



Yealink T46U IP Phone

User guide

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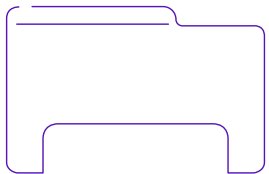
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What's in the box?

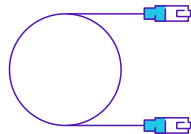
We're here to help you get the best out of your new phone. Just follow the instructions below. Here's what you should find when you open the box.

Got everything?

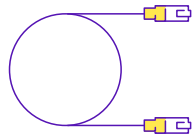
- Phone stand
- Handset cord
- Ethernet cable (2m CAT5E UTP cable)
- Quick start guide
- Mains power adapter (optional)
- Wall mount bracket (optional)
- Yealink T46U IP phone and handset



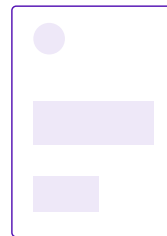
Phone stand



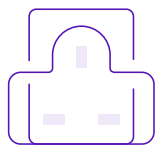
Handset cord



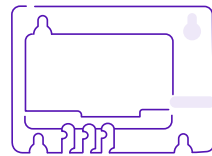
Ethernet cable



Quick start guide



Power adapter
(optional)



Wall mount bracket
(optional)



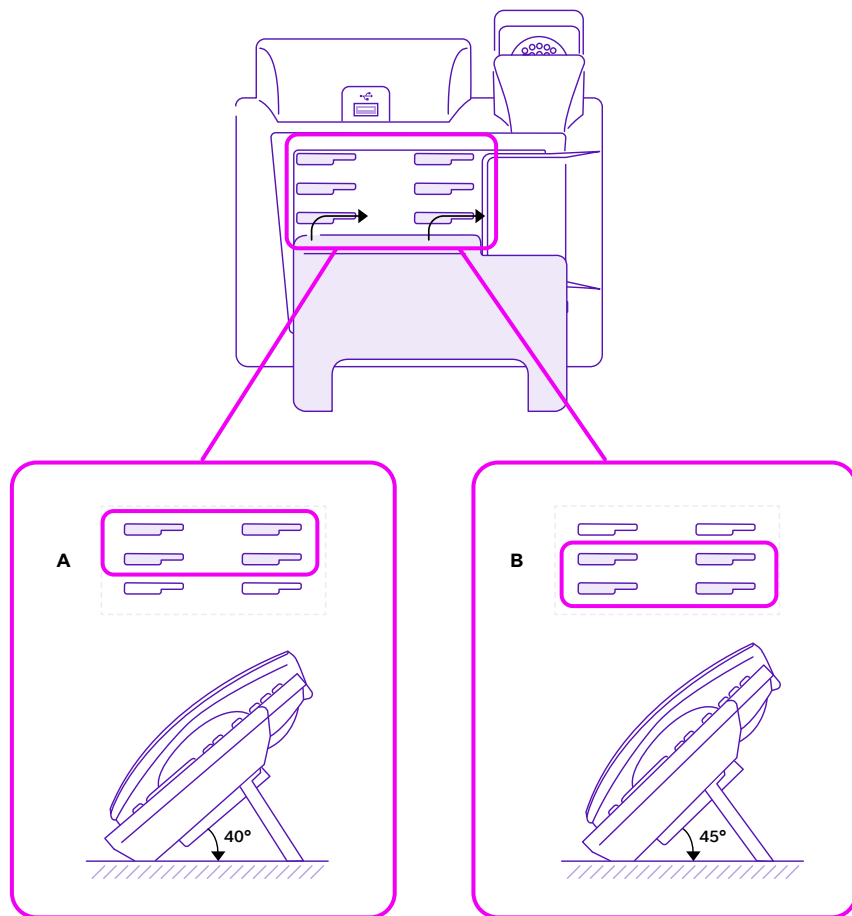
Yealink T46U IP phone and handset

Let's get started

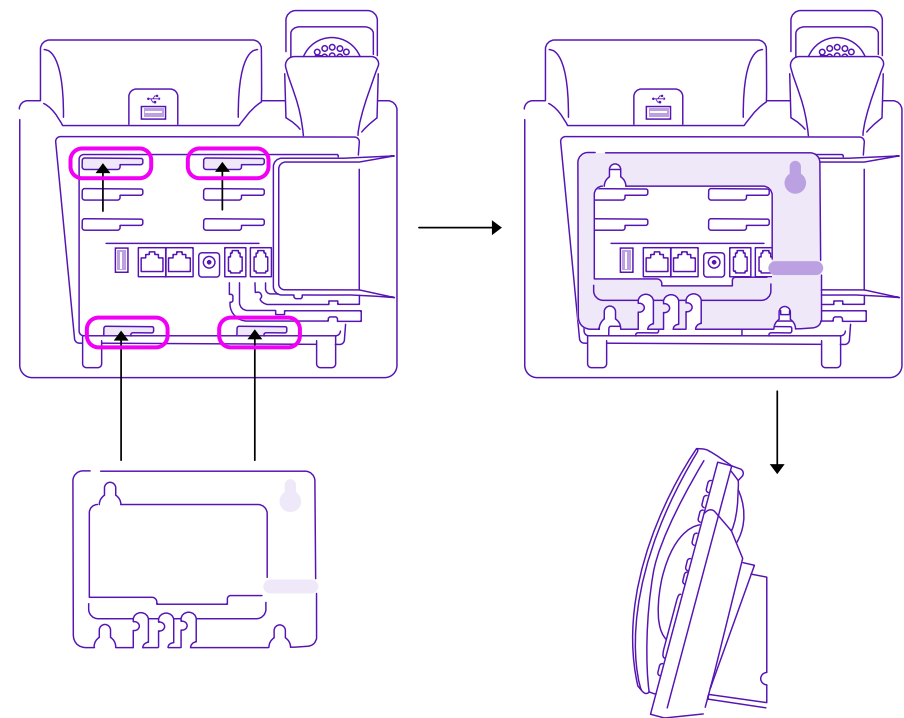
Set up your phone

Once you've unpacked it, turn your Yealink T46U upside down so you can see the ports. Then slot the phone stand into one of the slots, depending on the angle you want, or into the optional wall mount bracket.

