TPG BizPhone

Premium T48G IP Phone
User Guide

Contents

Getting Started

Welcome to your TPG BizPhone service!

If this is the first time you are using the TPG BizPhone Premium T48G handset, please first refer to the TPG BizPhone T48G Quick Startup Guide to assemble and start up your handset.

The BizPhone Quick Startup Guide is available on your Online Portal: *https://frontier.tpg.com.au/*

Topic includes:

- Packaging Contents
- Assembling the Phone
- Startup the Phone
- Basic Handset Settings
- Basic Call Features

If you require additional assistance to your new handset, please contact your assigned System Administrator.

Overview

Hardware Component Instructions

The main hardware of the BizPhone Premium T48G IP phone are the LCD screen and the Keypad.
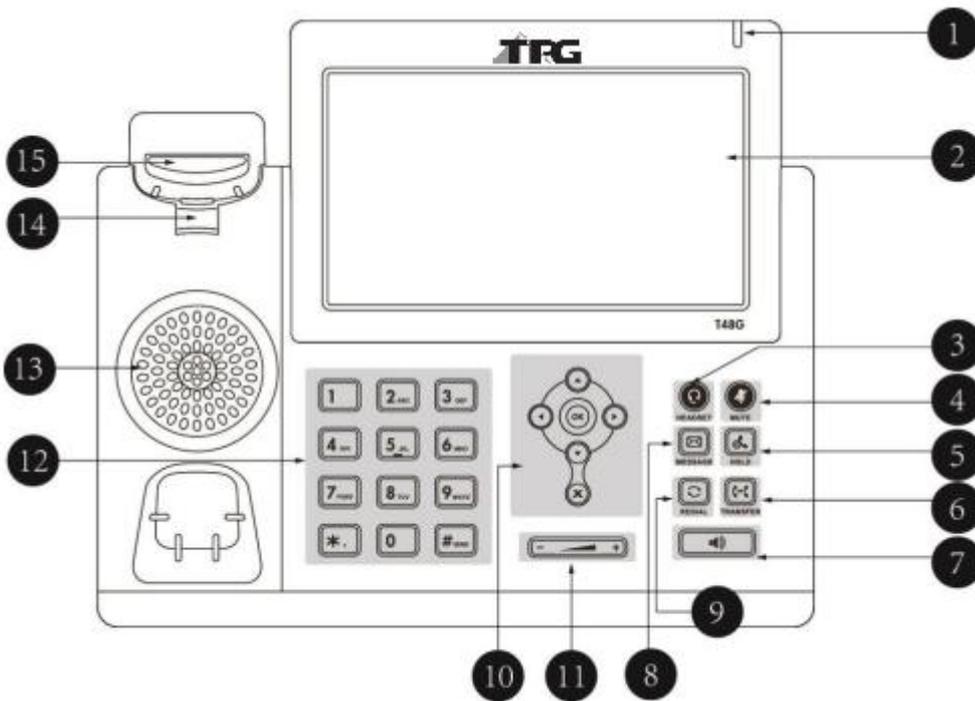
Hardware component instructions of the BizPhone Premium T48G IP phone are:

	Item	Description
❶	Power Indicator LED	Indicates phone power and some feature statuses.
❷	Touch Screen	The screen is touch-sensitive. Tap to highlight and select screen items. Shows information about call, 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
❸	Headset Key	Toggles and indicates the headset mode.
❹	Mute Key	Toggles and indicates mute feature.
❺	Hold Key	Places a call on hold or resumes a held call.
❻	Transfer Key	Transfer a call to another party.
❼	Speakerphone Key	Toggles the hands-free speakerphone mode.
❽	Message Key	Accesses voice mails.
❾	Redial Key	Redials a previously dialled number.
❿	‹ ›	Position the cursor within text you're updating.

		Enable or disable fields.
	(scroll keys)	Turn pages or scroll through value for a field. Scroll through items. Access to Histories and Directory respectively.
	OK	Confirms actions or answers incoming calls.
	×	Confirms actions or rejects incoming calls.
11	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
12	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
13	Speaker	Provides ringer and hands-free (speakerphone) audio output.
14	Hookswitch Tab	Secures the handset in the handset cradle when the IP Phone is mounted vertically.
15	Hookswitch	Picking up the handset from the cradle, the hookswitch bounces and connects to the line, laying the handset down on the handset cradle, the phones disconnects from the line.

Icon Instructions

Below are the description of the icons that might appear on the LCD Screen.

Icon	Description
	Network is unavailable
	Registered successfully
	Register failed
(flashing)	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
abc	Multi-lingual lowercase letters input mode
ABC	Multi-lingual uppercase letters input mode
2aB	Alphanumeric input mode
123	Numeric input mode
Abc	Multi-lingual uppercase and lowercase letters input mode
	Voice Mail

|	
	Auto Answer
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Ringer volume is 0
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls
	Bluetooth mode is on
	Bluetooth headset is both paired and connected
	The default caller photo and contact icon

LED Instructions

Power Indicator LED

| LED Status	Description
Solid Red	The phone is initialising.
Fast Flashing Red	The phone is ringing.
Slow Flashing Red	The phone receives a voicemail.
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.

Touch Screen Display

Idle Screen Display

	Name	Description
1	Status Bar	Display the phone's default accounts, icons, the time and date.
2	Default Account	The label of the default account is displayed on the left of the status bar.
3	Icons	Icons are displayed in the middle of the status bar.
4	Time and Date	The phone's time and date are displayed on the right of the status bar.
5	Line Keys	
6	Wallpaper	Shows the specified wallpaper.
7	Call Window	Displays call information.
8	Shortcut Keys	: tap this shortcut key to enter the History screen and view the call history. : tap this shortcut key to enter the Directory screen and view contacts. : tap this shortcut key to toggle the DND mode. : tap this shortcut key to enter the Main Menu.

