Yealink T48U

A guide to using your phone with Cloud Voice

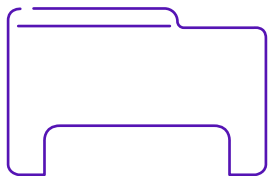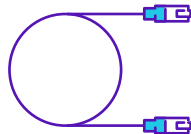# Contents

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.
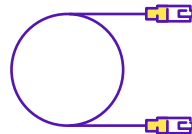
Got everything?

- Phone stand
- Handset cord
- Ethernet cable (2m CAT5E UTP cable)
- Quick start guide
- Mains power adapter (optional)
- Wall mount bracket (optional)
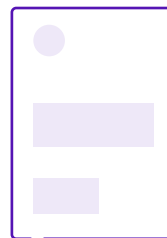- Yealink T48U IP phone and handset
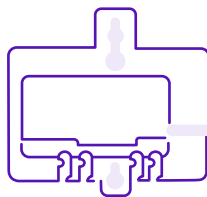

Phone stand

Handset cord

Ethernet cable

Quick start guide

Power adapter (optional)
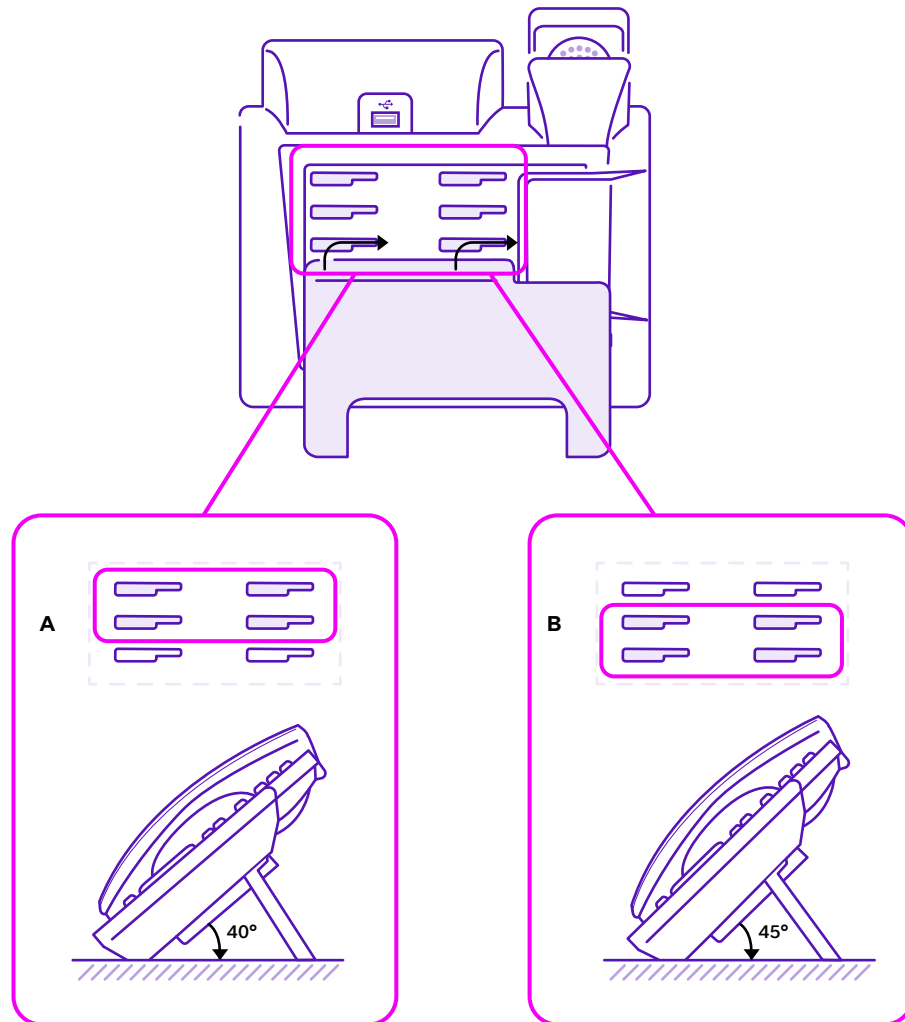
Wall mount bracket (optional)

