

Yealink



Yealink Gigabit Color IP Phone SIP-T46G User Guide

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You can find the CE and FCC information from the label on the back of the IP phone.

Statements of compliance can be obtained by contacting support@yealink.com.

CE Mark Warning

This device is marked with the CE mark in compliance with EC Directives 2014/35/EU and 2014/30/EU.

Part 15 FCC Rules

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003 Rules.

Class B Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

WEEE Warning



To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Customer Feedback

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GNU GPL INFORMATION

Yealink SIP-T46G IP phone firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

<http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCatId=293&NewsCateId=293&CateId=293>.

About This Guide

Thank you for choosing the SIP-T46G IP phone, an ultra-elegant Gigabit IP phone which is exquisitely designed to provide business telephony features, such as Call Hold, Call Transfer and Conference over an IP network.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use the SIP-T46G IP phone.

In This Guide

Topics provided in this guide include:

- Chapter 1 [Overview](#)
- Chapter 2 [Getting Started](#)
- Chapter 3 [Customizing Your Phone](#)
- Chapter 4 [Basic Call Features](#)

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Overview

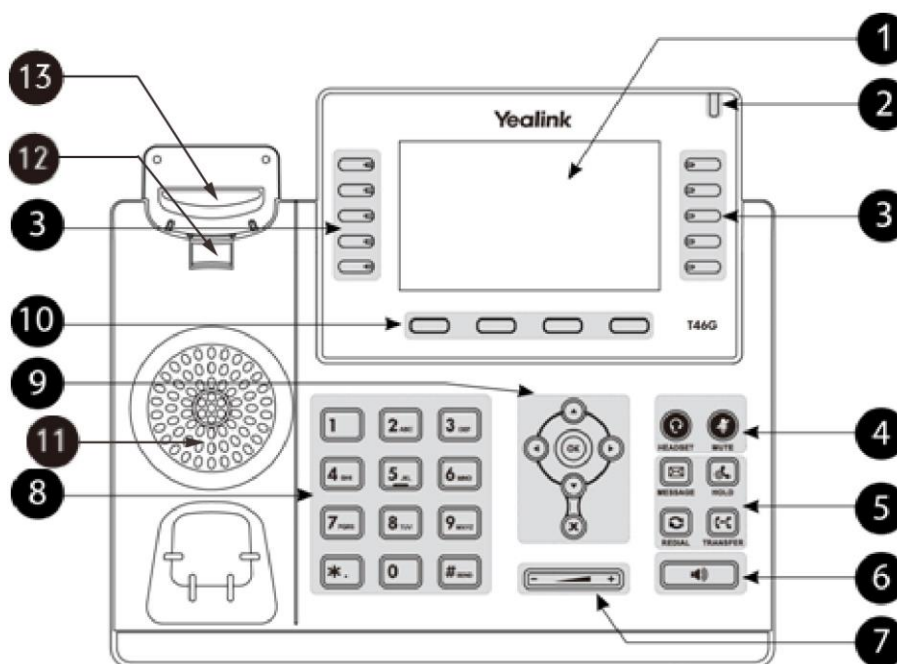
This chapter provides the overview of the SIP-T46G IP phone. Topics include:

- [Hardware Component Instructions](#)
- [Icon Instructions](#)
- [LED Instructions](#)
- [Phone User Interface](#)


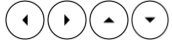


If you require additional information or assistance with your new phone, contact your system administrator.

Hardware Component Instructions

The main hardware components of the SIP-T46G IP phone are the LCD screen and the keypad.



Hardware component instructions of the SIP-T46G IP phone are:











	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: <ul style="list-style-type: none"> • Default account • Call information—caller ID, call duration • Icons (for example, ) • Missed call text or second incoming caller information • Prompt text (for example, "Saving config file!") • Time and date
②	Power Indicator LED	Indicates call status, message status and phone's system status. <ul style="list-style-type: none"> • Receives an incoming call—Fast flashing • Receives a voice mail or text message—Slowly flashing
③	Line Keys	Use these keys to activate up to sixteen accounts and assign various features.
④	HEADSET Key	Toggles and indicates the headset mode. The key LED illuminates solid green when headset mode is activated.
	MUTE Key	Toggles and indicates mute feature. The key LED illuminates solid red when the call is muted.
⑤	MESSAGE Key	Accesses voice messages.
	HOLD Key	Places a call on hold or resumes a held call.
	REDIAL Key	Redials a previously dialed number.
	TRANSFER Key	Transfers a call to another party.
⑥	Speakerphone Key	Toggles and indicates the hands-free (speakerphone) mode. The key LED illuminates solid green when the speakerphone mode is activated.
⑦	Volume Key	Adjusts the volume of the handset, headset, speaker, ringer or media.
⑧	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
⑨		Scroll through the displayed information.
		Confirms actions or answers incoming calls.
		Cancels actions or rejects incoming calls.
⑩	Soft Keys	Label automatically to identify their context-sensitive features.
⑪	Speaker	Provides hands-free (speakerphone) audio output.
⑫	Hookswitch Tab	Secures the handset in the handset cradle when the IP phone is mounted vertically. For more information on how to adjust

	Item	Description
		the hookswitch tab, refer to Yealink SIP-T46G Quick Start Guide .
⑬	Hookswitch	Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line, laying the handset down on the handset cradle, the phone disconnects from the line.

Icon Instructions





Feature Status Icons

Icons appearing on the status bar are described in the following table:





Icons	Description
	Network is unavailable
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Do Not Disturb (DND)
	Ringer volume is 0
	Missed Calls
	Call Forward
	Bluetooth mode is on
	Bluetooth headset is both paired and connected

Line Key Icons

Icon indicator (associated with line key features)





Icons	Description
	Directory Local Group Network Group
	Speed Dial
	Voice Mail Transfer Forward Conference Hold DND ReCall Group Listening
	Phone Lock

Icon indicator (associated with line)



Icons	Description
	The private line registers successfully
	The shared/bridged line registers successfully
	Registering
	Register failed

Other Icons

Icon indicator (associated with call history)

Icon	Description
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls

Icon indicator (associated with contact)

Icon	Description
	Contact icon
	The default caller photo

LED Instructions

Power Indicator LED

LED Status	Description
Solid red	The phone is initializing.
Fast flashing red (300ms)	The phone is ringing.
Slow flashing red (1s)	The phone receives a voice mail or text message.
Off	The phone is powered off. The phone is idle. The phone is busy. The call is placed on hold or is held. The call is muted.

Line key LED

LED Status	Description
Solid green	The line is seized. The line is in conversation.
Fast flashing green	The line receives an incoming call.
Slowly flashing green	The call is placed on hold.
Off	The line is inactive.

Line key LED (used as a page switch key)

LED Status	Description
Fast flashing green	The line receives an incoming call on the line key of the non-current page.
Fast flashing red	The monitored user receives an incoming call on the line key of the non-current page.
Off	The line keys are idle.

Note

The above introduces the default LED status. The statuses of the power indicator LED is configurable. For more information, contact your system administrator.

Phone User Interface

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone.

You can customize your phone by pressing the **Menu** soft key to access the phone user interface. The Advanced option is only accessible to the administrator. For more information on customizing your phone with the available options from the phone user interface, refer to [Customizing Your Phone](#) on page 19.

Getting Started

This chapter provides the following basic installation instructions and information for obtaining the best performance with the SIP-T46G IP phone. Topics include:

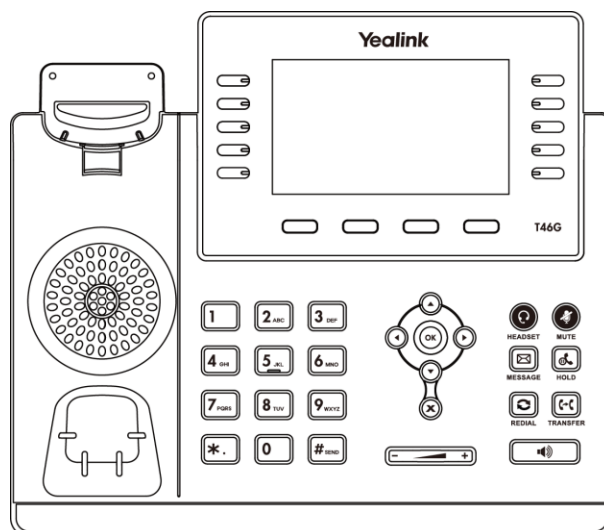
- [Packaging Contents](#)
- [Phone Installation](#)
- [Setup Wizard](#)
- [Phone Status](#)
- [Registration](#)
- [Idle Screen](#)
- [Entering Data and Editing Fields](#)

If you require additional information or assistance with your new phone, contact your system administrator.

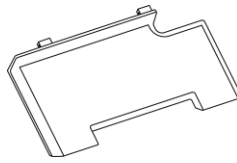
Packaging Contents

The following components are included in your SIP-T46G IP phone package:

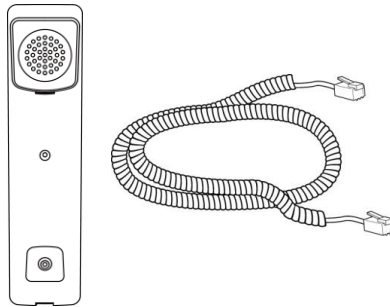
- **SIP-T46G IP Phone**



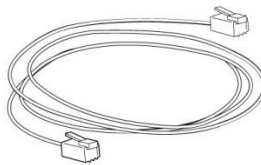
- **Phone Stand**



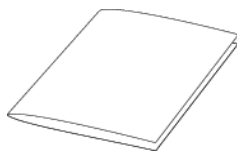
- **Handset & Handset Cord**



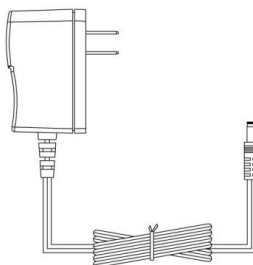
- **Ethernet Cable (2m CAT5E FTP cable)**



- **Quick Start Guide**



- **Power Adapter**

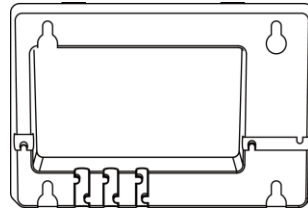


Check the list before installation. If you find anything missing, contact your system administrator.

Optional Accessories

The following items are optional accessories for your SIP-T46G IP phone. You need to purchase them separately if required.

- **Wall Mount Bracket**



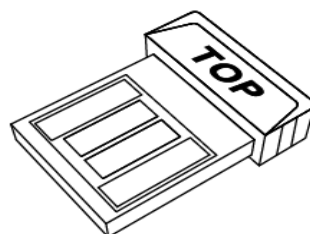
- **Headset**



- **Wireless Headset Adapter EHS36**



- **Bluetooth USB Dongle BT40**

**Note**

We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

Phone Installation

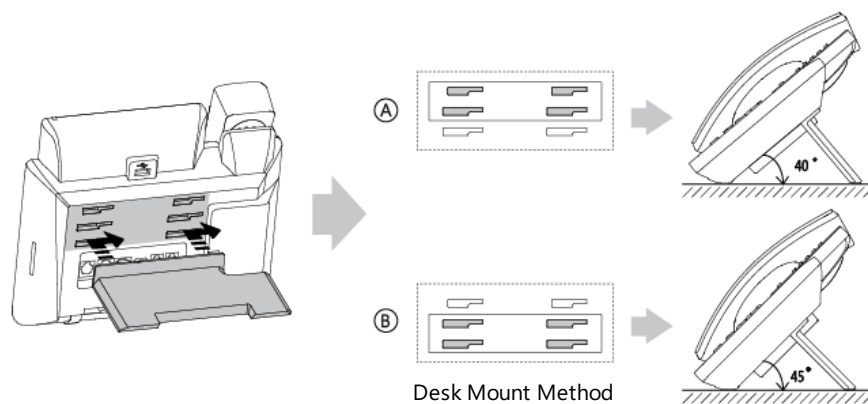
If your phone is already installed, proceed to [Setup Wizard](#) on page 12.

This section introduces how to install the phone:

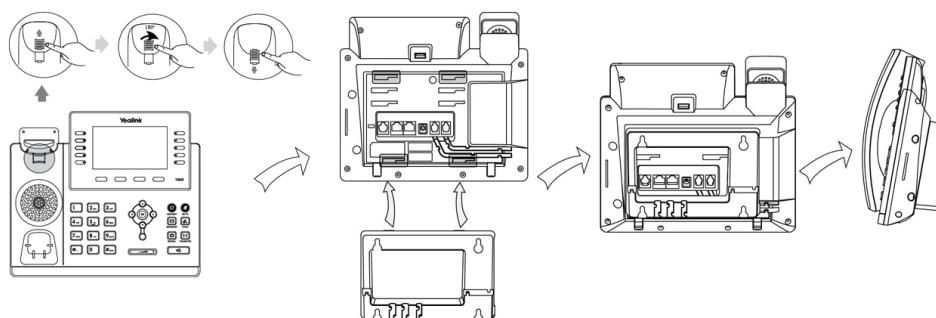
- 1) Attach the stand or the optional wall mount bracket
- 2) Connect the handset and optional headset
- 3) Connect the network and power

1) Attach the stand or the optional wall mount bracket

Desk Mount Method



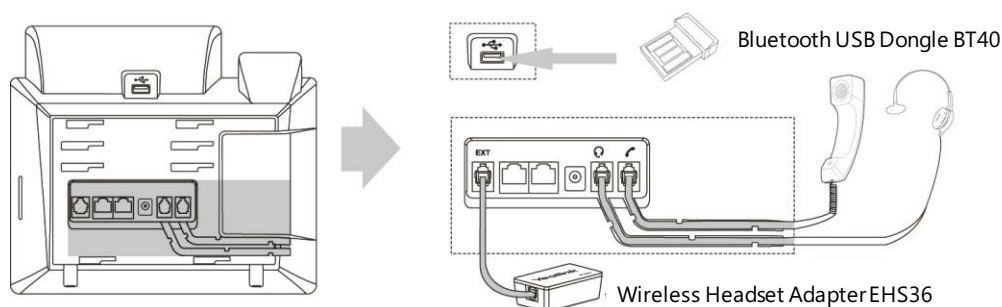
Wall Mount Method (Optional)



Note

The hookswitch tab has a lip which allows the handset to stay on-hook when the IP phone is mounted vertically.

2) Connect the handset and optional headset



Note

The EXT port can also be used to connect an expansion module EXP40.

3) Connect the network and power

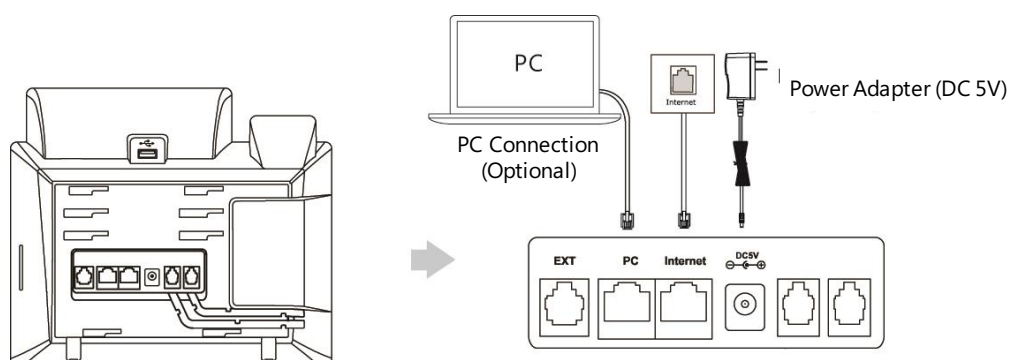
You have two options for power and network connections. Your system administrator will advise you which one to use.

- AC power (Optional)
- Power over Ethernet (PoE)

AC Power (Optional)

To connect the AC power:

1. Connect the DC plug on the power adapter to the DC5V port on the phone and connect the other end of the power adapter into an electrical power outlet.
2. Connect the included or a standard Ethernet cable between the Internet port on the phone and the one on the wall or switch/hub device port.



Note

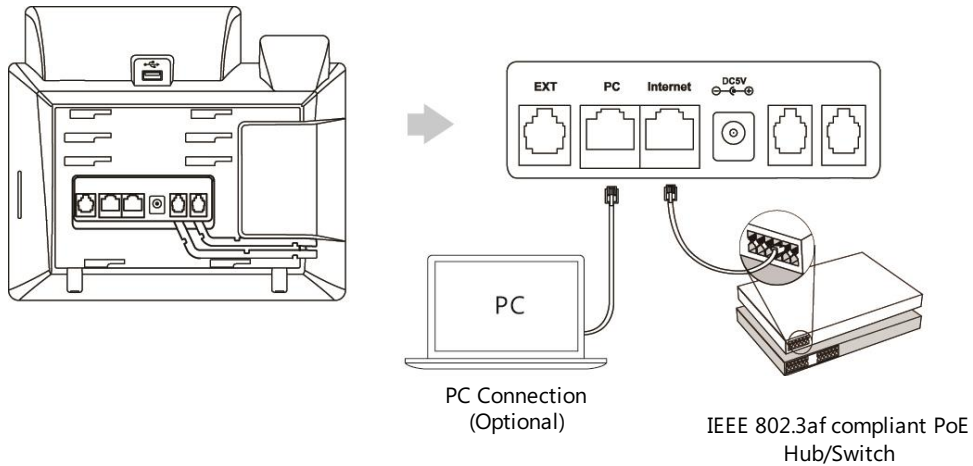
The IP phone should be used with Yealink original power adapter (5V/2A) only. The use of the third-party power adapter may cause the damage to the phone.

Power over Ethernet

With the included or a regular Ethernet cable, the SIP-T46G IP phone can be powered from a PoE-compliant switch or hub.

To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.

**Note**

If in-line power is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant.

The phone can also share the network with another network device such as a PC (personal computer). This is an optional connection.

Important! Do not remove power from the phone while it is updating firmware and configurations.

Setup Wizard

When the IP phone is first powered on or the phone settings are reset to factory defaults, the setup wizard will appear on the LCD screen after startup.

Configure the setup wizard:




1. Configure the language for the phone user interface.
The default language is English.
For more information, refer to [Language](#) on page 22.
 2. Press the **OK** soft key to continue.
The IP phone will try to connect the network.
 3. Press the **OK** soft key to continue, if the IP phone connects the network successfully.
If the IP phone fails to connect the network or there is no account registered on the IP phone, the LCD screen prompts "No Connection found". And the IP phone cannot start up normally. For more information, contact your system administrator.
 4. Select a desired line as the default account.
 5. Press the **OK** soft key to complete the setup wizard.
- After you complete these steps, the phone goes to the idle screen.

Phone Status

Available information of phone status includes:

- Network status (e.g., IPv4 status, IP mode and MAC address).
- Phone status (e.g., product name, hardware version, firmware version, product ID, MAC address and device certificate status).
- Account status (e.g., register status of SIP accounts).

To view the phone status:

1. Press , or press **Menu->Status**.
2. Press  or  to scroll through the list and view the specific information.

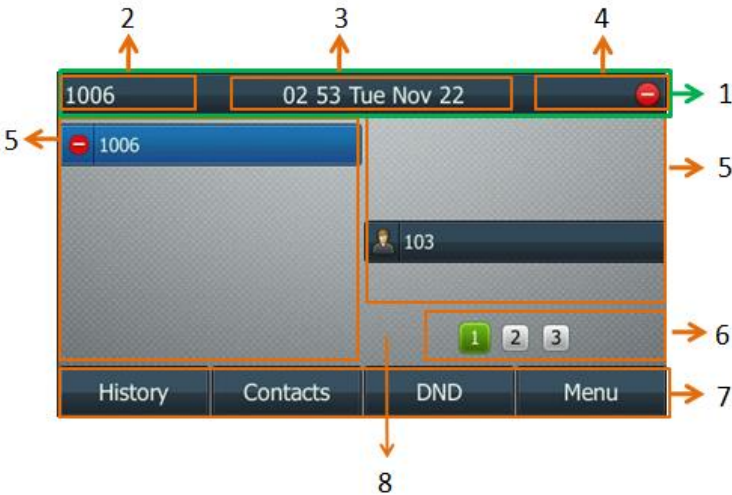


Registration

Generally, your phone will be deployed with multiple other phones. Your system administrator will configure the phone parameters beforehand, so that after you start up your phone, the phone will be registered and ready for use. The SIP-T46G IP phone supports up to 16 accounts.

Idle Screen

If the phone has successfully started up, the idle LCD screen will be displayed as below.