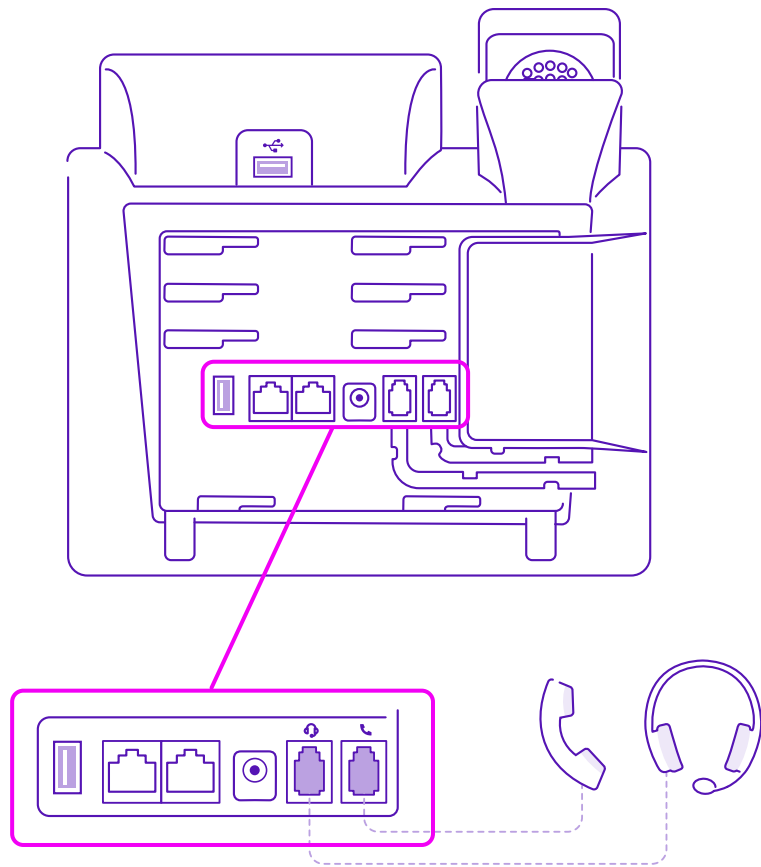
Desk mount method



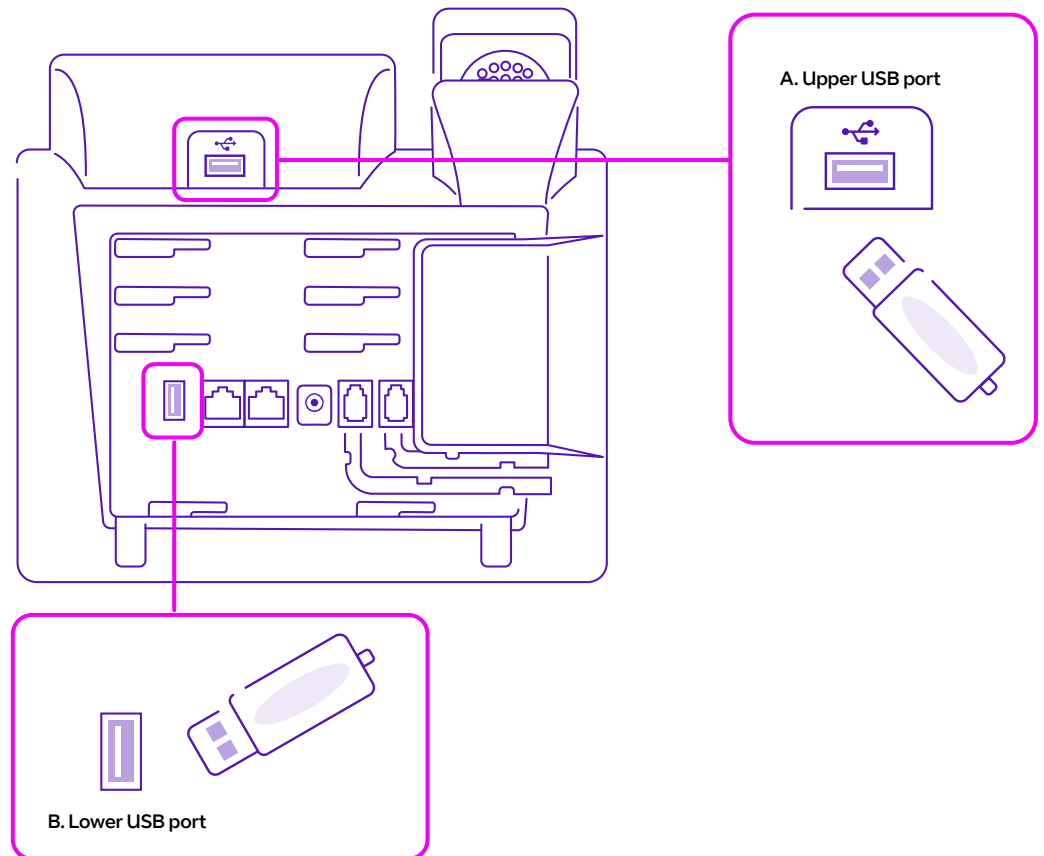
Wall mount method (optional)