Configuration Screen Display

	Name	Description
1	Screen Title Area	Displays the title of the current menu screen.
2	Operation Option Area	Displays various operation options for different menu screens.
3	Menu Tree Area	Display Menu items. Tap the desired menu to enter the corresponding feature configuration screen.
4	Configuration Area	Displays configuration items of the highlighted menu item in the menu tree area. You can configure feature settings in this area.
5	Soft Keys	Label automatically to identify their context-sensitive features.

Navigating Menu and Fields

To navigate menu and fields, you can:
- Tap soft keys on the touch screen.
- Tap menu items, fields, and arrows on the touch screen.
- Press keys on the phone keypad.

Note: The menu system will automatically exit to the idle screen after 60 seconds of inactivity.

Tips to operate your phone

If you want to	Action
Enter the main menu	Tap ⊞ .
Return to idle screen	Tap 🏠 .
Go back to the previous menu	Tap ↩ or press ⊗ .
Select an item.	Tap the item. Scroll to the item by pressing ⌃ or ⌄ .
Scroll through items page by page	Tap ▲ or ▼. (If you are in the call history, local directory, language configuration screen or ring tones configuration screen, you can also press ⌃ or ⌄ .)
Scroll through values for a field	Tap the field's highlighted grey box. From the pull-down list, tap ▲ or ▼ to scroll through values page by page, or press ⌃ or ⌄ to scroll values one by one.
Select a value for a field	From the pull-down list, tap the value or scroll to the value and then press ⌗ .

Entering Data and Editing Fields

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

To enter or edit data:
1. Tap the field.
2. Do one of the following:

If you want to	Action
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 tap the **IME** soft key one or more times to switch between uppercase (**ABC** soft key), numeric (**123** soft key), alphanumeric (**2aB** soft key) and lowercase (**abc** soft key) input modes. For example, if the input mode is **ABC**: - To enter "A", press [2 ABC] once. - To enter "B", press [2 ABC] twice quickly. - To enter "C", press [2 ABC] three times quickly.
Enter special characters	Press the keypad key [0], [# SEND] or [*.]. For [0] key: If it is the uppercase (**ABC** soft key) or lowercase (**abc** soft key) input mode, it will provide the space character. If it is 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 the uppercase (**ABC** soft key), lowercase (**abc** soft key) or alphanumeric (**2aB** soft key) input mode, it will provide the following special characters: . * : / @ + - $ [ ] If it is the numeric (**123** soft key) input mode, it will only provide the asterisk character (*).
Delete text you entered	Press ⊙ or ⊙ to position the cursor to the right of the text you want to delete, and then tap the **Delete** soft key.
Delete and entire field of data	Swipe your finger to the left or right to select the entire field of data, so that the data is highlighted, and then tap the **Delete** soft key.

3. Press (ok) or tap the **Save** soft key.

Customising Your Phone

General Settings

Backlight

Backlight has three options:
1. **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.
2. **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.
3. **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.

To configure the backlight via phone user interface:
1. Tap [icon] -> **Basic Settings** -> **Display** -> **Backlight**.

2. Tap the gray box of the **Backlight Active Level** field.

3. Tap the desired level from the pull-down list.

4. Tap the gray box of the **Backlight Inactive Level** field.

5. Tap the desired value from the pull-down list.

6. Tap the gray box of the **Backlight Time** field.

7. Tap the desired time from the pull-down list.

8. Tap the **Save** soft key to accept the change or [icon] to cancel.

Language

The default language of the phone user interface is English.

To change the language on your phone:

1. Tap ▦ -> **Basic Settings** -> **Language.**

2. Tap ▲ or ▼ to scroll through the list of available languages.

3. Tap the desired language.

4. Tap 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 right of the status bar. You can configure the date and time manually via the phone interface.

To configure the time and date manually on your phone:

1. Tap ▦ -> **Basic Settings** -> **Time & Date** -> **General**.

2. Tap the gray box of the **Type** field.

3. Tap **Manual Setting** from the pull-down list.

4. Enter the specific date and time in the corresponding fields.

5. Tap the **Save** soft key to accept the change.
The time and date displayed on the touch screen will change accordingly.

There are 7 available date formats:

Date Format	Example (2014-7-26)
WWW MMM DD	Sat Jul 26
DD-MMM-YY	26-Jul-14
YYYY-MM-DD	2014-07-26
DD/MM/YYYY	26/07/2014
MM/DD/YY	07/26/14
DD MMM YYYY	26 Jul 2014
WWW DD MMM	Sat 26 Jul

To configure the time and date format manually on your phone:

1. Tap [icon] -> **Basic Settings** -> **Time & Date** -> **Time & Date Format**.

2. Tap the gray box of the **Date Format** field.

3. Tap the desired date format from the pull-down list.

4. Tap the gray box of the **Time Format** field.

5. Tap the desired time format (12 Hour or 24 Hour) from the pull-down list.
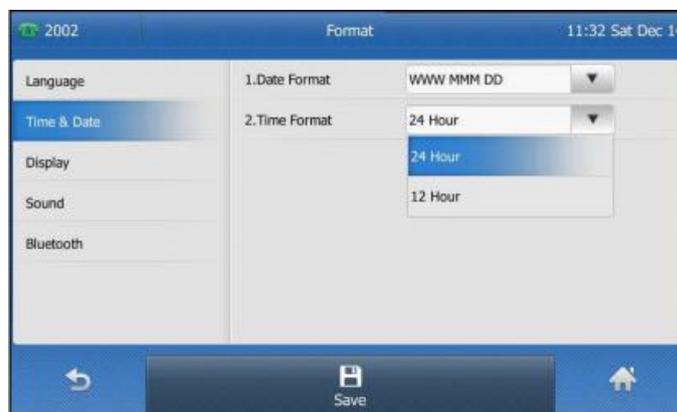
6. Tap the **Save** soft key to accept the change or [icon] to cancel.
The time and date displayed on the touch screen will change accordingly.

