Yealink

T48G-Skype for Business® Edition

Quick Start Guide (V8.50)

Applies to firmware version 35.8.0.50 or later.

Packaging Contents

The following items are included in your package. If you find anything missing, contact your system administrator.
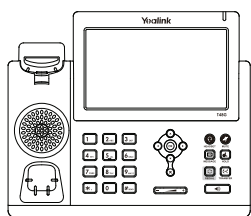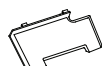
|			
Skype for Business Phone	Handset	Quick Start Guide	
Handset Cord	Ethernet Cable	Stand	
		Power Adapter （Optional）	Wall Mount Bracket （Optional）
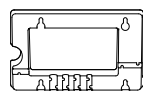
Note: We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

Assembling the Phone

## 1. Attach the stand, as shown below:

Desk Mount Method

45°
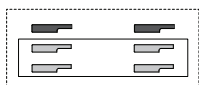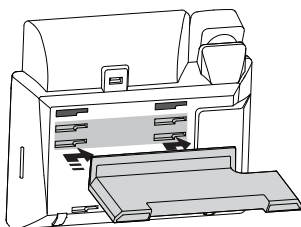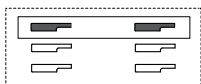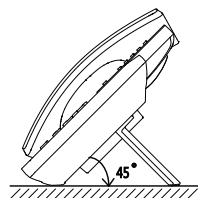
The two wall mount slots are plugged up by silica gels. You can pull out the silica gels when mounting your Skype for Business phone to a wall.

Note: For more information on how to attach the wall mount bracket, refer to Yealink Wall Mount Quick Installation Guide for Yealink IP Phones.

2. Connect the handset and optional headset, as shown below:
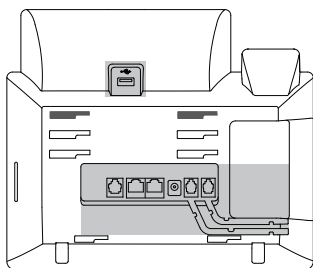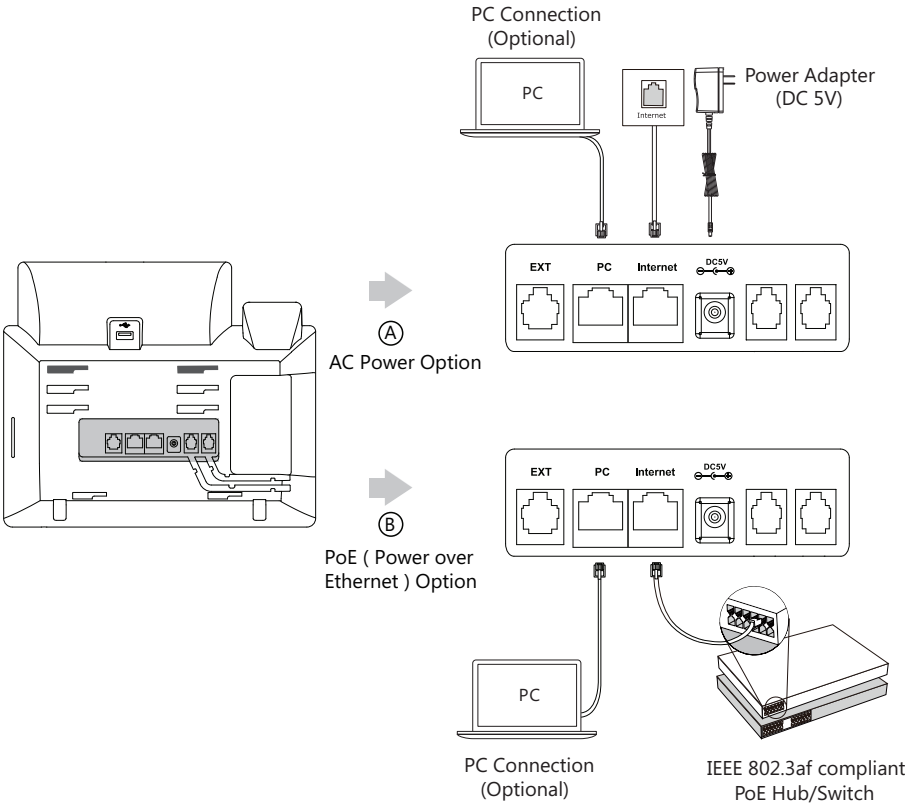
Bluetooth USB Dongle BT40
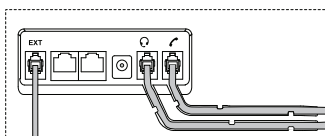
Wireless Headset Adapter EHS36