Here's how to connect the handset and optional headset



Here's how to connect a USB flash drive

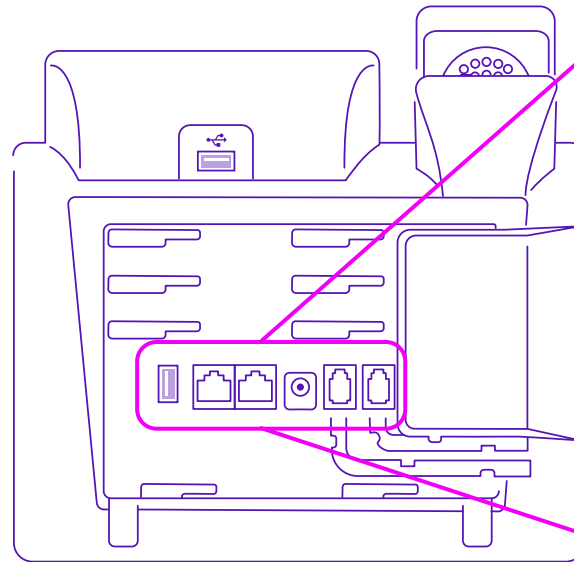


Here's how to connect the network and power

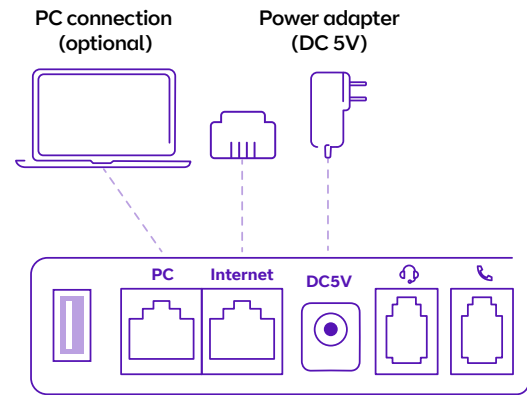
You have two options for power and network connections, normal AC power and Power over Ethernet (PoE). Your system administrator will let you know which one to use.

AC power **(A)**

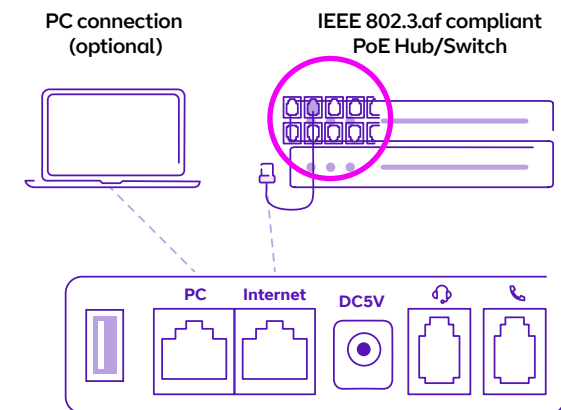
Power over Ethernet **(B)**



A. AC Power option





B. PoE (Power over Ethernet) option



Check you're set up on Cloud Voice

