Yealink
easy VoIP

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

**Version 80.60**
**Jun. 2015**

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

## Class B Digital Device or Peripheral

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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# 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

# Table of Contents


## About This Guide ..... v

In This Guide ..... v
Summary of Changes ..... v
Changes for Release 80, Guide Version 80.60 ..... v
Changes for Release 80, Guide Version 80.20 ..... vi
Changes for Release 73, Guide Version 73.40 ..... vi
Changes for Release 73, Guide Version 73.16 ..... vi
Changes for Release 72, Guide Version 72.10 ..... vii

## Table of Contents ..... ix

## Overview ..... 13

Hardware Component Instructions ..... 13
Icon Instructions ..... 15
LED Instructions ..... 20
User Interfaces ..... 20
Phone User Interface ..... 20
Web User Interface ..... 21
Documentations ..... 24

## Getting Started ..... 25

Packaging Contents ..... 25
Optional Accessories ..... 26
Phone Installation ..... 28
Phone Initialization ..... 30
Registration ..... 31
Touch Screen Display ..... 31
Navigating Menus and Fields ..... 33
Entering Data and Editing Fields ..... 34
Phone Status ..... 35
Basic Network Settings ..... 37

## Customizing Your Phone ..... 41

General Settings ..... 41
Wallpaper ..... 41

Backlight ..... 43
Contrast ..... 43
Language ..... 44
Time & Date ..... 45
Administrator Password ..... 48
Key as Send ..... 49
Phone Lock ..... 49
Audio Settings ..... 52
Volume ..... 52
Ring Tones ..... 53
Contact Management ..... 55
Directory ..... 55
Local Directory ..... 57
Blacklist ..... 74
Remote Phone Book ..... 76
Call History Management ..... 79
System Customizations ..... 83
Headset Use ..... 83
Bluetooth Headset ..... 85
DSS Keys ..... 93
Account Management ..... 104
Dial Plan ..... 107
Emergency Number ..... 113
Live Dialpad ..... 114
Hotline ..... 115

**Basic Call Features ..... 117**

Placing Calls ..... 118
Answering Calls ..... 120
Ending Calls ..... 122
Redialing Numbers ..... 122
Recent Call In Dialing ..... 122
Auto Answer ..... 124
Auto Redial ..... 125
Call Completion ..... 126
Recall ..... 128
Call Mute ..... 129
Call Hold/Resume ..... 130
Do Not Disturb (DND) ..... 130
Call Forward ..... 135
Call Transfer ..... 144
Call Waiting ..... 146
Conference ..... 147
Local Conference ..... 147

Network Conference ..... 148
Call Park ..... 150
Call Pickup ..... 151
Anonymous Call ..... 155
Anonymous Call Rejection ..... 156

Advanced Phone Features ..... 159

Busy Lamp Field (BLF) ..... 159
BLF List ..... 162
Call Recording ..... 163
Hot Desking ..... 166
Intercom ..... 168
Outgoing Intercom Calls ..... 168
Incoming Intercom Calls ..... 169
Using Intercom ..... 171
Multicast Paging ..... 171
Sending RTP Stream ..... 171
Receiving RTP Stream ..... 175
Using Multicast Paging ..... 177
Music on Hold ..... 178
Automatic Call Distribution (ACD) ..... 179
Shared Call Appearance (SCA) ..... 181
Configuring SCA Feature on the IP Phone ..... 182
Using SCA Feature on the IP Phone ..... 189
Bridged Line Appearance (BLA) ..... 198
Configuring BLA Feature on the IP Phone ..... 199
Using BLA Feature on the IP Phone ..... 202
Messages ..... 204
Short Message Service (SMS) ..... 204
Voice Mail ..... 207
Message Waiting Indicator (MWI) ..... 209

Troubleshooting ..... 213

Regulatory Notices ..... 223

Service Agreements ..... 223
Limitations of Liability ..... 223
Safety Instructions ..... 223

Appendix A - Time Zones ..... 225

Index ..... 227

# Overview

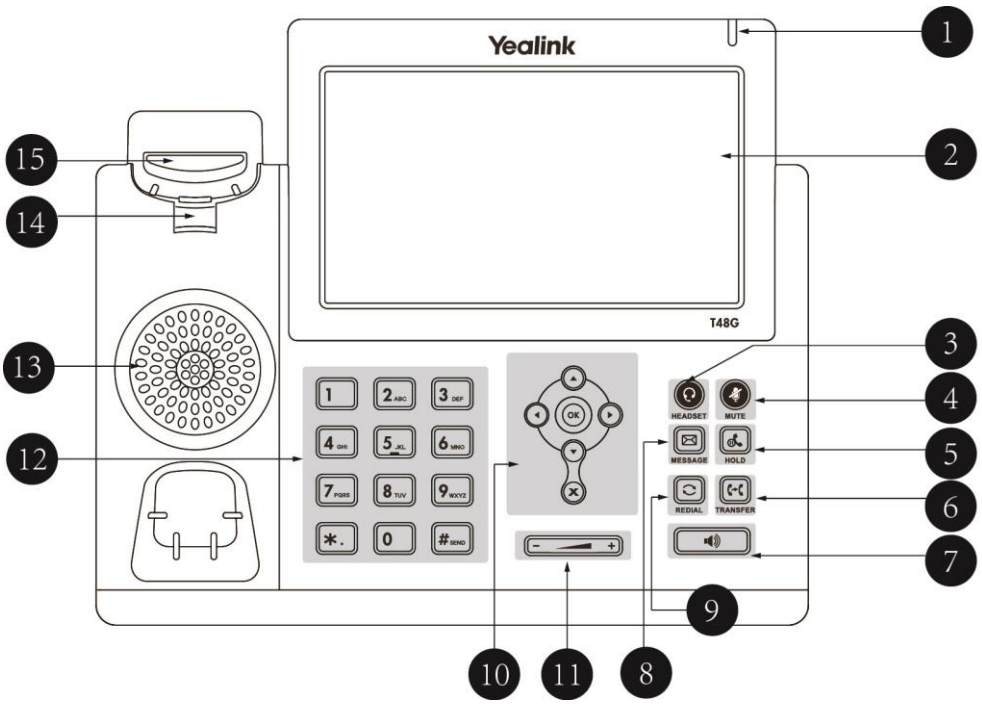
This chapter provides the overview of the SIP-T48G IP phone. Topics include:

- 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.



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

| | Item | 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.<br>Shows information about calls, messages, soft keys, time, date and other relevant data:<br>• Call information—caller ID, call duration<br>• Icons (for example, ⛔ )<br>• Missed call text or second incoming caller information<br>• Prompt text (for example, "Saving config file!")<br>• 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. |
| ⑦ | Speakerphone Key | Toggles the hands-free speakerphone mode. |
| ⑧ | MESSAGE Key | Accesses voice messages. |
| ⑨ | REDIAL Key | Redials a previously dialed number. |
| ⑩ | ◀ ▶ | Position the cursor within text you're updating.<br>Enable or disable fields. |
| | ▲ ▼ | Turn pages or scroll through values for a field.<br>Scroll through items.<br>Access to History and Directory respectively. |
| | OK | Confirms actions or answers incoming calls. |
| | ✕ | Cancels actions or rejects incoming calls. |
| ⑪ | 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 *Yealink Wall Mount Quick Installation Guide for Yealink IP Phones*. |
| 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. |

# Icon Instructions

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

| Icons | Description |
|---|---|
| | Network is unavailable |
| | The private line registers successfully |
| | Register failed |
| (Flashing) | Registering |
| | The shared/bridged line registers successfully |
| | Hands-free speakerphone mode |
| | Handset mode |
| | Headset mode |
| | Multi-lingual lowercase letters input mode |
| | Multi-lingual uppercase letters input mode |
| | Alphanumeric input mode |
| | Numeric input mode |
| | Multi-lingual uppercase and lowercase letters input mode |
| | Voice Mail |
| | Text Message |
| | Auto Answer |
| | Do Not Disturb |
| | Call Forward |
| | Call Hold |
| | Call Mute |

| Icons | Description |
|---|---|
| | Ringer volume is 0 |
| | Phone Lock |
| | Received Calls |
| | Placed Calls |
| | Missed Calls |
| | Forwarded Calls |
| | Recording box is full |
| | A call cannot be recorded |
| | Recording starts successfully |
| | Recording cannot be started |
| | Recording cannot be stopped |
| | 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:

| Icons | Description |
|---|---|
| | ACD |
| | The ACD status is available |
| | The ACD status is unavailable |
| | Log out the ACD system |
| | Voice Mail |

| Icons | Description |
|---|---|
| | Direct Pickup |
| | Group Pickup |
| | Call Park |
| | Park successfully |
| | Park failed |
| | Call Park idle state |
| | Call park ringing state |
| | Intercom |
| | DTMF<br>Prefix |
| | Local Group<br>XML Group |
| | XML Browser |
| | LDAP |
| | Conference |
| | Forward |
| | Transfer |
| | Hold |
| | DND |
| | ReCall |
| | SMS |
| | Record<br>URL Record |
| | Recording starts successfully(Record/URL Record) |

| Icons | Description |
|---|---|
| | Multicast Paging<br>Group Listening<br>Paging List |
| | Hot Desking |
| | Zero Touch |
| | URL |
| | Phone Lock |
| | Directory |
| | BLF<br>BLF List |
| | BLF/BLF List failed state |
| | BLF/BLF list ringing state |
| | BLF/BLF list hold state |
| | BLF/BLF list calling state |
| | 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.

| Icon | Description |
|---|---|
| | The shared line is idle. |
| <br>(for monitoring SCA phone) | The shared line is seized. |
| <br>(Flash) | The shared line receives an incoming call. |
| <br>(Flash) | The shared line is dialing. |

| Icon | Description |
| --- | --- |
| | The shared line is in conversation. |
| | The shared line conversation is placed on public hold. |
| <br>(for local SCA phone)<br> <br>(for monitoring SCA phone) | The shared line conversation is placed on private hold. |
| | The shared line conversation is barged in by the other shared line party. |
| | 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.

| Icon | Description |
| --- | --- |
| | The bridged line is idle. |
| <br>(for monitoring BLA phone) | The bridged line is seized. |
| <br>(Flash) | The bridged line receives an incoming call. |
| <br>(Flash) | The bridged line is dialing. |
| | The bridged line is in conversation. |
| | 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. |
| Off | The phone is powered off.<br>The phone is idle.<br>The phone is busy.<br>The call is placed on hold or is held.<br>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 | | |
| --Network | | |
| --Phone | | |
| --Accounts | | |
| **Basic Phone Settings** | | √ |
| --Wallpaper | √ | |
| --Backlight | √ | |
| --Contrast | √ | |
| --Language | √ | |
| --Time & Date | √ | |
| --Administrator Password | √ | |
| --Key as Send | √ | |
| --Phone Lock | √ | |
| --Ring Tones | √ | |
| --Contact Management | | |
| --Directory | × | |
| --Local Directory | √ | |
| --Blacklist | √ | |
| --Remote Phone Book | × | |
| --Call History Management | √ | |
| --DSS Keys | √ | |
| --Account Registration | √ | |
| --Dial Plan | × | |
| --Emergency Number | × | |
| --Live Dialpad | × | |
| --Hotline | √ | |
| **Basic Call Features** | | √ |
| --Recent Call In Dialing | × | |
| --Auto Answer | √ | |
| --Auto Redial | √ | |
| --Call Completion | √ | |
| --ReCall | √ | |
| --Do Not Disturb (DND) | √ | |
| --Call Forward | √ | |
| --Call Transfer | √ | |
| --Call Waiting | √ | |

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

**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<br>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:

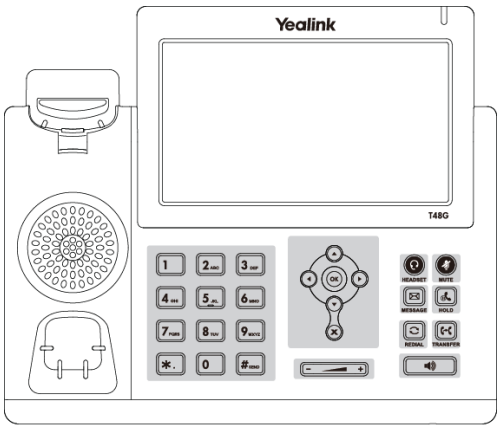
- Packaging Contents
- Phone Installation
- Phone Initialization
- Registration
- Touch Screen Display
- Navigating Menus and Fields
- Entering Data and Editing Fields
- Phone Status
- Basic Network Settings

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

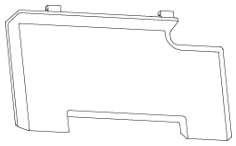
## Packaging Contents

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

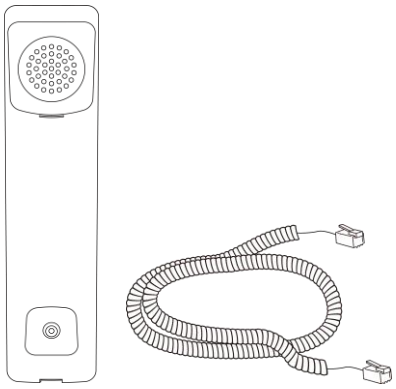
- **SIP-T48G IP Phone**



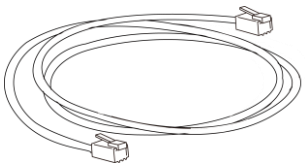
- **Phone Stand**



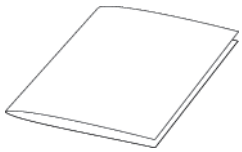
- **Handset & Handset Cord**



- **Ethernet Cable**



- **Quick Start Guide**

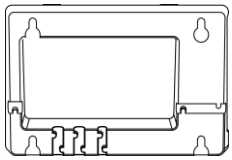


Check the list before installation. If you find anything missing, contact your system administrator.

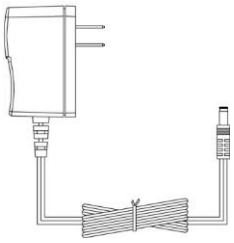
## Optional Accessories

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

- Wall Mount Bracket



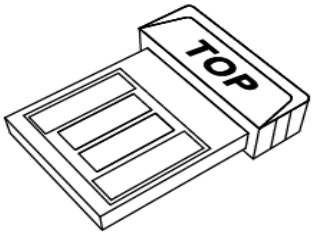
- Power Adapter



- Headset

- Wireless Headset Adapter EHS36

- Bluetooth USB Dongle BT40



# Phone Installation

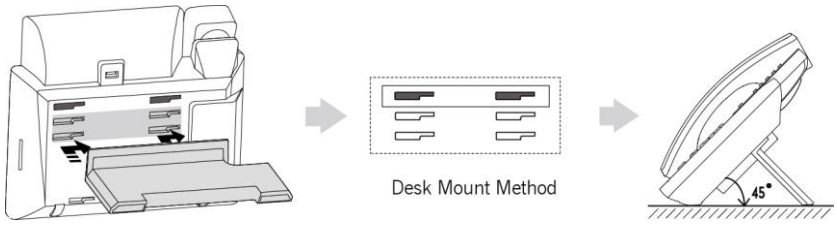
If your phone is already installed, proceed to Phone Initialization on page 30.

This section introduces how to install the phone:

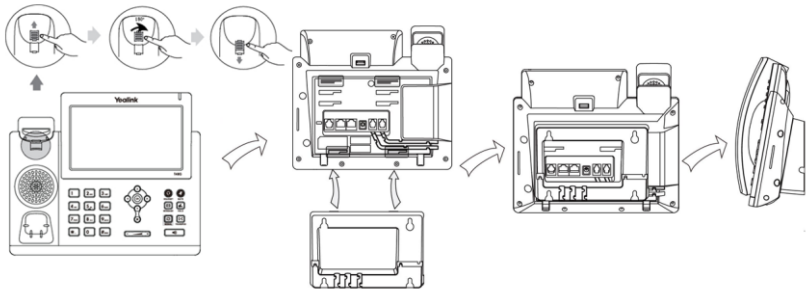
1) Attach the stand or the optional wall mount bracket
2) Connect the handset and optional headset
3) Connect the network and power

### 1) Attach the stand or the optional wall mount bracket

#### Desk Mount Method




#### Wall Mount Method (Optional)

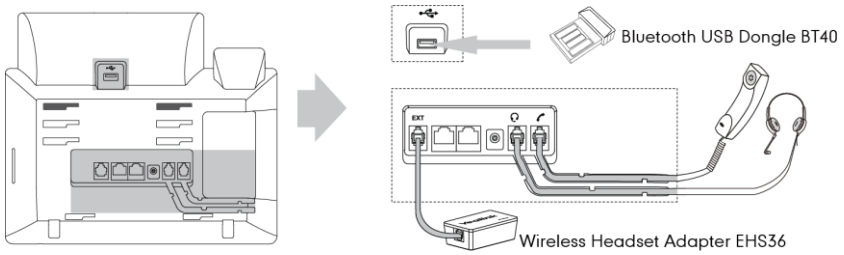


**Note**

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




**Note** The EXT port can also be used to connect an expansion module EXP40.
For more information on how to use the EHS36, EXP40 and Bluetooth USB Dongle BT40, refer to *Yealink EHS36 User Guide*, *Yealink EXP40 User Guide* and *Yealink Bluetooth USB Dongle BT40 User Guide*.

### 3) Connect the network and power

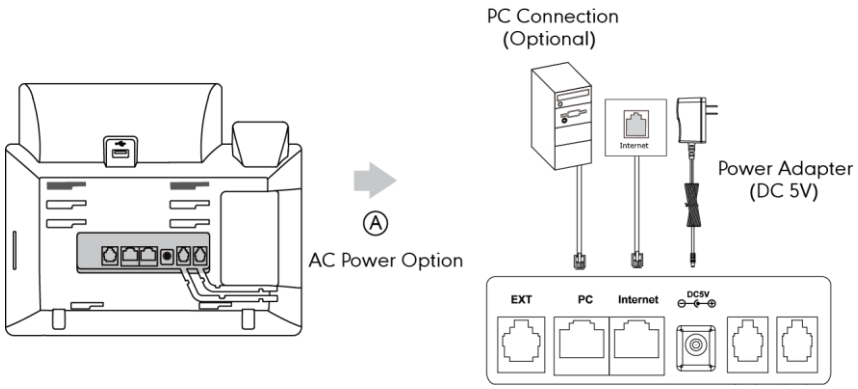
You have two options for power and network connections. Your system administrator will advise you which one to use.

- 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.

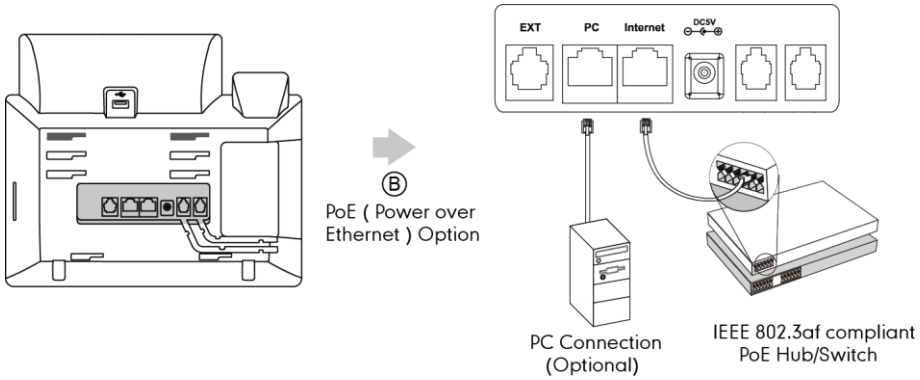


### Power over Ethernet

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.

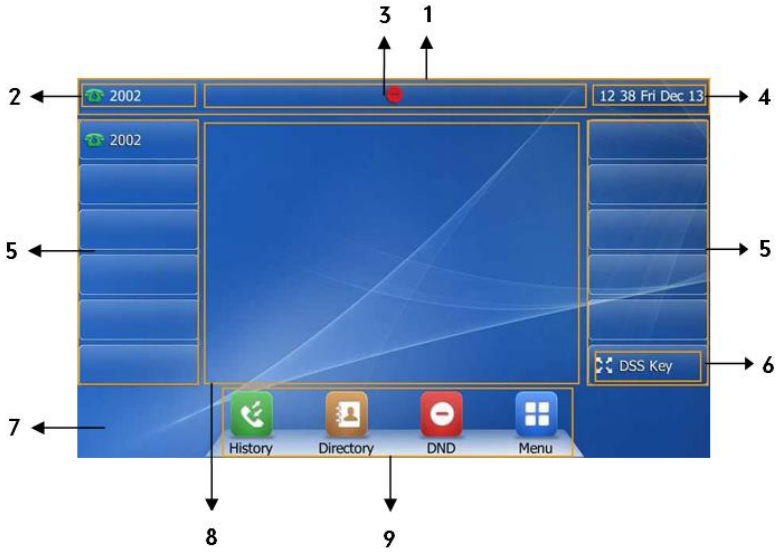
# Registration

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 the time and date. |
| 2 | Default Account | The label of the default account is displayed in the left of the status bar.<br>If multiple accounts are already registered, tap and select the desired default account. For more information, refer to the default account on page 106. |
| 3 | Icons | Icons are displayed in the middle of the status bar. |
| 4 | Time and Date | The phone's time and date are displayed in the 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. Various features can be assigned to line keys. Each line key can display the label and indicate the status of the assigned feature. |
| 6 | DSS Key | Provides a quick access to the line key screen. 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 | : tap this shortcut key to enter the History screen and view call history.<br> : tap this shortcut key to enter the Directory screen and view contacts.<br> : tap this shortcut key to toggle the DND mode or enter the custom DND configuration screen.<br> : tap this shortcut key to enter the main menu. |

### 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 | Menu Tree Area | Displays menu items.<br>Tap the desired menu item to enter the corresponding feature configuration screen. |
| 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. | Tap . |
| Return to the idle screen. | Tap . |
| Go back to the previous menu. | Tap or press . |
| Select an item. | Tap the item.<br>Scroll to the item by pressing or . |
| Scroll through items page by page. | Tap ▲ or ▼ .<br>(If you are in the call history, local directory, language configuration screen or ring tones configuration screen, you can also press or .) |
| Scroll through values for a field. | Tap the field's highlighted gray box. From the pull-down list, tap ▲ or ▼ to scroll through values page by page, or press or 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 . |

# 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.<br>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.<br>For example, if the input mode is **ABC**:<br>To enter "A", press 2 ABC once. |

| If you want to | Action |
| --- | --- |
| | To enter "B", press 2 twice quickly.<br>To enter "C", press 2 three times quickly. |
| Enter special characters. | Press the keypad key 0, #SEND or *. .<br>For 0 key:<br>If it is the uppercase (**ABC** soft key) or lowercase (**abc** soft key) input mode, it will provide the space character.<br>If it is the numeric (**123** soft key) or alphanumeric (**2aB** soft key) input mode, it will only provide the digit 0.<br>For #SEND key: it only provides the pound character (#).<br>For *. key:<br>If it is the uppercase (**ABC** soft key), lowercase (**abc** soft key) or alphanumeric (**2aB** soft key) input mode, it will provide the following special characters: . , ' ? ! \ - ( ) @ / : _ ; + & % = < > £ $ ¥ ¤ [ ] { } ~ ^ ¿ ¡ # \| § <br>If it is the numeric (**123** 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 **Delete** 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 **Delete** soft key. |

3. Press OK 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:

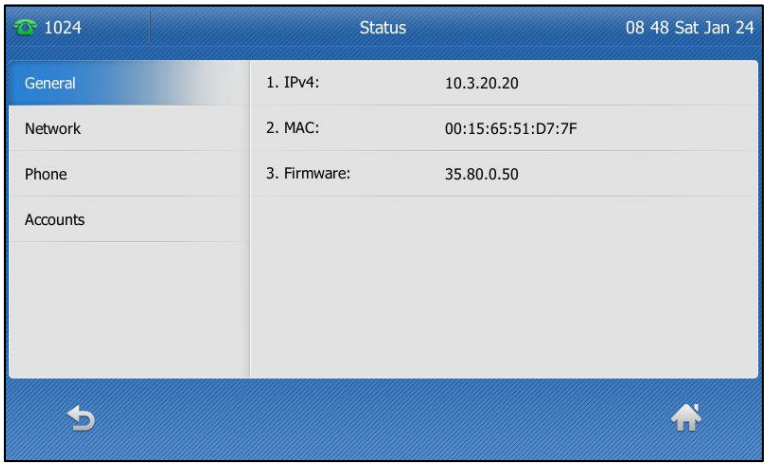
- General information (IP address, MAC address and firmware version)

- 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:**

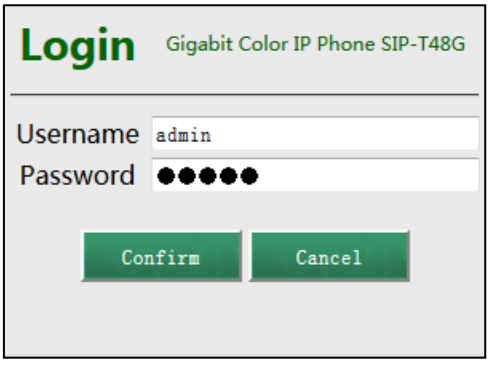
1. Press OK, or tap ->**Status**.




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

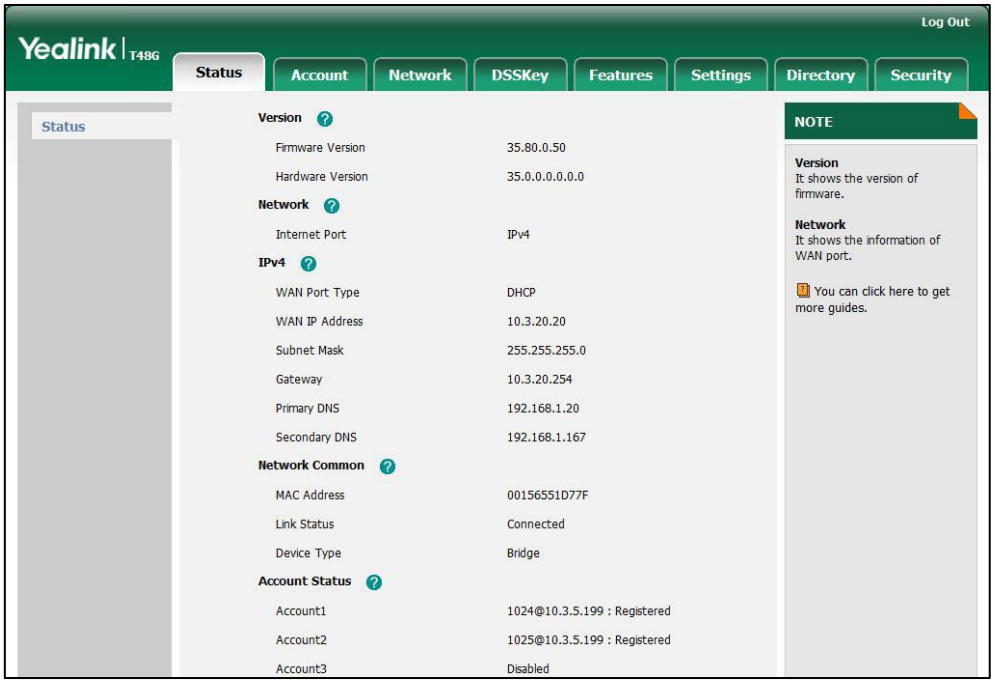
**To view the phone status via web user interface:**

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.



4. Click **Confirm** to login.

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

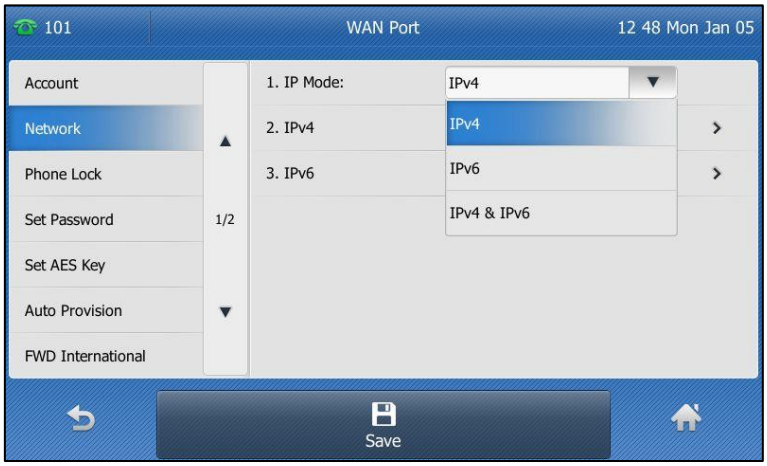



# Basic Network Settings

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:**

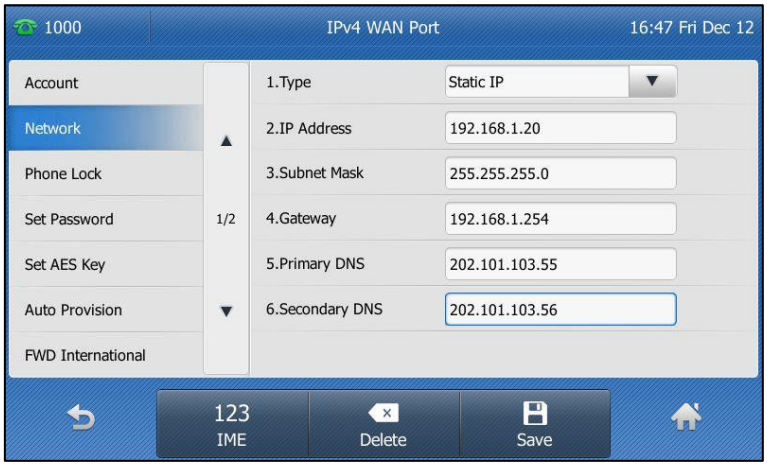
1. Tap -> **Advanced** (default password: admin) -> **Network** -> **WAN Port**.
2. Tap the gray box of the **IP Mode** field.
3. Tap the desired value (**IPv4**, **IPv6** or **IPv4 & IPv6**) from the pull-down list.



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

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

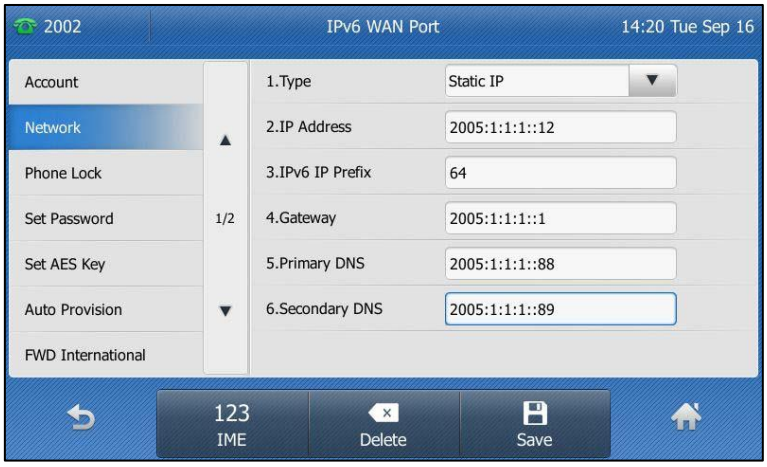
1. Tap ->**Advanced** (default password: admin) ->**Network**->**WAN Port**->**IPv4**.
2. Tap the gray box of the **Type** field.
3. Tap **Static IP** from the pull-down list.
4. Enter the desired value in the **IP Address**, **Subnet Mask**, **Gateway**, **Primary DNS** and **Secondary DNS** fields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




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.

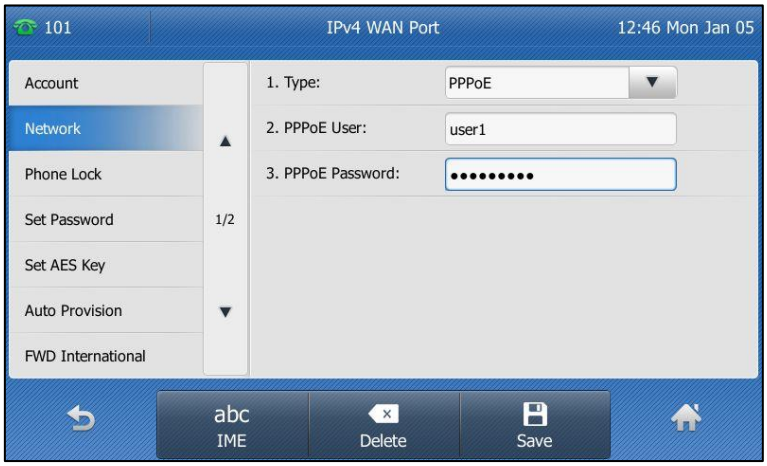



5. Tap the **Save** soft key to accept the change or to cancel.

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.




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**.

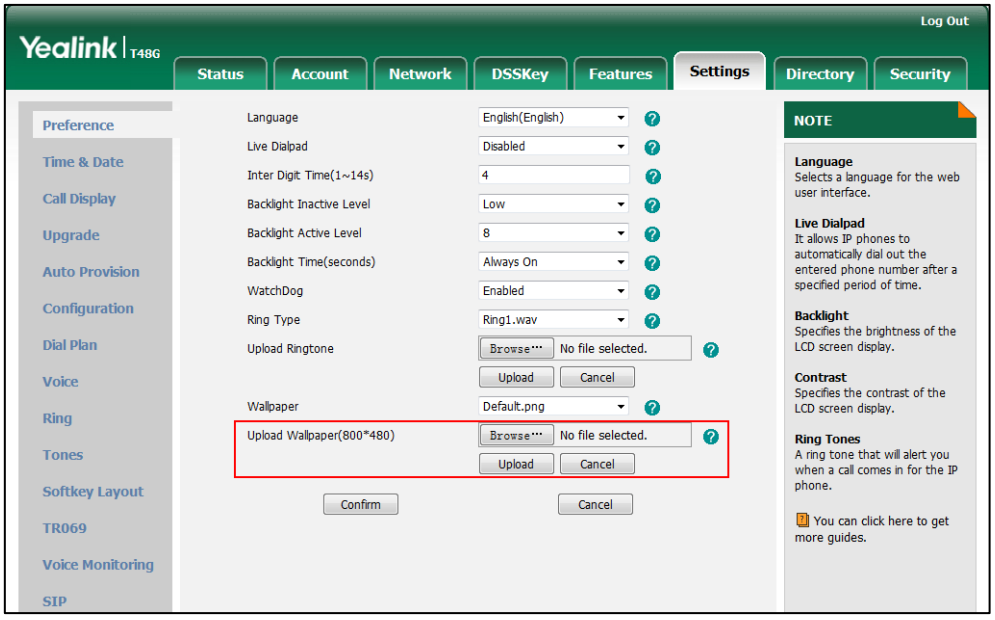
2. Tap or , or press or to select the desired wallpaper image.

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.




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:

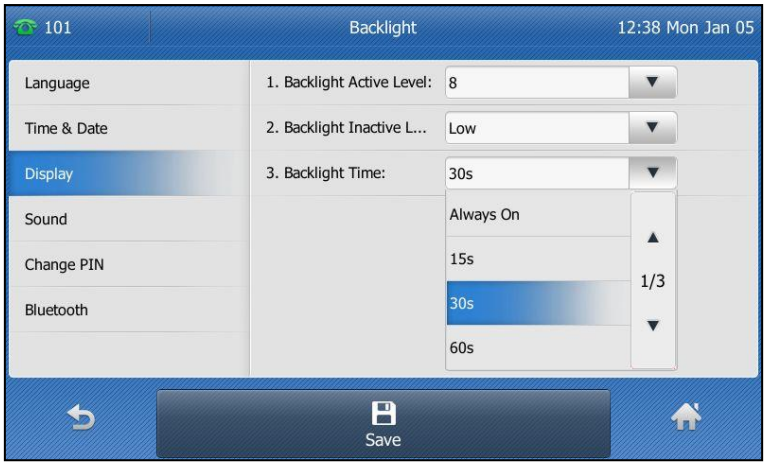
**Backlight Active Level**: The intensity of the touch screen when the phone is active. You can change the intensity of the touch screen. Digits (1-10) represent different intensities. 10 is the highest intensity.

**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.




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.

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 ▲ or ▼ to scroll through the list of available languages.

