Yealink SIP-T46G IP Phone

User Guide

INTERMEDIA
The Business Cloud™

CE Mark Warning

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

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 Warninig

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.

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.spx?BaseInfoCateId=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, Busy Lamp Field, Multicast Paging 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.

Table of Contents

Advanced Phone Features 61

Troubleshotting 64

Regulatory Notices 66

Appendix A – Time Zones 68

Overview

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

Hardware Component Instructions

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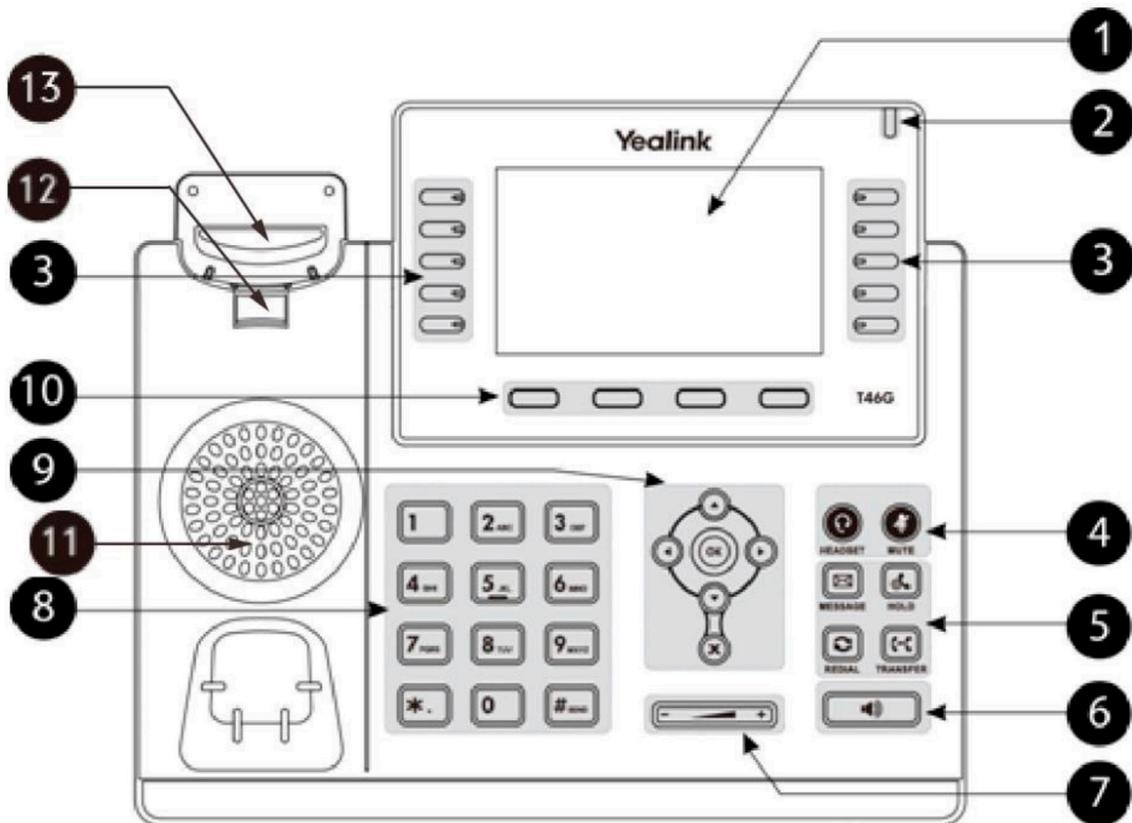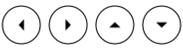
Hardware component instructions of the SIP-T46G IP phone are:

	Item	Description
1	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • 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 phone power and some feature statuses. • Receives an incoming call—Fast flashing • Receives a voice mail or text message—Slow 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.
	MUTE Key	Toggles and indicates mute feature.
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
7	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
8	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
9	(◀)(▶)(▲)(▼)	Scroll through the displayed information.
	(OK)	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 the hookswitch tab, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.
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 Instruction

Icons appearing on the LCD screen are described in the following table:

Icons	Description
	Network is unavailable
	The private line registers successfully
	Register failed
	Registering
	The shared/bridged line registers successfully
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Hold
	Call Mute
	Ringer volume is 0
	Phone Lock
	Received Calls
	Placed Calls
	Missed Calls

Icons	Description
	Call Forward/Forwarded calls
	Bluetooth
	Bluetooth headset is both paired and connected
	Conference
	The 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.

LED Status	Description
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.
Slow flashing green	The call is placed on hold.
Off	The line is inactive.

Getting Started

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

Packaging Contents

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

- SIP-T46G IP Phone
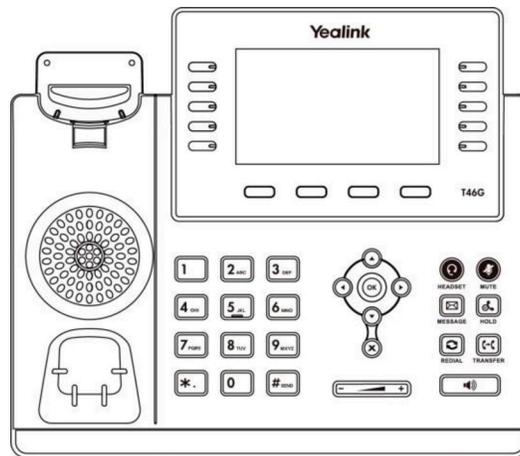
- Phone Stand
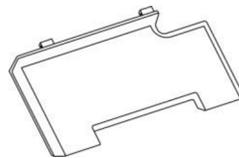
- Handset & Handset Cord
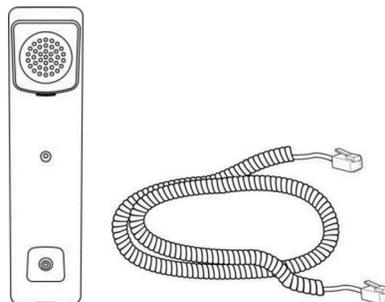
- Ethernet Cable
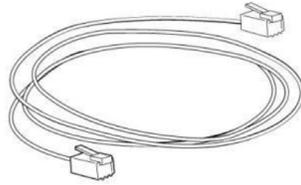
- Power Adapter
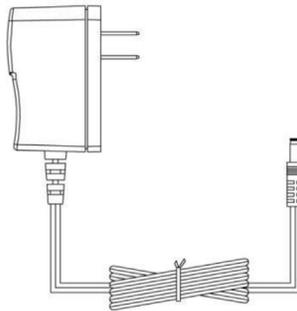
- Quick Start Guide
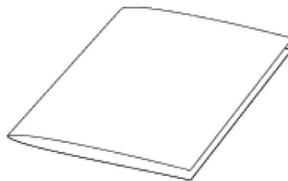
Check the list before installation. If you find anything missing, contact your system administrator.