Audio Settings

Volume

You can press the volume key to adjust the ringer volume when the phone is idle. 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 volume when the phone is idle: Press [icon] to adjust the ringer volume.

Note: If the ringer volume is adjusted to minimum, the [icon] icon will appear on the touch screen.

To adjust the volume when the phone is on a call: Press [icon] 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 your phone from your neighbour's.

To select a ring tone for your phone:

1. Tap ⊞ -> **Basic** -> **Sound** -> **Ring Tones** -> **Common**

2. Tap the desired ring tone.
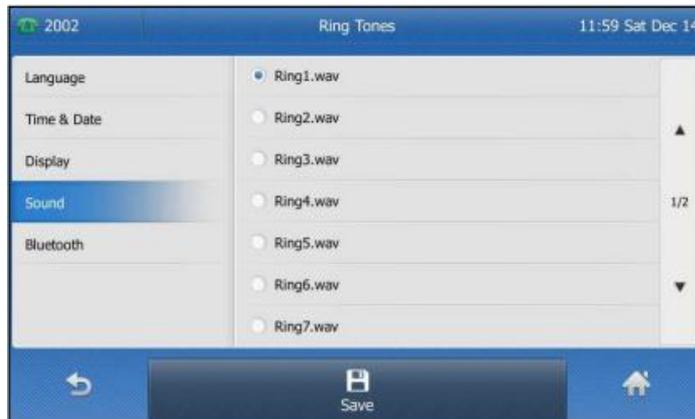
3. Tap the **Save** soft key to accept the change or ↩ to cancel.

Contact Management

Directory

To view the directory on your phone:

Tap 🔳 when the phone is idle.

- If there is only one list is enabled for the directory, tap 🔳 to view the list directly.

- If more than one list is enabled for the directory, tap the desired list you want to view, and then tap the **OK** soft key.

Local Directory

Adding Groups

To add a group to a Local Directory:

1. Tap 🔳 .

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

2. Tap **Setting**.
3. Tap **New Group**.
4. Enter the desired group name in the highlighted field.
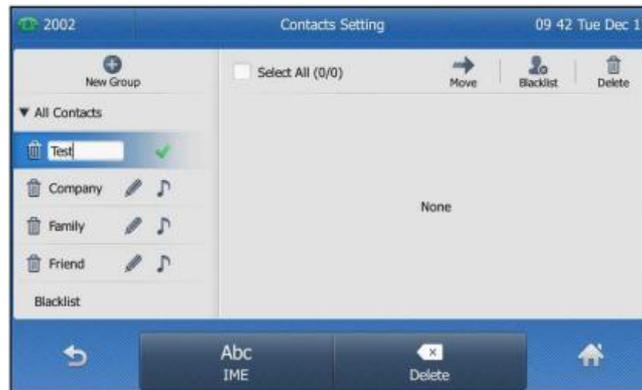
5. Tap ✔ to accept the change.

6. Tap ♪ to specify a ring tone for the group.

7. Tap the desired ring tone.
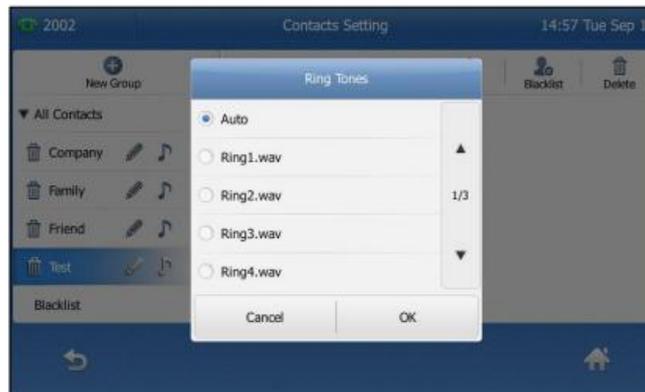
　If **Auto** is selected, the contact in this group will use the ring tone specified for the contact.

8. Tap the **OK** soft key to accept the change.

Editing Groups

1. Tap 🔲 .

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

2. Tap **Setting**.

3. Tap the desired group.

4. Edit the group name in the highlighted field.

5. Tap ✔ to accept the change.
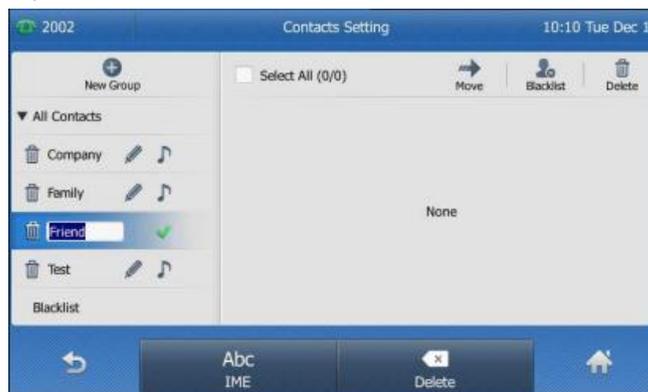
<u>Deleting Groups</u>

To delete a group from the local directory:

1. Tap 🔲 .

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

2. Tap **Setting**.

3. Tap the desired group.

4. Tap 🗑 before the group name.

   The touch screen prompts the following warning:
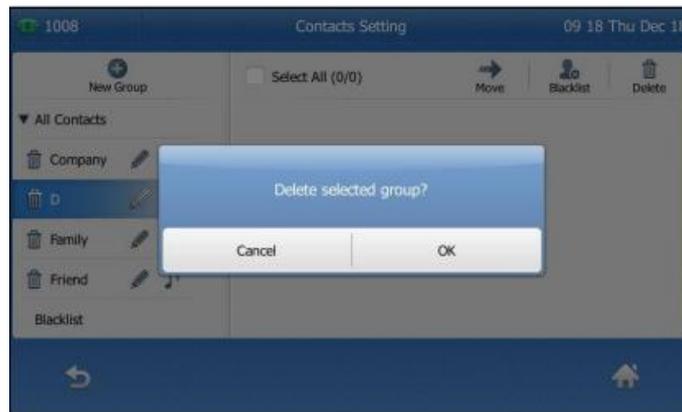
5. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

<u>Adding Contacts</u>

Adding Contacts Manually

To add a contact to a local directory manually:

1. Tap 🔲 .

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

2. Tap **Add**. If you want add a contact to the specified contact group, you can tap the contact group first, and then tap **Add**.