Yealink T48U IP phone and handset

Let's get started

Set up your phone

Once you've unpacked it, turn your phone 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.
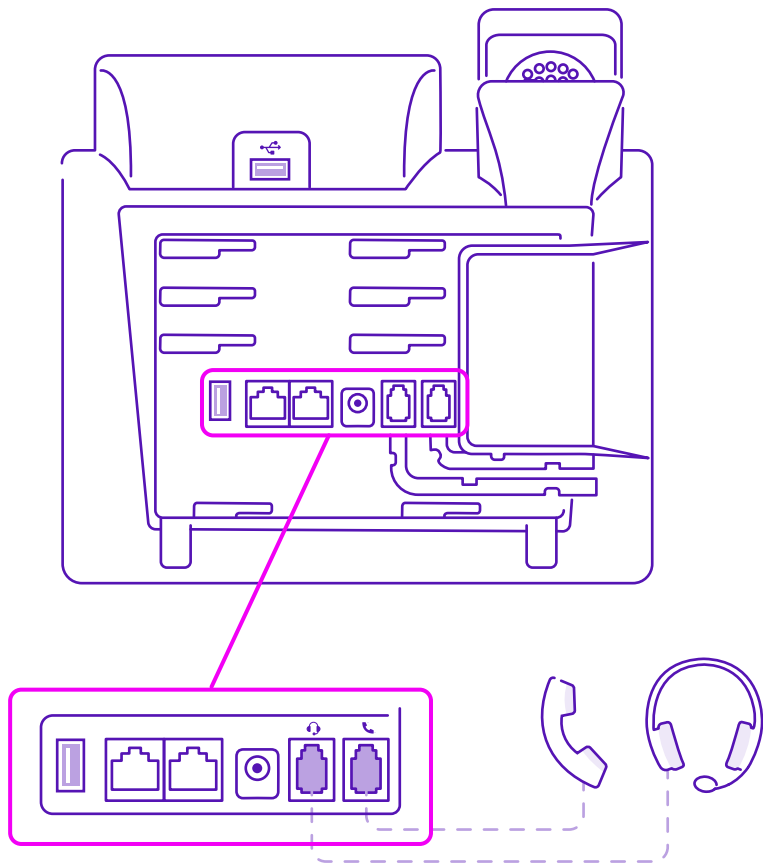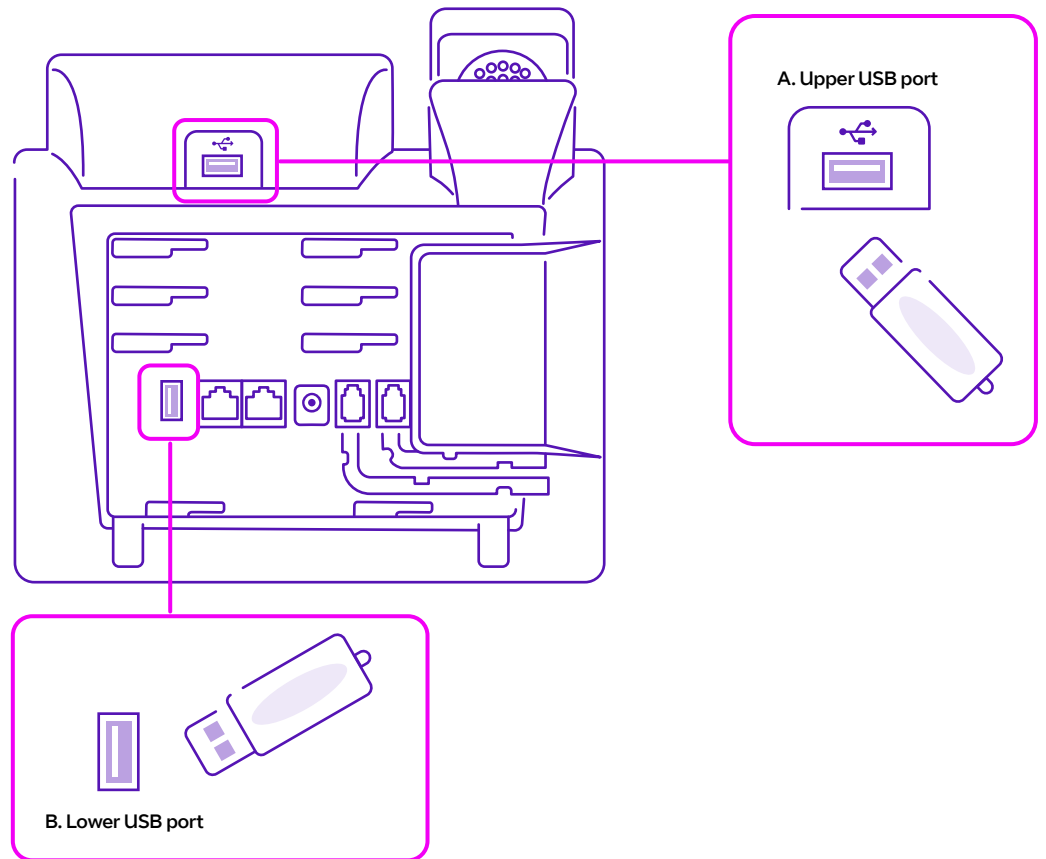
Wall mount method (optional)