Phone Installation

This section introduces how to install the phone:

1. Attach the stand
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
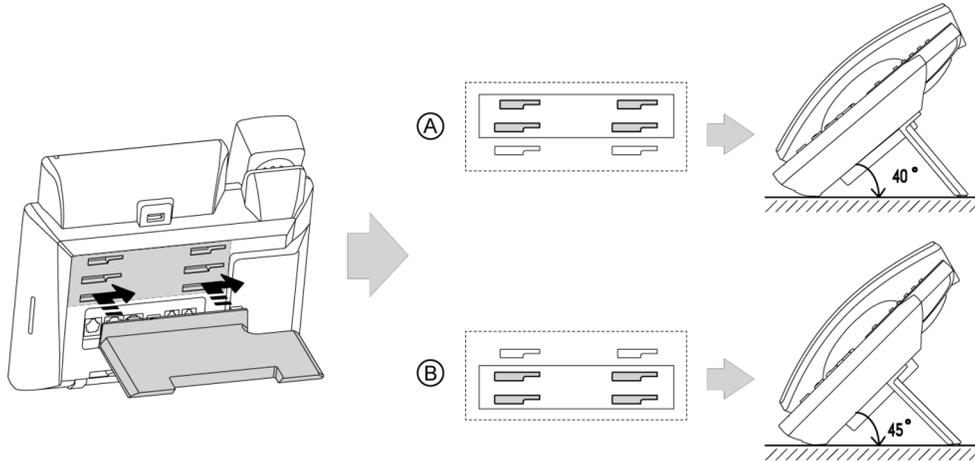
Wall Mount Method (Optional)

2) Connect the handset and optional headset

Bluetooth USB Dongle BT40

Wireless Headset Adapter EHS36
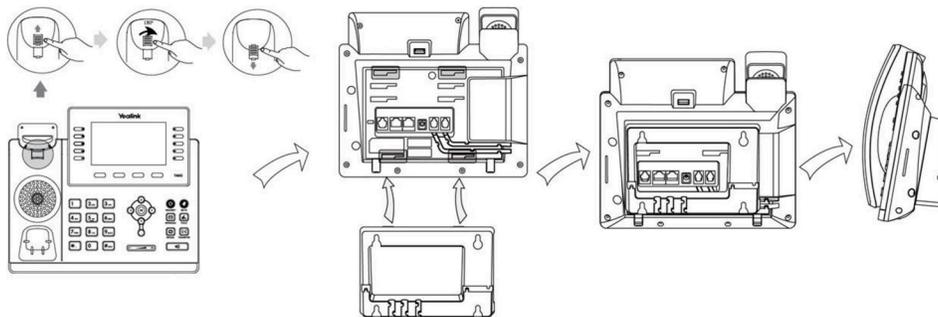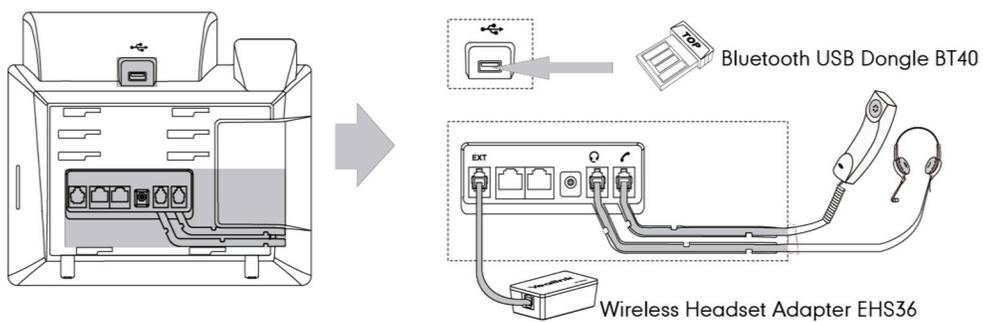
Note	The EXT port can also be used to connect an expansion module EXP40.
	For more information on how to use EHS36, EXP40 or Bluetooth USB Dongle BT40, refer to Yealink EHS36 User Guide, *Yealink EXP40 User Guide or Yealink Bluetooth USB Dongle BT40 User Guide.*

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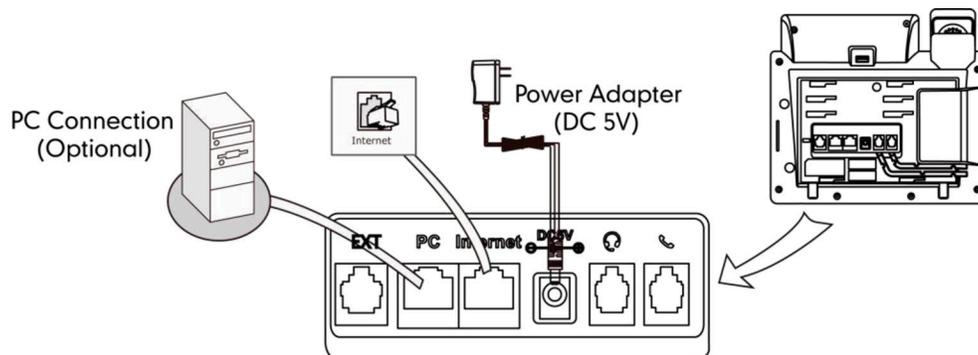
Note	The IP phone should be used with Yealink original power adapter (5V/2A) only. The use of the third-party power adapter may cause the damage to the phone.

