



Databox Solutions

Yealink T46S Quick Reference Guide

DataBox Solutions is here to help you work smarter, not harder.

Databox Solutions is passionate about cutting-edge solutions and the newest technology, Providing your business ongoing support with local managed IT services that is more personal than a big name brand. Not only will it benefit your businesses to use our services, but it will also receive:

- Personally devoted account and project managements Experts who understand your business
- VIP accessibility on a local dedicated phone line 1300 603 404, not a call centre
- Cutting edge hardware, accessories and up to date telecommunication advise
- routine account renewals to provide guarantee competitive rates

To allow ongoing support, save the following training guide to your desktops to ensure your staff are assisted in your new phone system's essential functions.

For support, please contact us at 1300 603 404
support@databox.net.au

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HOW TO PLACE A CALL

Turning Handset On/Off

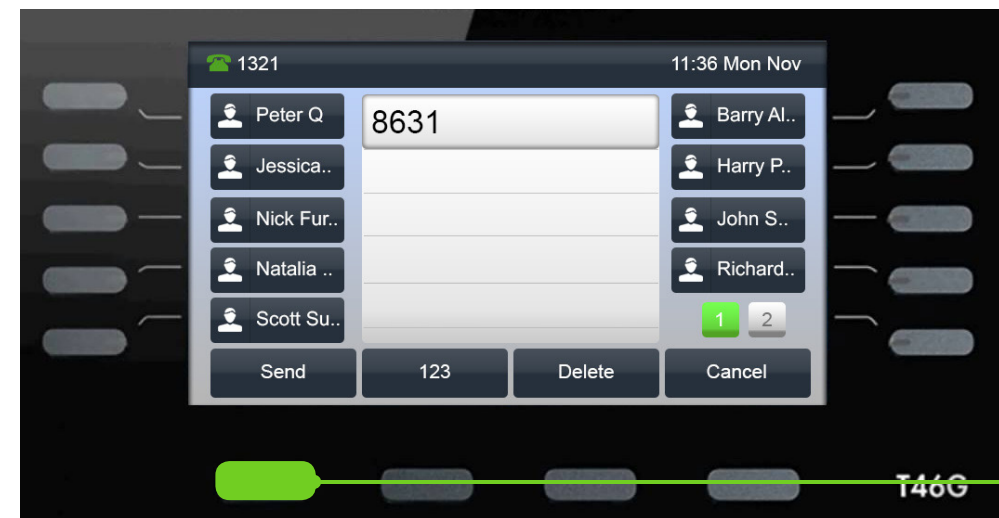
- Pick up the Handset
- Enter the number, then press **Send** soft key

OR Using the Speakerphone

- With the Headset on-hook, press 
- Enter the number, then touch the **Send** soft key

OR Using the Headset

- With the headset connected, press  to activate the headset mode
- Enter the number, then press the **Send** soft key



Send key

HOW TO ANSWER A CALL

Using the Handset

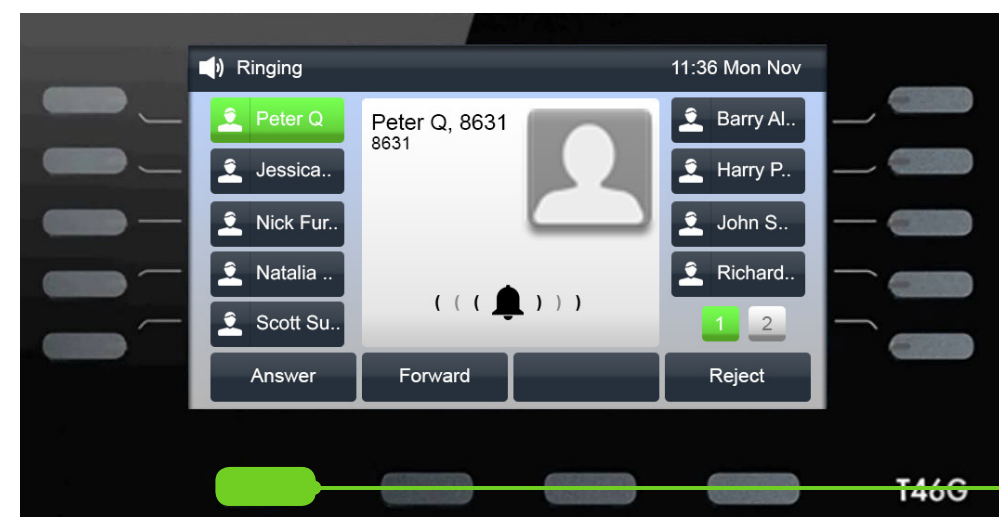
- Pick up the Handset

OR Using the Speakerphone

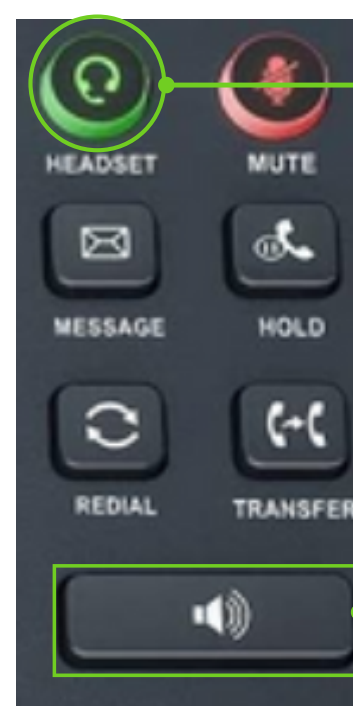
- Press the ; or the **Answer** soft key

OR Using the Headset

- Press 



Answer key



Headset key

Speaker key

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HOW TO END A CALL

Using the Handset

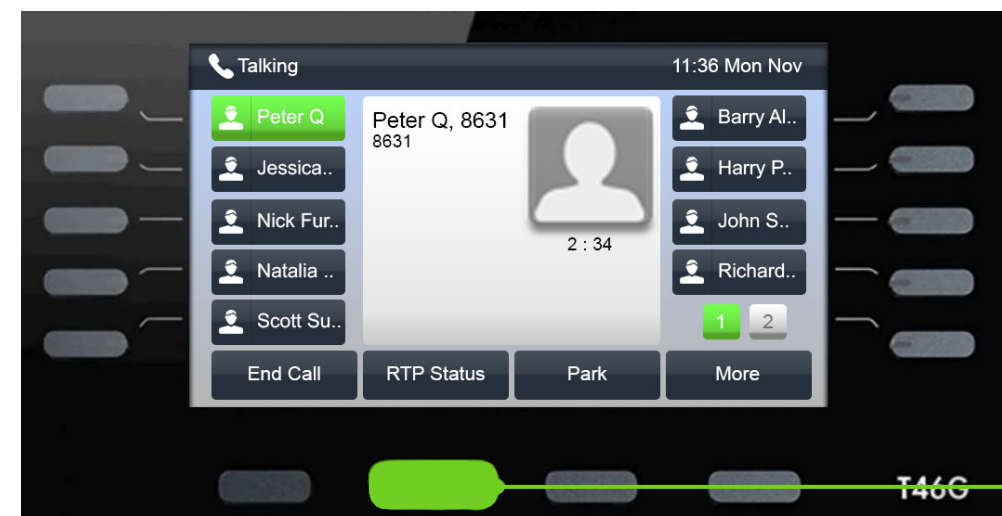
- Hang up the Handset, or press the **End Call** soft key

