



VOICE
SERVICES

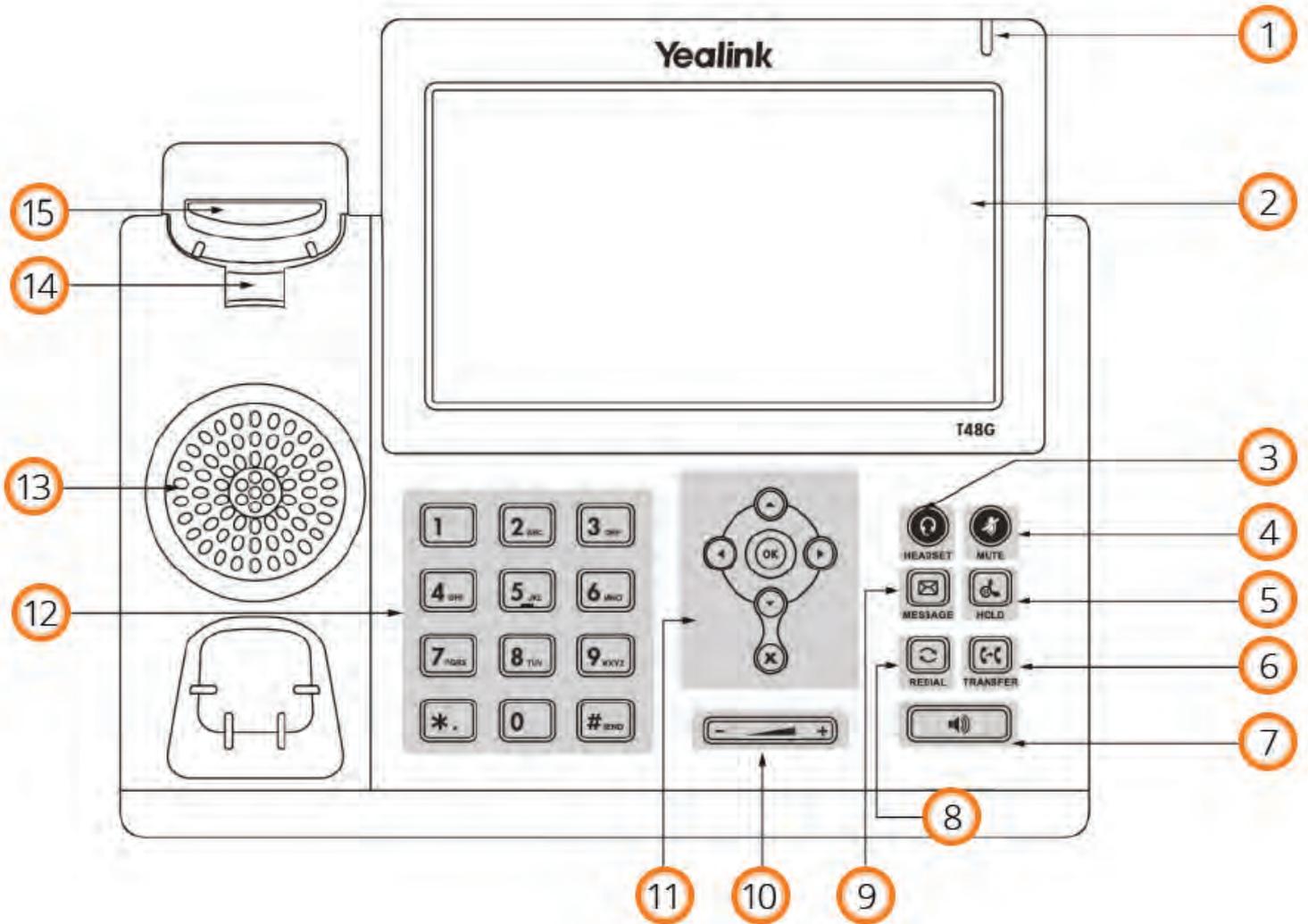


Flip Connect

Yealink T48

Quick User Guide





1 Power Indicator LED

2 Touch Screen

3 HEADSET Key

4 MUTE Key

5 HOLD Key

6 TRANSFER Key

7 Speakerphone Key

8 REDIAL Key

9 MESSAGE Key

10 Volume Key

11 Position, Scroll, Cancels; Confirms

12 Keypad

13 Speaker

14 Hookswitch Tab

15 Hookswitch

Making Calls	
Making an Internal Call	Dial the extension number via the alpha-numeric keypad, Press Send (), hash (), OK () key, or lift your handset to make the call. The Call Status screen will display the details of whom you are ringing.
Making a Directory Call	Press the 3CX PBook softkey, then press 3cxPhonebook.
Making an External Call	Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.) Press Send (), hash (), OK () key, or lift your handset to make the call. The Call Status screen will display the details of whom you are ringing.

Answering Calls	
Answering a Call	The main screen will show the details of the caller, Lift the handset or press the Speaker (), Answer () or OK () buttons to answer the call. If you do not wish to answer the call press the reject button () and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)
Ending a Call	Replace your handset (if you are using the handset), or press the Speaker button () (if you are using hands free). Alternatively, press the end call button () .
Placing a Call on Hold	Press the Hold Key () . To retrieve the call press the resume button () .
Announced Transferring a Call	Place the call on hold using the Transfer Key () . Dial the internal or external number and wait for the call to be answered and then announce the intended transfer. To transfer the original call, replace your handset (if you are using the handset) or press the Speaker button () (if you are using hands free). or press the Transfer Key () . To return to the original call, press the End Call and then the Resume Key () , or wait for the destination to hang up and then press the Resume key () .
Blind Transferring a Call	Place the call on hold using the Transfer Key () . Dial the internal or external number. To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button () (if you are using hands free) or press the B Transfer key () and replace the handset.
Parking a Call	This facility allows a call to be held on the system and picked up by any extension. Once on a call press one of the SP keys () to park the call. The led indicator will turn red showing that there is a parked call waiting to be picked up. Identify the person you wish to pickup and press the button next the relevant park slot to pick up the call.

Conferencing

<p>Conferencing a Call</p>	<p>To conference a call press the Conference button (), enter the ext. you wish to conference.</p> <p>You can swap between calls by pressing the Swap button (), or to conference all parties press the Conference button () again.</p>
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Number Redialling

<p>Redialing a Number</p>	<p>To redial a number, press the redial Key (), you will get a list of made calls displayed on the main screen. Use the navigation keys () to select the number you wish to redial and then press the Send button ().</p>
<p>To Call a Previous Caller Back</p>	<p>Press the History button (). Use the Navigation keys () to select the number you wish to call back and then press the Send button ().</p>

Voicemail

<p>Leaving a Message for a Colleague</p>	<p>If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting. Leave your message.</p>
<p>Accessing Your Own Messages</p>	<p>The message waiting indicator on the T41P will flash to let you know that you have a new voicemail, you will also see a message icon () appear on the main screen.</p> <p>Press the Messages Key () to listen to your messages, enter your voicemail PIN and press star key () to play your new messages.</p> <p>Whilst the message is playing you can use the keypad to do the following: -</p> <ul style="list-style-type: none"> Press 0 to play the next message Press 1 to play the previous message Press 2 to replay current message Press 3 to delete current message Press 4 to ring the caller back Press 5 to forward the message to another mailbox <p>For more detailed instructions, please see the 3CX Voicemail userguide - available at www.flipconnect.co.uk/support/userguides</p>