Note: The headset, Bluetooth USB dongle BT40 or wireless headset adapter EHS36 should be purchased separately. The EXT port can also be used to connect the expansion module EXP40. For more information on how to use the EHS36, EXP40 and BT40, refer to Yealink EHS36 User Guide, Yealink T48G-Skype for Business Edition User Guide and Yealink Bluetooth USB Dongle BT40 User Guide.

3. Connect the network and power, as shown below :

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

PC Connection
(Optional)

PC

Internet

Power Adapter
(DC 5V)

EXT   PC   Internet   DC5V

Ⓐ
AC Power Option

EXT   PC   Internet   DC5V

Ⓑ
PoE (Power over
Ethernet) Option

PC

PC Connection
(Optional)

IEEE 802.3af compliant
PoE Hub/Switch

Note: The Skype for Business 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. If you are connecting a PC to your phone, we recommend that you use the Ethernet cable provided by Yealink.
If inline power (PoE) is provided, you don't need to connect the power adapter. Make sure the hub/switch is PoE-compliant.

Startup

After the Skype for Business phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the sign-in screen appears on the phone touch screen. Refer to **Sign-in** on page **3** to sign into the Skype for Business Server.

Welcome
Initializing... Please wait
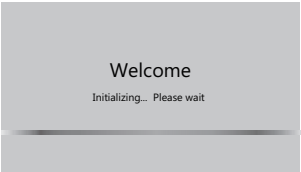
Sign-in

The sign-in screen displays after initializing. You can sign into Skype for Business Server using following method.

1. Select desired sign-in method from the pull-down list of **Login Type** field.

   a. If you select **PIN Authentication** (Only applicable to Onprem account):

      1) Enter the extension and extension PIN in the corresponding field.

      2) Tap the **Sign in** soft key.

   b. If you select **User Sign-in** (Applicable to Onprem account and Online account):

      1) Enter the user's sign-in address, user name and password in the corresponding field.

      2) Tap the **Sign in** soft key.

   c. If you select **Web Sign-in** (Only applicable to Online account):

      1) Tap the **Sign in** soft key, the touch screen will show the pairing code and URL.

      2) Enter the URL in the address bar of the web browser on your computer, and then press **Enter**.

      3) Enter your email address to check its validity. If your email address passes validation, enter your Online account and password, and then enter the pairing code to pair with the phone. The phone will sign into the Skype for Business Server automatically.

If the Skype for Business Server is configured to forcibly lock the phone. You need to configure an unlock PIN at the initial sign-in.

> **Note:** Make sure the network connection is correct before login. By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings. Contact your system administrator for more information.

To sign out of the Skype for Business Server:

1. Tap your avatar at the top-right corner of the touch screen.

2. Tap **Sign Out** from the pull-down list of status.

Update Presence Status

Your presence status displays your availability and activity to your contacts. It is constantly updated by the Skype for Business Server. You can also update your presence status manually.

1. Tap your avatar at the top-right corner of the touch screen.

2. Tap the desired status from the pull-down list.

   You can tap Reset Status to reset the presence status to "Available".

Presence Status Icons on the Touch Screen:

✅ (Green and white) Available	🔴 (Red) Busy	⛔ (Red and white) DND
⚫ (Grey) Off Line	🟡 (Yellow and white) Be Right Back\Off Work\Away	

> **Note**: Contact your system administrator if any error appears during the sign-in process or if a specific configuration is required.

Using Your Phone

Navigating the Touch Screen

- To enter the main menu, tap • • • .
- To go back to the previous menu, tap ![back] .
- To select a soft key, tap the soft key.
- To select an item, tap the item.
- To turn pages, press ⌃ or ⌄ , tap ⌃ or ⌄ on the touch screen.
- To scroll through values in a pull-down list, press ⌃ or ⌄ .

