



# Yealink T48S

## Quick Reference Guide

Blue Platform



### Yealink T48S Quick Reference Guide



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:** One line key plus up to 28 other feature buttons may be programmed on the touchscreen.

**Message Waiting Indicator (Voicemail)**

**Soft keys:** State-based keys that line the bottom of the screen. Available options will change based on whether phone is in use or idle.



Dial Pad

Navigational Buttons

Volume

Speaker

Headset

Mute

Messages

Hold

Transfer

Redial

## Basic Call Handling

### Make a call

Lift the handset then enter the phone number, extension, or code you wish to dial. Tap **Send** to initiate the call or wait for it to go through.

Most deployments should be sure to dial 1 before an out of area phone number.

### Answer a call

Lift the handset then begin speaking to the caller.

Alternately, the **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 connected).

### 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



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

To resume a call,

- When only one is on hold, press the  button or **Resume** soft key.
- When there is more than one on hold, tap the desired call on the screen to select it, then press  button or **Resume** soft key.



### Blind Transfer (Unannounced)

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

- Press the transfer  button or the **Transfer** soft key to place the first call on hold
- **Input** the destination extension or phone number
- Press the transfer  button or the **Transfer** soft key to complete the transfer

*To transfer directly to an extension's voicemail box, use \*90 plus the extension as the destination number.*

### Announced Transfer


- Press the transfer  button or the **Transfer** soft key to place the first call on hold
- **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, hang up, press transfer  button, or tap the **Transfer** soft key.
  - 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 (Three Way) Call

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

- Tap the **Conference** soft key to place first call on hold
- **Input** the third party's extension or phone number. Remain on the line while the second call connects.
- Tap the **Conference** soft key to place first call on hold

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

- Tap  by a caller's name to remove them from the call.

- Tap  by a caller's name to place them on mute.
- Hang up to end the conference call for all parties.
- Tap the Split soft key to place both calls on hold on your phone separately.

### Park

*Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site.*

To park a call:

- Press **More**
- Press **Park**
- **Listen** to the prompts that will guide you to park a call on your own extension or someone else's.
- The voice prompts will **confirm** that your call has been parked . You may hang up.

To Un-Park a call:

- **Dial** \*88
- **Listen** to the prompts that will guide you to unpark a call from your own extension (press #) or someone else's (extension followed by #).
- Call will be retrieved and sent to your phone immediately (do not hang up).

*Please note that when calls are un-parked, the caller ID may not be retained. Additionally, the parked call may remain on your screen of the phone that parked it with a 'Retrieve' soft key until you hang up (if parked on your own extension). This allows you to easily get back the parked call.*


### 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.

## Advanced Features

### Redial

Press the redial  button to enter the *Placed* call list then use the touchscreen to navigate the list. Tap an entry to place a call to that item on the list.

### Voicemail

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

If messages are being sent to the phone, the message waiting indicator light will blink to signal a new message has been received.

### History

Tap the **History** soft key to access a list of the most recent calls. Use the touchscreen to navigate the list. Tap an entry to place a call to that item on the list.

### Directory

You may populate the contacts in this directory by using the soft keys to add entries, add more groups, and more.

- Press the **Directory** soft key
- Choose All Contacts
- Use the Add soft key then follow the prompts to add an entry.

### Do Not Disturb

Press the **DND** soft key to turn do not disturb on or off.

While DND is enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally.

## Call Center Agent Features

*Phones that are part of a call center are configured with additional features to allow agents to log in and out of the call center and change their availability within it.*

### Login/Logout

If you are part of a call center group, your phone will be equipped with a *Login/Logout* button that will allow you to log in and out of the call center.

- To log into the call center tap the **Login** soft key.
- To log out of the call center tap the **Logout** soft key.

The *Login* soft key is only visible when you are currently logged out. The *Logout* soft key is only visible when you are currently logged in.

### Availability

While logged in, you will also have the ability to manage your availability with codes setup of your system administrator. For a list of available codes and their intended use, see your administrator.

- To change your state to Unavailable, tap the **Unavail** soft key then enter the appropriate code for the state you wish to use.
- To log out of the call center tap the **Avail** soft key.

When you first log in, your availability is *Available* to signal to the call center you are ready to take calls.

The line keys indicate various ACD states as follows:

