One Talk T49G IP desk phone user guide

www.onetalk.com
Contents

Welcome............................................................................................................................................................................. 5
Initial setup............................................................................................................................................................................. 5
  Connect to broadband and power........................................................................................................................................ 5
  View E911 address............................................................................................................................................................ 5
Getting to know your desk phone........................................................................................................................................... 6
  Hardware components.......................................................................................................................................................... 6
  Navigating the touch screen............................................................................................................................................... 7
  Gestures............................................................................................................................................................................... 8
  Control center/notification center................................................................................................................................... 8
  LED light status................................................................................................................................................................. 8
  Indicators and notifications on touch screen.................................................................................................................. 8
Customize your desk phone .................................................................................................................................................. 9
  Basic settings................................................................................................................................................................. 9
  Language preferences..................................................................................................................................................... 9
  Time and date............................................................................................................................................................... 10
  Display settings............................................................................................................................................................. 10
  Backlight....................................................................................................................................................................... 11
  Wallpaper....................................................................................................................................................................... 11
  Screen saver mode....................................................................................................................................................... 12
  Sound settings............................................................................................................................................................ 12
  Call volume.................................................................................................................................................................. 13
  Ringer volume........................................................................................................................................................... 13
  Bluetooth headset setup................................................................................................................................................ 13
  Wi-Fi connectivity....................................................................................................................................................... 13
  Camera settings........................................................................................................................................................ 14
  Video settings............................................................................................................................................................ 14
  HDMI connection....................................................................................................................................................... 15
  Line keys................................................................................................................................................................... 15
  Voice Mail setup........................................................................................................................................................ 16
Basic call features............................................................................................................................................................... 16
  Make and receive calls............................................................................................................................................... 16
Contents

Control video during a call................................................................................................................................. 16
Manage multiple lines............................................................................................................................................... 16
Ignore a call............................................................................................................................................................ 16
End a call............................................................................................................................................................... 16
Hold a call............................................................................................................................................................. 16
Mute/unmute.......................................................................................................................................................... 16
Redial...................................................................................................................................................................... 16

Advanced call features ....................................................................................................................................... 16
One Talk feature access codes.............................................................................................................................. 16
Block a call............................................................................................................................................................ 17
Bridge Line............................................................................................................................................................ 17
Call Barge............................................................................................................................................................... 18
Call Forwarding...................................................................................................................................................... 18
Call Move............................................................................................................................................................... 18
Caller Line ID Block............................................................................................................................................. 19
Conference Calling............................................................................................................................................... 19
Do Not Disturb...................................................................................................................................................... 19
Remote Group Pickup.......................................................................................................................................... 20
Transferring calls.................................................................................................................................................. 20

Call History.......................................................................................................................................................... 20

Contact management........................................................................................................................................... 21
Local Directory.................................................................................................................................................... 21
Groups................................................................................................................................................................... 23
Group settings....................................................................................................................................................... 23

Voice Mail............................................................................................................................................................ 24

System status, troubleshooting and other settings............................................................................................ 25
Check phone status............................................................................................................................................... 25
Reboot phone or reset it to factory settings........................................................................................................ 25

Specifications...................................................................................................................................................... 27

Features............................................................................................................................................................... 27
Accessibility features............................................................................................................................................... 27
Contents

Compatible accessories...................................................................................................................................................................................... 28

Important customer information........................................................................................................................................................................ 29
  WEEE warning....................................................................................................................................................................................... 29
  Customer feedback.................................................................................................................................................................................. 29
  GNU GPL information........................................................................................................................................................................... 29
  Copyright........................................................................................................................................................................................................... 29
  Warranty.......................................................................................................................................................................................................... 29
  Important 911 emergency response information...................................................................................................................................29
  Declaration of conformity...........................................................................................................................................................................30
  Important safety precautions...................................................................................................................................................................30
  Danger–electric shock and fire....................................................................................................................................................................30

T49 desk phone navigation guide..................................................................................................................................................................31
Welcome

The T49G IP desk phone is an elegant solution for managers and teleworkers who need all the business features of Verizon One Talk™ combined with integrated HD video and audio communications. Its intuitive design enables video calling at the touch of a button, while the large, high-resolution touch screen and advanced data transmission capabilities will make you feel like you’re meeting face to face.