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

4. Tap the gray box of the **Account** field.

5. Tap the desired account from the pull-down list.

If **Auto** is selected, the phone will use the first available account when placing calls to the contact from the local directory.

6. Tap the gray box of the **Ring** field.

7. Tap the desired ring tone from the pull-down list.

If **Auto** is selected, this contact will use the ring tone assigned to the group.

8. Tap the **Save** soft key to accept the change or ↩ to cancel.

Note: If the contact already exists in the directory, the touch screen will prompt "Contact name existed!"

Adding Contacts from Call History

To add a contact to a local directory from Call History:

1. Tap 📞 .
2. Tap ▲ or ▼ to turn pages. You can also press ⏶ or ⏷ to switch pages.
3. Tap ⓘ after the desired entry.
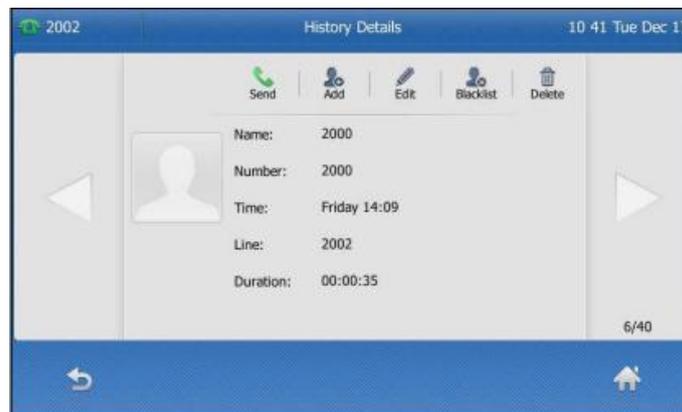
4. Tap **Add**.
5. Edit the corresponding fields.

6. Tap 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. Tap 🔲 .

   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
2. Tap 🛈 after the desired contact.

   If the contact was added to a specified contact group, you can tap the contact group first, and then tap 🛈 after the desired contact.
3. Tap the desired field to edit the contact information.
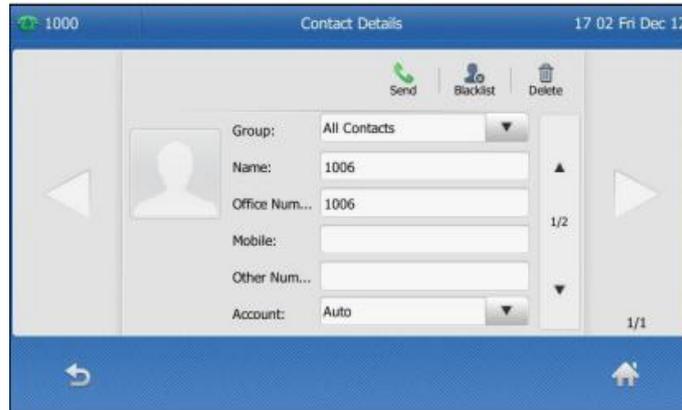
4. You can tap ◁ or ▷ to switch the contact you want to edit.

5. Tap the **Save** soft key to accept the change or ↩ to cancel.

<u>Deleting Contacts</u>
To delete a contact from the local directory:

1. Tap 🔳 .

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


2. Tap 🛈 after the desired contact.

    If the contact was added to a specified contact group, you can tap the contact group first, and then tap 🛈 after the desired contact.

3. Tap **Delete**.

    The touch screen prompts the following warning:
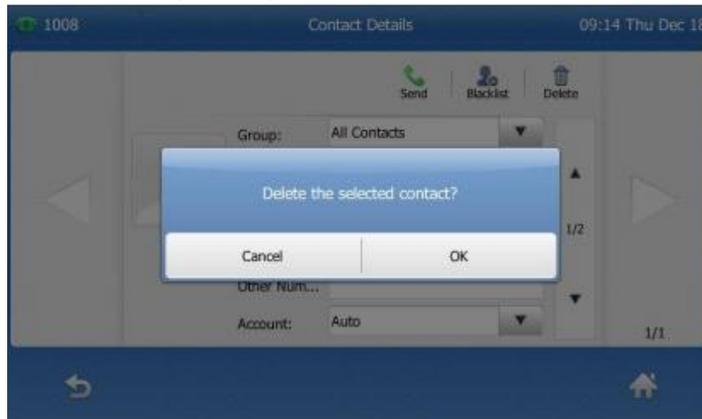
4. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

<u>Searching for Contacts</u>
To search for a contact in the local directory:

1. Tap ⬜ .

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

2. Tap **Search**.

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.
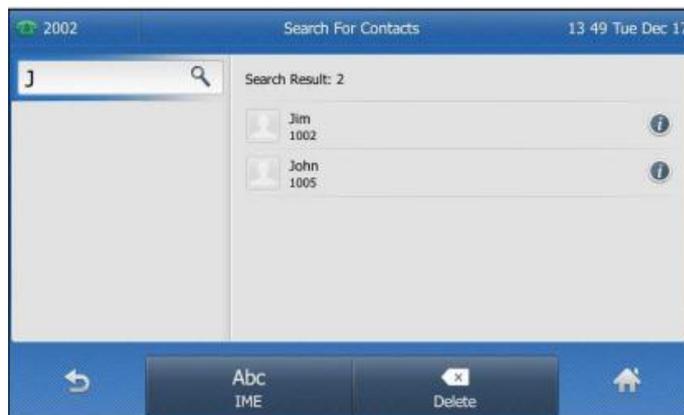
The contacts whose name or phone number matches the characters entered will appear on the touch screen. You can dial from the result list. Please refer to Placing Calls from Local Directory section of this document on how to place a call to a contact in the Local Directory.