OR Using the Speakerphone

- Press the ; or the **End Call** soft key

OR Using the Headset


- Press the **End Call** soft key




End Call key

HOW TO PLACE A CALL ON HOLD



To place a call on hold

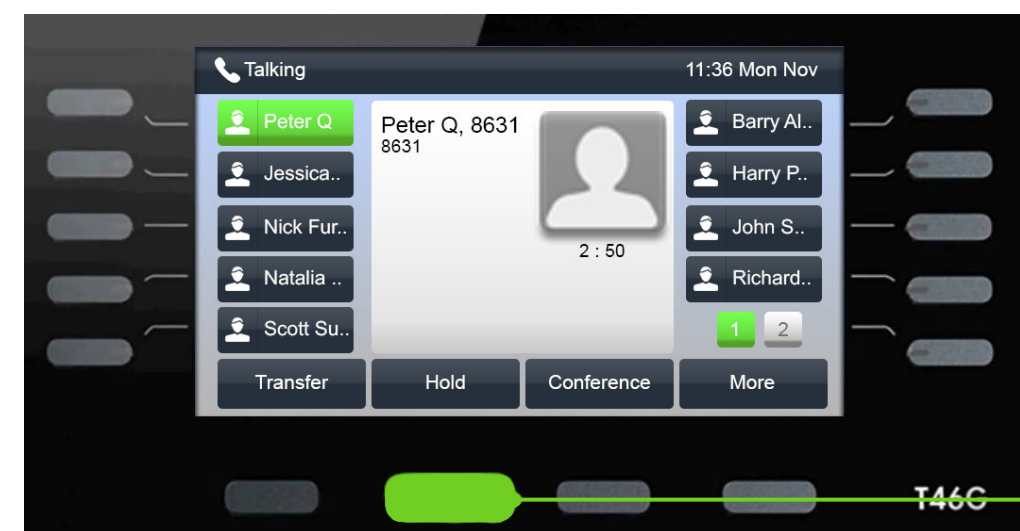
- Press  or touch the **Hold** soft key during an active call

To resume the call, do one of the following

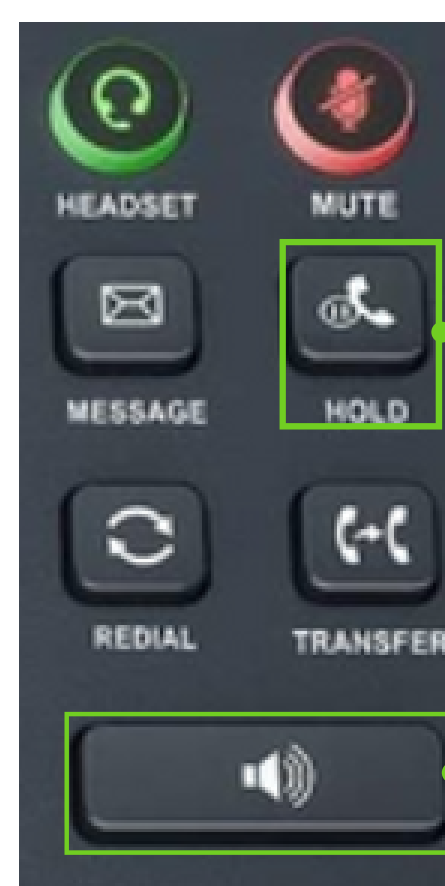
- Press  or touch the **Resume** soft key

If there is more than one call on hold

- Press  or  to switch between calls, then press or the Resume soft key to retrieve the desired call



Hold key



Hold Key

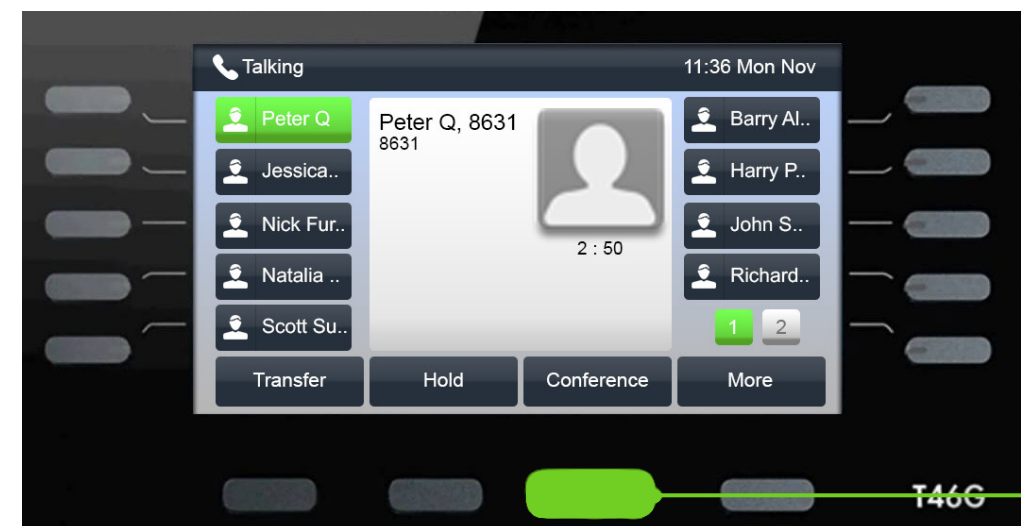
Speaker key

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HOW TO CREATE A CONFERENCE CALL

To Create a Conference Call

- Touch the **Conference** soft key during an active call
- Enter the extension or external number of the second party
- Touch the **Conference** soft key again when the second party answers. All parties are now joined in the conference
- Touch the **End Call** soft key to drop the conference call



Conference key

HOW TO FORWARD A CALL

To enable Call Forwarding

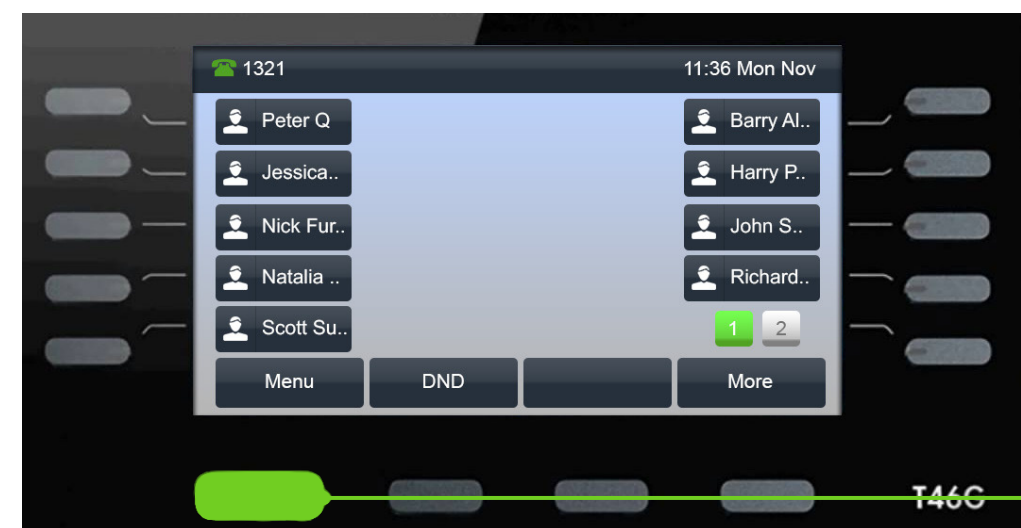
- Touch the **Menu** soft key when the phone is idle and then:

Call Features > Call Control > Call Forward

- If the **Menu** soft key isn't visible click the **More** soft key

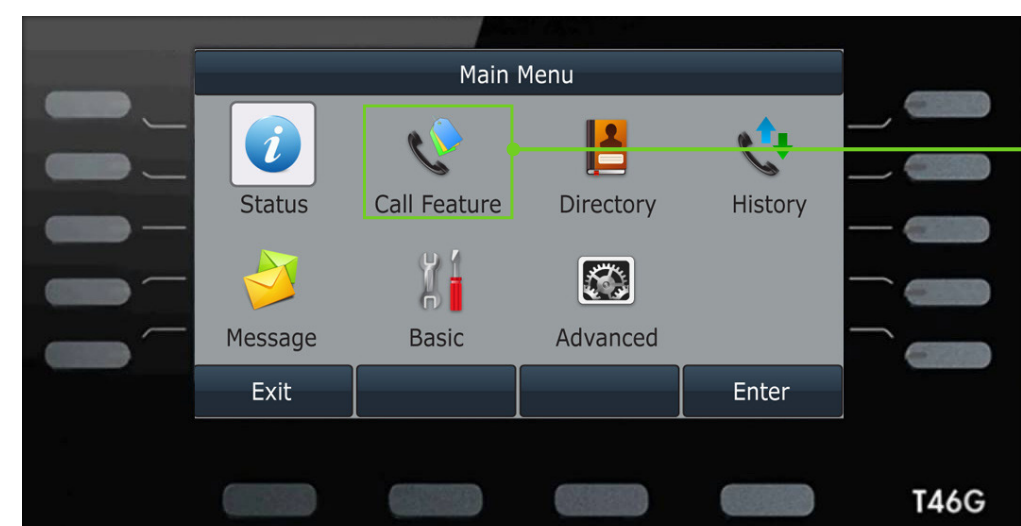
**Select the desired forward type:
Always Forward or Busy Forward or No Answer Forward**

- Touch the 'on' button and enter the number to forward to
- Enter the ring time (in seconds) to wait before forwarding
- Touch the **Save** soft key to accept



Menu key

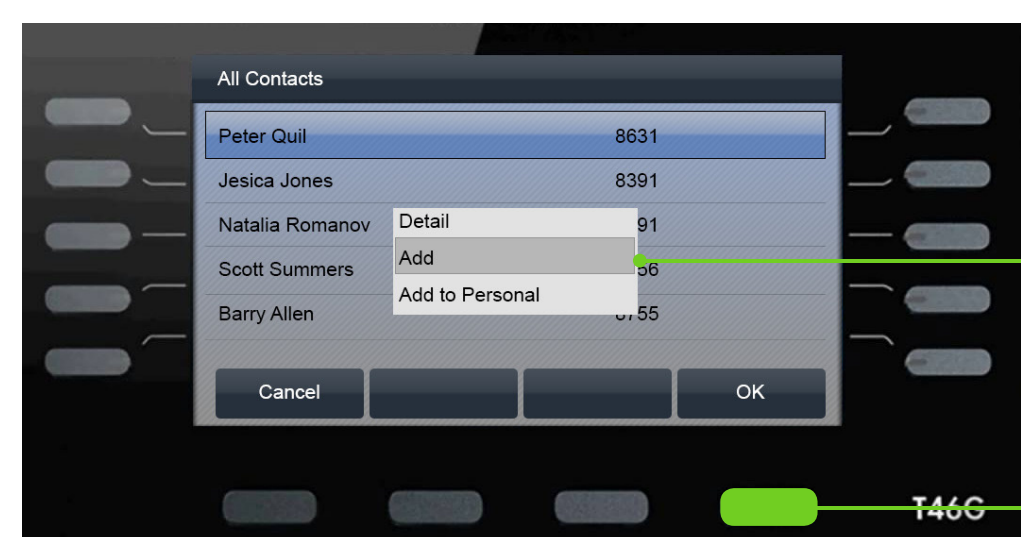
Call Feature key



CONTACT DIRECTORY

To access the directory and add a Contact

- Press the **▼** key then enter the directory you require.
- To add a contact use the **arrow keys** scroll to **Add** and press **OK**
- Press **Option > Add > Fill Out Name and Number > Saves**