The T49G features integrated 802.11 a/b/g/n Wi-Fi and Bluetooth® 4.0 connectivity, 24 programmable line keys, a centralized notification hub, and an advanced control center for fast access to your most popular features.

Most importantly, the T49G with One Talk seamlessly complements your mobile devices. So, wherever you are – at your desk or on the move – you never have to miss a call.

Initial setup

If your T49G 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. What the preferred options are for broadband and power connections.

Connect to broadband and power.

Connect the AC power as shown below.
Note: Your T49G desk phone should be used with the original Yealink power adapter (12V/6A) only. The use of a third-party power adapter may cause damage to the phone.

View E911 address.

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

To view 911 address, tap the 911 Address line key on the right side of your touch screen.

Wired Ethernet connection:

Attach Ethernet cable to the internet port on the back of the phone (see photo above).

Wireless Ethernet connection:

As an alternative, you may connect to the network using your local Wi-Fi broadband connection. For setup instructions, please refer to Wi-Fi connectivity in the “Basic settings” section of this user guide.
### 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>Camera</td>
</tr>
<tr>
<td>2</td>
<td>Power indicator LED</td>
</tr>
<tr>
<td>3</td>
<td>Touch screen</td>
</tr>
<tr>
<td>4</td>
<td>Message key</td>
</tr>
<tr>
<td>5</td>
<td>Headset key</td>
</tr>
<tr>
<td>6</td>
<td>Mute key</td>
</tr>
<tr>
<td>7</td>
<td>Video key</td>
</tr>
<tr>
<td>8</td>
<td>Transfer key</td>
</tr>
<tr>
<td>9</td>
<td>Volume key</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone key</td>
</tr>
<tr>
<td>11</td>
<td>Redial key</td>
</tr>
<tr>
<td>12</td>
<td>Hold key</td>
</tr>
<tr>
<td>13</td>
<td>Keypad</td>
</tr>
<tr>
<td>14</td>
<td>Speaker</td>
</tr>
<tr>
<td>15</td>
<td>Shutter switch</td>
</tr>
<tr>
<td>16</td>
<td>Camera indicator LED</td>
</tr>
<tr>
<td>17</td>
<td>Camera lens</td>
</tr>
<tr>
<td>18</td>
<td>HDMI port</td>
</tr>
<tr>
<td>19</td>
<td>USB 2.0 port</td>
</tr>
</tbody>
</table>

![Diagram of hardware components](image.png)
Navigating the touch screen

The Idle screen is the primary screen for accessing all other menus and features of the T49G touch screen. The phone will automatically return to this screen after 60 seconds of inactivity.

To navigate and interact with the touch screen, you can:

- Tap menu items, icons, key labels and fields on the screen.
- Press keys on the phone keypad.
Gestures
Use the following additional gestures for navigating the touch screen:

<table>
<thead>
<tr>
<th>Gesture</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap</td>
<td>To select, touch the item on the screen and lift your finger.</td>
</tr>
<tr>
<td>Swipe or scroll</td>
<td>To scroll up or down, touch the screen and drag your finger up or down, then lift your finger.</td>
</tr>
</tbody>
</table>

Control center/notification center
The control and notification center provides quick access to common features and important notifications.

To access the control center, swipe down from the top of the screen:

LED light status
Power indicator LED

<table>
<thead>
<tr>
<th>LED status</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</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 touch screen

<table>
<thead>
<tr>
<th>Icon</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔗</td>
<td>Call Forwarding enabled</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
- Camera settings
- HDMI connection to external monitor

Drag and scroll to view all.

To access Basic settings:
1. Tap ☰ Menu to open the Menu screen.
2. Tap ☰ Basic to open the Basic settings screen.

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

To change language of phone interface:
1. From Basic settings, tap Language and select your desired language.
2. Tap Save.
Time and date
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. From Basic settings, tap Time & Date.
2. Tap General.
3. Tap Type.
4. Tap SNTP as your preferred option, then tap Save.

Set time and date format preferences:
1. From Basic settings, tap Time & Date, then tap Time & Date Format.
2. Tap the Date Format field and select your preferred format in the pop-up dialog box.
3. Tap the Time Format field and select 12- or 24-hour format and tap Save.

Display settings
There are three options for personalizing the display settings of your T49G IP desk phone. Tap Menu > Basic > Display to navigate to the Display settings screen.

Backlight
Set the brightness of your touch screen display.

Wallpaper
Personalize the background color of your touch 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 by touching the screen or pressing any key on the phone.
**Backlight**

There are two options for setting backlight preferences:

**Active Backlight Intensity**—sets the brightness of the touch screen when the phone is active. Brightness levels go from 1 to 10, with 10 being the brightest setting.

**Inactive Backlight Intensity**—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, tap **Backlight**.
2. Drag the **Active Backlight Intensity** slider to your preferred screen brightness.
3. Tap the **Inactive Backlight Intensity** field to open the options dialog box.
4. Tap to select the desired value.
5. Tap the **Backlight Time** field.
6. Tap to select the amount of time your phone must be inactive before switching to inactive mode. Tap **Save** to accept the changes.

**Wallpaper**

View and select wallpaper options:

1. Tap **Wallpaper** on the Display settings screen.
2. Tap **Wallpaper** field to view options.
3. Tap to select desired wallpaper.
4. Tap **Save**.
Screen saver mode
Configure your screen saver:
1. Tap Screen Saver Mode on the Display settings screen.
2. Tap Screen Saver Mode field to view options.
3. Tap to select either Screen Dimmer or Time & Date option.
4. Tap 📅 Save.

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 keypad buttons.

Tap Menu > Basic > Sound to navigate to the Sound settings screen.

Ring tones:
1. Tap Ringtones on the Sound settings screen.
2. Tap the desired line or select Common to change the ringtone for all lines.
3. Tap desired Ringtone and then Save to accept the change.
Key tones:
1. Tap Key Tone on Sound settings screen.
2. Tap On or Off radio button.
3. Tap Save to accept the change.

Bluetooth headset setup
The T49G supports Bluetooth for wireless headset connectivity. You can pair as many Bluetooth devices as you like, but only one headset can be connected at a time.

Pair your Bluetooth headset:
1. From the Basic settings screen, tap Bluetooth.
2. Tap the On radio button.

Note: You can also swipe down from the top of the screen to enter the control center and toggle Bluetooth ON.

The T49G desk phone will automatically scan for nearby Bluetooth devices. If you have not previously paired this headset, follow the pairing instructions that came with your Bluetooth device.

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.

Wi-Fi connectivity
Wireless connection to broadband:
1. From Basic settings, tap Wi-Fi.
2. Tap the On radio button in the Wi-Fi field. The phone will automatically search for available wireless networks in your area. Select the network you wish to connect to and enter your Wi-Fi password if required.
Camera settings
You can adjust the clarity of the video image you project to other phones prior to making a video call, including sharpness, brightness and contrast. The T49G provides three preconfigured scene modes—standard, warm color and cool color. You can also set parameters individually via manual mode.

Tap Menu > Basic > Camera Settings to navigate to the Camera settings screen.

Configure scene mode:
1. From Basic settings, scroll the list to reveal Camera Settings and tap to select.
2. Tap the Scene Mode field to open the scene mode dialog box.
3. Tap to select the desired scene mode.
4. Tap Save. You will be prompted to preview the video effect you selected.
5. Tap OK to accept the change and preview the video, or Cancel to go back to the menu.

Video settings
The Video settings screen allows you to set the maximum amount of bandwidth used for video calls. You can also set your preferences for whether you want incoming calls to be conducted as video or audio calls.

Tap Menu > Basic > Video Settings to make any of the following changes to your video settings:
1. Tap Video field to open option pop-up window.
2. Tap one of the following options:
   - **Disabled** – prevents video communications. The T49G will only place and receive audio calls.
   - **Video First** – will automatically start a video connection if the calling party’s device is video enabled.
   - **Optional** – allows you to choose whether you want to set up a voice or video call depending on whom is calling. (This is the default setting.)
3. Tap any other field you wish to configure, then tap Save to accept the changes.
   - **Auto Start Video** – automatically turns on the camera and transmits video when you answer an incoming call.
   - **Auto Answer Video Mute** – turns off your camera when the phone is set to Auto Answer.
   - **Uplink bandwidth** – Sets maximum uplink bandwidth of a video call. For best performance, we recommend leaving on the default Auto setting.
   - **Downlink bandwidth** – Sets the maximum downlink bandwidth. It is set to Auto by default, which is recommended.
HDMI connection
The T49G desk phone provides an HDMI connection for adding an additional monitor.

