



# Yealink T48U

## Quick Reference Guide

Green Platform



Yealink T48U +  
optional expansion  
module



Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

**Programmable Top Keys:** two line keys plus up to 29 other programmable keys on the touchscreen display

**Message Waiting Indicator (Voicemail)**

**Navigational Buttons**



## Basic Call Handling

### Place a call

Lift the handset then enter the phone number, extension, or code you wish to dial.

No prefix (ex: 9) is required for external calls- simply dial the 10 digit telephone number.

### Answer a call

Lift the handset then begin speaking to the caller.

Alternately, the **Line** key, **Answer** soft key, **Speaker** button, or **Headset** button may be pressed to answer an incoming call.

### End a call

Hang up the handset or tap the **End Call** soft key.

### Speaker

Press the speaker  button to use speaker audio mode.

### Headset

Press the headset  button to use headset mode audio (must have a headset attached).

### Volume

Press the volume  buttons to adjust volume for your ringer when idle or audio mode while on a live call.

### Mute

Press the mute  button to mute your audio while on a call. Press again to disengage.

## Advanced Call Handling

### Hold

Tap the **Hold** soft key or  to place an active call on hold.

To resume a held call, tap one of the following:

- **Resume** soft key
- Line key (slow blink)
- Hold  button (resumes the selected call)

If you have many held calls, you may also use the  and  buttons to select the desired held call on the display then tap **Resume** or  to unhold the selected caller.

### Call Park (Enhanced Call Park Button)

*Parking a call places it in a “shared” hold that may be retrieved from a different device. Typically this is deployed by buttons labeled as “Park 1”, “Park 2” and so on.*

*Available parks are lit in **green** while occupied parks are **red**.*

- To park a call, tap one of the available park keys.
- To retrieve a parked call, tap the associated park button from any phone.

### Blind Transfer (Unannounced)

*Blind transfers pass through the caller ID of the originating caller to the third party.*

- Tap **Transfer** soft key or 
- **Input** the destination extension or phone number
- Tap **B Transfer** soft key or  to complete the transfer

*Transfer a call directly to an internal voicemail box by dialing 7 plus the extension as the destination number. For example, to send a call directly to extension 100’s voicemail box, transfer to 7100 using the above method.*

### Announced Transfer

*Announced transfers allow you to speak with the third party before completing the transfer.*

- Tap **Transfer** soft key or 
- **Input** the destination extension or phone number
- Remain on the line while the second call connects.

- To complete the transfer after speaking with the third party, either hang up or tap **Transfer** soft key or 
- To cancel the transfer and go back to the first party, tap the **Cancel** or **EndCall** soft key (your first call will still be on hold).

### Conference (6-Way) Call

*While on a phone call, you may bridge in others to join the conversation. Most deployments support a conference call with up to 5 other callers (6-way call).*

- Tap the **Conference** soft key
- **Input** the third party’s extension or phone number
- Remain on the line while the second call connects.
  - To complete the conference tap **Conference** soft key
  - To cancel the third party instead of joining them tap the **Cancel** or **EndCall** soft key (your first call will still be on hold).

*While on a conference call, you can do the following:*

- **Hang up:**
  - *If your conference is you plus two other callers, hanging up will transfer those two callers to each other and end your call.*
  - *If your conference includes more than 2 other callers, hanging up will end the call for all parties.*
- **Manage:** *use this soft key to access additional options to view your callers, place them on mute, or even remove certain parties from your call.*
- **Split:** *when used, other callers are placed on hold separately.*

## Advanced Features

### Voicemail

To access voicemail, press **Message**  button. Follow the voice prompts to setup, listen, or change greetings.

If your messages are being sent to your device, unheard messages will prompt a red, blinking light at the top of the phone and an envelope status bar icon to appear.

Access requires a PIN/password. If you do not know your voicemail password, please contact your system administrator or Telesystem for assistance.

## Redial

Press the redial  button to view the *Placed Calls* list then use the  and  to select the desired call. To place the selected call, either pick up the phone or tap the **Call** soft key.

## History

Tap the **History** soft key to access a log of the most recent calls. Use the arrow buttons to navigate the lists of all, missed, placed, and received calls.

## Do Not Disturb

Tap the **DND** soft key to turn Do Not Disturb on or off.

If you have more than one line associated with your device, follow the screen prompts to choose which line(s) to enable/disable.