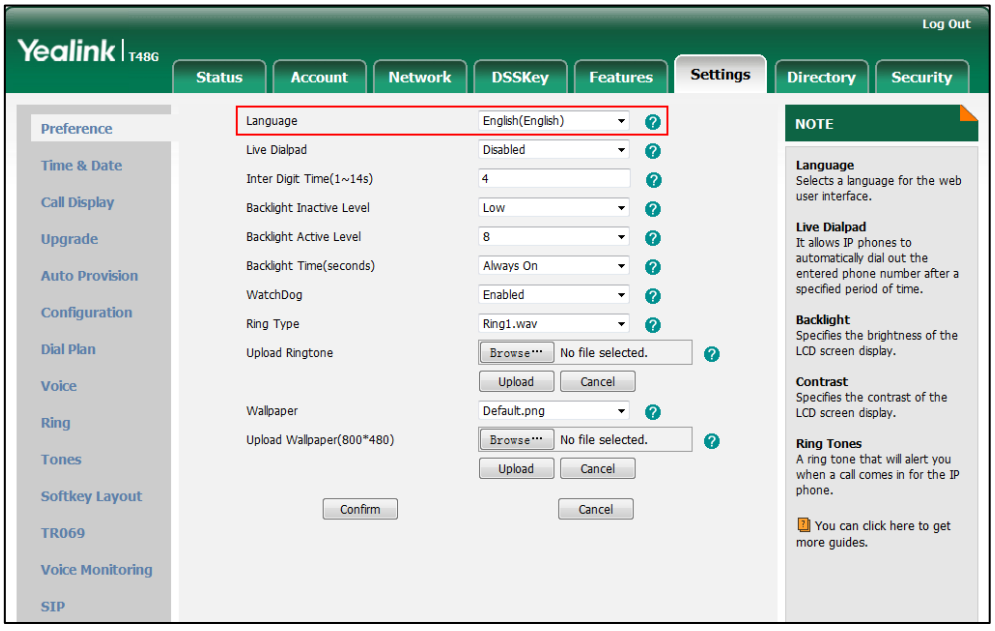
3. Tap the desired language.

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**.




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.

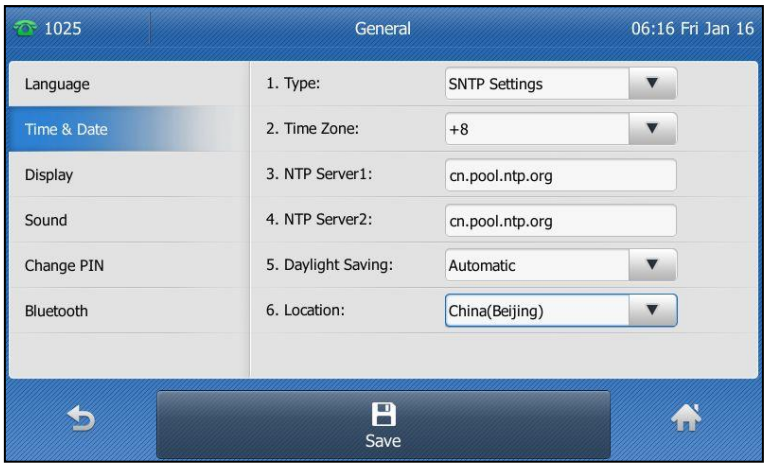
**To configure the SNTP setting via phone user interface:**

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.
5. Tap the time zone that applies to your area from the pull-down list.

   The default time zone is "+8".
6. 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).




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.

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

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.

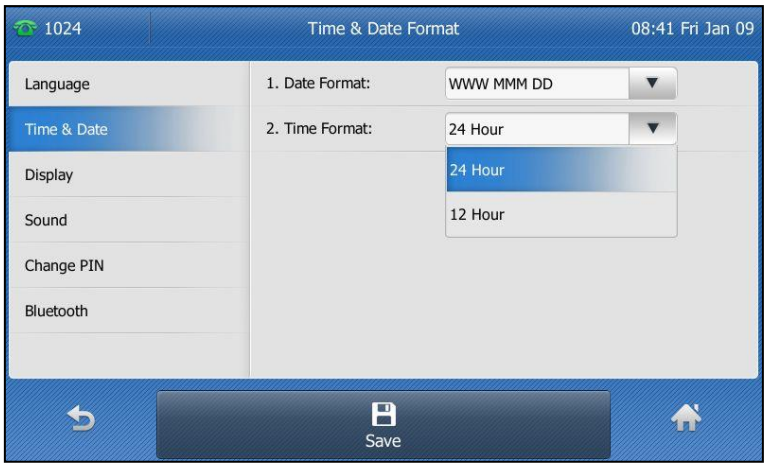
The date formats available:

| **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.




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

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

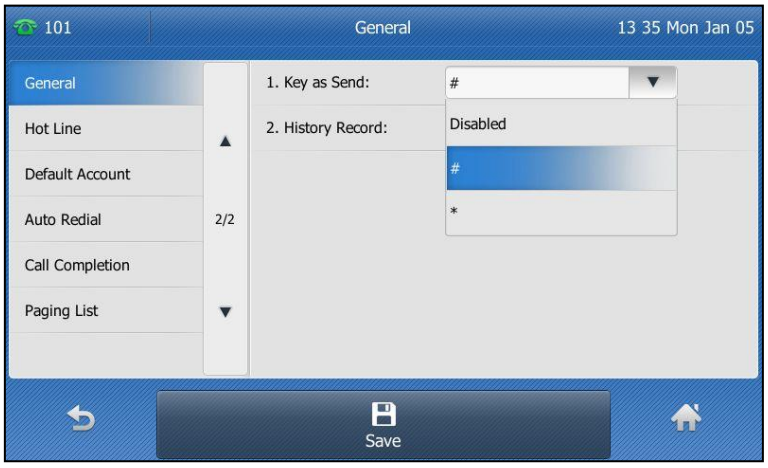
Administrator password is configurable via web user interface at the path **Security->Password**.

## 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.




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 .

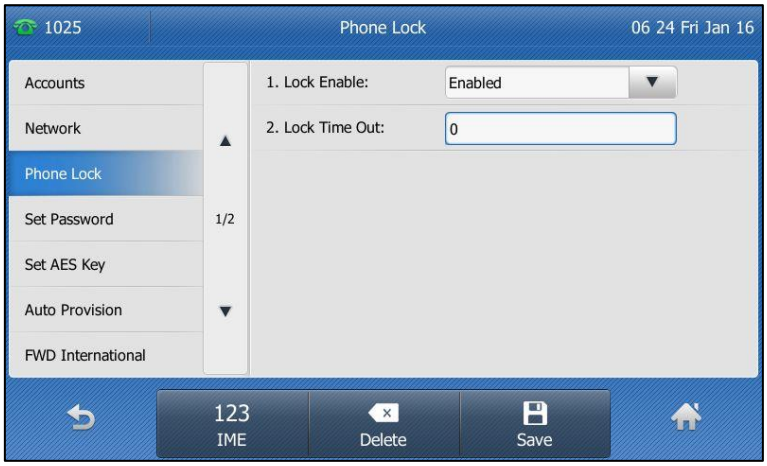
**Note** The emergency number setting, if desired, must be made before lock activation. For more information, refer to Emergency Number on page 113.

**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.

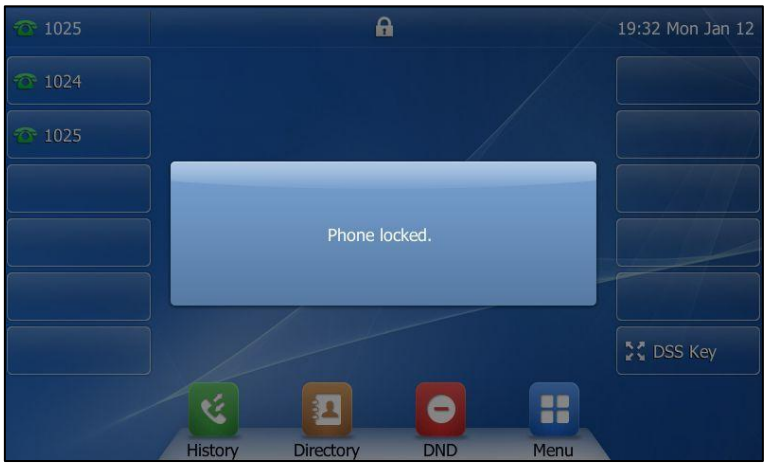
   The default timeout is 0. It means the phone will not be automatically locked. You need to long press # to lock it immediately when the phone is idle.

   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).




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 .

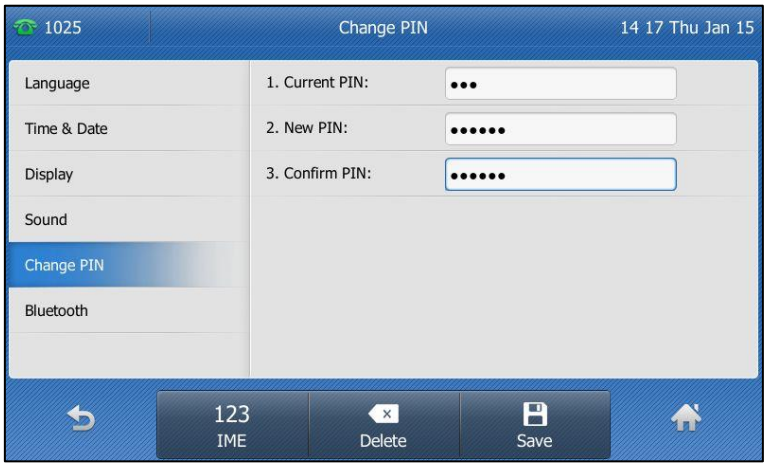



To unlock the phone, you must know the phone unlock PIN. The default phone unlock PIN is "123".

**To change the phone unlock PIN via phone user interface:**

1. Tap ->**Basic**->**Change PIN**.

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

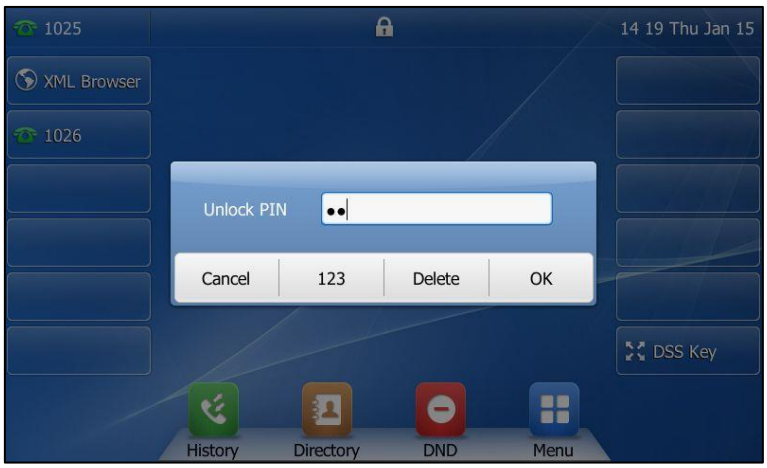



3. Tap the **Save** soft key to accept the setting or the **Back** soft key to cancel.

**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.

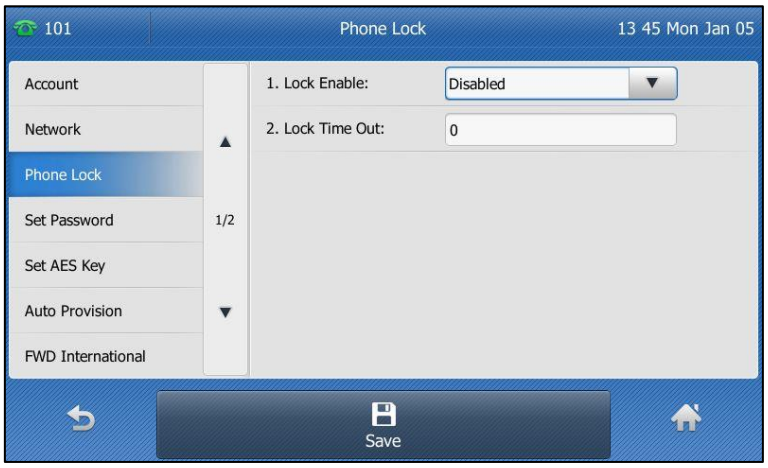
   The icon disappears from the touch screen.

   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 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).

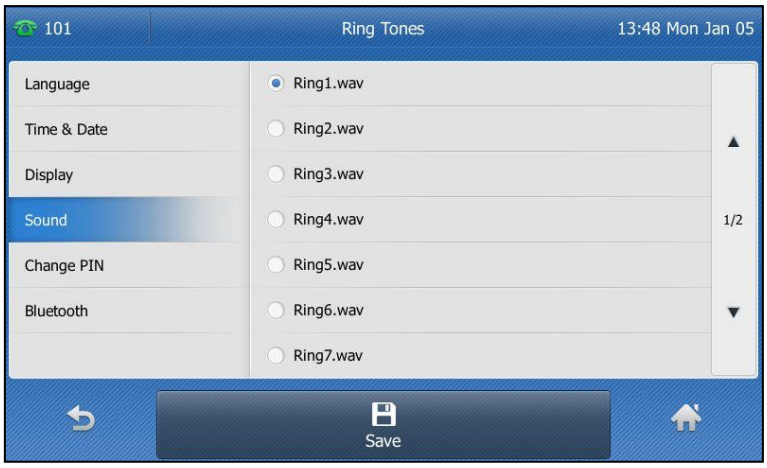
## Ring Tones

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.




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.

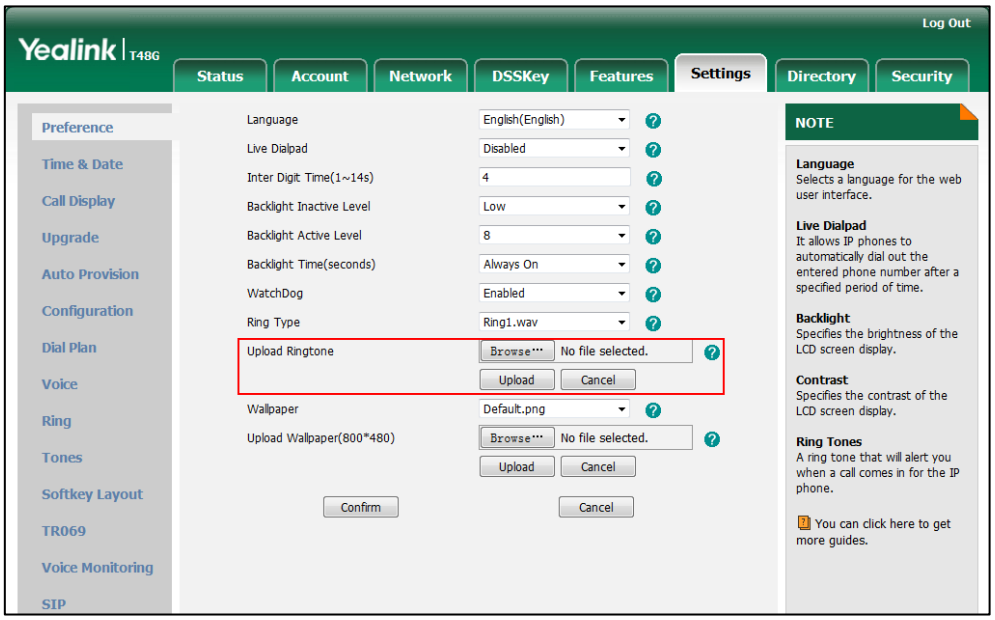
4. Tap the **Save** soft key to accept the change or to cancel.

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**.
2. In the **Upload Ringtone** field, click **Browse** to locate a ring tone file (the file format must be *.wav) from your local system.




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.

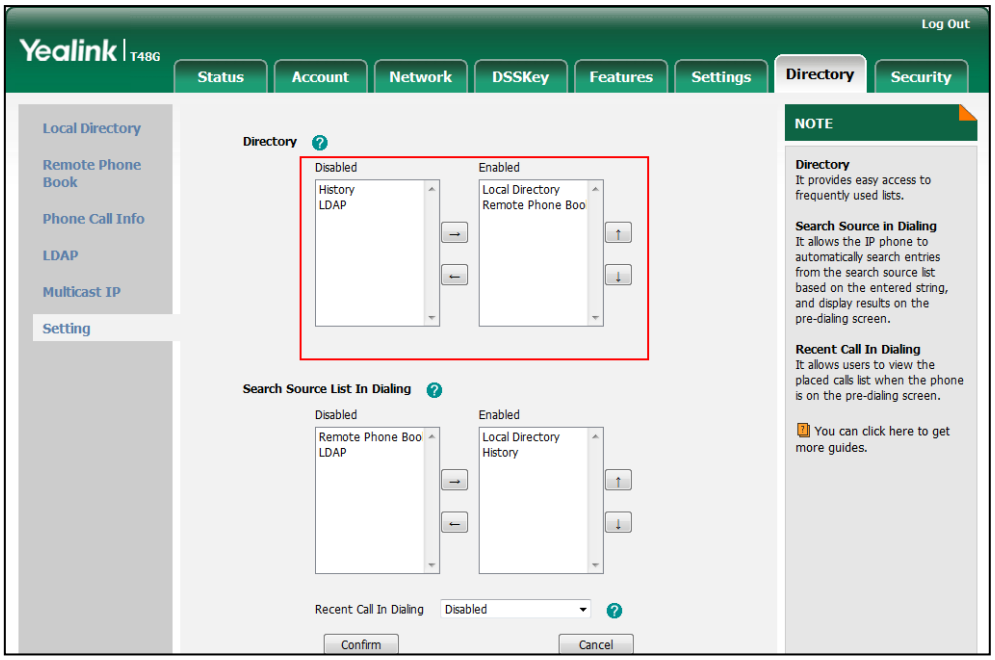
**To configure the directory via web user interface:**

1. Click on **Directory**->**Setting**.

2. 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 ↑ or ↓ .




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 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.

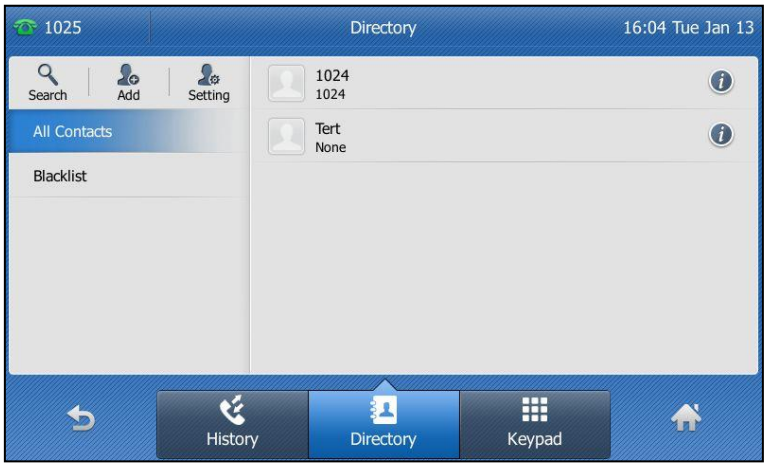
# Local Directory

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

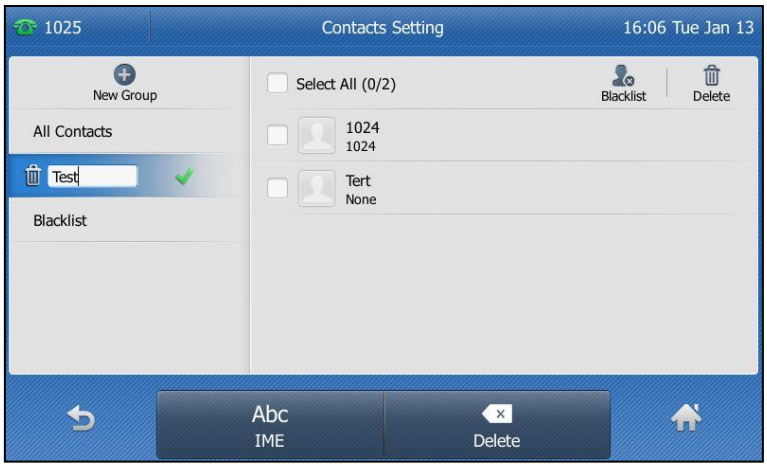
**To add a group to the local directory:**

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

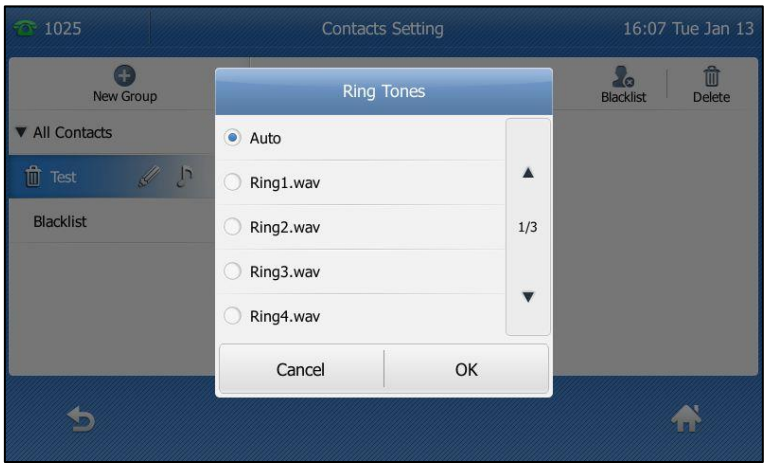



   If Local Directory is removed from the directory, tap ->**Directory**->**All Contacts** to enter the local directory.
2. Tap Setting.

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




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




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

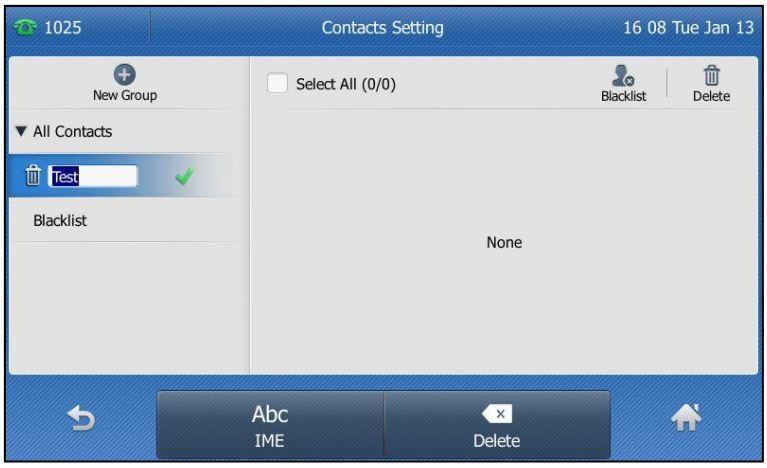
**To edit a group in the local directory:**

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 Setting.
3. Tap the desired group.
4. Tap after the group name.




5. Edit the group name in the highlighted field.
6. Tap to accept the change.

## Deleting Groups

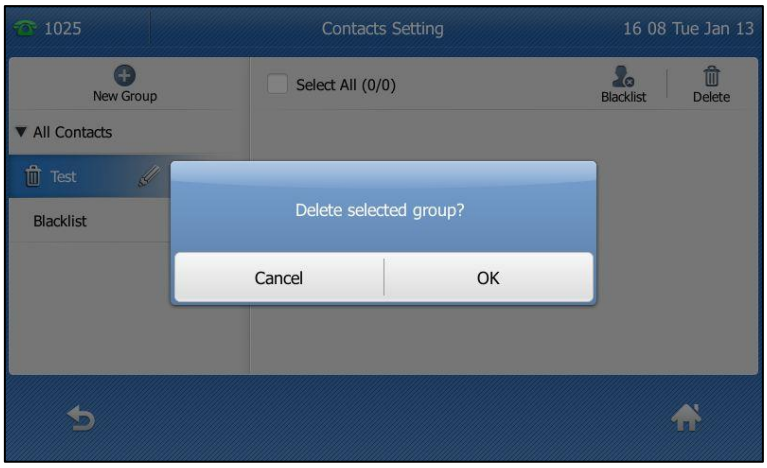
**To delete a group from the local directory:**

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 Setting.
3. Tap the desired group.
4. Tap 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 .

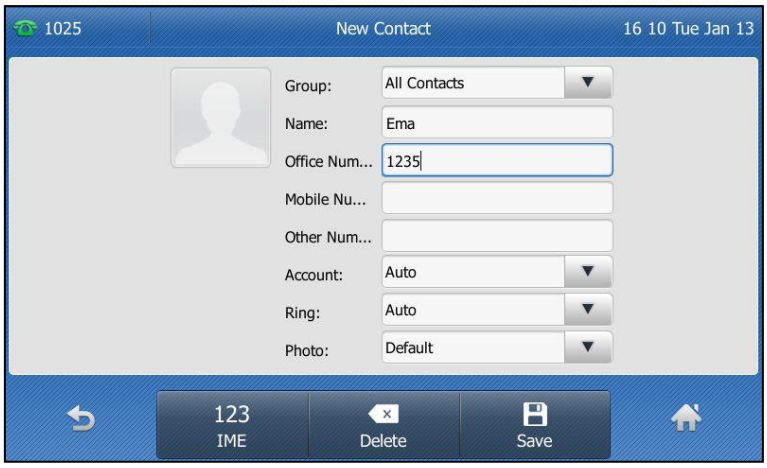
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

   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**.

3. 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!".

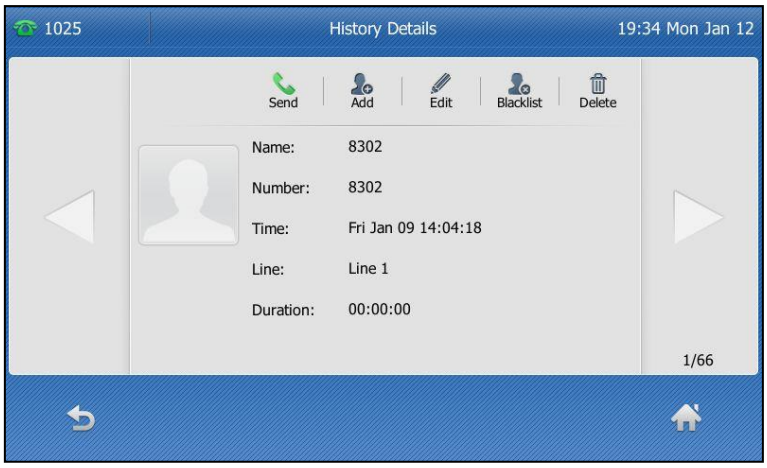
## Adding Contacts from Call History

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

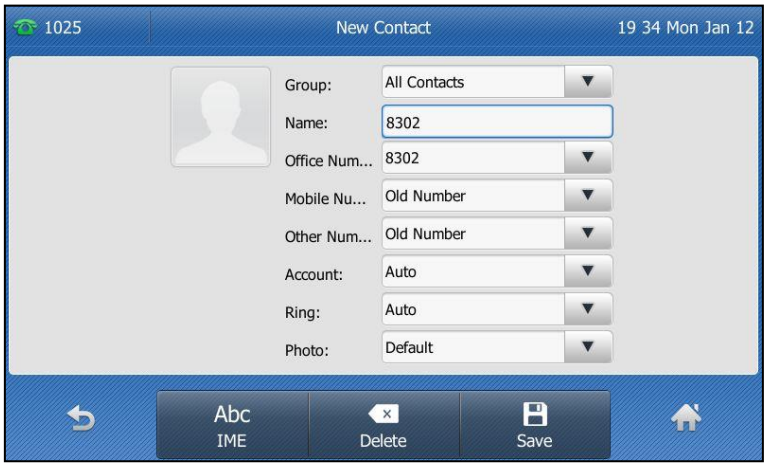
1. Tap .
2. Tap ▲ or ▼ to turn pages.

   You can also press ( ) or ( ) to switch pages.

3. Tap after the desired entry.




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



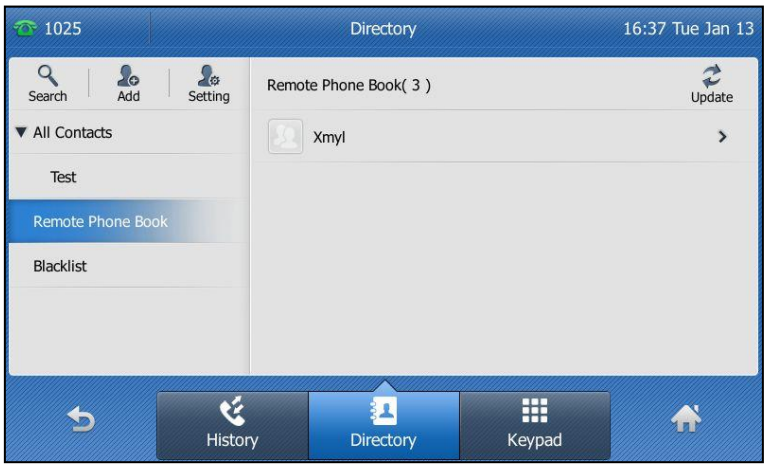

6. Tap the **Save** soft key to accept the change.

   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:**

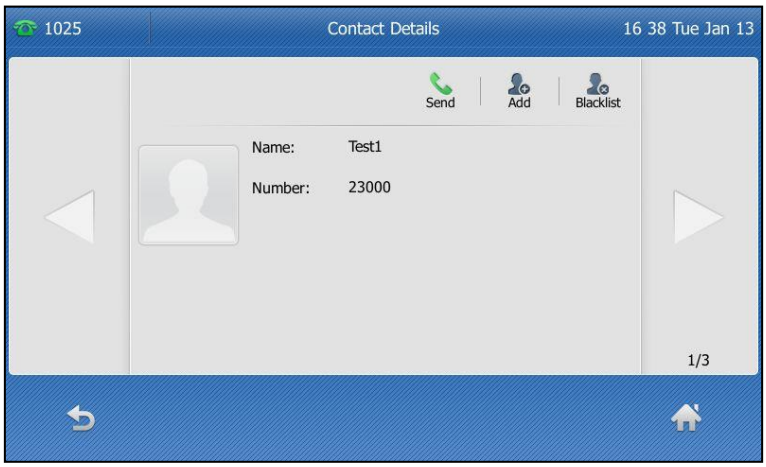
1. Tap ->**Remote Phone Book** or tap ->**Directory**->**Remote Phone Book** to enter the remote phone book.




2. Tap the desired remote phone book.

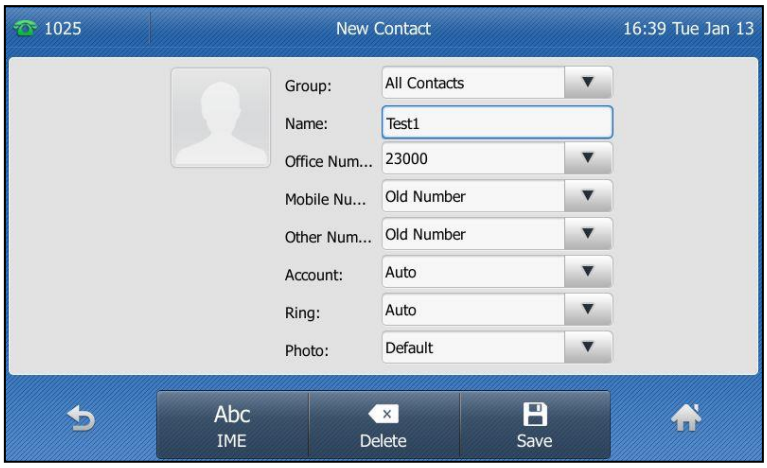
   The phone then connects to the remote phone book and proceeds to load it. The contacts in the remote phone book are displayed on the touch screen.

3. Tap after the desired contact in the remote phone book.




4. Tap **Add**.

5. Edit the corresponding fields.




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 .

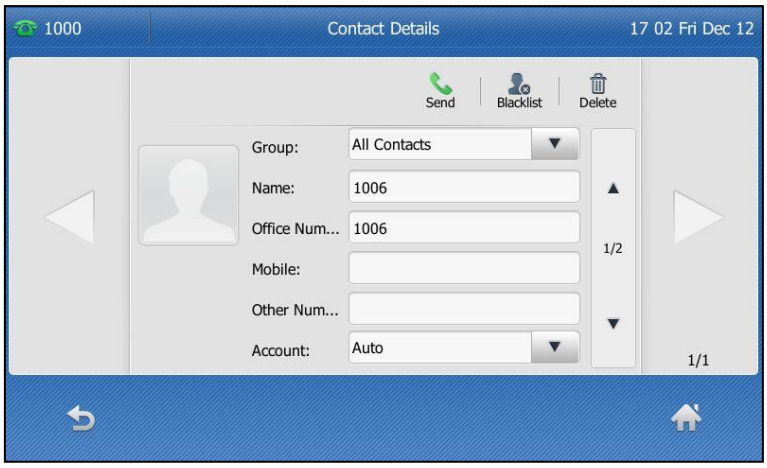
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

   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.

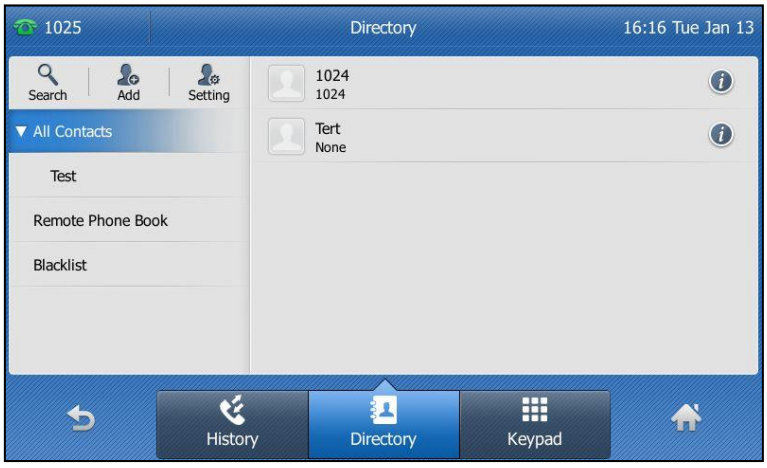
## Deleting Contacts

**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.

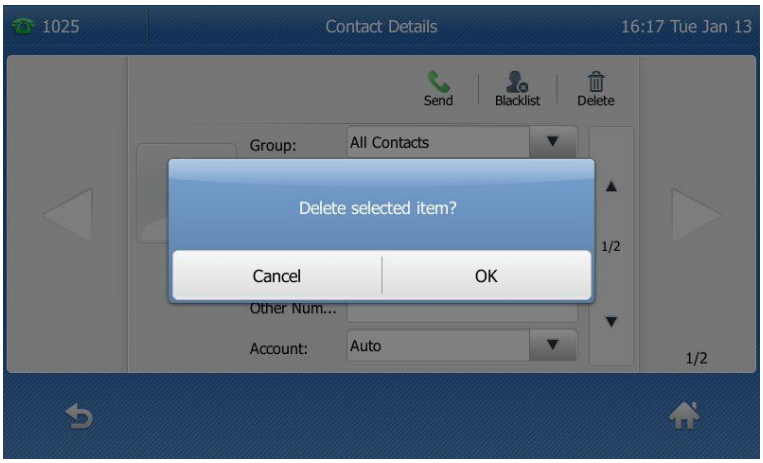



2. Tap after the desired contact.

   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 Delete.