Blacklist

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

To add a contact to the blacklist directory manually:

1. Tap ⬜ .

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

2. Tap **Blacklist**.

3. Tap **Add**

4. Enter the contact's name and the office, mobile or other numbers in the corresponding fields.
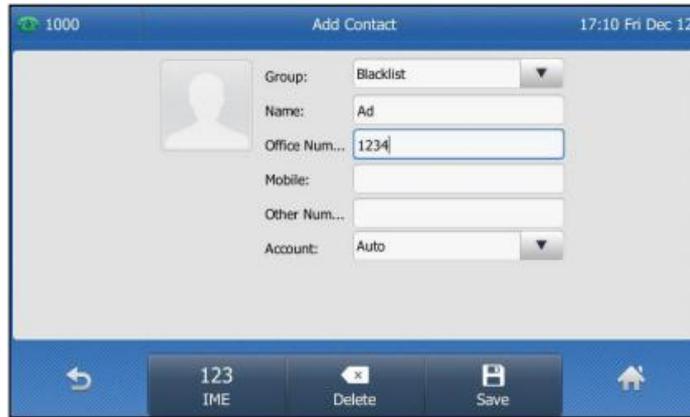
5. Tap the gray box of the **Account** field.
6. Tap the desired account from the pull-down list.
    If **Auto** is selected, the phone will use the first available account when placing calls to the contact from the blacklist directory.
7. Tap the **Save** soft key to accept the change or ⮌ to cancel.

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

1. Tap ▨ .
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
2. Tap ⓘ after the desired contact.
    If the contact was added to a specified contact group, you can tap the contact group first, and then tap after the desired contact.
3. Tap **Blacklist**.
    The touch screen prompts the following warning:
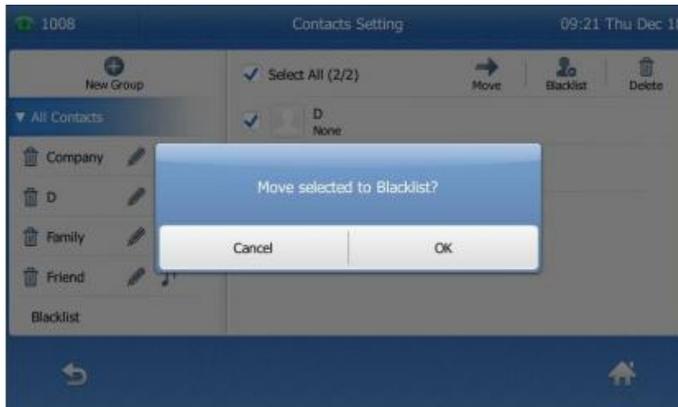
4. Tap the **OK** soft key to confirm the setting.

Call History Management

The T48G IP phone maintains call history call history lists of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Call history lists support up to 400 entries. You can view call history, place a call, add a contact or delete an entry from the call history list. Call History feature is enabled by default.

To view Call History:

1. Tap 📞 .
   The touch screen displays all call records.
2. Tap ▲ or ▼ to turn pages. You can also press (▲) or (▼) to switch pages.
   You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.
3. Tap ⓘ after the desired entry.
   The details information of the entry displayed on the touch screen.
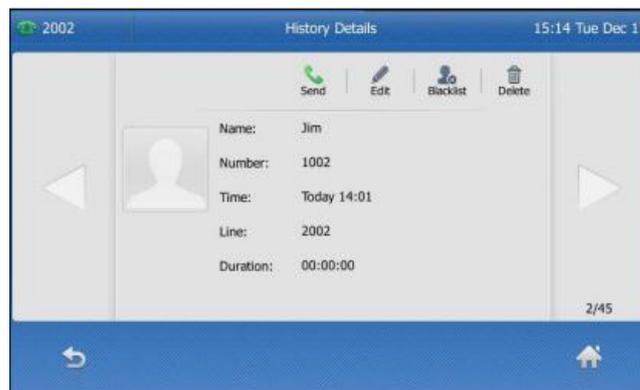
To add a contact to Blacklist from the Call History list:

1. Tap 📞 .
   The touch screen displays all call records.
2. Tap ▲ or ▼ to turn pages. You can also press (▲) or (▼) to switch pages.
   You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.
3. Tap ⓘ after the desired entry.
4. Tap **Blacklist**.
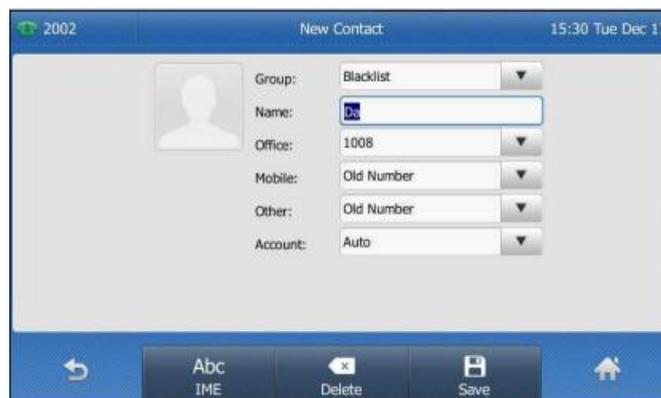
5. Enter the desired values in the corresponding fields.
6. Tap the **Save** soft key.

