

To configure a recall key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- 3. Tap the gray box of the Type field.
- 4. Tap Key Event from the pull-down list.
- 5. Tap the gray box of the Key Type field.
- 6. Tap ReCall from the pull-down list.

<b>1024</b>		DssKey 20		16:42 Thu Jan 08
	1. Type:	Key Event	•	
	2. Key Type:	ReCall	•	
	3. Label:			
-				
		Save		101

7. (Optional.) Enter a label that will appear on the touch screen in the Label field.

- 8. Tap the Save soft key to accept the change or 🕤 to cancel.
- 9. Tap DSS Key to return to the idle screen.

Recall key is configurable via web user interface at the path DSSKey->Line key.

### **Call Mute**

You can mute the microphone of the active audio device during an active call so that the other party cannot hear you. Call mute applies to all modes (Handset, Headset and Speakerphone).

### To mute a call:

1. Press 👔 during an active call.

The touch screen indicates that the call is muted. The mute key LED illuminates solid red when the call is muted.



To un-mute a call:

1. Press 👔 again to un-mute the call.

### **Call Hold/Resume**

You can place an active call on hold. Only one active call can be in progress on the phone at any time. Other calls can be made and received while placing the original call on hold. When you place a call on hold, your IP PBX may play music to the other party while waiting.

#### To place a call on hold:

1. Press or tap the Hold soft key during a call.

The touch screen indicates that the call is on hold.



The phone will beep softly every 30 seconds to remind you that you still have a call on hold.

#### To resume a held call:

1. Press or tap the **Resume** soft key.

### Multiple Calls on Hold:

If multiple calls are placed on hold, do one of the following:

- Tap the desired call, and then press ( or tap the Resume soft key to retrieve it.
- Tap the desired call, and then tap the corresponding line key to retrieve it.

### Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. The prompt message "**n New Missed Call(s)**" ("n" indicates the number of missed calls) will appear on the touch screen, and callers will receive a busy message. All calls you receive while

DND is enabled are logged to your missed calls list.

Note The prompt message will display only if Missed Call Log for the line is enabled. Missed call log is configurable via web user interface at the path Account->Basic->Missed Call Log.

Do not disturb is local to the phone, and may be overridden by the server settings. For more information, contact your system administrator.

You can enable/disable DND for the phone system, or you can customize DND for each or all accounts. Two DND modes:

- Phone (default): DND is effective for the phone system.
- **Custom**: DND can be configured for each or all accounts.

You can receive incoming calls from authorized numbers when DND is enabled.

#### To configure the DND mode via web user interface:

- 1. Click on Features->Forward & DND.
- 2. In the DND block, mark the desired radio box in the Mode field.

	Status	Account	Network	DSSKey	Features	Settings	Directory Security
Forward&DND	Fo	rward					NOTE
General Information		Forward Emerger Forward Authoriz		Disabled		0 0	Call Forward It allows users to redirect an
Audio		Mode Account		Phone C (1024)		2	incoming call to a third party.
Intercom		Account		1021			Phone: Call forward feature is effective for the IP phone.
Transfer				:			Custom: Call forward feature can be configured for each or accounts.
Call Pickup				•			Do Not Disturb (DND)
Remote Control		On Code Off Code				0	It allows IP phones to ignore incoming calls.
Phone Lock	DI	ID 🕜				0	DND Mode Phone: DND feature is effect
ACD		DND Emergency		Disabled	-	2	for the IP phone. Custom: DND feature can be
SMS		DND Authorized I	Numbers			0	configured for each or all accounts.
Action URL	[	Mode		◉ Phone ◎ C		_	You can click here to get
Bluetooth		Account		1024		2	more guides.
Power LED		DND On Code				2	
Notification Popups		DND Off Code				2	

3. Click Confirm to accept the change.

Note DND mode is configurable via web user interface only.

### To activate DND in phone mode:

**1.** Tap — .

The 😑 icon on the status bar indicates that DND is enabled.

Incoming calls will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of missed calls) will appear on the touch screen.



# Note When DND and busy forward are enabled in phone mode, calls will be sent to the configured destination number. For more information on busy forward, refer to Call Forward on page 135.

### To activate DND in custom mode for a specific account:

1. Tap 🦲 .

The touch screen displays a list of accounts registered on the phone.

<b>1024</b>		Custom DND			18 53 Thu Jan 08
	1. 1024		Off	>	
	2. 1025		Off	>	
5		✓ All On			<b>A</b>

2. Tap the desired account.

3. Tap the On radio box of the DND Enable field.

<u></u> 1024		DND		18:53 Thu Jan 08
	1. DND Enable:	On	Off	
	2. On Code:			
	3. Off Code:			
•				
		Save		

4. Tap the Save soft key to accept the change.

If you activate DND for the default account, the associated line icon will change to reasoning and the reasoning icon will appear on the status bar.

If you activate DND for the non-default account, only the associated line icon will change to 🕋 .

Incoming calls on the specific line will be rejected automatically, and the touch screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of missed calls).



# Note When DND and busy forward are enabled for a specific account, calls from the specific account will be sent to the configured destination number. For more information on busy forward, refer to Call Forward on page 135.

To activate DND in custom mode for all accounts:

1. Tap 🔁 .

The touch screen displays a list of accounts registered on the phone.

1024		Custom DND		18 56 Thu Jan 08
	1. 1024		Off 3	•
	2. 1025		Off 3	•
Ð		All On		<b>f</b>

- 2. Tap the All On soft key to activate DND for all accounts.
- 3. Tap a to return to the idle screen.

The 😑 icon appears on the status bar, and all line icons change to 🕋 .

Incoming calls will be rejected automatically, and the touch screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of the missed calls).

1024		÷.			18 57 Thu Jan 08
<b>1024</b>					
<b>@</b> 1025					
		1 New Miss	ed Call(s)		
	E	xit	View		
					SC DSS Key
	E		0		
1	History	Directory	DND	Menu	

To configure the DND authorized numbers via web user interface:

- 1. Click on Features->Forward & DND.
- 2. Select Enabled from the pull-down list of DND Emergency.
- 3. Enter the numbers in the DND Authorized Numbers field.

Forward Emergency Forward Authorized Mode Account Always Forward Target On Code Off Code Busy Forward Target		Disabled Phone C Ci 1024 On @ Off 3 On @ Off	0 0 0 0 0		NOTE Call Forward It allows users to incoming call to a Call Forward Mr Phone: Call forw effective for the Custom: Call forr can be configure accounts. Do Not Disturb It allows IP phon incoming calls.	a third party. ode rard feature is IP phone. ward feature d for each or (DND)	
Forward Authorized Mode Account Always Forward Target On Code Off Code Busy Forward Target		<ul> <li>Phone C Ci</li> <li>1024</li> <li>On Off</li> <li>3</li> </ul>	ustom Ø v Ø Ø Ø Ø Ø Ø		It allows users to incoming call to a Call Forward MV Phone: Call forw effective for the Custom: Call form can be configure accounts. Do Not Disturb It allows IP phon	a third party. ode rard feature is IP phone. ward feature d for each or (DND)	
Account Always Forward Target On Code Off Code Busy Forward Target		1024 On Off 3	0 0 0 0 0		Call Forward Mo Phone: Call forw effective for the Custom: Call for can be configure accounts. Do Not Disturb It allows IP phon	ode rard feature is IP phone. ward feature d for each or a (DND)	
Always Forward Target On Code Off Code Busy Forward Target		On Off	0 0 0 0		effective for the Custom: Call for can be configure accounts. Do Not Disturb It allows IP phon	IP phone. ward feature d for each or a	
On Code Off Code Busy Forward Target			0		accounts. Do Not Disturb It allows IP phon	(DND)	
Off Code Busy Forward Target		⊙ On ම Off	0		It allows IP phon		
Target		© On ◉ Off			incoming calls.		
			0		DND Mode Phone: DND feat		
On Code			0		for the IP phone. Custom: DND feature can be configured for each or all		
Off Code					accounts.		
No Answer Forwar After Ring Time(	-	On Off			You can click more guides.	chere to get	
Target			0		,, <b>,</b>		
On Code			0				
Off Code			0				
DND 🕜							
	Target On Code Off Code DND ?	On Code Off Code	Target On Code Off Code	Target 2 On Code 2 Off Code 2 DND 2	Target 0 On Code 0 Off Code 0	After Ring Time(0~120s)     12     Image: Constraint of the second secon	

For multiple numbers, enter a comma between every two numbers.

4. Click **Confirm** to accept the change.

When DND is enabled on the phone, the phone can still receive incoming calls from the numbers specified in the **DND Authorized Numbers** field.

Note

DND authorized number is configurable via web user interface only.

When the phone receives a voice mail, a prompt window will pop up by default, if you want to disable the feature, contact your system administrator for more information.

### **Call Forward**

You can configure your phone to forward incoming calls to another party through the static forwarding. You can also forward calls while your phone is ringing; refer to the dynamic forwarding.

### **Static Forwarding**

Three types of static forwarding:

- Always Forward: Incoming calls are immediately forwarded.
- Busy Forward: Incoming calls are immediately forwarded if the phone is busy.
- No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

You can enable/disable call forward for the phone system, or you can customize call forward for each or all accounts. Two call forward modes:

- Phone (default): Call forward is effective for the phone system.
- **Custom:** Call forward can be configured for each or all accounts.

To configure the call forward mode via web user interface:

- 1. Click on Features->Forward & DND.
- 2. In the Forward block, mark the desired radio box in the Mode field.

								Log Out
Yealink   1486	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Forward&DND	Fo	orward					NOTE	
General Information		Forward Emergen		Disabled	· 0		Call Forward It allows users	to redirect an o a third party.
Audio		Mode Account		Phone O C 1024	ustom 🕜		Call Forward	
Intercom		Always Forward	I	◎ On    Off			effective for the Custom: Call f	
Transfer Call Pickup		Target On Code			0		accounts.	
Remote Control		Off Code Busy Forward			0		It allows IP ph incoming calls.	ones to ignore
Phone Lock		Target		© On ◉ Off	0			feature is effective
ACD		On Code Off Code			0		configured for	feature can be
SMS Action URI		No Answer Forv	vard	◎ On    Off			accounts.	ick here to get
Bluetooth		After Ring Tin Target	ne(0~120s)	12	• 0		more guides.	-
Power LED		On Code			0			
Notification Popups	D	Off Code			0			
		DND Emergency		Disabled	• 0			
		DND Authorized N	lumbers		•			

3. Click Confirm to accept the change.

Note Call forward mode is configurable via web user interface only.

To enable call forward in phone mode:

- 1. Tap 🕂 ->Features->Call Forward or press ((-()) when the phone is idle.
- 2. Tap the desired forwarding type.

- 3. Depending on your selection:
  - a.) If you tap Always Forward:
    - 1) Tap the **On** radio box of the **Always Forward** field.
    - 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
    - (Optional.) Enter the always forward on code or off code respectively in the On Code or Off Code field.

<u>@</u> 2002		Always Forw	ard	20	:04 Tue Dec 17
Call Forward		1.Always Forward	• On	Off	
Call Waiting		2.Forward to	2003		
Auto Answer		3.On Code	*71		
DSS Keys	1/2	4.Off Code	*72		
DND					
Intercom	•				
Anonymous					
€	123 IМЕ		E		☆

- b.) If you tap Busy Forward:
  - 1) Tap the **On** radio box of the **Busy Forward** field.
  - 2) Enter the destination number you want to forward incoming calls to when the phone is busy in the **Forward to** field.
  - (Optional.) Enter the busy forward on code or off code respectively in the On Code or Off Code field.

<b>2002</b>		Busy Form	vard	20	05 Tue Dec 17
Call Forward		1.Busy Forward	• On	Off	
Call Waiting		2.Forward to	2003		
Auto Answer		3.On Code	*73		
DSS Keys	1/2	4.Off Code	*74		
DND					
Intercom	•				
Anonymous					
5	123	×			
	IME	Delete	S	ave	

- c.) If you tap No Answer Forward:
  - 1) Tap the **On** radio box of the **No Answer Forward** field.
  - 2) Enter the destination number you want to forward unanswered incoming

calls to in the Forward to field.

- 3) Tap the gray box of the After Ring Time field.
- Tap the desired ring time to wait before forwarding from the pull-down list. The default ring time is 12 seconds.
- 5) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

<u>@</u> 2002		No Answer Form	2	0:06 Tue De	c 17	
Call Forward		1.No Answer Forward	On	Off		
Call Waiting		2.Forward to	2003			
Auto Answer		3.After Ring Time	12s		•	
DSS Keys	1/2	4.On Code	*75			
DND		5.Off Code	*76			
Intercom	•					
Anonymous						
5	123	×			<b></b>	
	IME	Delete	Sa	ave		

4. Tap the Save soft key to accept the change.

The 😏 icon on the idle screen indicates that the call forward is enabled.

To enable call forward in custom mode:

- 1. Tap 🕂 ->Features->Call Forward or press (+) when the phone is idle.
- 2. Tap the desired account.

<b>1025</b>		Custom Forward	14 30 Wed Jan 14
Call Forward		1. 1025	Off >
Call Waiting		2. 1026	Off >
Auto Answer			
DSS Keys	1/2		
DND			
Intercom	•		
Anonymous			
<b>~</b>			<b>_</b>
			<b>M</b>

- **3.** Tap the desired forwarding type.
- 4. Depending on your selection:
  - a.) If you tap Always Forward:
    - 1) Tap the **On** radio box of the **Always Forward** field.

- 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
- (Optional.) Enter the always forward on code or off code respectively in the On Code or Off Code field.

<u>@</u> 2002		Always Forv	vard		20 12 Tue Dec 17
Call Forward		1.Always Forward	<ul> <li>On</li> </ul>	Off	
Call Waiting		2.Forward to	2003		
Auto Answer		3.On Code	*71		
DSS Keys	1/2	4.Off Code	*72		
DND					
Intercom	•				
Anonymous					
Ð	All Lines	123 IME	× Delete	Save	☆

You can also enable always forward for all accounts. Do the following:

1) Tap the **All Lines** soft key.

The touch screen prompts "Copy to all lines?".

· 2002	Always For	ward		20:14 Tue Dec 17
Call Forward	1.Always Forward	• On	OOff	
Call Waiting	2.Forward to	2003		
Auto Answer				
DSS Keys	Copy to all I	ines?		
DND	Cancel	ОК		
Intercom				
Anonymous				

2) Tap the OK soft key to accept the change or the Cancel soft key to cancel.

### b.) If you select Busy Forward:

- 1) Tap the **On** radio box of the **Busy Forward** field.
- 2) Enter the destination number you want to forward incoming calls to when the phone is busy in the **Forward to** field.

 (Optional.) Enter the busy forward on code or off code respectively in the On Code or Off Code field.

<b>@</b> 2002		Busy Fon	ward	2	0:17 Tue Dec 17
Call Forward		1.Busy Forward	On	Off	
Call Waiting		2.Forward to	2003		
Auto Answer		3.On Code	*73		
DSS Keys	1/2	4.Off Code	*74		
DND					
Intercom	•				
Anonymous					
5	All Lines	123 IME	× Delete	Save	

You can also enable busy forward for all accounts. Do the following:

1) Tap the **All Lines** soft key.

The touch screen prompts "Copy to all lines?".

會 2002		Busy Forward						
Call Forward		1.Busy Forward	• On	Ooff				
Call Waiting		2.Forward to	2003					
Auto Answer								
DSS Keys		Copy to all lines?						
DND	,	Cancel	ОК					
Intercom								
Anonymous								
5	All Lines	123 IME	<b>Delete</b>	B Save	<b>A</b>			

- 2) Tap the OK soft key to accept the change or the Cancel soft key to cancel.
- c.) If you select **No Answer Forward**:
  - 1) Tap the **On** radio box of the **No Answer Forward** field.
  - 2) Enter the destination number you want to forward unanswered incoming calls to in the **Forward to** field.
  - 3) Tap the gray box of the After Ring Time field.
  - Tap the desired ring time to wait before forwarding from the pull-down list. The default ring time is 12 seconds.

5) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

<u>@</u> 2002	No Answer Forward 20 22 Tu					
Call Forward		1.No Answer Forward	• On	Off		
Call Waiting		2.Forward to	2003	2003		
Auto Answer		3.After Ring Time	12s		•	
DSS Keys	1/2	4.On Code	*75			
DND		5.Off Code	*76			
Intercom	•					
Anonymous						
•	All Lines	123 IME C	× Delete	Save	☆	

You can also enable no answer forward for all accounts. Do the following:

1) Tap the **All Lines** soft key.

The touch screen prompts "Copy to all lines?".

會 2002	No Answer Forward 20:22 Tue De							
Call Forward		1.No Answer Forward	• On	OOff				
Call Waiting		2.Forward to	2003					
Auto Answer			_	_	V			
DSS Keys	Copy to all lines?							
DND	Cancel		ок					
Intercom				_				
Anonymous								
\$	All Lines	123 IME	<b>X</b> Delete	B Save	A			

- 2) Tap the OK soft key to accept the change or the Cancel soft key to cancel.
- 5. Tap the Save soft key to accept the change.

If you activate call forward for the default account, the associated line icon will change to \_\_\_\_\_, and the \_\_\_\_\_ icon will appear on the status bar.



If you activate call forward for the non-default account, only the associated line icon will change to \_\_\_\_\_.

Call forward is configurable via web user interface at the path **Features**->**Forward & DND**.

Note You can also enter the SIP URL or IP address in the **Forward to** field. For more information on using the SIP URL or IP address, refer to Placing Calls on page 118.

Call forward is local to the phone, and may be overridden by the server settings. Call forward on code or off code may be different among servers. For more information, contact your system administrator.

To configure the forward authorized numbers via web user interface:

- 1. Click on Features->Forward & DND.
- 2. Select Enabled from the pull-down list of Forward Emergency.

3. Enter the numbers in the Forward Authorized Numbers field.

For multiple numbers, enter a comma between every two numbers.

	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	
Forward&DND	I	Forward				_	NOTE	l	
General Information	Forward Emergency Forward Authorized Numbers Mode Account		Enabled 2001,2006	• 0		Call Forward It allows users			
Audio			Phone () (1024	● Phone ○ Custom ?			incoming call to a third party.		
Intercom		Always Forward	I	© On © Off	• • •		Phone: Call forward feature effective for the IP phone Custom: Call forward feat can be configured for each accounts.		
Transfer		Target			0				
Call Pickup	On Code Off Code Busy Forward				0		Do Not Distu		
Remote Control				0 0n 0 0ff	◎ On ◎ Off <b>②</b>			It allows IP phones to ignore incoming calls.	
Phone Lock		Target			0		DND Mode Phone: DND f	eature is effectiv	
ACD		On Code			0		for the IP phone. Custom: DND feature can be		
SMS		Off Code			0		configured for accounts.	configured for each or all accounts.	
Action URI		No Answer Forv	vard	🔘 On 🖲 Off	0		You can cl	ick here to get	
		After Ring Tin	ne(0~120s)	12	• 0		more guides.		
Bluetooth		Target			0				
Power LED		On Code			0				
Notification Popups		Off Code			0				
		DND 🕜							

4. Click **Confirm** to accept the change.

When call forward is enabled on the phone, the phone cannot forward incoming calls from the numbers specified in the **Forward Authorized Numbers** field.

Note Forward authorized number is configurable via web user interface only.

### To disable call forward in phone mode:

Do one of the following:

- Press when the phone is idle.
   You can also tap the forward key to disable call forward directly if a forward key is configured.
  - Tap 🚼 ->Features->Call Forward.

Tap the desired forwarding type.

Tap the **Off** radio box.

Tap the **Save** soft key to accept the change.

### To disable call forward in custom mode for a specific account:

- Tap ->Features->Call Forward or press (++) when the phone is idle.
   The touch screen displays a list of accounts registered on the phone.
- 2. Tap the desired account.
- 3. Tap he desired forwarding type.

- 4. Tap the Off radio box.
- 5. Tap the Save soft key to accept the change.

### **Dynamic Forwarding**

### To forward an incoming call to another party:

- 1. When the phone is ringing, tap the FWD soft key.
- 2. Enter the number you want to forward the incoming call to.

				1	15:14 Thu Jan 1
tom 1234		2			$\langle X \rangle$
1024	<b>^</b>	1	2 ABC	3 DEF	
	1/1	4 сня	<b>5</b> JKL	6 мно	FWD
	_	7 PQRS	8 TUV	9 wxyz	123 IME
		*.	0	# SEND	S DSS Key
5	K History	Direct		Keypad	₩

3. Press (or),  $\#_{sevo}$ , or tap the FWD soft key.

The touch screen prompts a call forward message.

**Note** When the phone forwards a call, a prompt window will pop up by default, if you want to disable the feature, contact your system administrator for more information.

# **Call Transfer**

You can transfer a call to another party in one of three ways:

- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when the target phone is ringing.
- Attended Transfer: Transfer a call with prior consulting.

### To perform a blind transfer:

1. Press ((+()) or tap the **Transfer** soft key during a call.

2. Enter the number you want to transfer the call to.

<b>(</b> )			1	5:20 Thu Jan 15
	2003			$\langle X \rangle$
	1	2 ABC	3 DEF	6-0
	4 сні	5 лк	6 мно	Transfer
	7 PQRS	8 TUV	<b>9</b> wxyz	123 IME
	*.	0	# SEND	S DSS Key
5	K History Di	iectory	Keypad	A

**3.** Press ((+()) or tap the **Transfer** soft key to complete the transfer.

The call is then connected to the number to which you are transferring.

### To perform a semi-attended transfer:

- 1. Press ((+()) or tap the **Transfer** soft key during a call.
- 2. Do one of the following:
  - Enter the number you want to transfer the call to, and then press (••) or (#•••) to dial out.
  - Tap the **Directory** soft key, and then tap **All Contacts**. Search for the contact and tap the desired contact to dial out. (Directory should be configured in advance. Refer to Directory on page 55 for more information.)
  - Tap the Directory soft key, and then tap Remote Phone Book. Search for the contact and tap the desired contact to dial out. (Directory and remote phone book should be configured in advance. Refer to Directory on page 55 and Remote Phone Book on page 76 for more information.)
  - Tap the **History** soft key, and then tap the desired list. Tap the desired entry to dial out.
- **3.** Press **(r)** or tap the **Transfer** soft key to complete the transfer when receiving ringback.

### To perform an attended transfer:

- 1. Press or tap the **Transfer** soft key during a call.
- 2. Do one of the following:
  - Enter the number you want to transfer the call to, and then press (or) (#see) to dial out.
  - Tap the **Directory** soft key, and then tap **All Contacts**. Search for the contact and tap the desired contact to dial out. (Directory should be configured in

advance. Refer to Directory on page 55 for more information.)

- Tap the **Directory** soft key, and then tap **Remote Phone Book**. Search for the contact and tap the desired contact to dial out. (Directory and remote phone book should be configured in advance. Refer to Directory on page 55 and Remote Phone Book on page 76 for more information.)
- Tap the **History** soft key, and then tap the desired list. Tap the desired entry to dial out.
- **3.** After the party answers the call, press **(rt)** or tap the **Transfer** soft key to complete the transfer.

If you are using a handset, the transfer can be completed by hanging up the handset.

## **Call Waiting**

You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call when there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting via phone user interface:

- 1. Tap 🕂 ->Features->Call Waiting.
- 2. Tap the On radio box of the Call Waiting field.
- 3. Tap the On radio box of the Play Tone field.
- (Optional.) Enter the call waiting on code or off code respectively in the On Code or Off Code field.

<b>1025</b>		Call Waiti	ng		14 39 Fri Jan 16
Call Forward		1. Call Waiting:	• On	Off	
Call Waiting		2. Play Tone:	• On	Off	
Auto Answer		3. On Code:			
DSS Keys	1/2	4. Off Code:			
DND					
Intercom	•				
Anonymous					
¢	123 IME			e ave	₩

5. Tap the Save soft key to accept the change or 🕤 to cancel.

Call waiting is configurable via web user interface at the path **Features**->**General Information**.

# Conference

You can use the SIP.T48G IP phone to create a conference with other two parties using the phone's local conference or create a conference with multiple participants which is called network conference.

Note

Network conference is not available on all servers. For more information, contact your system administrator.

### **Local Conference**

The SIP.T48G IP phone supports up to 3 parties (including yourself) in a conference call. This is the default method of conference called Local Conference. You can create a conference between an active call and a call on hold at any time by tapping the Conference soft key.

### To set up a local conference call:

- 1. Place a call to the first party.
- 2. When the first party answers the call, tap the **Conference** soft key to place a new call.

The active call is placed on hold.

- Enter the number of the second party, and then press (or), (# sec), or tap the Conference soft key.
- 4. When the second party answers the call, tap the **Conference** soft key again to join all parties in the conference.



### To join two calls in a conference:

1. Place two calls using two different accounts on the phone (for example, place the first call using account 1, and then place the second call using account 2).

- 2. Tap the desired call for conference and ensure that the call is active (for example, tap the call on account 1).
- **3.** Tap the **Conference** soft key to join the two calls in the conference on the selected account.



### During the conference call, you can do the following actions:

- Press 🔣 or tap the **Hold** soft key to place the conference call on hold.
- Tap the **Split** soft key to split the conference call into two individual calls on hold.
- Tap (X) to remove the desired party.
- Press (a) to mute the conference call.
- Tap () to forbid the desired party from speaking. The muted party can hear everyone, but no one can hear the muted party.
- Tap the **EndCall** soft key to drop the conference call.

### **Network Conference**

You can use network conference feature on the SIP-T48G IP phone to conduct a conference with multiple participants.

This feature allows you to perform the following:

- Join two calls together into a conference call.
- Invite another party into an active conference call.

To use this feature, contact your system administrator for the network conference URI in advance.

To configure network conference via web user interface:

- 1. Click on Account->Advanced.
- 2. Select Network Conference from the pull-down list of Conference Type.

Enter the conference URI (e.g., conference@example.com) in the Conference URI field.

	Status Account Netwo	rk DSSKey Featu	res Settings	Directory Security	
Register	Account	Account 1 👻	0	NOTE	
	Keep Alive Type	Default 👻	0		
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the IP	
Codec	RPort	Disabled 👻	0	phone to the network, which generated when pressing the	
Advanced	Subscribe Period(Seconds)	1800	1800		
	SIP Registration Retry Timer(0~1800		Ø	Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active. Busy Lamp Field/BLF List Montors a specific extension/a	
	Conference Type	Network Conference 👻	0		
	Conference URI	conference@example.com	0		
	ACD Subscribe Period(120~3600s)	3600	0	list of extensions for status changes on IP phones.	
	Early Media	Disabled 👻	0		
	Out Dialog BLF	Disabled 👻	0	Shared Call Appearance (SCA)/ Bridge Line	
	VQ RTCP-XR Collector name		0	Appearance (BLA) It allows users to share a SIP	
	VQ RTCP-XR Collector address		0	line on several IP phones. Any	
	VQ RTCP-XR Collector port	5060	0	IP phone can be used to originate or receive calls on th	

### 4. Click Confirm to accept the change.

Note Network conference is configurable via web user interface only.

### To set up a network conference call:

- 1. Place a call to the first party.
- Tap the Conference soft key to place a new call. The active call is placed on hold.
- **3.** Enter the number of the second party and press (or), (#\_\_\_\_\_\_), or tap the **Send** soft key.
- 4. When the second party answers the call, tap the **Conference** soft key to add the second party to the conference.
- Tap the Conference soft key to place a new call. The conference call is placed on hold.
- 6. Enter the number of the new party and then press (or , #===) , or tap the Send soft key.
- 7. When the new party answers the call, tap the **Conference** soft key to add the new party to the conference.
- 8. Repeat steps 5 to 7 until you have added all intended parties.

The procedures to set up a network conference call on specific servers may be different from introduced above. Contact your system administrator for more information.

## **Call Park**

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by tapping the call park key on the phone. If the call is parked successfully, the response is either a voice prompt confirming that the call was parked, or a visible prompt on the touch screen.

Note Call park is not available on all servers. Contact your system administrator for more information.

### To configure a call park key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- 3. Tap the gray box of the Type field.
- 4. Tap Key Event from the pull-down list.
- 5. Tap the gray box of the Key Type field.
- 6. Tap Call Park from the pull-down list.
- 7. Tap the gray box of the Account ID field.
- 8. Tap the desired line from the pull-down list.
- 9. (Optional.) Enter the string that will appear on the touch screen in the Label field.
- 10. Enter the call park code in the Value field.

1024		DssKey 18		16:44 Thu Jan 08
	1. Type:	Key Event	•	
	2. Key Type:	Call Park	•	
	3. Account ID:	Line 1		
	4. Label:			
	5. Value:	*68		
5	123	X		
	IME	Delete	Save	

- 11. Tap the Save soft key to accept the change or 🕤 to cancel.
- 12. Tap DSS Key to return to the idle screen.

Call park key is configurable via web user interface at the path DSSKey->Line Key.

To use call park:

- 1. User on phone A places a call to phone B.
- 2. User on phone A wants to take the call in a conference room for privacy, and so taps the call park key on phone A.
- User on phone A walks to an available conference room where the phone is designated as phone C. The user dials the call park retrieve code to retrieve the parked call.

The system establishes the call between phone C and B.

Note The call park code and call park retrieve code are predefined on the system server. Contact your system administrator for more information.

If the parked call is not retrieved within a period of time assigned by the system, the phone performing call park will receive a call back.

## **Call Pickup**

You can use call pickup to answer someone else's incoming call on your phone. The SIP-T48G IP phone supports directed call pickup and group call pickup. Directed call pickup is used for picking up a call that is ringing at a target phone number. Group call pickup is used for picking up a call that is ringing at any phone number in a certain group. The pickup group should be predefined, contact your system administrator for more information.

You can pick up an incoming call by using the **DPickup/GPickup** soft key. To use call pickup, you need to configure the call pickup code beforehand on a global or per-line basis via web user interface. The call pickup code configured on a per-line basis takes precedence over that configured on a global basis.

Note If there are many incoming calls at the same time, taping the **GPickup** soft key on the phone will pick up the call that rings first.

### **Directed Call Pickup**

To enable directed call pickup and configure the directed call pickup code on a global basis via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select Enabled from the pull-down list of Directed Call Pickup.

3. Enter the directed call pickup code in the Directed Call Pickup Code field.

Status Account Network	DSSKey	atures	Log 0 Settings Directory Security
Call Pickup			NOTE
Directed Call Pickup Directed Call Pickup Code	Enabled *97	• 0 •	Directed Call Pickup Picks up an incoming call on a
Group Call Pickup Group Call Pickup Code	Disabled	· 0	specific extension. Directed Call Pickup Picks up incoming calls within a
Visual Alert for BLF Pickup	Disabled	• 0	pre-defined group.
Audio Alert for BLF Pickup	Disabled	• 0	You can configure directed/group call pickup feature for the IP phone.
Confirm	Cance	el	Visual Alert for BLF Pickup It allows the supervisor's phon to display a visual prompt whe the monitored user receives an
	Call Pickup Directed Call Pickup Directed Call Pickup Code Group Call Pickup Group Call Pickup Code Visual Alert for BLF Pickup Audio Alert for BLF Pickup	Call Pickup           Directed Call Pickup         Enabled           Directed Call Pickup Code         *'97           Group Call Pickup         Disabled           Group Call Pickup Code         ''97           Visual Alert for BLF Pickup         Disabled           Audio Alert for BLF Pickup         Disabled	Call Pickup Directed Call Pickup Enabled • ? Directed Call Pickup Code *97 ? Group Call Pickup Disabled • ? Group Call Pickup Code ? Visual Alert for BLF Pickup Disabled • ? Audio Alert for BLF Pickup Disabled • ?

4. Click **Confirm** to accept the change.

To configure the directed call pickup code on a per-line basis via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Enter the directed call pickup code in the Directed Call Pickup Code field.

	Status Account Network	k DSSKey Featu	res Settings	Directory Security
Register	Account	Account 1 🔹	0	NOTE
	Keep Alive Type	Default 👻	0	
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the IP
Codec	RPort	Disabled 👻	0	phone to the network, which i generated when pressing the I
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
	SIP Server Type	● ● Default	0	Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Music Server URI		0	
	Directed Call Pickup Code	*97	0	Busy Lamp Field/BLF List Monitors a specific extension/a
	Group Call Pickup Code		0	list of extensions for status changes on IP phones.
	Distinctive Ring Tones	Enabled 👻	0	
	Unregister When Reboot	Disabled 👻	0	Shared Call Appearance (SCA)/ Bridge Line
	Out Dialog BLF	Disabled 🗸	0	Appearance (BLA) It allows users to share a SIP
	VQ RTCP-XR Collector name		0	line on several IP phones. Any IP phone can be used to
	VQ RTCP-XR Collector address		0	originate or receive calls on the
	VQ RTCP-XR Collector port	5060	0	shared line.

4. Click **Confirm** to accept the change.

To pick up a call directly:

1. Pick up the handset, tap the line key or press the speakerphone key.

The **DPickup** soft key appears above the on-screen keypad.

			DPickup
1	2 ABC	3 DEF	•
4 сні	5 лк	6 мло	Send
7 PQR	s <b>8</b> tuv	9 wxyz	123 IME
*.	0	# SEND	DSS Key
			 ♠`

- 2. Tap the **DPickup** soft key on your phone when the target phone receives an incoming call.
- 3. Enter the phone number which is receiving an incoming call.
- 4. Tap the DPickup soft key again.