The touch screen prompts the following warning:



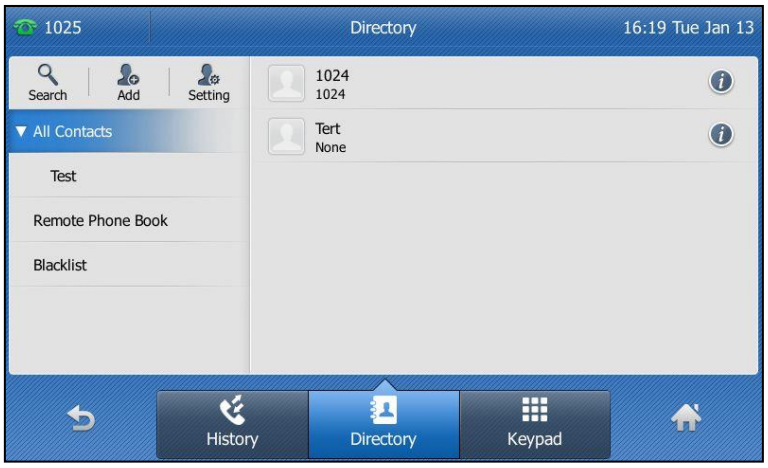

4. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

**To delete all contacts:**

1. Tap .

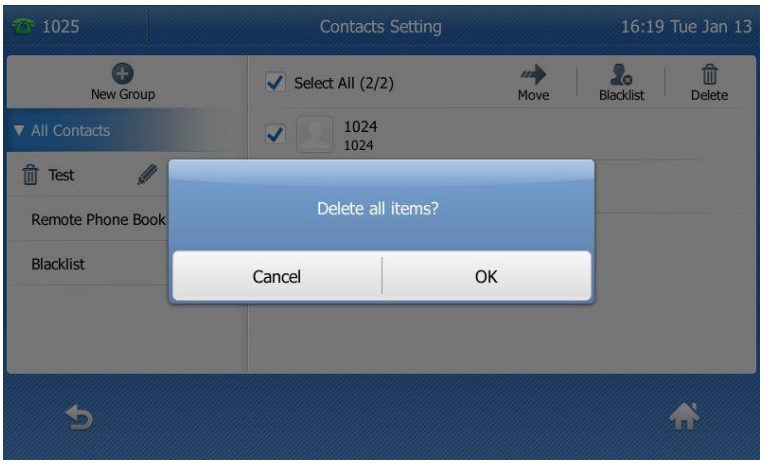
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

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




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

The touch screen prompts the following warning:

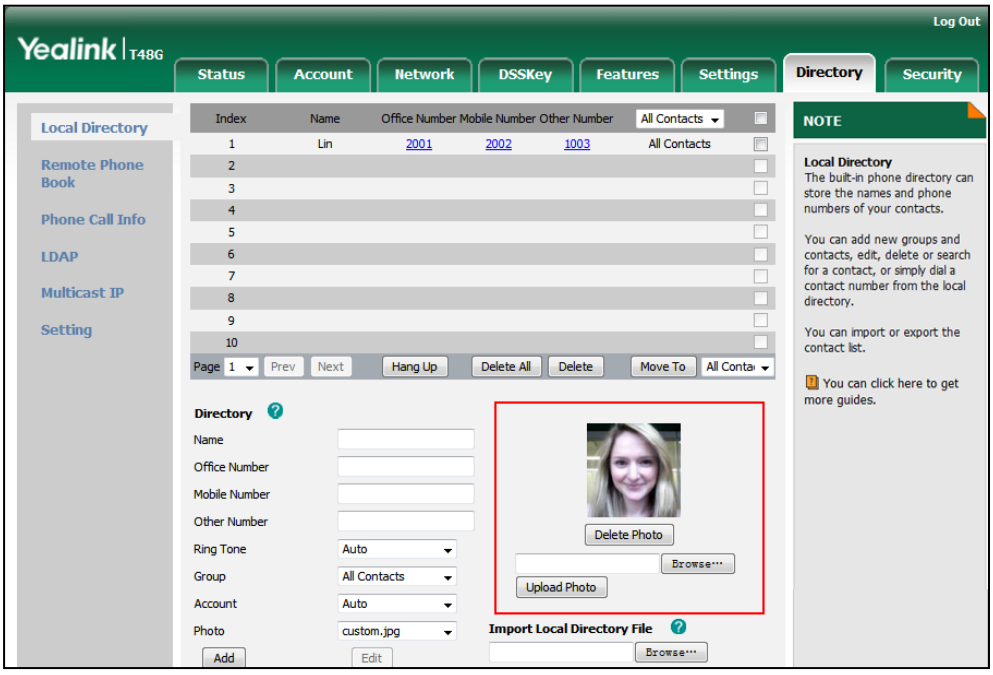



5. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

## 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.




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

**Note**

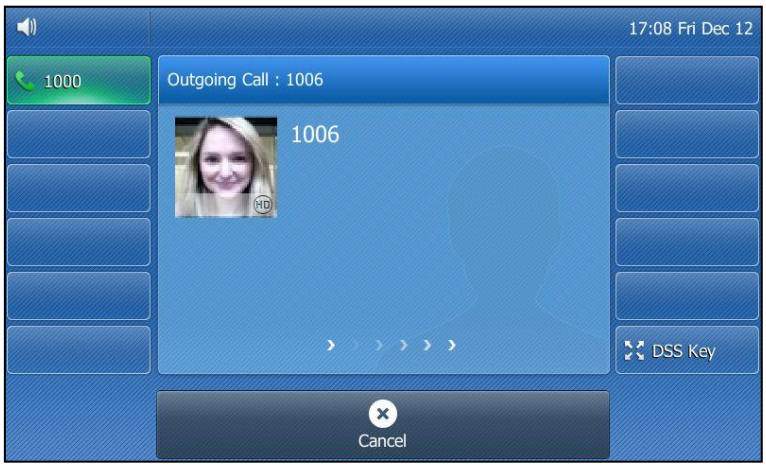
The phone only supports *.png, *.jpg and .bmp format files. The file size must be less than 5M.

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 .

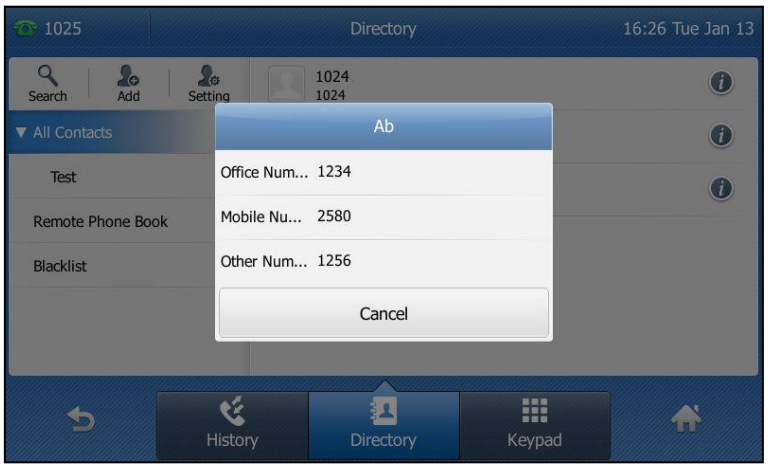
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

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:




   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.

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

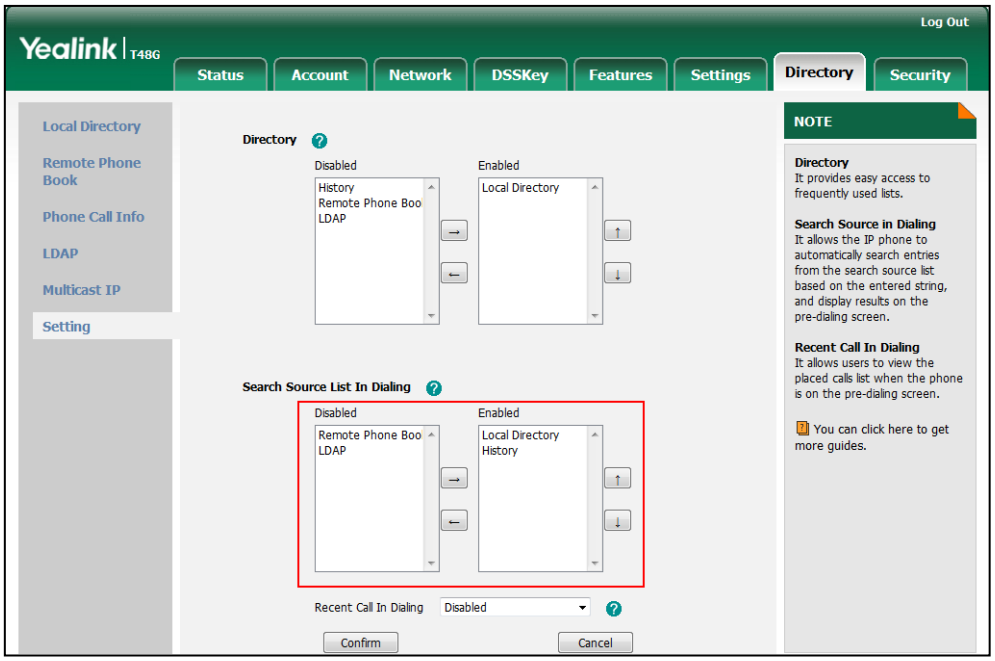
You can search for a contact from the desired lists when the phone is on the pre-dialing screen. The lists can be Local Directory, History, Remote Phone Book and LDAP.

**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 ↑ or ↓ .




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.

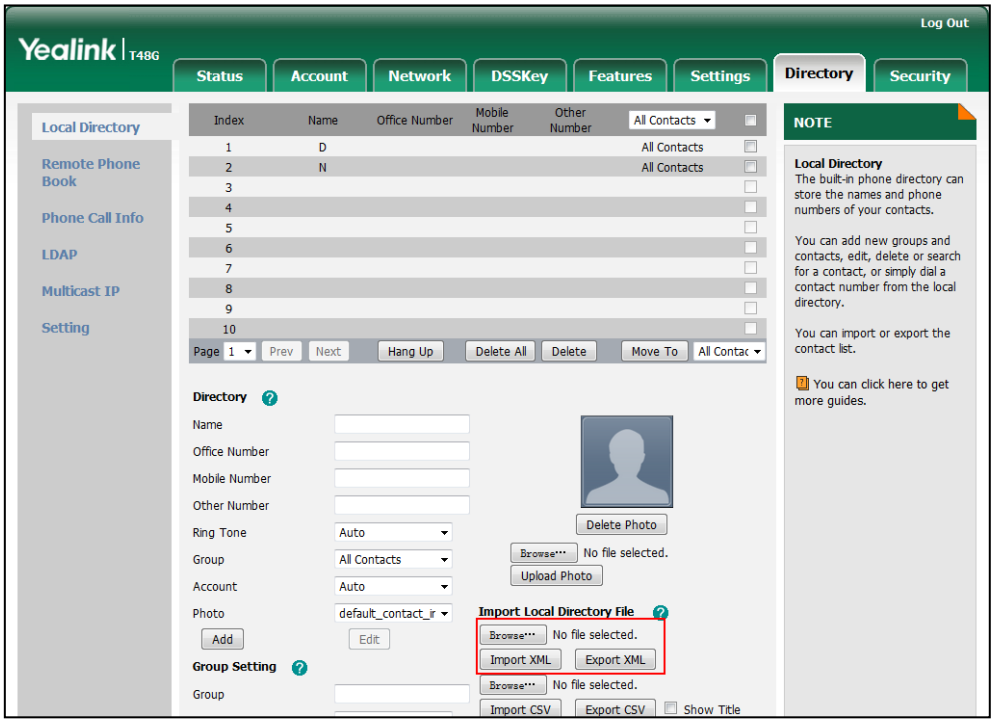
You can tap the desired entry to place a call to the entry.

## 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**.
2. Click **Browse** to locate a contact list file (the file format must be *.xml) from your local system.




3. Click **Import XML** to import the contact list.

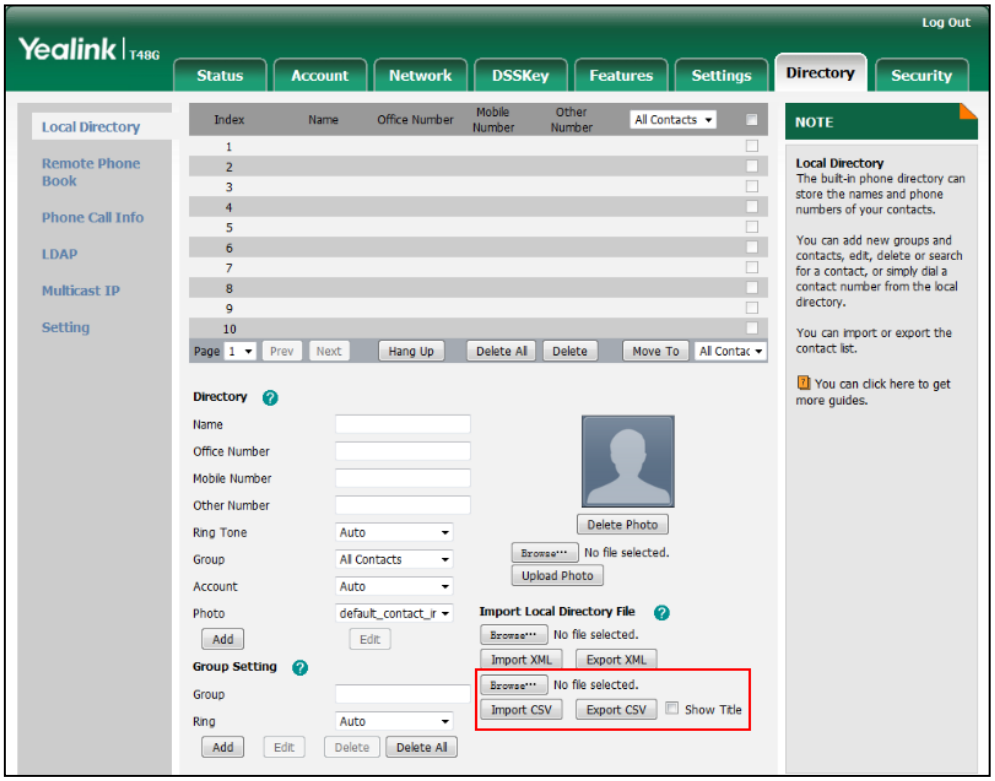
   The web user interface prompts "The original contact will be covered, continue?".

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**.
2. 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.

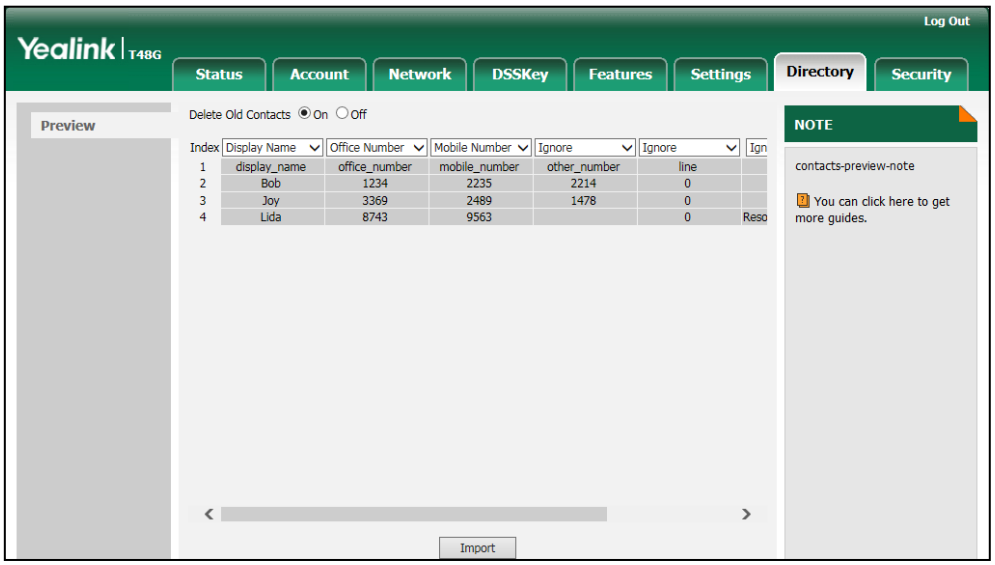
   It will prevent importing the title of the contact information which is located in the first line of the CSV file.




4. Click **Import CSV** to import the contact list.
5. (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**.

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.

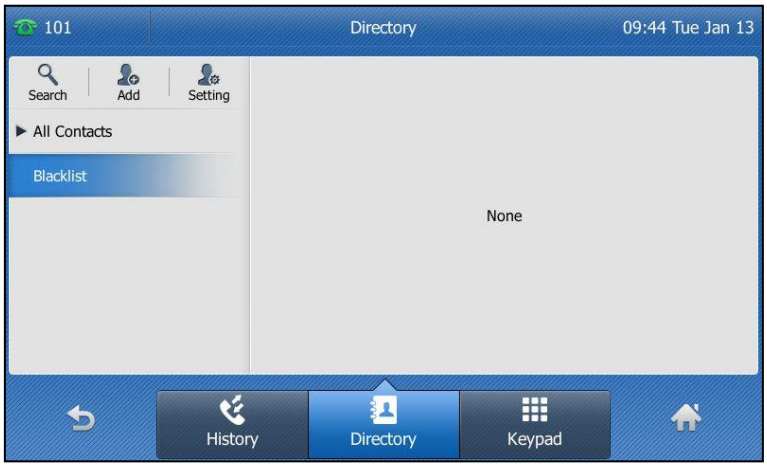
## Blacklist

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.

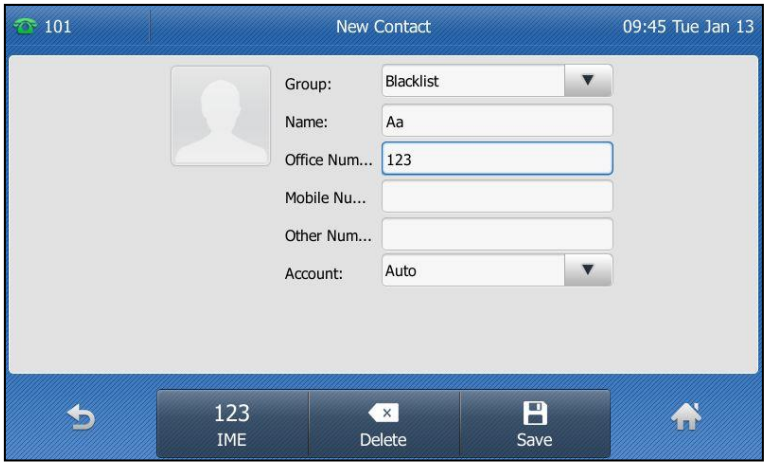
**To add a contact to the blacklist directory manually:**

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.




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




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.

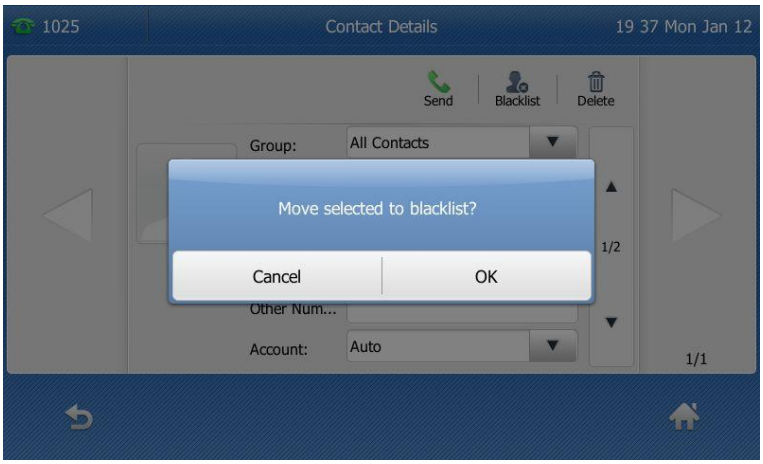
   If Local Directory is removed from the directory, tap -> **Directory**-> **All Contacts** to enter the local directory.

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 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

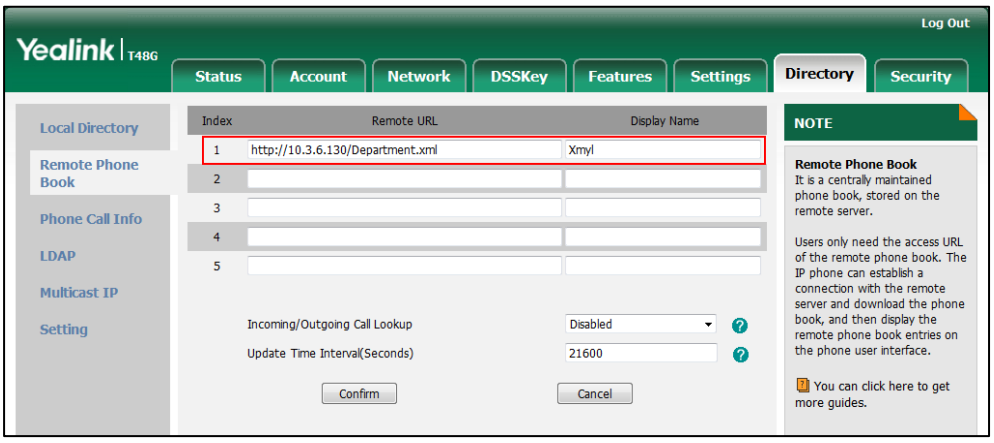
You can add contacts to the local directory, search for a contact, or simply dial a contact number from the remote phone book.

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.




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 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:**

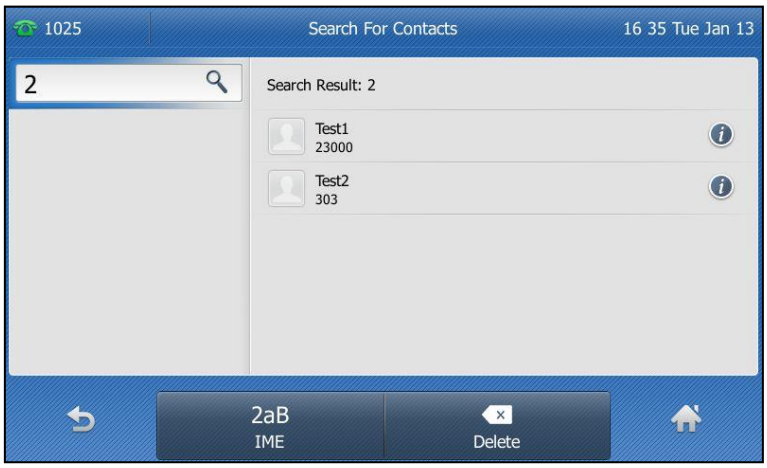
1. Tap ->**Remote Phone Book** or tap ->**Directory**->**Remote Phone Book** to enter the remote phone book.
2. Tap the desired remote phone book.

   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.

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.
3. 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.




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:**

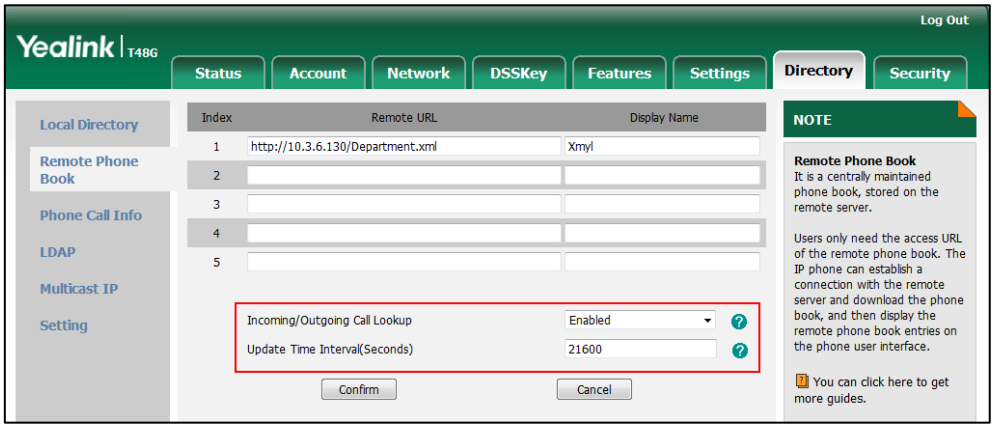
1. Tap ->**Remote Phone Book** or tap ->**Directory**->**Remote Phone Book** to enter the remote phone book.
2. Tap the desired remote phone book to load the remote phone book.
3. Tap the desired contact in the remote phone book.

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.




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.

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

**To view call history:**

1. Tap .

The touch screen displays all call records.

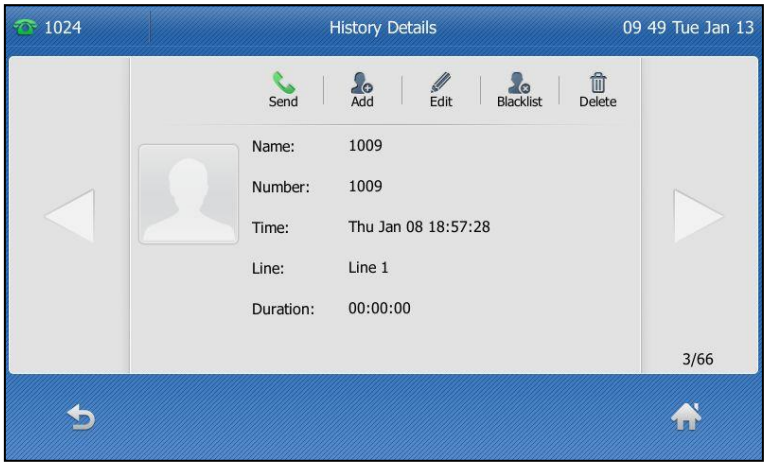
2. Tap ▲ or ▼ to turn pages.

   You can also press ( ▲ ) or ( ▼ ) 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.




**To place a call from the call history list:**

1. Tap .

   The touch screen displays all call records.

2. Tap ▲ or ▼ to turn pages.

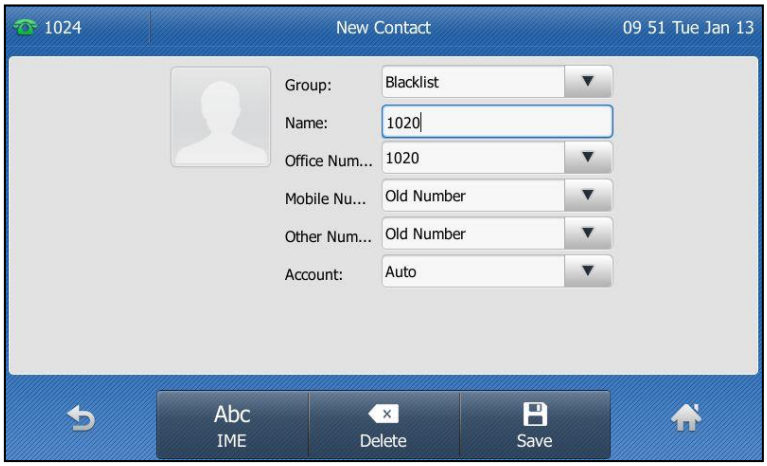
   You can also press ( ▲ ) or ( ▼ ) to switch pages.

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

3. Tap 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 ▲ or ▼ to turn pages.
   You can also press ( ) or ( ) 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**.



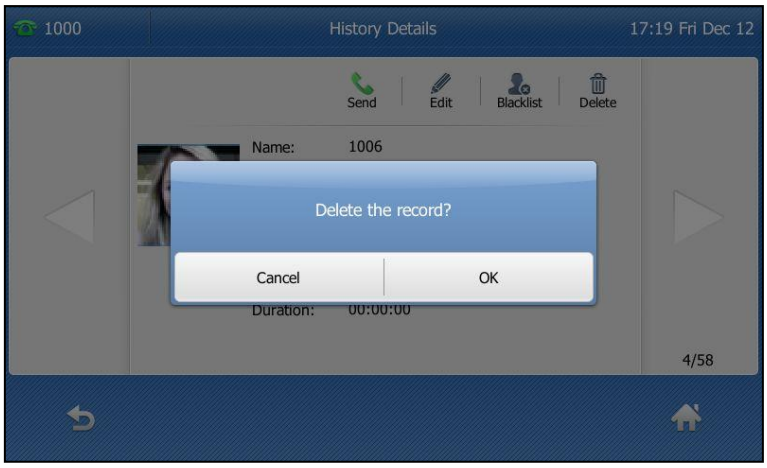

5. Enter the desired values in the corresponding fields.
6. Tap the **Save** soft key.

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 ▲ or ▼ to turn pages.
   You can also press ( ) or ( ) 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**.

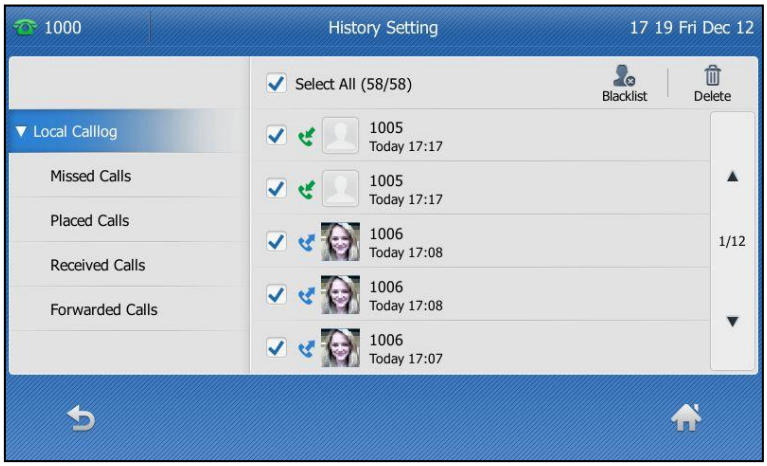
The touch screen prompts the following warning:




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

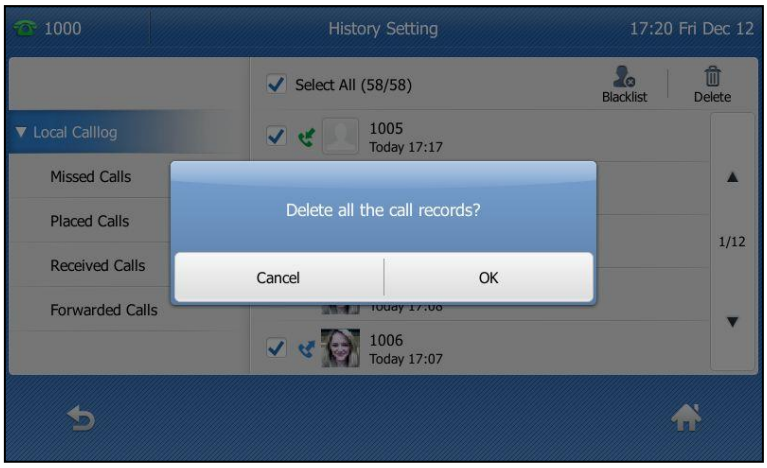
**To delete all entries from the call history list:**

1. Tap .
   The touch screen displays all call records.
2. Tap ▲ or ▼ to turn pages.
   You can also press ( ) or ( ) 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**.




5. Tap **Delete**.

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 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:**

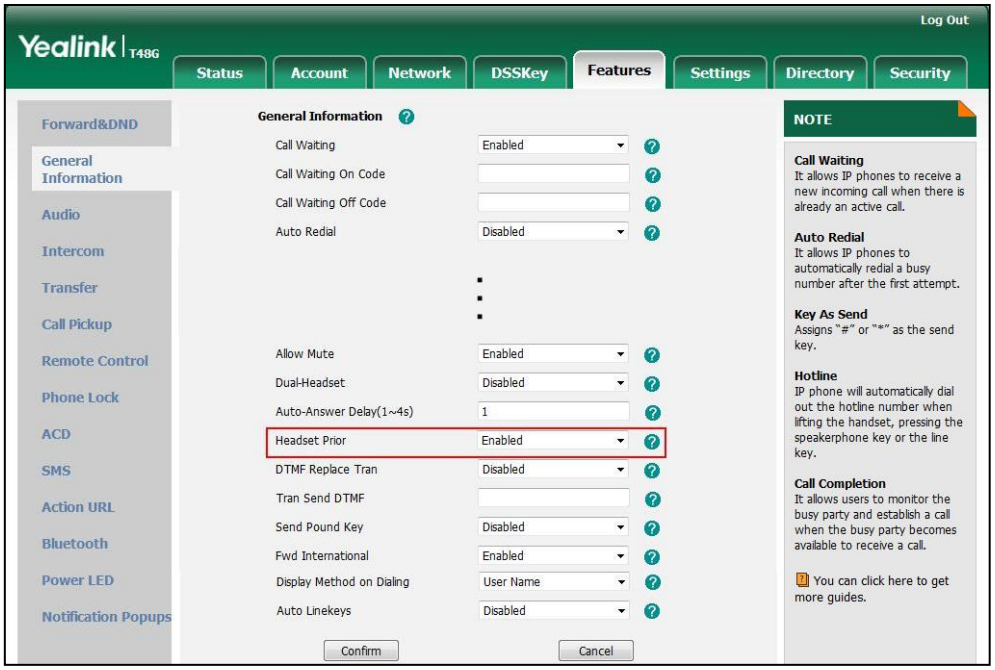
1. Press again on the phone.
   The HEADSET key LED goes out, and the icon disappears from the touch screen when the headset mode is deactivated.

## 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**.




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.

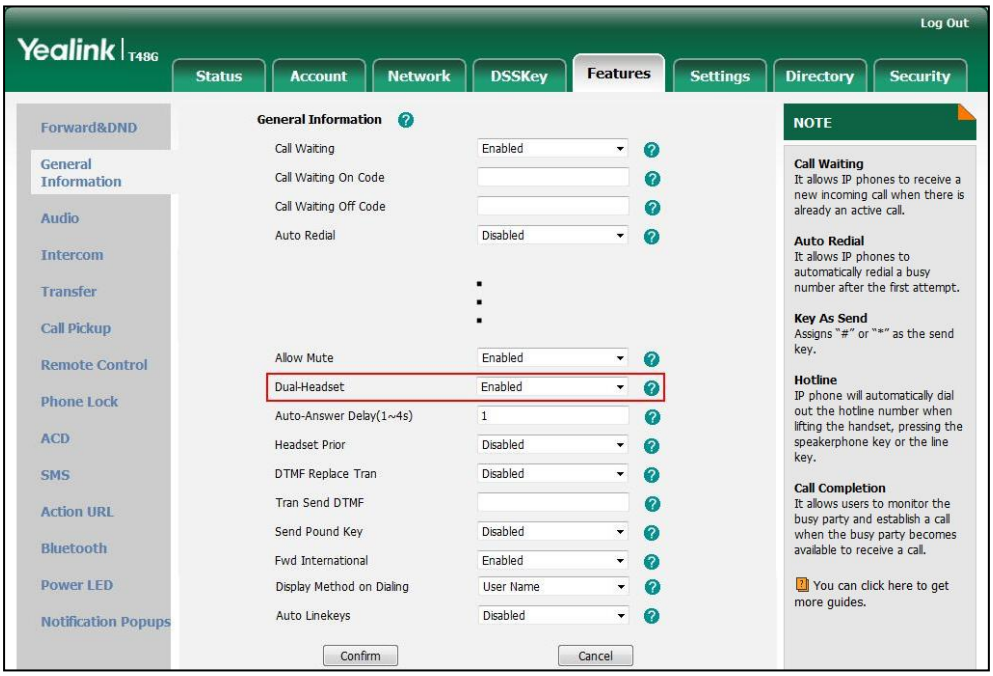
Headset prior is configurable via web user interface only.

## 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**.




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

**Note** Dual headset is configurable via web user interface only.

## Bluetooth Headset

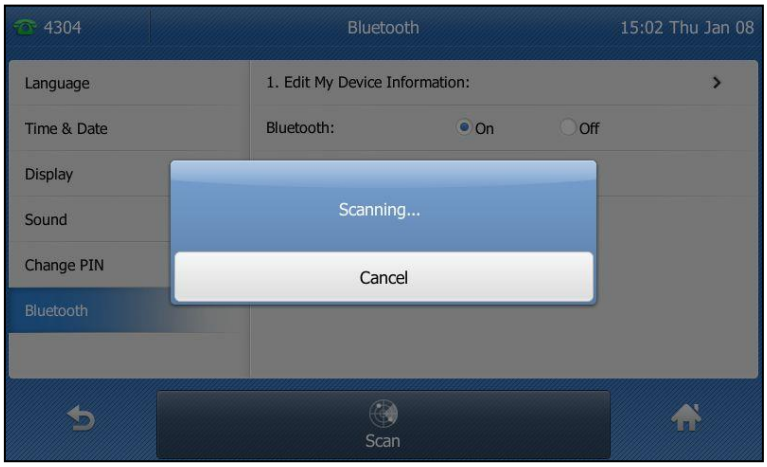
The SIP-T48G IP phone supports Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meter (3 to 6 feet) range.

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.




The IP phone scans the available Bluetooth headset automatically.

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

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.

3. Enter the PIN in the prompted **Password** field.

   The default PIN is "0000".

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.

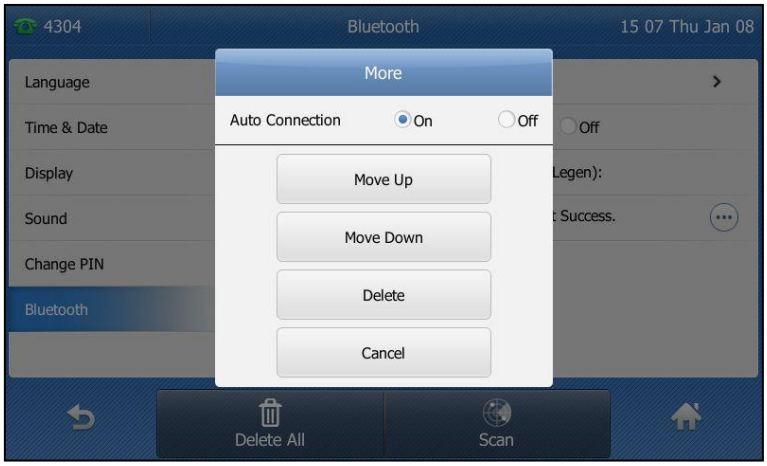
Auto connection feature enables or disables the phone to connect with the Bluetooth headset automatically. This feature is enabled by default.