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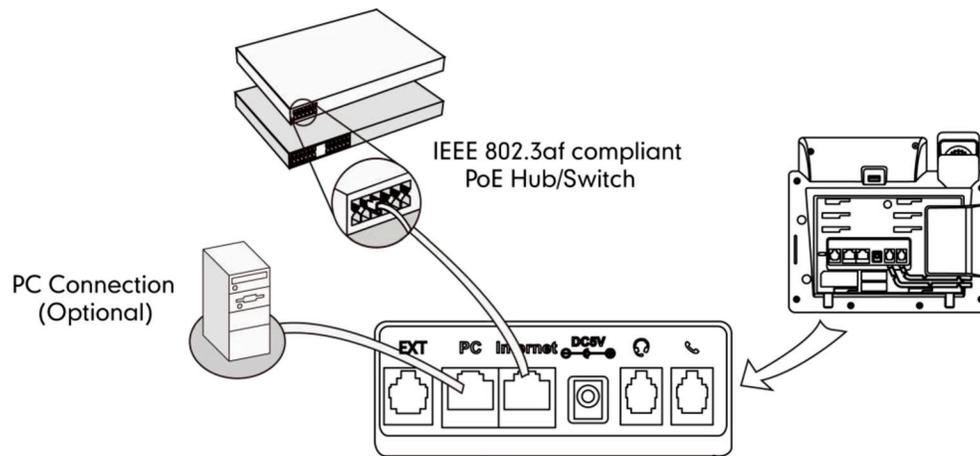
| Note | If in-line power is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant.

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. |

Phone Initialization

After your phone is powered on, the system boots up and performs the following steps:

Automatic Phone Initialization

The phone finishes the initialization by loading the saved configuration. The LCD screen displays "Welcome Initializing...Please wait" during the initialization.

DHCP (Dynamic Host Configuration Protocol)

The phone attempts to contact a DHCP server in your network to obtain valid IPv4 network settings (e.g., IP address, subnet mask, default gateway address and DNS address) by default.

| Note | If your network does not use DHCP, contact your system administrator. |

Phone Status

You can view phone status via phone user interface or web user interface. 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 via phone user interface:

1. Press (OK), or press Menu->Status.
2. Press (▲) or (▼) to scroll through the list and view the specific information.

Idle Screen

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

Idle Screen description:

No.	Description
1	This area shows the phone's time, date and feature status.
2	This area shows the line key labels.
3	This area shows three page icons.
4	This area shows the soft key labels. The default soft key labels are —History, —Directory, —DND and —Menu.
5	This area shows the wallpaper which can be customized.

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 numbers) options and stop to select. When the character (or numbers) you want to enter displays in the field, wait one second, and enter the next character (or numbers).

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

Input Mode Keypad	2aB	abc	Abc (initials in capitals)	ABC	123
1	1				1
2 ABC	2abcABC	abc2äæå àáâãç	abc2äæå àáâãç	ABC2ÄÆÅ ÀÁÂÃÇ	2
3 DEF	3defDEF	def3èéêë ð	def3èéêë ð	DEF3ÈÉÊË Ð	3
4 GHI	4ghiGHI	ghi4ìíîï	ghi4ìíîï	GHI4ÌÍÎÏ	4
5 JKL	5jklJKL	jkl5£	jkl5£	JKL5£	5

Input Mode Keypad	2aB	abc	Abc (initials in capitals)	ABC	123
6 MNO	6mnoMN O	mno6öøò óôõñ	mno6öøò óôõñ	MNO6ÖØ ÒÓÔÕÑ	6
7 PQRS	7pqrsPQR S	pqrs7ßS	pqrs7ßS	PQRS7S	7
8 TUV	8tuvTUV	tuv8ùúûü	tuv8ùúûü	TUV8ÙÚÛ Ü	8
9 WXYZ	9wxyzWX YZ	wxyz9ýÞ	wxyz9ýÞ	WXYZ9ÝÞ	9
0	0	space	space	space	0
*.	*.,'?!\-()@/: _;+&%=< > £$¥¤[]{} ~^¡¿§#"|	*.,'?!\-()@/: _;+&%=< > £$¥¤[]{} ~^¡¿§#"|	*.,'?!\-()@/: _;+&%=< > £$¥¤[]{} ~^¡¿§#"|	*.,'?!\-()@/: _;+&%=< > £$¥¤[]{} ~^¡¿§#"|	.*:/@[]
# SEND	#	#	#	#	#

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.	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. 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. For example, if the input mode is **ABC**: • To enter —All, press 2 ABC once.

If you want to	Then you can
	• To enter —Bll, press `2 ABC` twice quickly. • To enter —Cll, press `2 ABC` three times quickly. • To enter —2ÄÆÅÀÁÂÃÆll, press `2 ABC` more than three times quickly. **Note:** When you are in the uppercase (**ABC** soft key), uppercase and lowercase (**Abc** soft key) or lowercase (abc soft key) input mode, `1` is not available.
Enter special characters.	Press the keypad key `# SEND` or `* .`, or press `0`. **For `0` Key:** • 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**. **For `# SEND` key:** • It only provides the pound character #. **For `* .` key:** • 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 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.

General Settings

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).

You can also change the intensity of the LCD screen of EXP40 connected to the SIP-T46G IP phone.

To configure the backlight via phone user interface:

1. Press **Menu->Basic->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. Backlight is configurable via web user interface at the path **Settings->Preference.**

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 via phone user interface:

1. Press **Menu->Basic->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 —6ll.

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. If the language of your web browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively.

To change the language for the phone user interface:

1. Press **Menu->Basic->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 the phone to obtain the time and date from the SNTP server automatically, or configure the time and date manually. If the phone cannot obtain the time and date from the Simple Network Time Protocol (SNTP) server, contact your system administrator for more information.

To configure the time and date manually via phone user interface:

1. Press **Menu->Basic->Time & Date->General->Manual Settings.**
2. Enter the specific date and time.
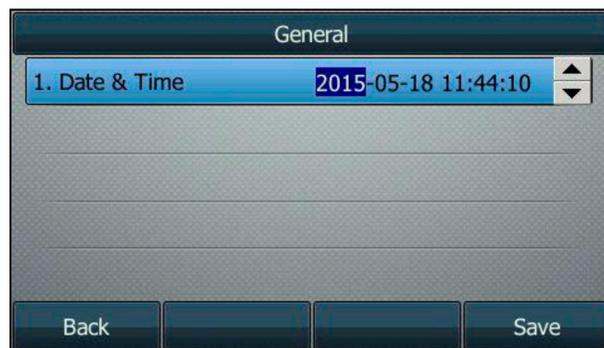
3. Press the **Save** soft key to accept the change.
   The time and date displayed on the LCD screen will change accordingly.

To configure the date and time format via phone user interface:

1. Press **Menu->Basic->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.

Time & Date Format	
1. Date Format:	WWW MMM DD ◂ ▸
2. Time Format:	24 Hour ◂ ▸

| Back | | Switch | Save |

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 (2015-05-16)
WWW MMM DD	Sat May 16
DD-MMM-YY	16-May-15
YYYY-MM-DD	2015-05-16
DD/MM/YYYY	16/05/2015
MM/DD/YY	05/16/15
DD MMM YYYY	16 May 2015
WWW DD MMM	Sat 16 May

Time and date are configurable via web user interface at the path **Settings->Time & Date.**

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.

> **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 via phone user interface:

1. Press **Menu->Basic->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.
   A ring tone for the phone is configurable via web user interface at the path **Settings->Preference->Ring Type.**

To select a ring tone for the account via phone user interface:

1. Press **Menu->Basic->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.
    A ring tone for the account is configurable via web user interface at the path
    Account->Basic->Ring Type.

Contact Management

This section provides the operating instructions for managing contacts.

Directory

Directory provides easy access to frequently used lists. The lists may contain Local Directory and History.

To view the directory via phone user interface:

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

The LCD screen displays the enabled list(s) in the directory.

If there is only one list in the directory, press the **Directory** soft key to enter this list directly.

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 the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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 > Account ring tone >Phone ring tone. If a specific ring tone is selected, this group
     will use the ring tone according to the priority: Contact ring tone >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 the **Directory** soft key.
     The IP phone enters the local directory directly as there is only Local Directory enabled
     in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

2.   Select the desired contact group.

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

4. Press ⌃ or ⌄ 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 the Directory soft key.
   The IP phone enters the local **directory** directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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:

Local Directory
1. All Contacts
2. Te... **Warning**

Delete selected group?

Cancel | OK

4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel. You can also delete all contact 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
- From a remote phone book

Adding Contacts Manually

To add a contact to the local directory manually:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

Local Directory
1. All Contacts

Back | AddGroup | Search | Enter

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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 the **Add** soft key.

4. Enter the name and the office, mobile or other numbers in the corresponding fields.

Add Contact	
1. Name:	A
2. Office Number:	123
3. Mobile Number:	234
4. Other Number:	
5. Account:	Auto ◀ ▶

| Back | | Switch | Save |

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 >Account ring tone > Phone ring tone.

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.

◀ All	Missed	Placed	1/5 ▶
⬆ 4607 Yealink		Today 09:58	
⬇ 4607 Yeal	Detail	09:48	
⬇ 4607 Yeal	Add to Contacts	09:48	
⬆ 4607	Add to Blacklist	09:47	
⬆ 4603	Delete All	Today 09:47	

| Cancel | | | OK |
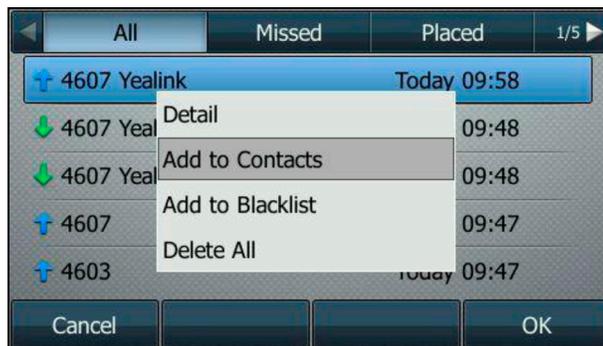
4. Press the **OK** soft key. And then enter the contact name.

5. Press the **Save** soft key to accept the change.
    The entry is successfully saved to the local directory.

Editing Contacts
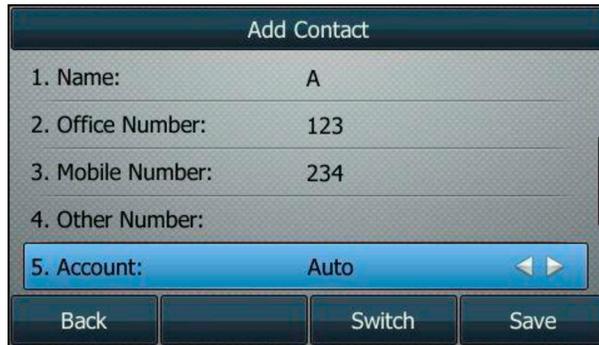
To edit a contact in the local directory:

1. Press the **Directory** soft key.

The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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.

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

Deleting Contacts
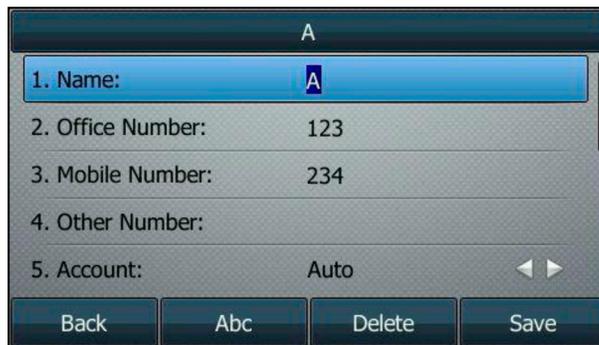
To delete a contact from the local directory:

1. Press the **Directory** soft key.

    The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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

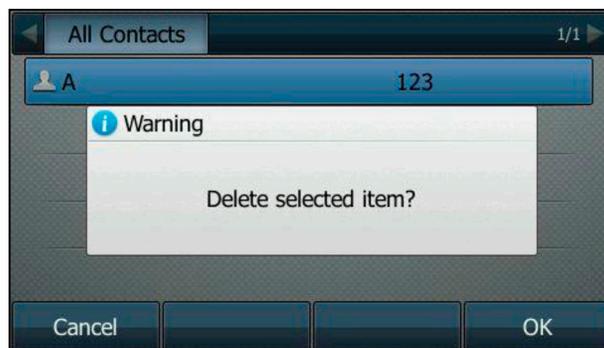### To place a call to a contact from the local directory:

1. Press the **Directory** soft key.

    ✤ The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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. 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 ⌃ or ⌄ 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 the **Directory** soft key.

    ✤ The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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.

Search Source List in Dialing

You can search for a contact from the desired lists when the phone is on the dialing screen. The lists can be Local Directory or History.

To search for an entry in the enabled search source lists:

1.   Pick up the handset, press the Speakerphone key or press the line key.

2.   Enter a few continuous characters of the entry's name or continuous numbers of the entry's phone number (office, mobile or other number) using the keypad.