The call is answered on your phone.

You can also configure a line key as a directed pickup key via phone user interface or web user interface. Once configured, you can pick up a call by tapping the directed pickup key directly. For more information, refer to Line Keys on page 93.

### **Group Call Pickup**

To enable group call pickup and configure the group call pickup code on a global basis via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select Enabled from the pull-down list of Group Call Pickup.

3. Enter the group call pickup code in the Group Call Pickup Code field.

ealink   1486	Status Account Ne	twork DSSKey	Features So	Log 0 ettings Directory Security
Forward&DND	Call Pickup			NOTE
General Information	Directed Call Pickup Directed Call Pickup Code	Disabled	• @	Directed Call Pickup Picks up an incoming call on a specific extension.
Audio	Group Call Pickup Group Call Pickup Code	Enabled *98	· 0	Directed Call Pickup Picks up incoming calls within a
Intercom	Visual Alert for BLF Pickup	Disabled	• 🕜	pre-defined group.
Transfer	Audio Alert for BLF Pickup	Disabled	• 2	You can configure directed/group call pickup feature for the IP phone.
Call Pickup	Confirm		Cancel	Visual Alert for BLF Pickup
Remote Control				It allows the supervisor's phon to display a visual prompt whe
Phone Lock				the monitored user receives an incoming call.

4. Click **Confirm** to accept the change.

To configure the group call pickup code on a per-line basis via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Enter the group call pickup code in the Group Call Pickup Code field.

	Status Account Network	k DSSKey Features	Settings	Directory Security
Register	Account	Account 1 🔹 🍯	0	NOTE
	Keep Alive Type	Default 🔹 🌘	0	
Basic	Keep Alive Interval(Seconds)	30	2	DTMF It is the signal sent from the I
Codec	RPort	Disabled 👻 🌘	2	phone to the network, which generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	2	phone's keypad during a call.
	SIP Server Type Music Server (IR1	• Default -		It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Directed Call Pickup Code		0 0	Busy Lamp Field/BLF List Monitors a specific extension/a list of extensions for status
	Group Call Pickup Code	*98	0	changes on IP phones.
	Distinctive Ring Tones	Enabled 👻 🌔	0	
	Unregister When Reboot	Disabled 👻 🏈	2	Shared Call Appearance (SCA)/ Bridge Line
	Out Dialog BLF	Disabled 👻 🧉	2	Appearance (BLA) It allows users to share a SIP
	VQ RTCP-XR Collector name		2	line on several IP phones. Any IP phone can be used to
	VQ RTCP-XR Collector address		0	originate or receive calls on the shared line.
	VQ RTCP-XR Collector port	5060	2	silareu inte.

4. Click **Confirm** to accept the change.

To pick up a call in the group:

1. Pick up the handset, tap the line key or press speakerphone key.

				GPickup
	1	2 ABC	3 DEF	•
	4 сні	<b>5</b> JKL	6 мно	Send
	7 pqrs	8 TUV	9 wxyz	123 IME
	*.	0	# SEND	DSS Key

The **GPickup** soft key appears on the on-screen keypad.

2. Tap the **GPickup** soft key on your phone when a phone in the group receives an incoming call.

The call is answered on your phone.

You can also configure a line key as a group pickup key via phone user interface or web user interface. Once configured, you can pick up a call by tapping the group pickup key directly.

## **Anonymous Call**

You can use anonymous call to block your identity and phone number from appearing to the called party when you call someone. For example, you want to call to consult some of the services, but don't want to be harassed. Anonymous call is configurable on a per-line basis. You can also configure the phone to send anonymous call on/off code to the server to activate/deactivate anonymous call on the server side.

Note

Anonymous call is not available on all servers. Contact your system administrator for the anonymous call on code and off code.

#### To configure anonymous call via phone user interface:

- 1. Tap 🕂 ->Features->Anonymous.
- 2. Tap the desired line.
- 3. Tap the On radio box of the Local Anonymous field.
- 4. (Optional.) Tap the On Code or Off Code radio box of the Send Anony Code field.
- 5. (Optional.) Enter the anonymous call on code and off code respectively in the On

**Note** The directed call pickup code and group call pickup code are predefined on the system server. Contact your system administrator for more information.

### Code and Off Code field.

The phone will send the configured on code or off code depending on your selection when you enable or disable anonymous call feature on the phone.



6. Tap the Save soft key to accept the change or 🕤 to cancel.

Anonymous call is configurable via web user interface at the path Account->Basic.

### To place an anonymous call:

1. Using the specific line on the phone to place a call to phone B.

The touch screen of phone B prompts an incoming call from anonymity.



## **Anonymous Call Rejection**

You can use anonymous call rejection to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from being displayed. Anonymous call rejection is configurable on a per-line basis. You can also configure the phone to send anonymous call rejection on/off code to the server to activate/deactivate anonymous call rejection on the server side.

To configure anonymous call rejection via phone user interface:

- 1. Tap 😛 ->Features->Anonymous.
- 2. Tap the desired line.
- 3. Tap the On radio box of the Anony Rejection field.
- 4. (Optional.) Tap the **On Code** or **Off Code** radio box of the **Send Rejection Code** field.
- 5. (Optional.) Enter the anonymous call rejection on code and off code respectively in the **Reject On Code** and **Reject Off Code** field.

The phone will send the configured on code or off code depending on your selection when you enable or disable local anonymous rejection feature on the phone.

<b>1024</b>		Line 1		15:43 Thu	Jan 15
Call Forward		1. Local Anonymous:	On	• Off	
Call Waiting		2. Anony Rejection:	On	Off	
Auto Answer		3. Send Anony Code:	On Code	Off Code	
DSS Keys	1/2	4. On Code:			1/2
DND		5. Off Code:			
Intercom	•	6. Send Rejection Code:	• On Code	Off Code	•
Anonymous		7. Reject On Code:	*68		
Ð	123 IME	Delete	B		

6. Tap the Save soft key to accept the change or 🕤 to cancel.

Anonymous call rejection is configurable via web user interface at the path **Account->Basic**.

If phone B has anonymous call feature enabled and places a call to your phone, the call will be rejected, and the touch screen of the phone B will display the following:

<b>(</b> )			15 41 Thu Jan 15
1028	Call Failed : 1024		
1026 	1024		
	8 Anonymity Disallowed		🔀 DSS Key
	NewCall	× Cancel	

# **Advanced Phone Features**

This chapter provides operating instructions for the advanced features of the SIP-T48G IP phone. Topics include:

- Busy Lamp Field (BLF)
- BLF List
- Call Recording
- Hot Desking
- Intercom
- Multicast Paging
- Music on Hold
- Automatic Call Distribution (ACD)
- Shared Call Appearance (SCA)
- Bridged Line Appearance (BLA)
- Messages

If you require additional information or assistance with your new phone, contact your system administrator.

### **Busy Lamp Field (BLF)**

You can use BLF to monitor a specific line for status changes on the phone. For example, you can configure a BLF key on the phone to monitor the status of a friend's line (busy or idle). The BLF key illuminates solid red when the friend's line is in use.

You can tap a BLF key to dial out the monitored phone number when the monitored line is idle. You can receive a visual or/and an audio alert (if enabled), and also pick up calls that are received on the monitored line. For more information, contact your system administrator.

To configure a BLF key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- 3. Tap the gray box of the Type field.
- 4. Tap **BLF** from the pull-down list.
- 5. Tap the gray box of the Account ID field.
- 6. Tap the desired line from the pull-down list.
- 7. (Optional.) Enter the string that will appear on the touch screen in the Label field.

- 8. Enter the phone number or extension you want to monitor in the Value field.
- 9. (Optional.) Enter the pickup code in the Extension field.

1025		DssKey 18		15:20 Wed Jan 14
	1. Type:	BLF	T	
	2. Account ID:	Line 1	•	
	3. Label:	1024		
	4. Value:	1024		
	5. Extension:	*33		
¢		Bave		*

- 10. Tap the Save soft key to accept the change or 🕤 to cancel.
- 11. Tap DSS Key to return to the idle screen.

BLF key is configurable via web user interface at the path DSSKey->Line key.

The following table lists the BLF key icon status:

Status of the BLF Key Icon	Status of the Monitored User
1	The monitored user is idle.
(flashing)	The monitored user is placing a call to another user.
(flashing)	The monitored user receives an incoming intercom call.
1	The monitored user is on an active call.
2	The call of the monitored user is parked.
2.	The monitored user does not exist.

You can enable audio alert feature for BLF pickup on the phone. This allows the monitoring phone to play a warning tone when the monitored line receives an incoming call. You can also enable visual alert feature for BLF pickup on the phone. This allows the touch screen of the monitoring phone to display the caller ID when the monitored line receives an incoming call.

### To enable visual and audio alert features via web user interface:

- 1. Click on Features->Call Pickup.
- 2. Select Enabled from the pull-down list of Visual Alert for BLF Pickup.

3. Select Enabled from the pull-down list of Audio Alert for BLF Pickup.

ealink   1486	Status Account Network	DSSKey Feature	s Settings	Log Directory Security
Forward&DND	Call Pickup			NOTE
General	Directed Call Pickup		0	Directed Call Pickup
Information	Directed Call Pickup Code Group Call Pickup		0 0	Picks up an incoming call on a specific extension.
Audio	Group Call Pickup Code		0	Directed Call Pickup Picks up incoming calls within pre-defined group.
Transfer	Visual Alert for BLF Pickup Audio Alert for BLF Pickup		0 0	You can configure
Call Pickup	Confirm	Cancel		directed/group call pickup feature for the IP phone.
Remote Control	Comm	Cancer		Visual Alert for BLF Pickup It allows the supervisor's pho
Phone Lock				to display a visual prompt wh the monitored user receives incoming call.

4. Click **Confirm** to accept the change.

Note

Visual and audio alert features are configurable via web user interface only.

When the monitored line receives an incoming call, the following occurs on your phone:

- The phone plays a warning tone (if enabled).
- The BLF key icon flashes red.
- The caller ID appears on the touch screen (if enabled).

In the following figure, the touch screen shows an incoming call from 1008 on the monitored line.



### Note

If your phone is locked, you cannot use the **DPickup**, **Send**, **NewCall** and **Cancel** soft keys until unlocked.

When there is an active call on the IP phone, you can transfer the active call to the monitored phone number directly by tapping the BLF key. The phone handles the active call differently depending on the transfer mode via DSS key. For more information on the transfer mode on DSS key, refer to Transfer in DSS Keys section on page 100.

## **BLF List**

You can use the BLF List feature to monitor a list of users defined by your system administrator. For example, your system administrator enables BLF List, and creates a BLF List URI (e.g., BLFList@example.com) including a list of user1, user2 on the server. The BLF List keys on the IP phone can present the status of user1 and user2. The key LEDs illuminate either flashing or solid depending on the status of those users. For more BLF List key LED indicators, refer to Busy Lamp Field (BLF) on page 159.

You can use the BLF List keys in the following ways:

- When the monitored user is idle, tap the BLF list key to dial out the phone number.
- When there is already an active call on the IP phone, you can transfer the active call to the monitored user by taping the BLF List key. The phone handles the active call differently depending on the transfer mode on DSS key. For more information on the transfer mode on DSS key, refer to Transfer on page 100.
- When the monitored user receives an incoming call, tap the BLF list key to pick up the call directly. Before picking up an incoming call, ensure that the directed pickup code has been configured in advance. If the directed pickup code is not configured, the phone will place a call to the monitored user instead of picking up the incoming call of the monitored user when you tap the BLF List key.
- When there is a conversation on the monitored user, tap the BLF list key to barge in and set up a conference call. Before barging in an active call, ensure that the barge-in code has been configured in advance. If the BLF list barge in code is not configured, the phone will place a call to the monitored user instead of barging in an active call of the monitored user when you tap the BLF List key.
- When a call is being parked against the monitored phone, tap the BLF List key to
  retrieve the parked call from the monitored user. Before retrieving the parked call,
  ensure that the BLF List Retrieve call parked Code has been configured in advance.
  If the code is not configured, the phone will place a call to the monitored user
  instead of retrieving the parked call when you tap the BLF List key.

### To configure BLF List settings via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Enter the BLF List URI in the BLF List URI field.
- 4. (Optional.) Enter the directed pickup code in the BLF List Pickup code field.
- 5. (Optional.) Enter the barge-in code in the BLF List Barge In Code field.

6. (Optional.) Enter the call park retrieve code in the **BLF List Retrieve Call Parked Code** field.

	Status Account Network	DSSKey Feature	es Settings	Directory Security
Register	Account	Account 1 👻	0	NOTE
	Keep Alive Type	Default 👻	0	
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the IP
Codec	RPort	Disabled 👻	0	phone to the network, which generated when pressing the 2
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
	DTMF Type	RFC2833 -	0	Session Timer
		-		It allows a periodic refresh of
		:		SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	PTime(ms)	20 👻	0	
	BLF List URI	4609@pbx.yealink.com	0	Busy Lamp Field/BLF List Monitors a specific extension/a
	BLF List Pickup Code	*97	0	list of extensions for status changes on IP phones.
	BLF List Barge In Code	*33	0	
	BLF List Retrieve Call Parked Code	*88	0	Shared Call Appearance (SCA)/ Bridge Line
	Shared Line	Disabled 👻	0	Appearance (BLA) It allows users to share a SIP
	Dialog Info Call Pickup	Disabled 👻	0	line on several IP phones. Any
	VQ RTCP-XR Collector address		0	IP phone can be used to originate or receive calls on the
	VQ RTCP-XR Collector port		0	shared line.

- 7. Click **Confirm** to accept the change.
- Note For more information on BLF List URI/BLF List Pickup Code/BLF List Barge In Code/BLF List Retrieve Call Parked Code, contact your system administrator.

According to the response message from the server, the IP phone will automatically configure the BLF List keys beginning from the first unused DSS key (The default order of BLF list keys assigned automatically is Line Key->Ext Key). Once any DSS key is seized, the IP phone will skip to configure the next DSS key.

You can receive a visual or/and an audio alert (if enabled) on your phone when the monitored user receives an incoming call. For more information, refer to Busy Lamp Field (BLF) on page 159.

Note

The pickup code is used in the following order of preference: BLF List Pickup Code (Account->Advanced)>Directed Call Pickup Code (Account->Advanced)>Directed Call Pickup Code (Features->Call Pickup). If all of them are not configured, taping the BLF List key will directly call the monitored user when he/she receives an incoming call. For more information about pickup Code, refer to Call Pickup on page 151.

## **Call Recording**

You can record calls by tapping a record key on the phone. The SIP-T48G IP phone supports record and URL record.

Two ways of call recording:

- Record: The phone sends a SIP INFO message containing a specific header "Record: on/off" to trigger a recording.
- URL Record: The phone sends an HTTP URL request to trigger a recording. Contact your system administrator for the predefined URL.
- Note Call record is not available on all servers. Contact your system administrator for more information.

#### To configure a record key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- 3. Tap the gray box of the Type field.
- 4. Tap Key Event from the pull-down list.
- 5. Tap the gray box of the Key Type field.
- 6. Tap Record from the pull-down list.
- 7. (Optional.) Enter a label that will appear on the touch screen in the Label field.

<u></u> 1024		DssKey 18		17:07 Thu Jan 08
	1. Type:	Key Event	▼	
	2. Key Type:	Record	•	
	3. Label:			
•				
		Save		

- 8. Tap the Save soft key to accept the change or 🕤 to cancel.
- 9. Tap DSS Key to return to the idle screen.

#### To configure a URL record key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- 3. Tap the gray box of the Type field.
- 4. Tap URL Record from the pull-down list.
- 5. (Optional.) Enter a label that will appear on the touch screen in the Label field.

- DssKey 18 17 10 Thu Jan 08 1024 1. Type: URL Record ▼ 2. Label: 3. URL Record: ://10.1.1.224/phonerecording.cgi abc × 5 IME Delete Save
- 6. Enter the URL (e.g., http://10.1.2.224/phonerecording.cgi) in the URL Record field.

- 7. Tap the Save soft key to accept the change or 🕤 to cancel.
- 8. Tap DSS Key to return to the idle screen.

Record and URL record keys are configurable via web user interface at the path **DSSKey**->Line Key.

The Record and URL Record keys control the recording function, and are available:

- During an active call
- When calls are on hold or muted
- During a blind or attended transfer
- During a conference call

#### The Record and URL Record keys are not available when:

- There are no connected calls on your phone
- You place a new call

### To record a call:

1. Tap the Record key or URL Record key during a call.

If the recording starts successfully, the recording icon will appear on the touch screen and the icon of the Record key or URL Record key changes to ().

2. Tap the Record key or URL Record key again to stop recording.

The recording icon disappears from the touch screen and the icon of the Record key or URL Record key changes to ().

