

How to use your IP phone

**Verizon Business
Digital Voice Service**



verizon✓

Model T48S

Voicemail Tree Diagram

Main menu

Access voice mailbox **1**
 Record your name **3**
 Change passcode **8**
 Exit menu **9**
 Repeat menu **#**

Voice mailbox

Listen to messages **1**
 Change Busy greeting **2**
 Change No Answer greeting **3**
 Compose & send new message **5**
 Delete all messages **7**
 Go to Voice Portal *****
 Repeat menu **#**

Record your name

Record your name **1**
 Play current recording **2**
 Go to previous menu *****
 Repeat menu **#**

Listen to messages

Save message **#**
 Erase message **7**
 Repeat message **2**
 Play message **5**
 Additional options **9**
 Go to previous menu *****

Change Busy greeting

Record a new Busy greeting **1**
 Play current greeting **2**
 Revert to default greeting **3**
 Go to previous menu *****
 Repeat menu **#**

Change No Answer greeting

Record a No Answer Busy greeting **1**
 Play current greeting **2**
 Revert to default greeting **3**
 Go to previous menu *****
 Repeat menu **#**

Additional options

Reply to current message **1**
 Record your name **3**
 Change passcode **8**
 Exit menu **9**
 Repeat menu **#**

Shortcut Codes


- *72 Call Forwarding Always Activation**
Redirect incoming phone calls to another number within your company. Dial *72, then the phone number, followed by the pound key (#).
- *68 Call Park**
Dial *68 followed by the extension to park the call on, or the pound key (#) to park the call on your own extension.
- *88 Call Retrieve**
Enter *88 followed by the extension to retrieve a parked call. If the call is parked on your own extension, press the pound key (#).
- *55 Direct Voice Mail Transfer**
Transfer a call to another user's Voice Mail, press the Transfer soft key, then enter *55 followed by the user's extension.

- *78 Do Not Disturb Activation**
- *79 Do Not Disturb Deactivation**
- *69 Last Call Return**
- *66 Last Number Redial**
- *73 Call Forwarding Always Deactivation**
- *21 Call Forwarding Always to Voice Mail Activation**
- *24 Call Forwarding Always to Voice Mail Deactivation**

How to Use Your Phone

Place a Call

Handset: Pick up the handset, enter the number, tap **Send**.

Speakerphone: Press , enter the number, tap **Send**.

Headset: Press , enter the number, tap **Send**.

Answer a Call

Handset: Pick up the handset.

Speakerphone: Press .

Headset: Press .

End a Call

Handset: Hang up or tap End Call soft key.

Speakerphone: Press  or tap End Call soft key.

Headset: Tap the End Call soft key.

Voice Message

A message waiting indicator will appear on the display screen.

Also, the power indicator LED slowly flashes red.

To listen: Press  and follow the voice prompts.

Learn Your New Handset

Refer to the keys below for phone features and instructions for use.



Yealink 16-line IP Phone with 7-inch Color Touch Screen (PoE)

Line Keys – 16 | Ethernet Connectivity – 2x Gigabit Ethernet port | USB – 1x USB port (2.0 compliant)

Display Type – 800 x 480-pixel color touch screen with backlight | Power Supply (Warranty 1 year)

Additional Phone Features

Call Conference

Tap the Conference soft key to place the first party on hold, enter the number of the second party, and then tap Conference. When the second party answers, tap the Conference soft key again. Tap the End Call soft key to disconnect all parties.


Contact Directory

Edits can only be made when the phone is not in use.

To make changes:

Tap the Directory soft key, and then tap All Contacts.

Add: Tap Add soft key and follow the prompts.

Edit: Tap  after the contact, make edits, tap Save soft key.

Delete: Tap  after the contact, tap Delete, then tap OK.

Call Forward

Edits can only be made when the phone is not in use.

To enable: Tap Menu soft key, then tap Features, and then Call Forward.

Select the Forward type:



Always Forward: Incoming calls are forwarded unconditionally.

Busy Forward: Incoming calls are forwarded when the phone is busy.


No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

Enter the number you want to forward to and then tap Save soft key.

Blind Transfer


Press  or tap Transfer soft key to place an active call on hold. Enter the number you want to transfer to. Press  or tap B Transfer soft key.

Semi-Attended Transfer


Press  or tap Transfer soft key to place an active call on hold.

Enter the number you want to transfer to.

Tap Send soft key.


Press  or tap Transfer soft key when you hear the ring-back tone.

Attended Transfer
























Press  or tap Transfer soft key to place an active call on hold.

Enter the number you want to transfer to.

Tap Send soft key.

Press  or tap Transfer soft key when the second party answers.

Icons

	Received Calls		Hands-free (speakerphone) Mode
	Placed Calls		Handset Mode
	Missed Calls		Headset Mode
	Forwarded Calls		Voice Mail
	Directory		Text Message
	Speed Dial		Auto Answer
	Transfer		Keep Mute
	Conference		Ringer Volume is 0
	Call Forward		Phone Lock
	Hold/Public Hold/Private Hold		Recording Starts Successfully
	DND		SMS
	Wired network is unavailable		

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