Tap Menu > Basic > HDMI to navigate to connect an external display.

Configure HDMI setting:
1. From Basic settings, scroll down and tap HDMI.
2. Tap External display field.
3. Tap Enabled, then tap Save to accept the change.

Line keys
Your T49G comes with 24 configurable line keys. You can use them to create one-button speed dials for frequently dialed numbers. To view all lines, press More Line Keys on the idle screen to toggle to 18 additional line keys.

Configure line keys for speed dial:
1. Press and hold an unused line key (for about five seconds).
2. Tap the Type field and select Speed Dial from the drop-down menu.
3. Tap 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 Save to accept your changes.

You can now use this line key to speed dial this contact.

Access additional line keys:
To access all line keys, press the More Line Keys icon to view the lines.
**Voice Mail setup**

To set up your Voice Mail:

1. Press Message icon 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.

See Voice Mail for more information.

**Basic call features**

**Make and receive calls.**

Voice 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 Send. 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.

**From Call History:**

1. Tap History when the phone is idle.
2. Scroll to locate the entry you wish to call. You can filter your view by tapping Missed Calls, Placed Calls, Received Calls or Forwarded Calls.
3. Tap the desired entry, then select Video or Audio on the History Details screen to initiate the call.

**From the Local Directory:**

1. Tap Directory.
2. Scroll to locate the contact you wish to call.
3. Tap the desired contact, then select Video or Audio on the Contact Details screen to initiate the call.

**Control video during a call.**

**Add video during a voice call:**

Tap the Start Sharing icon at any time during an active voice call. A two-way video call will be established once the other party accepts the invitation to add video. You can also initiate a video call from the control center. Swipe down to access the control center and tap Video.

**Switch back to a voice-only call:**

Tap at any time to switch back to a voice-only call. You can also block video transmission by closing the shutter switch on the camera.

**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 configuration.

**End a call.**

To end a call, tap the End Call soft key.

**Hold a call.**

To place a call on hold, press Hold or the Hold soft key during an active call.

To resume the call, do one of the following:

- **If call is on hold:**
  Press or tap the Resume soft key.

- **Multiple calls on hold:**
  Tap 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 then scroll to and tap the desired number to dial out.

**Advanced call features**

**One Talk feature access codes**

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

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 calls:

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

Enable or disable Anonymous Call Rejection:

1. Tap the **Features** soft key on the left side of the home screen.
2. Tap **Anonymous Call Rejection**.
3. Tap **Turn Anonymous Call Rejection ON** or **OFF** to enable or disable this feature.

Note: You can also turn anonymous call rejection on by dialing **77. To turn the feature off, dial **87.

Blacklist a contact from the Local Directory:

1. Tap **Directory**.
2. Tap info icon next to contact you want to blacklist.
3. Tap **Blacklist** icon.
4. Tap OK to move the contact to the blacklist.

Blacklist a contact from your Call History:

1. Tap **History**.
2. Scroll to locate the contact you wish to blacklist. You can filter your view by tapping Missed Calls, Placed Calls, Received Calls or Forwarded Calls. Tap info icon next to the desired entry.
3. Tap **Blacklist** to block this contact.

Remove a contact from a blacklist:

1. Tap **Menu**.
2. Tap **Directory**.
3. Tap **Blacklist**.
4. Scroll to locate the contact you wish to unblock and tap the info icon.
5. Select the group to which you would like to add the contact and tap Save.

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 from those telephone numbers will ring on your desk phone, and you can 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 a bridged number:

1. When a call is made to a shared line, it will appear on your screen.
2. Tap 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 Bridge Line:
1. Press and hold the line key* in use for approximately five seconds.
2. Press the Barge In 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. In addition to forwarding calls to Voice Mail, 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.

Forward to Voice Mail:
1. Tap the Features soft key on the left side of the home screen.
2. Tap Call Forward if it is not already selected and tap your preferred forwarding option.
3. Tap ON or OFF to enable or disable this feature. Enter the number you wish to forward your calls to by tapping the Forward To field.
4. Tap Save.

