

## Yealink T48S Quick Reference Guide

- 1) Placing/ Answering a Call
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- 3) Call Handling (*Mute, Hold, Transfer and Redial*)
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- 5) Conferencing
- 6) Call Forwarding
- 7) Setting Up Visual Speed Dials
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- 9) Commonly Used Star Codes
- 10) Do Not Disturb
- 11) Call Park & Retrieve
- 12) Intercom




### 1) Placing / Answering a Call

Placing a Call...


Using the HANDSET:

- Pick up the handset
- Dial the number and press the SEND soft key

Using the SPEAKERPHONE:

- With the handset on hook, press 
- Dial the number and press the SEND soft key

Using a HEADSET:

- With a supported headset connected (wirelessly or RJ9), press  to activate headset mode
- Dial the number and press the SEND soft key

Answering a Call...

Using the HANDSET:

- Pick up the handset

Using the SPEAKERPHONE:

- Press 

Using a HEADSET:

- Press 

### 2) Call Log / History

Press the HISTORY soft key or MORE -> MENU -> HISTORY to gain access to the call logs.

Press either LOCAL CALLS, MISSED CALLS, PLACED CALLS, RECEIVED CALLS or FORWARDED CALLS to view call records.

Press on a recent call to dial that number

Press the  for additional functions like...


- Viewing additional call detail
- Adding them as a contact (ADD)
- Blocking a caller (BLACKLIST) or
- Deleting the call log from the call history (DELETE)

To delete the entire Call Log:



- Press SETTING from the call history screen
- Check off SELECT ALL
- Press DELETE and OK

### 3) Call Handling

1. MUTE



- Press the mute key  to place the active call on MUTE. Once activated, the button itself lights up RED
- When pressed again, the active call is unmuted and the light is no longer red
- This applies for active calls on the handset, speakerphone or headset devices

2. HOLD and RESUME 



- Press  or the HOLD soft key during an active call to place it on hold
- To resume a call from hold, press  again or select the RESUME soft key
- If there are multiple calls on hold, use the line keys to toggle between calls, or use the navigation buttons to select the call and press or the RESUME soft key

3. TRANSFER



Blind Transfer:

- Press  or the TRANSFER soft key during an active call
- Enter the number the call needs to be transferred to
- Press  or the TRANSFER soft key

Warm / Consultative Transfer:



- Press  or the TRANSFER soft key during an active call
- Enter the number the call needs to be transferred to and press #
- Press  or the TRANSFER soft key after the third party answers and you are ready to fully transfer the call

Voicemail Transfer:


- Press  or the TRANSFER soft key during an active call
- Enter \*55, the extension the call needs to be transferred to
- Press  or the TRANSFER soft key

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#### 4. REDIAL

- Press  to enter the PLACED CALLS list
- Touch the desired entry on the screen to call
- Tip – You can press  twice to automatically dial the last number dialed without having to navigate your placed calls list

#### 4) Voicemail

- To access voicemail, press the  button or press MORE -> MENU -> MESSAGE
- Follow the voice prompts to connect to voicemail

For a deeper look into the Voicemail Portal, please visit our Knowledge Base at:

[http://support.evolveip.net/wp-content/uploads/2012/09/The-Evolve-IP-Voicemail\\_ORG\\_3.23.15.pdf](http://support.evolveip.net/wp-content/uploads/2012/09/The-Evolve-IP-Voicemail_ORG_3.23.15.pdf)

#### 5) Conferencing

- During an active call, press the CONFERENCE soft key. This temporarily places the call on hold
- Enter the extension or full telephone number of the second party and press # or the CONFERENCE soft key
- Once the second party answers, press the CONFERENCE soft key again to merge both calls into one active call
- Press the END CALL to terminate the call for all parties
- Conferencing can be performed with up to 2 additional callers

#### 6) Call Forwarding

- Press MORE -> FORWARD
- Select your extension
- Users have the ability to enter an alternative number and apply any of the following rules:
  - (1) Always Forward: All calls made to primary number, will be forwarded to this entered number
  - (2) Busy Forward: When the user called already has other calls on all of their lines, or has enabled Do Not Disturb, the call will be automatically forwarded to this entered number
  - (3) No Answer Forward: If the caller is unable to take the call, the call can be forwarded by default to this entered number. Determine the number of rings/ time required before this feature is applied

Note: Each ring is 6 seconds

#### 7) Setting up Visual Speed Dials

Users have the ability to program 26 speed dial keys that appear on the home screen:

- Press the + MORE line key
- Hold down the line key that you would like the speed dial to appear on
- Change TYPE to SPEED DIAL
- Input the name of the Speed Dial in the LABEL section
- Input the phone number of the Speed Dial in the VALUE section (extension if internal; 10 digits if external)
- Press SAVE

#### 8) Setting up Numerical Speed Dials

Star Codes can be used to set up for single digit "speed dialing" for up to 8 or less speed dial entries:

- Press \*74
- Select a number between 2 and 9 on the keypad to configure as a speed dial key
- Enter the extension or 10-digits to be established as the speed dial and then press #
- To dial, press the configured speed dial digit and then the SEND soft key

Star Codes are also used for double digit speed dialing entries as well:

- Press \*75
- Select a number between 00 and 99 to configure as a speed dial key.
- Enter the extension or 10-digits to be established as the speed dial and then press #
- To dial, press #, the configured two digit speed dial digits and then the SEND soft key

#### 9) Commonly Used Star Codes

Below are the most commonly used star codes used on the EIP platform:

- \*68- Call Park
- \*88- Call Park Retrieve
- \*99- Clear Voice Message Waiting Indicator
- \*97- Directed Call Pickup (while the other phone is ringing press \*97 and the extension then #)
- \*50- Push to Talk/Intercom (dial the extension then #)
- \*75- Speed Dial 100
- \*74- Speed Dial 8

For a complete listing of star codes, please visit our Knowledge Base at: [http://support.evolveip.net/wp-content/uploads/2013/01/Evolve-IP-Handset-Star-Codes\\_4\\_20121.pdf](http://support.evolveip.net/wp-content/uploads/2013/01/Evolve-IP-Handset-Star-Codes_4_20121.pdf)

## Features for Enhanced, Premium, & UC Users Only:

#### 10) Do Not Disturb

Do Not Disturb will prevent calls from ringing the phone and send callers directly to voicemail.

To enable:

- Press DND
- Press ALL ON

To disable:

- Press DND
- Press ALL OFF

#### 11) Call Park & Retrieve

Places a call on hold to retrieve from another phone.

To Park a call:

- Press MORE -> PARK
- Enter an extension and press #

To Retrieve a call:

- Press MORE -> RETRIEVE
- Enter the extension the call was parked on and press #

#### 12) Intercom

- Press MORE -> INTERCOM
- Enter the extension of the phone you are attempting to intercom and press #
- Start speaking

#### About Evolve IP

The Cloud is no longer about buying individual services. It's now about building a strategy around multiple cloud services and integrating them together to make IT more efficient. Evolve IP delivers customized strategies and integrated services for both cloud computing and communications; solutions that are designed to work together, with your current infrastructure, and with the applications you already use in your business. Disaster Recovery, Contact Center, Unified Communications, Desktops and Infrastructure...Experience Cloud as a Strategy™.