One Talk T46G and T46GW IP desk phone user guide

www.onetalk.com
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Welcome

The Verizon T46G and T46GW IP desk phones are stationary Voice-over-IP (VoIP) business phones that support One Talk™ from Verizon features with up to 22 programmable line buttons. They come with a 4.3-inch color display and 10 multipurpose line key buttons. The T46G supports optional Wi-Fi for wireless connection and Bluetooth® for hands-free calling. The T46GW ships with the Wi-Fi adapter included.

Most importantly, both models support the Verizon One Talk service. So, wherever you are—at your desk or on the move—you never have to miss a call.

Initial setup

If your T46G desk phone is not already connected and set up for using the Verizon One Talk service, please verify the following with your system administrator before proceeding:

1. You have a One Talk number.
2. Your user information has been updated in the One Talk Admin portal with your 911 address and email address.
3. Your phone number has been included in any business group features.
4. Preferred options for broadband and power connections.

Connect to broadband and power.

Power

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

Network

Connect the included standard Ethernet cable (or other standard Ethernet cable) between the internet port on the phone and the port on the wall or on your Power over Ethernet (PoE)-capable switch/hub device.

Wi-Fi connectivity (optional)

As an alternative to wired Ethernet connection, the T46G desk phone can also connect to the network wirelessly with the optional WF40 Wi-Fi USB dongle. The T46GW ships with a Wi-Fi adapter already installed.

For setup instructions, please refer to Wi-Fi connectivity in the “Basic settings” section of this user guide.

Startup and initialization

When your One Talk phone is connected to the network and powered on, it will automatically start the initialization process. The phone will attempt to contact a Dynamic Host Configuration Protocol (DHCP) server in your network to obtain valid IPv4 network settings by default. After connecting, the power light will start as a steady red light, then blink and turn off when initialization is complete.

After startup, and confirming the 911 address, the phone will be ready for use.

View E911 address.

Emergency 911 (E911) is a location technology that enables emergency responders to know the geographical location of a caller dialing 911.

To view your 911 address, press the 911 Address line key to the right of the LCD screen.
## Getting to know your desk phone

### Hardware components

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LCD screen <strong>Main display</strong></td>
</tr>
<tr>
<td>2</td>
<td><strong>Power indicator LED</strong> Indicates phone power and status:</td>
</tr>
<tr>
<td></td>
<td>• Fast flash – incoming call</td>
</tr>
<tr>
<td></td>
<td>• Slow flash – new Voice Mail message</td>
</tr>
<tr>
<td>3</td>
<td><strong>Line keys</strong> Configurable keys enable you to:</td>
</tr>
<tr>
<td></td>
<td>• Select a phone line to place a call.</td>
</tr>
<tr>
<td></td>
<td>• Speed dial a favorite contact.</td>
</tr>
<tr>
<td></td>
<td>• Answer incoming calls.</td>
</tr>
<tr>
<td></td>
<td>• Monitor a shared line.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Headset key</strong> Enable/disable headset mode and indicates status.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Mute key</strong> Mute/unmute microphone and indicates status.</td>
</tr>
<tr>
<td>6</td>
<td><strong>Message key</strong> Access Voice Mail system and messages.</td>
</tr>
<tr>
<td>7</td>
<td><strong>Hold key</strong> Place and resume calls on hold.</td>
</tr>
<tr>
<td>8</td>
<td><strong>Redial key</strong> Redial last or previously dialed numbers.</td>
</tr>
<tr>
<td>9</td>
<td><strong>Transfer key</strong> Transfer a call to another party.</td>
</tr>
<tr>
<td>10</td>
<td><strong>Speakerphone key</strong> Enable/disable speakerphone and indicates status.</td>
</tr>
<tr>
<td>11</td>
<td><strong>Volume key</strong> Adjust call and ringer volume.</td>
</tr>
<tr>
<td>12</td>
<td><strong>Keypad</strong> Alphanumeric interface for dialing numbers or entering information</td>
</tr>
<tr>
<td>13</td>
<td><strong>Control pad</strong> Allows you to scroll through the displayed information</td>
</tr>
<tr>
<td>14</td>
<td><strong>OK</strong> Confirms actions or answers incoming calls</td>
</tr>
<tr>
<td>15</td>
<td><strong>Cancels actions or rejects incoming calls</strong></td>
</tr>
<tr>
<td>16</td>
<td><strong>Feature keys</strong> Context-sensitive keys to navigate and take action depending upon the screen you are on</td>
</tr>
<tr>
<td>17</td>
<td><strong>Speaker</strong> Provides hands-free speakerphone audio output</td>
</tr>
<tr>
<td>18</td>
<td><strong>Hookswitch tab</strong> Secures the handset in the cradle when phone is mounted vertically</td>
</tr>
<tr>
<td>19</td>
<td><strong>Hookswitch</strong> Connects/disconnects phone line when handset is removed/replaced in the handset cradle</td>
</tr>
</tbody>
</table>
Navigating the display

The Idle screen is the primary screen for accessing all other menus and features on the T46G LCD display. The phone will automatically return to this screen after 60 seconds of inactivity.
### LED light status

**Power indicator LED**

<table>
<thead>
<tr>
<th>LED status indicator</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid red</td>
<td>The phone is initializing.</td>
</tr>
<tr>
<td>Fast flashing red</td>
<td>The phone is ringing or downloading configuration files.</td>
</tr>
<tr>
<td>Slow flashing red</td>
<td>You have received a new Voice Mail message.</td>
</tr>
<tr>
<td>Off</td>
<td>The phone is not in use or powered off.</td>
</tr>
</tbody>
</table>

**Line key LED (configured as a phone line)**

<table>
<thead>
<tr>
<th>LED status indicator</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid green</td>
<td>The line is busy.</td>
</tr>
<tr>
<td>Fast flashing green</td>
<td>Receiving incoming call on that line</td>
</tr>
<tr>
<td>Slow flashing green</td>
<td>Line placed on hold from this device</td>
</tr>
<tr>
<td>Slow flashing red</td>
<td>Line placed on hold from another device</td>
</tr>
<tr>
<td>Solid red</td>
<td>Line in use on another device</td>
</tr>
<tr>
<td>Off</td>
<td>The line is inactive.</td>
</tr>
</tbody>
</table>

### Indicators and notifications on LCD display

<table>
<thead>
<tr>
<th>Icon</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Call Forward enabled; receiving incoming call on that line</td>
</tr>
<tr>
<td>🚶</td>
<td>Do Not Disturb (DND) is enabled.</td>
</tr>
<tr>
<td>☑️</td>
<td>Missed call</td>
</tr>
<tr>
<td>📯</td>
<td>Wi-Fi enabled</td>
</tr>
<tr>
<td>📞</td>
<td>New Voice Mail message</td>
</tr>
</tbody>
</table>
Customize your desk phone.

Basic settings
Setup and preference options for the following can be found in the Basic settings screen:

- Language preferences
- Time and date
- Display settings
- Ringtone and key tone sound settings
- Bluetooth headset setup
- Wi-Fi connectivity

To access Basic settings:
1. Press the Menu soft key while the phone is idle.
2. Use the arrow keys to navigate to Basic settings and press OK to select.

Language preferences
The default language of the phone’s user interface is English.

To change language of phone user interface:
1. Press the Menu soft key while the phone is idle.
2. Use the arrow keys to navigate to Basic settings and press OK to select.
3. From Basic settings, scroll to Language and press OK to select.
4. Scroll to your preferred language and press OK to select.

Time, date and time zone settings
Time and date are displayed in the middle of the status bar. You can configure your time zone to synchronize with the address that your system administrator used when setting up One Talk for your location. You can also set your preferred format for displaying time and date in the Time & Date settings screen.

Configure time zone to synchronize with 911 address:
1. Press the Menu soft key while the phone is idle.
2. Use the arrow keys to navigate to Basic settings and press OK to select.
3. From Basic settings, scroll to Time & Date and press OK to select.
4. Press OK to select General.
5. Scroll to SNTP settings and select OK.
Set time and date format preferences:

1. Press the Menu soft key while the phone is idle.
2. Use the arrow keys to navigate to Basic settings and press OK to select.
3. From Basic settings, scroll to Time & Date and press OK to select.
4. Scroll to select your preferred date and time formats and press the Save soft key to accept the changes.

### Display settings

There are four options for personalizing the LCD display of your T46G desk phone. Select Menu > Basic > Display to navigate to the Display settings screen.

- **Backlight.** Set the brightness of your LCD display.
- **Contrast.** Personalize the sharpness of your LCD screen.
- **Wallpaper.** Change the background color of your LCD screen.
- **Screen saver mode.** Configure your screen to automatically dim or display time and date after the phone has been inactive for a predetermined amount of time. You can stop the screen saver and return to the idle screen at any time pressing any key on the phone.

### Backlight

There are two options for setting backlight preferences:

- **Backlight Active Level** – sets the brightness of the LCD screen when the phone is active. Brightness levels go from 1 to 10, with 10 being the brightest setting.

- **Backlight Inactive Level** – enables low-light mode when the phone is inactive for a designated period. You can configure the amount of time the phone must be inactive before switching to low-light mode. You can also turn off the backlight completely when inactive.