Idle screen description:

No.	Name	Description
1	Status Bar	This area shows the phone's default account, icons and the time and date.
2	Default Account	This area shows the phone's default account. You can press ◀ or ▶ on the idle screen to change the default account.
3	Time and Date	The phone's time and date are displayed on the right of the status bar. For more information, refer to Time & Date on page 23.
4	Icons	Icons are displayed in the middle of the status bar. For more information, refer to Icon Instructions on page 3.
5	Line Keys	This area shows the line key labels. You can customize the line key as other functions. For more information, refer to Line Keys on page 42.
6	Page Icons	This area shows three page icons of line keys.
7	Soft Keys	This area shows the soft key labels. The default soft key labels are "History", "Directory", "DND" and "Menu".
8	Wallpaper	This area shows the wallpaper. For more information, refer to Wallpaper on page 19.













Entering Data and Editing Fields

You can enter data and edit fields using the phone keypad.

Keypad on the phone provides different characters (or numbers) when using the **2aB**, **abc**, **Abc**,














ABC or **123** input mode. You can change the following input modes to enter data and edit fields on your phone. When your phone keypad matches the input mode, you can press the keypad repeatedly to view the character (or number) options and stop to select. When the character (or number) you want to enter displays in the field, wait one second, and enter the next character (or number).



The following table lists the input modes and character (or number) options for the keypad:

Input Mode Keypad	2aB	abc	Abc (initials in capitals)	ABC	123
	1				1
	2abcABC	abc2äæåà áâãç	abc2äæååá âãç	ABC2Ä/ÆÅ ÀÁÂÃÇ	2
	3defDEF	def3èéêëëð	def3èéêëëð	DEF3ÈÉÊËËÐ	3
	4ghiGHI	ghi4ìíîï	ghi4ìíîï	GHI4ÌÍÎÏ	4
	5jklJKL	jkl5£	jkl5£	JKL5£	5
	6mnoMNO	mno6öøòó ôõñ	mno6öøòó ôõñ	MNO6ÖØ ÒÓÔÕÑ	6
	7pqrsPQRS	pqrs7ßS	pqrs7ßS	PQRS7S	7
	8tuvTUV	tuv8ùúûü	tuv8ùúûü	TUV8ÙÚÛÜ Û	8
	9wxyzWXYZ Z	wxyz9ýþ	wxyz9ýþ	WXYZ9ÝÞ	9
	0	space	space	space	0
	*, '?! \-()@/: ; + & % = < > £ \$ ¥ ¢ [] {} ~ ^ ¡ ¢ § # "	*, '?! \-()@/: ; + & % = < > £ \$ ¥ ¢ [] {} ~ ^ ¡ ¢ § # "	*, '?! \-()@/: ; + & % = < > £ \$ ¥ ¢ [] {} ~ ^ ¡ ¢ § # "	*, '?! \-()@/: ; + & % = < > £ \$ ¥ ¢ [] {} ~ ^ ¡ ¢ § # "	*, '?! \-()@/: ; + & % = < > £ \$ ¥ ¢ [] {} ~ ^ ¡ ¢ § # "
	#	#	#	#	#

To enter or edit data:

Do one of the following:

If you want to	Then you can
Enter only digits (1), uppercase (A) characters, lowercase (a) characters, or alphanumeric (2aB) characters.	<p>Press a keypad key one or more times (depending what input mode you're in) to enter the characters that is displayed on the keypad key.</p> <p>You can press the abc soft key one or more times to switch among uppercase (ABC soft key), numeric (123 soft key), alphanumeric (2aB soft key), uppercase and lowercase (Abc soft key) and lowercase (abc soft key) input modes.</p> <p>For example, if the input mode is ABC:</p> <ul style="list-style-type: none">- To enter "A", press  once.- To enter "B", press  twice quickly.- To enter "C", press  three times quickly.- To enter "2ÄÆÅÄÅÄÄÇ", press  more than three times quickly. <p>Note: When you are in the uppercase (ABC soft key), uppercase and lowercase (Abc soft key) or lowercase (abc soft key) input mode,  is not available.</p>
Enter special characters.	<p>Press the keypad key  or , or press .</p> <p>For  Key:</p> <ul style="list-style-type: none">- If it is in the uppercase (ABC soft key), uppercase and lowercase (Abc soft key) or lowercase (abc soft key) input mode, it will provide the space character.- If it is in the numeric (123 soft key) or alphanumeric (2aB soft key) input mode, it will only provide the digit 0. <p>For  key:</p> <ul style="list-style-type: none">- It only provides the pound character #. <p>For  key:</p> <ul style="list-style-type: none">- If it is in the uppercase (ABC soft key), lowercase (abc soft key), uppercase and lowercase (Abc soft key) or alphanumeric (2aB soft key) input mode, it will provide the following special characters: *,?!\"/>@/,:;+&%=<>£\$¥¤[]{}~^_` '."/>.

If you want to	Then you can
	- If it is in the numeric (123 soft key) input mode, it will provide the following special characters: ./@[] .
Delete text you entered.	Press  or  to position the cursor to the right of the text you want to delete, and then press the Delete soft key to delete one character at a time.

Customizing Your Phone

You can customize your SIP-T46G IP phone by personally configuring certain settings, for example, contrast, time & date and ring tones. You can add contacts to the phone's local directory manually or from call history. You can also personalize different ring tones for different callers.

This chapter provides basic operating instructions for customizing your phone. Topics include:

- [General Settings](#)
- [Audio Settings](#)
- [Contact Management](#)
- [Call History Management](#)
- [System Customizations](#)



If you require additional information or assistance with your new phone, contact your system administrator.

General Settings

Wallpaper

You can change the wallpaper that displays on your phone. By default, your screen displays gray wallpaper that is named "Default.jpg".

To change the wallpaper:

1. Press **Menu->Settings->Display->Wallpaper**.
2. Press  or , or the **Switch** soft key to select the desired wallpaper image.



3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

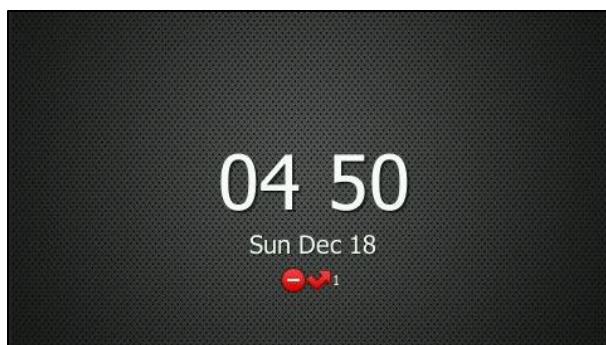
Screen Saver

The screen saver will automatically start when the IP phone is idle for the preset waiting time. The screen saver is used to blank the screen or fill it with moving images or patterns.

The screen saver will be stopped if a phone event occurs:

- Press any key.
- Pick up the handset.
- Hang up the handset.
- There is an incoming call.
- A new prompt (e.g., missed call or forwarded call).

If your phone is idle again for a specified period of time, the screen saver will start again. The time & date and certain feature status icons (e.g., missed call or DND) will also display on the screen saver. For more information on the icons, refer to [Icon Instructions](#) on page 3.



You can configure the screen saver wait time. And the screen saver wait time can be configured from the following options:

- **Never:** Screen saver is deactivated.
- **15s, 30s, 60s, 120s, 300s, 600s or 1800s:** The screen saver will automatically start each time your phone is idle for a designated amount of time.

To configure the screen saver:

1. Press **Menu->Settings->Display->Screensaver.**

2. Press ◀ or ▶, or the **Switch** soft key to select the desired wait time from the **Wait Time(s)** field.



3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Backlight

Backlight has three options:

Backlight Active Level: The intensity of the LCD screen when the phone is active. You can change the intensity of the LCD screen. Digits (1-10) represent different intensities. 10 is the highest intensity.

Backlight Inactive Level: The intensity of the LCD screen when the phone is inactive. You can select a low intensity or turn off the backlight.

Backlight Time: The delay time to change the intensity of the LCD screen when the phone is inactive. You can select a desired time to change the intensity or turn on the backlight permanently.

- **Always On:** Backlight is on permanently.
- **15s, 30s, 60s, 120s, 300s, 600s or 1800s:** Backlight is changed when the phone is inactive after the designated time (in seconds).

If you connect an EXP40 to the IP phone, the screen's intensity of both the phone and EXP40 will change synchronously.

To configure the backlight:

1. Press **Menu->Settings->Display->Backlight**.
2. Press ▶ or ◀, or the **Switch** soft key to select the desired value from the **Backlight Active Level** field.
3. Press ◀ or ▶, or the **Switch** soft key to select the desired value from the **Backlight Inactive Level** field.

4. Press ◀ or ▶, or the **Switch** soft key to select the desired time from the **Backlight Time** field.



5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Contrast

You can only configure the contrast of the expansion module EXP40 connected to the SIP-T46G IP phone to a comfortable level on the phone. Ensure that the expansion module has been connected to the phone before configuration. The intensity of contrast ranges from 1 to 10 and the highest intensity is 10.

To configure the contrast:

1. Press **Menu->Settings->Display->Contrast Setting**.
If EXP40 is not connected to the phone, the Contrast Setting screen displays "No EXP".
2. Press ◀ or ▶, or the **Switch** soft key to increase or decrease the intensity of contrast.
The default contrast level is "6".





3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Language

The default language of the phone user interface is English. You can change the language for the phone user interface.

To change the language:

1. Press **Menu->Settings->Language**.
2. Press  or  to select the desired language.







3. Press the **Save** soft key to accept the change.
Text displayed on the phone user interface will change to the selected language.

Time & Date

The time and date are displayed on the LCD screen when the phone is idle. You can configure time and date format to display the time and date in different type.

To configure the time and date format:

1. Press **Menu->Settings->Time & Date->Time & Date Format**.
2. Press  or , or the **Switch** soft key to select the desired date format from the **Date Format** field.
3. Press  or , or the **Switch** soft key to select the desired time format (**12 Hour** or **24 Hour**) from the **Time Format** field.



4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

There are 7 available date formats. For example, for the date format "WWW DD MMM", "WWW" represents the abbreviation of the weekday, "DD" represents the two-digit day, and "MMM" represents the first three letters of the month.