**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.




**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.

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**.

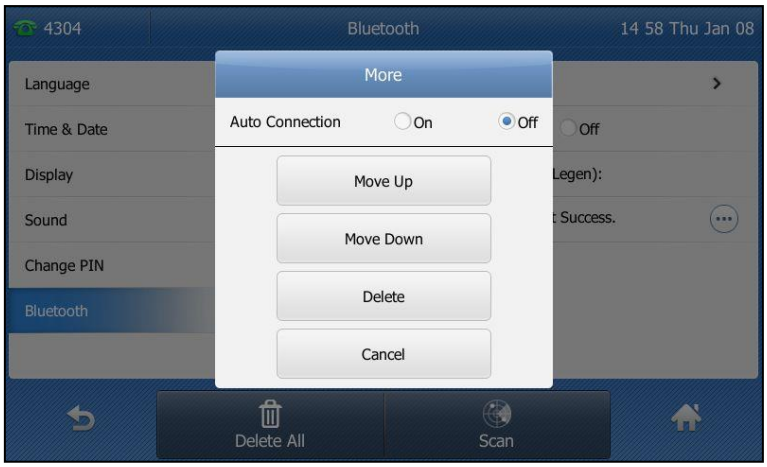
2. Tap the connected Bluetooth headset.

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

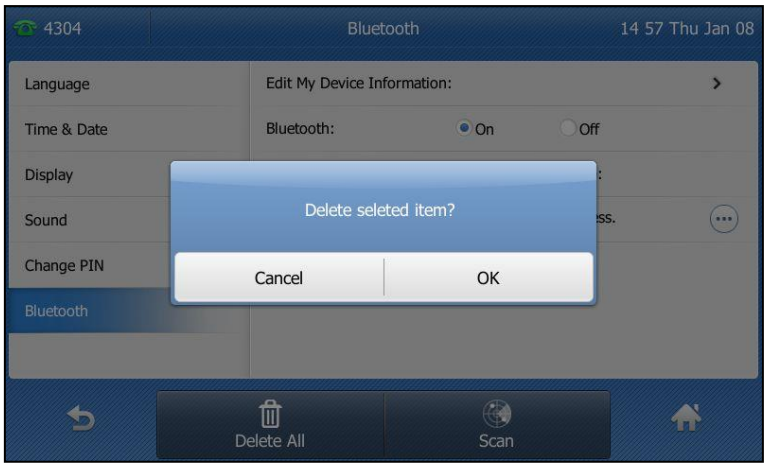
You can delete your Bluetooth headset from your phone. When you delete the Bluetooth headset, it disappears from the **Bluetooth Devices** list. To connect it to your phone again, you need to scan it first, and then connect it again.

**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?".



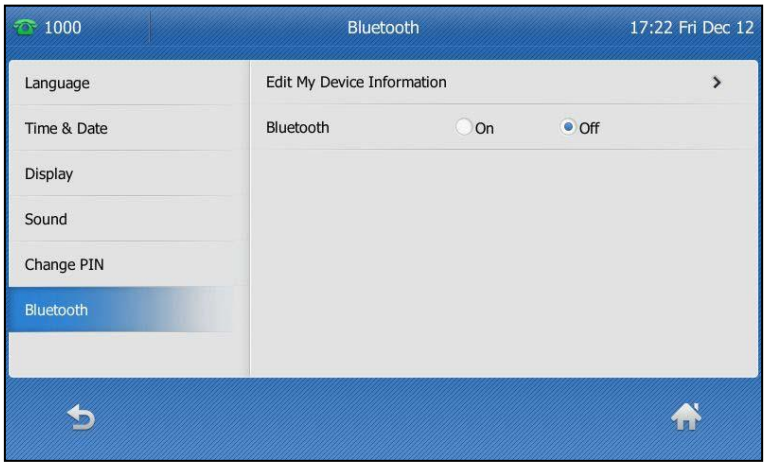

4. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

   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.
8. (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.

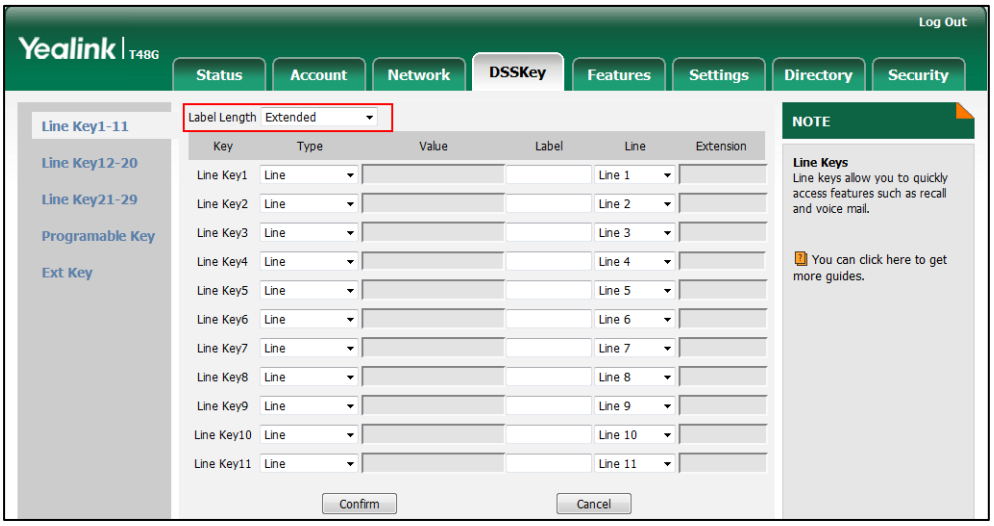
The following figure shows an example of label display when the label length feature is enabled:

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**.




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 Basic Call Features on page 117 and Advanced Phone Features 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 Remote Phone Book 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.

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

**Forward**

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 #SEND. 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 #SEND.

**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.

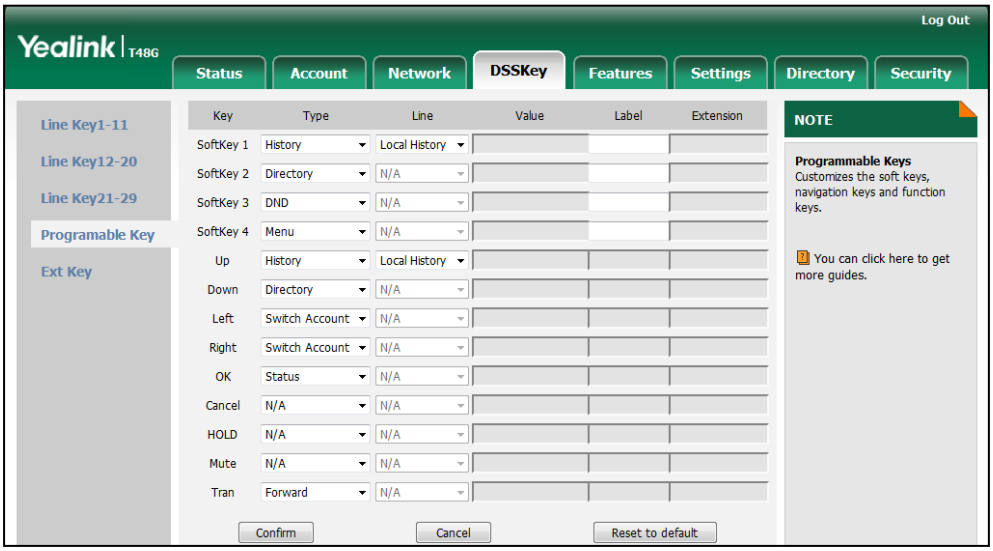
## Programable Keys

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.




3. (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.

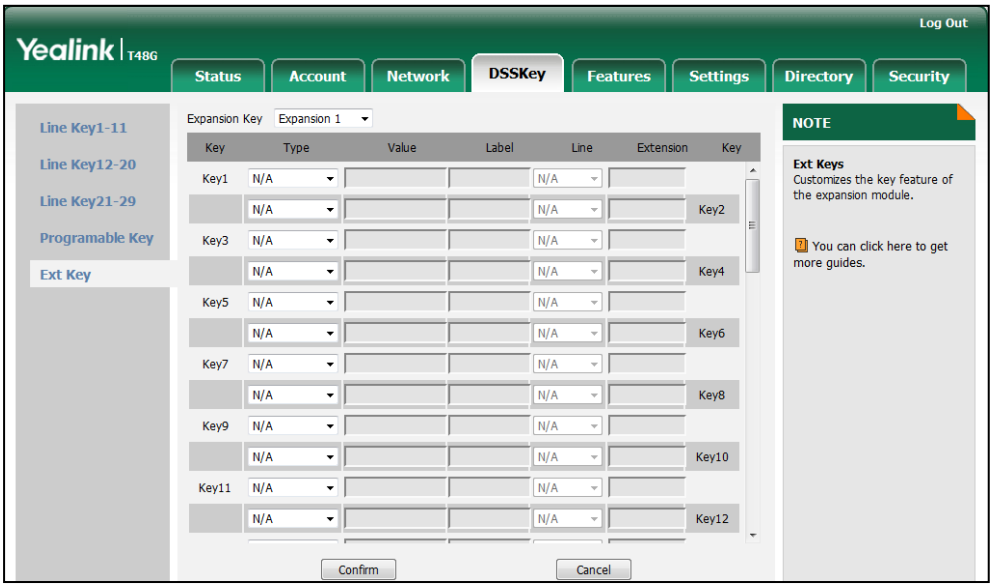
**Note** Programable keys are configurable via web user interface only.

## 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.




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.
5. 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:**

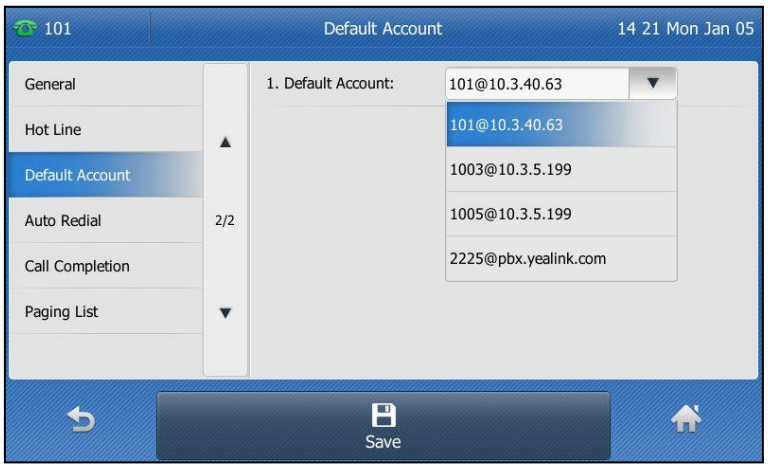
1. Tap ->**Advanced** (default password: admin) ->**Account**.
2. Tap the desired account.
3. Tap the gray box of the **Activation** field.
4. Tap **Disabled** from the pull-down list.

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




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

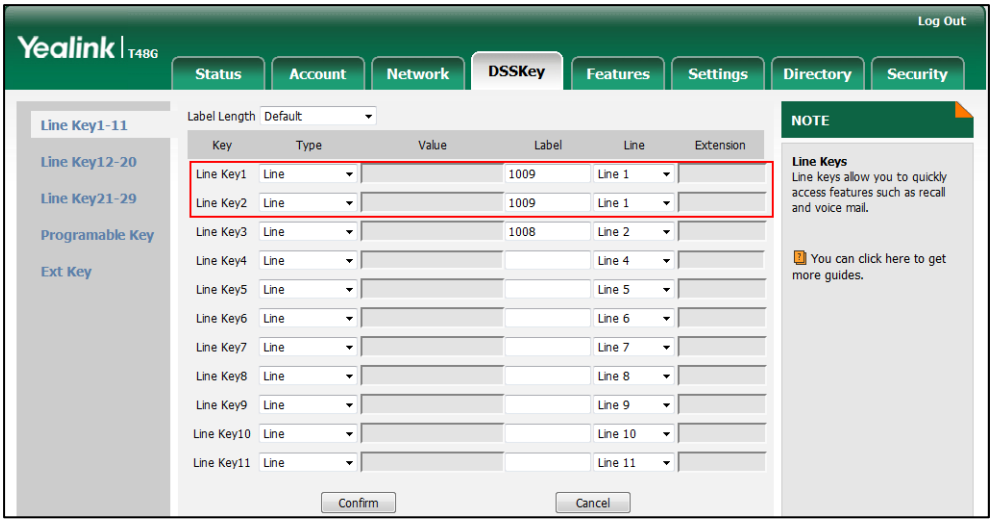
The label of the default account is displayed on the left of the status bar. The IP phone will use this account by default when dialing out.

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 or 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.




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

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:<br>"12." would match "123", "1234", "12345", "12abc", etc. |
| x | An "x" can be used as a placeholder for any character. Example:<br>"12x" would match "121", "122", "123", "12a", etc. |
| - | Numeric ranges are allowed within the brackets: Digit "-" Digit.<br>Example:<br>"[5-7]" would match the number"5", "6"or "7". |
| [] | The square brackets "[]" can be used as a placeholder for a single character which matches any of a set of characters. Example:<br>"91[5-7]1234" would match "9151234", "9161234", "9171234". |
| () | The parentheses "( )" can be used to group together patterns, for instance, to logically combine two or more patterns. Example:<br>"([1-9])([2-7])3" would match "923", "153", "773",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:<br>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 "9001235459 9". "$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.

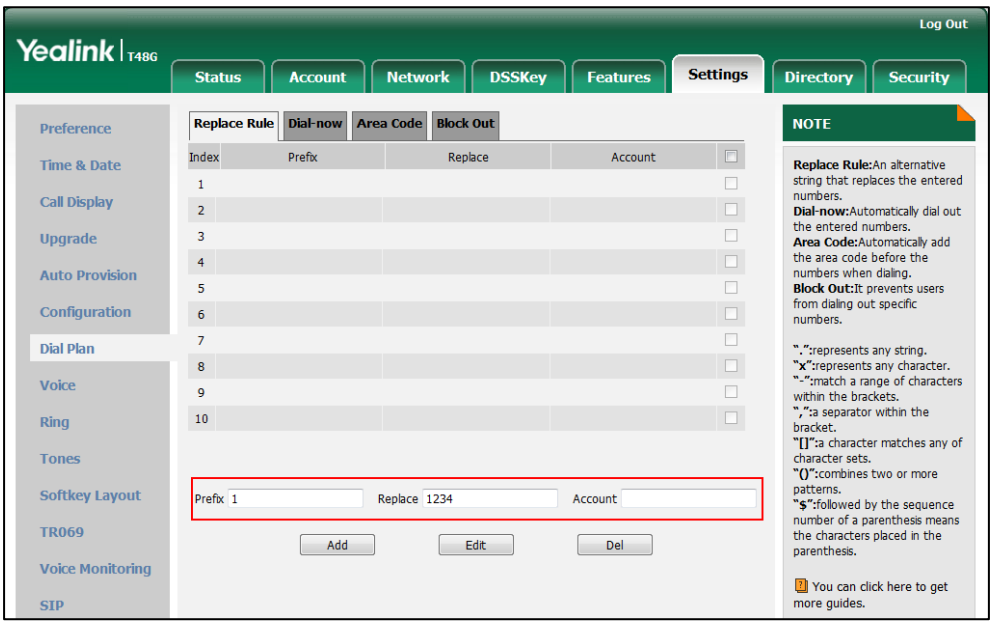
## Replace Rule

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.




5. Click **Add** to add the replace rule.

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

**Note**

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).

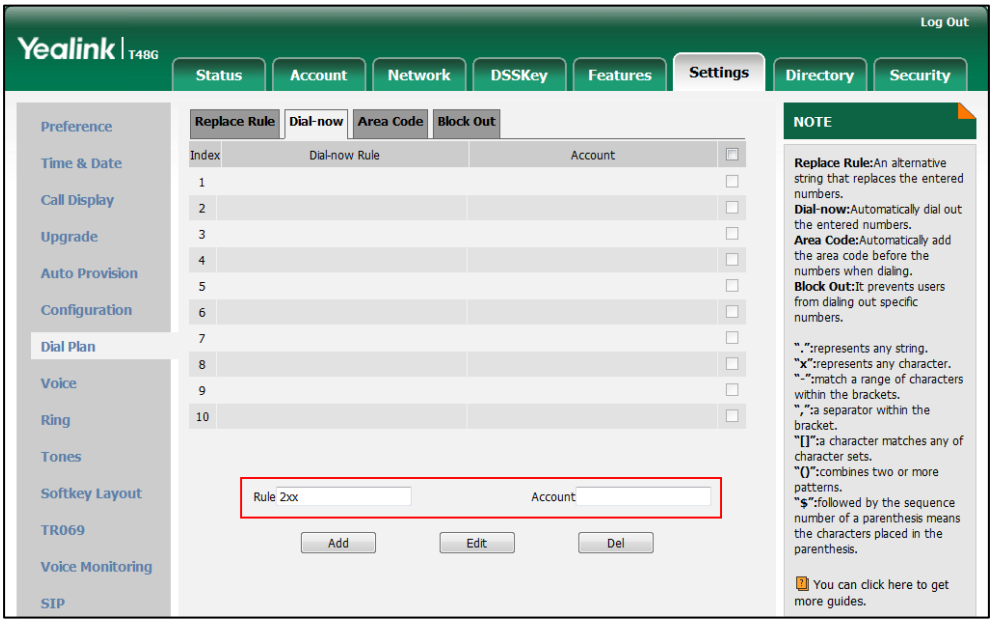
## Dial-now

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.




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.

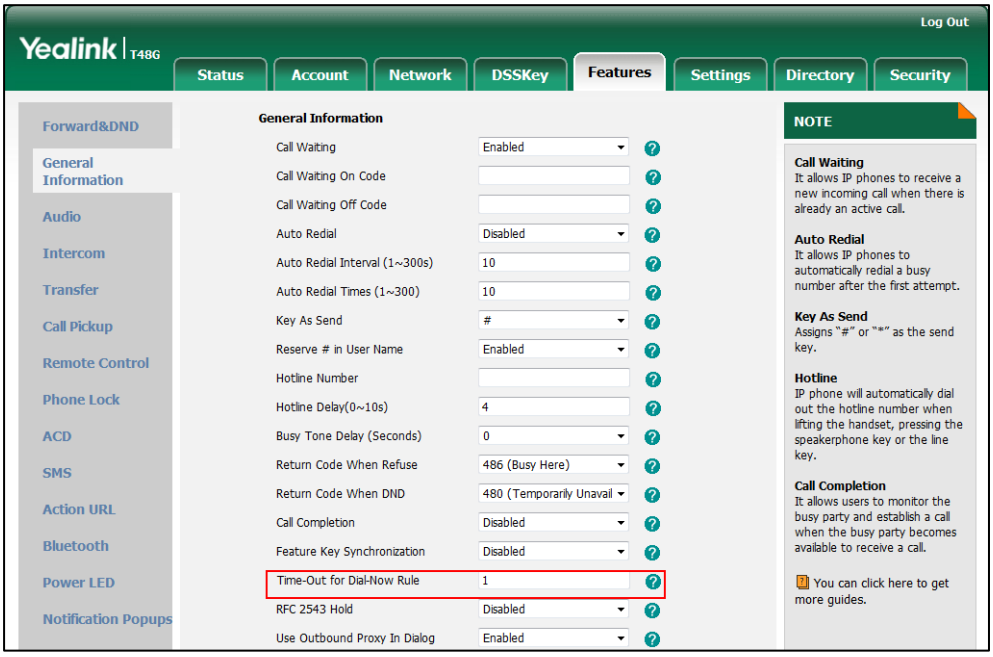
### Delay Time for Dial-Now Rule

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**.

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




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

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

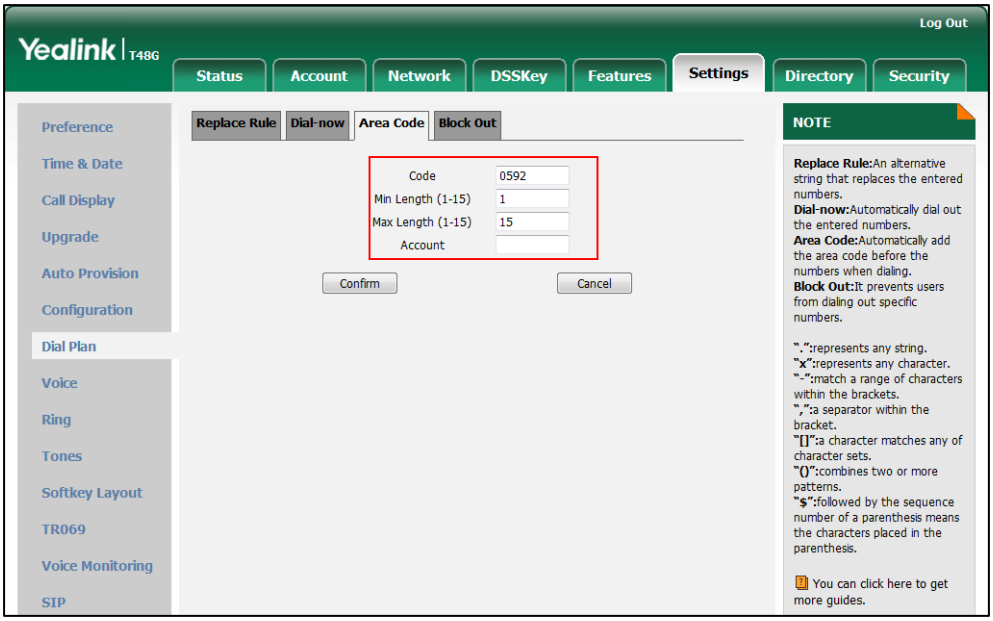
## Area Code

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.




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

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

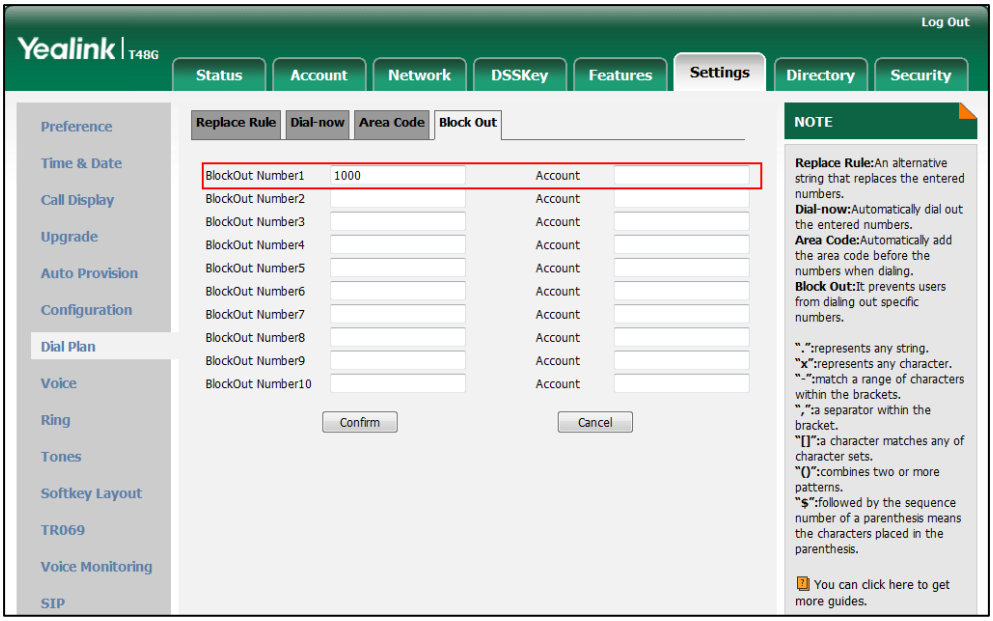
## Block Out

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.

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

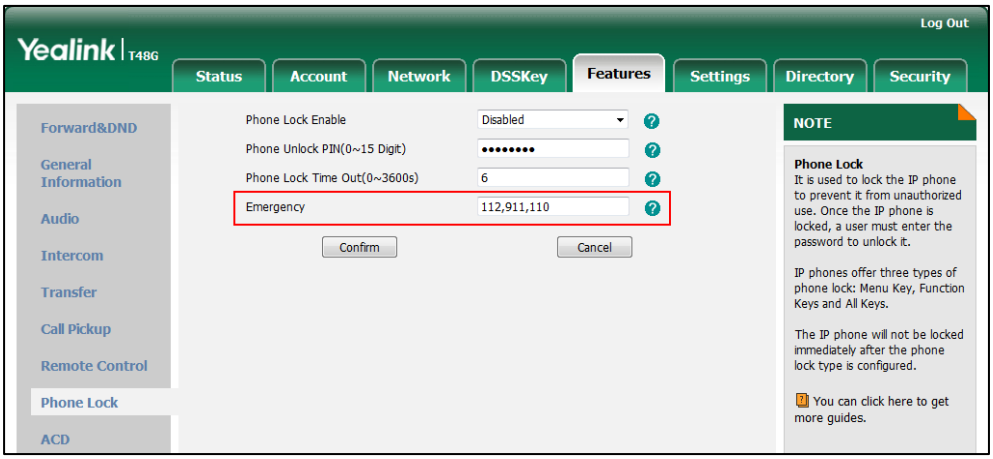
on page 49.

**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.




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

**Note** Emergency number is configurable via web user interface only.

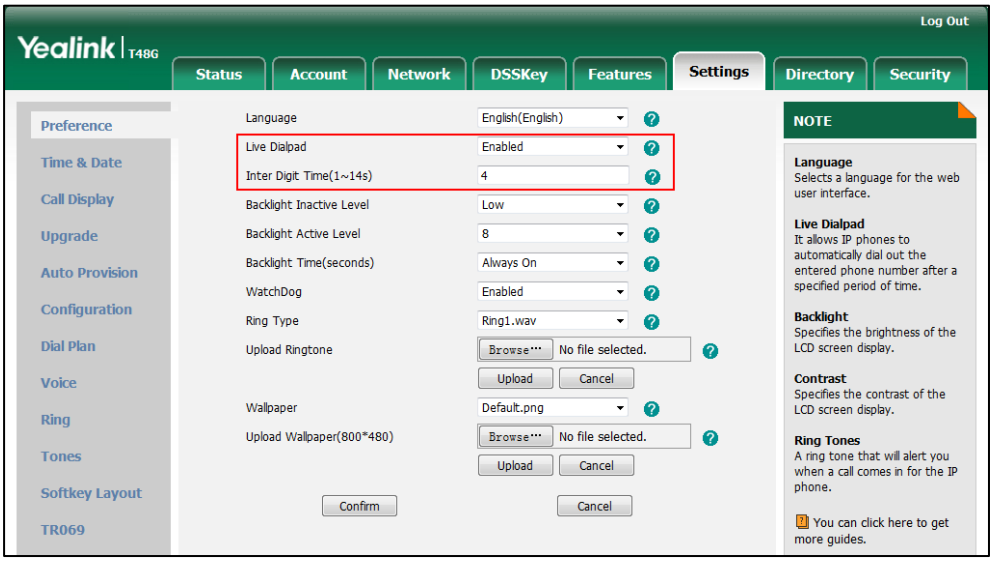
## Live Dialpad

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.

The default delay time is 4s.




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

**Note** Live dialpad is configurable via web user interface only.

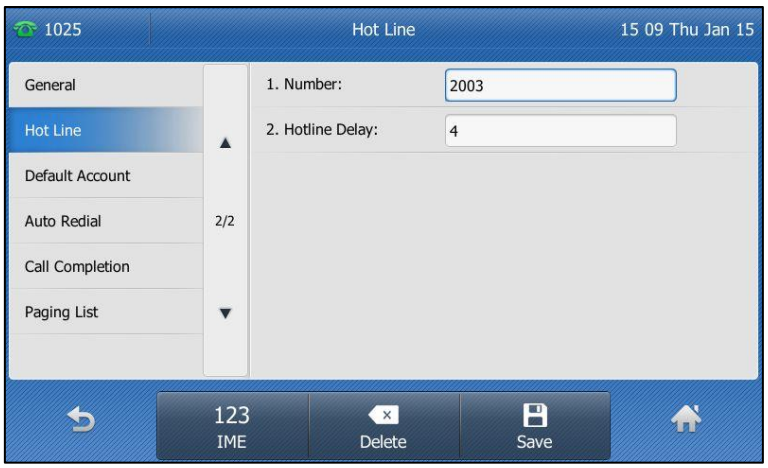
## Hotline

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.



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

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

3. Press OK , # SEND , 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 OK , # SEND or tap the **Send** soft key.
- With the handset on-hook, enter the desired number using the keypad.
  Press , # SEND , OK 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.

Press OK, #SEND, or tap the **Send** soft key.

- With the optional headset connected, press to activate the headset mode.
  Enter the desired number using the keypad.
  Press OK, #SEND, 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 OK, #SEND, or tap the **Send** soft key.
- Press HOLD 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, #SEND, 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 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.

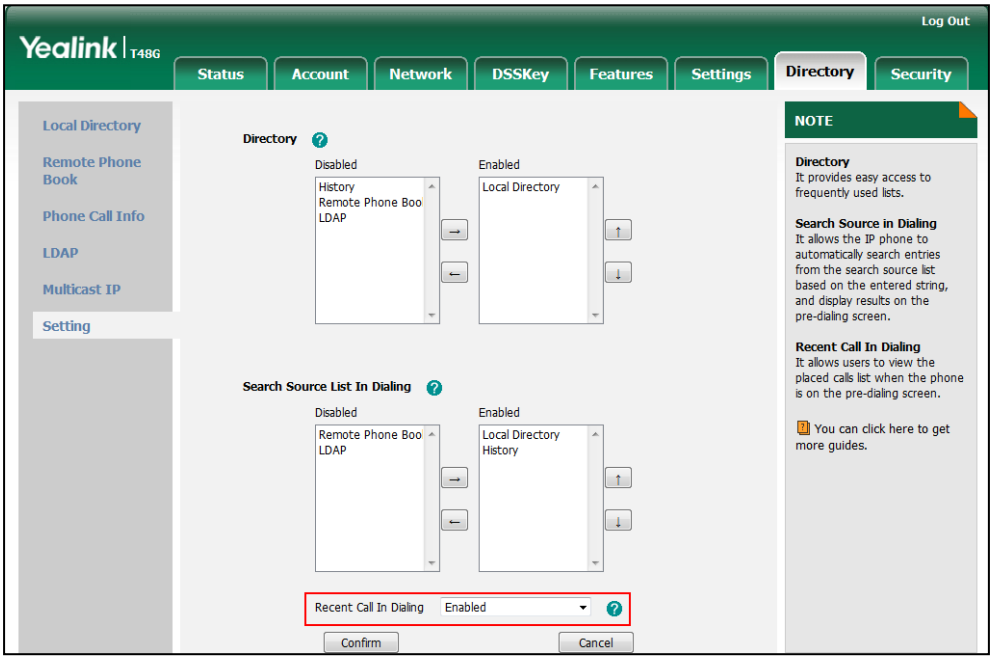
# Recent Call In Dialing

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**.

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



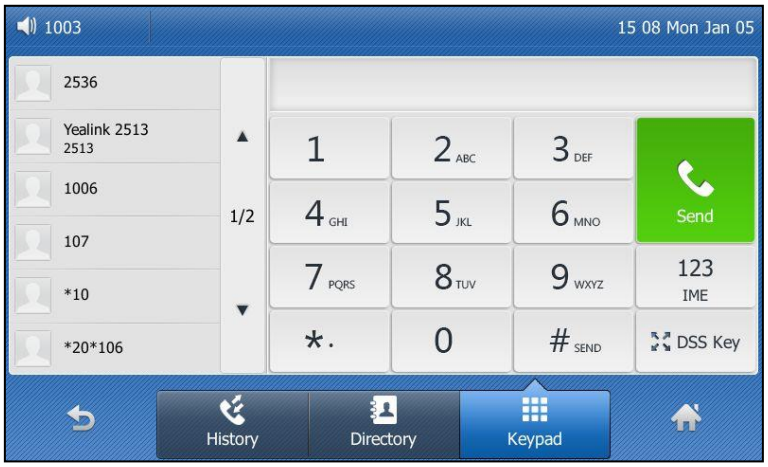

3. Click **Confirm** to accept the change.

**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:**

1. Pick up the handset, press the speakerphone key or tap the line key.

   The touch screen displays the placed calls list.



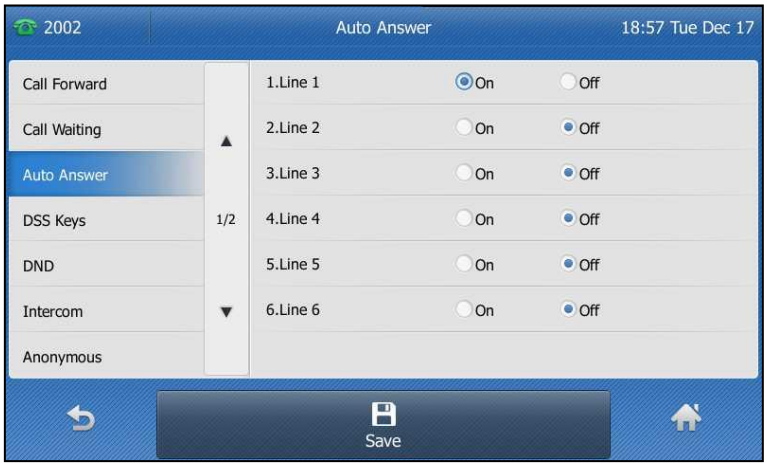

   You can tap ▲ or ▼ to scroll through placed calls page by page.

# 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.




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

   The 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.
4. Enter the desired number of redial attempts in the **Redial Times** field.

   The default value is 10.

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

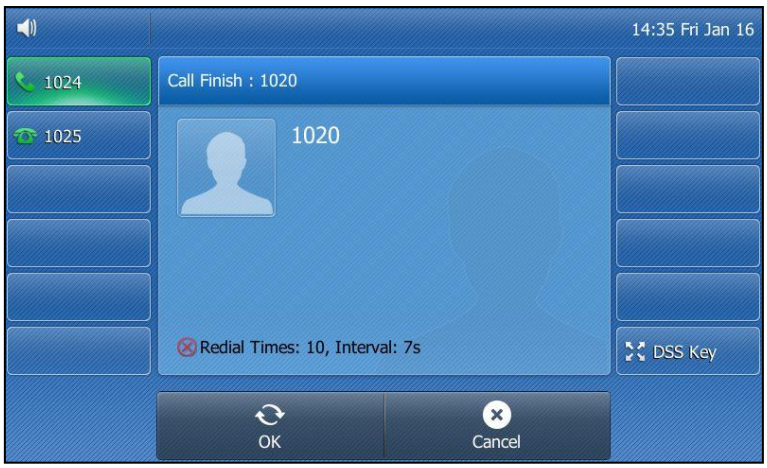
Auto redial is configurable via web user interface at the path **Features**->**General Information**.

**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:




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.

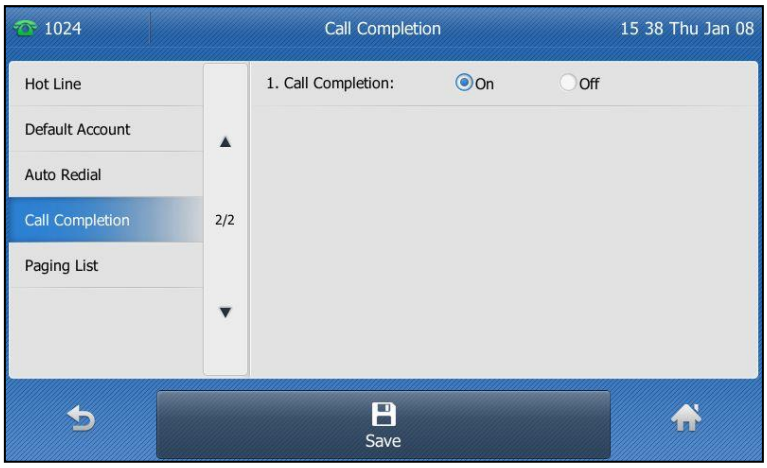
# Call Completion

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.