### Configure backlight settings:

1. From Display settings, scroll to Backlight and press OK to select.
2. Scroll Backlight Active Level to your preferred screen brightness.
3. Scroll to Backlight Inactive Level, then use or the Switch soft key to select the desired value.
4. Scroll to Backlight Time, then use or the Switch soft key to select the desired value.
5. Press the Save soft key to accept the changes.
Contrast settings:

1. From Display settings, scroll ▼ to Contrast and press OK to select.
2. Scroll or use the Switch soft key to increase or decrease the desired contrast.
3. Press the Save soft key to accept the changes.

Wallpaper settings:

1. From Display settings, scroll ▼ to Wallpaper and press OK to select.
2. Scroll or use the Switch soft key to view wallpaper options and press the Save soft key to select.

Screen saver mode

Configure your screen saver:

1. From Display settings, scroll ▼ to Screen Saver Mode and press OK to select.
2. Scroll or use the Switch soft key to view options and press the Save soft key to select.

Sound settings

Sound settings is where you can configure ringtones and key tones (keypad tones). Selecting a different ringtone than those of your neighbors can help distinguish your phone from other incoming calls. Key tones provide audible cues when pressing conference buttons.

Select Menu > Basic > Sound to navigate to the Sound settings screen.
Ringtones:
1. From Sound settings, scroll to Ringtones and press OK to select.
2. Highlight the line you wish to change the ringtone for or select Common to change the ringtone for all lines. Press Enter or OK to make your selection.
3. Use ▼ ▲ to preview ringtone options and press the Save soft key to select.

Key tones:
1. From Sound settings, scroll to Key Tone and press OK to select.
2. Use ▼ ▲ or the Switch soft key to enable or disable Key Tones and press the Save soft key to accept the changes.

Call volume
To adjust call volume, press Volume Key while on an active call.

Ringer volume
To adjust the ringer volume, press Volume Key when the phone is inactive.

Bluetooth headset setup
Your T46G desk phone supports wireless headsets with the optional BT40 Bluetooth USB Stick. Before you enable Bluetooth, make sure the BT40 is properly connected to the USB port on the back of the phone.

Pair your Bluetooth headset:
1. From Basic settings, scroll to Bluetooth and press OK to select.
2. Use ▼ ▲ or the Switch soft key to enable or disable Bluetooth and press the Save soft key to accept the changes.

The T46G desk phone will list paired devices. If you have not previously paired your headset, press the Scan soft key and follow the pairing instructions that came with your Bluetooth device.

The LCD screen will display Bluetooth icon when enabled.
**Wi-Fi connectivity**

Before setting up a wireless broadband connection, please make sure the One Talk desk phone is connected to its power adapter and that no Ethernet cable—either for wired Ethernet or PoE—is connected. Insert the WF40 Wi-Fi USB dongle into the USB port in the back of the phone. You should see the Wi-Fi signal indicator appear in the notification bar.

1. From Basic settings, scroll to Wi-Fi and press to select.
2. Use or the Switch soft key to enable or disable Wi-Fi and press the Save soft key to accept the changes.

The T46G desk phone will automatically scan for nearby Wi-Fi networks. Select the network you wish to connect to and enter your Wi-Fi password if required.

**Line keys**

Your T46G comes with 22 configurable line keys. You can use them to create one-button speed dials for frequently dialed numbers. To view all lines, press the Pages key on the idle screen to toggle to additional line key pages.

### Configure line keys for speed dial:

1. Press and hold an unused line key (for about five seconds).
2. Use or the Switch soft key to scroll through the type of line keys available until you locate Speed Dial.
3. Scroll to complete each of the following fields:
   - **Account ID**: Select the phone line/number that will dial out.
   - **Label**: Enter the name you would like displayed on the line key label.
   - **Value**: Enter the phone number you would like this line key to dial.
4. Press the Save soft key to accept your changes.

You can now use this line key to speed dial this contact.
Access additional line keys:

To access additional line keys, press the Pages key (last line key on the right of the screen) to toggle between pages.

Voice Mail setup
To set up your Voice Mail:
1. Press Message button and follow the voice prompts.
2. Select your preferred language.
3. Record your name at the voice prompt.
4. Select a greeting, either personalized or standard.
See Voice Mail for more information.

Basic call features

Make and receive calls.
Calls can be made using the handset, speakerphone, or through a connected headset.

Using the handset:
To place a call, pick up the handset, enter the phone number via the keypad and press the Send soft key.
To answer a call, simply pick up the handset.

Using the speakerphone:
With the handset on hook, press to answer an incoming call, or enter a phone number and press Send to make a hands-free speakerphone call.

Using a headset:
With the headset connected, press to answer an incoming call, or enter a phone number and press Send to make a hands-free call.

Note: During a call, you can alternate between these methods by pressing the Headset or Speakerphone keys, or by picking up the handset. Headset mode requires a connected headset.