Your phone comes with everything you need to get set up on Cloud Voice.

Once your phone's connected to the network, it'll update its firmware. This might take some time, so please be patient. Once it's finished, it'll show this symbol: 

If something has gone wrong, you'll see this symbol: 

If this happens, just give us a call on **0800 389 0537** and we'll be able to help.

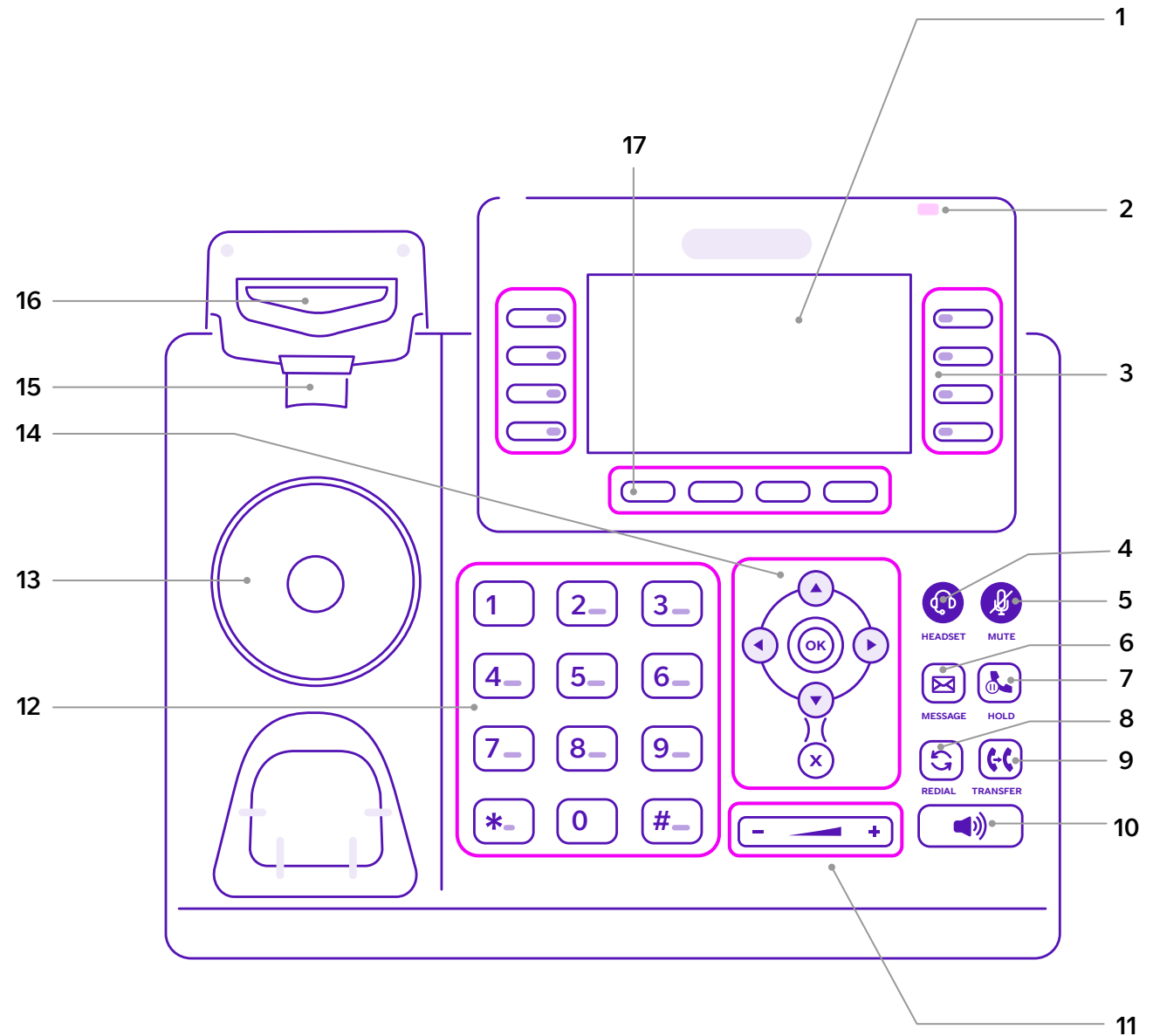
Once everything is updated and ready to go, your Cloud Voice number will show on the screen, like this:
















