The entries in the enabled search source lists whose name or phone number matches the characters entered will appear on the LCD screen. You can press ⌃ or ⌄ to scroll to the desired entry and then place a call to the entry.

Blacklist

The built-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts, add, edit, delete or search for a contact in the blacklist directory, and even call a contact from the blacklist directory. Incoming calls from blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory manually:

1. Press **Menu->Directory->Blacklist.**

2. Press the **Add** soft key.

3. Enter the name and the office, mobile or other numbers in the corresponding fields.

4. 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 blacklist directory.

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

To add a contact to the blacklist directory from the local directory:

1. Press **Directory** soft key.

    ✎ The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

If Local Directory is removed from the directory, press **Menu->Directory->Local Directory** to enter the local directory.

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 **Add to Blacklist** from the prompt list. The LCD screen prompts the following warning:
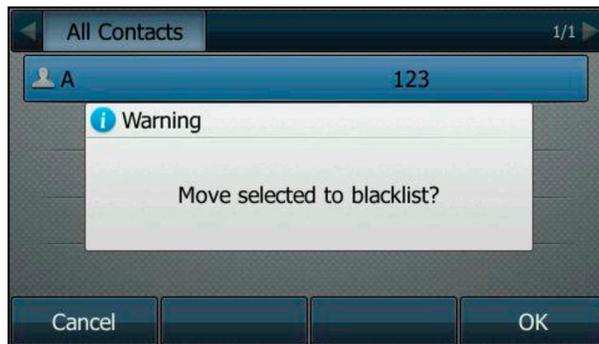
5. Press the OK **soft** key to accept the change.

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.

History record feature is enabled by default. If you don't want to save the call history, you can disable the feature.

To disable history record via phone user interface:

1. Press **Menu->Features->Others->General.**

2. Press ⊲ or ▷ , or the **Switch** soft key to select **Disabled** from the **History Record** field.

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

To view call history:

1. Press the **History** soft key.

   The LCD screen displays all call records.

2. Press ◀ or ▶ to switch among **All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls.**

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.

To place a call from the call history list:

1. Press the History soft key.

2. Press ◀ or ▶ to **switch among All Calls, Missed Calls, Placed Calls, Received Calls** and **Forwarded Calls.**

3. Press ▲ or ▼ to select the desired entry.

4. Press the **Send** soft key.

To add a contact to the local directory (or blacklist directory) from the call history list:

1. Press the **History** soft key.

2. Press ◀ or ▶ to switch among **All Calls, Missed Calls, Placed Calls, Received Calls** and **Forwarded Calls.**

3. Press ▲ or ▼ to select the desired entry.

4. Press the **Option** soft key, and then select **Add to Contacts** (or **Add to Blacklist**) from the prompt list.

5. Enter the desired values in the corresponding fields.

6. Press the **Save** soft key.

To delete an entry from the call history list:

1. Press the **History** soft key.

2. Press ◀ or ▶ to switch among **All Calls, Missed Calls, Placed Calls, Received Calls** and **Forwarded Calls.**

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 Calls, Missed Calls, Placed Calls, Received Calls** and **Forwarded Calls.**

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 Customization

Headset Use

If you want to use a wired headset, physically connect your headset to the phone and activate the headset mode for use.

Headset Mode Activation/Deactivationi

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.

To deactivate the headset mode:

2. Press 🎧 again on the phone.

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

Hotline

You can dial a hotline number immediately upon lifting the handset, pressing the Speakerphone key or the line key. You can also configure a delay, and then the phone will dial out the hotline number automatically after the designated period of time.

To configure the hotline number via phone user interface:

1. Press **Menu->Features->Others->Hot Line.**

2. Enter the desired number in the **Number** field.

3. Enter the delay time in the **Hotline Delay** field.

   ↳ The valid values range from 0 to 10 (seconds) and the default value is ―4‖.
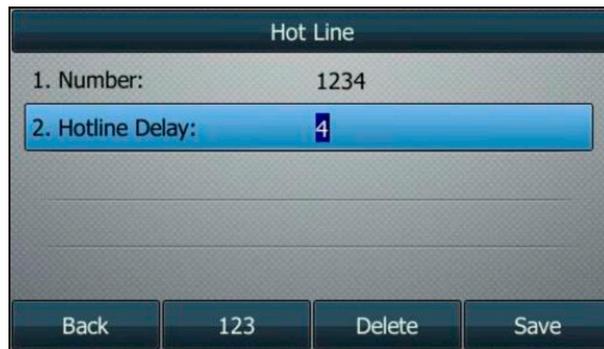
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

    ↳ Hotline is configurable via web user interface at the path **Features->General Information.**

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.

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.

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: 1021) has lasted 5 seconds.

To place a call using the handset:

1. Pick up the handset.
2. Enter the desired number using the keypad.
3. Press OK, #SEND, or the **Send** soft key.
   ↳ The # key is configured as a send key by default.

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 (OK), [#SEND] or the **Send** soft key.

- With the handset on-hook, enter the desired number using the keypad.

    ↳ Press [◀] , [#SEND], (OK) or the **Send** soft key.

To place a call using the headset:

Do one of the following:

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

    ↳ Press the line key to obtain a dial tone.

    ↳ Enter the desired number using the keypad.

    ↳ Press (OK), [#SEND] , or the **Send** soft key.

- With the optional headset connected, press (headset) to activate the headset mode. Enter the desired number using the keypad.

    ↳ Press (OK), [#SEND], 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 16 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 (OK), [#SEND], 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 (OK), [#SEND], 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.

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.
	You can forward incoming calls to someone else by pressing the **FWD** soft key.

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 [headset icon].
- 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 (OK) 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 (×), [◀ᵍ) 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.

Auto Answer

You can use auto answer feature to automatically answer an incoming call on a line. Auto answer is configurable on a per-line basis.

To configure auto answer via phone user interface:

1. Press **Menu->Features->Auto Answer.**
2. Select the desired line and then press the **Enter** soft key.
3. Press (◀) or (▶), or the **Switch** soft key to select **Enabled** from the **Auto Answer** field.
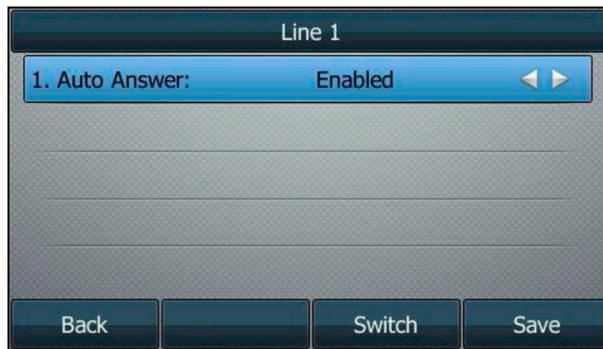
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

    ⮑   The icon appears on the LCD screen.