To configure Call Forwarding:
1. Tap the Features soft key on the left side of the home screen.
2. Tap Call Forward if it is not already selected and tap your preferred forwarding option.
3. Tap ON or OFF to enable or disable this feature. Enter the number you wish to forward your calls to by tapping the Forward To field.
4. Tap Save.

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. Tap the line key to pick up the call and continue your conversation.
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. On main screen, tap DND to enable or disable the Do Not Disturb feature.
2. The phone will not ring while the screen displays Do Not Disturb.

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.

Tap the End Call soft key to disconnect all parties.

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.
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 speak to the person before you transfer the call.
1. Press \( \text{Transfer} \) or use the \( \text{Transfer} \) 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 \( \text{Transfer} \) or the \( \text{Transfer} \) 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 \( \text{Transfer} \) or use the \( \text{Transfer} \) 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 \( \text{Transfer} \) or use the \( \text{Transfer} \) 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.

Call History
Call History maintains a list of all calls that were missed, placed, received and forwarded. You can view and delete call records, place a call, blacklist a contact, or add a contact to your Local Directory from the Call History screen. Call History can be accessed from the Idle screen, Menu screen or from the keypad screen for placing calls.

View Call History:
1. Tap \( \text{History} \) to open the history screen. The touch screen will display All Calls records.
2. Scroll to locate the desired contact. You can also filter your view by tapping Missed Calls, Placed Calls, Received Calls or Forwarded Calls.

Call a contact from Call History:
To place a call directly from your Call History, follow steps 1 and 2 above, then tap the desired entry and select Video or Audio on the History details screen to initiate the call.

View call details:
3. Follow steps 1-2 above, then tap \( \text{History} \) to the right of the desired entry to view call details. From the History details screen, you can add the contact to your directory, blacklist the contact or delete the call record.

Add contact to Local Directory:
4. Follow steps 1 to 3 above, then tap Add.

Blacklist the contact:
5. Follow steps 1 to 3 above, then tap Blacklist to block this contact.

Delete an individual call record:
6. Follow steps 1 to 3 above, then tap Delete.

Delete all call records:
1. Tap \( \text{History} \).
2. Choose the folder you wish to delete.
3. Tap Settings.
4. Tap All.
5. Tap Delete to delete all records in that folder.
Contact management

Local Directory
The built-in phone directory can store the names and phone numbers of up to 1,000 of your contacts and 48 groups in its 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.

The Local Directory can be accessed from the Idle screen, Menu screen, or from the keypad screen for placing calls.

Add a contact:
1. Tap Directory.
2. Tap the Group you want to add to. If the Local Directory is collapsed, tap > to reveal your list of groups.
3. Tap Add Contact to open the New Contact screen.
4. Tap the respective fields to enter name, office, mobile and other numbers.
5. Tap the Account field to specify the line you want to use when placing a call to this contact. (Select Auto to use the default account.)
6. Tap the Ring field to open ringtone options for this contact.
7. Select your desired ringtone and tap OK. (If Auto is selected, this contact will use the ringtone with the following priority: 1. Group Ringtone, 2. Account Ringtone, 3. Phone Ringtone.)
8. Tap the Photo field.
9. Select an image to use for this contact then tap Save to accept all changes and add the new contact to the directory.

Search the directory for a contact:
1. Tap Directory to open your list of contacts.
2. Tap Search.
3. Using the onscreen keyboard, type the first few letters of the contact's name or phone number. Contacts whose name or number matches will appear on the screen as you type.
4. You can also search contacts alphabetically by tapping the desired letter on the right side of the screen.

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. Tap Directory.
2. Tap info icon to the right of the desired contact name to view the Contact Details screen.
3. Tap any field to edit information.
4. Tap Save to save all your edited changes.

Delete a contact:
1. Tap Directory.
2. Tap info icon next to contact you want to delete. (See Search Directory for different methods for searching long contact lists.)
3. Tap to delete.
4. Tap OK (or cancel).

Blacklist a contact:
See Block a Call in the Advanced Call Features section to learn how to blacklist a contact from your directory.