The date formats available:

Date Format	Example (2016-09-02)
WWW MMM DD	Fri Sep 02
DD-MMM-YY	02-Sep-16
YYYY-MM-DD	2016-09-02
DD/MM/YYYY	02/09/2016
MM/DD/YY	09/02/16
DD MMM YYYY	02 Sep 2016
WWW DD MMM	Fri 02 Sep


Audio Settings

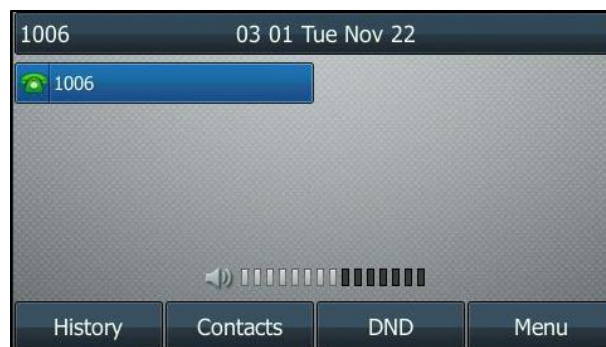
Volume

You can press the Volume key to adjust the ringer volume when the phone is idle or ringing. You can also press the Volume key to adjust the receiver volume of currently engaged audio devices (handset, speakerphone or headset) when the phone is in use.


To adjust the ringer volume:

When the phone is idle:


1. Press  to adjust the ringer volume.




When the phone is ringing:

1. Press  to adjust the ringer volume.




You can also press  to adjust the ringer volume when selecting a ring tone. For more information, refer to [Ring Tones](#) on page 25.

Note

If ringer volume is adjusted to minimum, the icon  will appear on the LCD screen.

To adjust the volume when the phone is during a call:



1. Press  to adjust the volume of currently engaged audio device (handset, speakerphone or headset).



Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish different accounts registered on your phone, or to distinguish your phone from your neighbor's.

To select a ring tone for the phone:



1. Press **Menu->Settings->Sound->Ring Tones->Common**.
2. Press  or  to select the desired ring tone.

3. (Optional.) Press  to adjust the ringer volume.





4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To select a ring tone for the account:


1. Press **Menu->Settings->Sound->Ring Tones**.
2. Press  or  to select the desired account and then press the **Enter** soft key.



3. Press  or  to select the desired ring tone.

If **Common** is selected, this account will use the ring tone selected for the phone.



4. (Optional.) Press  to adjust the ringer volume.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Key Tone

If you enable key tone, the phone will produce a sound when you press the keypad.

To configure key tone:

1. Press **Menu->Settings->Sound->Key Tone**.
2. Press ◀ or ▶, or the **Switch** soft key to select **Enabled** or **Disabled** from the **Key Tone** field.



3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Contact Management

Local Directory

The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1000 contacts and 48 groups in your phone's local directory. You can add new groups and contacts, edit, delete or search for a contact, or simply dial a contact number from the local directory.

Adding Groups

To add a group to the local directory:

1. Press **Menu->Contacts->Local Contacts**.



2. Press the **AddGroup** soft key.
3. Enter the desired group name in the **Name** field.
4. Press ◀ or ▶, or the **Switch** soft key to select the desired group ring tone from the **Ring** field.

If **Auto** is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to [Adding Contacts](#)) > Account ring tone (refer to [Ring Tones](#)) > Phone ring tone (refer to [Ring Tones](#)). If a specific ring tone is selected, this group will use the ring tone according to the priority: Contact ring tone (refer to [Adding Contacts](#)) > Group ring tone.



5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.
- You can also edit or delete any newly added contact groups.

Editing Groups

To edit a group in the local directory:

1. Press **Menu->Contacts->Local Contacts**.



2. Select the desired contact group.

3. Press the **Option** soft key, and then select **Detail** from the prompt list.



4. Press \uparrow or \downarrow to highlight the group information and then edit.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Deleting Groups

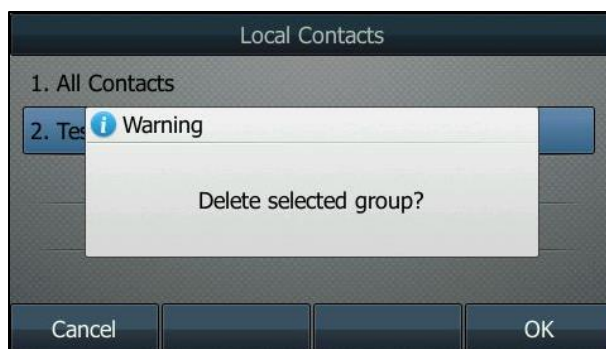
To delete a group from the local directory:

1. Press **Menu->Contacts->Local Contacts**.



2. Select the desired contact group.
3. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:



4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all groups by pressing the **Option** soft key, and then select **Delete All**.

Adding Contacts

You can add contacts to the local directory in one of the following ways:

- Manually
- From call history

Adding Contacts Manually

To add a contact to the local directory manually:







1. Press **Menu->Contacts->Local Contacts**.



2. Select the desired contact group and then press the **Enter** soft key.
If the contact you want to add doesn't belong to any group, select **All Contacts** and then press the **Enter** soft key.
3. Press the **Add** soft key.
4. Enter the name and the office, mobile or other numbers in the corresponding fields.



5. Press ◀ or ▶, or the **Switch** soft key to select the desired account from the **Account** field.
If **Auto** is selected, the phone will use the default account when placing calls to the contact from the local directory.
6. Press ◀ or ▶, or the **Switch** soft key to select the desired ring tone from the **Ring** field.
If **Auto** is selected, this contact will use the ring tone according to the priority: Group ring tone (refer to [Adding Groups](#)) >Account ring tone (refer to [Ring Tones](#)) >Phone ring tone (refer to [Ring Tones](#)).



7. Press  or , or the **Switch** soft key to select the desired group from the **Group** field.
8. Press  or  to select **Photo** field and then press the **Enter** soft key.
9. Press  or , or the **Switch** soft key to select the desired photo from the **Photo** field.
10. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

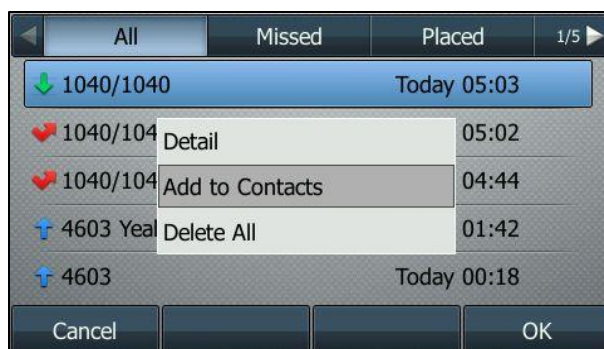
Note

If the contact already exists in the directory, the LCD screen will prompt "Contact name existed!".

Adding Contacts from Call History

To add a contact to the local directory from call history:

1. Press the **History** soft key.
2. Press  or  to highlight the desired entry.
3. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.



4. Press the **OK** soft key. And then enter the contact name.
5. Press the **Save** soft key to accept the change.





The entry is successfully saved to the local directory.

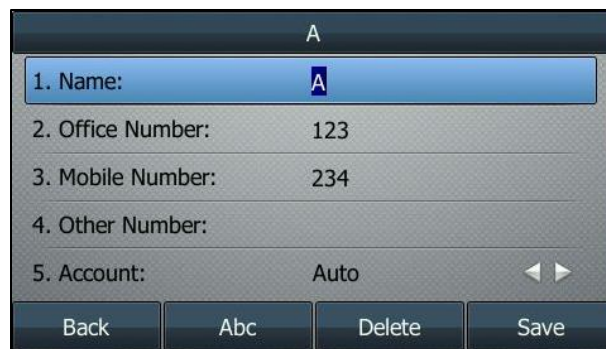
Editing Contacts

To edit a contact in the local directory:

1. Press **Menu->Contacts->Local Contacts**.



2. Select the desired contact group and then press the **Enter** soft key.
If the contact is not in any group, select **All Contacts** and then press the **Enter** soft key
3. Press  or  to highlight the desired contact.
4. Press the **Option** soft key, and then select **Detail** from the prompt list.
5. Press  or  to highlight the contact information and then edit.



The screenshot shows a contact detail screen for a contact named 'A'. The screen has a dark header with the letter 'A'. Below the header, there are five fields: '1. Name:' with a blue highlight and a small 'A' icon, '2. Office Number:' with the value '123', '3. Mobile Number:' with the value '234', '4. Other Number:', and '5. Account:' with the value 'Auto'. At the bottom, there are four buttons: 'Back', 'Abc', 'Delete', and 'Save'.

6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.



Deleting Contacts

To delete a contact from the local directory:

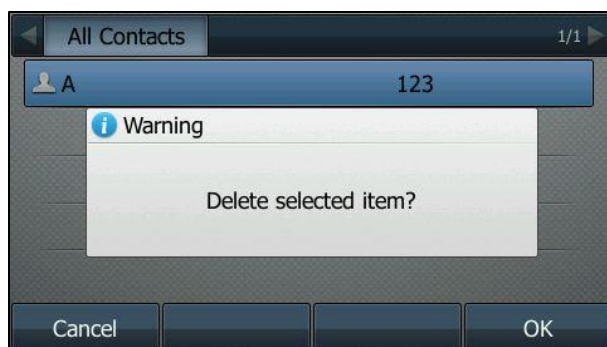
1. Press **Menu->Contacts->Local Contacts**.



The screenshot shows the 'Local Contacts' screen. The header is dark with the text 'Local Contacts'. Below the header, there is a list with one item: '1. All Contacts', which is highlighted in blue. At the bottom, there are four buttons: 'Back', 'AddGroup', 'Search', and 'Enter'.

2. Select the desired contact group and then press the **Enter** soft key.
If the contact is not in any group, select **All Contacts** and then press the **Enter** soft key
3. Press  or  to highlight the desired contact.
4. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:



5. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

You can also delete all contacts by pressing the **Option** soft key, and then select **Delete All**.

Placing Calls to Contacts

To place a call to a contact from the local directory:

1. Press **Menu->Contacts->Local Contacts**.



2. Select the desired contact group and then press the **Enter** soft key.
If the contact is not in any group, select **All Contacts** and then press the **Enter** soft key.
3. Press \uparrow or \downarrow to highlight the desired contact.
4. Do one of the following:
 - If only one number for the contact is stored in the local directory, press the **Send** soft key to dial out the number.
 - If multiple numbers for the contact are stored in the local directory, press the **Send** soft key to display a list of numbers.
Press \uparrow or \downarrow to highlight the desired number.
Press the **Send** soft key to dial out the number.

Searching for Contacts

To search for a contact in the local directory:

1. Press **Menu->Contacts->Local Contacts**.



2. Press the **Search** soft key.
3. Enter a few continuous characters of the contact name or continuous numbers of the contact number (office, mobile or other number) using the keypad.