Auto answer is configurable via web user interface at the path **Account->Basic.**

Note	Auto answer is only applicable when there is no other call in progress on the phone.

Auto Redial

You can enable auto redial to automatically redial a phone number when the called party is busy. You can also configure the number of auto redial attempts and the time to wait between redial attempts.

To configure auto redial via phone user interface:

1. Press **Menu->Features->Others->Auto Redial.**
2. Press ◀ or ▶ , or the **Switch** soft key to select **Enabled** from the **Auto Redial field.**
3. Enter the desired time (in seconds) in the **Redial Interval** field. The default value is —10.
4. Enter the desired number of redial attempts in the **Redial Times** field. The default value is —10.

Auto Redial

1. Auto Redial:	Enabled ◀ ▶
2. Redial Interval:	10
3. Redial Times:	10

| Back | 123 | Delete | Save |

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

Auto redial is configurable via web user interface at the path **Features->General Information.**

To use auto redial:

When the called party is busy, the following prompt will appear on the LCD screen of the phone:

Call Finish

1006   1000

⊗ Auto Redial?

| OK | | | Cancel |

1. Press the **OK** soft key to activate auto redial. The following prompt will appear on the LCD screen of the phone:

Call Finish

1006   1000

⊗ Redial times: 10, Interval: 8s

| OK | | | Cancel |

2. Wait for the designated period of time or press the **OK** soft key to redial the phone number.

The phone will retry as many times as configured until the called party is idle.

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.

To resume a held call:

1.   Press [icon] 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 —2/4ll, 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)** (—nll 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 enable/disable DND for the phone system, or you can customize DND for each or all accounts. Two DND modes:

*   **Phone** (default): DND is effective for the phone system.
*   **Custom**: DND can be configured for each or all accounts.

You can receive incoming calls from authorized numbers when DND is enabled.

To activate DND in phone mode:

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

The 🔴 icon on the status bar indicates that DND is enabled.

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

Note	When DND and busy forward are enabled in phone mode, calls will be sent to the configured destination number.

Call Forward

You can configure your phone to forward incoming calls to another party through static forwarding. You can also forward calls while your phone is ringing; refer to Dynamic Forwarding.

Static Forwarding

Three types of static forwarding:

- **Always Forward:** Incoming calls are immediately forwarded.
- **Busy Forward:** Incoming calls are immediately forwarded if the phone is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

You can enable/disable call forward for the phone system, or you can customize call

forward for each or all accounts. Two call forward modes:

- **Phone** (default): Call forward is effective for the phone system.
- **Custom:** Call forward can be configured for each or all accounts.
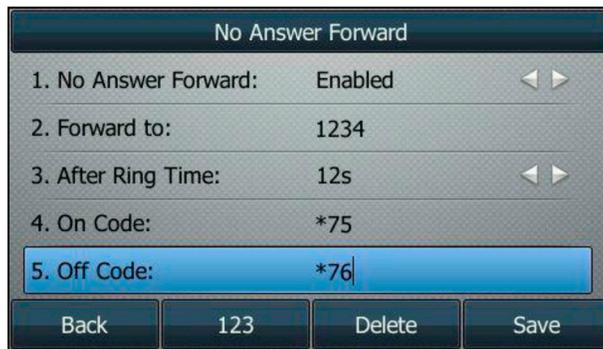
To enable call forward in phone mode:

1. Press **Menu->Features->Call Forward.**
2. Press ⌃ or ⌄ to select the desired forwarding type, and then press the **Enter** soft key.
3. Depending on your selection:
   a. If you select **Always Forward:**
      1. Press ‹ or ›, or the **Switch** soft key to select **Enabled** from the **Always Forward** field.
      2. Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
      3. (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.

b. If you select **Busy Forward:**

 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.

 3. (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.

c. If you select **No Answer Forward:**

 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 12 seconds.

 4. (Optional.) Enter the no answer forward **on code** or **off code** respectively in the On Code or Off Code field.

4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel. The ↻ icon on the status bar indicates that the call forward is enab   led.

To enable call forward in custom mode:

1. Press **Menu->Features->Call Forward.**
2. Press ⌃ or ⌄ to select the desired account, and then press the **Enter** soft key.

3. Press ⌃ or ⌄ to select the desired forwarding type, and then press the **Enter** soft key.
4. Depending on your selection:
   a. If you select **Always Forward,** you can enable it for a specific account.
      1. Press ▸ or ◂, or the **Switch** soft key to select **Enabled** from the **Always** Forward field.
      2. Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
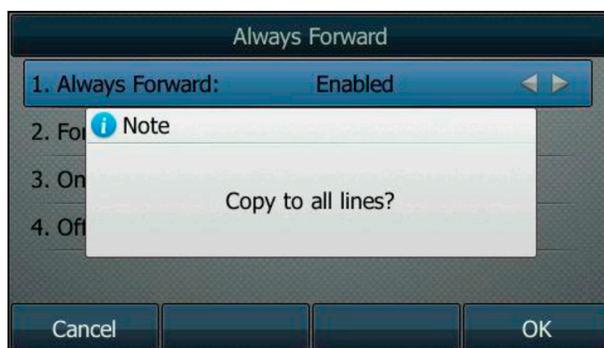
3. (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.

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.
3. (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** 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.

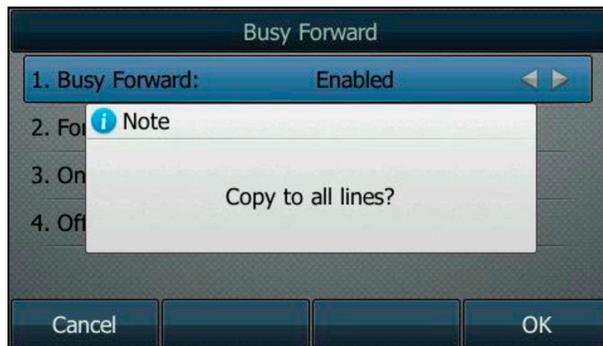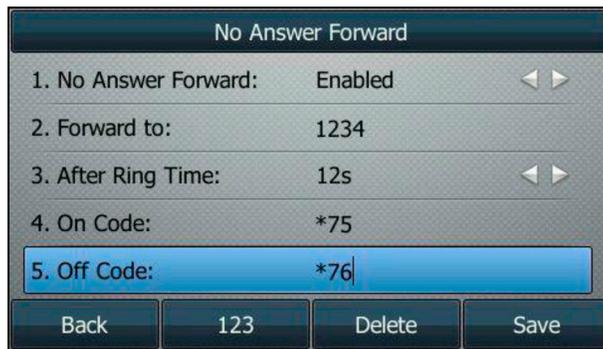The LCD screen prompts —Copy to all lines?

