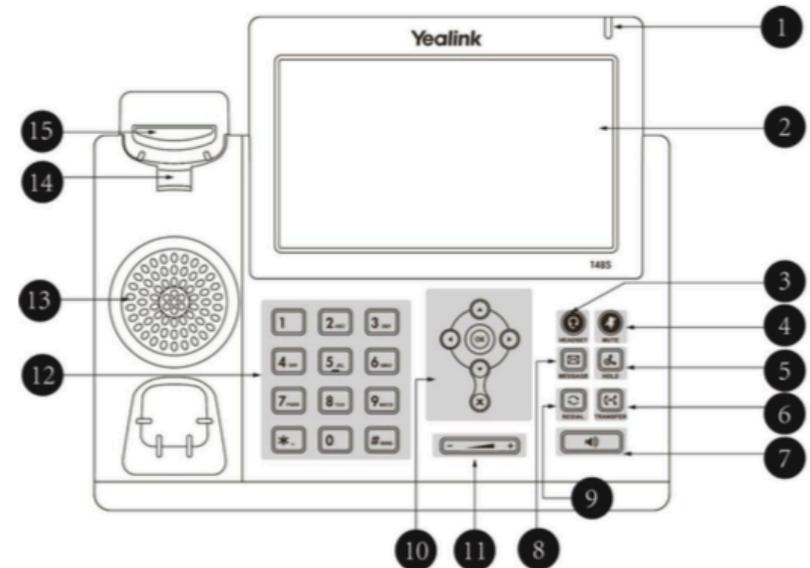
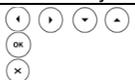


Yealink T48G

Quick Reference guide
February 2018



1	Power and Message waiting indicator.
2	Touch Screen Displays Soft Park Slots, Speed dials, call information and Common buttons
3	Headset Switches between Handset and Headset use.
4	Mute Mutes the microphone so the other party cannot hear you.
5	Hold Used to place a call on hold..
6	Transfer Used to transfer calls to another extn..
7	Speakerphone Key, Toggles hands free operation
8	Message Used to collect your messages.
9	Redial Keys Redials a previously dialed number.
10	 Menu navigation keys OK key Cancel key.
11	Volume Key Adjusts handset, headset, speaker and ringer volume.
12	Keypad Provides digits, letters and special characters in context-sensitive applications.
13	Speaker Used for hands free calls.
14	Handset Tab Used for wall mounted operation
15	Hook Switch Used for initiating and disconnecting calls.

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Changing your Greeting



Changing your daily Greeting



Changing your permanent Greeting



VoiceMail (cont)

Changing your Daily and Permanent Voicemail Greetings

If you have voicemail enabled you can record two voicemail greetings. The first is a daily greeting that you would normally update on a daily basis, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Press the Messages button.

Whilst listening to the first prompt press the * key you will hear a list of options.

Changing your daily Greeting

To change your daily greeting select option 2

You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new Daily Greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button.

You can also select 6 and then option 2 for a daily greeting

Changing your permanent Greeting

To change your permanent greeting select option 6 followed by option 3

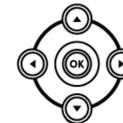
You will then be prompted to record your new Daily Greeting. Press hash (#) when finished.

Your new permanent greeting will be played back to you, if you are happy with your greeting, replace your handset, press the Speaker button or End Call button.

You can also select 6 and then option 2 for a daily greeting

For further details on the other voicemail features please Refer to your maintainer.

Making an Internal Call



Making an Internal Call

Dial the extension number via the alpha-numeric keypad.

Press **Send**, hash, OK key, or lift your handset to make the call.

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset or press the Speaker button
Dial the extension via the alpha-numeric keypad

OR

Dial the extension via the touch screen keyboard

OR

Press the Directory Icon.

Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

Find the user required using the Navigation Keys

Select the Person required and then using the touch screen select the person to call.

(Note: If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)

Making an External Call



Making an External Call

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press **Send**, hash, OK key, or lift your handset to make the call. The Call Status screen will display whom you are ringing and your details.

OR

Lift your handset or press the Speaker Key.

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

OR

Dial the extension via the touch screen keyboard

OR

Press the Directory Icon

Press the key on the keypad that displays the first letter of the User's name, keep entering the characters to refine the search then.

Find the user required using the Navigation Keys

Select the Person required and then using the touch screen select the person to call.

OR

Pressing the History button shows you called that have been.

Made – Received - Missed

Find the call required using the Navigation Keys and then using the touch screen select the person to call.