Recording status indicators you need to know:

Circumstance	lcons on the touch screen
A recording is started	eppears on the touch screen
A recording cannot be started	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A recording cannot be	in the second of
The recording box is full	🍿 appears for 1 second
The call cannot be recorded	in appears for 1 second

You can listen to the recordings stored on your server system. For example, you can dial an access code to listen to the recordings.

The way in which you listen to the recordings may be different depending on the server. Contact your system administrator for more information.

# **Hot Desking**

Hot desking originates from the definition of being the temporary physical occupant of a work station or surface by a particular employee. A primary motivation for hot desking is cost reduction. This feature is regularly used in places where not all the employees are in the office at the same time, or not in the office for very long, which means that actual personal offices would be often vacant, consuming valuable space and resources.

You can use hot desking on the SIP-T48G IP phone to log out of existing accounts and then log into a new account. As a result, many users can share the phone resource at different times. To use this feature, you need to configure a hot desking key in advance.

Note Hot desking is not available on all servers. Contact your system administrator for more information.

To configure a hot desking key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- 3. Tap the gray box of the Type field.
- 4. Tap Key Event from the pull-down list.
- 5. Tap the gray box of the Key Type field.
- 6. Tap Hot Desking from the pull-down list.

Note

1025		DssKey 17		15 28 Wed Jan 14
	1. Type:	Key Event	•	
	2. Key Type:	Hot Desking	•	
	3. Label:			
5				<b>*</b>
		Save		

7. (Optional.) Enter a label that will appear on the touch screen in the Label field.

- 8. Tap the Save soft key to accept the change or  $\oint$  to cancel.
- 9. Tap DSS Key to return to the idle screen.

Hot desking key is configurable via web user interface at the path DSSKey->Line Key.

### To use hot desking:

1. Tap the Hot Desking key when the phone is idle.

The touch screen prompts the following warning:



2. Tap the OK soft key.

Registration configurations of all accounts on the phone will be cleared immediately.

The login wizard will be displayed as below:

The Service		Hot Desking		15 53 Thu Jan 15
	1. User Name:	User		
	2. Password:	••••		
	abc	×	B	~
C	IME	Delete	Save	tr'

- 3. Enter the login information in each field.
- 4. Tap the Save soft key to login or 🕤 to cancel.

### Intercom

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can tap the intercom key to automatically connect with a preconfigured target extension for outgoing intercom calls, and the target extension will automatically answer incoming intercom calls by default.

Note

Intercom is not available on all servers. Contact your system administrator for more information.

### **Outgoing Intercom Calls**

To configure an intercom key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- 3. Tap the gray box of the **Type** field.
- 4. Tap Intercom from the pull-down list.
- 5. Tap the gray box of the Account ID field.
- 6. Tap the desired line from the pull-down list.
- 7. (Optional.) Enter the string that will appear on the touch screen in the Label field.

8. Enter the target extension number in the Value field.

1024		DssKey 18		17:14 Thu Jan 08
	1. Type:	Intercom	•	
	2. Account ID:	Line 1	•	
	3. Label:			
	4. Value:	2001		
Ð	123	×		
	IME	Delete	Save	

- 9. Tap the Save soft key to accept the change or 🕤 to cancel.
- 10. Tap DSS Key to return to the idle screen.

Intercom key is configurable via web user interface at the path DSSKey->Line Key.

### **Incoming Intercom Calls**

The SIP-T48G IP phone supports to automatically answer an incoming intercom call by default. The phone automatically plays a warning tone when it receives an incoming intercom call. In addition, you can enable the phone to mute the microphone when it automatically answers an incoming intercom call. You can also enable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. The active call is then placed on hold.

Intercom Feature	Description		
Accept Intercom	Enable or disable the IP phone to automatically		
Accept Intercom	answer an incoming intercom call.		
Intercom Mute	Enable or disable the IP phone's microphone for		
Intercom Mote	intercom calls.		
Intercom Tone	Enable or disable the IP phone to play a warning		
	tone when it receives an incoming intercom call.		
	Enable or disable the IP phone to automatically		
Intercom Barge	answer an incoming intercom call while there is		
	already an active call on the phone.		

Intercom features you need to know:

### Accept Intercom

You can enable or disable the phone to automatically answer an incoming intercom call. If Accept Intercom is enabled, the phone will automatically answer an incoming intercom call. If Accept Intercom is disabled, the phone will reject incoming intercom calls and send a busy message to the caller. Accept Intercom is enabled by default.

**Note** Your administrator can set a period of delay time before the phone automatically answers intercom calls. Contact your system administrator for more information.

### Intercom Mute

You can mute or un-mute the phone's microphone for intercom calls automatically. If Intercom Mute is enabled, the microphone will be muted for intercom calls. If Intercom Mute is disabled, the microphone will work for intercom calls. Intercom Mute is disabled by default.

#### Intercom Tone

You can enable or disable the phone to play a warning tone when receiving an intercom call. If Intercom Tone is enabled, the phone will play a warning tone before answering the intercom call. If Intercom Tone is disabled, the phone will automatically answer the intercom call without warning. Intercom Tone is enabled by default.

### **Intercom Barge**

Note

You can enable or disable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. If Intercom Barge is enabled, the phone will automatically answer the intercom call and place the active call on hold. If Intercom Barge is disabled, the phone will handle an incoming intercom call like a waiting call. Intercom Barge is disabled by default.

To enable the phone to receive a new incoming call when it has an active call, make sure that call waiting feature is enabled on the phone in advance. For more information, refer to Call Waiting on page 146.

To configure intercom features via phone user interface:

I. Tap ->Features->Intercom.

2. Make the desired changes.

<b>2002</b>		Intercom		00	30 Mon Jan 06
Call Forward		1.Accept Intercom	On	Off	
Call Waiting		2.Intercom Mute	On	Off	
Auto Answer		3.Intercom Tone	On	Off	
DSS Keys	1/2	4.Intercom Barge	On	Off	
DND					
Intercom	•				
Anonymous					
5		Save			<b>☆</b>

3. Tap the Save soft key to accept the change or 🕤 to cancel.

These specific parameters are configurable via web user interface at the path **Features**->Intercom.

### **Using Intercom**

To place an intercom call when the target phone is idle:

1. Tap the intercom key when the phone is idle.

The called destination plays a warning tone and automatically answers the call in the speakerphone mode by default.

2. To end the intercom call, tap the intercom key again or the EndCall soft key.

# **Multicast Paging**

You can use multicast paging to quickly and easily broadcast time sensitive announcements out to people who are listening to a specific multicast group. You can configure a multicast paging key or a paging list key on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address(es) without involving SIP signaling. You can configure the phone to receive an RTP stream from pre-configured multicast listening address(es) without involving SIP signaling. You can specify up to 10 multicast listening addresses.

### **Sending RTP Stream**

To configure a multicast paging key via phone user interface:

1. Tap DSS Key.

- 2. Tap the desired line key.
- 3. Tap the gray box of the **Type** field.
- 4. Tap Key Event from the pull-down list.
- 5. Tap the gray box of the Key Type field.
- 6. Tap Multicast Paging from the pull-down list.
- 7. (Optional.) Enter the string that will appear on the touch screen in the Label field.
- 8. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the Value field.

The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

<u>7</u> 1024		DssKey 18		17 17 Thu Jan 08
	1. Type:	Key Event		
	2. Key Type:	Multicast Paging		
	3. Label:			
	4. Value:	224.5.6.20:1008		
5	123			
	IME	Delete	Save	

- 9. Tap the Save soft key to accept the change or ightarrow to cancel.
- 10. Tap DSS Key to return to the idle screen.

Multicast paging key is configurable via web user interface at the path **DSSKey**->**Line Key**.

To configure a paging list key via phone user interface:

- 1. Tap DSS Key.
- 2. Tap the desired line key.
- **3.** Tap the gray box of the **Type** field.
- 4. Tap Key Event from the pull-down list.
- 5. Tap the gray box of the Key Type field.
- 6. Tap Paging List from the pull-down list.

1024		DssKey 18		17:19 Thu Jan 08
	1. Type:	Key Event	•	
	2. Key Type:	Paging List	•	
	3. Label:			
Ð		Save		<b>*</b>

7. (Optional.) Enter the string that will appear on the touch screen in the Label field.

8. Tap the Save soft key to accept the change or to cancel.

Paging list key is configurable via web user interface at the path DSSKey->Line Key.

### To configure paging list via phone user interface:

- 1. Tap the paging list key when the phone is idle.
- 2. Tap a desired paging group.

The default tag is Empty if it is not configured before.

<u>@</u> 2224		Pagii	ng List		14 21 Thu S	Sep 25
General		1.(Empty)				
Hot Line		2.(Empty)				
Default Account		3.(Empty)				
Auto Redial	1/2	4.(Empty)				1/2
Call Completion		5.(Empty)				
Paging List	•	6.(Empty)				•
		7.(Empty)				
5	<b>i</b> Edit	Delete	Delete All	<b>⊘</b> Paging	<b>^</b>	

3. Tap the Edit soft key.

<b>2002</b>		Edit Pagi	ng Address	15:50 Tue Sep 16
General		1.Number	1	
Hot Line		2.Address	224.5.6.20:100	008
Default Account		3.Label	Product	
Auto Redial	1/2			
Call Completion				
Paging List	•			
		N		
4	123 IME		× Paralete Save	₩

4. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the Address field.

The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

- 5. Enter the string that appear on the touch screen in the Label field
- 6. Tap the Save soft key to accept the change.
- 7. Repeat the step 2-6, you can add more paging groups.

Paging list is configurable via web user interface at the path Directory->Multicast IP.

### To delete paging group via phone user interface:

- 1. Tap the Paging list key when the phone is idle.
- 2. Tap a desired group.
- 3. Tap the **Delete** soft key.

<b>2002</b>		Paging List 15 53 Tue Se						
General		1.Product						
Hot Line		2.(Empty)						
Default Account								
Auto Redial		Delete selected paging group?						
Call Completion		Cancel OK						
Paging List	T	• 6.(Empty)						
		7.(Empty)						
Ð	<b>i</b> Edit	Delete	Delete All	<b>P</b> aging	*			

4. Tap the OK soft key to accept the change or the Cancel soft key to cancel.If you want to delete all paging groups, you can tap the Delete All soft key.You can also configure the phone to use a default codec for sending multicast RTP

stream via web user interface.

To configure a default codec for multicast paging via web user interface:

- 1. Click on Features->General Information.
- Select the desired codec from the pull-down list of Multicast Codec. The default codec is G722.

	Status	Account	Network	DSSKey	Featur	es	Settings	Directory	Security
Forward&DND		General Informat	ion 🕜					NOTE	
General		Call Waiting		Enabled	•	0		Call Waiting	
Information		Call Waiting On C	ode			0		It allows IP ph	ones to receive a
Audio		Call Waiting Off C	ode			0		already an acti	call when there ve call.
Audio		Auto Redial		Disabled	•	0		Auto Redial	
Intercom								It allows IP ph automatically r	
Transfer				•					the first attempt
Coll Distance				:				Key As Send	
Call Pickup								Assigns "#" or key.	"*" as the send
Remote Control		Play Local DTMF	Tone	Enabled	•	0			
Phone Lock		DTMF Repetition	8	3	•	0			utomatically dial
PHONE LOCK		Multicast Codec		G722	•	0			e number when dset, pressing th
ACD		Play Hold Tone		Enabled	•	0			key or the line
SMS		Play Hold Tone D	elay	30		0			
Action URI		Allow Mute		Enabled	•	0		Call Completi It allows users	on to monitor the
ACUOII UKL		Dual-Headset		Disabled	-	0			l establish a call y party becomes
Bluetooth		Auto-Answer Del	zv(1₀4s)	1		0		available to rec	
Power LED		Display Method o		User Name	+	0		You can cl	ick here to get
		Auto Linekeys				0		more guides.	

- 3. Click Confirm to accept the change.
- Note If G722 codec is used for multicast paging, the touch screen will display the icon (HD) to indicate that it is providing high definition voice.

Default codec for multicast paging is configurable via web user interface only.

### **Receiving RTP Stream**

You can configure the phone to receive a Real Time Transport Protocol (RTP) stream from the pre-configured multicast address(es) without involving SIP signaling. You can specify up to 10 multicast addresses that the phone listens to on the network.

How the phone handles incoming multicast paging calls depends on Paging Barge and Paging Priority Active parameters configured via web user interface.

#### **Paging Barge**

The paging barge parameter defines the priority of the voice call in progress. If the priority of an incoming multicast paging call is lower than that of the active call, it will be ignored automatically. If Disabled is selected from the pull-down list of Paging Barge,

the voice call in progress will take precedence over all incoming multicast paging calls. Valid values in the Paging Barge field:

- 1 to 10: Define the priority of the active call, 1 with the highest priority, 10 with the lowest.
- **Disabled**: The voice call in progress will take precedence over all incoming paging calls.

### **Paging Priority Active**

The paging priority active parameter decides how the phone handles incoming multicast paging calls when there is already a multicast paging call on the phone. If enabled, the phone will ignore incoming multicast paging calls with lower priorities, otherwise, the phone will answer incoming multicast paging calls automatically and place the previous multicast paging call on hold. If disabled, the phone will automatically ignore all incoming multicast paging calls.

#### To configure multicast listening addresses via web user interface:

- 1. Click on Directory->Multicast IP.
- 2. Select the desired value from the pull-down list of Paging Barge.
- 3. Select the desired value from the pull-down list of Paging Priority Active.
- 4. Enter the multicast IP address(es) and port number (e.g., 224.5.6.20:10008) which the phone listens to for incoming RTP multicast in the **Listening Address** field.
- 5. Enter the label in the Label field.

Label will appear on the touch screen when receiving the multicast RTP stream.

Yealink 1486	Status	Account	Network	DSSKe	y Featur	es	Settings	Directory Security
Local Directory	Multicast Lis	tening						NOTE
Remote Phone		Paging Barge		10	•	0		Multicast Paging
Book		Paging Priority A	ctive	Enabled	•	0		Multicast paging allows IP phones to send/receive
Phone Call Info	IP A	ddress	Listening Add	ress	Label		Priority	Real-time Transport Protocol (RTP) streams to/from the
LDAP	1 IP	Address	224.5.6.20:1000	8	Paging 1		1	pre-configured multicast address(es) without involving
	2 IP	Address			_		2	SIP signaling. Up to 10 listenin multicast addresses can be
Multicast IP	3 IP (	Address					3	specified on the IP phone.
Setting	4 IP (	Address					4	You can click here to get
	5 IP	Address					5	more guides.
	6 IP	Address					6	
	7 IP	Address					7	
	8 IP (	Address					8	
	9 IP	Address					9	
	10 IP	Address					10	

6. Click **Confirm** to accept the change.

Note The priorities of listening addresses are predefined: 1 with the highest priority, 10 with the lowest.

Multicast listening addresses are configurable via web user interface only.

### **Using Multicast Paging**

### To send RTP stream via a multicast paging key when the receiver's phone is idle:

1. Tap the multicast paging key when the phone is idle.

The phone sends RTP to a preconfigured multicast address (IP: Port). Both the sender's and receiver's phones play a warning tone and the receiver automatically answers the multicast RTP session in the speakerphone mode. The multicast paging key illuminates solid green.

The following figure shows a multicast RTP session on the phone:



- Tap the Hold soft key to place the current multicast RTP session on hold. The sender's phone places the multicast RTP session on hold and receiver's phone releases the session.
- To resume the held multicast RTP session, tap the Resume soft key. The multicast RTP session is established again.
- 4. Tap the EndCall soft key to cancel the multicast RTP session.
- **Note** Multicast RTP is one way only from the sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

### To send RTP stream via a paging key list when the receiver's phone is idle:

1. Tap the paging list key when the phone is idle.

2. Tap the desired group.

<b>@</b> 2002		Pagir	ng List		15:58 Tue S	ep 16
General		1.Product				
Hot Line		2.(Empty)				
Default Account		3.(Empty)				
Auto Redial	1/2	4.(Empty)				1/2
Call Completion		5.(Empty)				
Paging List	•	6.(Empty)				•
		7.(Empty)				
Ą	<b>i</b> Edit	Delete	Delete All	<b>⊘</b> Paging	*	

- 3. Tap the Paging soft key to send RTP.
- 4. Tap the Hold soft key to place the current multicast RTP session on hold. The sender's phone places the multicast RTP session on hold and receiver's phone releases the session.
- To resume the held multicast RTP session, tap the Resume soft key. The multicast RTP session is established again.
- 6. Tap the EndCall soft key to cancel the multicast RTP session.