A

B

40°

45°
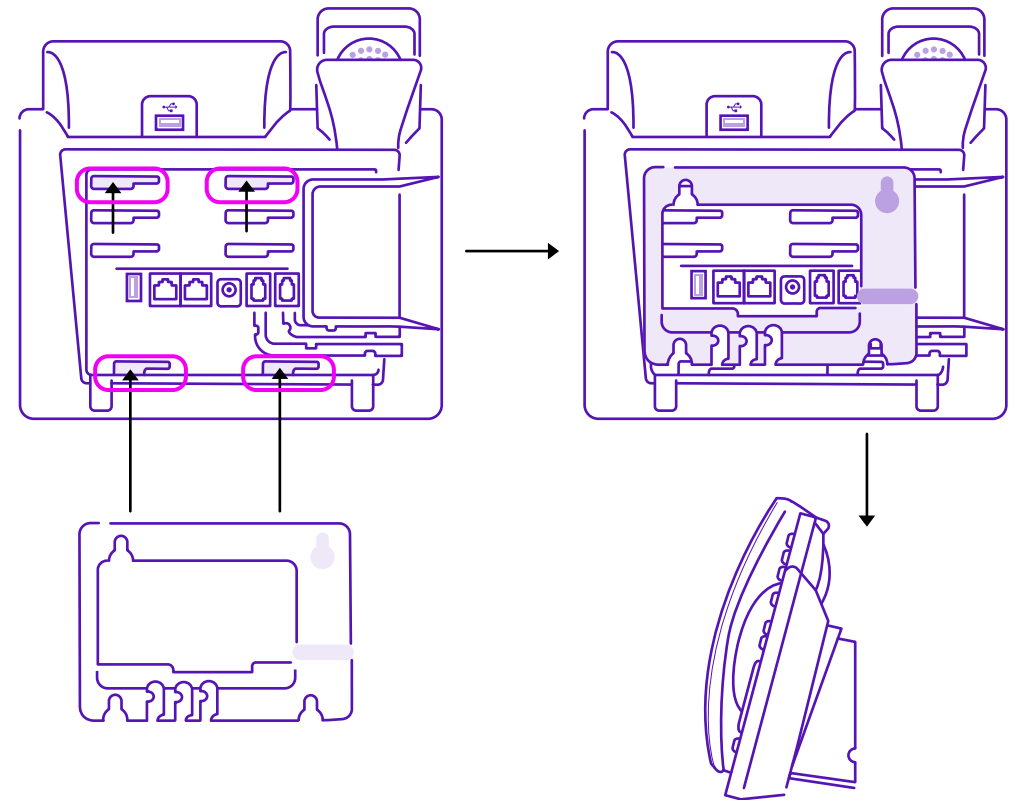
Get connected

Here's how to connect the handset and optional headset.