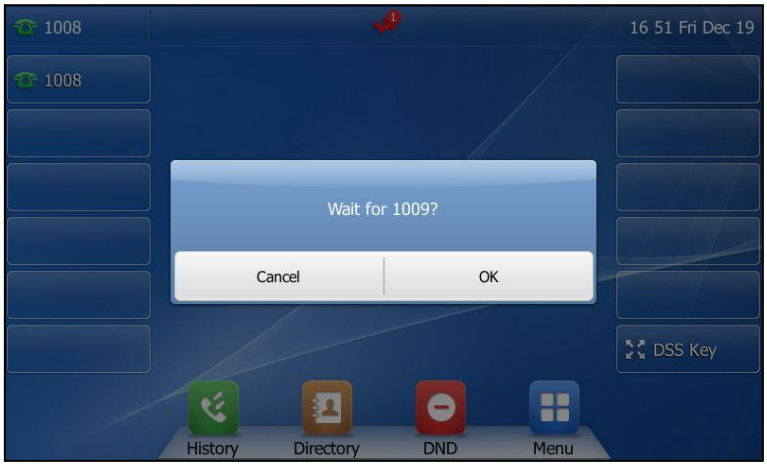



3. Tap the **Save** soft key to accept the change or to cancel.

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:




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.

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.

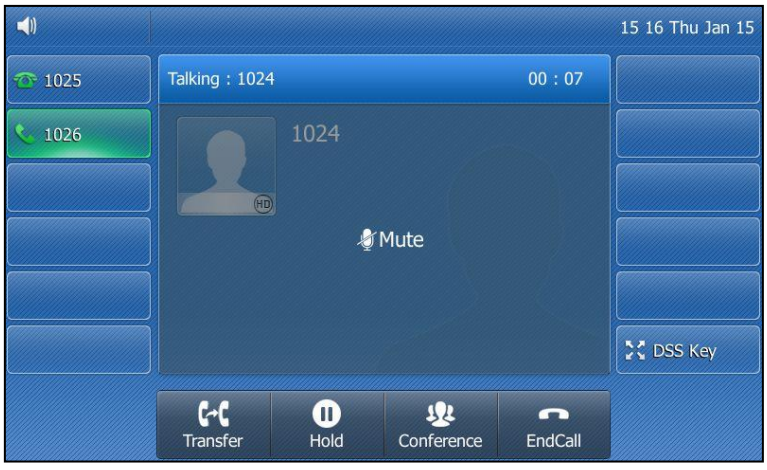
Recall key is configurable via web user interface at the path **DSSKey**->**Line key**.

# 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.

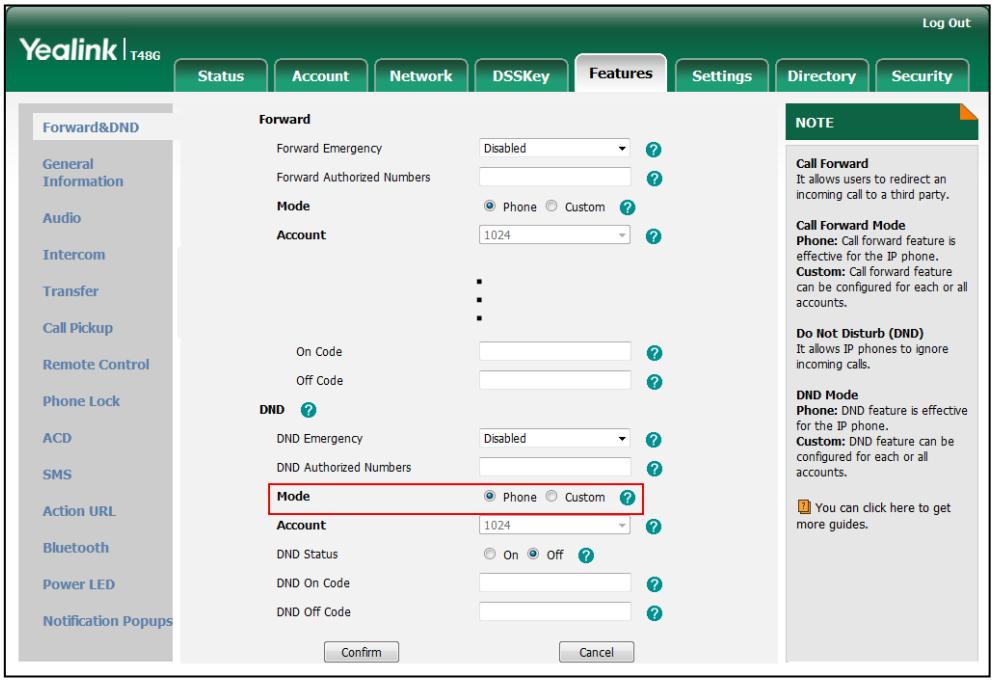
You can enable/disable DND for the phone system, or you can customize DND for each or all accounts. Two DND modes:

- **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.



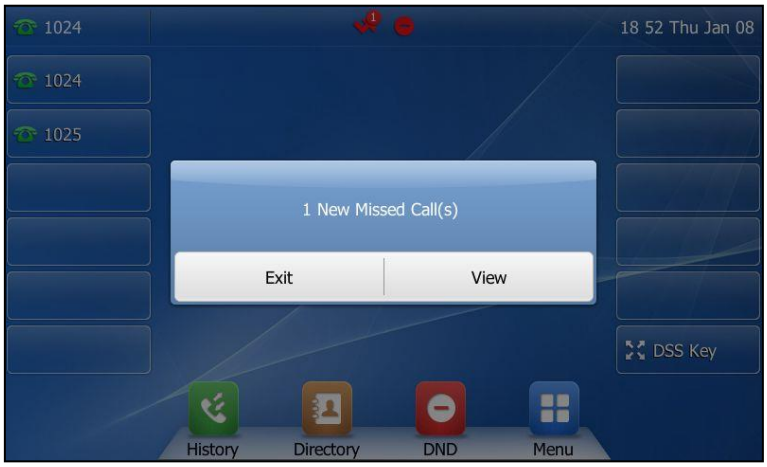

3. Click **Confirm** to accept the change.

**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.

2. Tap the desired account.

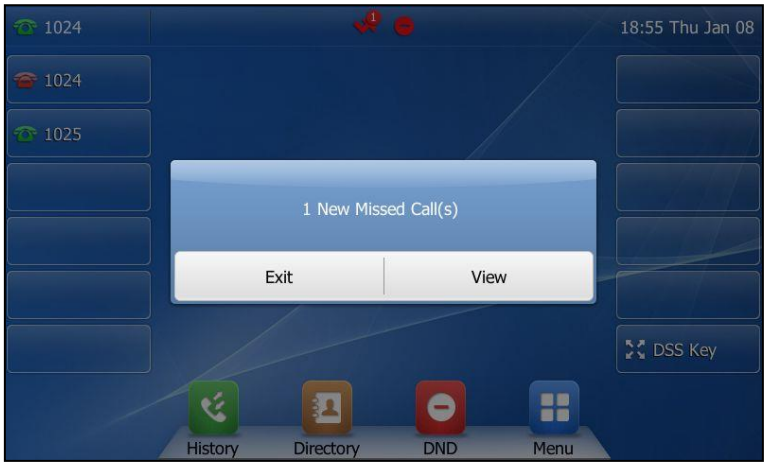
3. Tap the **On** radio box of the **DND Enable** field.

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 , and the  icon will appear on the status bar.

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

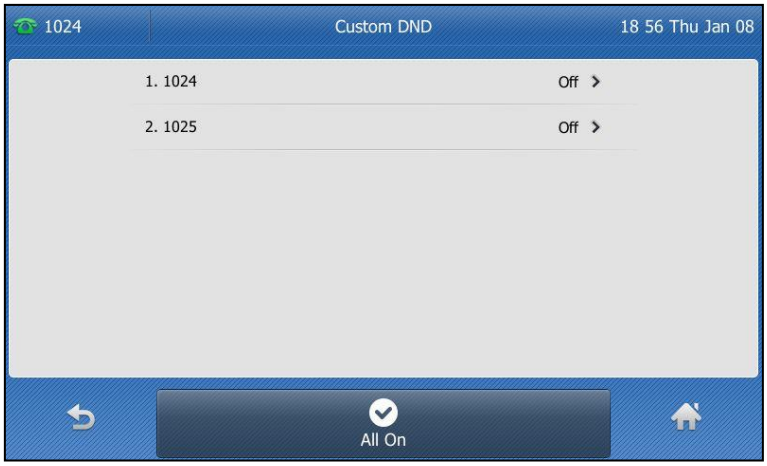
Incoming calls on the specific line will be rejected automatically, and the touch screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of missed calls).




**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.

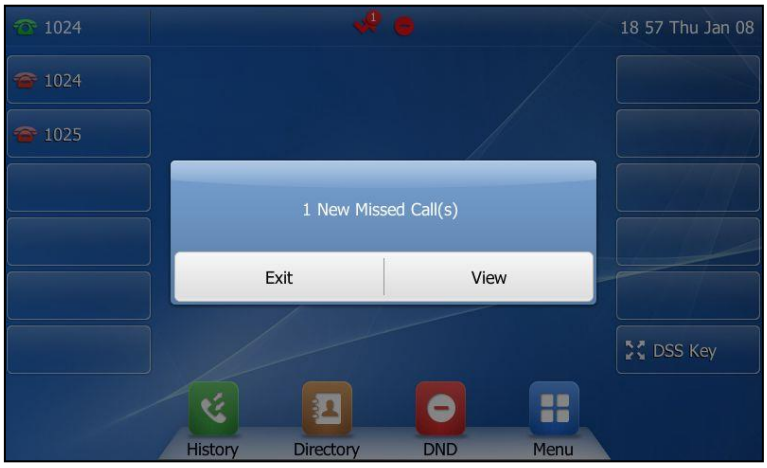
**To activate DND in custom mode for all accounts:**

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




2. Tap the **All On** soft key to activate DND for all accounts.
3. Tap to return to the idle screen.
   The icon appears on the status bar, and all line icons change to .

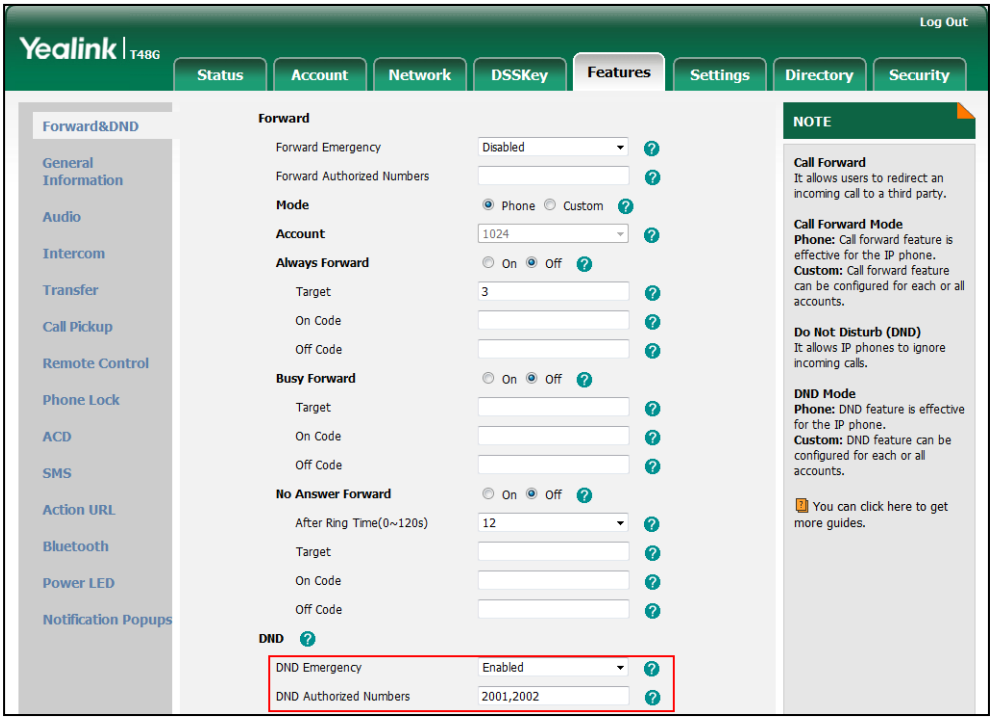
Incoming calls will be rejected automatically, and the touch screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of the missed calls).




**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.

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:

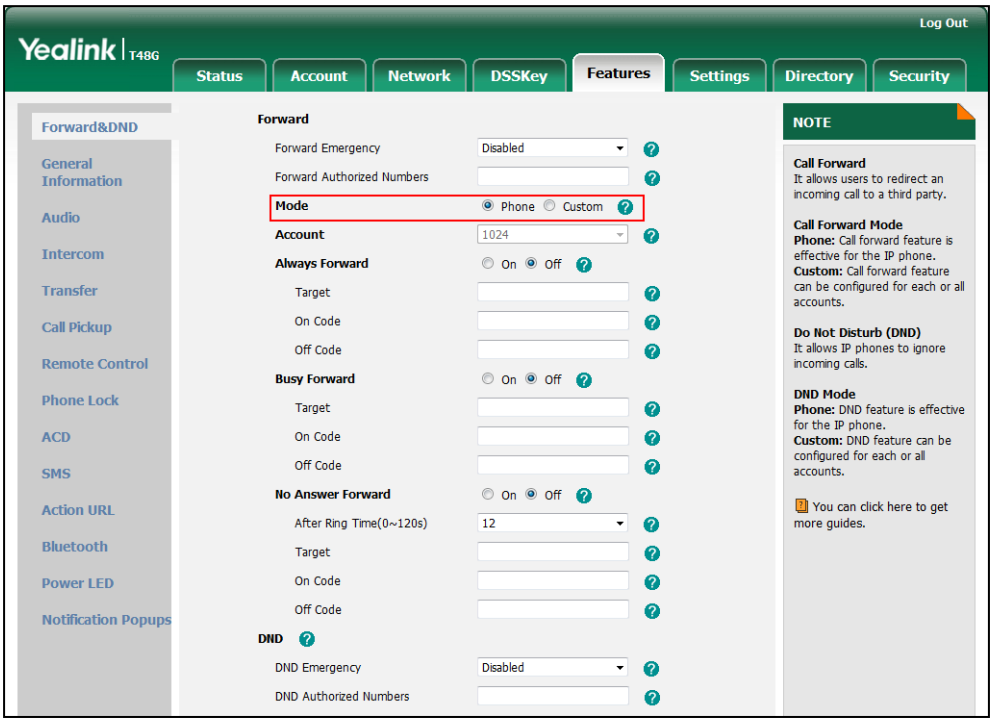
- **Always Forward**: Incoming calls are immediately forwarded.
- **Busy Forward**: Incoming calls are immediately forwarded if the phone is busy.
- **No Answer Forward**: Incoming calls are forwarded if not answered after a period of time.

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.




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.

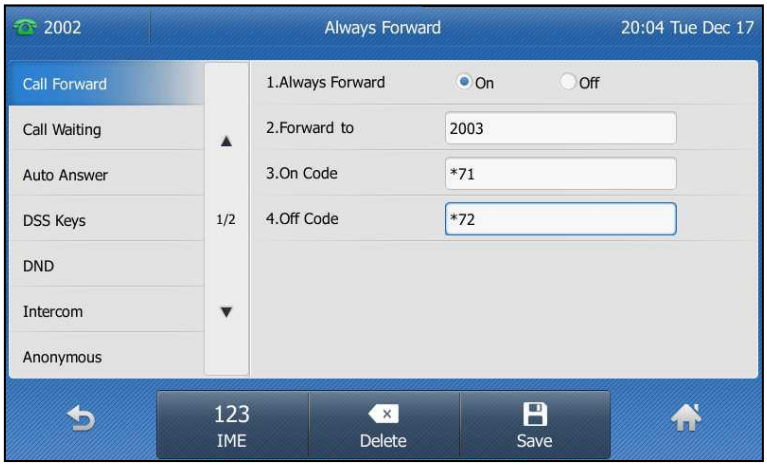
3. Depending on your selection:

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.

3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.

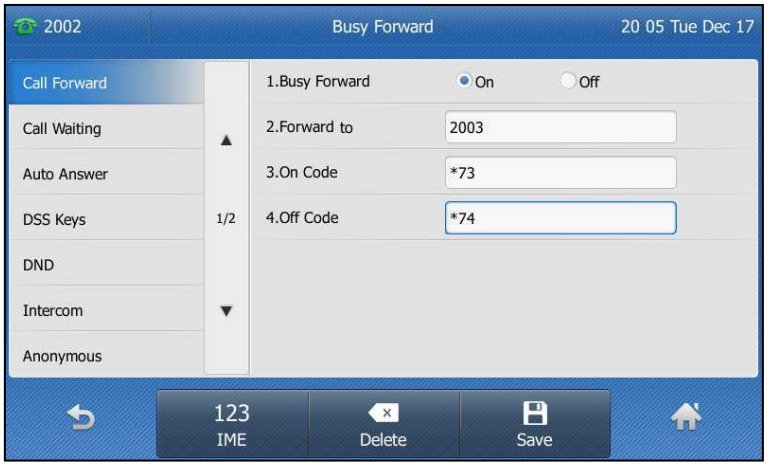



b.) If you tap **Busy Forward**:

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.

3) (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.




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

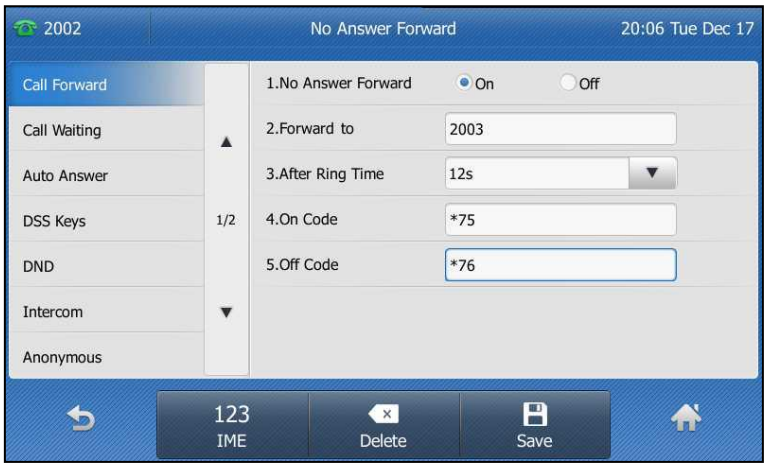
calls to in the **Forward to** field.

3) Tap the gray box of the **After Ring Time** field.

4) 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.

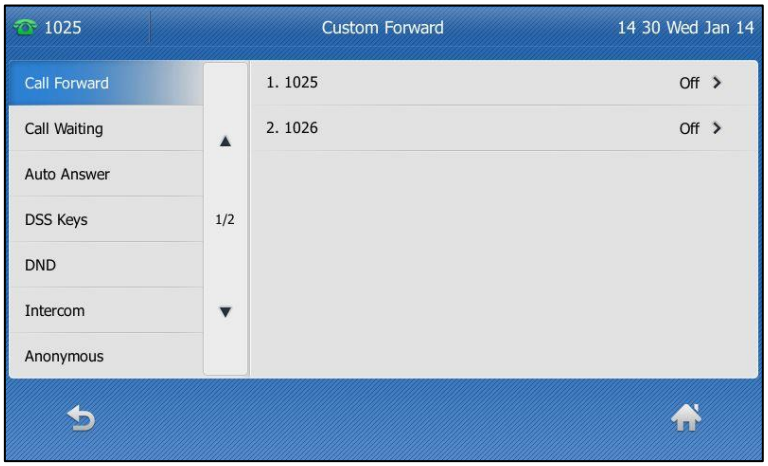



4. Tap the **Save** soft key to accept the change.

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.



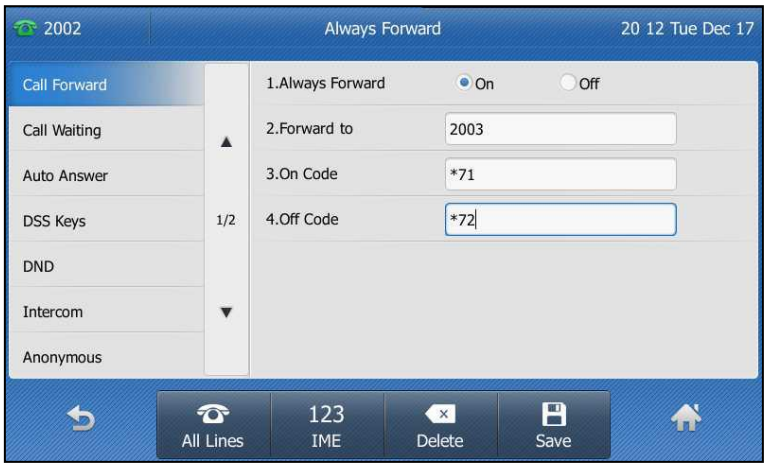

3. Tap the desired forwarding type.
4. Depending on your selection:

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.

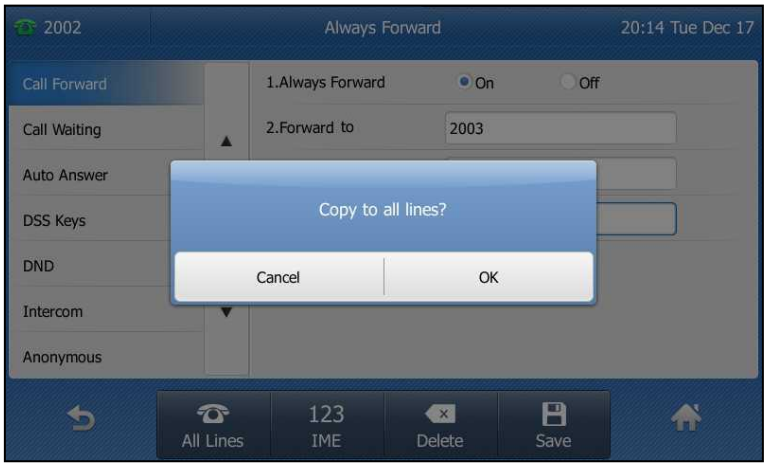
3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.




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?".



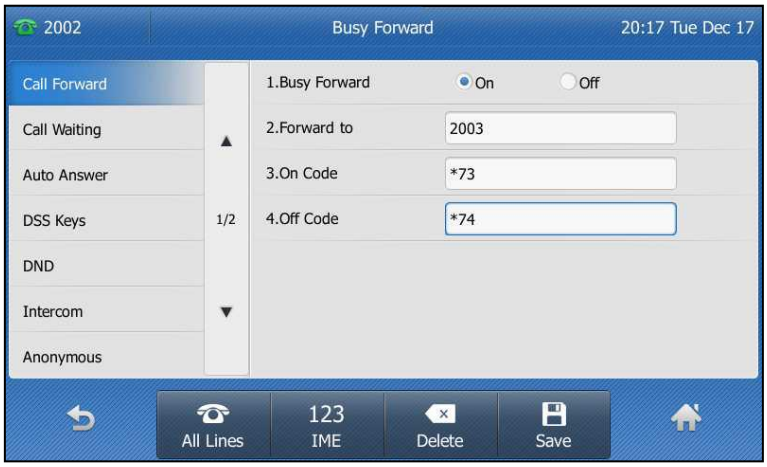

2) Tap the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

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.

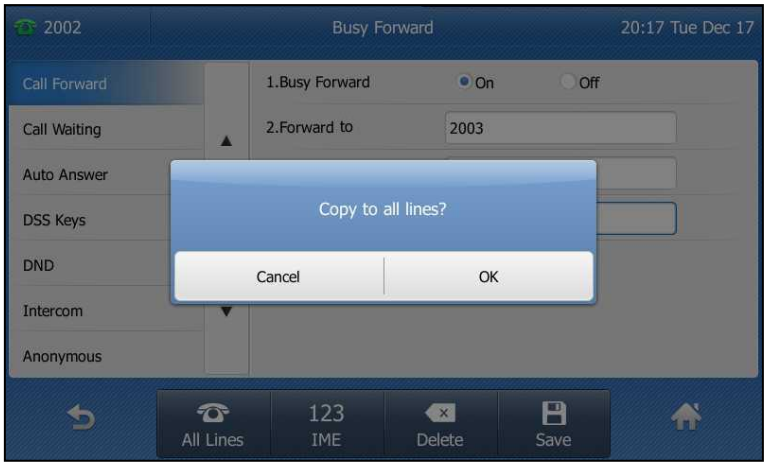
3) (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.




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?".



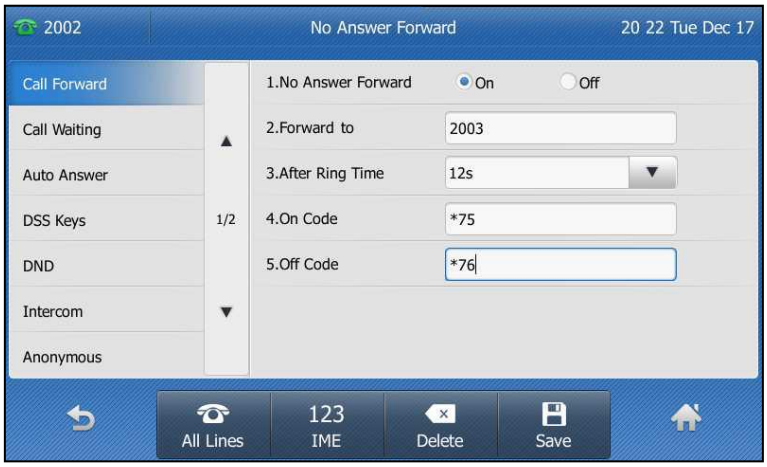

2) Tap the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

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.
4) Tap the desired ring time to wait before forwarding from the pull-down list.

The default ring time is 12 seconds.

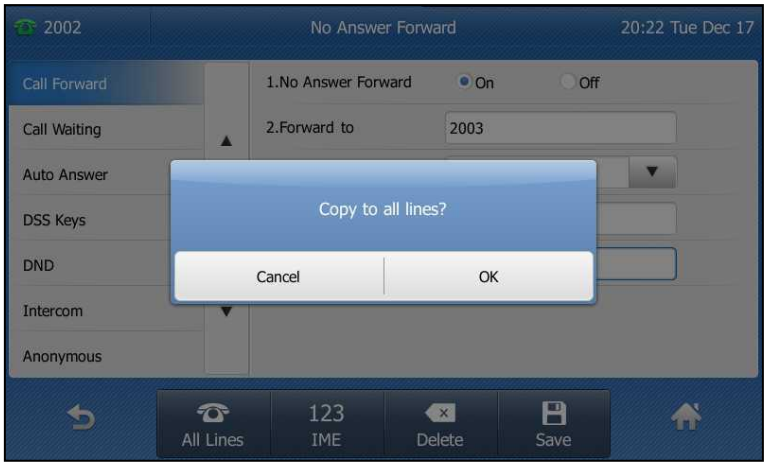
5) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.




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?".




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.

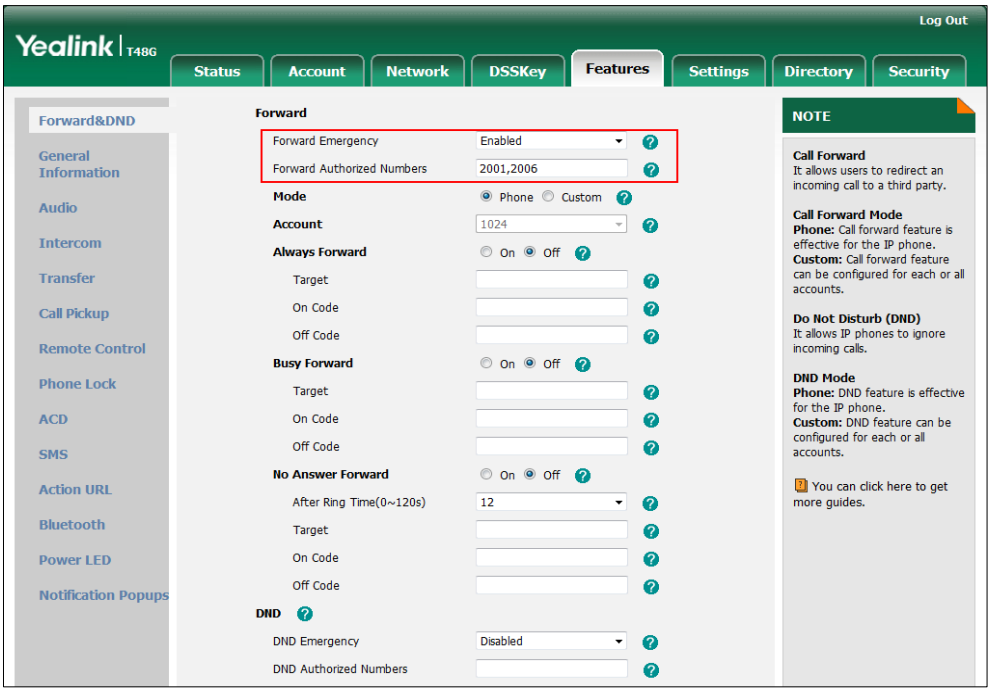
Call forward is local to the phone, and may be overridden by the server settings. Call forward on code or off code may be different among servers. For more information, contact your system administrator.

**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.




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:**

1. Tap ->**Features**->**Call Forward** or press when the phone is idle.

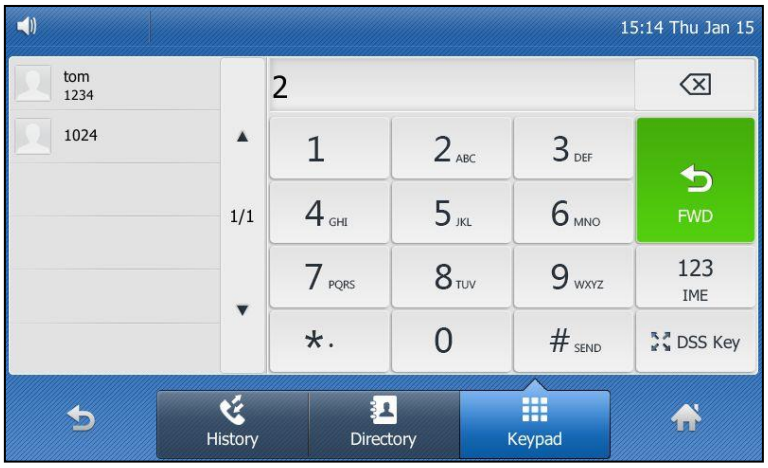
   The touch screen displays a list of accounts registered on the phone.
2. Tap the desired account.
3. Tap he desired forwarding type.

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.




3. Press OK, #SEND, 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.

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 OK 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 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 OK 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. After the party answers the call, press or tap the **Transfer** soft key to complete the transfer.

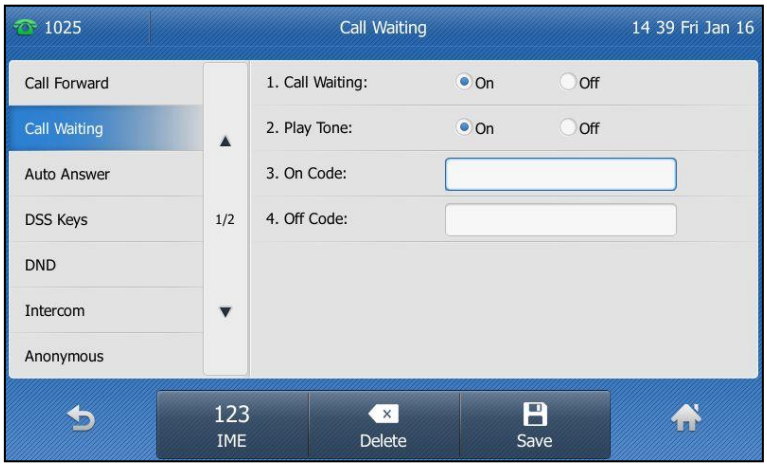
If you are using a handset, the transfer can be completed by hanging up the handset.

# 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.
4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.




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.

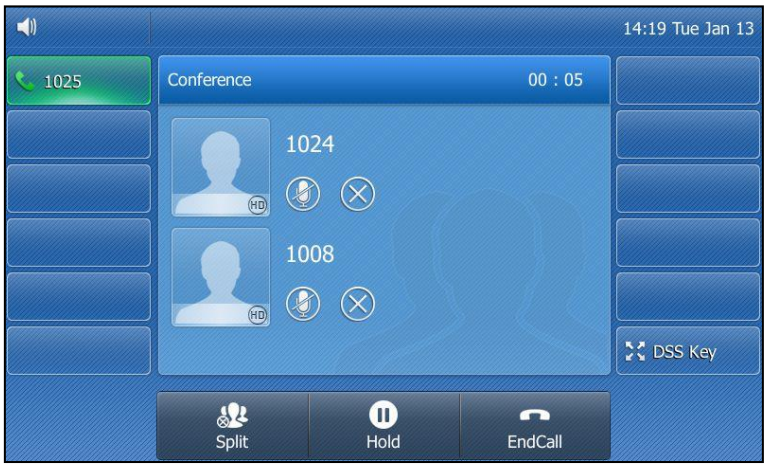
## Local Conference

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.

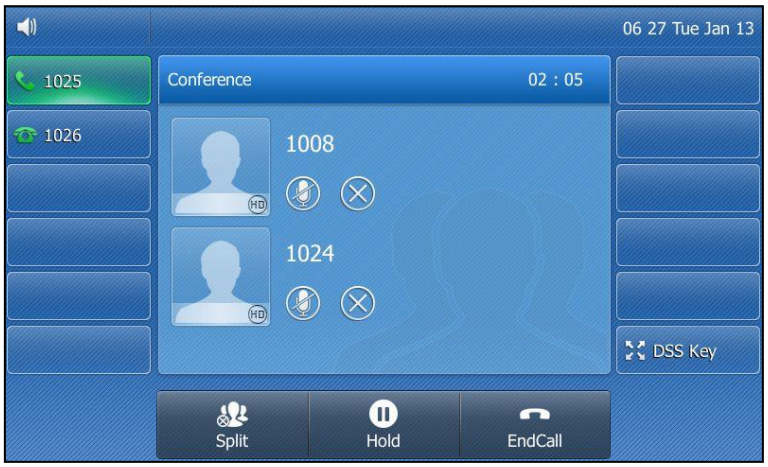
   The active call is placed on hold.
3. Enter the number of the second party, and then press OK , #SEND , or tap the **Conference** soft key.
4. When the second party answers the call, tap the **Conference** soft key again to join all parties in the conference.




**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 to remove the desired party.
- Press 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:

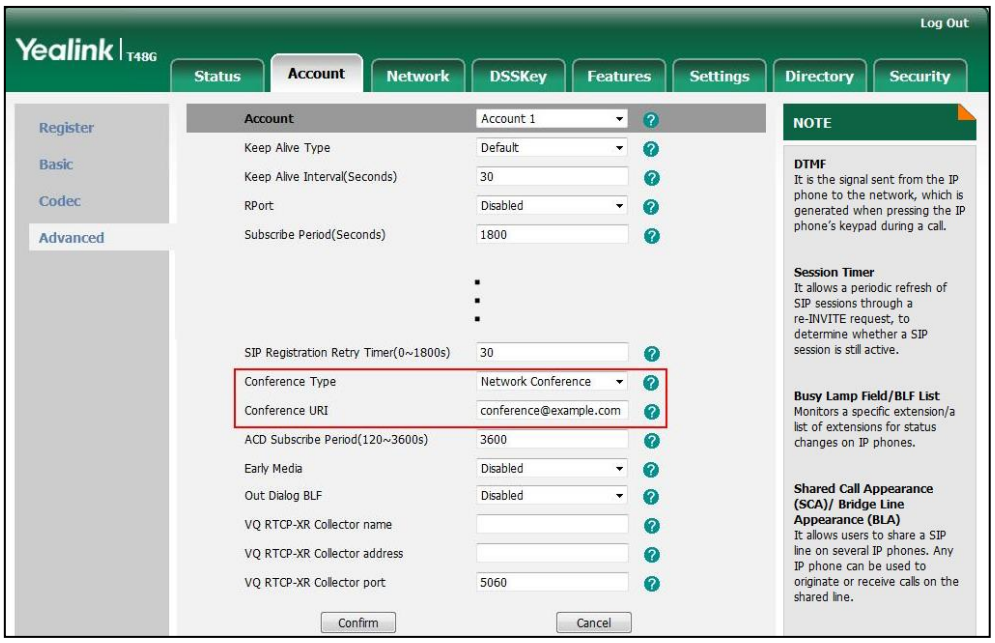
- Join two calls together into a conference call.
- Invite another party into an active conference call.

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**.