## **Music on Hold**

Music on hold (MoH) is the business practice of playing recorded music to fill the silence that would be heard by the party placed on hold. To use this feature, you should specify a SIP URI pointing to a Music on Hold Server account. When a call is placed on hold, the phone will send a SIP INVITE message to the Music on Hold Server account. The Music on Hold Server account automatically answers the SIP INVITE messages and immediately plays audio from some source located anywhere (LAN, Internet) to the held party. Contact your system administrator for the SIP URI.

### To configure music on hold server via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.

	Status Account Networ	k DSSKey Featu	ires Settings	Directory Security		
Register	Account	Account 1 👻	0	NOTE		
Devie	Keep Alive Type	Default 🔻	0	DATA		
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the IP		
Codec	RPort	Disabled 👻	0	phone to the network, which is generated when pressing the I		
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.		
		:		Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.		
	SIP Server Type	Default 👻				
	Music Server URI	sip:moh@sip.com	0	Busy Lamp Field/BLF List		
	Directed Call Pickup Code		0	Monitors a specific extension/a list of extensions for status changes on IP phones.		
	Group Call Pickup Code		0			
	Distinctive Ring Tones	Enabled -	0	Shared Call Appearance		
	Unregister When Reboot	Disabled 🗸	0	(SCA)/ Bridge Line		
	Out Dialog BLF	Disabled 👻	0	Appearance (BLA) It allows users to share a SIP		
	VQ RTCP-XR Collector name		0	line on several IP phones. Any IP phone can be used to		
	VQ RTCP-XR Collector address		0	originate or receive calls on the shared line.		
	VQ RTCP-XR Collector port	5060	0	Sildi Co arci		

3. Enter the SIP URI (e.g., sip:moh@sip.com) in the Music Server URI field.

#### 4. Click Confirm to accept the change.

When you place a call on hold, music will be played to the held party.

For this feature to function, all involved parties cannot use encrypted RTP (SRTP). Music on hold server is configurable via web user interface only.

## **Automatic Call Distribution (ACD)**

ACD is often used in offices for customer service, such as call center. The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons at the earliest opportunity. ACD on the SIPT48G IP phone allows the ACD system to distribute large volumes of incoming calls to the registered ACD users. To use this feature, you should configure an ACD key in advance. For more information on ACD key icon indicators, refer to lcon Instructions on page 15.

**Note** Make sure ACD is enabled on your IP phone. For more information on enabling ACD, contact your system administrator.

To configure an ACD key via phone user interface:

- 1. Tap ->Features->DSS Keys.
- 2. Tap the desired DSS key.

Note

- 3. Tap the gray box of the Type field.
- 4. Tap ACD from the pull-down list.
- 5. (Optional.) Enter a label that will appear on the touch screen in the Label field.

· 2002			DssKey 12			16:12 Tue Sep 16
Call Forward		1.Type		ACD		
Call Waiting		2.Labe	I			
Auto Answer						
DSS Keys	1/2					
DND						
Intercom	•					
Anonymous						
5	2аE IME		× Delete		<b>B</b> Save	A

6. Tap the Save soft key to accept the change or 🕤 to cancel.

ACD key is configurable via web user interface at the path DSSKey->Line Key.

#### To log into the ACD system:

1. Tap the ACD key when the phone is idle.

The touch screen prompts you the following information:

User ID: the identity used to log into the queue.

Password: the password used to log into the queue.

2. Tap the Login soft key to log in.

Note Contact your system administrator for the User ID and Password to access the ACD system.

After configuring an ACD key, you can tap the ACD key to log into the ACD system. After logging in, you are ready to receive calls from the ACD system. You can tap the ACD key to show your current ACD user status. You can tap the **Available/Unavailable** soft key to change your ACD user status. ACD user status synchronizes on both IP phone and ACD system.

When you set the ACD user status to be available, the ACD key LED illuminates solid green, and then the server begins distributing calls to your phone.

When you set the ACD user status to be unavailable, the ACD key LED flashes green, and then the server temporarily stops distributing calls to your phone. To log out of the ACD system, tap the **Logout** soft key.

**Note** It is recommended you configure no more than one ACD key per phone. At any time, at most one ACD key can be in progress on your phone.

# Shared Call Appearance (SCA)

You can use SCA feature to share an extension which can be registered on two or more IP phones at the same time. The shared line is indicated by a different line icon. In the following figure, the first line is private and the second line is shared:

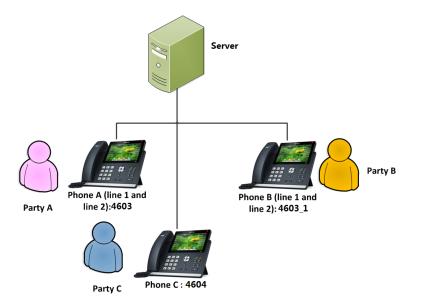


If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either phone but not both.

This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss's extension on her phone. When there is an incoming call to the extension of the boss, both the phones of the boss and the secretary will ring simultaneously. Either the boss or the secretary can answer the call. Calls on the shared line can be placed on hold, barged in or retrieved from another shared phone.

## **Configuring SCA Feature on the IP Phone**

You can configure a primary account on the IP phone and other alternate accounts on the other IP phones. In a SCA Hybrid Key System scenario, you can automatically assign multiple DSS keys with Line type for a registered shared line on the phone (If auto linekeys feature is enabled). For example, party A, party B share the account 4603, phone A registers the primary account 4603 and assigns line key 1 and line key 2 for the account 4603, phone B registers the alternate account 4603\_1 and assigns line key 1 and line key 2 for the account 4603\_1, phone C registers the account 4604.



To configure the auto linekeys feature via web user interface:

- 1. Click on Features-> General Information.
- 2. Select Enabled from the pull-down list of Auto LineKeys.

If **Auto LineKeys** is enabled, you can automatically assign multiple DSS keys with Line type for a registered shared line on the phone.

ealink   1486	Status Account Network	DSSKey	Features	Settings	Directory Security
Forward&DND	General Information				NOTE
General	Call Waiting	Enabled	- 🕜		Call Waiting
Information	Call Waiting On Code		0		It allows IP phones to receive
	Call Waiting Off Code		0		new incoming call when there already an active call.
Audio	Auto Redial	Disabled	- 0		Auto Redial
Intercom	Auto Redial Interval (1~300s)	10	ő		It allows IP phones to
Transfer			•		automatically redial a busy number after the first attemp
Call Pickup					Key As Send Assigns "#" or "*" as the send key.
Remote Control					Hotline
Phone Lock	Accept SIP Trust Server Only	Disabled	• 🕜		IP phone will automatically dia out the hotine number when
ACD	Allow IP Call	Enabled	• 🕜		lifting the handset, pressing th
ACD	IP Direct Auto Answer	Disabled	• 🕜		speakerphone key or the line key.
SMS	Call List Show Number	Disabled	• 🕜		Call Completion
Action URL	Voice Mail Tone	Enabled	• 🕜		It allows users to monitor the
	DHCP Hostname	SIP-T48G	0		busy party and establish a call when the busy party become
Bluetooth	Hide Feature Access Codes	Disabled	- 0		available to receive a call.
Power LED	Display Method on Dialing	User Name	- 0		You can click here to get more guides.
Notification Popups	Auto Linekeys	Enabled	- 0		

3. Click **Confirm** to accept the change.

To configure the shared line settings and the number of line key on phone A via web user interface:

1. Register the primary account 4603.

alink   1486	Status Account Net	work DSSKey Features S	Log 0
egister	Account	Account 1 • ?	NOTE
eyster	Register Status	Registered	
asic	Line Active	Enabled 👻 🕜	Account Registration Registers account(s) for the I
odec	Label	4603	phone.
dvanced	Display Name	4603	Server Redundancy It is often required in VoIP
	Register Name	4603	deployments to ensure
	User Name	4603	continuity of phone service, for events where the server need
	Password	•••••• ?	to be taken offline for maintenance, the server fails,
	SIP Server 1 🕜		the connection between the phone and the server fails.
	Server Host	pbx.yealnk.com Port 5060	() NAT Traversal
	Transport	UDP 🔻 🕜	A general term for techniques that establish and maintain IP
	Server Expires	3600	connections traversing NAT gateways. STUN is one of the
	Server Retry Counts	3	NAT traversal techniques.
	SIP Server 2 🕜		You can configure NAT trave
	Server Host	Port 5060	of for this account.
	Transport	UDP - 🕜	You can click here to get
	Server Expires	3600 🥝	more guides.
	Server Retry Counts	3	
	Enable Outbound Proxy Server	Enabled 🔻 🕜	
	Outbound Proxy Server 1	10.1.8.11 Port 5060	0
	Outbound Proxy Server 2	Port 5060	0
	Proxy Falback Interval	3600	
	NAT	Disabled 👻 🕜	

- 2. Click on Advanced, and then select Shared Call Appearance from the pull-down list of Shared Line.
- 3. Enter the desired number in the Number of line key field.

This field appears only if Auto Linekeys is enabled.

	Status Account Network	d DSSKey Features	Settings Directory Security
tegister	Account	Account 1 🔹 🥎	NOTE
	Keep Alive Type	Default 🔹 🕜	
lasic	Keep Alive Interval(Seconds)	30 🕜	DTMF It is the signal sent from the I
odec	RPort	Disabled 🔹 💡	phone to the network, which generated when pressing the
dvanced	Subscribe Period(Seconds)	1800 🕜	phone's keypad during a call.
	BLF List Retrieve Call Parked Code		SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
		Shared Call Appearance 👻 🕜	Busy Lamp Field/BLF List Monitors a specific extension/
	Call Pull Feature Access Code	Disabled • 2	list of extensions for status changes on IP phones.
	Dialog Info Call Pickup BLA Number		
	Out Dialog BLF	Disabled • 2	Shared Call Appearance (SCA)/ Bridge Line
	VQ RTCP-XR Collector name	· · · · · · · · · · · · · · · · · · ·	Appearance (BLA)
	VQ RTCP-XR Collector name	0	It allows users to share a SIP line on several IP phones. Any
	VU KICP-XK Collector address	0	IP phone can be used to
	VQ RTCP-XR Collector port	5060 2	originate or receive calls on th shared line.

The default value is 1. In this example, the value is set to 2.

#### 4. Click **Confirm** to accept the change.

The phone A will automatically configure the line keys from the first unused DSS key, according to the configured number in the **Number of line key** field.

To configure the shared line settings and the number of line key on phone B via web user interface:

1. Register the alternate account 4603\_1.

alink   1486							Log O
	Status Ac	count	etwork DSSKey	Features	Settings	Directory	Security
gister	Account		Account 1	• ?		NOTE	
	Register Sta	itus	Registered			A	
asic	Line Active		Enabled	• 🕜			unt(s) for the IP
odec	Label		4603_1	0		phone.	
dvanced	Display Nam	e	4603_1	0		Server Redur It is often requ	
	Register Na	me	4603	0		deployments t continuity of p	o ensure hone service, fo
	User Name		4603_1	0			the server need
	Password		•••••	0		maintenance,	the server fails, between the
	SIP Server	1 🕜				phone and the	
	Server Host		pbx.yealnk.com	n Port 5	060 🕜	NAT Traversa	
	Transport		UDP	• 🕜		that establish a	n for techniques and maintain IP
	Server Expir	es	300	0		connections tr gateways. STL	aversing NAT JN is one of the
	Server Retry	Counts	3	0		NAT traversal t	techniques.
	SIP Server	2 🕜				You can confid	ure NAT traver
	Server Host			Port 0	0	for this account.	
	Transport		TLS	• 0			ick here to get
	Server Expires		3600	0		more guides.	
	Server Retry Counts	3	0				
	Enable Out	ound Proxy Serv	er Enabled	• 🕜			
	Outbound F	roxy Server 1	10.1.8.11	Port 5	060 🕜		
	Outbound F	roxy Server 2		Port 5	060 🕜		
	Proxy Falba	ck Interval	3600	0			
	NAT		Disabled	- 0			

(Enter the primary account 4603 in the Register Name field.)

- 2. Click on Advanced, and then select Shared Call Appearance from the pull-down list of Shared Line.
- 3. Enter the desired number in the **Number of line key** field.

This field appears only if **Auto Linekeys** feature is enabled. The default value is 1. In this example, the value is set to 2.

alink   1486	Status Account Network	DSSKey Featu	res Settings	Directory Securit
Register	Account	Account 1 -	0	NOTE
9	Keep Alive Type	Default 👻	0	
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the
Codec	RPort	Disabled 👻	0	phone to the network, whi generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a cal
	BLF List Retrieve Call Parked Code	:	0	Session Timer It allows a periodic refresh o SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
	Shared Line	Shared Call Appearance 🔻	0	Busy Lamp Field/BLF List
	Call Pull Feature Access Code		0	Monitors a specific extension list of extensions for status
	Dialog Info Call Pickup	Disabled 👻	0	changes on IP phones.
	BLA Number		0	Shared Call Appearance
	Out Dialog BLF	Disabled 👻	0	(SCA)/ Bridge Line
	VQ RTCP-XR Collector name		0	Appearance (BLA) It allows users to share a SI
	VQ RTCP-XR Collector address		0	line on several IP phones. A IP phone can be used to
	VQ RTCP-XR Collector port	5060	0	originate or receive calls on shared line.

4. Click Confirm to accept the change.

The phone B will automatically configure the line keys from the first unused DSS key, according to the configured number in the **Number of line key** field.

#### Configuring private hold soft key or private hold key

Public hold allows any shared line to retrieve the held call. Private hold only allows the hold party to retrieve the held call. For example, you can retrieve the held call on either phone A or phone B when you place a call on public hold; you can retrieve the held call only on phone A when you place a call on private hold on phone A. By default, the private hold soft key isn't displayed on the LCD screen. You need to configure either the private hold soft key or a private hold key before you place the call on private hold.

To configure the private hold soft key via web user interface:

- 1. Click on Settings->Softkey Layout.
- 2. Select Enabled from the pull-down list of Custom Softkey.
- 3. Select On Talk from the pull-down list of Call States.
- Select Private Hold from the Unselected Softkeys column and then click .
   The Private Hold appears in the Selected Softkeys column.

		Log Out
realink 148G	Status Account Network DSSKey Features Settings	Directory Security
Preference	Custom Softkey Enabled V Call States On Talk V	NOTE Softkey Layout
Call Display	Call States On Talk  Vinselected Softkeys (Ordered by position)	It is used to customize the soft keys at the bottom of the LCD screen to best meet users' requirements.
Upgrade Auto Provision	Mute Transfer Swap Hold New Call Conference Switch Account → End Call ↑	You configure the softkey layout using the softkey layout templates for different call states.
Configuration Dial Plan	Answer Private Hold I Reject Park - 1 Group Park RTP Status	You can click here to get more guides.
Voice		
Ring	Confirm Cancel Reset to default	

5. Click Confirm to accept the change.

To configure a private hold key via phone user interface:

- 1. Tap ->Features->DSS Keys.
- 2. Tap the desired DSS key.
- 3. Tap Key Event from the pull-down list.
- 4. Tap the gray box of the Key Type field.
- 5. Tap Private Hold from the pull-down list.

<u>@</u> 4603		DssKey 4		16:09 28 May 2015
	1. Type:	Key Event	•	
	2. Key Type:	Private Hold		
	3. Label:			
5	2aB	×		*
	IME	Delete	Save	

6. (Optional.) Enter a string that will appear on the LCD screen in the Label field.

7. Tap the Save soft key to accept the change or  $\oint$  to cancel.

## Configuring call pull feature

Call pull feature allows users to retrieve an existing call from another shared location that is in active or public hold status.

#### To configure the call pull feature access code via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- Enter the call pull feature access code (e.g., \*11) in the Call Pull Feature Access Code field.

ealink 1486				Log Ou
	Status Account Network	DSSKey Feature	s Settings	Directory Security
Register	Account	Account 1 👻	0	NOTE
	Keep Alive Type	Default 👻	0	
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the IP
Codec	RPort	Disabled 🔹	0	phone to the network, which generated when pressing the
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
		:		Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP
	BLF List Retrieve Call Parked Code		0	session is still active.
	Shared Line	Shared Call Appearance 💌	0	Busy Lamp Field/BLF List
	Call Pull Feature Access Code	*11	0	Monitors a specific extension/a list of extensions for status
	Dialog Info Call Pickup	Disabled 🔹	0	changes on IP phones.
	Distinctive Ring Tones	Enabled 🔹	0	
	Unregister When Reboot	Disabled -	0	Shared Call Appearance (SCA)/ Bridge Line
	Out Dialog BLF	Disabled -	0	Appearance (BLA) It allows users to share a SIP
	VQ RTCP-XR Collector name		0	line on several IP phones. Any IP phone can be used to
	VQ RTCP-XR Collector address		0	originate or receive calls on the shared line.
	VQ RTCP-XR Collector port	5060	0	
	Confirm	Cancel		Network Conference It allows multiple participants

4. Click Confirm to accept the change.

The phone will dial out "\*11" automatically when you tap the CallPull soft key.