Getting to know your phone

Phone features and keys

1	Screen
2	Power indicator
3	Line keys
4	Headset key
5	Mute key
6	Message key
7	Hold key
8	Redial key
9	Transfer key
10	Speakerphone key
11	Volume key
12	Keypad
13	Speaker
14	Arrows: scroll display information OK: confirm action X: cancel action
15	Hook switch tab
16	Hook switch
17	Soft keys



Understanding the icons on the T46U

Icon	Description	Icon	Description	Icon	Description
	Wired network is unavailable		Multi-lingual lowercase letters input mode		Placed calls
	Wired network is unreachable		Multi-lingual uppercase letters input mode		Missed calls
	Wi-Fi connection is successful		Alphanumeric input mode		Forwarded call
	Wi-Fi connection is unreachable		Numeric input mode		Always forward
	Wi-Fi connection has failed		Multi-lingual uppercase and lowercase letters input mode		Busy forward
	Bluetooth mode is on		Voice mail		No answer forward
	Bluetooth headset is both paired and connected		Text message		Direct pick up
	Bluetooth-enabled mobile phone is both paired and connected		Auto Answer		Group pick up
	Registered successfully		Do Not Disturb		Transfer
	Registration failed		Phone warning		Recall
	Registering		Call hold		Conference
	Call forward is enabled on this line		Phone muted		Speed dial
	Hands-free speakerphone mode		Ringer volume is 0		Directory
	Handset mode		Phone lock		Hot desking
	Headset mode		Received calls		Phone lock

Phone display

Idle status

The idle screen displays your extension number, the time and date, and the functions of the four soft keys.



Time and date

Cloud Voice automatically sets time and date, but you can easily change the format in phone preferences, found in basic settings which you can access via the Menu soft key.

Phone status

You can view your phone status using either the phone user screen or web user screen. In phone status you can see:

- Network details (Pv4 status, IP address mode, MAC address, LAN type, LAN IP and LAN mask).
- Phone details (device model, hardware version, firmware version and product ID).
- Account details (register status of your SIP accounts).

To view your phone status using the phone user screen:

- Press the **OK** button or press **Menu > Status**.
- Press **▲** or **▼** arrows to scroll through the list and view specific information.