Leaving a Message for a Colleague



Accessing Your Own Messages



Voicemail

Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting.

Leave your message.

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Accessing Your Own Messages

The message waiting indicator on the T48G will flash to let you know that you have a new voicemail, you will also see a cassette icon appear on the main screen.

Press the Messages Key to listen to your messages, any new messages will be played automatically.

Whilst the message is playing you can use the keypad to do the following: -

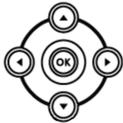
- Press 1 to play help
- Press 2 to skip forward 2 seconds
- Press 3 to delete the message
- Press 4 to play the previous message
- Press 5 to forward the message
- Press 6 to play the next message
- Press 7 to save the message
- Press 8 to skip backwards 2 seconds
- Press 9 to play the callers number
- Press * for configuration options
- Press 0 to return the call*

*Voicemail forwarding must be enabled for this to work, please see your reseller for details.

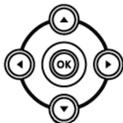
Redialing a Number



Local calls	60220	Monday 10:57
Missed Calls	38.10.11.75	Monday 17:05
Placed Calls	38.10.11.54	Monday 16:38
Received Calls	12825	Monday 16:24
Forwarded Calls	423424	Monday 16:17
	423424	Monday 16:17



To Delete a Call Entry



Delete the record?

Cancel OK



Redialing a Number and using call History

To redial a number, press the redial key or the history icon you will get a list of calls displayed on the main screen.

You can select the type of call you wish to see by selecting the call type from the left-hand menu.

Press Missed calls to see call made to you that you have missed

Press Placed calls to see a list of calls you have made

Press Received calls to see calls made to you that have been answered.

If there are many entries you can use the navigation keys to move round the list, once you have found the Person you wish to call, press the corresponding entry on the screen to make the call.

To Delete a Call Entry

Press the History button.

If there are many entries you can use the navigation keys to move round the list, once you have found the call you wish to remove.

Press the Information icon the right of the entry.

Then press the Delete Icon to remove the entry

you will then be prompted to confirm the deletion.

You can use the back arrow to return to the main screen.

Answering a Call



Ending a Call



Placing a Call on Hold



Announced Transfer



Answering a Call

The main screen will show the details of the caller, Lift the handset or press the Speaker, Answer or OK buttons to answer the call.

OR

If you do not wish to answer the call press the reject button and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

Ending a Call

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Placing a Call on Hold

Press the Hold Icon on the screen

To retrieve the call press the resume button on the screen

Transferring a Call

Announced Transfer

Place the call on hold touching the Transfer Icon.

Dial the internal or external number and wait for the call to be answered and then announce the intended transfer.

To transfer the original call, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or touch the Transfer button.

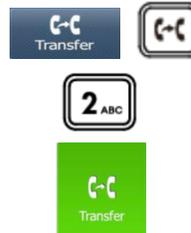
OR

To return to the original call, touch the Cancel icon and then the Resume icon, or wait for the destination to hang up and then touch the Resume icon.

Blind Transfer



Transfer to colleague's voicemail



Parking and Picking a Call



Transferring a Call (cont)

Blind Transfer (un-announced transfer)

Place the call on hold pressing the Transfer icon.

Dial the internal or external number.

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free) or touch the Transfer icon and replace the handset

Transferring a Call Directly to a Colleague's voicemail

Place the call on hold using the Transfer Icon

Dial the internal number prefixed with a # i.e. #200 if you wanted to transfer the call to ext 200's voicemail.

Press the Transfer icon to complete the transfer

Parking and Picking up a Call

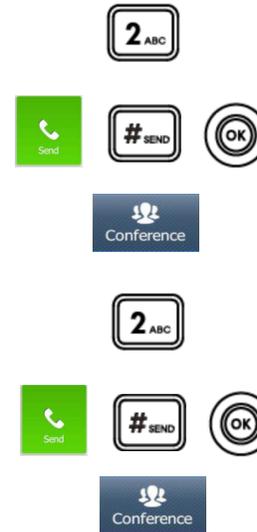
This facility allows a call to be held on the system and picked up by any extension.

Once on a call press one of 4 Park keys to park the call

The caller's details will be displayed against the relevant Park Slot and the led indicator will flash red showing that there is a parked call waiting to be picked up.

Identify the person you wish to pickup and touch the relevant park slot to pick up the call.

Conferencing a call



Conferencing a Call

You can create a 3 way conference by placing a call to a user.

Then touch the Conference button on the screen.

Enter the number of the second person you wish to conference in.

And then touch the Conference button again to join all parties.