Entering and Updating Data

Using the phone keypad to enter data:

1. Tap the field you want to edit.
2. Tap ![abc IME] or **abc** soft key to change the input modes.
3. Enter data using the keypad.
4. Tap ![save].

Using the onscreen keyboard to enter data:

1. Tap the field you want to edit.
2. Tap **&123** or ![shift] to change the input modes.
3. Enter data using the onscreen keyboard.

Basic Call Features

Placing a Call

1. Do one of the following:

- If you are using the handset, pick up the handset.
- If you are using the speakerphone, with the handset on-hook, press ![speaker] .
- If you are using the headset, with the headset connected, press ![headset] to activate the headset mode.

2. Enter the number, and then press ![ok] on the phone or tap ![call] or ![call] on the onscreen keyboard.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the HEADSET key, the Speakerphone key or by picking up the handset. Headset mode requires a connected headset.

Answering a Call

- If you are using the handset, pick up the handset or tap ![call] .
- If you are using the speakerphone, press ![speaker] or tap ![call] .
- If you are using the headset, press ![headset] or tap ![call] .

Note: You can reject an incoming call by tapping ![reject] .

Ending a Call

- If you are using the handset, hang up the handset or tap ![reject] .
- If you are using the speakerphone, press ![speaker] or tap ![reject] .
- If you are using the headset, tap ![reject] .

Redial

- Press ![redial] when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

- Press ⊘ to mute the microphone during a call.
- Press ⊘ again to un-mute the call.

Call Hold and Resume

To place a call on hold:

1. Press 🔊 or tap ⏸ during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press 🔊 or tap ▶ .
- If there is more than one call on hold, tap the call you want to resume, and then press 🔊 or tap ▶ .

Call Transfer

You can transfer a call in the following ways:

Blind Transfer:

1. Press 📞 or tap ⇄ during an active call. The call is placed on hold.
2. Enter the number or tap the desired contact from the desired group you want to transfer to.
   You can also tap the avatar of the desired contact in the **Favorites** screen.
3. Press 📞 or tap ⇄ .

Consultative Transfer:

1. Tap ⟲ during an active call. The call is placed on hold.
2. Enter the number or tap the desired contact from the desired group you want to transfer to, then press (ok) or tap 📞 .
   You can also tap the avatar of the desired contact in the **Favorites** screen.
3. Press 📞 or tap ⟲ when the second party answers.

Call Forward

To enable call forward:

1. When the phone is idle, tap • • • ->**Features**->**Call Forward,** or you can also press 📞 to enter the call forward setting creen.
2. Tap the **On** radio box of the **Call Forward** field.
3. Do one of the following:
   a. Select **Forward to Voice Mail**.
      Incoming calls will be forwarded to voice mail automatically.

   b. Select **Forward Calls to Number or Contact**.
      Enter a phone number that you want to forward incoming calls to, then tap ✓ , or enter the first few continuous characters of the contact name or the contact number, tap the desired entry from the result list, and then tap ✓ or press (ok) .
      Incoming calls will be forwarded to the preset number automatically.

   c. Select **Simultaneously Ring**.
   Enter a phone number that you want to ring simultaneously, then tap ✓ , or enter the first few continuous characters of the contact name or the contact number, tap the desired entry from the result list, and then tap ✓ or press (ok) .
      The preset number will ring simultaneously when your phone receives an incoming call.
4. Tap 💾 or press (ok) .

To disable call forward:

1. When the phone is idle, tap • • • ->**Features**->**Call Forward**, or you can also press 📞 to enter the call forward setting screen.

2. Tap the **Off** radio box of the **Call Forward** field.

3. Tap 💾 or press (ok) .

To forward an incoming call to a number dynamically:

1. Tap 🔵 when the phone receives an incoming call.

2. Do one of the following:

- Enter the number you want to forward the incoming call to, and then tap 🔵 or tap 📞 on the onscreen keyboard.
- Tap the avatar of the desired contact in **Favorites** screen.

To forward an incoming call to the voice mail dynamically:

1. Tap 🔵 to forward an incoming call to voice mail directly.

Skype for Business Conference

To initiate a Skype for Business conference call from the phone:

1. Tap ••• ->**Meet Now** to initiate a Skype for Business conference call directly.

2. Tap 🔵 to invite a new party.

3. Enter the desired number, and then press (ok) , (#send) or tap 📞 .

The new party answers the call to join the conference automatically.