3. Enter the conference URI (e.g., conference@example.com) in the **Conference URI** field.




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.
2. 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 OK, #SEND, 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.
5. 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 OK, #SEND, 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.

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.
3. 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**

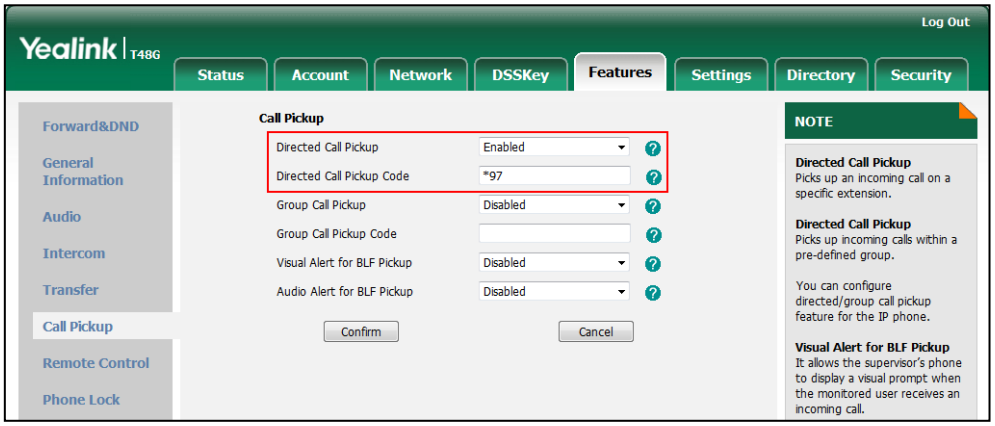
If there are many incoming calls at the same time, taping the **GPickup** soft key on the phone will pick up the call that rings first.

## 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**.

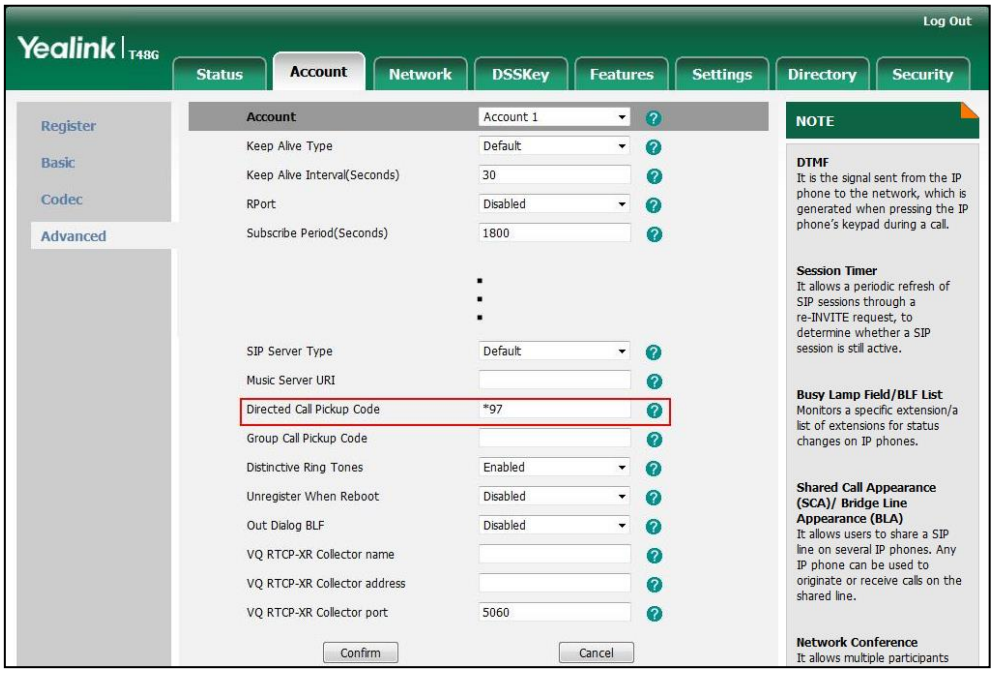
3. Enter the directed call pickup code in the **Directed Call Pickup Code** field.




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.

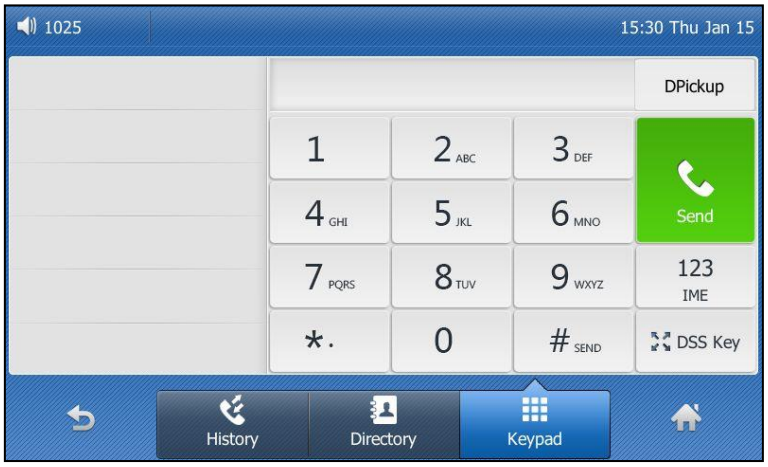



4. Click **Confirm** to accept the change.

**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.




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.

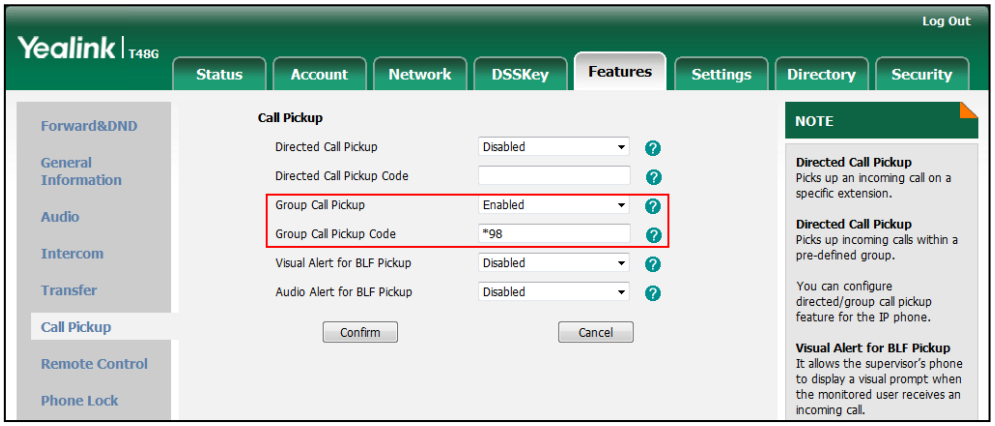
You can also configure a line key as a directed pickup key via phone user interface or web user interface. Once configured, you can pick up a call by tapping the directed pickup key directly. For more information, refer to Line Keys on page 93.

## 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**.

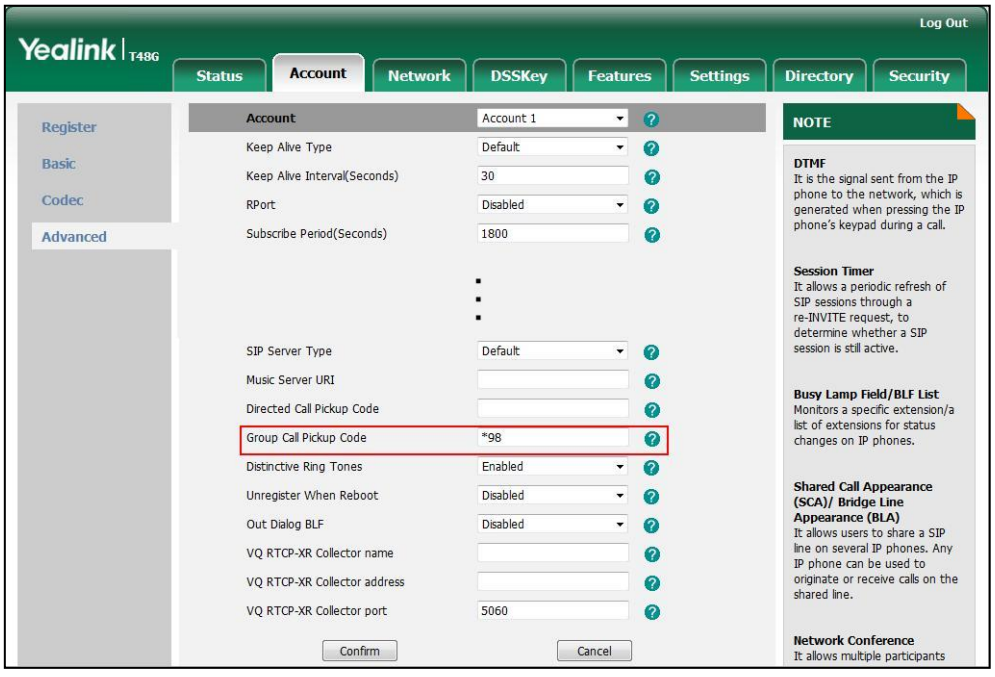
3. Enter the group call pickup code in the **Group Call Pickup Code** field.




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.




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.

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.

**Note** The directed call pickup code and group call pickup code are predefined on the system server. Contact your system administrator for more information.

# 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**

**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.

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:

# 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.

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:

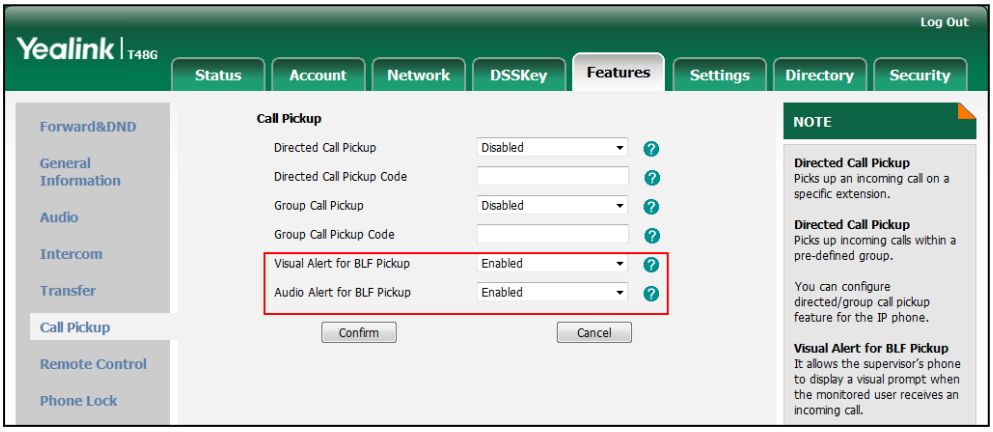
| Status of the BLF Key Icon | Status of the Monitored User |
|---|---|
| | The monitored user is idle. |
| (flashing) | The monitored user is placing a call to another user. |
| (flashing) | The monitored user receives an incoming intercom call. |
| | The monitored user is on an active call. |
| | The call of the monitored user is parked. |
| | 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**.



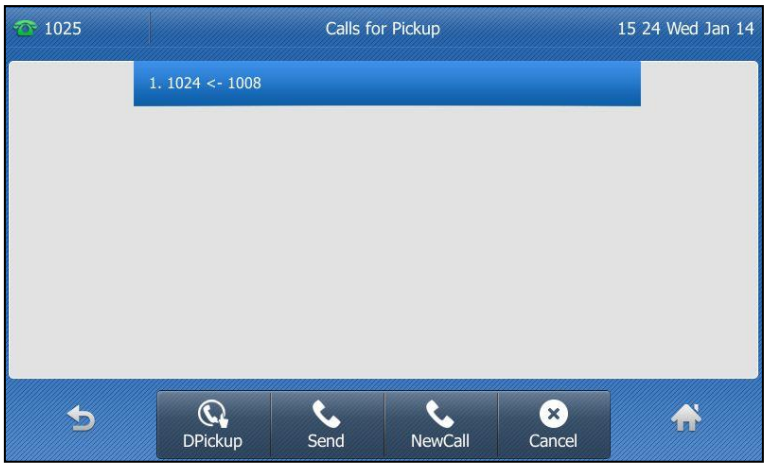

4. Click **Confirm** to accept the change.

**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.

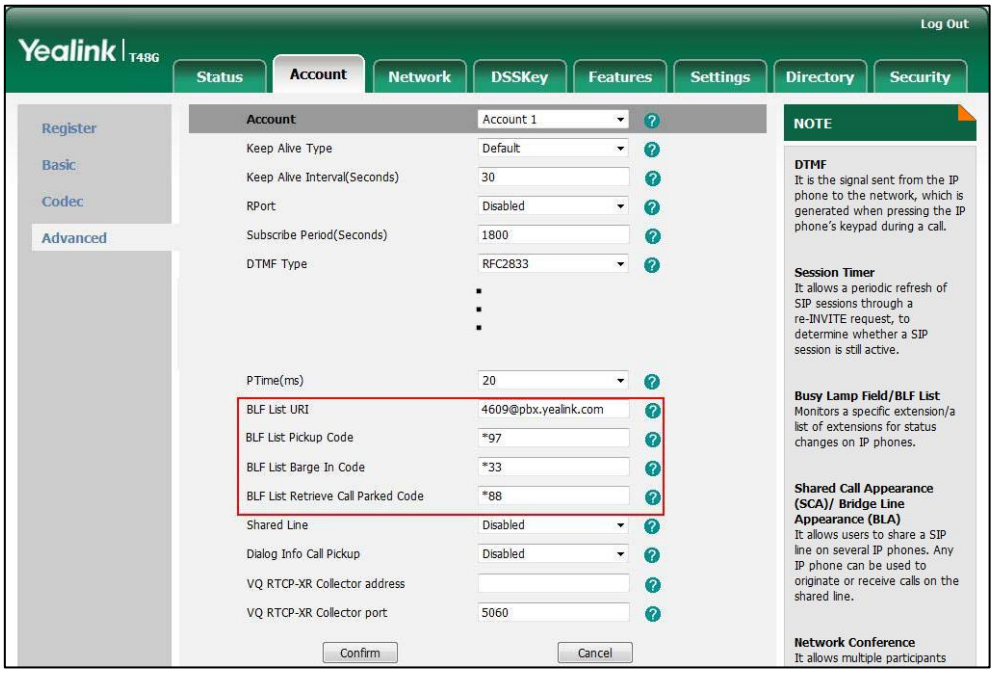
You can use the BLF List keys in the following ways:

- 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.




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:**

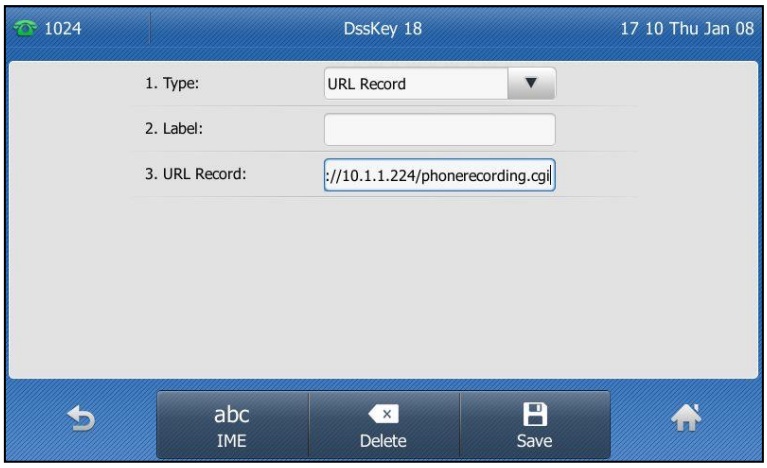
1. Tap DSS Key.
2. Tap the desired line key.
3. Tap the gray box of the **Type** field.
4. Tap **Key Event** from the pull-down list.
5. Tap the gray box of the **Key Type** field.
6. Tap **Record** from the pull-down list.
7. (Optional.) Enter a label that will appear on the touch screen in the **Label** field.

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.

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 | Icons on the touch screen |
|---|---|
| A recording is started | appears on the touch screen |
| A recording cannot be started | appears for 1 second |
| A recording cannot be | appears for 1 second, then goes back |
| The recording box is full | appears for 1 second |
| The call cannot be recorded | 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.

**Note** 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.

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

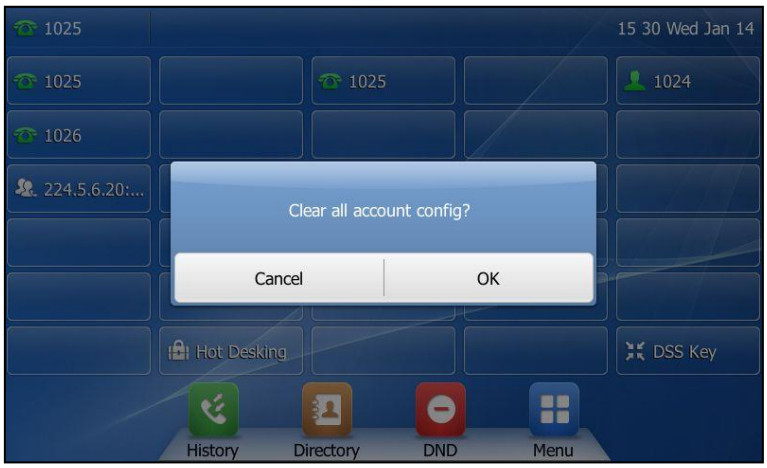
8. Tap the **Save** soft key to accept the change or to cancel.
9. Tap **DSS Key** to return to the idle screen.

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:

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.

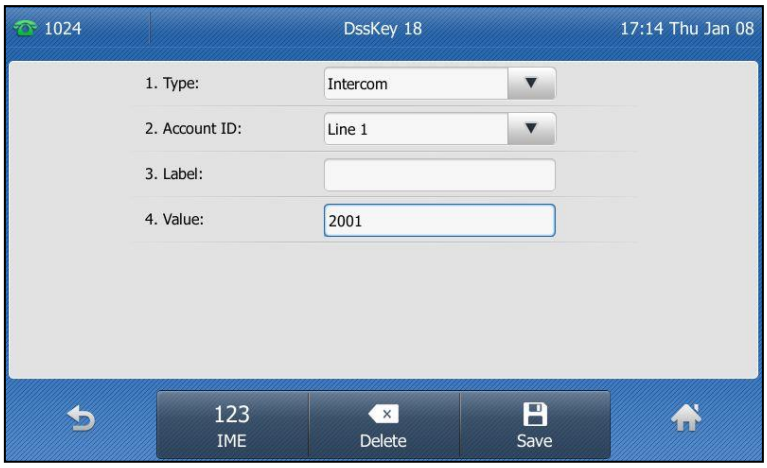
**Note** Intercom is not available on all servers. Contact your system administrator for more information.

## 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.




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 features you need to know:

| Intercom Feature | Description |
|---|---|
| Accept Intercom | Enable or disable the IP phone to automatically answer an incoming intercom call. |
| Intercom Mute | Enable or disable the IP phone's microphone for intercom calls. |
| Intercom Tone | Enable or disable the IP phone to play a warning tone when it receives an incoming intercom call. |
| Intercom Barge | Enable or disable the IP phone to automatically answer an incoming intercom call while there is already an active call on the phone. |

### 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

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.

**Note** 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:**

1. Tap ->**Features**->**Intercom**.

2. Make the desired changes.

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.

9. Tap the **Save** soft key to accept the change or 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.

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

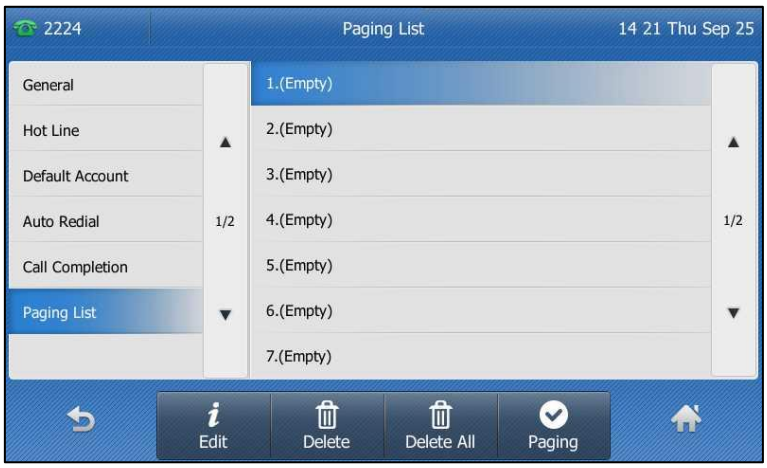
8. Tap the **Save** soft key to accept the change or to cancel.

Paging list key is configurable via web user interface at the path **DSSKey->Line Key**.

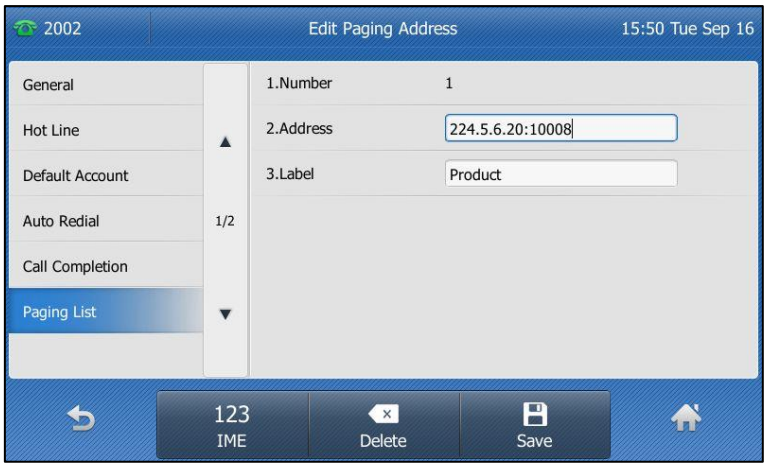
**To configure paging list via phone user interface:**

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.



3. Tap the **Edit** soft key.




4. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the **Address** field.

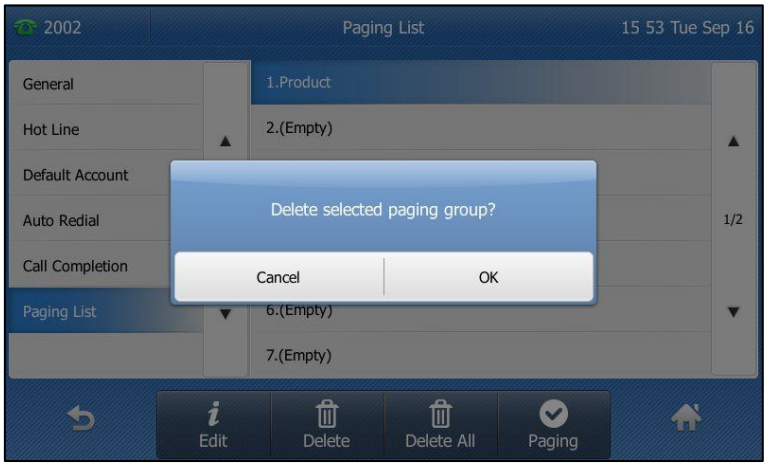
   The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

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.




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.

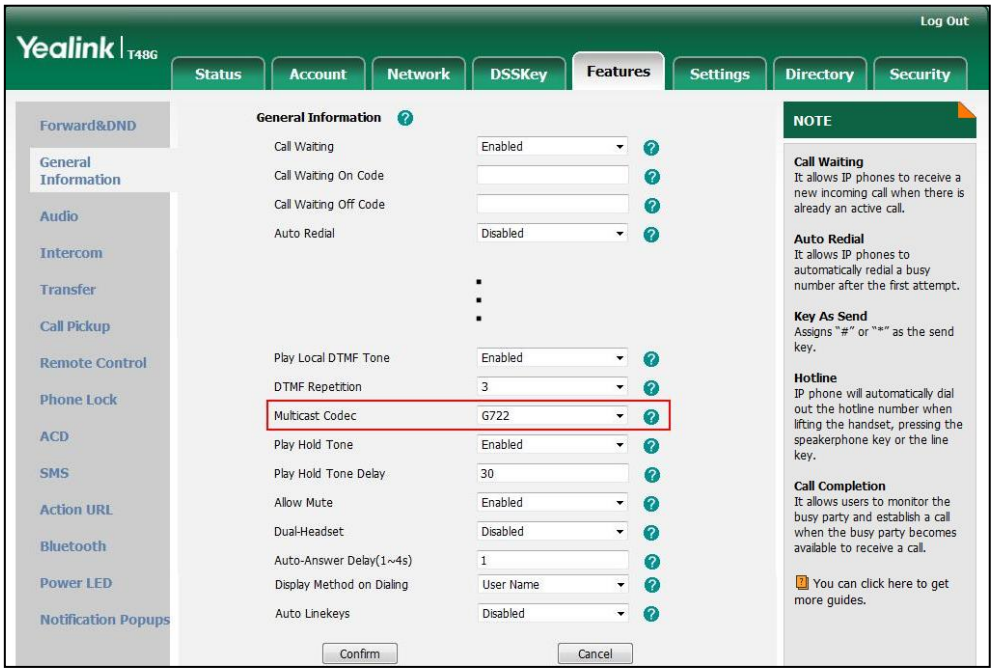
You can also configure the phone to use a default codec for sending multicast RTP

stream via web user interface.

**To configure a default codec for multicast paging via web user interface:**

1. Click on **Features->General Information**.
2. Select the desired codec from the pull-down list of **Multicast Codec**.

   The default codec is G722.




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.

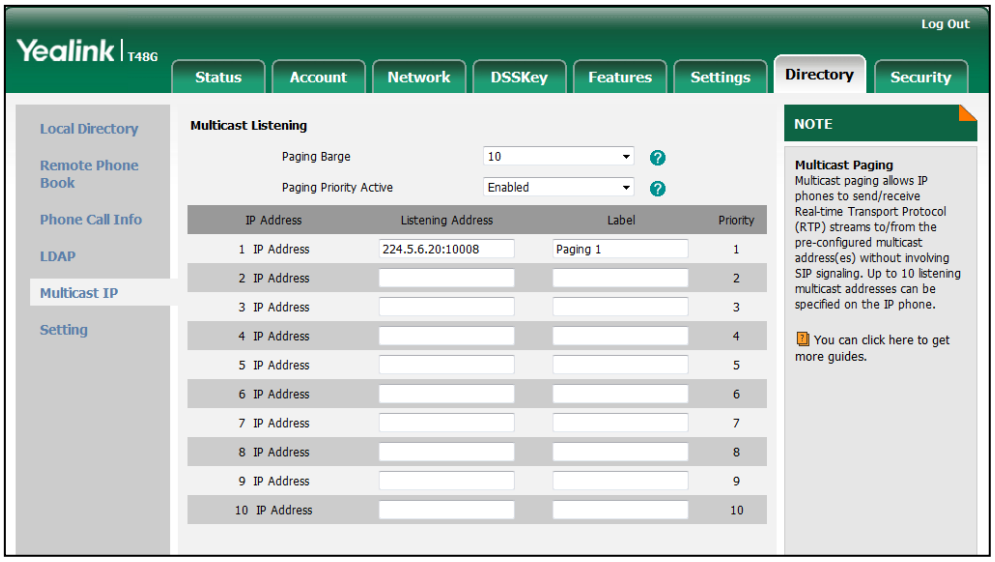
**Paging Priority Active**

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.




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:**

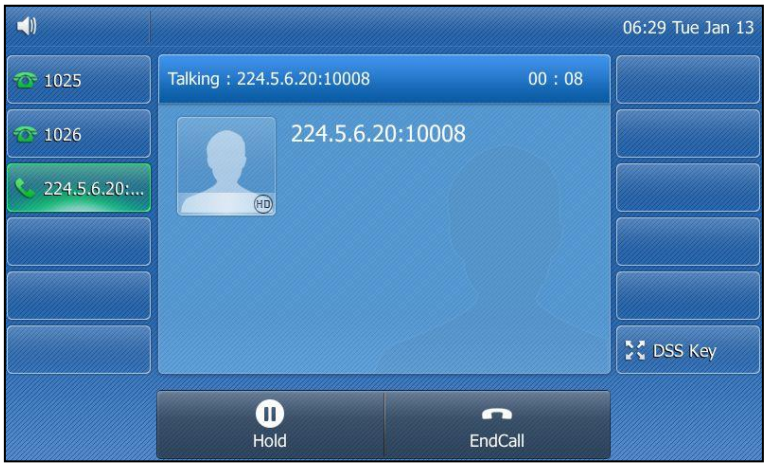
1. Tap the multicast paging key when the phone is idle.

   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:




2. 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.

3. To resume the held multicast RTP session, tap the **Resume** soft key.

   The multicast RTP session is established again.

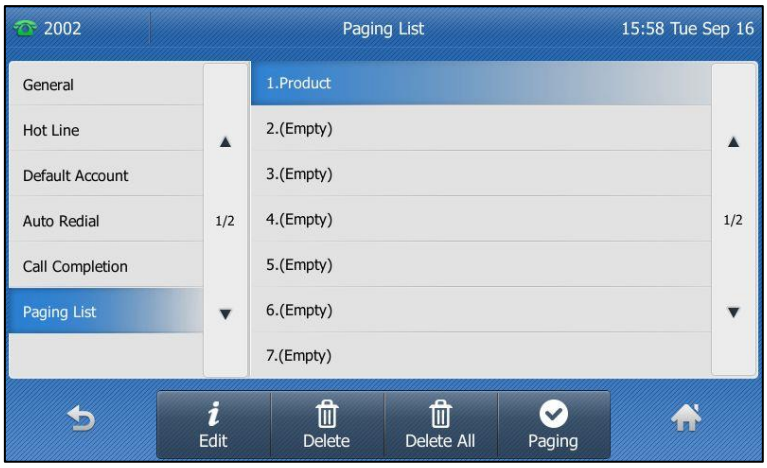
4. Tap the **EndCall** soft key to cancel the multicast RTP session.

**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.




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.
5. 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.

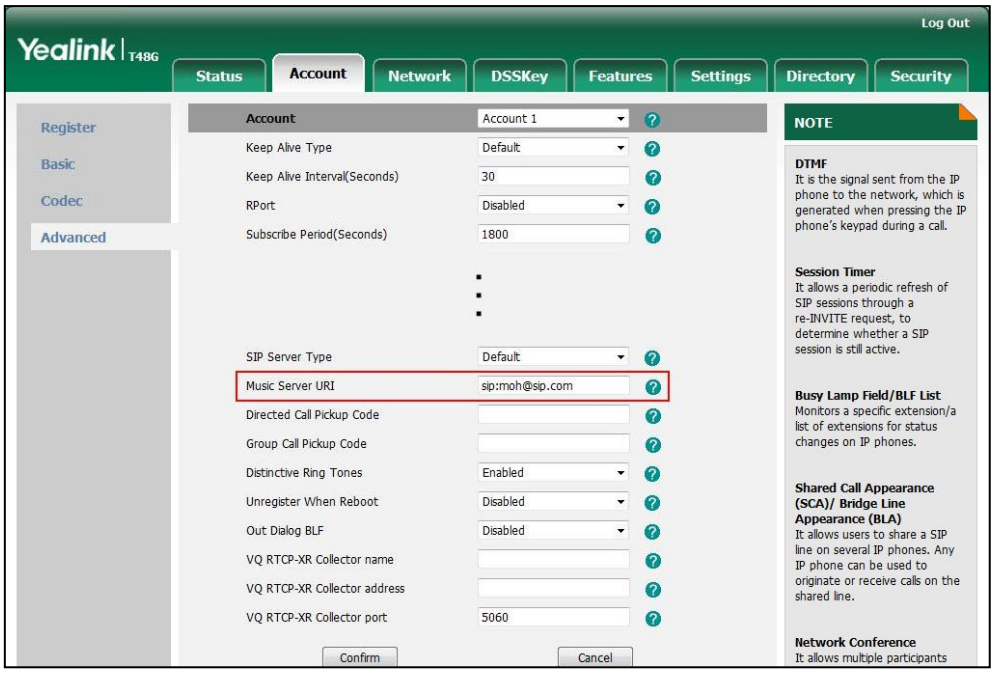
# Music on Hold

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**.

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.

**Note** 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)

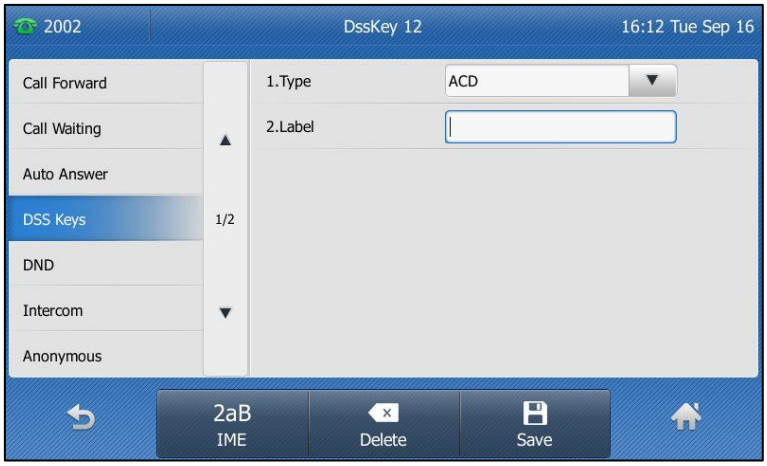
ACD is often used in offices for customer service, such as call center. The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons at the earliest opportunity. ACD on the SIP-T48G IP phone allows 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 Icon 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.

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.




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.

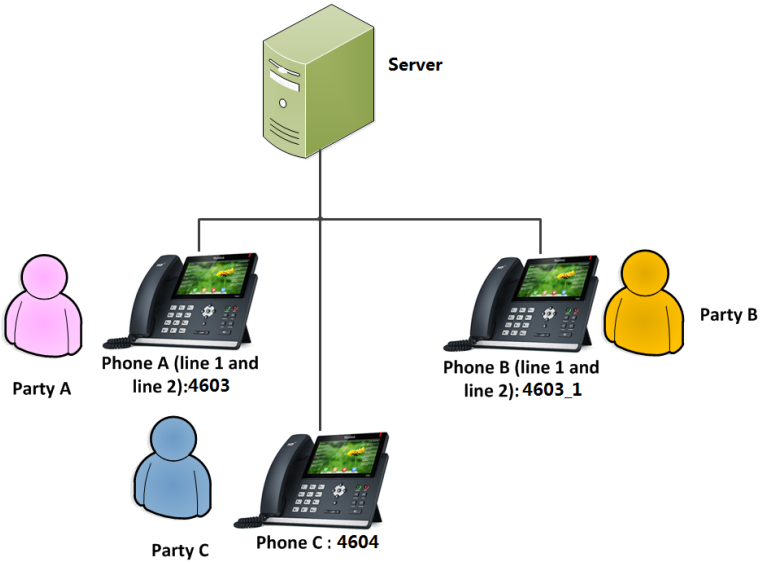
In the following figure, the first line is private and the second line is shared:

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

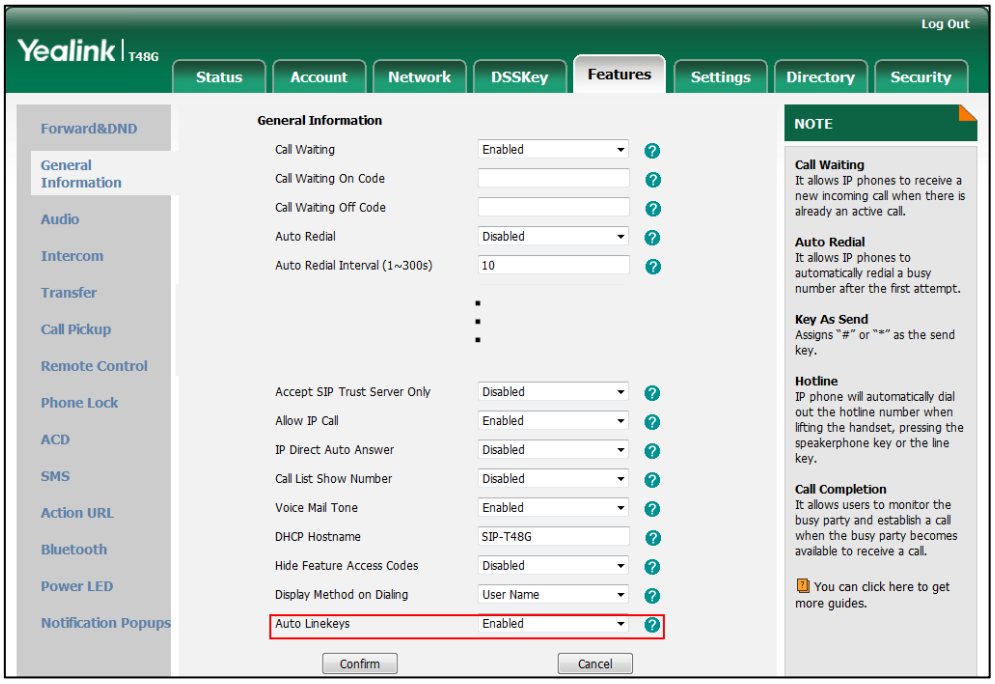
You can configure a primary account on the IP phone and other alternate accounts on the other IP phones. In a SCA Hybrid Key System scenario, you can automatically assign multiple DSS keys with Line type for a registered shared line on the phone (If auto linekeys feature is enabled). For example, party 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**.