Using your phone

Making calls



You can use your Yealink T46U like a regular phone to make calls, in various ways:

- Make a call from the keypad.
- Make multiple calls.
- Redial a number.
- Make an international call.
- Make a call from your Call History.
- Make a call from the Directory.
- Switching between Handset, Speakerphone and Headset Modes.

Make a call from the keypad

Using the keypad, you can enter a number to make a call, and displays a list of previously placed calls or contacts in your directory. You can also select the contact you want to call from the search list, the placed call list or from your Directory.

Do one of the following:

- Start typing a phone number.
- Press the desired line key.
- Pick up the handset, press the **Speakerphone** key  or the **Headset** key .


Enter a number or select a contact, then select **Send**.

The phone will show the contact in your **Directory** regardless of whether you've dialed in local format or international format.


Make multiple calls

When you are already in a call, you can put it on hold and make a new call.

Do one of the following:


- Press a line key. The active call is placed on hold.
- Press the  key or **Hold** to place the original call on hold.
- Select **New Call**.

Enter a number or select a contact, then select **Send**, OR:

- Press the  key or **Hold** to place the original call on hold.
- Enter a number or select a contact.
- Select **New Call**.

Redial a number

The phone keeps a record of all the calls you've made. To recall a contact you recently called:

- Press the  key.
- Highlight the call you want to return, and select **Send**.

Make an international call

You can make calls to international numbers on your phone.

- Press and hold digit key 0 on the phone keypad until the **plus sign (+)** appears.
- Enter the phone number with the country code.
- Select **Send**.

Make a call from your call history

You can make calls to contacts from your History list, which contains calls that were recently placed, answered, missed, or forwarded.

- Press **History** or navigate to **Menu->History**.
- Select the relevant call list.
- Highlight a contact, and select **Send**.

Make a call from the directory





You can make a call to a contact directly from your directory.

- Select **Phonebook** or navigate to **Menu->Directory->Phonebook**.
- Highlight the contact you want to call, and select **Send**.

Switching between Handset, Speakerphone and Headset modes



You can choose your desired mode before making a call, or alternate between **Speakerphone**, **Headset** and **Handset** modes during a call.

When using the speakerphone or the headset, the LED indicator glows green.

- During the call, pick up the handset, and press the **Speakerphone** key , or the **Headset** key .
- For example, if you're using the handset, press the **Headset**  key to switch to the headset, or press the **Speakerphone**  key to switch to the speakerphone.

Answering calls

When you receive an incoming call, the phone rings and the screen displays the caller's information. You can choose to answer the incoming call in the following ways:

- By picking up the handset.
- By pressing the **Speakerphone**  key.
- By pressing the **Headset**  key.
- By pressing **Answer**, or the line key that has the flashing green LED indicator.

Transferring calls

You can transfer a call to another person in one of the three ways.



- **Blind Transfer:** transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** transfer a call when the target phone is ringing.
- **Attended Transfer:** transfer a call having spoken to the recipient first.

To perform a blind transfer

- Press the **Tran** soft key during a call.
- Enter the number you want to transfer the call to.
- Press the **Tran** soft key to complete the transfer.

The call will then be connected to the number you're transferring it to.



To perform a semi-attended transfer

- Press the **Tran** soft key during a call.
- Then either:
 - Enter the number you want to transfer the call to.
 - Press the **Directory** soft key to find the number of directory or History.
- Press  or  to dial out.
- Press the **Tran** soft key to complete the transfer when you hear the target phone ringing.

To perform an attended transfer


- Press the **Tran** soft key during a call.
- Either enter the number you want

to transfer the call to, or press the **Directory** soft key to find the number from directory or history.

- Press  or  to dial out.
- After the person answers the call, press the **Tran** soft key to complete the transfer.
- If you're using a handset, complete the transfer by hanging it up. You can cancel a transfer before the call's connected by pressing the **Cancel** soft key.

Ending calls



There are three ways to end a call:

- If you're using the handset, press the **Cancel** soft key or hang up the handset.
- If you're using the headset, press the **Cancel** soft key.
- If you're using the speakerphone, press  or the **Cancel** soft key.


Conference calls

To set up a conference call:

- Dial the first person then press the **Conf** soft key; they'll be put on hold.

- Dial the number of the next person you want to join the call and press , , or the **Send** soft key.
- When they answer, press the **Conf** soft key again.
- Repeat the process until everyone has joined the conference call.