Add

OK key

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HOW TO TRANSFER A CALL

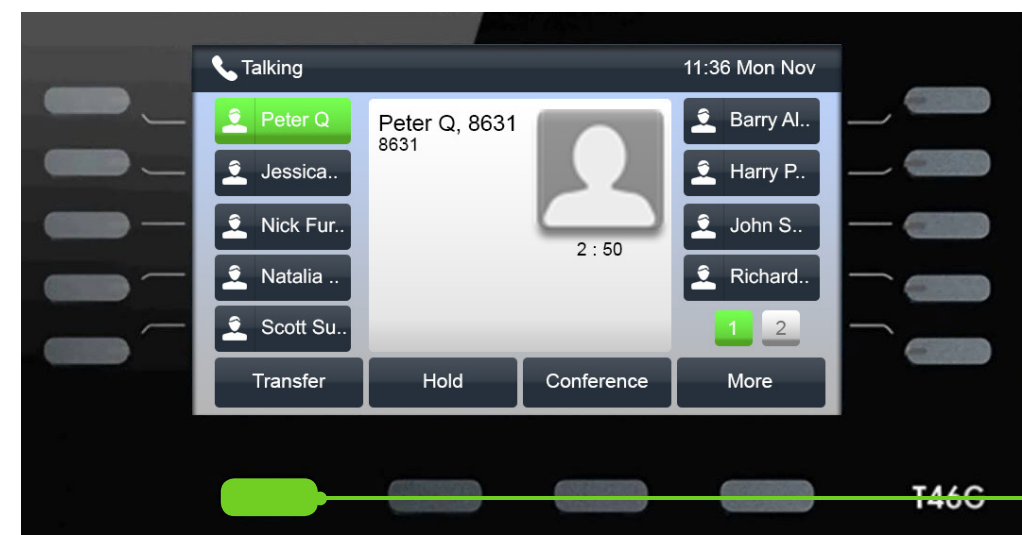
You can transfer a call in the following ways:

BLIND Transfer - The call is transferred directly without the need to announce the caller

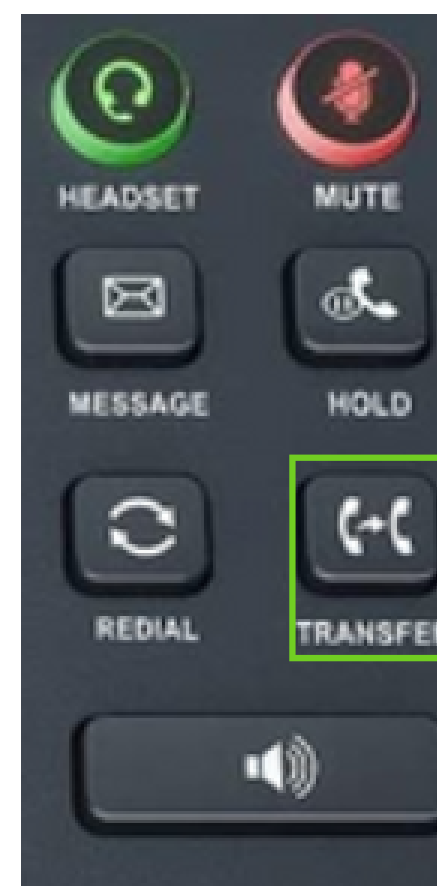
- Press the **Transfer** soft key during an active call. The call is placed on hold.
- Enter the number you want to transfer to
- Press the **Transfer** soft key

ASSISTED Transfer - This allows you to announce the caller prior to rerelease in the call

- Press the **Transfer** soft key during an active call. The call is placed on hold
- Enter the number you want to transfer to
- When the second party answers announce the call then the **Transfer** soft key



