How to use your IP phone

Verizon Business
Digital Voice Service

verizon

Model T48S
Voicemail Tree Diagram

Main menu
Access voice mailbox
Record your name
Change passcode
Exit menu
Repeat menu

Voice mailbox
Listen to messages
Change Busy greeting
Change No Answer greeting
Compose & send new message
Delete all messages
Go to Voice Portal
Repeat menu

Listen to messages
1
Save message
2
Erase message
3
Repeat message
5
Play message

Additional options
9
Go to previous menu

Record your name
Record your name
Play current recording
Go to previous menu
Repeat menu

Change Busy greeting
1
Record a new Busy greeting
2
Play current greeting
3
Revert to default greeting

Change No Answer greeting
1
Record a No Answer Busy greeting
2
Play current greeting
3
Revert to default greeting

Additional options
1
Reply to current message
3
Record your name
8
Change passcode
9
Exit menu

Repeat menu
#
## Shortcut Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*72</td>
<td><strong>Call Forwarding Always Activation</strong>&lt;br&gt;Redirect incoming phone calls to another number within your company. Dial *72, then the phone number, followed by the pound key (#).</td>
</tr>
<tr>
<td>*68</td>
<td><strong>Call Park</strong>&lt;br&gt;Dial *68 followed by the extension to park the call on, or the pound key (#) to park the call on your own extension.</td>
</tr>
<tr>
<td>*88</td>
<td><strong>Call Retrieve</strong>&lt;br&gt;Enter *88 followed by the extension to retrieve a parked call. If the call is parked on your own extension, press the pound key (#).</td>
</tr>
<tr>
<td>*55</td>
<td><strong>Direct Voice Mail Transfer</strong>&lt;br&gt;Transfer a call to another user’s Voice Mail, press the Transfer soft key, then enter *55 followed by the user’s extension.</td>
</tr>
<tr>
<td>*78</td>
<td><strong>Do Not Disturb Activation</strong></td>
</tr>
<tr>
<td>*79</td>
<td><strong>Do Not Disturb Deactivation</strong></td>
</tr>
<tr>
<td>*69</td>
<td><strong>Last Call Return</strong></td>
</tr>
<tr>
<td>*66</td>
<td><strong>Last Number Redial</strong></td>
</tr>
<tr>
<td>*73</td>
<td><strong>Call Forwarding Always Deactivation</strong></td>
</tr>
<tr>
<td>*21</td>
<td><strong>Call Forwarding Always to Voice Mail Activation</strong></td>
</tr>
<tr>
<td>*24</td>
<td><strong>Call Forwarding Always to Voice Mail Deactivation</strong></td>
</tr>
</tbody>
</table>
How to Use Your Phone

Place a Call
Handset: Pick up the handset, enter the number, tap Send.
Speakerphone: Press 🔊, enter the number, tap Send.
Headset: Press 🎧, enter the number, tap Send.

Answer a Call
Handset: Pick up the handset.
Speakerphone: Press 🔊.
Headset: Press 🎧.

End a Call
Handset: Hang up or tap End Call soft key.
Speakerphone: Press 🔊 or tap End Call soft key.
Headset: Tap the End Call soft key.

Voice Message
A message waiting indicator will appear on the display screen. Also, the power indicator LED slowly flashes red.
To listen: Press 📞 and follow the voice prompts.

Visit verizon.com/bizdigitalvoicesupport for more information.
Learn Your New Handset

Refer to the keys below for phone features and instructions for use.

**Color Touch Screen**

**Soft Keys**
Provide access to features on the touch screen

**Special Buttons**
Simplify routine actions

**Arrows and OK Button**
Toggle through the display screen

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**Yealink 16-line IP Phone with 7-inch Color Touch Screen (PoE)**
Line Keys – 16 | Ethernet Connectivity – 2x Gigabit Ethernet port | USB – 1x USB port (2.0 compliant)
Display Type – 800 x 480-pixel color touch screen with backlight | Power Supply (Warranty 1 year)
Additional Phone Features

Call Conference
Tap the Conference soft key to place the first party on hold, enter the number of the second party, and then tap Conference. When the second party answers, tap the Conference soft key again. Tap the End Call soft key to disconnect all parties.

Contact Directory
Edits can only be made when the phone is not in use.
To make changes:
Tap the Directory soft key, and then tap All Contacts.
Add: Tap Add soft key and follow the prompts.
Edit: Tap after the contact, make edits, tap Save soft key.
Delete: Tap after the contact, tap Delete, then tap OK.

Call Forward
Edits can only be made when the phone is not in use.
To enable: Tap Menu soft key, then tap Features, and then Call Forward.

Select the 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 not answered after a period of time.

Enter the number you want to forward to and then tap Save soft key.

Blind Transfer
Press or tap Transfer soft key to place an active call on hold. Enter the number you want to transfer to. Press or tap B Transfer soft key.

Semi-Attended Transfer
Press or tap Transfer soft key to place an active call on hold. Enter the number you want to transfer to. Tap Send soft key. Press or tap Transfer soft key when you hear the ring-back tone.

Attended Transfer
Press or tap Transfer soft key to place an active call on hold. Enter the number you want to transfer to. Tap Send soft key. Press or tap Transfer soft key when the second party answers.
Icons

- Received Calls
- Placed Calls
- Missed Calls
- Forwarded Calls
- Directory
- Speed Dial
- Transfer
- Conference
- Call Forward
- Hold/Public Hold/Private Hold
- DND
- Wired network is unavailable
- Hands-free (speakerphone) Mode
- Handset Mode
- Headset Mode
- Voice Mail
- Text Message
- Auto Answer
- Keep Mute
- Ringer Volume is 0
- Phone Lock
- Recording Starts Successfully
- SMS