4. Repeat the steps 2-3 to add more parties to the conference.

5. During the Skype for Business conference, you can hold the conference, view the conference participants, mute or unmute the participants, promote or demote conference participants, remove conference participants, enable or disable the announcement, lock or unlock the conference and view the dial-in number and conference ID.

Voice Mail

When receiving a new voice mail, the phone will play a warning tone, and the power LED will slowly flashing red. A number icon (indicating the number of voice mails you haven't retrieved) appears on the **Message** menu.

When you sign into the phone using User Sign-in/Web Sign-in/Sign in via PC method:

1. Tap ••• ->**Message**.

2. Do one of the following:

- Tap 📨 to enter the Message Center.
- Tap ▶ to play the selected voice mail.
- Tap the desired voice mail to view the details.
  - Tap 📞 to redial the one who leaves the voice mail.
  - Tap **Play Message** to play the selected voice mail.
  - Tap **Mark As Read** to mark the unread voice mail as read.
  - Tap **Delete** to delete the voice mail.

When you sign into the phone using PIN Authentication method:

1. Tap ••• ->**Message**.

2. Follow the voice prompts to listen to the voice mail.

Note: You can follow the voice prompts to listen to the voice mail by pressing 📨 .

Phone Features

Call History

1. Tap 📞 when the phone is idle, tap the desired list.

2. Tap the avatar of the desired entry to view detailed information about the entry, you can also do one of the following:

- Tap 📞 to place a call.

- Tap **Delete** to delete the entry.

Directory

The directory list displays Skype for Business directory (e.g., Favorites, Other Contacts) and local directory. You can only manage Skype for Business directory through the Skype for Business client and manage the local directory on the phone.

Skype for Business Directory

To add a Skype for Business contact:

1. Open your Skype for Business client, and then enter the number of the desired contact in the **Search** field.
2. Right-click the avatar of a contact, and then click **Add to Contacts List**.
3. Click the desired group.

   The contact is added to the selected group.

If you want to add the Skype for Business contacts as favorites, do the following:

1. Right-click the avatar of a contact.
2. Click **Add to Favorites**.

   The contact will be added to the phone at the path: 👤 -> **Favorites**.

Local Directory

To add a local contact:

1. Tap 👤-> **Local Directory**-> **All**.
2. Tap ➕.
3. Enter a unique contact name in the Name field and other information in the corresponding fields.
4. Tap 💾 or press (ok) to accept the change.

To edit a local contact:

1. Tap 👤-> **Local Directory**-> **All**.
2. Tap the avatar of the desired contact.
3. Tap the **Edit** soft key.
4. Tap the desired field to edit the contact information.
5. Tap 💾 or press (ok) to accept the change.

To delete a local contact:

1. Tap 👤-> **Local Directory**-> **All**.
2. Tap the avatar of the desired contact.
3. Tap the **Delete** soft key.
4. Tap **OK** or press (ok) to accept the change.

Local Favorites

Local favorites are the contacts in your local directory that you call most often.

To add a local favorite via phone user interface:

1. Tap 👤-> **Local Directory**-> **Favorites**.
2. Tap ➕.
3. Enter a unique contact name in the Name field and other information in the corresponding fields.
4. Select the index number from the pull-down list of **Index**.

   Local favorites display consecutively, according to their index number. The contact with the lowest number displays first. If you select **Null** from the pull-down list of **Index**, the contact displays first. Contacts that have a favorite index number will display ⭐ .

5. Tap 💾 or press (ok) to accept the change.

To search for contacts:

1. When the phone is idle, tap 🔍 to enter the search screen.
2. Enter the first few continuous characters of the contact name or the contact number (e.g., press the digit key 5 to search the letter "5, j, k and l").

   The phone will search for the contacts in the local directory, Skype for Business directory and Outlook directory. Whose name or phone number matches the characters entered will appear on the touch screen.

Volume Adjustment

- Press ⬛━━━➕ during a call to adjust the receiver volume of the handset/speakerphone/headset.

- Press ⬛━━━➕ to adjust the ringer volume when the phone is idle or ringing.