Transfer key



Transfer Key

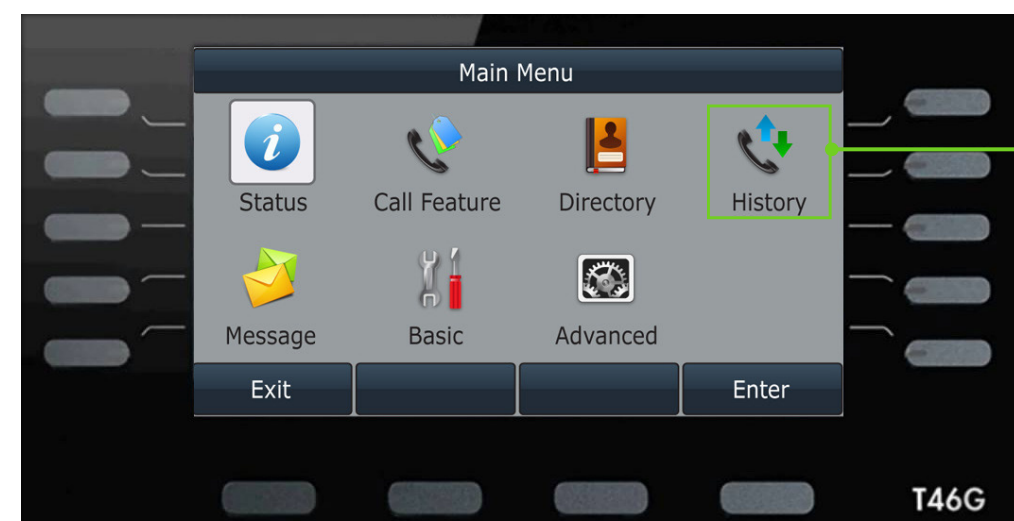
CALL HISTORY

While the phone idle

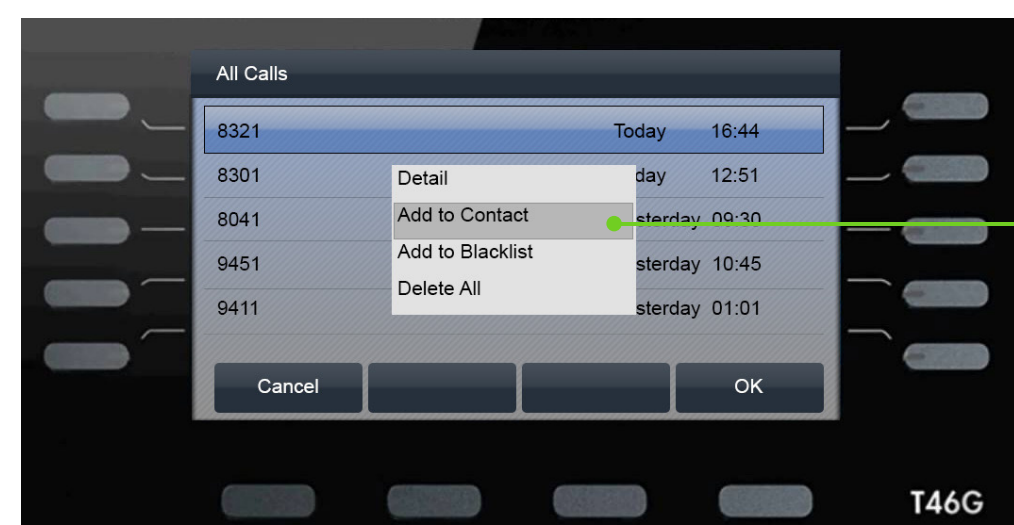
- Enter the menu screen by clicking the **More > Menu** soft key
- Once in the menu screen navigate using the directional buttons to the **History** icon
- Press **▲** or **▼** scroll through the list
- Select an entry from the list
- Press the **Option** soft key, then **Detail** from the prompt list to view information about the entry

OR

- Select **Add to Contact** to add to your Local Directory



History key



Add to contact

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FEATURE ACCESS CODES

These access codes allow you redirect calls on your phone as required. To use these features simply dial required feature and press send.

| FEATURE | TURN ON | TURN OFF |
|--|----------------------------|----------|
| New Call | *72 Destination Number # | *73 |
| Call Forward Always To Voicemail | *21 | #21 |
| Call Forward No Answer | *92 Destination Number # | *93 |
| Call Forward No Answer Rings | *610 then rings required # | |
| Call Forward No Answer To Voicemail | *41 | #41 |
| Call Forward Busy | *90 Destination Number # | *91 |
| Call Forward Busy to Voicemail | *40 | #40 |