During your conference call, you can:

- Press the **Hold** soft key to place the conference call on hold.
- Press the **Split** soft key to split the call into two individual calls.
- Press the **New Call** soft key to make a new call.
- Press the **Back** soft key to return to the previous screen.
- Press the  **Mute** key to mute the call.
- Press the **Cancel** soft key to end the call.

Do Not Disturb (DND)

To switch on Do Not Disturb, press the **DND** soft key when the phone's idle. The **DND** icon on the phone screen shows that it's in operation.

DND rejects incoming calls automatically; when they're rejected, '**n Missed Call(s)**' (with 'n' indicating the number of calls missed) will show on the phone display.



History

To view your call history, press the **History** soft key. The phone screen will show all your call records.

To look for a specific call:

- Press ◀ or ▶ to switch between All, Placed, Received, Missed and Forwarded call lists.
- Press ▲ or ▼ to select the call you want.

- Press the **Option** soft key, and then select Detail from the prompt list. The details of the call you've selected will appear on the screen.

To make a call to a number on your call history list:

- Press the **History** soft key.
- Press ◀ or ▶ to switch between All, Placed, Received, Missed and Forwarded call lists.
- Press ▲ or ▼ to select the call you want.
- Press the **Send** soft key.

Contact directory

Your contact directory is managed by Cloud Voice. Take a look at the user feature guide to find out more.

You can search for a contact in the corporate directory, or simply dial a contact number from it.

To access your corporate directory, press the **Directory** soft key. Select the contact group you're looking for, and then press the **Enter** soft key. Your corporate contact list will appear on the screen. Press the **Back** soft key at any time to go back to the previous screen.

To search for a contact in your corporate directory, press the **Directory** soft key. Select the contact group you're looking for, and then press the **Enter** soft key. Then press the **Search** soft key.

Enter a few continuous characters of the contact name or continuous numbers of the contact number

using the keypad. The contact that matches the characters entered will appear on the screen. Press the **Send** soft key to call the contact.

Voicemail

When you get a new voicemail your phone will play an alert tone, and its power indicator LED will flash red slowly. The phone screen will also display a prompt message and show an icon.

Press the **Mail** ☒ key or the **Connect** soft key to dial the voicemail access code. Follow the voice instructions to listen to your voicemail.

Additional Features

You can use your Yealink T46U phone with an RJ9 headset, USB headset, wireless headset adapter, Bluetooth dongle or Wi-Fi dongle as accessories. Please refer to the user guides of each accessory for details.

Headset

To use a headset:

- RJ9 headset: connect an RJ9 headset to the headset port of your phone.
- USB headset: connect a USB headset to the USB port of your phone.
- Wireless headset via adapter: connect a Yealink wireless headset adapter EHS40 to the USB port of your phone, then connect your wireless headset to the EHS40.

Bluetooth dongle

You can connect your phone to a Bluetooth-enabled headset or mobile phone. The phone can connect to two Bluetooth devices at the same time.

Using Bluetooth:

- Bluetooth headset: connect your Yealink Bluetooth dongle to the USB port of your phone

and enable Bluetooth, then pair your phone with Bluetooth headset. You can use your Bluetooth headset to handle calls. Please refer to the user guide of the Bluetooth headset for instructions.

- Mobile phone: connect your Yealink Bluetooth dongle to the USB port of your phone and enable Bluetooth, then pair your phone with your mobile phone. You can then sync your mobile contacts to your Yealink phone so it can handle mobile calls.

Wi-Fi dongle

You can connect your Yealink T46U to a wireless network.

To use Wi-Fi:

- Connect your Yealink Wi-Fi dongle to the USB port of your phone, and enable Wi-Fi.
- Scan and select the desired wireless network to connect.

General information

Important – 999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.
- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.
- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Safety information

Do not open the handset or the base. This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 389 0537 and we'll be able to help.


Cleaning

Clean the handset and base with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

Product disposal instructions

- The symbol shown here  and on your phone means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your IP Phone is guaranteed for a period of 12 months from the date of purchase. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period.
- You provide proof of purchase.
- You'll need to return your phone to us according to our instructions.
- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.



Offices worldwide

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