Yealink T48S

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
643-8647

Web Portal
https://bvoip.hawaiiantel.com

Touch Screen Display Views			
Menu	**Lines**	**Active**	**Calls**
• Accessed by tapping the Menu button • Displays phone extension at top left • Access Status, Features, Directory, etc.	• Default Display • Displays phone lines and up to 29 soft keys	• Displayed when you're on an active call • Displays name & number of calling party • Can Transfer, Hold, Conference and End Call	• Displayed if you have multiple active calls or calls on-hold • Use Navigation Pad to choose one call to display

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Dialing Out:

Internal Calls
> 4 digit number
> Ex: 5555

On Island & Neighbor Island Calls
> 7 digit number
> Ex: 555-1212

Mainland Calls
> 10 digit number (area code + number)
> Ex: (555) 555-1212

Toll-free Calls
> 10 digit number (area code + number)
> Ex: (800) 555-1212

International Calls
> 011 + country code + city code + number
> Ex: 011 + 19 + 66 + local number

Placing a Call

Using the handset:
1. Pick-up the handset.
2. Enter the number then tap .

Using the speakerphone:
1. With the handset on-hook, press .
2. Enter the number then tap **Send**.

Using the headset:
1. With the headset connected, press to activate the headset mode.

Ending a Call

Using the handset:
1. Hang up the handset or tap **End Call**.

Using the speakerphone:
1. Press or tap **End Call**.

Using the headset:
1. Tap **End Call**.

Answering a Call

Using the handset:
1. Pick up the handset.

Using the speakerphone:
1. Press the .

Using the headset:
1. Press the .

Call Forwarding

Enabling:
1. Tap **Menu** .
2. Next tap **Features** .
3. Tap option **4** for **Call Forward**.
4. Tap the line to enable **Call Forwarding** on.
5. Choose your call forwarding type. Tap **1** for **Always**, **2** for **Busy** or **3** for **No Answer**.
6. Tap the **On** radio icon.
7. Enter the destination number where calls will be forwarded.
8. Tap **Save** at bottom of screen to enable.

Disabling:
1. Follow the same steps as above, selecting **Off**, then **Save**.
   -OR-
   Tap **Forward** from your home screen.

How to Set Do Not Disturb (DND)

Enabling: Tap DND or dial ***78.**

Disabling: Tap DND or dial ***79.**

How to Transfer a Call

Consultative Transfer (With Announcement)
1. On an active call, press the **Transfer** button or tap **Transfer** on the screen (the caller will be placed on hold).
2. When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact form the directory).
3. When the party answers, announce the call and press the **Transfer** button or the tap Transfer on the screen.

Note: When the call is transferred, Caller ID will show the party who transferred the call rather than the original caller ID.

Blind Transfer (Without Announcement)
1. On an active call press the **Transfer** button or tap **Transfer** on the screen (the caller will be placed on hold).
2. When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact from the directory).
3. Tap **B Transfer** on the screen or press .

Note: The inbound Caller ID will appear on the phone where the call was transferred to.

How to Transfer a call directly to Voicemail

1. On an active call, press the **Transfer** button or tap **Transfer** on the screen.
2. When you hear dial tone dial ***55** and wait for the announcement to play.
3. The announcement will say "To transfer your call to your mailbox, press the # key or hang up. To transfer your call to another mailbox, enter the mailbox ID now followed by the # key. To cancel, press the * key".
4. Enter the mailbox ID that you wish to transfer the call to followed by the # key.
5. The transfer is complete.

How to Set Up a 3-Way Conference

Creating a Conference
1. On an active call tap **Conference** (the caller will be placed on hold).
2. When you hear the dial tone, dial the number of the party you wish to have a conference with (you can also select a contact from the directory).
3. After the party answers, tap **Conference** and the conference call will be connected.

Far Hold
To speak only with one party while on an active conference:
1. Tap the on the specific caller to enable the **Far Hold**. That party will be placed on hold. The held party cannot hear anyone and no one can hear the held party.
2. To re-join, tap the again to disable the **Far Hold**.
3. The conference will be active once again.

Note: To remove a party from the conference bridge, press or, to mute a party on the bridge, press .

How to Access Voicemail

1. To access your voicemail box press the envelope .
2. Enter your voicemail passcode (default is_____).
   If you're accessing your Voicemail for the first time or have multiple lines, please refer to the "How to Set up and Manage Your Voicemail" guide.

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