To delete an entry from the Call History list:

1. Tap 📞.

   The touch screen displays all call records.
2. Tap ▲ or ▼ to turn pages. You can also press (▲) or (▼) to switch pages.
   You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.
3. Tap ⓘ after the desired entry.
4. Tap **Delete**.
   The touch screen prompts the following warning:
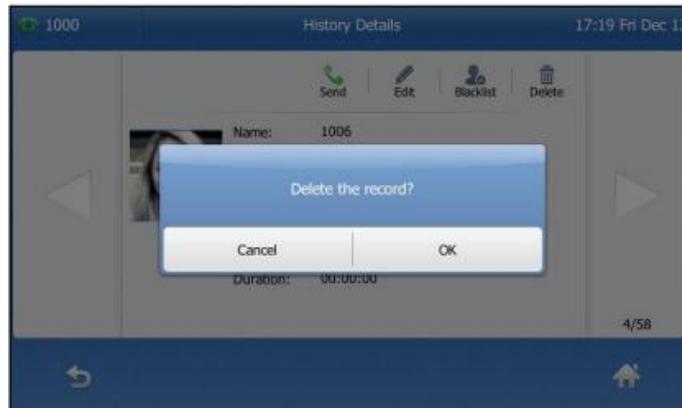
5. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

To delete all entries from the Call History list:

1. Tap 📞.

   The touch screen displays all call records.
2. Tap ▲ or ▼ to turn pages. You can also press (▲) or (▼) to switch pages.
   You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.
3. Tap ⓘ after the desired entry.
4. Tap **Setting**.
5. Tap the check box of **Select All**.

6. Tap **Delete**.
7. The touch screen prompts the following warning.
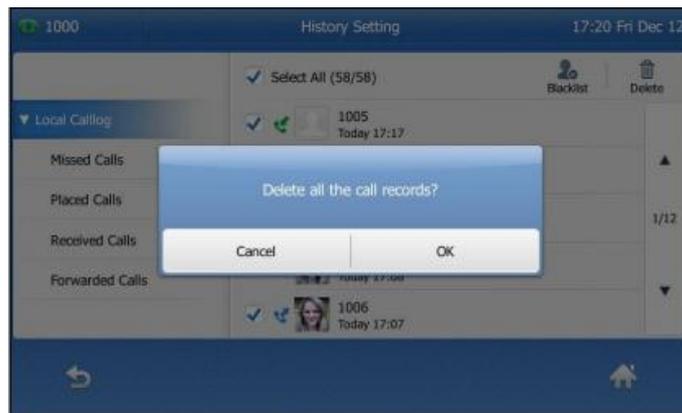
8. Tap the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

Basic Call Features

Placing Calls

You can place a call in three ways using your Standard T48G IP phone:
- Using the handset
- Using the speakerphone
- Using the headset

You can place a call by dialling the number first or search and dial from call history or local directory. During a call, you can alternate between handset, speakerphone, or headset mode by picking up the handset or pressing the speakerphone or the headset key.

To place call using the handset:
1. Pick up the handset.
2. Enter the desired number using the keypad.
   You can enter the number using the keypad displayed on the touch screen.

3. Press (OK) or tap the **Send** soft key.

To place call using the speakerphone:
Do one of the following:
- With the handset on-hook, press [speaker] or tap the line key to obtain a dial tone.
  Enter the desired number using the keypad or the on-screen keypad.
  Press (OK) or tap the **Send** soft key.
- With the handset on-hook, enter the desired number using the keypad.
  Press [speaker] , (OK) or tap the **Send** soft key.

To place call using the headset:

Do one of the following:

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

Placing Calls from Local Directory

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

1. Tap 🔲.
   The IP Phone enters the local directory directly as there is only one Local Directory enabled in the directory by default.

2. Tap the desired contact.
   If the contact was added to specified contact group, you can tap the contact group first, and then tap the desired contact.
   - If only one number for the contact is stored in the local directory, the contact number will be dialled out.
   - If multiple numbers for the contact are stored in the local directory, the touch screen will prompt:

   Tap the desired number.
   The selected number will then be dialled out.

Placing Calls from Call History

To place a call from the Call History list:

1. Tap [icon].

   The touch screen displays all call records.

2. Tap ▲ or ▼ to turn pages. You can also press (▲) or (▼) to switch pages.
   You can tap **Missed Calls**, **Placed Calls**, **Received Calls** or **Forwarded Calls** to view entries in each call list directly.

3. Tap the desired entry.

Answering Calls

Answering when not in another call

You can answer a call in three ways when you are not in another call using your Standard T48G IP phone:

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

To answer call using the handset: Pick up the handset.

To answer call using the speakerphone:
Do one of the following:

- Press [icon] .
- With the handset on-hook and the headset mode deactivated, tap the **Answer** soft key.
- With the handset on-hook and the headset mode deactivated, tap the line key (the line key illuminates green).

To answer call using the headset:
Do one of the following:
- Press 🎧.
- With the headset mode activated, tap the **Answer** soft key.
- With the headset mode activated, tap the line key (the line key illuminates green).

Answering when in another call

If you have an active call, and an incoming call arrives on your phone, the incoming call information is displayed on the touch screen.

Press (OK) or tap 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, tap the **End Call** soft key or hang up the handset.
- If you are using the headset, tap the **End Call** soft key.
- If you are using the speakerphone, press 🔊 or tap the **End Call** soft key.

Note: When a call is placed on hold, you can tap the **End Call** soft key to end the call directly, or tap the **Resume** soft key to resume the call before ending it.

Redialling Numbers

To redial the last dialled number from your phone: Press 🔁 twice. A call to your last dialled number is attempted.

To redial a previously dialled number from your phone:
1. Press 🔁 when the phone is idle.
2. Tap the desired entry from the placed calls list.

