

VOICEMAIL	Setup	<ol style="list-style-type: none"> 1. Press the Message button. 2. Enter the pass code (provided by your Xicall Rep. or System Administrator). 3. Follow the prompts. <p>⇒ Personal greeting and password are suggested to be updated by the user.</p>
COMMON USED ITEMS		
	<p>Viewing Recent Calls: While viewing recent calls, you can manage caller and callee entries in your call history.</p>	<ol style="list-style-type: none"> 1. Press the History soft key when the phone is idle. Press ▲ or ▼ to scroll through the list. Use ◀ or ▶ to view All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls. 2. Select an entry from the list. You can do the following: <ul style="list-style-type: none"> • Press the Send soft key to call the entry. • Press the Delete soft key to delete the entry from the list. <p>If you press the Option soft key, you can:</p> <ul style="list-style-type: none"> - Select Detail to view entry details. - Select Add to Contacts to add the entry to the local directory. - Select Add to Blacklist to add the entry to the blacklist. - Select Delete to delete the selected entry. - Select Delete All to delete all entries from the list.
	Mute	Press 🔇 to mute the microphone during a call. Press 🔇 again to un-mute the call.
	Using Do Not Disturb	Press the DND soft key when the phone is idle. The 🚫 icon on the status bar indicates that DND is enabled.
	Adjusting Volume	Press 🔊 during a call to adjust the receiver volume of the handset/speakerphone/headset.
	Voice Over Intercom	*48 + Ext. then press Send or # Key.

FAQ

HOW DO I MANAGE MY PERSONAL XICALL SETTINGS?

You can manage your features online through our portal. These features include listening to voicemail, checking placed and received calls, and many more. Contact your system administrator for login information such as username and password.

HOW DOES REMOTE TERMINAL WORK?

The Remote Terminal feature allows you to make and receive business calls virtually on any phone while displaying your business land line caller ID.

WANT TO LEARN MORE ABOUT YOUR PHONE OR NEED HELP?

CUSTOMER SUPPORT

If you still have a question or need help, please contact our US Based Customer Support at **(888) 942-2559**

QUICK REFERENCE GUIDE

Yealink T48 IP Phone



SOFTKEYS	DESCRIPTION
	History
	Directory
	DND
	Menu

888.XICALL9
(888.942.2559)

www.xicall.com

MAKING A CALL <i>⇒ Note: During a call you may alternate between handset, hands-free speakerphone and headset modes by pressing the Headset key or Speakerphone key or by picking up the handset. Headset mode requires a headset to be connected to the phone.</i>	Using the Handset	<ol style="list-style-type: none"> Pick up the handset. Enter the number using the keypad and then press the Send or # key.
	Using the Speakerphone	<ol style="list-style-type: none"> With the handset on-hook, press 1. Enter the number using the keypad and then press the Send or # key.
	Using the Headset	<ol style="list-style-type: none"> With the headset connected, press 1 to activate the headset mode. Enter the number using the keypad and then press the Send or # key.
ANSWERING A CALL <i>⇒ Note: You may ignore an incoming call by pressing the Reject soft key.</i>	Using the Handset	Pick up the handset.
	Using the Headset	With headset in place and ready, press 1 .
	Answering a Call While on the Phone	<p>While on the phone and a new call comes in, you can press the Answer soft key to be automatically connected to the new call while it automatically places current call on hold.</p> <p>Press Swap to toggle between the two calls. <i>⇒ These options appear on the screen and can be accessed using the Soft keys directly under them.</i></p> <p>You can place the call on a Hold/Park key to allow access from other stations/users. While on the phone, press preprogrammed Hold/Park key then press the Answer key to be connected to the new caller.</p>
ENDING A CALL	Using the Handset	Hang up the handset.
	Using the Speakerphone	Press 1 to End Call .
	Using the Headset	Press the End Call soft key.
PUTTING A CALL ON STATION HOLD <i>⇒ Note: The button on your phone that says HOLD when pressed can only be picked up from the phone that placed it on HOLD.</i>	Place Call on Hold	Press 1 or the Hold soft key during an active call. To resume a held call, press the Resume soft key.

CALL PARK UNIVERSAL HOLD <i>⇒ Note: This is a call that can be picked up from other stations.</i>	Call Park / Hold	You have keys labeled HOLD 1, 2, 3 etc. When you need to place a caller on a universal hold, press one of the HOLD keys. This will allow the call to be picked up from other stations.
CONFERENCE CALL	Conference Call	<ol style="list-style-type: none"> Press the Conference soft key during an active call. The call is automatically placed on hold. Enter the number of the second party, then press Send or # key. Press the Conference soft key again when the second party answers. All parties are now joined in the conference. Hang up to disconnect the conference.
TRANSFER A CALL	Blind Transfer	<ol style="list-style-type: none"> Press 1 or the Transfer soft key during an active call. The call is placed on hold. Enter the number you want to transfer to, then press 1 or the Transfer soft key.
	Attended Transfer	<ol style="list-style-type: none"> Press 1 or the Transfer soft key during an active call. Enter the number you want to transfer to, then press Send or # key. Once the call has been announced, press the Transfer soft key when the second party answers.
TRANSFER DIRECT TO VOICE MAIL	Transfer to Voice Mail	<ol style="list-style-type: none"> Press 1 or the Transfer soft key during an active call. The call is placed on hold. Press * plus ext. number followed by 1 or the Transfer soft key.
FORWARDING A CALL <i>⇒ Note: When using Busy/No Answer please note current setting before updating.</i>	Forward	<ol style="list-style-type: none"> Press the Menu soft key when the phone is idle, then select Features > Call Forward. Select the desired forward type: Always Forward: Incoming calls are all forwarded unconditionally. Busy Forward: Incoming calls are forwarded when the phone is busy. No Answer Forward: Incoming calls are forwarded when the phone is not answered after a specific time period. Use 1 or 2 to activate and deactivate, then select the desired ring time to wait before forwarding. Press the Save soft key to accept the change. <p>Quick Call Forward (for all calls):</p> <ol style="list-style-type: none"> To set press *2 followed by the ext. number or outside telephone number, then press Send or # key. To cancel press *3, then press Send or # key.