Using the Calendar

To use the calendar feature on your phone, you must sign into the phone using **User Sign-in**, **Web Sign-in** or **Sign in via PC** method. When you set up Skype conferences, appointments, meetings, events, or receive conferences invitation in Outlook® application, your phone will display all schedules in the **Calendar** menu.

To view the calendar:

1. Tap • • • ->**Calendar**.
2. Tap the desired month and day.
3. Tap the desired schedule to view details of the specific schedule.

Schedule Reminder

The phone displays a schedule reminder 15 minutes before a shedule starts.

- Tap the **Ignore** soft key to permanently remove the reminder and stop reminding.

- Tap the **Snooze** soft key to temporarily remove the reminder, until the next schedule reminder. The reminder will appear every 5 minutes and also appear 1 minute before the schedule starts.

- Tap the **Detail** soft key to view details of the specific schedule.

- If you receive a Skype conference reminder, tap the **Join** soft key to join the Skype conference.

Boss-Admin

The Boss-Admin feature enables a boss to assign delegates to manage boss's incoming call. A "boss" and a "delegate" phone will ring simultaneously when a user calls the boss.

To assign delegates in the Skype for Business client:

1. Open Skype for Business client, and then sign into Skype for Business client as the person who wants to assign a delegate.
2. Click ↩▾ and then click **Call Forwarding Settings**.
3. Mark the radio box of **Simultaneously ring**.
4. Select **My Delegates** from the pull-down list of **Simultaneously ring**.
5. In the **Delegates** dialog box, click **Add** and select the desired delegates from the **Choose a Delegate** dialog box.

To view a list of bosses on your phone:

1. Tap 👤 ->**Bosses**.

To view a list of delegates on your phone:

1. Tap 👤 ->**Delegates**.

The boss answers an incoming call:

1. Press (ok) or tap 📞 when the boss receive a call, the delegate's phone stops ringing.

The delegate answers an incoming call for a boss:

1. Press (ok) or tap 📞 when the boss receives a call, the boss's phone stops ringing.

The boss places a call on hold on a boss's phone:

1. During a call, the boss presses 🔘 or taps ⏸ to place the call on hold. A red **Boss/Admin** soft key appears at the bottom left corner of the delegate's phone screen.

The delegate places a call on hold on a delegate's phone:

1. During a call, the delegate presses [☎] or taps [⏸] to place the call on hold. A red **Boss/Admin** soft key appears at the bottom left corner of the boss's phone screen.

The boss resumes a call held by a delegate:

1. Tap the **Boss/Admin** soft key to view the calls that are held by the delegate.
2. Tap the avatar of the caller to resume the held call.

The delegate resumes a call held by a boss:

1. Tap the **Boss/Admin** soft key to view the calls that are held by the boss.
2. Tap the avatar of the caller to resume the held call.

The delegate transfers a delegation call to the boss's voice mail, do one of the following:

- Tap [👤] when the phone is ringing.
- Tap [•••] -> [👤] after the delegate answers the call.

The delegates makes a safe transfer to a boss's line:

1. Tap [•••] -> [👥] during a call. The call is placed on hold.

Note: If the boss is not available to answer the transferred call or rejects the transferred call, the delegate's phone displays as "Transfer Failed" and the delegate can resume the call.

The delegate places a call on behalf of an assigned boss:

1. Tap [👤] ->**Bosses**.
2. Tap the avatar of the desired boss.
3. Tap the **On behalf** soft key.
4. Tap the desired contact or enter the desired number.
5. Press (ok) or tap [📞] .
   The call displays as "Calling On behalf of" boss's line on the delegate and third-party's phones.

The delegate adds a boss's line to a Skype for Business conference call:

1. Tap [📞] to join an incoming conference call.
2. Tap [👤] to invite the boss's line to the conference.
3. Tap the **OK** soft key to send the invitation.
   When the boss joins the conference call, the delegate can choose to continue or leave the conference.

Common Area Phone

Common area phone is the Skype for Business phone that is not associated with an individual user. It is typically located in some places where a large number of people are likely to gather. Common area phone supports the basic call features, including placing a call, answering a call, placing a call on hold, resuming a held call, muting or unmuting a call and ending a call like a regular phone. Contact your system administrator for the common area account, and you must sign into the phone using **PIN Authentication** or **Web Sign-in** method to use the common area phone.