## Using SCA Feature on the IP Phone

This section provides you with detailed information on using the SIP-T48G IP phone in a SCA Hybrid Key System scenario. In a SCA Hybrid Key System scenario, the status of the line key icon which associates with a shared line will change. For more information on line key icon indicators, refer to lcon Instructions on page 15.

You can do the following using the IP phone in a SCA Hybrid Key System scenario:

- Placing calls
- Answering calls
- Placing a call on hold
- Retrieving a held call
- Barging in an active call
- Call Pull

### **Placing Calls**

You can have one call or multiple calls on the shared line.

#### To place a call on the shared line:

Do one of following:

Enter the desired number using the keypad when the phone is idle.
 Press (or, ), (#see), or tap the Send soft key.

The phone will dial the entered number using the first line key.

Tap the line key when the phone is idle to enter the pre-dialing screen.
 Enter the desired number using the keypad and press or , # , or tap the Send soft key.

The phone will dial the entered number using the selected line key.

#### To place multiple calls on the shared line:

You can have more than one call on the shared line. To place a new call when there is an active call on the line key 1 of phone A, do one of the following on phone A:

- Press [ ( $\mathbb{A}_{\mathbf{k}})$  or tap the **Hold** soft key. The original call is placed on hold.

Tap the NewCall soft key to enter the pre-dialing screen.

Enter the desired number using the keypad.

Press  $(o_{K})$ ,  $[\#_{sevo}]$ , or tap the **Send** soft key.

Phone A will dial the entered number using the line key 2 automatically.

- Tap the line key. The original call is placed on hold.

Enter the desired number using the keypad.

Press  $(\mathbf{o}\mathbf{k})$  ,  $\mathbf{\#}_{\mathtt{seno}}$  , or tap the **Send** soft key.

Phone A will dial the entered number using the selected line key.

### **Answering Calls**

You can have one call or multiple calls on the shared line. Incoming calls will be distributed evenly among the available line keys.

#### To answer a call on the shared line:

When an incoming call arrives on the shared line, the phone A and phone B will ring simultaneously, and the icon indicators of the line key 1 on both phone A and phone B will become  $\mathfrak{P}$  and flash. You can answer the incoming call on either phone A or phone B but not both.

Do one of the following on phone A or phone B:

- Tap the line key 1, (••) or tap the **Answer** soft key on phone A.

The icon indicators of the line key 1 on phone A and phone B will become 2 and solid.

Tap the line key 1, 
 , 
 or tap the Answer soft key on phone B.
 The icon indicators of the line key 1 on phone A and phone B will become and solid.

#### To answer multiple calls on the shared line:

An incoming call arrives on the shared line when there is an active call on phone A's line key 1. The icon indicators of the line key 2 on both phone A and phone B will become and flash. You can answer the incoming call on either phone A or phone B. The touch screen of phone A displays the information of the incoming call (e.g., "Incoming call: 4604 Yealink").



# Note Make sure call waiting feature is enabled on phone A. For more information, refer to Call Waiting on page 146.

Do one of the following on phone A:

- Tap the line key 2. Phone B stops ringing.
- Tap the **Answer** soft key. Phone B stop ringing.
- Tap the incoming call item.

Press (or tap the **Answer** soft key. Phone B stop ringing.

The incoming call is answered and the original call is placed on hold. The icon indicators of the line key 1 on phone A and phone B will become  $\mathfrak{T}_{a}$  and solid indicating that there is the held call on the line key 1. The icon indicators of the line key 2 on phone A and phone B will become  $\mathfrak{T}_{a}$  and solid indicating that there is an active call on the line key 2.

You can also answer the call on phone B. Do one of the following on phone B:

- Tap the line key 2. Phone A stop ringing.
- Press (or) or tap the **Answer** soft key. Phone A stop ringing.

The icon indicators of the line key 2 on phone A and phone B will become  $\mathfrak{A}$  and solid indicating that there is an active call on the line key 2. Meanwhile, the icon indicators of the line key 1 phone A and phone B will become  $\mathfrak{B}$  and solid indicating that there is the held call on the line key 1.

**Note** If the number of incoming calls is greater than the configured line keys, the line keys will be used by sequence circulation.

## **Placing a Call on Hold**

#### To place a call on public hold:

1. Press or tap the **Hold** soft key on phone A when party A and party C are talking.

4603 Public Hold	Hold : 4604 Y	ealink		00 : 08	16 52 Fri May 0
<b>9</b> 4603			alink Hold		
					🔀 DSS Key
	C+C Transfer	<b>C</b> Resume	NewCall	EndCall	

The icon of line key 1 on phone A and phone B will become 😘 .

#### To place a call on private hold:

 Press the PriHold soft key or private hold key on phone A when there is an active call on the shared line (You may need to press the More soft key to see the PriHold soft key).



The icon of line key 1 on phone A will become 5 when the shared line call is placed on private hold.

The icon of line key 1 on phone B will become **1** when the shared line call is placed on private hold.

## **Retrieving a Held Call**

To retrieve a call placed on public hold:

You can retrieve the public held call on either phone A or phone B.

#### To retrieve the call on phone A:

1. Tap 🐔 , press ᠺ or tap the **Resume** soft key.

The conversation between phone A and phone C is retrieved.

#### To retrieve the call on phone B:

Do one of the following:

- Tap 🐔 .

- Long tap the desired line key. The **Cancel**, **CallPull**, **NewCall** and **Retrieve** soft keys appear on the touch screen.

<b>***</b> 4603_1		Share	d Calls		17:26 Fri May 08
	1. SCA Held	4604 Ye	ealink		
5	× Cancel	CallPull	NewCall	<b>C</b> Retrieve	₩

Tap the Retrieve soft key to retrieve the call.

The conversation is established between phone B and phone C, phone A disconnects the call. And the line key icon on phone A and phone B will become  $\underline{\mathfrak{P}}$ .

#### To retrieve a call placed on private hold:

The private held call can be only retrieved by the hold party (party A).

Do the following:

1. Tap 💁 , press 👞 or tap the **Resume** soft key on phone A.

The conversation between phone A and phone C is retrieved.

## **Barging In an Active Call**

To interrupt the active call on the shared line:

If phone A has only one active call, do the following:

1. Long tap the desired line key on phone B.

The **Cancel**, **CallPull**, **NewCall** and **Barge In** soft keys appear on the touch screen of phone B.

<b>***</b> 4603_1		Share	d Calls		17:25 Fri May 08
	1. SCA Active	4604 Ye	alink		
5	× Cancel	CallPull	NewCall	Barge In	<b>^</b>

2. Tap the Barge In soft key to interrupt the active call of phone A.

Party B will set up a conference call with the other parties in the active call.

- 3. Press , tap the Hold soft key or the EndCall soft key.
  - If any party in the conference call presses ( or taps the **Hold** soft key, two-way voice can be heard between the remaining parties.
  - If party A or party B taps the **EndCall** soft key, the remaining parties are still connected. If the other party (not the shared line party) taps the **EndCall** soft key, the conference call is ended.

You can also tap the line key with the solid red icon indicator on phone B to set up a conference call with the other parties in the active call.

If phone A has more than one call, do the following:

1. Long tap the desired line key on phone B.

The list of calls appears on the touch screen of phone B.

<b>1</b> 4603_1		Share	d Calls		17:30 Fri May 08
	1. SCA Held	4604 Ye	alink		
	2. SCA Active	4609 Ye	alink		
		•		$\sim$	
9	× Cancel	CallPull	NewCall	C Retrieve	

2. Tap the item to select the active call.

The **Cancel**, **CallPull**, **NewCall** and **Barge In** soft keys appear when the active call is highlighted.

<b>1</b> 4603_1		Share	d Calls		17:31 Fri May 08
	1. SCA Held	4604 Ye	alink		
	2. SCA Active	4609 Ye	alink		
			1		
Ą	× Cancel	CallPull	NewCall	Barge In	<b>A</b>

3. Tap the Barge In soft key to interrupt the active call of phone A.

Party B may hear a warning tone and then set up a conference call with the other parties of the active call.

- 4. Press , tap the Hold soft key or the EndCall soft key.
  - If any party in the conference call presses (, taps the **Hold** soft key, two-way voice can be heard between the remaining parties.
  - If party A or party B taps the **EndCall** soft key, the remaining parties are still connected. If the other party (not the shared line party) taps the **EndCall** soft

key, the conference call is ended.

## **Call Pull**

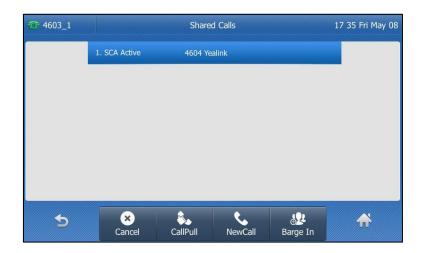
Call pull feature allows users to retrieve an existing call from another shared phone that is in active or hold status. For example, when there is a call between phone A and phone C, you can use call pull feature on phone B to retrieve this call from phone A. Then the call is established between phone B and phone C.

#### To retrieve a call from another shared phone:

If there is an active call between phone A and phone C, do the following:

1. Long tap the desired line key on phone B.

The **Cancel**, **CallPull**, **NewCall** and **Barge In** soft keys appear on the touch screen of phone B.



2. Tap the CallPull soft key.

The active call has been retrieved from the phone A successfully.

If there is a held call between phone A and phone C, do the following:

1. Long tap the desired line key on phone B.

The **Cancel**, **CallPull**, **NewCall** and **Retrieve** soft keys appear on the touch screen of phone B.

<b>***</b> 4603_1		Shared	i Calls		17 37 Fri May 08
	1. SCA Held	4604 Yea	alink		
5	×	<b>\$</b> .	٩.	C	
	Cancel	CallPull	NewCall	Retrieve	

2. Tap the CallPull soft key.

The held call has been retrieved from the phone A successfully.

## **Bridged Line Appearance (BLA)**

BLA allows users to share a SIP line on two or more IP phones. Users can monitor the specific extension (BLA number) for status changes on each IP phone. To use this feature, a BLA group should be pre-configured on the server and one of them is specified as a BLA number. BLA depends on support from a SIP server.

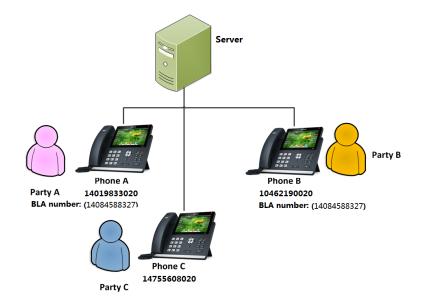
In the following figure, the first line is private and the second line is shared:



Any IP phone can be used to originate or receive calls on the bridged line. An incoming call to the BLA number can be presented to multiple phones in the group simultaneously. The incoming call can be answered on any IP phone of the group but not all.

## **Configuring BLA Feature on the IP Phone**

You can share a BLA number on two or more phones. For example, phone A registers the account 14019833020 and assigns BLA number, phone B registers the account 10462190020 and assigns BLA number, phone C registers the account 14755608020. Phone A and phone B share the BLA number 14084588327.



To register account and configure BLA feature on phone A via web user interface:

	Status Account Networ	k DSSKey Feat	tures Settings	Directory Security
tegister	Account	Account 1	• 0	NOTE
Basic	Register Status	Registered		Account Registration
Dasic	Line Active	Enabled	• 🕜	Registers account(s) for the IP
Codec	Label	14019833020	0	phone.
Advanced	Display Name	14019833020	0	Server Redundancy It is often required in VoIP
	Register Name	14019833020	0	deployments to ensure continuity of phone service, for
	User Name	14084588327	0	events where the server need to be taken offline for
	Password	•••••	0	maintenance, the server fails,
	SIP Server 1 🕜			the connection between the phone and the server fails.
	Server Host	sip.ringcentral.com	Port 5060	
	Transport	UDP	• 🕜	A general term for techniques that establish and maintain IP
	Server Expires	3600	0	connections traversing NAT gateways. STUN is one of the
	Server Retry Counts	3	0	NAT traversal techniques.
	SIP Server 2 🕜			You can configure NAT traver
	Server Host		Port 5060	for this second
	Transport	UDP	• 🕜	You can click here to get
	Server Expires	3600	0	more guides.
	Server Retry Counts	3	0	
	Enable Outbound Proxy Server	Enabled	• 🕜	
	Outbound Proxy Server 1	sip114.ringcentral.com	Port 5099	
	Outbound Proxy Server 2		Port 5060	
	Proxy Falback Interval	3600	0	
	NAT	Disabled	• 0	

1. Register the account 14019833020.

2. Click on Advanced, and then select Draft BLA from the pull-down list of Shared Line.

e <b>alink</b>   1486	Status Account Network	DSSKey Featu	ires Settings	Directory Securit	
Register	Account	Account 1 🔹	0	NOTE	
-	Keep Alive Type	Default 🗸	0		
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the	
Codec	RPort	Disabled 🗸	0	phone to the network, whi generated when pressing th	
Advanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call	
	BLF List Retrieve Call Parked Code	:	a	Session Timer It allows a periodic refresh o SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.	
	Shared Line	Draft BLA 🗸			
	Dialog Info Call Pickup			Busy Lamp Field/BLF List Monitors a specific extension	
	BLA Number	Disabled -		list of extensions for status	
	BLA Subscription Period	300	0	changes on IP phones.	
	SIP Send MAC	Disabled •	0	Shared Call Appearance (SCA)/ Bridge Line	
	Out Dialog BLF	Disabled 👻	0	Appearance (BLA) It allows users to share a SI	
	VQ RTCP-XR Collector name		0	line on several IP phones. A IP phone can be used to	
	VQ RTCP-XR Collector address		0	originate or receive calls on t shared line.	
	VQ RTCP-XR Collector port	5060	0	Sildred are.	

3. Enter the desired number in the **BLA Number** field.

4. Click **Confirm** to accept the change.

To register account and configure BLA feature on phone B via web user interface:

1. Register the account 10462190020.

link   1486	Status	Account	Network	DSSKey	Feature	5	Settings	Directory	Security
ter	Ассон	int		Account 1	×	?		NOTE	
	Regist	er Status		Registered					
	Line A	ctive		Enabled	•	0		Account Reg Registers acco	
с	Label			10462190020		0		phone.	
anced	Display	/ Name		10462190020		0		Server Redu It is often requ	
	Regist	er Name		10462190020		0		deployments t continuity of p	
	User N	lame		14084588327		0		events where to be taken of	the server ne
	Passw	ord		•••••		0		maintenance, the connectio	the server fails
	SIP S	erver 1 🕜						phone and the	
	Server	r Host		sip.ringcentral.co	m F	ort 50	60 🕜	NAT Traversa	
	Trans	port		UDP	•	0		A general term for technique that establish and maintain IF	
	Server	r Expires		3600		0		connections traversing NAT gateways. STUN is one of the	
	Server	r Retry Counts		3		0		NAT traversal	techniques.
	SIP S	erver 2 🕜						You can confi	gure NAT trav
	Server	r Host			F	Port 50	60 🕜	for this accour	nt.
	Transp	port		UDP	-	0		🚺 You can c	lick here to ge
	Server	Server Expires		3600		0		more guides.	
	Server Retry Counts			3		0			
	Enable	e Outbound Proxy	Server	Enabled	•	0			
	Outbo	ound Proxy Server	1	sip214.ringcentra	al.com F	Port 50	99 🕜		
	Outbo	ound Proxy Server	2		F	ort 50	60 🕜		
	Proxy	Falback Interval		3600		0			
	NAT			Disabled	-	0			

- 2. Click on Advanced, and then select Draft BLA from the pull-down list of Shared Line.
- 3. Enter the desired number in the **BLA Number** field.

ealink   1486			Log Ou	
	Status Account Network	DSSKey Features Settings	Directory	
Register	Account	Account 1 🔹 ?	NOTE	
Basic	Keep Alive Type	Default 🔻 🕜	DTMF	
Basic	Keep Alive Interval(Seconds)	30 🕜	It is the signal sent from the IP	
Codec	RPort	Disabled 🔹 🕐	phone to the network, which generated when pressing the 1	
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.	
		:	Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP	
	BLF List Retrieve Call Parked Code	<b>?</b>	session is still active.	
	Shared Line	Draft BLA 🔹 🕜	Busy Lamp Field/BLF List	
	Dialog Info Call Pickup	Disabled 🔹 🥐	Monitors a specific extension/a list of extensions for status	
	BLA Number	14084588327	changes on IP phones.	
	BLA Subscription Period	300 🕜		
	SIP Send MAC	Disabled 🔹 🕐	Shared Call Appearance (SCA)/ Bridge Line	
	Out Dialog BLF	Disabled 🗸 🕜	Appearance (BLA) It allows users to share a SIP	
	VQ RTCP-XR Collector name	0	line on several IP phones. Any IP phone can be used to	
	VQ RTCP-XR Collector address	0	originate or receive calls on the shared line.	
	VQ RTCP-XR Collector port	5060	analeu me.	
	Confirm	Cancel	Network Conference It allows multiple participants	

4. Click Confirm to accept the change.

## **Using BLA Feature on the IP Phone**

This section provides you with detailed information on using the SIP-T48G IP phone in a BLA scenario. In a BLA scenario, the status of the line key LED which associates with a bridged line will change. For more information on line key LED indicators, refer to lcon Instructions on page 15.

