Yealink
Star2Star COMMUNICATIONS
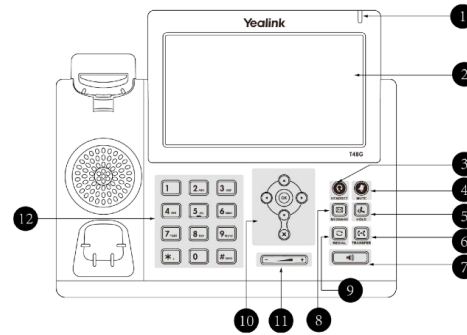*One System, One Service, One Provider... The Whole Solution*

Yealink SIP-T48G / T48S IP Phone Quick User Guide

For detailed information please consult the **Star2Star Phone and Features Guide**, available for view/download via the Star2Star Knowledge Base at:

https://support.star2star.com/

BASIC FEATURES

1 Power LED	**7 Speakerphone Key**
2 Touch Screen	**8 Message Key**
3 Headset Key	**9 Redial Key**
4 Mute Key	**10 Scroll Keys**
5 Hold Key	**11 Volume Key**
6 Transfer Key	**12 Key pad**

NAVIGATING THE TOUCH SCREEN

To enter the main menu, tap ⊞.

To return to the idle screen, tap 🏠.

To go back to the previous menu, tap ↩.
To select a soft key, tap the soft key.
To select an item, tap the item.

To turn pages, tap ▲ or ▼ on the touch screen.

To scroll through values in a pull-down list, press ⌃ or ⌄.

MAKING A CALL

Using the handset:
1. Pick up the handset.
2. Enter the number and then tap the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press 🔊.

2. Enter the number, then tap the **Send** soft key.

Using the headset:

1. With the headset connected, press 🎧 to activate the headset mode.
2. Enter the number, and then tap the **Send** soft key.

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Note: During a call you may alternate between headset, hands-free speakerphone and handset modes by pressing the **Headset** key or **Speakerphone** key or by picking up the handset. Headset mode requires a headset be connected to the phone.

Multiple calls:

1. Press the line key. The active call is placed on hold.
2. Enter the desired number using the keypad.
3. Tap the **Send** soft key.

You can press ⌃ or ⌄ to switch between calls, then tap 🎧 again to resume the desired call.

ANSWERING A CALL

Using the handset:
Pick up the handset.

Using the speakerphone:

Press 🔊
Using the headset:

Press 🎧
Note: You may ignore an incoming call by tapping the **Reject** soft key.

ENDING A CALL

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

Using the speakerphone:

Press 🔊 or tap the **End Call** soft key.

Using the headset:
Tap the **End Call** soft key.

REDIAL

Press 🔁 to enter the **Placed** call list and then tap the desired entry.

Press 🔁 twice when the phone is idle to call the last dialed number.

MUTING A CALL

Press 🔇 to mute the microphone during a call.

Press 🔇 again to un-mute the call.

VOLUME ADJUSTMENT

Press ⊂—▬—⊃ during a call to adjust the receiver volume of the handset/speakerphone/headset.

Press ⊂—▬—⊃ when the phone is idle to adjust the ringer volume.

RING TONE

1. Tap ⊞ then select **Basic > Sound > Ring Tones.**

2. Tap the desired ring tone.

3. Tap the **Save** soft key to accept the change or ↩ to cancel.

PUTTING A CALL ON HOLD

Press 🕿 or tap the **Hold** soft key during an active call. To resume a held call, press the **Resume** soft key.

If there is only one call on hold, press 🕿 or tap the **Resume** soft key.

If there is more than one call on hold, tap the call you want to resume, then press 🕿 or tap the **Resume** soft key.

STAR2STAR CALL PARK AND RETRIEVE
1. Perform an Attended transfer to the park code 7000.
2. Listen to the system retrieval code announcement e.g. 7001
3. Press Transfer.
4. The caller is now parked.
5. The caller will hear music or message on hold if configured on your system.
6. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

TRANSFERING A CALL
There are three ways to transfer a call: Blind Transfer, Attended Transfer and Semi-Attended Transfer.

Blind Transfer:

1. Press (•(or tap the **Transfer** soft key during an active call. The call is placed on hold.

2. Enter the number you want to transfer to, then press (•(or tap the **Transfer** soft key.

Semi-Attended Transfer:

1. Press (•(or tap the **Transfer** soft key during an active call. The call is placed on hold.

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2. Enter the number you want to transfer to, then press #.

3. Press (•(or tap the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer:

1. Press (•(or tap the **Transfer** soft key during an active call. The call is placed on hold.

2. Enter the number you want to transfer to, then press #.

3. Press (•(or tap the **Transfer** soft key when the second party answers.

FORWARDING A CALL

1. When the phone is idle, tap ⊞ > **Call Features > Call Forward.**
2. Select the desired forward type:

Always Forward: Incoming calls are all forwarded unconditionally.
Busy Forward: Incoming calls are forwarded when the phone is busy.
No Answer Forward: Incoming calls are forwarded when the phone is not answered after a preset time period.

3. Enter the number you want to forward to. For **No Answer Forward**, tap the pull-down list of **After Ring Time** then tap the desired ring time to wait before forwarding.
4. Tap the **Save** soft key to accept the change.

FIND-ME / FOLLOW-ME
Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal to forward calls from your extension.
Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.
Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.
Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

CONFERENCE CALL
1. Tap the **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, then tap the **Send** soft key.
3. Tap the **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Hang up to disconnect yourself. The other parties will remain connected. Tap the **End Call** soft key to disconnect all parties.
*Note: You may split the conference call into two individual calls by tapping the **Split** soft key.*

VOICE MAIL
The Message Waiting Indicator on the idle screen indicates that you have new voice messages waiting. The Message key LED lights up in red.

Listening to voice messages:

1. Tap ◯◯ then tap the **Connect** soft key or press ✉ .
2. Follow the voice prompts to listen to your voice messages. Alternatively you can dial 1000 to access the Voicemail system at any time. The system will prompt for your password.
Note: when accessing the voice mail system for the first time your password is your extension #. Change this to a 4-digit number you can easily recall.

CONTACT DIRECTORY
Adding a contact:

1. When the phone is idle, tap 📇 then tap the desired group on the left.
2. Tap **Add** to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Tap the **Save** soft key to accept the change.

Note: If your phone firmware is updated, contacts entered in this manner will be lost.

Editing a contact:

1. When the phone is idle, tap 📇 then tap the desired group on the left.

2. Tap ⓘ after the desired contact.
3. Update the contact information.
4. Tap the **Save** soft key to accept the change.

Deleting a contact:

1. When the phone is idle, tap 📇 and then tap the desired group on the left.

2. Tap ⓘ after the desired contact, then tap **Delete**.
3. Tap the **OK** soft key when the LCD screen prompts *"Delete the Selected Contact?"*

CALL PICKUP
1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial ***8xxx** (xxx being the extension of the ringing phone).

2. For example your neighbor's phone extension 112 is ringing. You would dial ***8112** to pickup that call.

3. To pick up a call on any ringing phone dial ***8**.