



## Using Your Office Phone Guide (T48 U)

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# Using Your Office Phone Guide (SIP T48 U)

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## Section 1: Navigating the Touch Screen

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### Navigate 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, 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 .
- 

### Enter and Update Data

#### To enter data:

1. Tap the field you want to edit.
2. Tap the **IME** to switch input modes.
3. Enter data using the keypad.
4. Tap **Save**.

#### To select a field option:

- Tap the field name, then tap the field's highlighted box. From the pull-down list, tap the desired option.

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## Section 2 : Basic Call Management

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### Place a Call

#### Using the handset:

1. Pick up the handset.
2. Enter the number and press **Send**.

#### Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number and press **Send** key.

#### Using the headset:

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

During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

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### Answering a Call

#### Using the handset:

- Pick up the handset.

#### Using the speakerphone:

- Press  .

#### Using the headset:

- Press  .

You can reject an incoming call by pressing the **Reject** key.

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### End Call

#### Using the handset:

- Hang up the handset or press **EndCall**.

#### Using the speakerphone:

- Press  or **EndCall**.

#### Using the headset:

- Press **EndCall**.
- 

### Redial

- Press  to enter **Placed Calls** list, select the desired entry.
  - Press  when the phone is idle to dial out the last dialed number.
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### Call Mute/Unmute

- Press  to mute the microphone during a call.
  - Press  again to unmute the call.
- 

### Call Hold and Resume

To place a call on hold:

- Press  or **Hold** during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press  or **Resume**.
  - If there is more than one call on hold, tap the call you want to resume, and press **Resume**.
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### Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
  - Press  when the phone is idle or ringing to adjust the ringer volume.
  - Press  to adjust the media volume on the corresponding screen.
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## Section: 3 Transfer and Forward

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### Call Transfer

You can transfer a call in the following ways:

#### Blind Transfer

1. Press  or **Trans** during a call.
2. Enter the number you want to transfer to.
3. Press  or **B Trans**.

#### Semi-Attended Transfer

1. Press  or **Trans** during a call.
2. Enter the number you want to transfer to and press **Send**.
3. Press  or **Trans** when you hear the ring-back tone.

#### Attended Transfer

1. Press  or **Trans** during a call.
2. Enter the number you want to transfer to and press **Send**.
3. Press  or **Trans** when the second party answers.

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### Call Forward

To enable call forward:

1. When the phone is idle, select  > **Features** > **Call Forward**.
  2. Select the desired 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 it is not answered after a while.
  3. Enter the number you want to forward to. For **No Answer Forward**, tap the gray box of **After Ring Time** field, and then tap the desired ring time to wait before forwarding.
  4. Press **Save** to accept the change.
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## Section 4: Conference Call

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### Call Conference

1. Press the **Conference** during an active call. The call is placed on hold.
2. Enter the number of the second party, and then tap **Conference**.
3. Press the **Conference** again when the second party answers. All parties are now joined in the conference.
4. Press **EndCall** to disconnect all parties.

You can split the conference call into two individual calls by pressing **Split**.

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## Section 5: Setting Up and Managing Your Voice Mail

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# Setting Up Your Voicemail

### Creating Your PIN

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter the default **PIN** provided by your organization followed by the **#key**.
3. Press **1** to change your **PIN**.
4. Enter your new **4 - to - 8 - digit PIN**.
5. Re-enter **PIN** to confirm.
6. Confirmation - You should hear a message confirming that the **PIN** has been successfully changed.

### Recording Your Name Announcement

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter your voicemail **PIN** followed by the **#key**.
3. On the main menu, press **5** for “**Set Your Current Options**”.
4. Press **2** to **record your name**.
5. At the prompt, **record your name** and then press the **#key**.

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### Recording Your Voicemail Greeting

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
  2. Enter your voicemail **PIN** when prompted.
  3. On the main menu, press **6** to change the greeting
  4. Press **1** to **Record Greeting**.
  5. Enter the greeting number you wish to record (Default is 1) or listen to additional options.
  6. Wait for the tone, then speak your greeting clearly.
  7. Press the **#key** when you are finished.
  8. You will be given the following options:
    - a. Press **1** to select a recorded message as your greeting. The greeting will be played back.
    - b. Press **0** to keep the previous greeting selection.
- 

## Updating Your Voicemail

### Changing Your PIN

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter current **PIN** followed by the **# key**.
3. On the main menu, press **5** - **"Set Your Current Options."**
4. Press **1** to change your password.
5. Enter your new **4 - to - 8 - digit PIN**.
6. Re-enter **PIN** to confirm.

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### Re-Recording Your Name Announcement

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter your voicemail **PIN** followed by the **# key**.
3. On the main menu, press **5** - "**Set Your Current Options.**"
4. Press **2** to record your name.
5. At the prompt, record your name and then press the **# key**.

### Changing Your Voicemail Greeting

- Dial **5001** or press the **Messages/Voicemail** button on your phone.
  - Enter your voicemail **PIN** when prompted.
  - On the main menu, press **6** to change the greeting.
  - From the **Greeting Menu**:
    - Press **1** to record greetings.
      - Record a new message.
    - Press **2** to review greetings.
      - Allows you to listen to all greetings that may be recorded on multiple numbers.
    - Press **3** to select greetings.
      - Select a greeting of your wish to set as your default greeting if you have multiple greetings recorded.
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### Access Voice Message

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator **LED** slowly flashes red.

**To listen to voice messages:**

1. Tap  and then tap **Connect**, or press .
  2. Follow the voice prompts to listen to your voice messages.
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## Section 6: Managing Call History and Contacts

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### Call History

1. When the phone is idle, tap , then tap the desired call list on the left.
  2. Tap  or , or press  or  to scroll to the desired page.
  3. Tap  after the desired entry, and then you can do the following:
    - Press **Send** to call the entry.
    - Press **Delete** to delete the entry from the list.If you press **Option**, you can also do the following:
    - Select **Detail** to view detailed information about the entry.
    - Select **Add to Contacts** to add the entry to the local directory.
    - Select **Add to Blacklist** to add the entry to the blacklist.
    - Select **Delete All** to delete all entries from the list.
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### Contact Directory

#### To add a contact:

1. When the phone is idle, tap , then tap **All Contacts** 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 **Save** to accept the change.

#### To edit a contact:

1. When the phone is idle, tap , and then tap **All Contacts** on the left.
2. Tap  after the desired contact.
3. Edit the contact information.
4. Press **Save** to accept the change.

#### To delete a contact:

1. When the phone is idle, tap , and then tap **All Contacts** on the left.
2. Tap  after the desired contact, and then tap **Delete**.
3. Press the **OK** when the LCD screen prompts "Delete selected item?".

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