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 12 seconds.

4. (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

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.
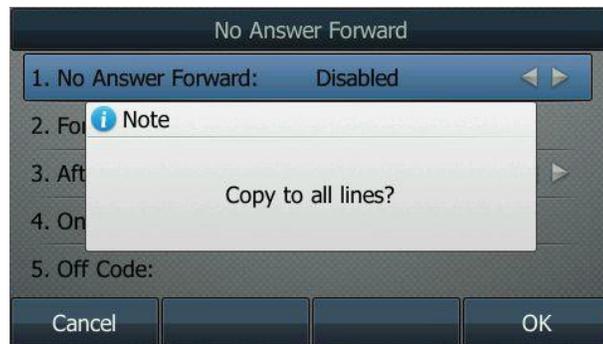   The LCD screen prompts —Copy to all lines?

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 ↩ .

Call forward is configurable via web user interface at the path **Features->Forward & DND.**

To disable call forward in phone mode:

Do one of the following:

•   Press ⌨ when the phone is idle.
•   Press **Menu->Features->Call Forward.**
•   Press ⌃ or ⌄ to select the desired forwarding type and then press the **Enter** soft key.
•   Press ⌨ or ⌨ , or the **Switch** soft key to select **Disabled** to disable the call forward.
•   Press the **Save** soft key to accept the change.

Dynamic Forwarding

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 (OK), (#send), or the **Send** soft key.

   The LCD screen prompts a call forward message.

Call Transfer

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

- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** Transfer a call when the target phone is ringing.
- **Attended Transfer:** Transfer a call with prior consulting.

To perform a blind transfer:

1. Press (C-C) or the **Transfer** soft key during a call.

2. Enter the number you want to transfer the call to.

3. Press ⟮⇄⟯ to complete the transfer.

Then the call is connected to the number to which you are transferring.

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 the **Directory** soft key, and then select **Local Directory.** Select the desired group and search for the contact.

   ✍ Press the **Directory** soft key, and then select **History.** Select the desired list and then press ⟮▲⟯ or ⟮▼⟯ to select the entry.

   ✍ Press the **Directory** soft key, and then select **Remote Phone Book.** Select the desired group and search for the contact.

3. Press ⟮OK⟯ or ⟮#SEND⟯ to dial out.

4. Press ⟮⇄⟯ or the **Transfer** soft key to complete the transfer when receiving ringback.

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 the Directory soft key, and then select Local Directory. Select the desired group and search for the contact.

   ✍ Press the Directory soft key, and then select History. Select the desired list and then press ⟮▲⟯ or ⟮▼⟯ to select the entry.

3. Press ⟮OK⟯ or ⟮#SEND⟯ to dial out.

4. 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.

Call Waiting

You can enable or disable call waiting on the phone. If call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting via phone user interface:

1. Press **Menu->Features->Call Waiting.**

2. Press ⟮◀⟯ or ⟮▶⟯, or the **Switch** soft key to select **Enabled** from the **Call Waiting** field.

3. Press ⟮◀⟯ or ⟮▶⟯, or the **Switch** soft key to select **Enabled** from the **Play Tone** field.

4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.

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

Call waiting is configurable via web user interface at the path **Features->General Information.**

Conference

You can create a conference with other two parties using the phone's local conference. You can create a conference between an active call and a call on hold by pressing the Conference soft key. The SIP-T46G also supports network conference.

Local Conference

The SIP-T46G IP phone supports up to 3 parties (including yourself) in a conference call. This is the default method of conference called Local Conference.

To set up a local conference call:

1. Place a call to the first party.
2. When the first party answers the call, 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 (OK), [#SEND], or the **Send** soft key.
4. When the second party answers the call, press the **Conference** soft key again to join all parties in the conference.

To join two calls in a conference:

1. Place two calls using two different accounts on the phone (for example, place the first call using account 1, and then place the second call using account 2).

2. Press ▲ or ▼ to select the call for conference and ensure that the call is active (for example, select the call on account 1).

3. Press the **Conference** soft key to join the two calls in the conference on the selected account.

During the conference call, you can do the following actions:

- Press 🔲 or the **Hold** soft key to place the conference on hold.

- Press the **Split** soft key to split the conference call into two individual calls on hold.

- Press the **Manage** soft key, and then press ▲ or ▼ to select the desired party:

  - Press the **Far Mute** soft key to mute the party. The muted party can hear everyone, but no one can hear the muted party.

  - Press the **Remove** soft key to remove the party from the conference call.

  - Press the **Back** soft key to return to the previous screen.

- Press 🔲 to mute the conference call, all other participants can hear each other, but they cannot hear you.

- Press the **EndCall** soft key to drop the conference call.

Call Park

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by pressing the **Park** soft key or call park key (if configured) on the phone. If the call is parked successfully, there is a voice prompt confirming that the call was parked. You can retrieve the parked call by pressing the Retrieve soft key or the **retrieve** park key (if configured). If the parked call is not retrieved within a period of time defined by the system, the phone performing call park will receive a call back.

Call Pickup

You can use call pickup to answer someone else's incoming call on your phone. The SIP-T46G IP phone supports directed call pickup and group call pickup. Directed call pickup is used for picking up a call that is ringing at a target phone number. Group call pickup is used for picking up a call that is ringing at any phone number in a certain group. The pickup group should be predefined, contact your system administrator for more information.

To pick up a call directly:

1. When a call is ringing on another phone, pick up the handset, press the Speakerphone key or press the line key.
2. To pick up the call from a specific extension, dial *95 + ext.
3. To pick up any call ringing currently on any other phone, dial *96 + ext.
4. The call is answered on your phone.

Group Call Pickup

To pick up a call in the group:

1. When a call is ringing on another phone within the group, pick up the handset, press the Speakerphone key or press the line key.
2. Dial *97
3. The call is answered on your phone.