From your Call History:
1. Press the History soft key when the phone is idle.
2. Scroll All Calls to highlight the desired entry. You can also filter your view by navigating Missed Calls, Placed Calls, Received Calls or Forwarded Calls.
3. Press the OK soft key to dial the number.

From the Local Directory:
1. Press the Directory soft key when the phone is idle.
2. Scroll All Calls to highlight the desired entry. You can also filter your view by navigating Missed Calls, Placed Calls, Received Calls or Forwarded Calls.
3. Press the OK soft key to dial the number.

Manage multiple lines.
The telephone number assigned to your desk phone gives you three different lines to place and receive calls. Each line is represented by a line key with your One Talk number. You can use these lines to simultaneously hold three separate conversations or conference in up to six participants.

Receiving incoming calls while the line is in use:
Press the line key with the flashing red indicator to answer the call. You can also press Hold to place the current call on hold. Then you can:

• Press Answer to pick up the incoming caller.
• Press Ignore to trigger your Call Forward Busy and Call Forward No Answer configuration.

Ignore a call.
Press Ignore during an incoming call when you wish to trigger the Call Forwarding options you configured for Call Forward Busy or Call Forward No Answer.

End a call.
To end a call, press End Call.

Hold a call.
To place a call on hold, press or the Hold soft key during an active call.
To resume the call, do one of the following:

One call on hold:
Press or the Resume soft key.

Multiple calls on hold:
Press the desired line key.

Mute/unmute.
Press to mute or un-mute the microphone during a call.

Redial.
Press twice while the phone is idle to dial out to the last number dialed.
To view a longer list of placed calls, press and use to scroll to the desired number. Press again or the OK soft key to place your call.
**Advanced call features**

**One Talk feature access codes**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Feature access code</th>
</tr>
</thead>
</table>
| Anonymous Call Rejection | **77 to enable  
**87 to disable |
| Caller Line ID Block    | **67 then dial    |
| Direct Transfer to Voice Mail | Transfer > **55 > dial extension > Direct |
| Remote Group Pickup    | **98               |

For the complete list of quick access codes, check out our [One Talk feature access codes FAQ](#).

**Block a call.**

There are two ways to block incoming calls from ringing your phone:

1. **Anonymous Call Rejection** blocks incoming calls that restrict the display of their outgoing caller ID information.
2. **Blacklist** allows you to specify contact names and Call History numbers from which you do not wish to receive calls.

**Enable Anonymous Call Rejection:**

1. Press the **Features** line key while the phone is idle.
2. Scroll **Anonymous Call Rejection** and press **OK** to select.
3. Use **0** to highlight **ON** or **OFF** and press **OK** to make your selection.

Note: You can also turn Anonymous Call Rejection on by dialing **77**. To turn the feature off, dial **87**.

**Blocklist a contact from your directory:**

1. Press the **Directory** soft key while the phone is idle.
2. Locate the contact you wish to blacklist by selecting **All Contacts** or the **Group** to which the contact belongs.
3. Use **0** to navigate to the contact and press the **Options** soft key.
4. Select **Add to Blacklist**.
Blacklist a contact from your Call History:
1. Press the History soft key while the phone is idle.
2. Use the navigation keys to navigate to the number you wish to blacklist and press the Options soft key.
3. Select Add to Blacklist.

Remove a contact from a blacklist:
1. Press the Menu soft key while the phone is idle.
2. Press the Directory soft key, then press Blacklist.
3. Scroll to highlight the contact you wish to unblock and press Options.
4. Select Add to Contacts and press OK to accept the change.

Bridge Line
The One Talk Bridge Line feature lets you use your own desk phone to receive and place calls on behalf of other phone numbers. Incoming calls to those telephone numbers will ring on your desk phone. You can also use those other numbers to place calls directly from your own desk phone.

Configure another phone number to your desk phone:
Your organization's One Talk service administrator can configure bridged devices by logging into the My Business Verizon One Talk Admin Portal.

Monitoring and answering calls for a bridged number:
1. When a call is made to a shared line, it will appear on your screen.
2. Press the appropriate line key to answer the call. The monitored phone's status display will now show that the line is busy.

Once a call is answered on a bridged line, you will have access to the same features that are available on your own desk phone line.

Call Barge
Any bridged line or other device that shares a number with you can use the Call Barge feature to join a call in progress. Call Barge is especially useful for admins when it is urgent that a manager be reached immediately.

Before you can use Call Barge, your service administrator must configure the barge function in the One Talk Admin Portal.

Barge in on a call to your One Talk number or bridged line:
1. Press and hold the line key* in use for approximately five seconds.
2. Press the Barge soft key to barge in on the active call.

*The line key indicator will light steady green when the line is busy (on an active call).
Barge-In warning tone:

One Talk can be configured to notify you when another user barges in on a call. For more information, refer to the User Portal Guide or contact your systems administrator.

