








# Hosted Business Phone System

## Yealink T48G Quick Reference Guide



**Volume Control**  
Press +/- to adjust volume




-  **Headset**       **Mute**
-  **Messages**       **Hold**
-  **Redial**       **Transfer**
-  **Speaker**

### How to Place a Call


#### Using the handset

- Pick up the handset
- Enter the number, then press the **Send** soft key

#### OR Using the Speakerphone

- With the Handset on-hook, press 
- Enter the number, then touch the **Send** soft key

#### OR Using the Headset

- With the headset connected, press  to activate the headset mode
- Enter the number, then press the **Send** soft key

### How to Answer a Call


#### Using the handset

- Pick up the handset

#### OR Using the Speakerphone

- Press the ; or the **Answer** soft key

#### OR Using the Headset

- Press 

### How to End a Call


#### Using the handset

- Hang up the handset, or press the **End Call** soft key

#### OR Using the Speakerphone


- Press the ; or the **Answer** soft key

#### OR Using the Headset


- Press 

### How to Place a Call on Hold


#### To place a call on hold

- Press  or touch the **Hold** soft key during an active call

#### To resume the call, do one of the following

- Press  or touch the **Resume** soft key

#### If there is more than one call on hold

- Use the touch screen to switch between calls on hold, then press  or touch **Resume** soft key to retrieve the desired call

### How to Create a Conference Call

#### To Create a Conference Call

- Touch the **Conference** soft key during an active call
- Enter the extension or external number of the second party
- Touch the **Conference** soft key again when the second party answers. All parties are now joined in the conference
- Touch the **End Call** soft key to drop the conference call

### How to Forward a Call

#### To enable Call Forwarding

- Touch the **menu** soft key when the phone is idle and then select **Call Features > Call Control > Call Forward**

#### Select the desired forward type:

##### Always Forward or Busy Forward or No Answer Forward

- Touch the 'on' button and enter the number to forward to
- Enter the ring time (in seconds) to wait before forwarding
- Touch the **Save** soft key to accept

### Contact Directory



#### To access the directory and add a Contact

- Touch the **Directory** soft key
- Touch the **Add** button from the menu to add
- Enter contact name and number
- Touch the **Save** soft key to accept change



### How to Transfer a Call

#### You can transfer a call in the following ways:

##### BLIND Transfer - The call is transferred directly without the need to announce the caller




- Press  or the **Transfer** soft key during an active call. The call is placed on hold
- Enter the number you want to transfer to
- Press  or the **Transfer** soft key

##### ASSISTED Transfer - Allows you to announce the caller prior to releasing the call

- Press  or the **Transfer** soft key during an active call. The call is placed on hold
- Enter the number you want to transfer to
- When the second party answers, announce the call, then press  or the **Transfer** soft key

### Call History

#### While the phone is idle

- Touch the **History** soft key to view missed, received and placed calls
- Press  or  to scroll through the list
- Select an entry from the list
- Touch an entry from the list to place a call
- Touch the  button to view information about the entry
- Select **Add to Personal** to add to your Local Directory