To switch a common area account to a Skype for Business account:

1. Tap • • •->**User Sign in** when the common area phone is idle.
2. Select the desired sign-in method from the pull-down list of **Login Type** field.
3. Refer to **Sign-in** on page **3** to sign into your phone.

No matter whether you sign out of the Skype for Business account, the phone will sign into the last common area account automatically after a period of time.

To sign out of a common area phone:

1. Tap • • • ->**Advanced** (admin or the unlock PIN)->**CAP Sign Out**.
2. Mark the **On** radio box in the **Sign Out** field.

Better Together over Ethernet (BToE)

Better Together over Ethernet (BToE) enables you to place, hold, and answer calls on your phone and Skype for Business client on your computer. You must download the Yealink BToE Connector application before enabling BToE. You can find the application on the Yealink Website.

To enable BToE feature via phone user interface:

1. Tap ••• ->**Features** ->**BToE**.

2. Select **Enabled** from the pull-down list of **BToE**.

3. Select **Auto** or **Manual** from the pull-down list of **BToE Pairing Mode**.

4. Tap 🖫 or press (ok) to accept the change.

Before you can begin using BToE, you must pair your phone and your computer.

To pair your phone with your computer:

1. Sign into your Skype for Business client on your computer.

2. Install and start the Yealink BToE Connector application on your computer.

3. Connect an Ethernet cable from your computer to the PC port on your phone, check the **Auto** checkbox on the BToE application so that the IP address of your phone will be filled automatically. If your computer is not connected to the PC port on the phone, uncheck the **Auto** checkbox, and then enter the IP address manually.

4. Click **Pair** on the BToE application.

   - If **BToE Pairing Mode** is **Auto**, your phone will pair with your computer directly.

   - If **BToE Pairing Mode** is **Manual**, your phone will generate a pairing code. You should enter the pairing code in the **Pair code** field on the BToE application to pair your phone with your computer.

After your phone and computer are paired, you can sign into your phone via PC.

Sign in via PC

- If your phone is not signed in, enter the password in the pop-up login dialog box on your PC, and click **OK**.

- If the Skype for Business client and connected phone are signed into with different accounts, right-click 🔁 in the System Tray to select **Sign in by Lync(L)**, and enter the password in the pop-up login dialog box on your PC, and then click **OK**.

Now that the same account is signed into your phone and the Skype for Business client, your PC and phone are paired, and BToE is activated. Your phone is set as primary device in your Skype for Business client automatically.

Using Better Together over Ethernet (BToE)

To place a call, do one of the following:

● Hover your cursor over the avatar of the contact, and then click 📞 in the Skype for Business client.

● Select a contact or enter the phone number, and then tap 📞 .

To answer a call, do one of the following:

● Click 📞 in the Skype for Business client.

● Tap 📞 on your phone.

To hold a call, do one of the following:

● Click 📳 , and then click ⏸ in the Skype for Business client.

● Tap ⏸ or press 🔘 on your phone.

To resume a call, do one of the following:

● Click 📳, and then click ▶ in the Skype for Business client.

● Tap ▶ or press 🔘 on your phone.

To change the audio device during a call in the Skype for Business client:

1. Click 📳 , and then click 🎧 to change the audio device.

About us

Founded in 2001, Yealink, a leading provider of VoIP Phone and IP communication solutions, has been focusing on VoIP products characterized by reliable quality, easy deployment and affordable price for more than a decade. Today, customers from over 140 countries rely on Yealink as the backbone of global collaboration to extend the value of network communications.

More about Yealink

Since 2001, Yealink has continued to develop state-of-the art, hi-tech VoIP communication terminals that include IP video phones, IP phones and USB phones. With a worldwide market in more than 140 countries, the company has also established a first-class international service network.

Our priorities are quality, functionality, ease-of-use, customer support and competitive pricing. To provide new solutions for the future in this fast-evolving sector, Yealink's large, talented and highly-experienced VoIP R&D team is totally committed to the pursuit of excellence.

To date, we have passed more than 80 interoperability tests and meet certification requirements set by leading VoIP system and platforms. Yealink works in close partnership with T-Mobile, Telefonica, Portugal Telecom and other leading telecommunication service providers.