You can do the following using the IP phone in a BLA scenario:

- Placing calls
- Answering calls
- Place a call on hold
- Retrieving a held call

### **Placing Calls**

You can have one call or multiple calls on the bridged line.

#### To place a call on the bridged line:

Do one of following:

- Enter the desired number using the keypad when the phone is idle. Press (K),  $(\#_{SOO})$ , or tap the **Send** soft key.

The phone will dial the entered number.

Tap the line key when the phone is idle to enter the pre-dialing screen.

Enter the desired number using the keypad and press (M),  $(\#_{HDD})$ , or tap the **Send** soft key.

The phone will dial the entered number.

#### To place multiple calls on the bridged line:

You can have more than one call on the bridged line. To place a new call when there is an active call on phone A, do one of the following on the phone A:

- Press 🔣 or tap the **Hold** soft key. The original call is placed on hold.

Tap the **NewCall** soft key to enter the pre-dialing screen.

Enter the desired number using the keypad.

Press (ok),  $\#_{sevo}$ , or tap the **Send** soft key.

Phone A will dial the entered number.

- Tap the line key. The original call is placed on hold.

Enter the desired number using the keypad.

 $\operatorname{Press}\left(\operatorname{or}\right)$  ,  $\left[\!\!\!\!\begin{array}{c} {\rm I\hspace{-0.5mm}I} {\rm I\hspace{-0.5mm}I}_{\rm stend}}\!\!\!\!\!\!\right]$  , or tap the  ${\rm Send}$  soft key.

Phone A will dial the entered number.

### **Answering Calls**

When the phone C dials the BLA number "14084588327", an incoming call will arrive on the bridged line. The phone A and phone B ring simultaneously. You can answer the incoming call on either phone A or phone B but not both.

Do one of the following on phone A or phone B:

- Press  $(\infty)$  ,  $(\infty)$  or tap the **Answer** soft key on phone A.

Phone B stops ringing. The icon indicator of the line key on the phone A become and prompts "Talking". At the meanwhile, the icon indicator of the line key on the phone B become and prompts "Talking" indicating that there is an active call on the phone A.

- Press  $(\mathbf{o}\mathbf{K})$  ,  $\mathbf{v}\mathbf{w}$  or tap the **Answer** soft key on phone B.

Phone A stops ringing. The icon indicator of the line key on the phone B become and prompts "Talking". At the meanwhile, the icon indicator of the line key on the phone A become and prompts "Talking" indicating that there is an active call on the phone B.

### Placing a Call on Hold

#### To place a call on hold:

1. Press or tap the **Hold** soft key on phone A when party A and party C are talking.

The icon indicator of the line key on the phone A and phone B become  $\frac{2}{3}$  and prompt "Public Hold" when the bridged line call is placed on hold.

### **Retrieving a Held Call**

If there is a held call between phone A and phone C, you can retrieve a held call on either phone A or phone B.

#### To retrieve the held call on phone A:

Tap 3. press or tap the Resume soft key on the phone A.
 The conversation between phone A and phone C is retrieved.

#### To retrieve the held call on phone B:

1. Tap 强 on phone B.

The conversation is established between phone B and phone C, phone A disconnects the call.

## Messages

## Short Message Service (SMS)

You can send and receive text messages using the SIPT48G IP phone. New text messages can be indicated both acoustically and visually. When receiving a new text message, the phone will play a warning tone. The power indicator LED will slow flash red, and the touch screen will prompt receiving new text messages with the number of waiting messages (e.g., 1 New Text Message(s)) and an 🔛 icon.

#### Note

Note

When the phone receives a text message, the text message prompt window will pop up by default, if you want to disable the feature, contact your system administrator for more information.



You can store text messages in your phone's Inbox, Sentbox, Outbox or Draftbox. Each of the boxes can store up to 100 text messages. If the number of the text messages in one box is more than 100, the phone will directly delete the oldest text message in the box.

SMS is not available on all servers. Contact your system administrator for more information.

To read a text message:

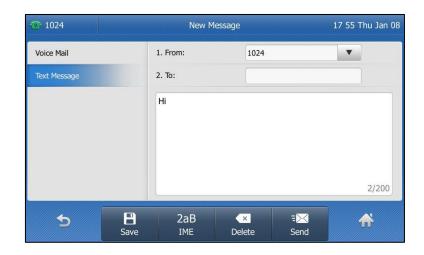
1. Tap 🕂 ->Message->Text Message->Inbox.

<u>7</u> 1024	Inbox	17 53 Thu Jan 08
Voice Mail	1009 Today 17:40	>
Text Message		
	A	
2	Delete All	

2. Tap the desired text message to read.

#### To send a text message:

- 1. Tap 🕂 ->Message->Text Message->New Message.
- 2. Compose the new text message. You can tap the IME soft key to change the input mode.



- 3. Tap the gray box of the From field.
- 4. Select the desired account from the pull-down list.
- 5. Enter the number you want to send the message to in the To field.
- 6. Tap the Send soft key to send message or 🕤 to cancel.

You can also tap the **Save** soft key to save the text message to the draftbox.

Note If the phone prompts receiving new text messages, you can also press the View soft key to read the new messages directly.

Sending a text message is configurable via web user interface at the path **Features**->**SMS**.

To reply a text message:

- 1. Tap 🕂 ->Message->Text Message->Inbox.
- 2. Select the desired message and press the Reply soft key.
- **3.** Compose the new text message. You can tap the **IME** soft key to change the input mode.

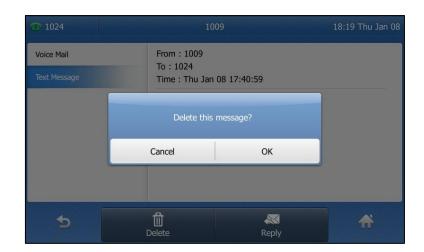
<u>7</u> 1024		Rep	oly		18 05 Thu Jan (
Voice Mail	1.	From:	1024		V
Text Message	2.	То:	1009		
	(				
					0/200
<b>•</b>		abc	×	EX	₩
	Save	IME	Delete	Send	

- 4. Tap the Send soft key after completing the content.
- 5. Check the From and To fields, and then tap the Send soft key.

To delete a text message:

- 1. Tap 💾 ->Message->Text Message->Inbox (Sentbox, Outbox or Draftbox).
- 2. Tap the desired message and then tap the Delete soft key.

<b>1024</b>	10	09	18 18 Thu Jan 08
Voice Mail Text Message	From : 1009 To : 1024 Time : Thu Jan	08 17:40:59	
	Hi		
Ð	Delete	Reply	☆



The touch screen prompts "Delete this message?".

Tap the OK soft key to delete this message or the Cancel soft key to cancel.
 You can also delete all text messages by tapping the Delete All soft key. For more information, refer to the above steps.

Note

You can also delete a specific message after retrieving by tapping the **Delete** soft key.

## **Voice Mail**

You can leave voice mails for someone else using the SIP-T48G IP phone. You can also listen to the voice mails that are stored in a voice mailbox. When receiving a new voice mail, the phone will play a warning tone, and the power indicator LED will slow flash red. The touch screen will prompt that the phone receives a new voice mail with the number of waiting voice mails (e.g., New Voice Mail(90)) and the and icon.



If the voice mail pop-up message box disappears, it won't pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

**Note** Voice Mail is not available on all servers. You can configure the phone not to display the pop-up prompt, contact your system administrator for more information.

The or icon on the status bar has a counter indicating the number of messages you haven't heard yet.

#### To leave a voice mail:

You can leave a voice mail for someone else when he/she is busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

#### To configure voice mail access codes via phone user interface:

- 1. Tap -> Message-> Set Voice Mail.
- 2. Enter the voice mail access code (e.g., \*88) in the desired account field.

You can tap the IME soft key to select the proper input mode.

· 101	Set Voice Mail	08:37 Tue Jan 13
Voice Mail	1. Account1 Code:	*88
Text Message	2. Account2 Code:	
	3. Account3 Code:	
	4. Account4 Code:	1/3
	5. Account5 Code:	
	6. Account6 Code:	•
	7. Account7 Code:	
5	123 × IME Delete	B Save

3. Tap the Save soft key to accept the change or 🕤 to cancel.

Note Voice mail access codes must be predefined on the system server. Contact your system administrator for the more information.

#### To listen to voice mails:

- 1. When the touch screen prompts that the phone receives a new voice mail, you can press or taps the **Connect** soft key to dial out the voice mail access code.
- 2. Follow the voice prompt to listen to your voice mails.

You can tap the *constant* icon when the phone is idle to open the dialog box, and then tap the **Connect** soft key.

Note Before listening to voice mails, ensure that the voice mail access code has been configured.

#### To view the voice mail via phone user interface:

1. Tap 🕂 ->Message->View Voice Mail.

The touch screen displays the amount of new and old voice mails.

Voice Mail	1. 109	90 new 6 old Mail	>	
Text Message	2. 1026	0 new 0 old Mail	>	
	3. Account3	Unregistered	>	
	4. Account4	Unregistered	>	1,
	5. Account5	Unregistered	>	
	6. Account6	Unregistered	>	
	7. Account7	Unregistered	>	
<b>4</b>				

You can tap the account to listen to voice mails.

## Message Waiting Indicator (MWI)

The SIP-T48G IP phone supports MWI when receiving a new voice message. If someone leaves you a voice mail, you will receive a message waiting indicator. MWI will be indicated in three ways: a warning tone, an indicator message (including a voice mail icon) on the touch screen, and the power indicator LED slow flashes red. This will be cleared when you retrieve all voice mails or delete them.

The MWI service is unsolicited for some servers, so the SIP-T48G IP phone only handles the MWI messages sent from the server. But for other servers, the MWI service is solicited, so the SIP-T48G IP phone must enable subscription for MWI.

Note MWI service is not available on all servers. Contact your system administrator for more information.

The MWI subscription parameters you need to know:

Options	Description	
Subscribe for MWI	Enable or disable a subscription for MWI service.	
MWI Subscription Period	Period of MWI subscription. The IP phone sends a refresh SUBSCRIBE request before initial subscription expires.	
Subscribe MWI To Voice Mail	Enable or disable a subscription to the voice mail number for MWI service. To use this feature, you should also configure the voice mail number.	

Note

The phone will send SUBSCRIBE messages for MWI service to the account or the voice number MWI service depending on the server. Contact your system administrator for more information.

#### To configure subscribe for MWI via web user interface

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Select Enabled from the pull-down list of Subscribe for MWI.
- 4. Enter the period time in the MWI Subscription Period(Seconds) field.

Yealink 1486			Log Out
	Status Account Network	DSSKey Features Settings	Directory Security
Register	Account	Account 1 🔹 💡	NOTE
Basic	Keep Alive Type Keep Alive Interval(Seconds)	Default	DTMF It is the signal sent from the IP
Codec	RPort	Disabled 🔻 🕐	phone to the network, which is generated when pressing the IP
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.
	DTMF Type DTMF Info Type	RFC2833         ▼         ?           DTMF-Relay         ▼         ?	Session Timer It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active. Busy Lamp Field/BLF List
	DTMF Payload Type(96~127) Retransmission	101 (? Disabled • (?	
	Subscribe Register	Disabled	
	Subscribe for MWI MWI Subscription Period(Seconds)	Enabled • (?) 3600 (?)	Monitors a specific extension/a list of extensions for status changes on IP phones.
	Subscribe MWI To Voice Mail	Disabled 👻 🕜	
	Voice Mail	0	Shared Call Appearance (SCA)/ Bridge Line
	Voice Mail Display	Enabled 🔻 ?	Appearance (BLA) It allows users to share a SIP
	Caller ID Source	FROM 🔻 🕜	line on several IP phones. Any IP phone can be used to
	Session Timer	Disabled 🔻 🕜	originate or receive calls on the shared line.
	Session Expires(30~7200s)	1800	shared mite.
	Session Refresher	UAC 🗸 🖉	Network Conference
	Send user=phone	Disabled 👻 🕜	It allows multiple participants (more than three) to join in a
	RTP Encryption(SRTP)	Disabled 🔻 🕜	call.

5. Click **Confirm** to accept the change.

The IP phone will subscribe to the account number for MWI service by default.

#### To enable subscribe MWI to voice mail via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.
- 3. Select Enabled from the pull-down list of Subscribe for MWI.
- 4. Select Enabled from the pull-down list of Subscribe MWI To Voice Mail.
- 5. Enter the desired voice mail number in the Voice Mail field.

Yealink   1486			Log Out
	Status Account Networ	k DSSKey Features	Settings Directory Security
Register	Account	Account 1 🔹 🥎	NOTE
Basic	Keep Alive Type Keep Alive Interval(Seconds)	Default	DTMF It is the signal sent from the IP
Codec	RPort	Disabled 🔹 🕜	phone to the network, which is generated when pressing the IP
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.
	DTMF Type DTMF Info Type	RFC2833 • ? DTMF-Relay • ?	Session Timer It allows a periodic refresh of
	DTMF Payload Type(96~127)	101	SIP sessions through a re-INVITE request, to determine whether a SIP
	Retransmission Subscribe Register	Disabled • ?	session is still active.
	Subscribe for MWI	Enabled 👻 🕜	Busy Lamp Field/BLF List Monitors a specific extension/a
	MWI Subscription Period(Seconds)	3600 🕜	list of extensions for status changes on IP phones.
	Subscribe MWI To Voice Mail Voice Mail	Enabled • ?	Shared Call Appearance
	Voice Mail Display	Enabled V	(SCA)/ Bridge Line Appearance (BLA) It allows users to share a SIP
	Caller ID Source	FROM 👻 💡	line on several IP phones. Any IP phone can be used to
	Session Timer	Disabled 🔹 🕜	originate or receive calls on the shared line.
	Session Expires(30~7200s)	1800	
	Session Refresher Send user=phone	UAC	Network Conference It allows multiple participants (more than three) to join in a
	RTP Encryption(SRTP)	Disabled 🔹 💡	call.

#### 6. Click Confirm to accept the change.

The IP phone will subscribe to the voice mail number for MWI service using Subscribe MWI to Voice Mail.

Note MWI subscription is configurable via web user interface only.

# Troubleshooting

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your SIP-T48G IP phone.

If you require additional information or assistance with your new phone, contact your system administrator.

#### Why is the touch screen blank?

- Ensure that the phone is properly plugged into a functional AC outlet.
- Ensure that the output of the power adapter is 5V/2A.
- Ensure that the phone is plugged into a socket controlled by a switch that is on.
- If the phone is plugged into a power strip, try to plug it directly into a wall outlet instead.
- If the phone is powered from PoE, ensure that you use a PoE-compliant switch or hub.

#### Why does the phone display "Network unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

#### Why doesn't the phone display time and date correctly?

Check if you have configured the phone to obtain the time and date from the SNTP server automatically. If the phone fails to connect to the SNTP server, contact your system administrator for more information. You can also configure the time and date manually. For more information, refer to Time & Date on page 45.

#### How can I find the basic information of the IP phone?

Press the OK key when the IP phone is idle to check the basic information of the IP phone, such as IP address and firmware version. For more basic information, refer to Phone Status on page 35.

#### How to obtain the MAC address of a phone when the phone is not powered on?

Three ways to obtain the MAC address of a phone:

- You can ask your supplier for the shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address on the label of carton box.

• You can also find the MAC address from the phone's bar code on the back of the phone.

#### Why can't I get a dial tone?

- Check for any loose connections and that the phone has been installed properly. For the installation instructions, refer to Phone Installation on page 28.
- Switch between the Handset, Headset (if present) or Hands-Free Speakerphone to check whether the dial tone is present for one of the audio modes.

If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

#### Why doesn't the phone ring?

Check the ringer volume on the phone. To adjust the ringer volume setting, press the Volume key when the phone is on-hook and idle. For more information, refer to Volume on page 52.

#### Why can't I receive calls?

- Check the SIP registration with your system administrator.
- Check that the DND (Do Not Disturb) mode is deactivated on your phone. Refer to Do Not Disturb (DND) on page 130.
- Check that call forward is disabled on the phone. Refer to Call Forward on page 135.
- Check whether the caller number is stored in the blacklist directory. Refer to Blacklist on page 74.