The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

Network Directory

You can access the network directory by pressing the **Contacts** soft key. The contacts included in the directory are determined by your system administrator. You can dial or search for a contact in the network directory. The network directory allows you to search for a contact and dial the stored numbers in the following directories: Group Directory, Enterprise Directory, G-Common Directory, E-Common Directory, Personal Directory.





Network Directory is available only for *inOne SME office* Customers. This directory can be edited in Customer Center www.swisscom.com/login under "My phone numbers"

Call History Management

The SIP-T46G IP phone maintains call history lists of Missed Calls, Placed Calls, Received Calls and Forwarded Calls. Each call history list supports up to 100 entries. You can view call history, place a call, add a contact or delete an entry from the call history list.





Viewing History Records

To view call history:

1. Press the **History** soft key.
The LCD screen displays all call records.
2. Press  or  to switch among **All**, **Missed**, **Placed**, **Received** and **Forwarded**.
3. Press  or  to select the desired entry.
4. Press the **Option** soft key, and then select **Detail** from the prompt list.
The detailed information of the entry appears on the LCD screen.





Placing a Call from History Records

To place a call from the call history list:

1. Press the **History** soft key.
2. Press  or  to switch among **All**, **Missed**, **Placed**, **Received** and **Forwarded**.
3. Press  or  to select the desired entry.
4. Press the **Send** soft key.

Adding a Contact to the Local Directory





To add a contact to the local directory from the call history list:

1. Press the **History** soft key.
2. Press  or  to switch among **All**, **Missed**, **Placed**, **Received** and **Forwarded**.
3. Press  or  to select the desired entry.
4. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.
5. Enter the desired values in the corresponding fields.
6. Press the **Save** soft key.



For more information on local directory, refer to [Local Directory](#) on page 27.

Deleting History Records

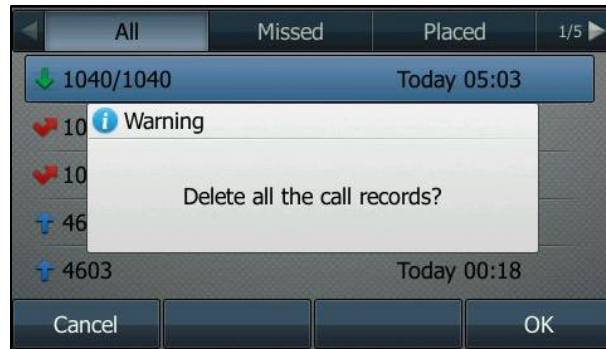
To delete an entry from the call history list:

1. Press the **History** soft key.
2. Press  or  to switch among **All**, **Missed**, **Placed**, **Received** and **Forwarded**.
3. Press  or  to select the desired entry.
4. Press the **Delete** soft key.

To delete all entries from the call history list:

1. Press the **History** soft key.
2. Press  or  to switch among **All**, **Missed**, **Placed**, **Received** and **Forwarded**.
3. Press the **Option** soft key, and then select **Delete All** from the prompt list.
4. Press the **OK** soft key.

The LCD screen prompts "Delete all the call records?".



5. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

System Customizations

Headset Mode

To activate the headset mode:

1. Press  on the phone.

The HEADSET key LED illuminates solid green when the headset mode is activated. Press the line key or the **Answer** soft key to answer an incoming call. The call will be connected to your headset automatically.

Enter the desired number and then press the **Send** soft key, the phone will then place a call using the headset automatically. For more information on using the headset to place a call, refer to [Placing Calls](#) on page 49.

To deactivate the headset mode:

1. Press  again on the phone.

The HEADSET key LED goes out when the headset mode is deactivated.

Bluetooth Headset

The SIP-T46G IP phone supports Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meter (3 to 6 feet) range.

You can activate/deactivate the Bluetooth mode on the phone, and then pair and connect the Bluetooth headset with your phone. You can pair up to 30 Bluetooth headsets with your phone. However, only one headset can be connected at a time. You can also disconnect and delete your Bluetooth headset from the phone.

Note

Ensure that the Bluetooth USB dongle is properly connected to the USB port at the back of the IP phone. For more information, refer to [Phone Installation](#) on page 10.

Activating the Bluetooth Mode

When you insert Bluetooth USB dongle BT40 into the USB port at the back of the IP phone, the LCD screen prompts "Adapter has been added, scanning the Bluetooth devices right now?". You can press the **OK** soft key to enter the Bluetooth screen. You can activate Bluetooth mode and then scan Bluetooth devices.



To activate the Bluetooth mode:

1. Press **Menu->Settings->Bluetooth**.
2. Press or , or the **Switch** soft key to select **On** from the **Bluetooth** field.



3. Press the **Save** soft key to accept the change.

The LCD screen displays the Bluetooth icon .

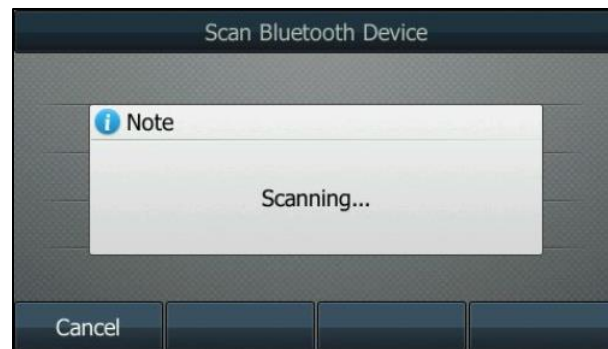
Pairing and Connecting the Bluetooth Headset

Before you pair a Bluetooth headset, check the indicator on the Bluetooth headset to make sure that the Bluetooth headset is discoverable. For more information, refer to the documentation from the Bluetooth headset manufacturer.

To pair and connect your Bluetooth headset to your IP phone:

1. Press **Menu->Settings->Bluetooth**.
2. Press the **Scan** soft key to search the Bluetooth devices.

The LCD screen prompts the following message:



The phone proceeds to scan the local Bluetooth devices. When the phone completes scanning, it will display the available Bluetooth devices on the LCD screen.



3. Select the desired Bluetooth headset and then press **Connect** soft key.

4. Enter the desired PIN in the **Password** field.

The default PIN is "0000".



5. Press the **OK** soft key.

The Bluetooth headset is then automatically connected to your IP phone.

The Bluetooth icon  appears on the LCD screen.

With the Bluetooth headset paired and connected, you can use the Bluetooth headset to place and answer calls. For more information, refer to the documentation from the Bluetooth headset manufacturer.

Viewing the Bluetooth Headset Information

To view the Bluetooth headset information:

1. Press **Menu->Settings->Bluetooth->Paired Bluetooth Device**.

The LCD screen displays a list of paired and connected Bluetooth headsets.



2. Select the desired Bluetooth headset.

- Press the **Option** soft key, and then select **Detail** from the prompt list to view the Bluetooth headset information:

- **Device Name**: the name of the Bluetooth headset.
- **MAC**: the MAC address of the Bluetooth headset.



Editing Device Information

To edit device information:

- Press **Menu->Settings->Bluetooth->Edit My Device Information**.

The LCD screen displays the device name and MAC address. The MAC address cannot be edited.

- Enter the desired name in the **Device Name** field.

The default device name is "Yealink T46G".



- Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

The preconfigured Bluetooth device name will display in scanning list of other device.

Disconnecting the Bluetooth Headset

You can disconnect the Bluetooth headset from your phone. After you disconnect the Bluetooth headset, it will still remain paired and be displayed in the **Paired Bluetooth Device** list. So you can easily connect it to your IP phone again.

To disconnect your Bluetooth headset from your phone:

- Press **Menu->Settings->Bluetooth->Paired Bluetooth Device**.

2. Select the connected Bluetooth headset.
3. Press the **Disconnect** soft key.

The Bluetooth headset is disconnected. To connect it to your IP phone again, press the **Connect** soft key.

Deleting the Paired Bluetooth Headset

You can delete your Bluetooth headset from your phone. When you delete the Bluetooth headset, it disappears from the **Paired Bluetooth Device** list. To connect it to your IP phone again, you need to scan and connect it again.

To delete your Bluetooth headset from your phone:

1. Press **Menu->Settings->Bluetooth->Paired Bluetooth Device**.
2. Select the Bluetooth headset you want to delete.
3. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning "Delete selected item?".

4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.



Note

You can also delete all headsets by pressing the **Option** soft key and then select **Delete All**. For more information, refer to the above steps.

If you cannot connect a Bluetooth headset to the phone successfully, we recommend that you delete the Bluetooth headset from the **Paired Bluetooth Device** list (if it exists) before pairing it.

Deactivating the Bluetooth Mode

To deactivate the Bluetooth mode:

1. Press **Menu->Settings->Bluetooth**.
2. Press  or , or the **Switch** soft key to select **Off** from the **Bluetooth** field.



3. Press the **Save** soft key to accept the change.

The Bluetooth icon  disappears from the phone.

The Bluetooth headset won't be connected anymore, but it will still be paired. When you activate the Bluetooth mode again, the paired Bluetooth headset will appear in the **Paired Bluetooth Devices** list.

DSS Keys

There are two types of DSS keys: Line Keys and Ext Keys. Details will be introduced in the following. The SIP-T46G IP phone supports 27 line keys.

Line Keys

You can assign predefined functionalities to line keys. You can also define a label for a line key feature which will appear on the LCD screen. Line keys allow you to quickly access features such as recall and voice mail. The default key type of line key 1-16 is Line. The default key type of line key 17-27 is N/A, which indicates that this line key provides no functionality until configuration.

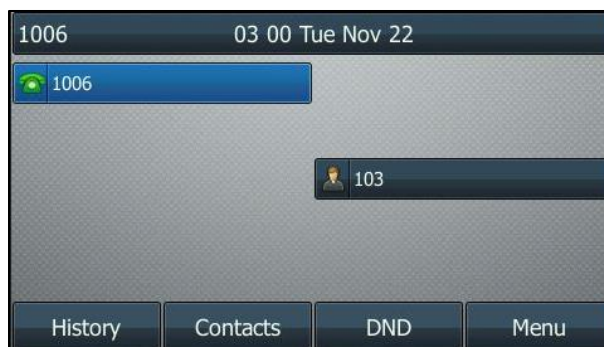
To assign functionality to a line key:

1. Press **Menu->Features->Programmable buttons**.
2. Select the desired line key, and then press the **Enter** soft key.
3. Select the desired key type from the **Type** field.
4. (Optional.) Select the desired key event type from the **Key Type** field.
5. (Optional.) Select the desired line from the **Account ID** field.
6. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
7. (Optional.) Enter the corresponding value in the **Value** field.
8. (Optional.) Enter the corresponding value in the **Extension** field.
9. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note

When the phone is idle, you can also long press the line key to configure it directly on the phone.