Call Forwarding

This feature allows incoming calls to automatically ring another phone number or to be sent directly to Voice Mail, depending on your preferences. The following options are available:

Call Forward Always

Forwards all calls made to your One Talk phone number to an alternative phone number. Calls can be forwarded to any domestic U.S. and 800 number.

Call Forward Busy

Forwards calls to an alternative number when your One Talk number is busy. Calls can be forwarded to any domestic U.S. and 800 number.

Call Forward No Answer

Forwards calls to an alternative phone number when there is no answer at your One Talk number.

Call Forward to Voice Mail

Automatically forwards calls made to your One Talk phone number to your Voice Mail box, where callers can leave a voice message.

To configure Call Forwarding:

1. Press the Features line key while the phone is idle.
2. Select Call Forward to Voicemail and press to select.
3. Use to navigate to your preferred forwarding option and press to select. (Only one option can be enabled at a time.)
4. Use or the Switch soft key to enable or disable the feature, then scroll to Forward to: and enter the number to which you wish to forward calls. Press the Save soft key to accept the changes.

Forward to Voice Mail:

1. Press the Features line key while the phone is idle.
2. Select Forward to Voicemail and press to select.

Call Move

When you share your One Talk number with other devices, you can move an active call between any of these devices without disconnecting. You may share your One Talk number with up to five different devices, including mobile phones and tablets.

Move a call:

To move a call from your desk phone to mobile device, simply place the call on hold by pressing the Hold soft key. You may then continue the conversation by retrieving the call from your mobile device.

Retrieve a call from your desk phone:

If you placed a call on hold from another One Talk device, the line key on your desk phone will flash red. Press the line key to pick up the call and continue your conversation.

Caller Line ID Block

You can opt to place outgoing calls anonymously by pressing **67 prior to dialing. This will prevent your phone number or any other Caller ID information from appearing on the recipient’s display.
Conference Calling
One Talk 6-way Conferencing enables you to have up to six different parties participating in a single conference call. During an active call, follow these instructions to add and merge up to four more lines to your conference.

To start a conference call:
1. Press the Hold soft key during an active call, then press New Line.
2. Enter the number of the second party, then press the Send soft key.
3. After the second party answers, press the Conference soft key. All parties are now joined in the conference.
4. Repeat steps 1 to 3 to hold up to a 6-way Conference Call.

Do Not Disturb
When enabled, Do Not Disturb (DND) will reject all incoming calls automatically. Depending on how you configure other devices that share your One Talk number, the call may ring on another device or be forwarded to Voice Mail.

Enable or disable Do Not Disturb:
1. Press the DND soft key to enable or disable the feature.
2. Your desk phone will not ring while the screen displays DND.

Remote Group Pickup
One Talk helps ensure that calls are answered by associating lines with groups (Inside Sales, for example). If your administrator has assigned your line to a specific group, Remote Group Pickup enables you to remotely pick up a group member’s ringing line from your own desk phone.

Dial **98 from your desk phone to remotely pick up a group member’s ringing line.

Transferring calls
You may transfer an active call to any other phone number, regardless of service provider (it does not have to be a One Talk number). There are three transfer options: Consultative Transfer, Direct Transfer, and Direct Transfer to Voice Mail.

Consultative Transfer:
Consultative Transfer allows you to dial and speak to the person before you transfer the call.

1. Press or the Transfer soft key during an active call. This will place the call on hold.
2. Enter the 10-digit phone number or extension you want to transfer to and press the Consult soft key. When the second party answers, advise them of the transfer.
3. Press or the Transfer soft key to complete.

Direct Transfer:
Direct Transfer enables you to immediately transfer an active call. This feature will make it appear that the current caller directly dialed the second caller.

1. Press or the Transfer soft key during an active call. This will place the call on hold.
2. Enter the 10-digit phone number or extension you want to transfer to and press the Direct soft key to complete the transfer.

Direct Transfer to Voice Mail:
Direct Transfer to Voice Mail enables you to transfer a call to someone else’s Voice Mail.

1. Press or the Transfer soft key during an active call. This will place the call on hold.
2. Press **55 then enter the 10-digit phone number or extension you want to transfer to.
3. Press the Direct soft key to complete the transfer.
Contact management

Local Directory

The built-in phone directory can store the names and phone numbers of your contacts. You can store up to 1,000 contacts and 48 groups in your phone’s Local Directory. You can add new groups and contacts; edit, delete or search for a contact; blacklist a number; move contacts between groups; or dial a contact number directly from the Local Directory.