Anonymous Call

You can use anonymous call to block your identify and phone number from appearing to the called party when you call someone. For example, you want to call to consult some of the services, but don't want to be harassed. Anonymous call is configurable on a per-line basis. You can also configure the phone to send anonymous call on/off code to the server to activate/deactivate anonymous call on the server side.

To configure anonymous call via phone user interface:

1. Press **Menu->Features->Anonymous.**
2. Select the desired line and then press the **Enter** soft key.
3. Press ◀ or ▶, or the **Switch** soft key to select **Enabled** from the **Local Anonymous** field.
4. (Optional.) Press ◀ or ▶, or the **Switch** soft key to select the desired value from the **Send Anony Code** field.

   ✎ The phone will send the configured on code or off code depending on your selection when you enable or disable anonymous call feature on the phone.

5. (Optional.) Enter the anonymous call on code and off code respectively in the **On Code** and **Off Code** field.
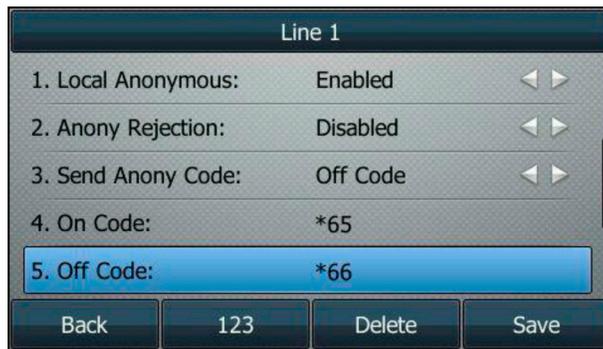
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel. Anonymous call is configurable via web user interface at the path **Account->Basic.**

To place an anonymous call:

7. Using the specific line on the phone to place a call to phone B.

The LCD screen of phone B prompts an incoming call from anonymity.

Anonymous Call Rejection

You can use anonymous call rejection to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from being displayed. Anonymous call rejection is configurable on a per-line basis. You can also configure the phone to send anonymous call rejection on/off code to the server to activate/deactivate anonymous call rejection on the server side.

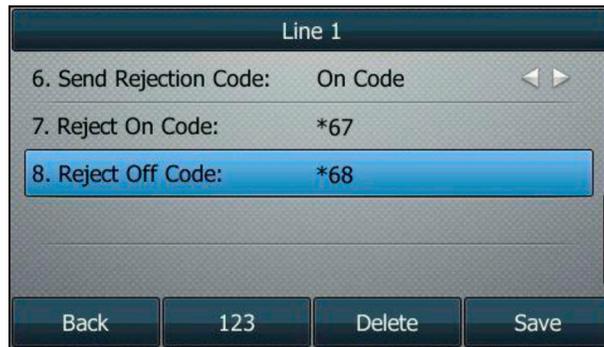### To configure anonymous call rejection via phone user interface:

1. Press **Menu->Features->Anonymous.**

2. Select the desired line and then press the **Enter** soft key.

3. Press ⌃ or ⌄ to scroll to the **Anony Rejection** field.

4. Press ◂ or ▸, or the **Switch** soft key to select **Enabled** from the **Anony Rejection** field.

5. (Optional.) Press ◂ or ▸, or the **Switch** soft key to select the

desired value from the **Send Rejection Code** field.

↳ The phone will send the configured on code or off code depending on your selection when you enable or disable anonymous call rejection feature on the phone.

6. (Optional.) Enter the anonymous call rejection on code and off code respectively in the **Reject On Code** and **Reject Off Code** field.

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

Anonymous call rejection is configurable via web user interface at the path Account->Basic.

Advanced Phone Features

This chapter provides operating instructions for the advanced features of the SIP-T46G IP phone.

Voice Mail

You can leave voice mails for someone else using the SIP-T46G IP phone. You can also listen to voice mails that are stored in a voice mailbox. When receiving a new voice mail, the phone will play a warning tone. The power indicator LED will slow flash red, and the LCD screen will prompt —n New Voice Mail(s)ll (—nll indicates the number of unread voice messages, e.g., 4 New Voice Mail(s)) and an icon ✉.

If the voice mail pop-up message box disappears, it won't pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

To leave a voice mail:

You can leave a voice mail for someone else when he/she is busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

To configure voice mail access codes via phone user interface:

1. Press **Menu->Message->Voice Mail->Set Voice Mail.**
2. Press the navigation keys to highlight the account which you want to set.

3. Press the **123** soft key to select the proper input mode and then enter the voice mail access code (e.g., *4).

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

To listen to voice mails:

1. When the LCD screen prompts that the phone receives a new voice mail and the power indicator LED slow flashes red, you can press ⊠ or the Connect soft key to dial out the voice mail access code.

2. Follow the voice prompt to listen to your voice mails.

Note	Before listening to voice mails, make sure the voice mail access code has been configured.
	When all new voice mails are retrieved, the power indicator LED will go out.

To view the voice mail via phone user interface:

1. Press **Menu->Message->Voice Mail->View Voice Mail.**

The LCD screen displays the amount of new and old voice mails.

2. Select an account and then press the **Connect** soft key to listen to voice mails.

Message Waiting Indicator (MWI)

The SIP-T46G IP phone supports MWI when receiving a new voice message. If someone leaves you a voice mail, you will receive a message waiting indicator. MWI will be indicated in three ways: a warning tone, an indicator message (including a voice mail icon) on the LCD screen, and the power indicator LED slow flashes red. This will be cleared when you retrieve all voice mails or delete them.

Troubleshotting

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.

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.

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.
- Check if the IP phone enters the power-saving mode

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.

Why doesn't the phone display time and date correctly?

Check if you have configured the phone to obtain the time and date from the SNTP server automatically. If the phone fails to connect to the SNTP server, contact your system administrator for more information. You can also configure the time and date manually.

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 deactivated on your phone.
- Check that call forward is disabled on the phone.
- Check whether the caller number is stored in the blacklist directory

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.

Why does my headset not work?

- Check that the headset cord is properly connected to the headset jack on the phone.
- Check that the headset mode is activated.
- Check that the headset volume is adjusted to an appropriate level.

Audio Issues

Why can't I get a dial tone?

- Check for any loose connections and that the phone has been installed properly.
- 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.

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 RICE 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,Melboume,Canberra), Russia(Vladivostok)
+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