You can assign functionalities to 27 line keys. These 27 line keys are indicated on three pages. When you assign functionality to line keys located in line key 1-10, the labels of line keys are indicated on the first page. The following figure shows an example:



When you assign functionality to line key located in line key 11-27, the label of the line key 10-18 are indicated on the second page, and the labels of the line key 19-27 are indicated on the third page. The line key in the right bottom is used to switch pages. The following figure shows an example:



The following table lists the page icons:

Icons	Description
	Indicates the current page of line keys.
 	Indicates the non-current page of line keys.

Line key features are explained in the following subchapters in detail:

- Line
- Speed Dial
- Voice Mail
- Prefix
- Local Group
- Conference
- Forward
- Transfer
- Hold
- DND
- Group Listening
- Phone Lock
- Directory
- Network Group

For the features not listed above, refer to [Basic Call Features](#) on page 49. For more information, contact your system administrator.

Line

You can use this key feature to accept incoming calls, place active calls on hold or resume a held call. It performs in the same way as a hard line key.

Dependencies: Type (Line)***Account ID** (the account this feature will be applied to)****Label** (key label displayed on the LCD screen)****Value** (Default/Lock)*

Usage: When the phone receives an incoming call, the **Line** key LED flashes green:

1. Press the **Line** key to accept the incoming call.
2. Press the **Line** key to place a new call and the active call is placed on hold.
3. Press the **Line** key again to resume the held call.

If you select **Lock** from the **Value** field, the line keys located in the same position of the other page will be automatically assigned Line feature with **Lock** filled in the **Value** field. This feature is only applicable to line key 1-9. Then you can use this key on every page. If you select **Default** from the **Value** field, you can only use this key on the current page.

Speed Dial

You can use this key feature to speed up dialing the numbers frequently used or hard to remember.

Dependencies: Type (Speed Dial)***Account ID** (the account this feature will be applied to)****Label** (key label displayed on the LCD screen)****Value** (the number you want to dial out)*

Usage: Press the **Speed Dial** key to dial out the number specified in the **Value** field, using the account selected from the **Account ID** field.

Voice Mail

You can use this key feature to quickly connect voice mail. For more information, contact your system administrator.

Dependencies: Type (Key Event)***Key Type** (Voice Mail)****Account ID** (the account this feature will be applied to)****Label** (key label displayed on the LCD screen)****Value** (the voice mail access code)*

Usage: Press the DSS key to dial out the voice mail access code. Then follow the voice prompt to listen to the voice mails.

Prefix

You can use this key feature to add a specified prefix number before the dialed number.

Dependencies: Type (Key Event)***Key Type** (Prefix)****Label** (key label displayed on the LCD screen)****Value** (the prefix number)*

Usage: Press the **Prefix** key when the phone is idle, the phone will then enter the dialing screen and display the prefix number that you specified in the **Value** field. You can enter the remaining digits and then dial out.

Local Group

You can use this key feature to quickly access a contact group in the local directory. For more information, refer to [Local Directory](#) on page 27.

Dependencies: *Type (Key Event)*

Key Type (Local Group)

Local Group (the contact group name you want to access)

Label (key label displayed on the LCD screen)

Usage: Press the **Local Group** key to access the contact group specified in the **Local Group** field.

Conference

You can use this key feature to set up a conference call. For more information, refer to [Network Conference](#) on page 61.

Dependencies: *Type (Key Event)*

Key Type (Conference)

Label (key label displayed on the LCD screen)

Value (the number you want to add to the conference)

Usage: Press the **Conference** key during an active call to set up a conference with the number specified in the **Value** field.

Note

If the **Value** field is left blank, the **Conference** key performs the same as the **Conference** soft key during a call.

Forward

You can use this key feature to forward an incoming call to someone else. For more information, refer to [Call Forward](#) on page 57.

Dependencies: *Type (Key Event)*

Key Type (FWD)

Label (key label displayed on the LCD screen)

Value (the number you want to forward to)

Usage:

Press the **Forward** key to forward an incoming call to the number specified in the **Value** field.

Note

If the **Value** field is left blank, the **Forward** key performs the same as the **FWD** soft key when receiving an incoming call.

Transfer

When there is an active call on the phone, you can use this key feature to handle the call

differently depending on the transfer mode assigned to the DSS key.

Dependencies: Type (Key Event)

Key Type (Transfer)

Label (key label displayed on the LCD screen)

Value (the number you want to transfer to)

Usage:

Press the **Transfer** key to dial out the number specified in the **Value** field, and then perform the attended or semi-attended transfer.

Note

If the **Value** field is left blank, the **Transfer** key performs the same as the **TRANSFER** key or the **Transfer** soft key during a call. For more information, refer to [Call Transfer](#) on page 61.

Hold

You can use this key feature to place an active call on hold or retrieve a held call.

Dependencies: Type (Key Event)

Key Type (Hold)

Label (key label displayed on the LCD screen)

Usage:

1. Press the **Hold** key during an active call to place the call on hold.
2. Press the **Hold** key again to retrieve the held call.

DND

You can use this key feature to enable or disable DND. You can also use this key feature to access the custom DND screen. For more information, refer to [Do Not Disturb \(DND\)](#) on page 55.

Dependencies: Type (Key Event)

Key Type (DND)

Label (key label displayed on the LCD screen)

Usage:

Press the **DND** key to access the custom DND screen. You can enable or disable DND for one or all accounts.

Note

When DND is activated, the **DND** key LED will illuminate solid green, and the incoming calls will be rejected automatically.

Group Listening

You can use this key feature to activate the Speakerphone and Handset/Headset mode at the same time. It is suitable for the group conversations which have more than one person present at one end. You are able to speak and listen through the handset/headset, while the others nearby can only listen through the speaker.

Dependencies: Type (Key Event)

Key Type (Group Listening)

Label (key label displayed on the LCD screen)

Usage:

1. During a call, press the **Group Listening** key to activate the group listening mode.
You can then speak and listen through the handset/headset, while other people at your side can only listen through the speaker at the same time.
2. Press the **Group Listening** key again to deactivate the group listening mode.

Phone Lock

You can use this key feature to immediately lock your phone.

Dependencies: *Type (Key Event)*

Key Type (Phone Lock)

Label (key label displayed on the LCD screen)

Usage: When the phone lock feature is enabled, press the DSS key to immediately lock your phone.

Note

For more information on how to enable the phone lock feature, contact your system administrator.

Directory

You can use this key feature to easily access frequently used lists.

Dependencies: *Type (Key Event)*

Key Type (Directory)

Label (key label displayed on the LCD screen)

Usage: Press the **Directory** key to immediately access to frequently used lists.

Network Group

You can use this key feature to quickly access a contact group in the network directory. For more information, refer to [Network Directory](#) on page 34.

Dependencies: *Type (Key Event)*

Key Type (Network Group)

Network Group (the contact group name you want to access)

Label (key label displayed on the LCD screen)

Usage: Press the **Network Group** key to access the contact group specified in the **Network Group** field.

Basic Call Features

The SIP-T46G IP phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides basic operating instructions for the SIP-T46G IP phone. Topics include:

- [Placing Calls](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Redialing Numbers](#)
- [ReCall](#)
- [Call Mute](#)
- [Call Hold/Resume](#)
- [Do Not Disturb \(DND\)](#)
- [Call Forward](#)
- [Call Transfer](#)
- [Network Conference](#)

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

You can place a call in one of three ways using your SIP-T46G IP phone:

- Using the handset
- Using the speakerphone
- Using the headset

You can also dial the number first, and then choose the way you want to speak to the other party.



You can also search and dial a contact from call history or local directory. For more information, refer to [Contact Management](#) on page 27 and [Call History Management](#) on page 34.

During a call, you can alternate between Speakerphone, Headset, and Handset modes by pressing the Speakerphone key, the HEADSET key, or by picking up the handset.

The call duration of the active call and far-site's information (name or phone number) are visible on the LCD screen. In the figure below, the call to "Tom" (the phone number: 1040) has lasted 19 seconds.



To place a call using the handset:

1. Pick up the handset.
2. Enter the desired number using the keypad.
3. Press , , or the **Send** soft key.

The # key is configured as a send key by default. You can also set the * key as the send key, or set neither. For more information, contact your system administrator.







Note

You can also dial using the SIP URI or IP address. To obtain the IP address of a phone, press the **OK** key when the phone is idle. The maximum length of SIP URI or IP address length is 32 characters. For example, SIP URI: 3606@sip.com, IP: 192.168.1.15.

Your phone may not support direct IP dialing. Contact your system administrator for more information.




To place a call using the hands-free speakerphone mode:


Do one of the following:

- With the handset on-hook, press  or the line key to obtain a dial tone.
Enter the desired number using the keypad.
Press , , or the **Send** soft key.
- With the handset on-hook, enter the desired number using the keypad.
Press , , , or the **Send** soft key.



To place a call using the headset:

Do one of the following:

- With the optional headset connected, press  to activate the headset mode.
Press the line key to obtain a dial tone.
Enter the desired number using the keypad.
Press , , or the **Send** soft key.

- With the optional headset connected, press  to activate the headset mode.

Enter the desired number using the keypad.




Press , , or the **Send** soft key.

The SIP-T46G IP phone can handle multiple calls at a time. However, only one active call (the call that has audio associated with it) can be in progress at any time, other calls are placed on hold.

The SIP-T46G IP phone can handle a maximum of 50 calls at one time.



To place multiple calls:



You can have more than one call on your SIP-T46G IP phone. To place a new call during an active call, do one of the following:

- Press the line key. The active call is placed on hold.
Enter the desired number using the keypad.
Press , , or the **Send** soft key.
- Press  or the **Hold** soft key to place the original call on hold.

Press the **NewCall** soft key.

Enter the desired number using the keypad.

Press , , or the **Send** soft key.

You can press  or  to switch between calls, and then press the **Resume** soft key to retrieve the desired call.

Note

If multiple accounts are registered on the phone, you can first press the desired line key on the idle screen or press the **Line** soft key on the dialing screen, and then you can use the selected account to place a call.