While enabled, DND sends all direct, incoming to voicemail without ringing the phone first. You may make outbound calls normally.

## Page

If enabled, the page feature broadcasts a spoken message through a group of phones, all phones, or overhead paging equipment.

- To send a page, tap the labeled Page key, speak the message, hang up.

## Call Forwarding

Call forwarding of your personal line/extension may be done from the phone.

- To turn forwarding on, dial \*72 followed by the extension of phone number to forward calls to. Pick up the phone to send the command.
- To turn forwarding off, dial \*73. Pick up the phone to send the command.

## Customized Keys

Your phone has programmable keys. Two of the most programmed features are:

- **Speed Dial** buttons are typically used to easily dial an *external* phone number quickly.
- **Enhanced Monitored Extensions** buttons are used to dial an *internal* extension and see its availability.

Both of the above features function similarly when used:

- If used *while you are already on a call*, the key will perform a blind transfer.
- If used while you are *not* already on a call, the key will dial the programmed number.

*Enhanced monitored extensions* have the extra benefit of reporting the extension's status with its key light:

- Idle – solid green
- DND- slow blink red
- Ringing- fast blink red
- On call- solid red

All key changes should be made by your system administrator or Telesystem in the *CommPortal* interface (instead of on the local phone). This ensures that the configuration will be saved in the event of a reboot or update of any sort.

## CommPortal Phone Applications

This device is a SIP phone which delivers many of its services by connecting to the CommPortal interface. This interface delivers several phone applications to its subscribers:

- Network Contacts (Directory)
- Hot Desking (Log Out/In)\*
- Automatic Call Distribution (ACD)\*

It is important to note that the use of these applications require a correct username and password for your phone account. These credentials may need to be entered when using an application or upon changing a password for it.

The username and password for all CommPortal Phone applications are:

- **Username:** primary direct dial phone number associated with your phone
- **Password:** current application password (used for the CommPortal, MaX UC, and any other application)

Please contact your system administrator or Telesystem if you do not know your username and password.

### Network Contacts (Directory)

Tap the **Directory** button to access the phone directory.

The Directory downloads all business group extensions, Multi Line Hunt Groups (MLHGs), and any CommPortal Contacts on your account.

### Hot Desking (Log Out/In)\*

In some cases, alternating shifts of employees may share desk phones, but log in with their individual extension to make and take calls during their shift. This is known as Hot Desking. Hot desking allows employees to log in and out of a phone, thus taking their credentials with them to whatever desk they will be working at for that shift. Please note, it is important to only be logged into one phone at a time.

To log out of a phone:

- Tap the **Log Out** key
- The LCD screen will prompt you with a warning “Are you sure...”
- Tap **OK** to log out
- The phone will reboot then show a logged out screen.

To log into a phone:

- Tap the **Login** key
- Enter the username and password
- Tap **OK**
- The phone reboots and updates with the logged in user configuration

### Automatic Call Distribution (ACD)\*

If you are part of a call center or other ring group, your phone system administrator may have given you the right to log in and out of these groups using the ACD button.

To log in or out of a group:

- Tap the ACD button
- A list of all groups for which you are a member will appear. To the right of each, you will see whether you are logged in or out. Select the group for which you want to change your status by using the  and  keys
- Tap the **Login** or **Logout** soft key to change your status for the selected group.

If you are a member of a true call center group, your administrator may also ask that you manage your availability while you are logged in. This feature is called My State.

To change your availability for all Multi Line Hunt Group/Queue/Call Center calls:

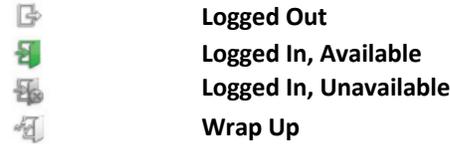
- Tap the My State soft key (appears after logging into at least one queue)
- Use the  and  keys to choose the appropriate status
- Tap OK to enable.
- The current status will be reflected on the phone screen.

Please note, this status only applies to calls through the Multi Line Hunt Groups. When you choose a status other than *Available*, you will signal to the call center that you cannot take queue calls.

**Important: Remember to change your status to Available before logging out of all hunt groups.**

The line key indicates various ACD states as follows

The line key icon will indicate your availability as follows:



\*Please note that some features must to be set up by Telesystem. Please contact Telesystem with questions or requests.