Remove contact from blacklist:
See Block a Call in the Advanced Call Features section to learn how to remove a contact from your blacklist.
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. Tap Directory to open your list of contacts.
2. Tap Settings.
4. Using the onscreen keyboard, type the name of your new group.
5. Tap to save.
6. Once saved, your new group will appear on the left under Local Directory.

Group settings
To delete groups or edit group names, follow steps 1 and 2 above to navigate to the Directory settings screen, then follow the instructions below. If the Local Directory is collapsed, tap > to unhide your list of groups.

Delete a group:
1. Tap next to the group you want to delete.
2. Tap OK to confirm, or Cancel to keep the group.
Edit a group name:
1. Tap edit to reveal the onscreen keyboard.
2. Type a new name or make necessary changes.
3. Tap ✓ to save.

Assign ringtones to groups:
1. Tap to open ringtone options.
2. Tap to select the desired ringtone.
3. Tap OK to save selection or cancel to keep previous ringtone.

Voice Mail
Your T49G desk phone will notify you when you have new Voice Mail messages with an onscreen message and blinking red power light indicator.

Retrieve Voice Mail messages:
1. Press the Connect soft key or the dedicated 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 the 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.

Move a contact to a different group:
1. Tap Directory.
2. Tap Settings.
3. Tap to select the contact you want to move to another group.
4. Tap Move. A pop-up dialog box will open with your group list.
5. Select the group to move the contact to and tap OK.
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.

System status, troubleshooting and other settings

Check phone status.
The Status screen is where you will find general information for network, phone and account status, including MAC address, IP address, product ID, hardware and firmware versions, among other things.

To check status:
1. Tap Menu.
2. Tap Status.
3. Select Network, Phone or Accounts to view 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. Tap Menu.
2. Tap Advanced.
3. Enter your password using the onscreen keyboard, and tap OK.
Reboot your phone:
4. Tap the Reboot soft key on the left side of the Advanced Settings screen.
5. Tap the red Reboot button in the center of the screen.
6. Tap OK to confirm, or Cancel if you change your mind.

Important: You will see a series of screens as the phone reboots. DO NOT unplug, remove power or try to use the phone until it finishes rebooting and the idle screen returns.

Reset to factory settings:
1. Tap the Reset to Factory Settings soft key on the left side of the Advanced Settings screen.
2. Tap the Reset Options field and select desired option.
3. Tap the red Reset button in the center of the screen.
4. Tap OK to confirm, or cancel if you change your mind.
Specifications

- 8" x 1280 x 800 capacitive (10-point) touch screen
- IPS LCD
- Supports IPv4 and IPv6
- Full-HD 1080p30 video calling
- Two megapixel HD camera with privacy shutter
- Built-in Bluetooth 4.0+ EDR for headsets and pairing mobile devices
- Built-in Wi-Fi (Dual-band: 2.4GHz and 5GHz 802.11a/b/g/n)
- Standard HDMI output for connection to monitor
- USB ports (2.0 compliant) for media and storage applications
- Up to 16 SIP accounts
- Two-way video conferencing
- Five-way audio/video mixed conferencing

Features

Accessibility
- 6-way Conference Calling support

Bluetooth
- Bluetooth profiles
- 4.0 Bluetooth wireless

Display and input
- Illuminated mute, headset, hands-free speakerphone keys

Music and audio
- Speakerphone

Pictures and video
- HD video calling 1080p 30 fps
- Three-way video conferencing

Technology
- Dual-port Gigabit Ethernet
- IP assignment: static/DHCP/PPPoE
- IPv6
- OpenVPN, IEEE 802.1x
- SIP v1 (RFC2543), v2 (RFC3261)
- Supports bridging that allows T41P, T46G, T46GW and T49G to monitor incoming calls
- Transport Layer Security (TLS)
- USB 3.0 supported
- Up to 16 SIP accounts
- Wi-Fi
- 802.11a/b/g/n
- 802.11 n - 2.4 and 5GHz only
- Yealink Optima HD voice

Applications and software
- One Talk compatible

Camera
- Front-facing camera
- 2.0-megapixel front camera

Form factor
- 1 x USB2.0 port
- 1xRJ9 (4P4C) handset port
- 1xRJ9 (4P4C) headset port
- Desk phone
- HDMI port
- HDMI output for connection to monitor/storage applications
- Integrated stand with two adjustable angles
- Message Waiting Indicator (MWI)