Here's how to connect a USB flash drive.

A. Upper USB port

B. Lower USB port

Here's how to connect the network and power.

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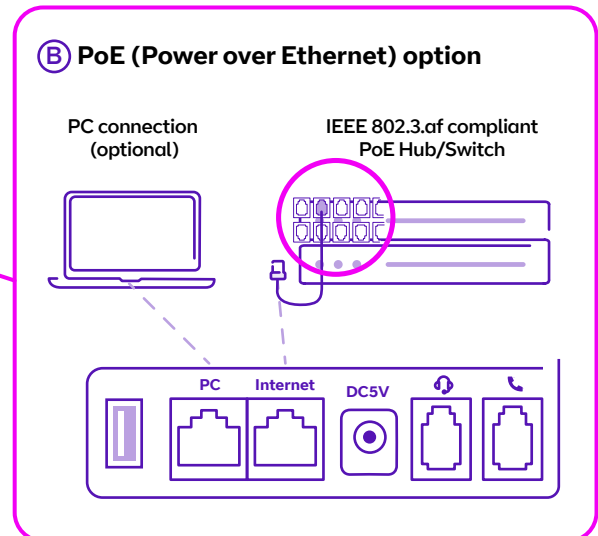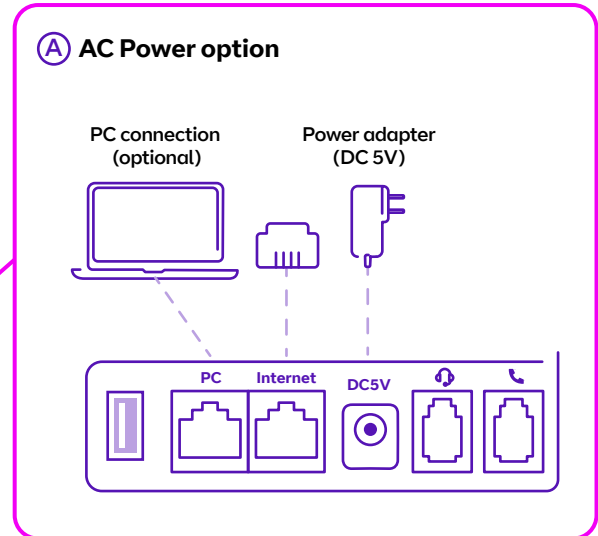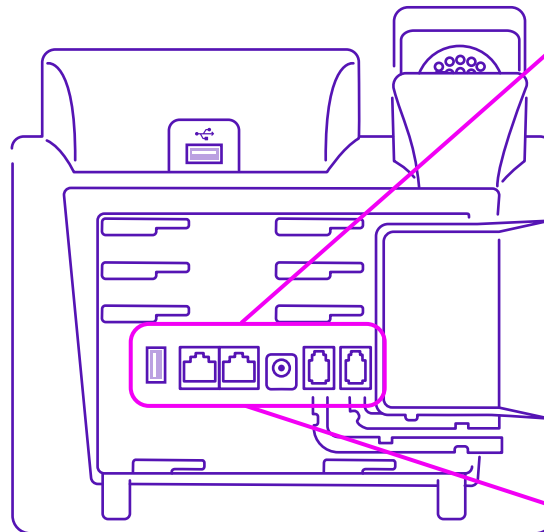
(A) AC power (optional)

To connect the AC power:

- Connect the DC plug on the power adapter to the DC5V port on the phone, and plug in the other end of the power adapter to the mains.