Call Mute

You can mute the microphone of the active audio device (handset, headset and speakerphone) during an active call so that the other party cannot hear you.

To mute a call: Press ⊘ during an active call. The touch screen indicates that the call is now muted. The mute key LED illuminates solid red when the call is muted.
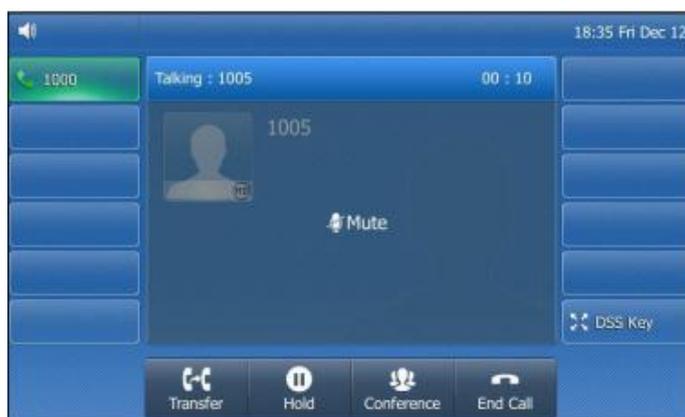
To un-mute a call: Press ⊘ again to un-mute the call.

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 BizPhone service may play music to the other party while waiting.

To place a call on Hold:
Press ⊡ or tap the **Hold** soft key during a call. The touch screen indicates the call is on hold.

Note: the phone will beep softly every 30 seconds to remind you that you still have a call on hold.

To resume a held call: Press ⊡ or tap the **Resume** soft key.

Multiple Calls on Hold

If multiple calls are placed on hold, do one of the following:
- Tap the desired call, and then tap the **Resume** soft key to retrieve it.
- Tap the desired call, and tap the corresponding line key to retrieve it.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. All calls you receive while DND is enabled are logged to your missed calls list.

To activate DND on your phone:
Tap 🚫 .
The 🚫 icon on the status bar indicates the DND is enabled.
Incoming calls will be rejected automatically and **"n New Missed Call(s)"** ("n" indicates the number of missed calls) will appear on the touch screen.

Note: Do Not Disturb is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Call Forward

You can configure your phone to forward incoming calls to another party through static forwarding. You can also forward incoming calls while your phone is ringing (dynamic forwarding).

Static Forwarding

There are 3 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.

To enable Call Forward on your phone:
1. Tap ⊞ -> **Features** -> **Call Forward** or press [C-C] when the phone is idle.
2. Tap the desired forwarding type.
3. Depending on your selection:
    a) If you tap **Always Forward**:
       1) Tap the **On** radio box of 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 or off code respectively in the **On Code** or **Off Code** field.
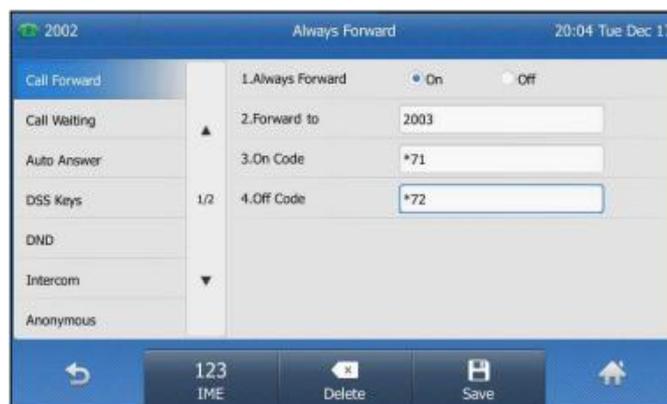
    b) If you tap **Busy Forward**:
       1) Tap the **On** radio box of the **Busy Forward** field.
       2) Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Forward to** field.
       3) (Optional) Enter the busy forward on or off code respectively in the **On Code** or **Off Code** field.
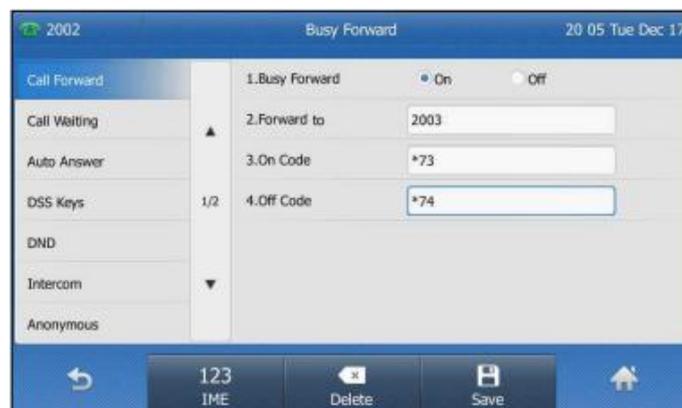
c) If you select **No Answer Forward**:
   1) Tap the **On** radio box of the **No Answer Forward** field.
   2) Enter the destination number you want to forward all unanswered incoming calls to in the **Forward to** field.
   3) Tap the desired ring time before forwarding from the pull-down list. The 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.
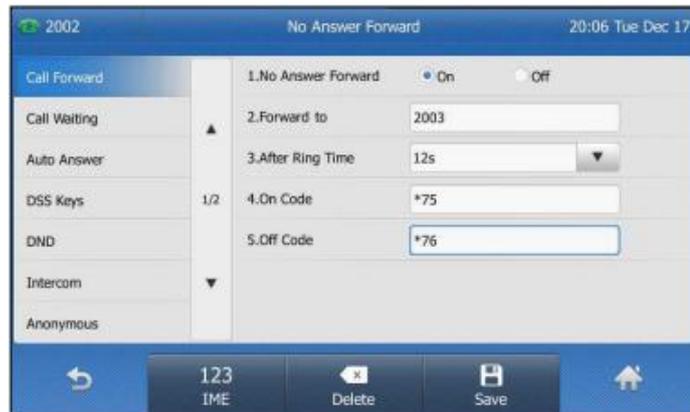
4. Press the **Save** soft key to accept the change.
   The 🔄 icon on the idle screen indicates that the call forward is enabled.