Answering Calls

When you are not in another call, you can answer a call in one of three ways:

- Using the handset
- Using the speakerphone
- Using the headset

Note

You can reject incoming calls by pressing the **X** key or the **Reject** soft key. You can also activate Do Not Disturb mode to ignore the incoming calls without ringing on your phone. For more information, refer to [Do Not Disturb \(DND\)](#) on page 55.
You can forward incoming calls to someone else by pressing the **FWD** soft key. For more information, refer to [Call Forward](#) on page 57.

Answering When Not in Another Call


Call duration and destination will always appear on the LCD screen for the active call.

To answer a call using the handset:

1. Pick up the handset.


To answer a call using the hands-free speakerphone mode:

Do one of the following:

- Press  .
- With the handset on-hook and the headset mode deactivated, press the **Answer** soft key.
- With the handset on-hook and the headset mode deactivated, press the line key with the fast flashing green LED indicator.



To answer a call using the headset:

Do one of the following:

- Press  .
- With the headset mode activated, press the **Answer** soft key.
- With the headset mode activated, press the line key with the fast flashing green LED indicator.

Answering When in Another Call





If you have an active call, and an incoming call arrives on the phone, do one of the following:

- Press the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.
- Press  to access the new call.
Press  or the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.



Ending Calls

To end a call:

Do one of the following:

- If you are using the handset, press  , the **EndCall** soft key or hang up the handset.
- If you are using the headset, press  , or the **EndCall** soft key.
- If you are using the speakerphone, press  ,  or the **EndCall** soft key.

Note

When a call is placed on hold, you cannot press  to end it. You should press the **Resume** soft key to resume the call, and then press  to end it.





Redialing Numbers

To redial the last dialed number from your phone:

1. Press  twice.

A call to your last dialed number is attempted.





To redial a previously dialed number from your phone:

1. Press  when the phone is idle.
2. Press  or  to select the desired entry from the placed calls list, and then press  or the **Send** soft key.

ReCall

You can press a recall key to place a call back to the last incoming call.

To configure a recall key:

1. Press **Menu->Features->Programmable buttons**.
2. Select the desired DSS key.
3. Press  or , or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press  or , or the **Switch** soft key to select **ReCall** from the **Key Type** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.




6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Call Mute

You can mute the microphone of the active audio device during an active call so that the other party cannot hear you. Call mute applies to all modes (Handset, Headset and Speakerphone).

To mute a call:


1. Press  during an active call.

The LCD screen indicates that the call is now muted. The mute key LED illuminates solid red

when the call is muted.



To un-mute a call:

1. Press  again to un-mute the call.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold. When you place a call on hold, your IP PBX may play music to the other party while waiting.

To place a call on hold:

1. Press  or the **Hold** soft key during a call.


The line key LED flashes green. The LCD screen indicates that the call is on hold.



Note



The phone will beep softly every 30 seconds to remind you that you still have a call on hold. The phone ignores engaged audio device (handset or headset) and switches to Speakerphone to play the hold tone by default. The Speakerphone key will light up for 1 second.

To resume a held call:

1. Press  or the **Resume** soft key.

Multiple Calls on Hold:

If multiple calls are placed on hold, do one of the following:

- Press  or  to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.
- Press the corresponding line key to retrieve the call.

If more than two calls are on hold, a numbered prompt appears on the LCD screen, for example "2/4", indicating that this is the second call out of four calls.

Do Not Disturb (DND)





You can use DND to reject incoming calls automatically on the phone. The prompt message "**n New Missed Call(s)**" ("n" indicates the number of missed calls) will appear on the LCD screen, and callers will receive a busy message. All calls you receive while DND is enabled are logged to your missed calls list. You can customize DND for each or all accounts



To enable DND:


1. Press the **DND** soft key when the phone is idle.

The LCD screen displays a list of accounts on the phone.



2. Press  or  to select the desired account.
3. Press  or  soft key to select **On** to activate DND.
4. Press the **Save** soft key to accept the change.

If you enable DND for the default account, the associated line icon will change to  , and the  icon will appear on the status bar.

If you enable DND for the non-default account, only the associated line icon will change to  .

Incoming calls on the specific line will be rejected automatically, and the LCD screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of missed calls. e.g., 1 New Missed Call(s)).



Note

When DND and busy forward are both enabled for a specific account, calls to the specific account will be sent to the configured destination number. For more information on call forward, refer to [Call Forward](#) on page 57.



To enable DND for all accounts:

1. Press the **DND** soft key when the phone is idle.

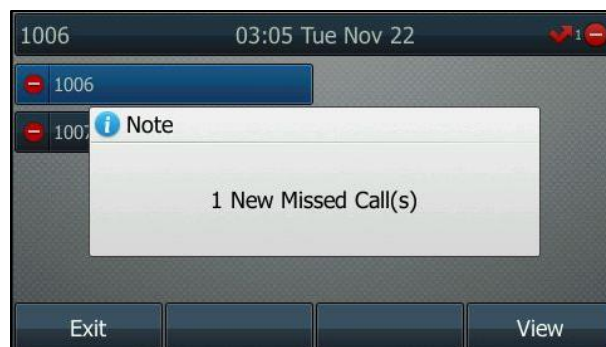
The LCD screen displays a list of accounts registered on the phone.



2. Press the **All On** soft key to activate DND for all accounts.
3. Press the **Save** soft key to accept the change.

The  icon appears on the status bar, and all line icons change to .

Incoming calls will be rejected automatically, and the LCD screen will prompt "**n New Missed Call(s)**" ("n" indicates the number of missed calls. e.g., 1 New Missed Call(s)).



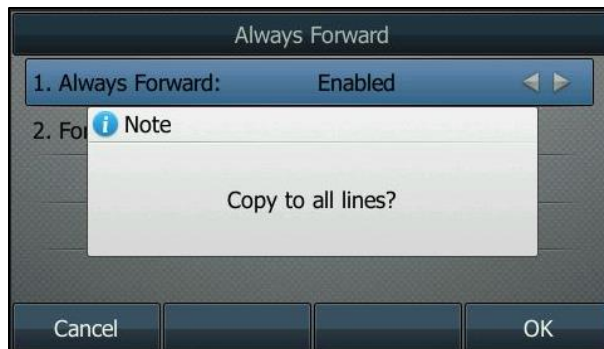
- 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.



You can also enable always forward for all accounts. After always forward was enabled for a specific account, do the following:

- 1) Press or to highlight the **Always Forward** field.
- 2) Press the **All Lines** soft key.



The LCD screen prompts "Copy to all lines?".



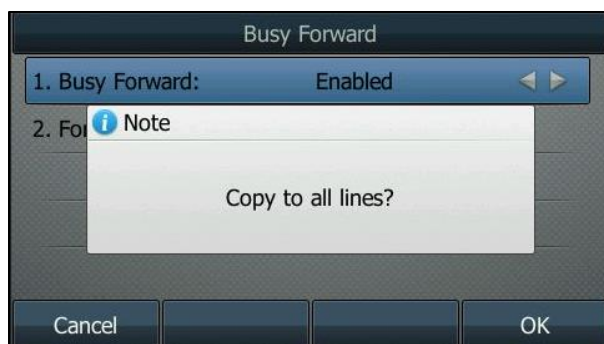
- 3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.
- b) If you select **Busy Forward**, you can enable it for a specific account.
- 1) Press or , or the **Switch** soft key to select **Enabled** from the **Busy Forward** field.
 - 2) Enter the destination number you want to forward incoming calls to when the phone is busy in the **Forward to** field.







You can also enable busy forward for all accounts. After busy forward was enabled for a specific account, do the following:

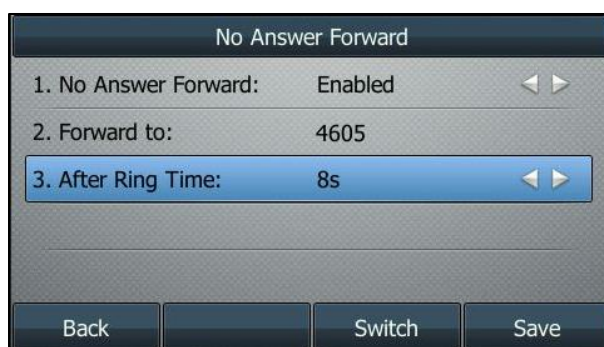
- 1) Press  or  to highlight the **Busy Forward** field.
- 2) Press the **All Lines** soft key.

The LCD screen prompts "Copy to all lines?".





- 3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.
- c) If you select **No Answer Forward**, you can enable it for a specific account.
- 1) Press  or , or the **Switch** soft key to select **Enabled** from the **No Answer Forward** field.
 - 2) Enter the destination number you want to forward unanswered incoming calls to in the **Forward to** field.
 - 3) Press  or , or the **Switch** soft key to select the ring time to wait before forwarding from the **After Ring Time** field.

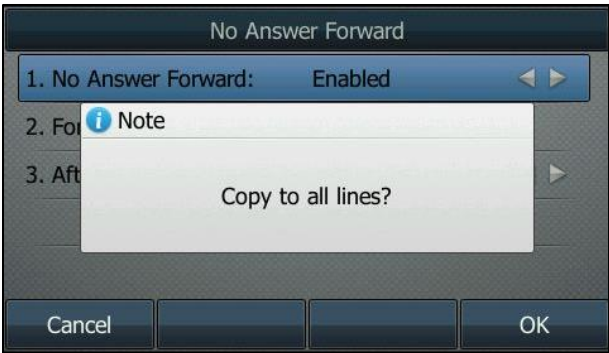
The default ring time is 8 seconds.



You can also enable no answer forward for all accounts. After no answer forward was enabled for a specific account, do the following:



- 1) Press  or  to highlight the **No Answer Forward** field.
- 2) Press the **All Lines** soft key.


The LCD screen prompts “Copy to all lines?”.



3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

If you activate call forward for the default account, the associated line icon will change to , and the  icon will appear on the status bar.

If you activate call forward for the non-default account, only the associated line icon will change to .

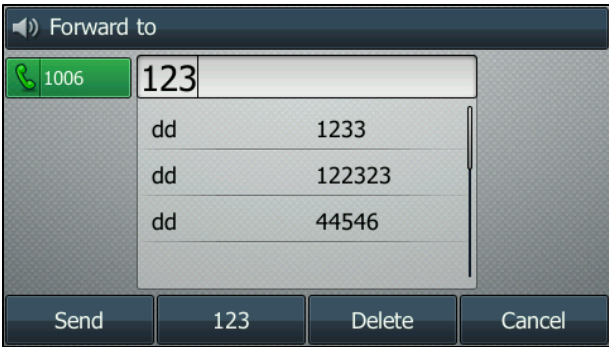
Note You can also enter the SIP URI or IP address in the **Forward to** field. For more information on using the SIP URI or IP address, refer to [Placing Calls](#) on page 49.