- Connect your included Ethernet cable between the internet port on the phone and your switch/hub device port.

(B) Power over Ethernet

You can power the T48 using the included Ethernet cable from a PoE-compliant switch or hub.

To connect PoE:

- Connect the Ethernet cable between the internet port on the phone and an available port on the in-line power switch/hub.

- If an in-line power switch/hub is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant. The phone can also share the network with another network device such as a PC. This is an optional connection. **Important**: Do not unplug or remove power to the phone while it's updating its firmware and configurations.

Ⓐ **AC Power option**

PC connection (optional)

Power adapter (DC 5V)

PC   Internet   DC5V

Ⓑ **PoE (Power over Ethernet) option**

PC connection (optional)

IEEE 802.3.af compliant PoE Hub/Switch

PC   Internet   DC5V

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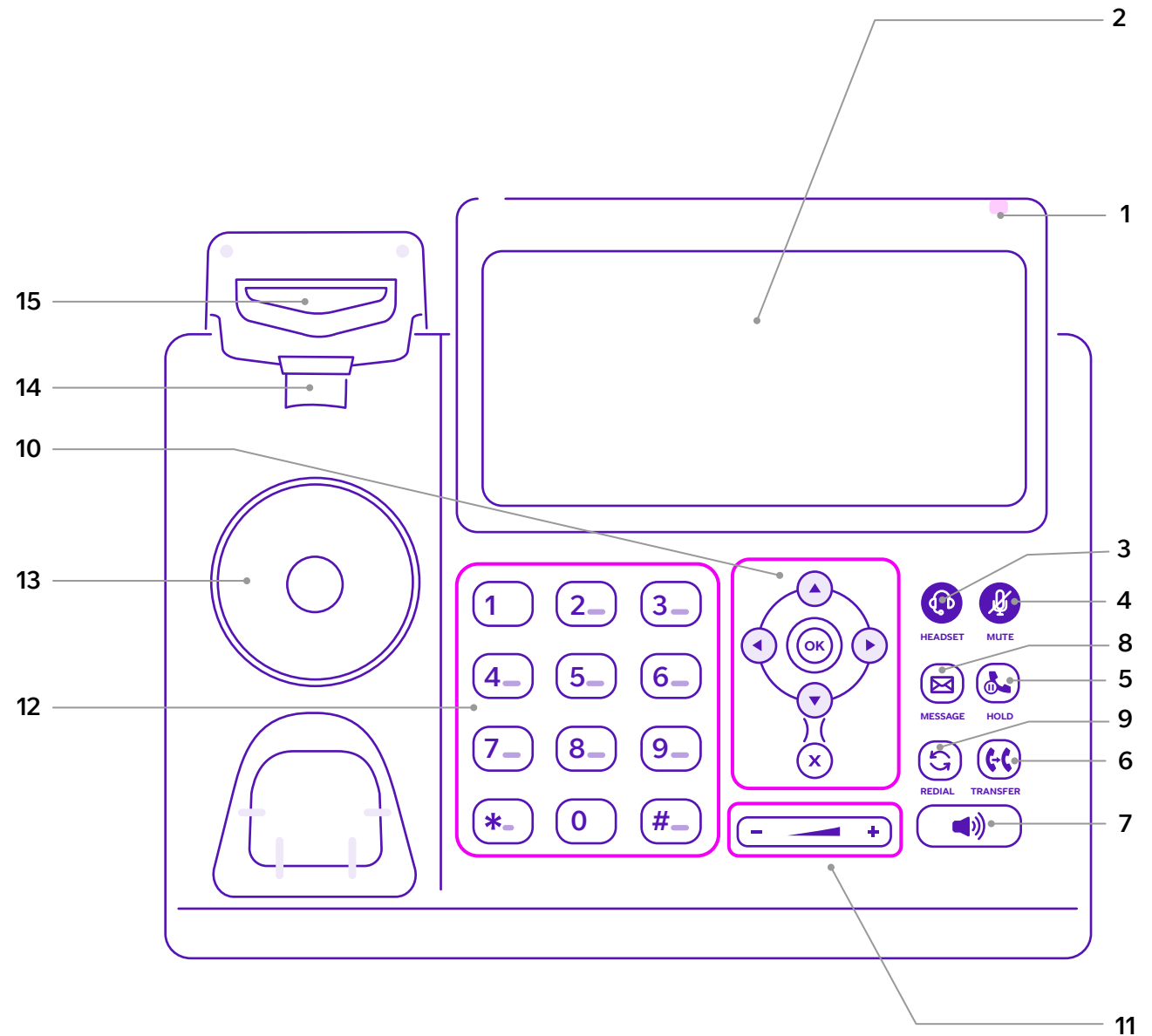
Once everything is updated and ready to go, your Cloud Voice number will show on the screen, like this:

Getting to know your phone

Phone features and keys

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

Understanding the icons on the T48U

Icon	Description	Icon	Description	Icon	Description
	Wired network is unavailable	abc	Multi-lingual lowercase letters input mode		Placed calls
	Wired network is unreachable	ABC	Multi-lingual uppercase letters input mode		Missed calls
	Wi-Fi connection is successful	2aB	Alphanumeric input mode		Forwarded call
	Wi-Fi connection is unreachable	123	Numeric input mode		Always forward
	Wi-Fi connection fails	Abc	Multi-lingual uppercase and lowercase letters input mode		Busy forward
	Bluetooth mode is on		Voicemail		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		Keep mute		Speed dial
	Hands-free speakerphone mode		Ringer is silent		Directory
	Handset mode		Phone lock		Hot desking
	Headset mode		Received calls		Phone lock

Phone display

Idle status

Your Yealink T48U has a touch screen. Simply touch the icon or menu on the screen to access the feature. Once your phone has started up successfully, you'll see its idle status. Here's what it should look like.

No	Name	Description
1	**Status bar**	Displays the phone's default account, icons and the time and date.
2	**Default account**	Displays the number of the default account to the left of the status bar. If multiple numbers are registered, tap and select the one you want.
3	**Icons**	Icons are displayed in the middle of the status bar.
4	**Time and date**	The phone's time and date are displayed on the right of the status bar.
5	**Line keys (1-11)**	The idle screen shows up to 11 line keys. You can use those numbered 1-6 on the left of the screen to activate up to six lines. You can also assign these features; they'll display their numbers and feature status.
6	**DSS key**	Gives you quick access to the line key screen. Tap each line key to configure them.
7	**Wallpaper**	Shows your chosen wallpaper, which you can customise.
8	**Call window**	Displays call information.
9	**Shortcut keys**	tap this to enter the **History** screen and view call history.
		tap this to enter the **Directory** screen and view call history.
		tap this to toggle the **DND** mode or enter the custom DND configuration screen.
		tap this to enter the main menu.

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.

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.

Using your phone

Making calls

You can use your Yealink T48U 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 dialled 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: sends a call directly to another person without consulting them.

- Semi-attended transfer: sends the call while the target phone is ringing.

- Attended transfer: sends a call after you've spoken to the person first.

To make 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 make 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 (OK) or [# SEND] 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 (OK) or [# SEND] 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 (OK), [# SEND] , 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 also manage your internal contacts from your phone. 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.

1	**Screen title**	Displays the name of the current menu screen.
2	**Operation options**	Displays various operation options for each menu screen.
3	**Menu tree**	Displays menu items. Tap an item to enter that feature's configuration screen.
4	**Feature configuration**	Displays configuration items of the feature you highlighted in the menu tree area. You can configure feature settings in this area.
5	**Soft keys**	These label automatically in each different screen to identify their features.

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 T48U 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 adapter.

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.

To use 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 T48U 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.

BT