#### Why does my handset not work?

Check that the handset cord is fully connected to both the handset jack on the phone and handset. Refer to Phone Installation on page 28.

#### Why does my headset not work?

- Check that the headset cord is properly connected to the headset jack on the phone. Refer to Phone Installation on page 28.
- Check that the headset mode is activated. Refer to Headset Use on page 83.
- Check that the headset volume is adjusted to an appropriate level. Refer to Volume on page 52.

#### What is the difference between user name, register name and display name?

Both user name and register name are defined by the server. A user name is used to identify the account while a register name matched with a password is used for

authentication if required by the server. Display name is the caller ID that will be displayed on the called party's touch screen. Server configuration may override the local configuration.

#### Why does the phone play a tone when there is a call on hold? How to disable it?

When there is a call on hold, the phone will play a hold tone every 30 seconds. Call hold tone is enabled by default. Call hold tone and the interval of playing a hold tone are configurable via web user interface only.

#### To configure call hold tone and call hold tone delay via web user interface:

- 1. Click on Features->General Information.
- 2. Select the desired value from the pull-down list of Play Hold Tone.
- 3. Enter the desired time in the Play Hold Tone Delay field.

			_	Log Out
Yealink 17486	Status Account Network	DSSKey	es Settings	Directory Security
Forward&DND General Information Audio Intercom Transfer	General Information ? Call Waiting Call Waiting On Code Call Waiting Off Code Auto Redial	Enabled	0 0 0	NOTE Call Waiting It allows IP phones to receive a new incoming call when there is already an active call. Auto Redial It allows IP phones to automatically redial a busy number after the first attempt.
Call Pickup Remote Control	Play Local DTMF Tone DTMF Repetition	Enabled •	0	Key As Send Assigns "#" or "*" as the send key. Hotline IP phone will automatically dial
Phone Lock ACD SMS	Multicast Codec Play Hold Tone Play Hold Tone Delay	G722   Enabled   30	0	out the hotline number, when lifting the handset, pressing the speakerphone key or the line key. Call Completion
Action URL Bluetooth	Allow Mute Dual-Headset Auto-Answer Delay(1~4s)	Enabled	0	It allows users to monitor the busy party and establish a call when the busy party becomes available to receive a call.
Power LED Notification Popups	Display Method on Dialing Auto Linekeys	User Name	0	You can click here to get more guides.
	Confirm	Cancel		

4. Click Confirm to accept the change.

#### Why does the wallpaper has bad display?

Do one of the following:

- Check that the custom image is clear.
- Check that the file format of the custom image for the wallpaper is \*.jpg, \*.png or \*.bmp.
- Check that the custom image is neither too large nor too small. The phone will
  adjust the image to be able to display it.
- Check the picture resolution of the wallpaper. The wallpaper resolution of the SIP-T48G IP phone is 800\*480 pixels.

#### How to change the user password?

To change the user password via web user interface:

- 1. Click on Security->Password.
- 2. Select user from the pull-down list of User Type.
- 3. Enter the new user password in the New Password field and Confirm Password field.

Yealink 1486						Log Out
	Status	Account Network	DSSKey	Features	Settings	Directory Security
Password		User Type	user	• 🕜		NOTE
Trusted Certificates		Old Password	•••••	0		User Password/ Administrator Password
Server Certificates		Confirm Password	•••••	0		When logging into the web user interface, you need to enter the user name and password.
		Confirm		Cancel		You can change the user/ administrator password for security reasons.
						You can click here to get more guides.

4. Click Confirm to accept the change.

You can also contact your system administrator for help.

**Note** If you are logging into the web user interface of the phone with user credentials, you need to enter the current user password in the **Old Password** field.

User password is configurable via web user interface only.

#### How to make a call using SRTP?

You can enable SRTP to encrypt the audio stream(s) of phone calls. The parties participating in the call should enable SRTP on a per-line basis.

#### To enable SRTP on a per-line basis via web user interface:

- 1. Click on Account->Advanced.
- 2. Select the desired account from the pull-down list of Account.

 Select the desired value (Optional or Compulsory) from the pull-down list of RTP Encryption(SRTP).

alink   1486	Status Account Network	DSSKey Features	Settings Directory Security
	Account	Account 1	NOTE
Register	Keep Alive Type	Default 🗸 🥥	NOTE
Basic	Keep Alive Interval(Seconds)	30	DTMF It is the signal sent from the
odec	RPort	Disabled -	phone to the network, which
	Subscribe Period(Seconds)		generated when pressing the phone's keypad during a call.
dvanced	. ,		
	DTMF Type	RFC2833 • ?	Session Timer It allows a periodic refresh of
	DTMF Info Type	DTMF-Relay 🔹 🕜	SIP sessions through a
	DTMF Payload Type(96~127)	101	re-INVITE request, to determine whether a SIP
	Retransmission	Disabled 🔻 🕜	session is still active.
	Subscribe Register	Disabled 🔹 🕐	
	Subscribe for MWI	Disabled 🔻 🕜	Busy Lamp Field/BLF List Monitors a specific extension/
	MWI Subscription Period(Seconds)	3600 🕜	list of extensions for status changes on IP phones.
	Subscribe MWI To Voice Mail	Disabled 🔹 🕜	
	Voice Mail	0	Shared Call Appearance (SCA)/ Bridge Line
	Voice Mail Display	Enabled 🔻 👩	Appearance (BLA)
	Caller ID Source	FROM V	It allows users to share a SIP line on several IP phones. An
	Session Timer	Disabled 🗸 🕜	IP phone can be used to originate or receive calls on t
	Session Expires(30~7200s)	1800	shared line.
	Session Refresher		
			Network Conference It allows multiple participants
	Send user=phone	Disabled 🔹 🕜	(more than three) to join in a call.
	RTP Encryption(SRTP)	Optional 👻 🕜	

4. Click **Confirm** to accept the change.

**Note** SRTP is not available on all servers. Contact your system administrator for more information.

SRTP is configurable via web user interface only.

### How to reboot the phone?

To reboot the phone via web user interface:

- 1. Click on Settings->Upgrade.
- 2. Click Reboot to reboot the IP phone.

ealink   1486	Status Account Network	DSSKey Features Setting	Log 0
	Status Account Network	DSSKey Features Setting	NOTE
Preference	Vercion		NOTE
Time & Date	Version 🕜		Reset to Factory Setting
	Firmware Version	35.80.0.50	Reset all the settings of the phone to default configuration
Call Display	Hardware Version	35.0.0.0.0.0	phone to default computation
Upgrade	Reset to Factory Setting	Reset to Factory Setting	Select and Upgrade Firmwar Select the up-to-date firmware
Auto Provision	Reboot	Reboot 🕜	version released by suppliers to upgrade.
	Select and Upgrade Firmware 🕜	Browse No file selected.	You can click here to get
Configuration		Upgrade	more guides.

Any reboot of the phone may take a few minutes.

#### How to export PCAP trace?

We may need you to provide a PCAP trace to help analyze your problem.

#### To export a PCAP trace via web user interface:

- 1. Click on Settings->Configuration.
- 2. Click Start to begin capturing signal traffic.
- **5.** Recreate the error to be documented in the trace.
- 4. Click Stop to stop the capture.
- 5. Click **Export** to open the file download window, and then save the file to your local system.

Yealink   1486			Log Out	
	Status Account Network	DSSKey Features Settings	Directory Security	
Preference	Export or Import Configuration	Browser No file selected.	NOTE	
Time & Date		Import Export	Configuration IP phones can provide feedback	
Call Display	Export CFG Configuration File	Local Configuration   Export	in a variety of forms such as log files, packets, status indicators	
Upgrade	Export the configuration rile		and so on, which can help an administrator more easily find the system problem and fix it.	
Auto Provision	Import CFG Configuration File	Browse <sup></sup> No file selected.	· Log Files	
Configuration		Local Configuration - Import	<ul> <li>Capturing Packets</li> <li>Configuration File (*.cfg/*.bin)</li> </ul>	
Dial Plan				
Voice	Pcap Feature	Start Stop Export ?	You can click here to get more guides.	
Ring	Export System Log	🖲 Local 🔘 Server 🔘 Ftp/Tftp Server 💡		
		Export		
Tones	System Log Level	3 🔹 🕜		
Softkey Layout				
TR069	Confirm	Cancel		

#### How to export system log?

We may need you to provide a system log to help analyze your problem.

To export the system log to a local PC via web user interface:

- 1. Click on Settings->Configuration.
- Select 6 from the pull-down list of System Log Level. The default system log level is 3.
- 3. Click **Confirm** to accept the change.
- 4. Mark the Local radio box in the Export System Log field.
- 5. Reproduce the issue.

6. Click **Export** to open the file download window, and then save the file to your local system.

	Status	Account	Network	DSSKey	Features	Settings	Directory	Security
Preference	B	kport or Import Co	nfiguration	Browse No f	le selected.	0	NOTE	
Time & Date				Import	Export		Configuration	
Call Display	Export CFG Configuration File			Local Configuration   Export			IP phones can provide feedback in a variety of forms such as log files, packets, status indicators and so on, which can help an administrator more easily find the system problem and fix it.	
Upgrade								
Auto Provision	Ir	nport CFG Configur	ation File	Browse No fi	le selected.	0	· Log Files	
Configuration				Local Configuratio	r 🔻 Import		Capturing Packer     Configuration Fi	
Dial Plan							(*.cfg/*.bin)	
Voice	P	cap Feature		Start	Stop Expo	t 🕜	You can click more guides.	here to get
Ring	E	xport System Log		Local O Serv	er 🔘 Ftp/Tftp Ser	ver 🕜		
Tones				Export				
TOHES		ystem Log Level		6	- 0			

You can also export the system log to a syslog server. Contact your system administrator for more information.

Note It is recommended to reset the syslog level to 3 after exporting the system syslog.

#### How to upgrade firmware?

To upgrade firmware via web user interface:

- 1. Click on Settings->Upgrade.
- 2. Click Browse to locate the required firmware from your local system.

ealink 11486		_	_	_		_	Log Out
	Status	Account	Network	DSSKey	Features	Settings	Directory
Preference	Versior						NOTE
Time & Date		ware Version		35.80.0.50			Reset to Factory Setting Reset all the settings of the
Call Display	Hard	dware Version		35.0.0.0.0.0.	0	phone to default configurations.	
Upgrade	Reset	to Factory Settin	g	Reset to Fa	actory Setting	0	Select and Upgrade Firmware Select the up-to-date firmware
Auto Provision	Reboo	t	38	Reboot	0		version released by suppliers to upgrade.
Configuration	Select	and Upgrade Firm	iware 🕜	Browse Upgrade	No file select	ed.	You can click here to get more guides.
Dial Plan	-						
Voice							
Ring							
Tones							
Softkey Layout							
TR069							
Voice Monitoring							
SIP							

3. Click Upgrade to upgrade the firmware.

The browser pops up the dialog box "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!".

4. Click OK to confirm upgrading.

#### How to reset the phone?

Reset the phone to factory configurations after you have tried all troubleshooting suggestions but do not solve the problem.

Three ways to reset the phone:

- Full Reset: All configurations and userdata on the phone will be reset.
- Config Reset: All configurations (e.g., account, call history) set on the phone will be reset.
- Userdata Reset: All custom data (e.g., ring tone) set on the phone will be reset.

Contact your system administrator before resetting the phone.

#### To reset the phone via phone user interface:

- 1. Tap 🕂 ->Advanced (default password: admin) ->Reset to Factory.
- 2. Tap the gray box of the Reset Option field.
- 3. Tap the desired reset option from the pull-down list.
- 4. Tap the **Reset** key.



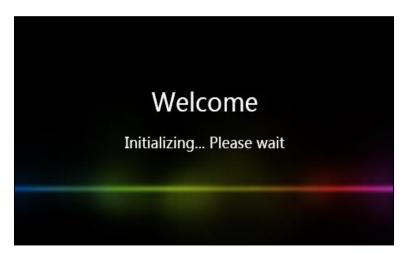
Tool
 Reset to Factory
 19:19 Fri Dec 12
 Reset to Factory
 I.Reset Option
 Full Reset
 Reset to factory setting?
 Cancel
 OK
 OK
 Cancel
 OK
 Canc

The touch screen prompts the following warning:

5. Tap the OK soft key.

The phone begins resetting.

After reset, the touch screen prompts "Welcome Initializing...Please wait".



The phone will be reset to factory settings sucessfully after startup.

Note Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

# **Regulatory Notices**

# **Service Agreements**

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

# **Limitations of Liability**

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELFAND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASERICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

# **Safety Instructions**

### Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.



### **General Requirements**

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstances liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should also be respected as well.



### **Environmental Requirements**

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dust.

- Place the device on a stable and level platform.
- Please do not place heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.



#### **Operating Requirements**

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use the accessories provided or authorized by the manufacturer.
- The power supply of the device must meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you have disconnected all other cables.

# $\wedge$

#### **Cleaning Requirements**

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

# **Appendix A - Time Zones**

Time Zone	Time Zone Name
-11	Samoa
-10	US-Hawaii-Aleutian, US-Alaska-Aleutian
-9:30	French Polynesia
-9	US-Alaska Time
-/	Canada(Vancouver,Whitehorse), Mexico(Tijuana,Mexicali),
-8	US-Pacific Time
_	Canada(Edmonton,Calgary), Mexico(Mazatlan,Chihuahua),
-7	US-MST no DST, US-Mountain Time
,	Canada-Manitoba(Winnipeg), Chile(Easter Islands),
-6	Mexico(Mexico City, Acapulco), US-Central Time
F	Bahamas(Nassau), Canada(Montreal,Ottawa,Quebec),
-5	Cuba(Havana), US-Eastern Time
-4:30	Venezuela(Caracas)
	Canada(Halifax,Saint John), Chile(Santiago),
-4	Paraguay(Asuncion), UK(Falkland Islands),
	UK-Bermuda(Bermuda), Trinidad&Tobago
-3:30	Canada-New Foundland(St.Johns)
	Argentina(Buenos Aires), Brazil(DST), Brazil(no DST),
-3	Denmark-Greenland(Nuuk)
-2:30	Newfoundland and Labrador
-2	Brazil(no DST)
-1	Portugal(Azores)
	Denmark-Faroe Islands(Torshavn), GMT, Greenland,
0	Ireland(Dublin), Morocco, Portugal(Lisboa,Porto,Funchal),
	Spain-Canary Islands(Las Palmas),UK(London)
	Albania(Tirane), Austria(Vienna), Belgium(Brussels),
	Caicos, Chad, Croatia(Zagreb), Czech Republic(Prague),
	Denmark(Kopenhagen), France(Paris), Germany(Berlin),
+1	Hungary(Budapest), Italy(Rome), Luxembourg(Luxembourg),
	Macedonia(Skopje), Namibia(Windhoek),
	Netherlands(Amsterdam), Spain(Madrid)
	Estonia(Tallinn), Finland(Helsinki), Gaza Strip(Gaza),
	Greece(Athens), Israel(Tel Aviv), Jordan(Amman), Latvia(Riga),
+2	Lebanon(Beirut), Moldova(Kishinev), Romania(Bucharest),
	Russia(Kaliningrad), Syria(Damascus), Turkey(Ankara),
	Ukraine(Kyiv, Odessa)
+3	East Africa Time, Iraq(Baghdad), Russia(Moscow)
+3:30	Iran(Teheran)
+4	Armenia(Yerevan), Azerbaijan(Baku), Georgia(Tbilisi),
	Kazakhstan(Aktau), Russia(Samara)
+4:30	Afghanistan(Kabul)
+5	Kazakhstan(Aqtobe), Kyrgyzstan(Bishkek),
	Pakistan(Islamabad), Russia(Chelyabinsk)
+5:30	India(Calcutta)
+5:45	Nepal(Katmandu)
+6	Kazakhstan(Astana, Almaty), Russia(Novosibirsk,Omsk)
+6:30	Myanmar(Naypyitaw)
+7	Russia(Krasnoyarsk), Thailand(Bangkok)
+8	Australia(Perth), China(Beijing), Russia(Irkutsk, Ulan-Ude),
±0	Singapore(Singapore)
+8:45	Eucla
+9	Japan(Tokyo), Korea(Seoul), Russia(Yakutsk,Chita)

Time Zone	Time Zone Name
+9:30	Australia(Adelaide), Australia(Darwin)
+10	Australia(Brisbane), Australia(Hobart),
+10	Australia(Sydney, Melboume, Canberra), Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11	New Caledonia(Noumea), Russia(Srednekolymsk Time)
+11:30	Norfolk Island
+12	New Zealand(Wellington,Auckland), Russia(Kamchatka Time)
+12:45	New Zealand(Chatham Islands)
+13	Tonga(Nukualofa)
+13:30	Chatham Islands
+14	Kiribati

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