Dynamic Forwarding

You can manually forward a call to another number while your phone rings.

To forward an incoming call to another party:

1. When the phone is ringing, press the **FWD** soft key.
2. Enter the number you want to forward the incoming call to.



3. Press , , or the **Send** soft key.

The LCD screen prompts a call forward message.







Call Transfer

You can transfer a call to another party during a call in one of two ways:

- **Semi-Attended Transfer:** Transfer a call when the target phone is ringing.
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting.

Semi-attended Transfer







To perform a semi-attended transfer:

1. Press  or the **Transfer** soft key during a call.
2. Do one of the following:
 - Enter the number you want to transfer the call to.
Press  or  to dial out.
 - Press the **Contacts** soft key, and then select the desired group and search for the contact.
Press ,  or the **Send** soft key to dial out.
3. Press  or the **Transfer** soft key to complete the transfer when receiving ringback.

If you are using a handset, the transfer can be completed by hanging up the handset.

Attended Transfer

To perform an attended transfer:

1. Press  or the **Transfer** soft key during a call.
2. Do one of the following:
 - Enter the number you want to transfer the call to.
Press  or  to dial out.
 - Press the **Contacts** soft key, and then select the desired group and search for the contact.
Press ,  or the **Send** soft key to dial out.
3. After the party answers the call, press  or the **Transfer** soft key to complete the transfer.

If you are using a handset, the transfer can be completed by hanging up the handset.

You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

Network Conference



You can use network conference feature on the SIP-T46G IP phone to conduct a conference with

multiple participants.



To set up a network conference call:

1. Place a call to the first party.
2. Press the **Conference** soft key to place a new call.

The active call is placed on hold.

3. Enter the number of the second party and then press , , or the **Send** soft key.
4. When the second party answers the call, press the **Conference** soft key to add the second party to the conference.
5. Press the **Conference** soft key to place a new call.

The conference is placed on hold.

6. Enter the number of the new party and then press , , or the **Send** soft key.
7. When the new party answers the call, press the **Conference** soft key to add the new party to the conference.
8. Repeat steps 5 to 7 until you have added all intended parties.

The procedures to set up a network conference call on specific servers may be different from introduced above. Contact your system administrator for more information.

Troubleshooting

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your SIP-T46G IP phone.

If you require additional information or assistance with your new phone, contact your system administrator.

General Issues

How can I find the basic information of the IP phone?

Press the **OK** key when the IP phone is idle to check the basic information of the IP phone, such as IP address and firmware version. For more basic information, refer to [Phone Status](#) on page 13.

How to obtain the MAC address of a phone when the phone is not powered on?

Three ways to obtain the MAC address of a phone:

- You can ask your supplier for the shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address on the label of carton box.
- You can also find the MAC address from the phone's bar code on the back of the phone.

What is the difference between user name, register name and display name?

Both user name and register name are defined by the server. A user name is used to identify the account while a register name matched with a password is used for authentication if required by the server. Display name is the caller ID that will be displayed on the called party's LCD screen. Server configuration may override the local configuration.

Display Issues

Why is the LCD screen blank?

- Ensure that the phone is properly plugged into a functional AC outlet.
- Ensure that the phone is plugged into a socket controlled by a switch that is on.
- If the phone is plugged into a power strip, try to plug it directly into a wall outlet instead.
- If the phone is powered from PoE, ensure that you use a PoE-compliant switch or hub.

Why does the phone display "Network unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

Call Issues

Why can't I receive calls?

- Check the SIP registration with your system administrator.
- Check that the DND (Do Not Disturb) mode is disabled on your phone. Refer to [Do Not Disturb \(DND\)](#) on page 55.
- Check that call forward is disabled on the phone. Refer to [Call Forward](#) on page 57.

Headset & Handset Issues

Why does my handset not work?

Check that the handset cord is fully connected to both the handset jack on the phone and handset. Refer to [Phone Installation](#) on page 10.

Why does my headset not work?

- Check that the headset cord is properly connected to the headset jack on the phone. Refer to [Phone Installation](#) on page 10.
- Check that the headset mode is activated.
- Check that the headset volume is adjusted to an appropriate level. Refer to [Volume](#) on page 24.

Audio Issues

Why can't I get a dial tone?

- Check for any loose connections and that the phone has been installed properly. For the installation instructions, refer to [Phone Installation](#) on page 10.
- Switch between the Handset, Headset (if present) or Hands-Free Speakerphone to check whether the dial tone is present for one of the audio modes.

If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

Why doesn't the phone ring?

Check the ringer volume on the phone. To adjust the ringer volume setting, press the Volume key when the phone is on-hook and idle. For more information, refer to [Volume](#) on page 24.

Why does the phone play a tone when there is a call on hold?

When there is a call on hold, the phone will play a hold tone every 30 seconds. Call hold tone is enabled by default. You can disable the call hold tone. For more information, refer to your system administrator.

Reboot & Upgrade & Reset Issues

How to reset the phone?

To reboot the phone:

1. Press **Menu**->**Settings**->**Reset&Reboot**->**Reboot**.
2. Press the **Enter** soft key.

The LCD screen prompts the following warning:



3. Press the **OK** soft key.

How to reset the phone?

Reset the phone to factory configurations after you have tried all troubleshooting suggestions but do not solve the problem.

Three ways to reset the phone:

- **Full Reset:** All configurations and userdata on the phone will be reset.
- **Config Reset:** All configurations (e.g., account, call history) set on the phone will be reset.
- **Userdata Reset:** All custom data (e.g., ring tone) set on the phone will be reset.

Contact your system administrator before resetting the phone.

To reset the phone:

1. Press **Menu**->**Settings**->**Reset&Reboot**->**Reset to Factory**.
2. Press or , or the **Switch** soft key to select the desired type from **Reset Option** field.

3. Press the **Save** soft key.

The LCD screen prompts the following warning:



4. Press the **OK** soft key.

The phone will be reset to factory settings successfully after startup.

Note

Reset of your phone may take a few minutes. Do not power off until the phone has started up successfully.

Regulatory Notices

Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.



General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstances liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should also be respected as well.



Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dust.
- Place the device on a stable and level platform.

- Please do not place heavy objects on the device in case of damage and deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use the accessories provided or authorized by the manufacturer.
- The power supply of the device must meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you have disconnected all other cables.

Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

Appendix A – Time Zones

Time Zone	Time Zone Name
-11	Samoa
-10	United States-Hawaii-Aleutian, United States-Alaska-Aleutian
-9:30	French Polynesia
-9	United States-Alaska Time
-8	Canada (Vancouver, Whitehorse), Mexico (Tijuana, Mexicali), United States-Pacific Time
-7	Canada (Edmonton, Calgary), Mexico (Mazatlan, Chihuahua), United States-MST no DST, United States-Mountain Time
-6	Canada-Manitoba (Winnipeg), Chile (Easter Islands), Mexico (Mexico City, Acapulco), United States-Central Time
-5	Bahamas(Nassau), Canada (Montreal, Ottawa, Quebec), Cuba (Havana), United States-Eastern Time
-4:30	Venezuela (Caracas)
-4	Canada (Halifax, Saint John), Chile (Santiago), Paraguay (Asuncion), United Kingdom-Bermuda (Bermuda), United Kingdom (Falkland Islands), Trinidad & Tobago
-3:30	Canada-New Foundland (St. Johns)
-3	Argentina (Buenos Aires), Brazil (DST), Brazil (no DST), Denmark-Greenland (Nuuk)
-2:30	Newfoundland and Labrador
-2	Brazil (no DST)
-1	Portugal (Azores)
0	Denmark-Faroe Islands (Torshavn), GMT, Greenland, Ireland (Dublin), Morocco, Portugal (Lisboa, Porto, Funchal), Spain-Canary Islands (Las Palmas), United Kingdom (London)
+1	Albania (Tirane), Austria (Vienna), Belgium (Brussels), Caicos, Chad, Croatia (Zagreb), Czech Republic (Prague), Denmark (Kopenhagen), France (Paris), Germany (Berlin), Hungary (Budapest), Italy (Rome), Luxembourg (Luxembourg), Macedonia (Skopje), Namibia (Windhoek), Netherlands (Amsterdam), Spain (Madrid)
+2	Estonia (Tallinn), Finland (Helsinki), Gaza Strip (Gaza), Greece (Athens), Israel (Tel Aviv), Jordan (Amman), Latvia (Riga), Lebanon (Beirut), Moldova (Kishinev), Romania (Bucharest), Russia (Kaliningrad), Syria (Damascus), Turkey (Ankara), Ukraine (Kyiv, Odessa)
+3	East Africa Time, Iraq (Baghdad), Russia (Moscow)
+3:30	Iran (Teheran)
+4	Armenia (Yerevan), Azerbaijan (Baku), Georgia (Tbilisi), Kazakhstan (Aktau), Russia (Samara)
+4:30	Afghanistan(Kabul)
+5	Kazakhstan (Aqtobe), Kyrgyzstan (Bishkek), Pakistan (Islamabad), Russia (Chelyabinsk)
+5:30	India (Calcutta)
+5:45	Nepal (Katmandu)
+6	Kazakhstan (Astana, Almaty), Russia (Novosibirsk, Omsk)
+6:30	Myanmar (Naypyitaw)
+7	Russia (Krasnoyarsk), Thailand (Bangkok)
+8	Australia (Perth), China (Beijing), Russia (Irkutsk, Ulan-Ude), Singapore (Singapore)
+8:45	Eucla
+9	Japan (Tokyo), Korea (Seoul), Russia (Yakutsk, Chita)
+9:30	Australia (Adelaide), Australia (Darwin)
+10	Australia (Brisbane), Australia (Hobart), Australia (Sydney, Melbourne, Canberra), Russia(Vladivostok)

Time Zone	Time Zone Name
+10:30	Australia (Lord Howe Islands)
+11	New Caledonia (Noumea), Russia (Srednekolymsk Time)
+11:30	Norfolk Island
+12	New Zealand (Wellington, Auckland), Russia (Kamchatka Time)
+12:45	New Zealand (Chatham Islands)
+13	Tonga (Nukualofa)
+13:30	Chatham Islands
+14	Kiribati

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