Network
- Advanced Calling (HD Voice)

Product
- Set date/time manually or automatically

Tools
- Caller ID with name
- Speed dialing

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>
<tr>
<td>Visual Message Waiting Indicator (MWI)</td>
<td>• 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.</td>
</tr>
</tbody>
</table>
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>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>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS12V2000</td>
<td>T49G Power Supply</td>
</tr>
<tr>
<td>CORD</td>
<td>Replacement Handset Cord</td>
</tr>
<tr>
<td>T49GHS</td>
<td>T49G 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.

WEEE warning
To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Customer feedback
We are striving to improve our documentation quality, and we appreciate your feedback. Email your opinions and comments to DocsFeedback@yealink.com.

GNU GPL information
Yealink SIP VP-T49G IP phone firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online: http://www.yealink.com/GPLOpenSource.

Copyright
Copyright © 2016 YEALINK NETWORK TECHNOLOGY CO., LTD.

Copyright © 2016 Yealink Network Technology CO., LTD. All rights reserved. No parts of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, photocopying, recording, or otherwise, for any purpose, without the express written permission of Yealink Network Technology CO., LTD. Under the law, reproducing includes translating into another language or format.

When this publication is made available on media, Yealink Network Technology CO., LTD. gives its consent to downloading and printing copies of the content provided in this file only for private use but not for redistribution. No parts of this publication may be subject to alteration, modification or commercial use. Yealink Network Technology CO., LTD. will not be liable for any damages arising from use of an illegally modified or altered publication.

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

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.
T49 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.
One Talk—T49G IP desk phone guide

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.

Idle Screen
- History
- Directory
- DND
- Menu

Menu
- Status
- Directory
- History
- Messages
- Basic Settings
- Advanced Settings

Advanced Settings
- Network
- Set Password
- Set AES Key
- Reboot
- Reset to Factory Settings

Status
- Network
- Phone
- Accounts

Network
- IPv4
- IPv6
- WAN Port
- IPv4/IPv6 Mode
- IPv4
- IPv6

WAN Port
- IP Mode
- MAC

Accounts
- Line 1
- Line 2-16

Phone
- Product Name
- Hardware
- Firmware
- Config Version
- Prod ID
- MAC
- Device Cert

Basic Settings
- Language
- Time & Date
- Display
- Sound
- Bluetooth®
- Wi-Fi
- Camera Settings
- Video Settings
- HDMI

Camera Settings
- Scene Mode
- Back
- Home
- Save
- Reset

Video Settings
- Video
- Auto Start Video
- Auto Answer Video
- Uplink Bandwidth
- Downlink Bandwidth
- Back
- Save
- Home

HDMI
- Enable/Disable
- Back
- Save
- Home

Wireless Status
- Wireless Status
- Profile Name
- SSID
- Signal Strength
- Channel
- AP MAC Address
- Security Mode
- Encryption Type
- Transmit Rate
- Frequency

Wireless Status
- Disable
- EAP-MDS
- EAP-TLS
- EAP-PEAP/Mschap
- EAP-TTL/EAP-MschapV2
- EAP-EAP/GTC

802.1x Mode
- Disable
- EAP-MDS
- EAP-TLS
- EAP-PEAP/Mschap
- EAP-TTL/EAP-MschapV2
- EAP-EAP/GTC

802.1x Settings
- LLDP
- CDP
- NAT

LLDP
- ON/OFF
- Packet Interval

CDP
- ON/OFF
- Packet Interval

NAT
- ON/OFF
- STUN Port

Display
- Backlight
- Contrast
- Wallpaper

Sound
- Ringtone
- Key Tone

Bluetooth
- ON/OFF

Wi-Fi
- ON/OFF
- Wireless Status

Network
- WAN Port
- VLAN
- 802.1x Settings
- VPN
- LLDP
- CDP
- NAT

VLAN
- WAN Port
- PC Port
- DHCP VLAN

VPN Active
- ON/OFF

VPN Settings
- ON/OFF
- Packet Interval

WAN Status
- Network
- Phone
- Accounts

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.

Network details & coverage maps at vzw.com.