Add a contact:

1. Press the Directory soft key when the phone is idle.
2. Scroll to the desired directory group and select OK.
3. Press the Add soft key to add a contact.
4. Using the keypad, enter a unique contact name in the Name field and contact numbers in the corresponding fields.
5. Press the Save soft key to accept your changes.
Search the directory for a contact:
1. Press the Directory soft key, then press All Contacts.
2. Press the Search soft key and use the key pad to enter the contact’s name or phone number. Contacts whose name or number matches will appear on the screen as you type.

Tip: If you know which group a contact belongs to, tap the group, then scroll to find the contact you’re looking for.

Edit contact information:
1. Press the Directory soft key, then press All Contacts or the Group to which the contact belongs.
2. Scroll ↑↓ to highlight the contact you wish to edit.
3. Press the Options soft key and select Detail from the prompt list.
4. Edit the contact information using ↑↓ to select the desired contact fields you wish to change.
5. Press the Save soft key to accept the changes.
Delete a contact:

1. Press the Directory soft key when the phone is idle, and then press All Contacts or the Group to which the contact belongs.
2. Scroll to highlight the contact you wish to delete.
3. Press the Options soft key and select Delete from the prompt list.
4. Press the OK soft key when the LCD screen prompts, Delete selected item?

Blacklist a contact from your directory:

1. Press the Directory soft key while the phone is idle.
2. Locate the contact you wish to blacklist by selecting All Contacts or the Group to which the contact belongs.
3. Use to navigate to the contact and press the Options soft key.
4. Select Add to Blacklist.

Remove contact from Blacklist:

1. Press the Menu soft key while the phone is idle.
2. Press the Directory soft key, then press Blacklist.
3. Scroll to highlight the contact you wish to unblock and press Options.
4. Select Add to Contacts and press OK to accept the change.
Assign a contact to a group:

1. Press the Directory soft key, then press All Contacts or the Group to which the contact belongs.
2. Scroll to highlight the contact you wish to edit.
3. Press the Options soft key and select Detail from the prompt list.
4. Scroll to Group field and to select the desired group.
5. Press the Save soft key to accept the changes.

Delete a group:

1. Press the Directory soft key.
2. Scroll to the group you wish to delete and press Options.
3. Select Delete from the prompt list and press OK to confirm or Cancel to cancel deletion.

Groups

Groups are a great way to organize large lists of contacts. You can even assign each group its own distinctive ringtone.

You can create and delete groups, edit group names, add contacts and move contacts to different groups. New groups appear on the left side of your screen under Local Directory.

Create a group:

1. Press the Directory soft key.
2. Press Add Group, and enter a group name using the keypad.
3. If you would like to assign a unique ringtone to this group, scroll to Assign Ringtone.
4. Press Add to accept your changes.

Edit a group:

1. Press the Directory soft key.
2. Scroll to the group you wish to rename and press Options.
3. Press Detail and make your desired changes to the name or ringtone using the keypad.
4. Press Save to accept the changes.
Move a contact to a different group:

1. Press the Directory soft key, then press All Contacts or the Group to which the contact belongs.
2. Scroll ◀️ ▲ to highlight the contact you wish to move. Press the Options soft key, then select Detail from the prompt list.
3. Scroll ◀️ ▲ to Group field and ◀️ ▲ to select the desired group.
4. Press the Save soft key to accept the change.

Voice Mail

Your T46G desk phone will notify you when you have new Voice Mail messages with an onscreen message and blinking red power light indicator.

Retrieve new Voice Mail messages:

1. Press 📀 Message button on the desk phone.
2. When prompted, enter your PIN followed by the # key.
3. After you listen to your message, you can:
   - Press 7 to erase.
   - Press 8 to reply.
   - Press 9 to save.
4. After all your messages have been played, you can:
   - Press 1 to replay messages.
   - Press 2 to send a message.
   - Press 4 for personal options.

Set up Voice Mail:

1. Press Message button and follow the voice prompts.
2. Select your preferred language.
3. Create your four-digit passcode.
4. Record your name at the voice prompt.
5. Select a greeting, either personalized or standard.

System status, troubleshooting and other settings

Check phone status.

The Status screen is where you will find general information about your network, phone and account, including MAC address, IP address, product ID, hardware and firmware versions, and more.

To check status:

1. Press the Menu soft key while the phone is idle.
2. Use the ◀️ ▲ ◀️ ▲ arrow keys to navigate to Status settings and press OK to select.
3. The screen will display your IP address, MAC address and firmware number. For more information, scroll ◀️ to More and press OK or the Enter soft key.
4. Scroll ▼ to Network, Phone or Accounts and select OK for additional status information:
   - Network: IPv4 and MAC address
   - Phone: hardware, firmware, version and product ID
   - Accounts: phone number associated with account

Reboot phone or reset it to factory settings.
Rebooting the phone or returning it to factory settings often resolves issues that could not be solved through other troubleshooting methods. Resetting the phone to factory settings is also used to delete personal information and contacts from returned devices so they can be easily reassigned.