To disable Call Forward on your phone:
Do one of the following:

- Press [C·C] when the phone is idle.

- Tap [⊞] -> **Features** -> **Call Forward**.

  Tap the desired forwarding type.
  Tap the **Off** radio box.
  Tap the **Save** soft key to accept the change.

Note: Call Forward is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Dynamic Forwarding

To forward incoming call to another party:
1. When the phone is ringing, tap the **Forward** soft key.
2. Enter the number you want to forward the incoming call to.

3. Press (OK) or tap the **Forward** soft key.
   The touch 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 tap the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.

3. Tap [C•C] or press the **Transfer** soft key to complete the transfer.
   The call is then connected to the number to which you are transferring.

To perform a semi-attended transfer:
1. Press [icon] or tap the **Transfer** soft key during a call.
2. Do one of the following:
    -   Enter the number you want to transfer the call to and then press [OK] to dial out.
    -   Tap the **Directory** soft key, and then tap **All Contacts**. Search for the contact and tap the desired contact to dial out. (Directory should be configured in advance)
    -   Tap the **Directory** soft key, and then tap **Remote Phone Book**. **History**. Search for the contact and tap the desired contact to dial out.
    -   Tap the **History** soft key, and then tap the desired list. Tap the desired entry to dial out.
3. Press [icon] or tap the **Transfer** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:
1. Press [icon] or tap the **Transfer** soft key during a call.
2. Do one of the following:
    -   Enter the number you want to transfer the call to, and then press [OK] to dial out.
    -   Tap the **Directory** soft key, and then tap **Remote Phone Book**. Search for the contact and tap the desired contact to dial out. (Directory should be configured in advance)
    -   Tap the **History** soft key, and then tap the desired list. Tap the desired entry to dial out.
3. After the party answers the call, press [icon] or tap the **Transfer** soft key to complete the transfer.
    If you are using a handset, the transfer can be completed by hanging up the handset.

Call Waiting

You can enable or disable call waiting on the phone. If the 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 on your phone:
1. Tap [icon] -> **Features** -> **Call Waiting**
2. Tap the **On** radio box of the **Call Waiting** field.
3. Tap the **On** radio box of 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. Tap the **Save** soft key to accept the change or [icon] to cancel.

Note: Call Waiting is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Three-Way Conference

The T48G IP phone supports up to 3 parties (including yourself) in a conference call.

To set up a conference call:
1. Place a call to the first party.
2. When the first party answers the call, tap 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) or tap the **Conference** soft key.
4. When the second party answers the call, tap the **Conference** soft key again to join all parties in the conference.

During the conference calls you can do the following actions:

- Tap (icon) or press the **Hold** soft key to place the conference on hold.

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

- Tap (icon) to remove the desired party.

- Press (icon) to **Mute** the conference call.

- Tap (icon) to forbid the desired party from speaking. The muted party can hear everyone, but no one can hear the muted party.

- Tap the **End Call** soft key to drop the conference call.

Advanced Phone Features

Voice Mail

Your Voice Mailbox is pre-configured and ready to use as soon as you receive your T48G handset. You can listen to voice mails that are stored in your voice mailbox. When receiving a new voice mail, the phone will play a warning tone, and the power indicator LED will slow flash red. The LCD screen will prompt that the phone receives a new message and display an icon.

To listen to Voice Mail:
1. When the touch screen prompts that the phone receives a new voice mail press ✉ or tap the **Connect** soft key to dial out the voice portal.

2. Enter your voice portal passcode. Follow the voice prompts to listen to your voice mails.

    Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice portal passcode, please contact your system administrator.

3. Press **1** to enter your Voice Mail box, and then press **1** again to listen to your message(s).

Greetings

You can record your greetings (busy, no answer or extended away) for your voice mail via the voice portal.

Busy Greetings

Busy Greetings is the greetings that the callers will hear if you have Do Not Disturb feature activated or if you are on a call and do not have Call Waiting activated.

To record your Busy Greetings:
1. Press ✉ to dial the Voice Portal and enter your voice portal passcode.

    Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

2. Press **1** to enter your Voice Mailbox, followed by **2** to access your Busy Greetings, and then press **1** to record your Busy Greetings.

3. Follow the voice prompt and record your Busy Greetings.

No Answer Greetings

No Answer Greetings is the greetings that the callers will hear if you do not answer their calls.

To record your No Answer Greetings:
1. Press ✉ to dial the Voice Portal and enter your voice portal passcode.

   Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

2. Press **1** to enter your Voice Mailbox, followed by **3** to access your No Answer Greetings, and then press **1** to record your No Answer Greetings.

3. Follow the voice prompt and record your No Answer Greetings.

Extended Away Greetings

Extended Away Greetings is the greetings that the callers will hear if you plan to be away from your desk for an extended amount of time. You are required to activate and deactivate this greetings manually.

To record your Extended Away Greetings:
1. Press ✉ to dial the Voice Portal and enter your voice portal passcode.

   Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

2. Press **1** to enter your Voice Mailbox, followed by **4** to access your Extended Away Greetings, and then press **3** to record your Extended Away Greetings.

3. Follow the voice prompt and record your Extended Away Greetings.

4. After you record your Extended Away Greetings, you are required to activate the greetings by pressing **1**.
   Once you have this greetings activated, you will be reminded each time you log in to listen to messages that this greeting is activated.

To de-activate your Extended Away Greetings, follow step 1-2 above and press **2**.

Note: When the Extended Away Greetings is activated, the callers are not able to leave a voice message. Once it is de-activated, voicemail collection is turned back on.