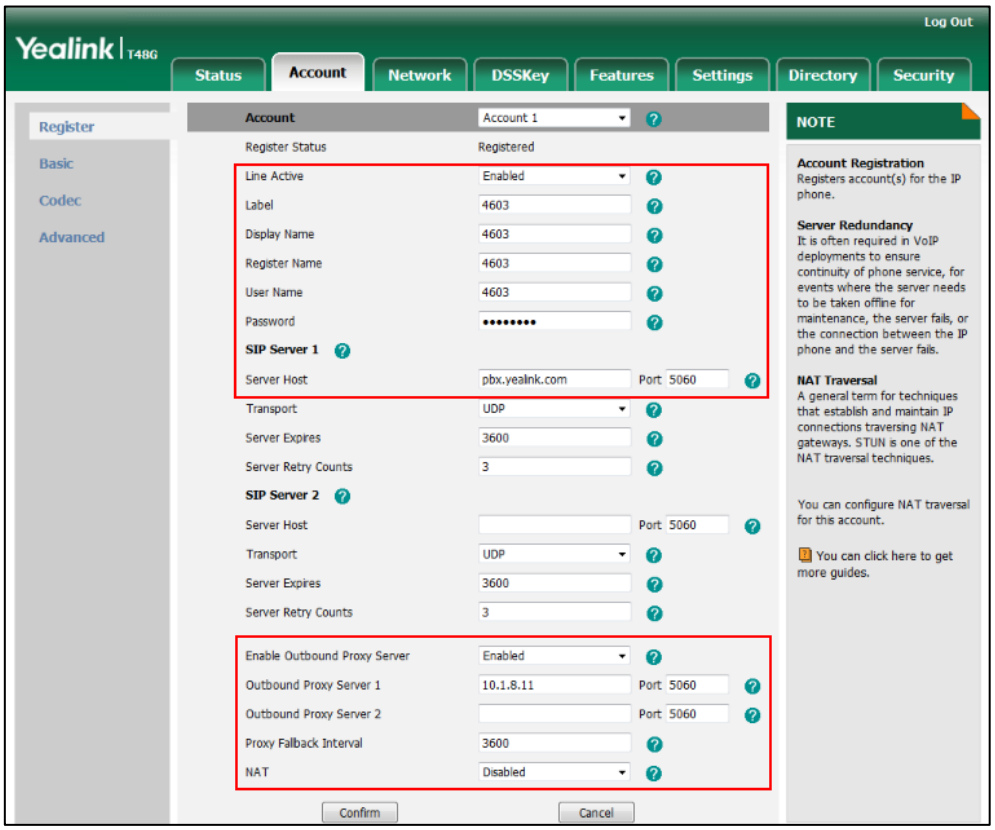
If **Auto LineKeys** is enabled, you can automatically assign multiple DSS keys with Line type for a registered shared line on the phone.




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:**

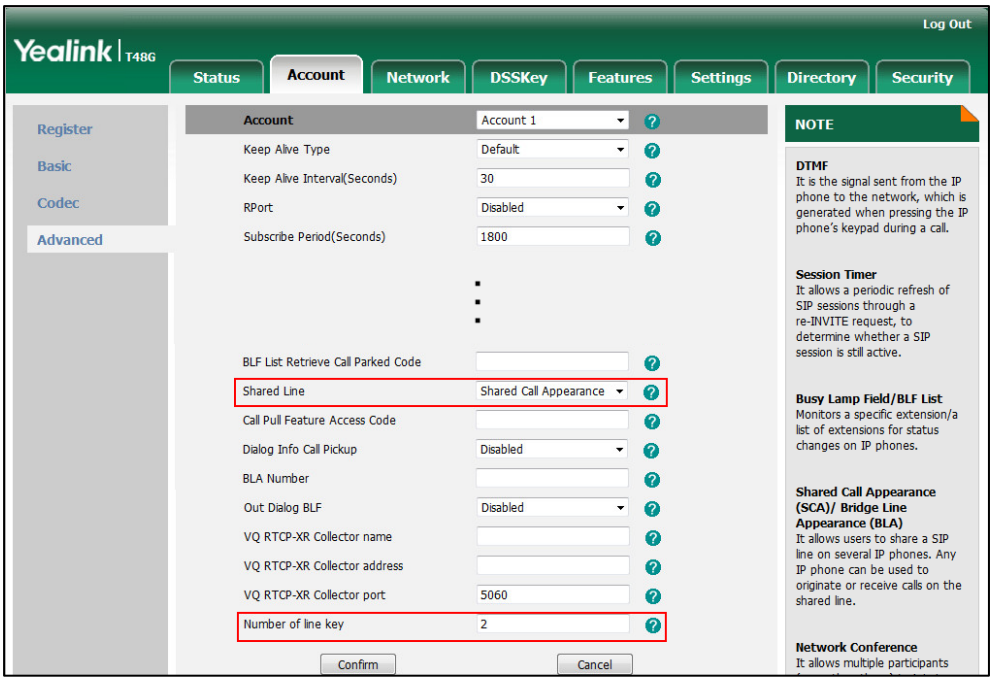
1. Register the primary account 4603.




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.

The default value is 1. In this example, the value is set to 2.



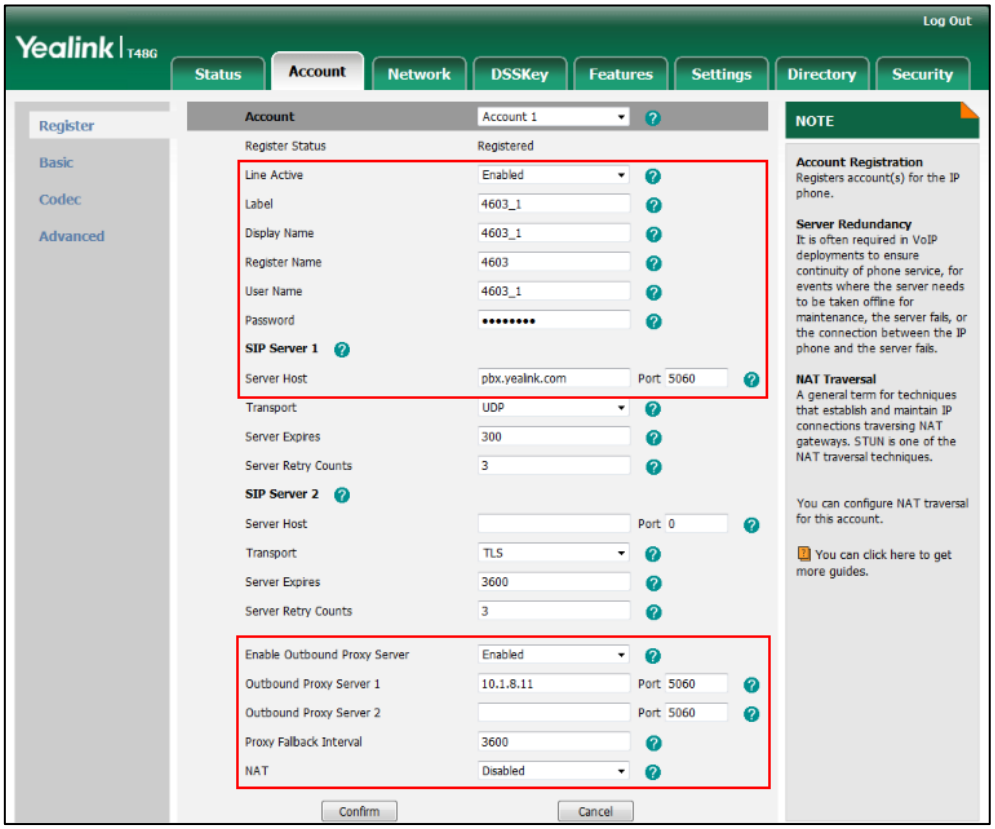

4. Click **Confirm** to accept the change.

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.

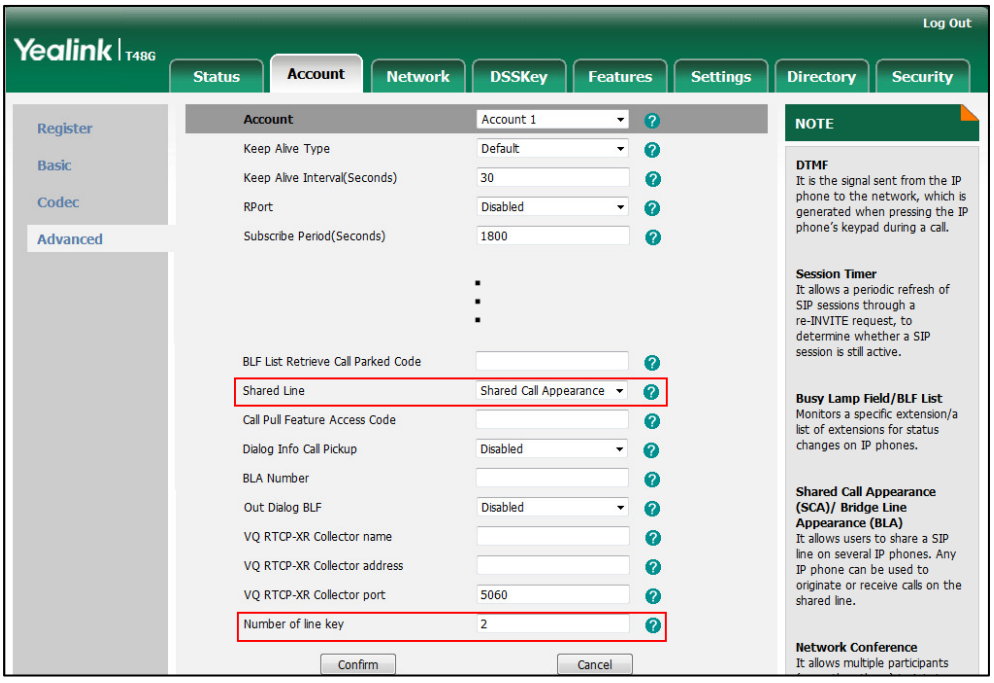
(Enter the primary account 4603 in the **Register Name** field.)




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.



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.

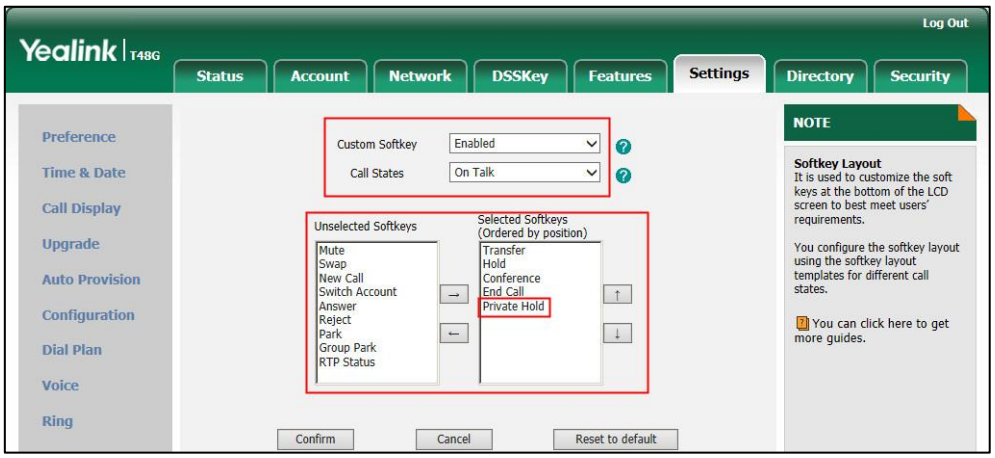
## Configuring private hold soft key or private hold key

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**.
4. Select **Private Hold** from the **Unselected Softkeys** column and then click →.

   The **Private Hold** appears in the **Selected Softkeys** column.




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.

6. (Optional.) Enter a string that will appear on the LCD screen in the **Label** field.

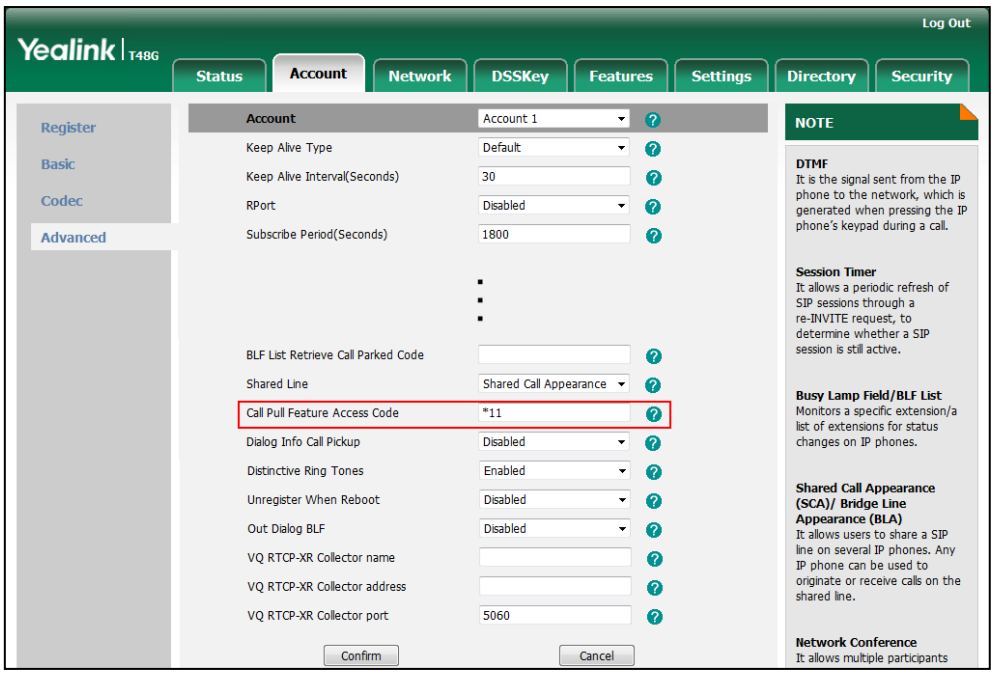
7. Tap the **Save** soft key to accept the change or to cancel.

## 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**.
3. Enter the call pull feature access code (e.g., *11) in the **Call Pull Feature Access Code** field.



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 Icon 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 OK, #SEND, 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 OK, #SEND, 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 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, #SEND, 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 OK , #SEND , 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 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, , OK or tap the **Answer** soft key on phone A.

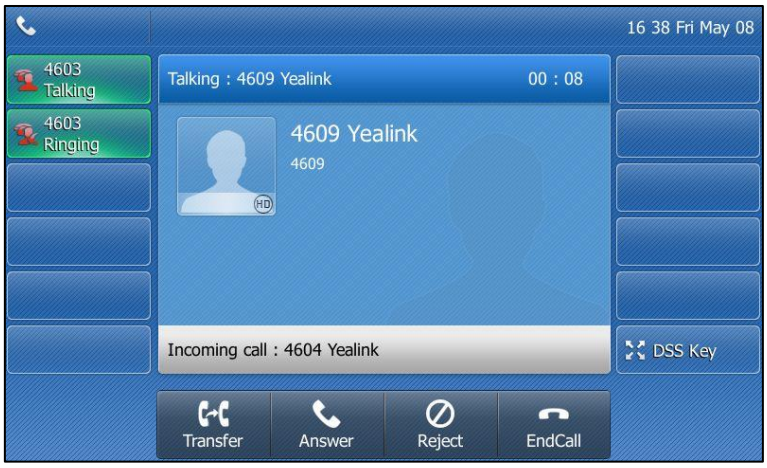
  The icon indicators of the line key 1 on phone A and phone B will become and solid.

- Tap the line key 1, , OK 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 (OK) 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 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 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 OK or tap the **Answer** soft key. Phone A stop ringing.

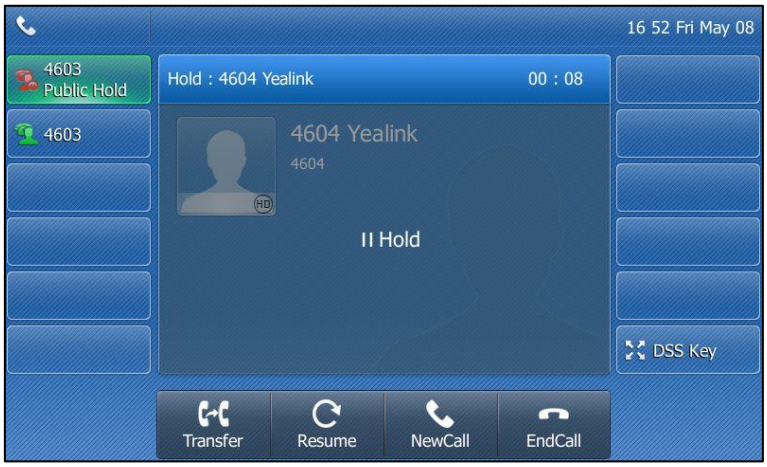
  The icon indicators of the line key 2 on phone A and phone B will become and solid indicating that there is an active call on the line key 2. Meanwhile, the icon indicators of the line key 1 phone A and phone B will become and solid indicating that there is the held call on the line key 1.

**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:**

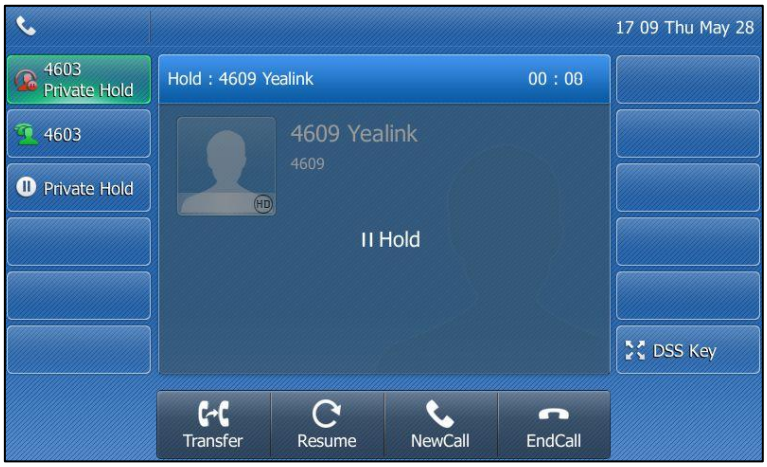
1. Press or tap the **Hold** soft key on phone A when party A and party C are talking.




The icon of line key 1 on phone A and phone B will become .

**To place a call on private hold:**

1. 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 when the shared line call is placed on private hold.

The icon of line key 1 on phone B will become 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:**

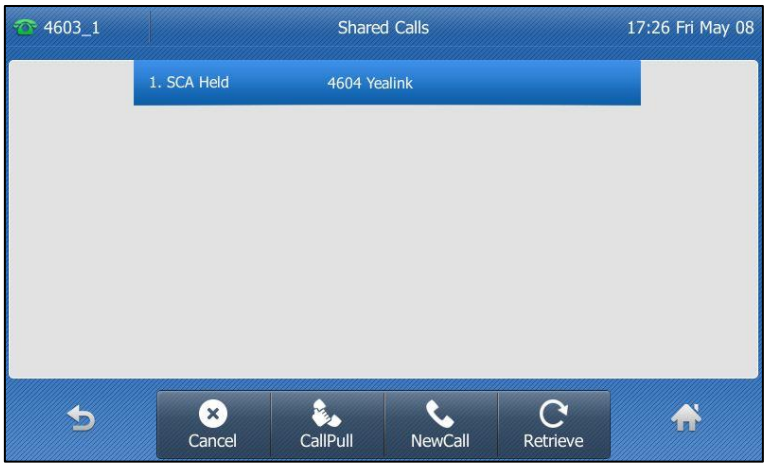
1. Tap , press or tap the **Resume** soft key.

   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.




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 .

**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.

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.

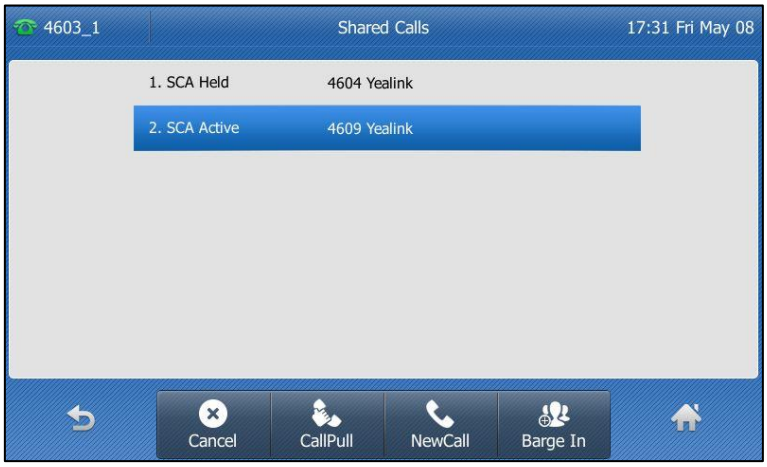
If phone A has more than one call, do the following:

1. Long tap the desired line key on phone B.

   The list of calls appears on the touch screen of phone B.

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.




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.

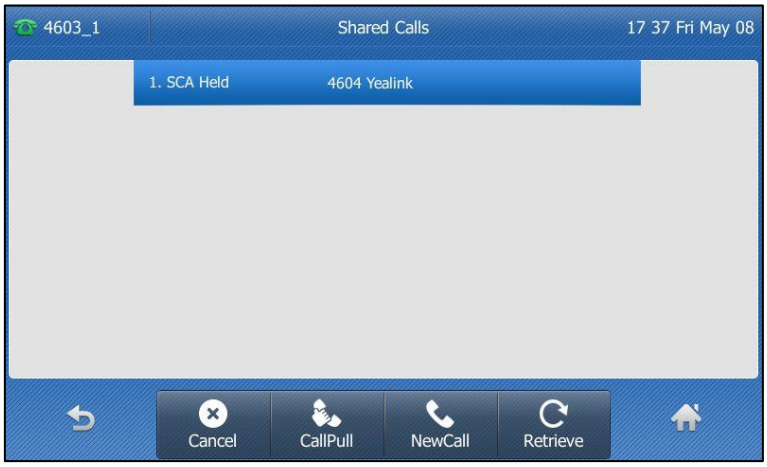
2. Tap the **CallPull** soft key.

   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.




2. Tap the **CallPull** soft key.

   The held call has been retrieved from the phone A successfully.

# Bridged Line Appearance (BLA)

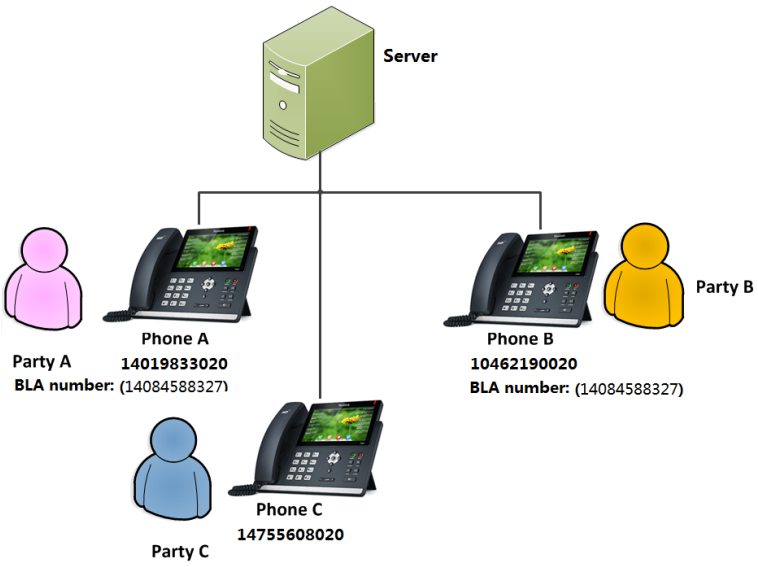
BLA allows users to share a SIP line on two or more IP phones. Users can monitor the specific extension (BLA number) for status changes on each IP phone. To use this feature, a BLA group should be pre-configured on the server and one of them is specified as a BLA number. BLA depends on support from a 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.

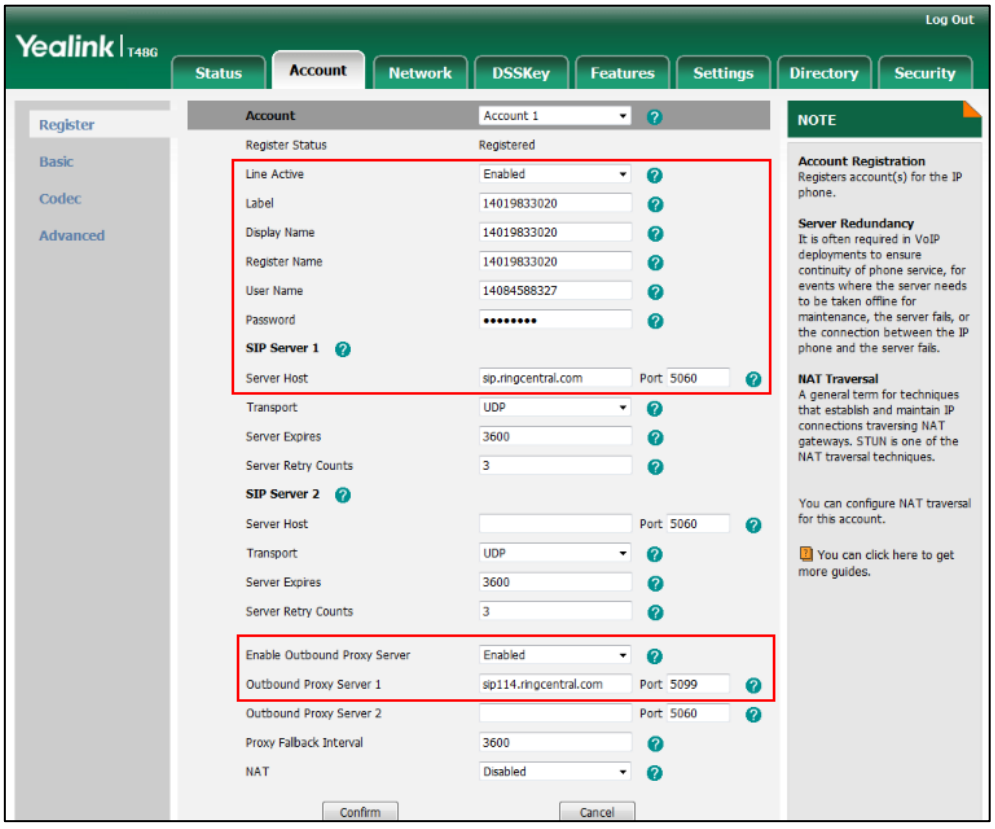
## Configuring BLA Feature on the IP Phone

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.

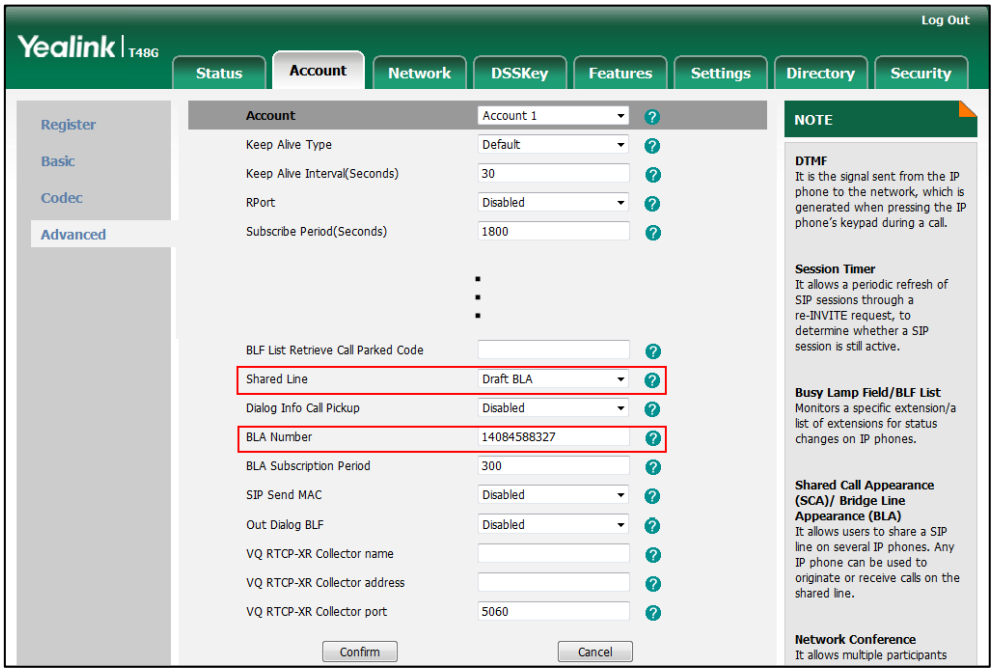



**To register account and configure BLA feature on phone A via web user interface:**

1. Register the account 14019833020.



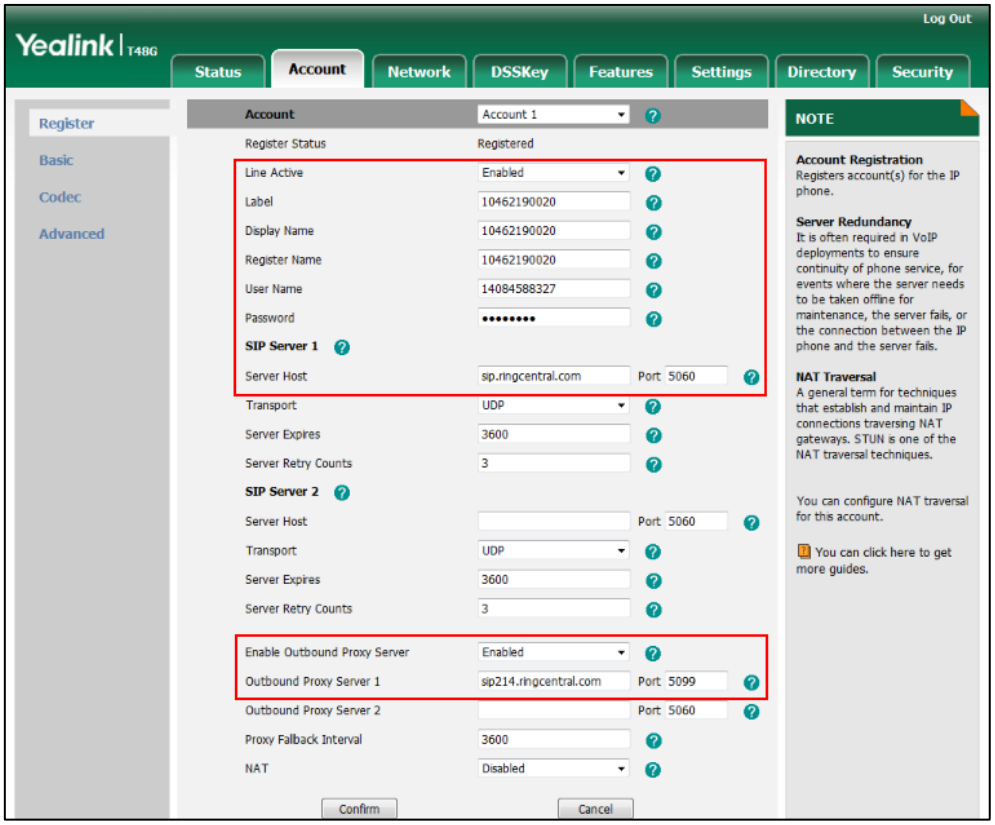
2. Click on **Advanced**, and then select **Draft BLA** from the pull-down list of **Shared Line**.
3. Enter the desired number in the **BLA Number** field.



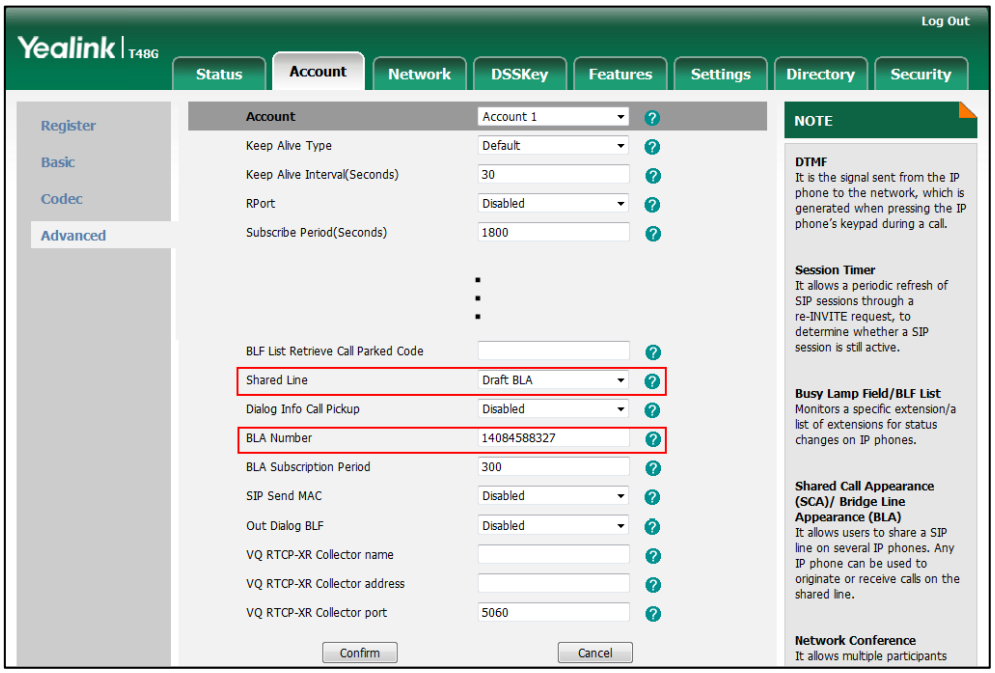

4. Click **Confirm** to accept the change.

**To register account and configure BLA feature on phone B via web user interface:**

1. Register the account 10462190020.




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.



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 Icon 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 OK, #SEND, 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 OK, #SEND, 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 Hold 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, #SEND, 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.

Press OK , #SEND , or tap the **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 OK , 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 OK , 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 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:**

1. Tap , 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 on phone B.

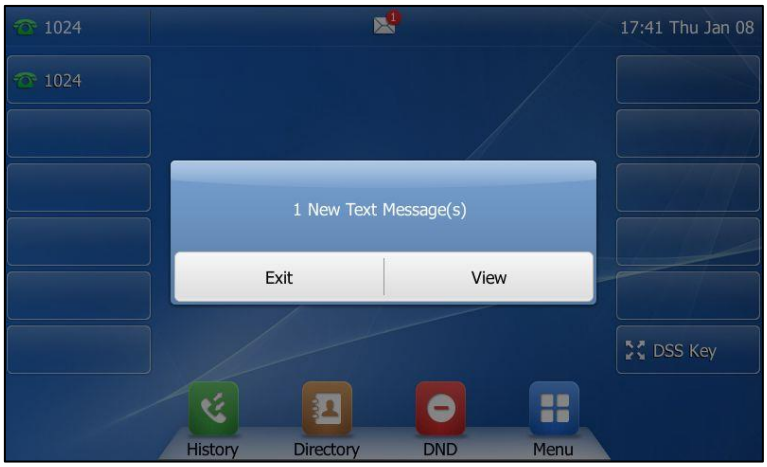
   The conversation is established between phone B and phone C, phone A disconnects the call.

# Messages

## Short Message Service (SMS)

You can send and receive text messages using the SIP-T48G 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** 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.