These are advanced settings for administrators only and require an admin password.

Navigate to the Advanced settings screen:
1. Press the Menu soft key to open the Menu screen.
2. Use the keys to navigate to Advanced settings and press OK to select.
3. Enter administrator password and press the OK soft key to confirm.

Reboot your phone:
1. From Advanced settings, scroll ▼ to Reset & Reboot and press OK to select.
2. Scroll ▼ to Reboot and press OK or the Enter soft key.
3. Press the OK soft key to confirm.
Reset your phone to factory settings:

1. From Advanced settings, scroll to Reset & Reboot and press to select.
2. Select Reset to factory settings and press or the Enter soft key.
3. Scroll to your desired reset option and press the Save soft key to select.
4. Press OK soft key to confirm.

Specifications
- Dual-port Gigabit Ethernet
- Supports IPv4 and IPv6
- 4.3” 480 x 272 pixel color display with backlight
- Dimensions: 2.1 H x 9.7 W x 4.0 D
- Mode: all digital
- Color: black
- Number of contacts: 1,000
- Built-in USB port for optional BT40 Bluetooth USB Stick (for hands-free Bluetooth headset)
- Paper label-free design
- PoE (802.3af) class support
- Supports expansion modules
- Stand with two adjustable angles

Features
Accessibility
- 6-way Conference Call support
- Multi-language

Bluetooth
- Bluetooth headset support with built-in USB port (requires USB adapter)

Form Factor
- 1 x USB2.0 port
- 1xRJ9 (4P4C) handset port
- 1xRJ9 (4P4C) headset port
- Desk phone
- Integrated stand with two adjustable angles
- Message Waiting Indicator (MWI)
- Power over Ethernet (IEEE 802.3af ), class 0
- Wall mountable

Network
- Advanced calling (HD voice)

Technology
- Dual-port Gigabit Ethernet
- IP assignment: static/DHCP/PPPoE
- IPv6
- OpenVPN, IEEE 802.1X
- PoE (802.3af) class support
- Supports bridging that allows T41P, T46G, T46GW and T49G to monitor incoming calls
- Yealink Optima HD voice

Applications and software
- One Talk compatible

Display and input
- Dual-color (red or green) illuminated LEDs
- Illuminated mute, headset, hands-free speakerphone keys

Music and audio
- Speakerphone

Product
- Set date/time manually or automatically

Tools
- Caller ID with Name
### Accessibility features

#### For hearing-impaired users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustable ringtone and volume</td>
<td>Choice of a variety of ringtones. Volume of the ringer can also be changed to suit needs.</td>
</tr>
<tr>
<td>Adjustable call volume</td>
<td>While on a call, raise or lower the volume of the voice on the far end and of other phone sounds heard.</td>
</tr>
<tr>
<td>Visual notifications</td>
<td>Indicators on the phone screen, such as flashing bars or icons, indicate when calls are incoming or outgoing, or if a call is active or held. Indicators can also indicate phone status and if certain features are activated.</td>
</tr>
<tr>
<td>Electronic hookswitch support</td>
<td>When using a headset that supports electronic hookswitch (EHS), controls on the headset can answer and end calls. In addition, call volume can be controlled and calls may be able to be muted from the headset.</td>
</tr>
<tr>
<td>Headset memory mode</td>
<td>Headset can be set up to take all calls.</td>
</tr>
<tr>
<td>Hearing-aid compatible (HAC) handsets</td>
<td>The standard handset of Yealink phone isn’t fully compatible with HAC. If customers have HAC requirement, Verizon can ship the additional handset to replace only the current standard handset of the phone.</td>
</tr>
<tr>
<td>TTY support</td>
<td>Yealink phones support commercial TTY devices (for example, Ultratec Superprint).</td>
</tr>
</tbody>
</table>
| Visual Message Waiting Indicator (MWI) | • An indicator light on the phone indicates that new messages are waiting. Icons on the phone screen also indicate that the phone has new messages.  
  • At launch, Voice Mail Indicator always shows “1”. See Known Issues for more information. |

#### For vision-impaired and blind users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustable backlight settings</td>
<td>Change the backlight setting of the screen by adjusting backlight settings.</td>
</tr>
<tr>
<td>Tactile five-key with raised bumps</td>
<td>The five-key has bumps that let user easily discern the position of other keys on the keypad.</td>
</tr>
<tr>
<td>Large keys</td>
<td>Large keys on the phone console enable easy access to phone features and functions.</td>
</tr>
<tr>
<td>Physical line keys</td>
<td>Yealink phones have physical line keys to answer and end calls.</td>
</tr>
<tr>
<td>Variety of feature keys to press</td>
<td>Many features on Yealink phones are accessible by pressing feature keys on the phone console.</td>
</tr>
<tr>
<td>Tactile-discernible number, feature and navigation keys</td>
<td>Keys on the phone console are easily discernible by their size and shape.</td>
</tr>
<tr>
<td>Illuminated feature keys</td>
<td>Many feature keys are illuminated when activated, providing alerts when a feature is enabled.</td>
</tr>
</tbody>
</table>

### For mobility-impaired users

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-answer</td>
<td>Yealink phones can auto-answer calls, so users don’t have to lift a handset, push a button, or tap a key to answer a call. If this feature is enabled, phone will automatically answer incoming calls using the speakerphone.</td>
</tr>
<tr>
<td>Dedicated headset jack that enables the auto-answer function</td>
<td>Headset can be set up to take all calls.</td>
</tr>
<tr>
<td>Touch screen</td>
<td>Certain Yealink phones have large touch screens to tap, swipe and press to perform phone functions and activate features.</td>
</tr>
<tr>
<td>Built-in speakerphone</td>
<td>A built-in speakerphone allows users to use the phone without having to use a handset or headset.</td>
</tr>
<tr>
<td>Adjustable phone stand</td>
<td>Yealink phones have adjustable stands, so the phone can sit at a comfortable angle on the desktop.</td>
</tr>
</tbody>
</table>
## Compatible accessories

<table>
<thead>
<tr>
<th>Accessory</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXP40</td>
<td>EXP40 Button Expansion Module</td>
</tr>
<tr>
<td>WF40</td>
<td>WF40 Wi-Fi USB Stick</td>
</tr>
<tr>
<td>BT40</td>
<td>BT40 Bluetooth USB Stick</td>
</tr>
<tr>
<td>EHS36</td>
<td>EHS36 IP Phone Wireless Headset Adapter</td>
</tr>
<tr>
<td>T46GWMB</td>
<td>T46G Wall Mount Bracket</td>
</tr>
<tr>
<td>EXP40WMB</td>
<td>EXP40 Wall Mount Bracket</td>
</tr>
<tr>
<td>PS5V2000</td>
<td>T46G Power Supply</td>
</tr>
<tr>
<td>CORD</td>
<td>Replacement Handset Cord</td>
</tr>
<tr>
<td>T46GHS</td>
<td>T46G Replacement Handset</td>
</tr>
</tbody>
</table>

Visit the Verizon Wireless website for a list of [compatible headsets](#) from popular manufacturers.
Important customer information

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well-ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

1. When the power cord or plug is damaged or frayed.
2. If liquid has been spilled into the product.
3. If the product has been exposed to rain or water.
4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

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Warranty

The specifications and information regarding the products in this guide are subject to change without notice. All statements, information, and recommendations in this guide are believed to be accurate and presented without warranty of any kind, express or implied. Users must take full responsibility for their application of products.

Yealink Network Technology CO., LTD. makes no warranty of any kind with regard to this guide, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Yealink Network Technology CO., LTD. shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance, or use of this guide.

Important 911 emergency response information

If you call 911, emergency service responders will be sent to the registered location you provided when you provisioned this phone. An incorrect address could result in incorrect routing of 911 calls and dispatch of emergency personnel to the wrong location, so please contact us if your registered location is not accurate.

Data and voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.
Declaration of conformity

Hereby, Yealink Network Technology CO., LTD. declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC. You can find the CE and FCC information from the label on the back of the IP phone.

CE mark warning

This device is marked with the CE mark in compliance with R&TTE Directive 1999/5/EC.

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

1. This device may not cause harmful interference.
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.

Important safety precautions

Please read the following important safety notices and instructions before installing or using the product.

- A DANGER warning refers to situations that could cause bodily injury.
- A CAUTION warning refers to situations that could result in equipment malfunction or damage.

1. Follow all warnings and instructions marked on the product.
2. Unplug this product from the wall outlet before cleaning.
   Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning.
3. Do not use this product near water.
4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
8. Never spill liquid of any kind into or onto the product.
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks.
10. Refer all questions regarding servicing of this product to qualified service personnel.

Danger–electric shock and fire

Electric current from power, telephone and communication cables is hazardous, and could result in electric shock and/or fire.

Learn more.
For more information, visit www.onetalk.com
T46 desk phone navigation guide
(soft key menu A)

This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.
T46 desk phone navigation guide (soft key menu B)

This navigation guide shows the hierarchy of screens for the Soft Key menu. You can refer to this diagram for a visual representation of the flow of the soft key screens and as a reference guide when you need to locate specific menu items.

One Talk–capable desk phone must be purchased from Verizon to support some of these features. Features available on select phones. Activation of the One Talk feature and broadband connection is required.

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