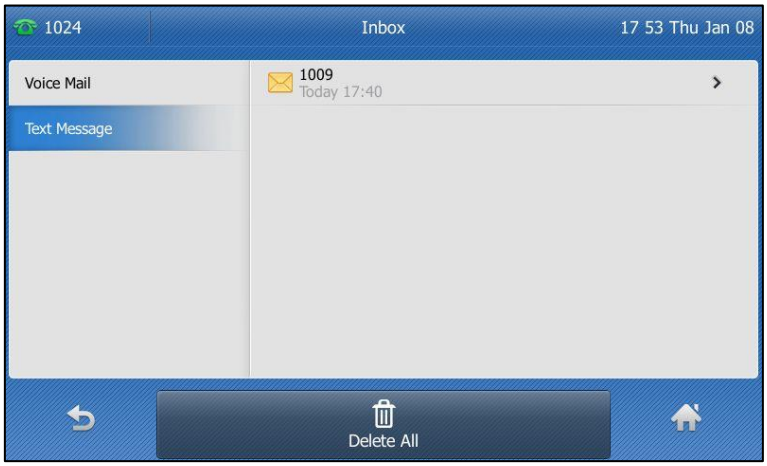



You can store text messages in your phone's Inbox, Sentbox, Outbox or Draftbox. Each of the boxes can store up to 100 text messages. If the number of the text messages in one box is more than 100, the phone will directly delete the oldest text message in the box.

**Note** 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**.

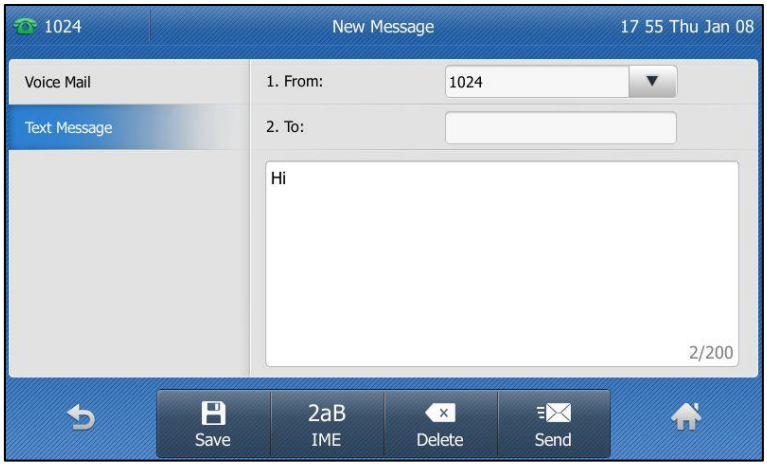



2. Tap the desired text message to read.

**Note** If the phone prompts receiving new text messages, you can also press the **View** soft key to read the new messages directly.

**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.



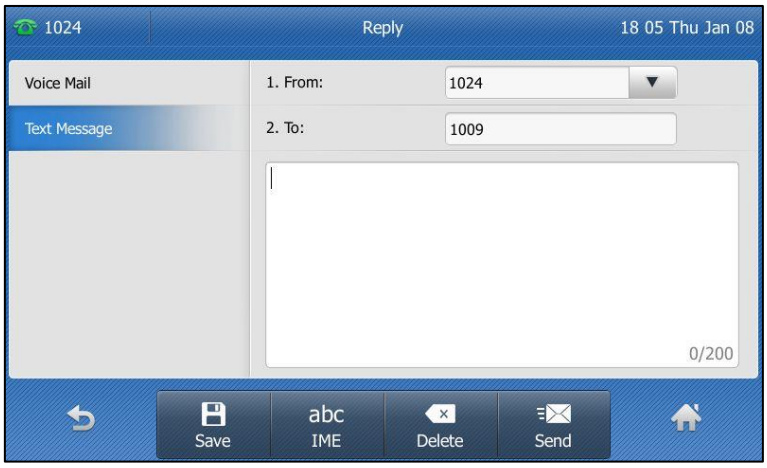

3. Tap the gray box of the **From** field.
4. Select the desired account from the pull-down list.
5. Enter the number you want to send the message to in the **To** field.
6. Tap the **Send** soft key to send message or to cancel.

You can also tap the **Save** soft key to save the text message to the draftbox.

Sending a text message is configurable via web user interface at the path **Features->SMS**.

**To reply a text message:**

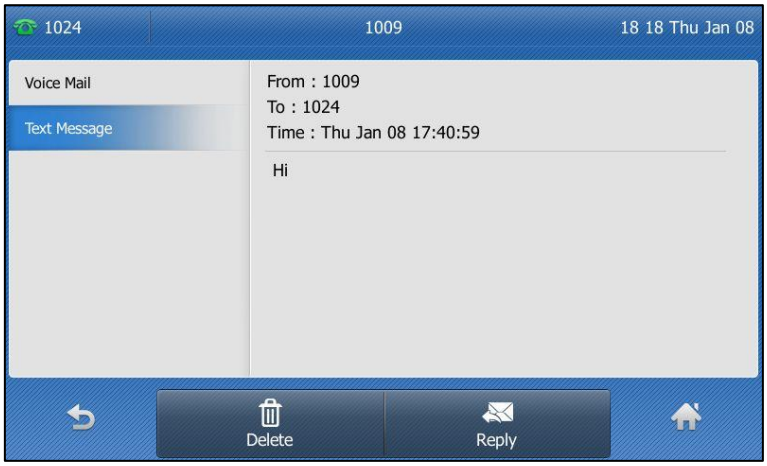
1. Tap -> **Message->Text Message->Inbox**.
2. Select the desired message and press the **Reply** soft key.
3. Compose the new text message. You can tap the **IME** soft key to change the input mode.



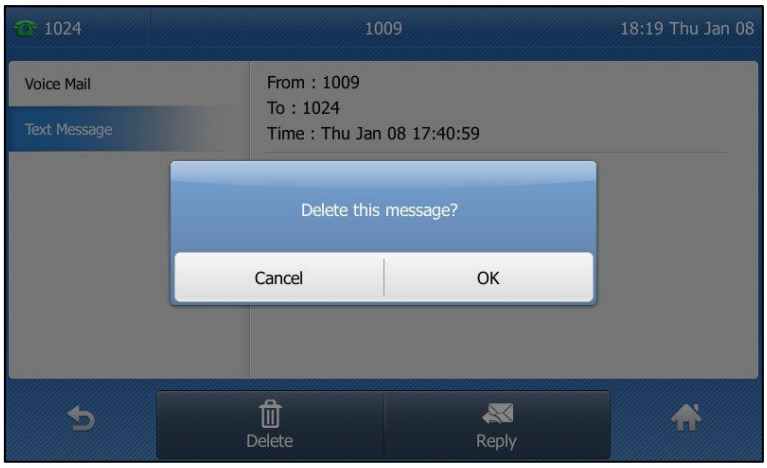

4. Tap the **Send** soft key after completing the content.
5. Check the **From** and **To** fields, and then tap the **Send** soft key.

**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.



The touch screen prompts "Delete this message?".



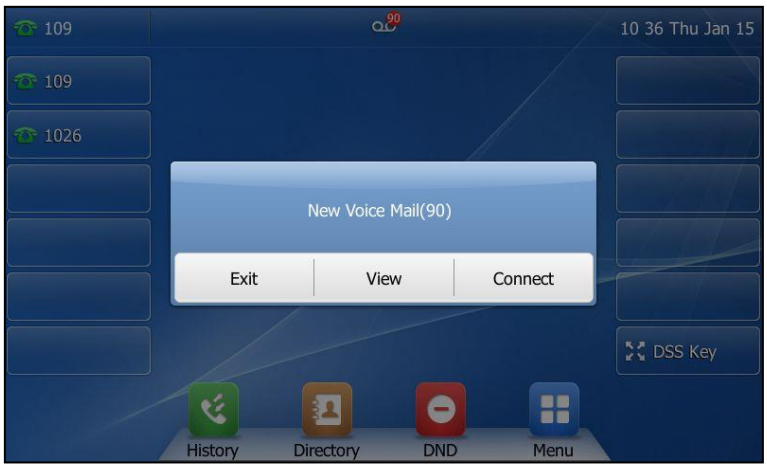

3. Tap the **OK** soft key to delete this message or the **Cancel** soft key to cancel.

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 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 icon on the status bar has a counter indicating the number of messages you haven't heard yet.

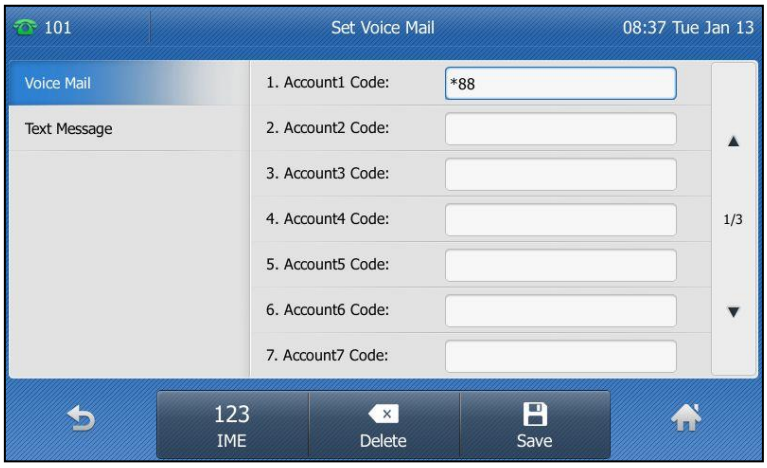
**To leave a voice mail:**

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.




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:**

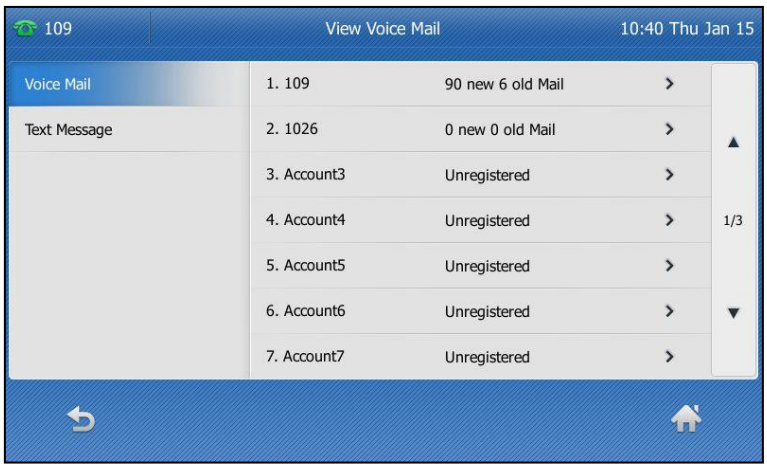
1. When the touch screen prompts that the phone receives a new voice mail, you can press or taps the **Connect** soft key to dial out the voice mail access code.
2. Follow the voice prompt to listen to your voice mails.

You can tap the 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.




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.

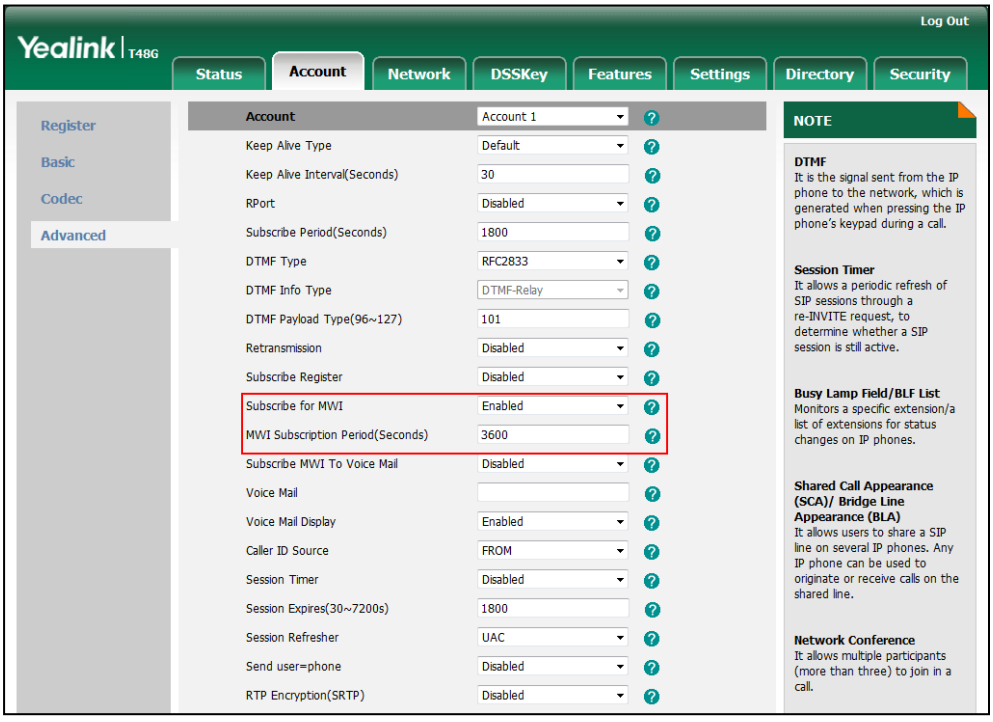
The MWI subscription parameters you need to know:

| 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.<br>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.

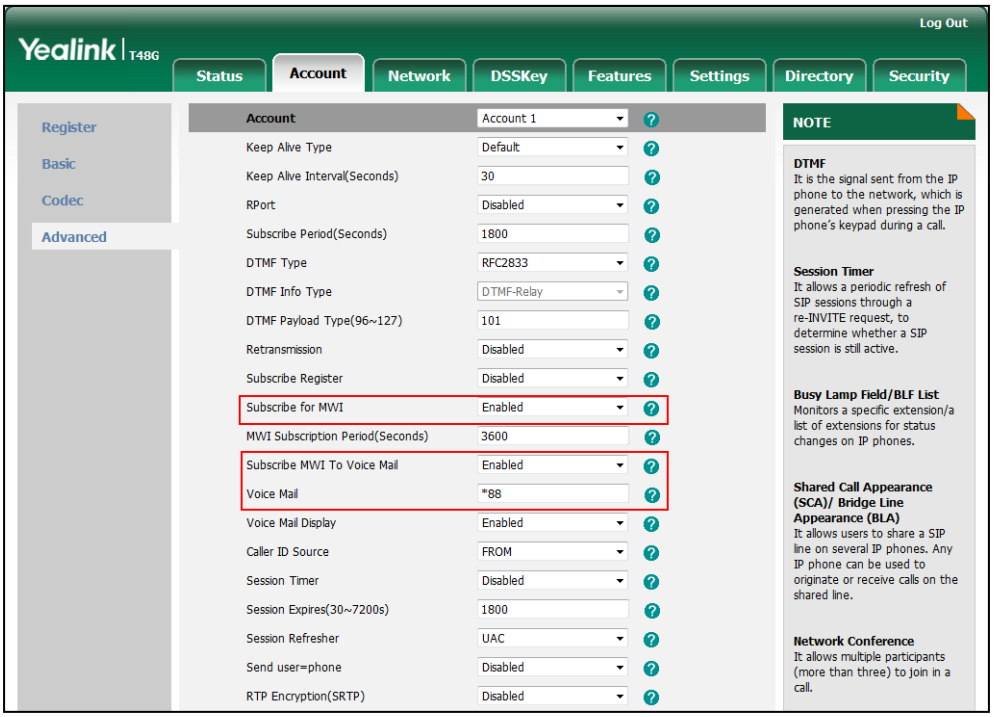



5. Click **Confirm** to accept the change.

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.




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

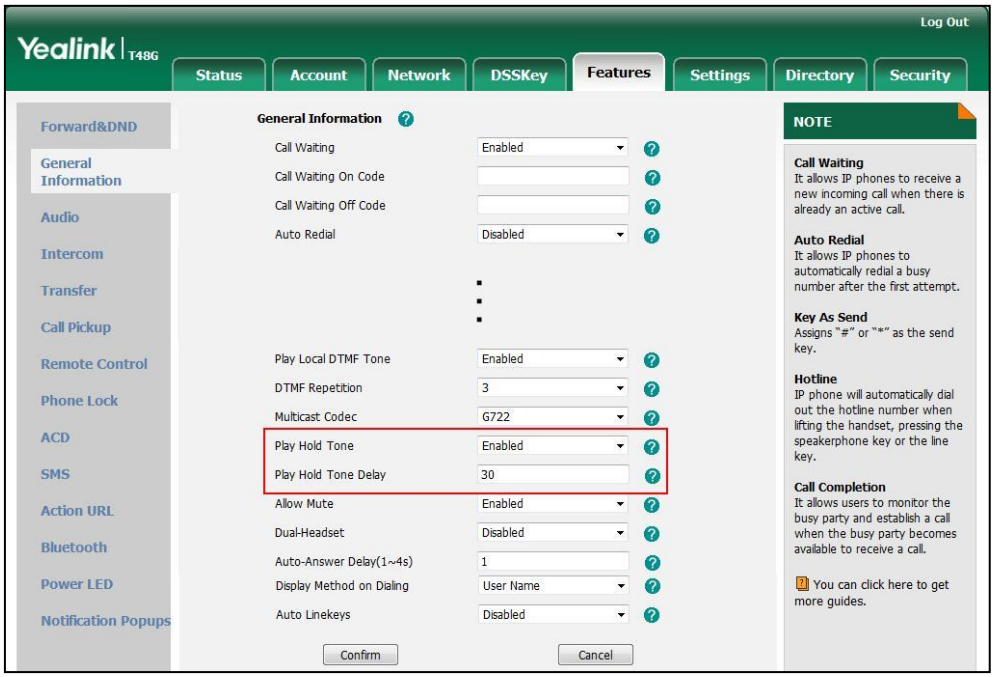
authentication if required by the server. Display name is the caller ID that will be displayed on the called party's touch screen. Server configuration may override the local configuration.

**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.




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

**Why does the wallpaper has bad display?**

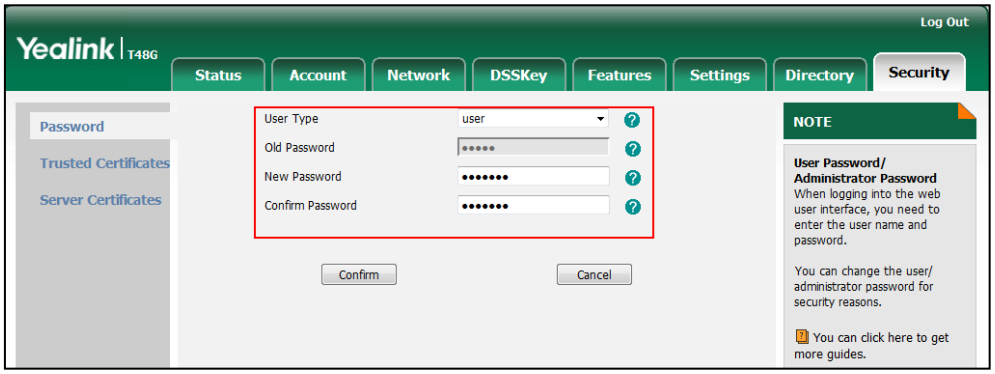
Do one of the following:

- 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.




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.

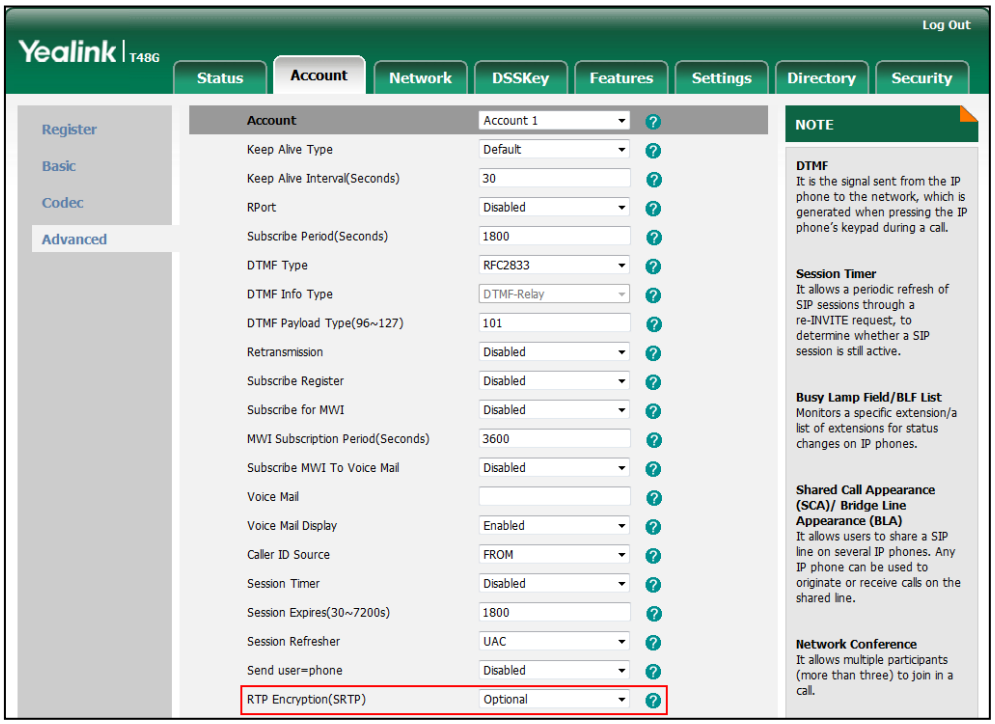
### How to make a call using SRTP?

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**.

3. Select the desired value (Optional or Compulsory) from the pull-down list of **RTP Encryption(SRTP)**.




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

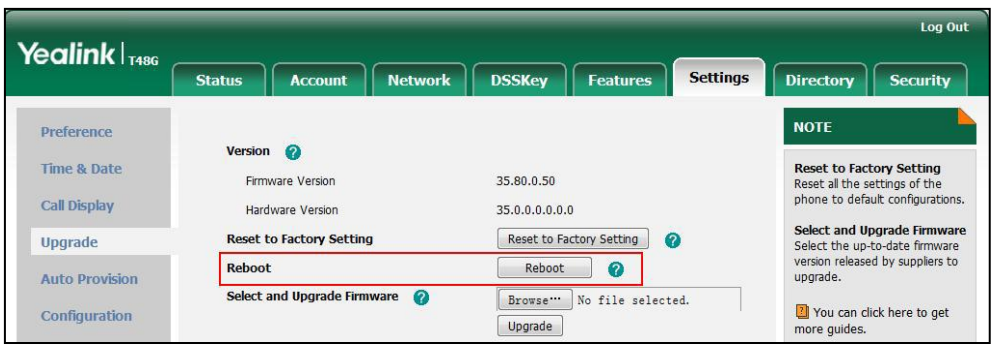
**Note** SRTP is not available on all servers. Contact your system administrator for more information.

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.



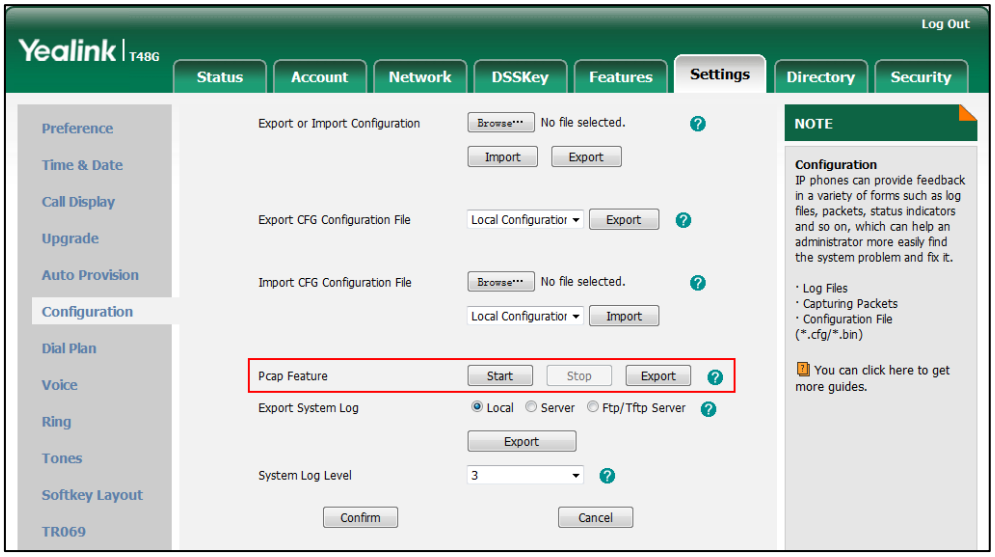

Any reboot of the phone may take a few minutes.

### 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.
3. 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.




### How to export system log?

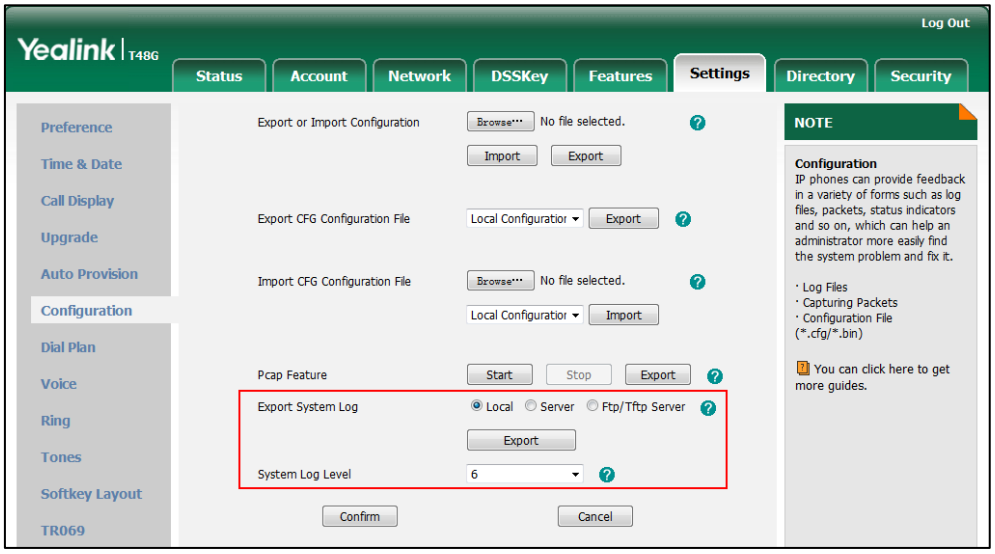
We may need you to provide a system log to help analyze your problem.

**To export the system log to a local PC via web user interface:**

1. Click on **Settings->Configuration**.
2. 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.



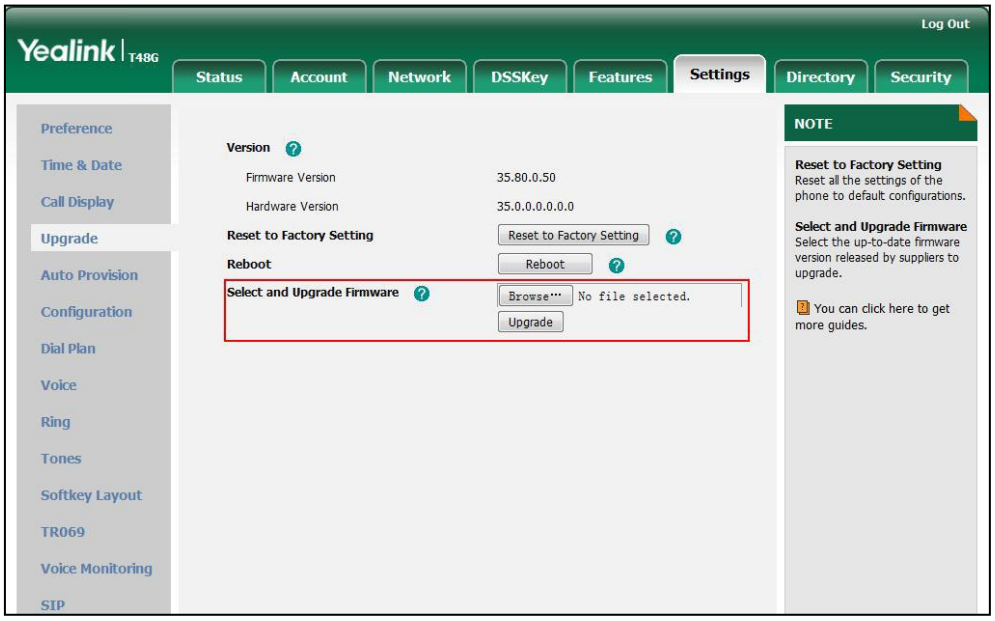

You can also export the system log to a syslog server. Contact your system administrator for more information.

**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.




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.

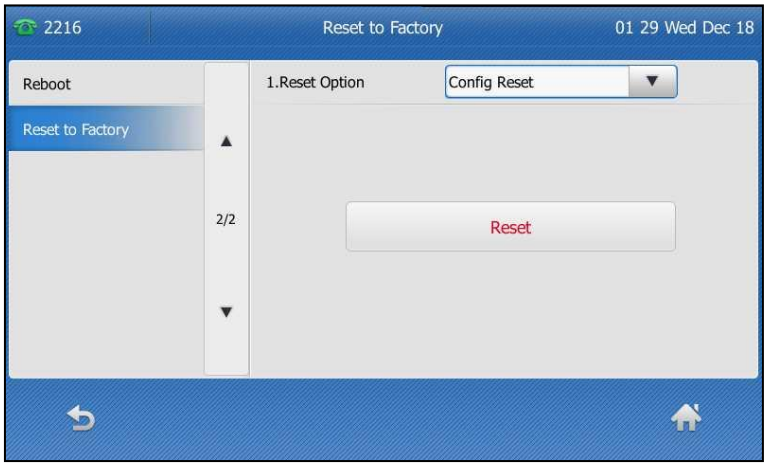
Three ways to reset the phone:

- **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.

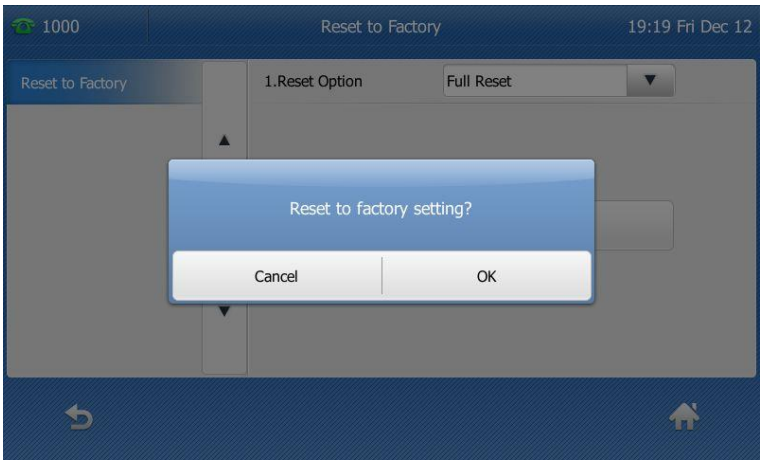
Contact your system administrator before resetting the phone.

**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.



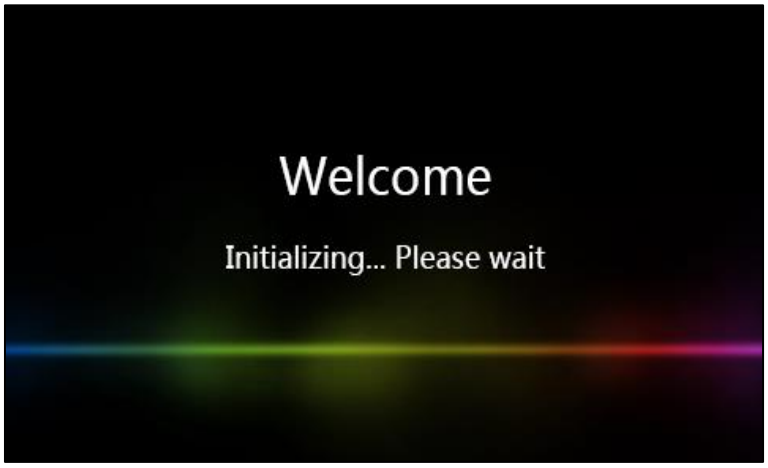
The touch screen prompts the following warning:




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.

**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 |
| -8 | Canada(Vancouver,Whitehorse), Mexico(Tijuana,Mexicali), US-Pacific Time |
| -7 | Canada(Edmonton,Calgary), Mexico(Mazatlan,Chihuahua), US-MST no DST, US-Mountain Time |
| -6 | Canada-Manitoba(Winnipeg), Chile(Easter Islands), Mexico(Mexico City,Acapulco), US-Central Time |
| -5 | Bahamas(Nassau), Canada(Montreal,Ottawa,Quebec), Cuba(Havana), US-Eastern Time |
| -4:30 | Venezuela(Caracas) |
| -4 | Canada(Halifax,Saint John), Chile(Santiago), Paraguay(Asuncion), UK(Falkland Islands), UK-Bermuda(Bermuda), Trinidad&Tobago |
| -3:30 | Canada-New Foundland(St.Johns) |
| -3 | Argentina(Buenos Aires), Brazil(DST), Brazil(no DST), Denmark-Greenland(Nuuk) |
| -2:30 | Newfoundland and Labrador |
| -2 | Brazil(no DST) |
| -1 | Portugal(Azores) |
| 0 | Denmark-Faroe Islands(Torshavn), GMT, Greenland, Ireland(Dublin), Morocco, Portugal(Lisboa,Porto,Funchal), Spain-Canary Islands(Las Palmas),UK(London) |
| +1 | Albania(Tirane), Austria(Vienna), Belgium(Brussels), Caicos, Chad, Croatia(Zagreb), Czech Republic(Prague), Denmark(Kopenhagen), France(Paris), Germany(Berlin), Hungary(Budapest), Italy(Rome), Luxembourg(Luxembourg), Macedonia(Skopje), Namibia(Windhoek), Netherlands(Amsterdam), Spain(Madrid) |
| +2 | Estonia(Tallinn), Finland(Helsinki), Gaza Strip(Gaza), Greece(Athens), Israel(Tel Aviv), Jordan(Amman), Latvia(Riga), 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), 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), 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 |

# Index


A

About This Guide v
Account Management 104
Account Registration 104
ACD 179
Adding Contacts 60
Administrator password 48
Anonymous Call 155
Anonymous Call Rejection 156
Answering Calls 120
Area Code 111
Attaching Stand 28
Audio Settings 49
Auto Answer 120
Auto Redial 125

B

Backlight 43
Basic Network Settings 37
Blacklist 74
BLF List 162
Block Out 112
Bluetooth 85
Bridged Line Appearance (BLA) 198
Busy Lamp Field (BLF) 159

C

Call Completion 126
Call Forward 135
Call Mute 129
Call History Management 79
Call Hold/Resume 130
Call Park 150
Call Pickup 151
Call Recording 162
Call Transfer 144
Call Waiting 146
CE Mark Warning vi
Conference 147
Contact Management 55
Contrast 43
Customizing Your Phone 41

D

Declaration of Conformity vi
Deleting Contacts 65
Dial-now 110
Dial Plan 107
Do Not Disturb (DND) 130
Documentation 24
DSS Keys 93

E

Editing Contacts 64
Emergency Number 113
Ending Calls 122

G

General Settings 41
Getting Started 25

H

Hardware Component Instructions 13
Headset Use 83
Headset Mode Activation/Deactivation 83
Hotline 115
Hot Desking 166

I

Icon Instructions 15
Importing/Exporting Contact lists 72
In This Guide v
Incoming Intercom Calls 169
Intercom 168

K

Key as Send 49

L

Language 44
LED Instructions 16
Limitation of Liability 223
Line Keys 93
Live Dialpad 113
Local Conference 147
Local Directory 57

M

Message Waiting Indicator 209
Messages 179
Multicast Paging 171
Multiple Line Keys per Account 106
Music on Hold 177

N

Network Conference 148
Network Connection 28

P

Packaging Contents 25
Phone Initialization 30
Phone Installation 28
Phone Lock 49
Phone Status 35
Phone User Interface 20
Placing Calls 118
Placing Calls to Contacts 68
Programable Keys 102

O

Outgoing Intercom Calls 168
Overview 13
Optional Accessories 26

R

Recent Call In Dialing 122
ReCall 128
Redialing Numbers 122
Registration 31
Regulatory Notices 223
Remote Phone Book 76
Replace Rule 108
Ring Tones 53

S

Safety Instructions 223
Search Source List in Dialing 70
Searching for Contacts 69
Semi-attended Transfer 144
Service Agreements 223
Shared Call Appearance (SCA) 181
Short Message Service (SMS) 204
System Customizations 83

T

Touch Screen Display 31
Time & Date 45
Time Zones 225
Troubleshooting 213

U

User Interfaces 20
Using Intercom 171
Using Multicast Paging 177

V

Voice Mail 204
Volume 52

W

Warranty vi
Wallpaper 41
Web User Interface 21
WEEE Warning vii