One Talk T46S IP desk phone user guide

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Welcome

The Verizon T46S IP desk phone is a Voice over IP (VoIP) business phone with nine programmable line keys. The desk phone and the line keys support the integrated service features of One Talk℠ from Verizon. The T46S features work the same way on your desk phone, smartphone and tablet computers.

Initial setup

If your T46S desk phone was not connected and set up by your IT account administrator, verify the following with your administrator:

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 number has been included in any business group features

Connecting the phone to power and Ethernet

Power

You have two options for power: AC power (wall outlet) or Power over Ethernet (PoE). Your system administrator will advise you which 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 PoE-capable switch/hub device.

Startup

After your phone is powered on, the system boots up and performs the following steps:

Dynamic Host Configuration Protocol (DHCP)

The phone attempts to contact a DHCP server in your network to obtain valid IPv4 network settings by default.

Automatic phone initialization

When your One Talk phone is connected to the network and powered on, it will automatically start the initialization process. The LCD screen displays: “Initializing, please wait during this process.” The phone finishes the initialization by loading the saved configuration.

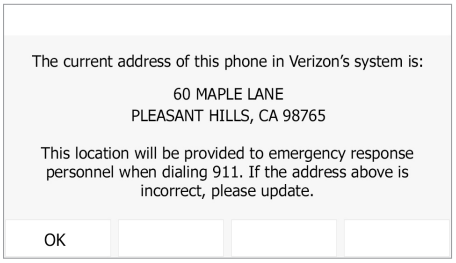
The desk phone is ready for use.

Viewing E911 location information

Enhanced 911 (E911) is a location technology that enables emergency responders to know the geographical location of a caller who dials 911. Your One Talk account administrator will configure your location. Contact your administrator if your E911 address is missing or inaccurate.

Note: This device will not function unless an initial E911 address has been added.

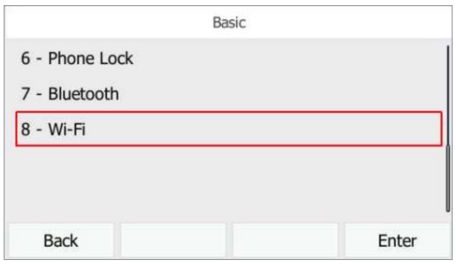
To view your 911 address, press the **Address** line key to the right of the LCD screen.

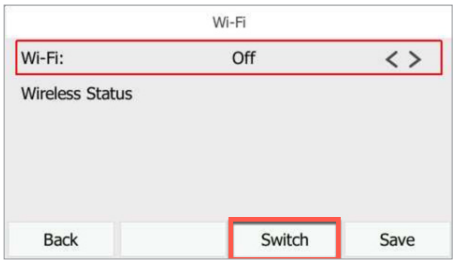


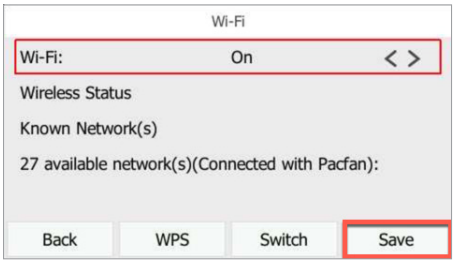
Configuring Wi-Fi via phone user interface

To access Basic settings:

1. Press the **Menu** soft key while the phone is idle
2. Use the keys to navigate to Basic settings and press OK to select
3. Scroll to Wi-Fi and press the **Enter** soft key
4. Press the **Switch** soft key to turn Wi-Fi on
5. Press the **Save** soft key. The phone will automatically search for available wireless Wi-Fi networks in your area
6. Select an available wireless network from the list of available networks
7. Press the **Connect** soft key to connect to the wireless network
8. If the network is secure, enter its password in the Password field and then tap the **OK** soft key







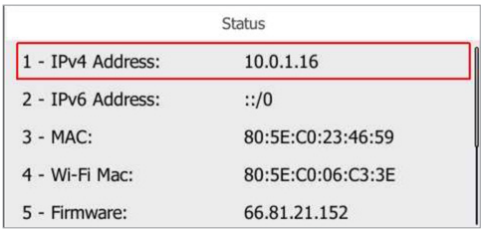
Getting to know your desk phone

Hardware components

	Item	Description
1	LCD screen	Displays info about calls, messages, soft keys, time, date and other relevant data, such as: • Caller ID • Call duration • Icons • Missed call and second incoming caller information • Prompt text
2	Power indicator LED	Indicates the status of phone power and some phone features (such as whether they are on or off)
3	Line keys	Can be programmed to activate up to three accounts and have phone features assigned to them
4	Mute key	Toggles to indicate whether a feature is muted or not
	Headset key	Toggles and indicates whether the phone is in headset mode or not
	Message key	Accesses your Voice Mail messages
	Hold key	Place an existing call on hold
	Redial key	Redials a previously dialed number
	Transfer key	Transfers a call to another number

	Item	Description
5	Speakerphone key	Toggles unit into hands-free speakerphone mode
6	Volume key	Adjusts the volume of the handset, headset, speaker and ringer
7	Keypad	Provides the digits, letters and special characters in context-sensitive applications
8		Allows you to scroll through the displayed information
		Confirms actions or answers incoming calls
		Cancels actions or rejects incoming calls
9	Soft keys	Can be customized as shortcuts to specific features

Navigating the display



Indicators and notifications

LED light status:

Power indicator LED

LED status indicator	What it means
Solid red	The phone is initializing.
Fast flashing red	The phone is ringing or downloading configuration files.
Slow flashing red	The phone is receiving a voicemail message.
Off	The phone is not in use.

Line key LED

LED status indicator	What it means
Solid green	The line is in use on current device.
Solid red	The line in use but on another device.
Slow flashing red	The line has been placed on hold from another device.
Fast flashing green	The line is receiving an incoming call.
Slow flashing green	The call is placed on hold from current device.
Off	The line is inactive.

Customizing your desk phone

About Basic settings

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

- Language preferences
- Time and date
- Display settings
- Ringtone and keypad sound settings

To access Basic settings:

1. Press the **Menu** soft key while the phone is idle
2. Use the ◀▶ keys to navigate to Basic settings and press OK to select

Language preferences

The default language on the phone's user interface is English.

To change the language of the phone interface:

1. Press the **Menu** soft key to open the main menu
2. Use the ▼▲ keys to navigate to and select **Settings**
3. Use the ▼▲ keys to navigate to and select **Basic**
4. Use the ▼▲ keys to navigate to and select **Language**
5. Scroll ▼▲ to your preferred language, highlight and select it

Time and date

Time and date are displayed in the middle of the status bar. You can also set your preferred formats for displaying time and date in the Time & Date settings screen. The phone is defaulted to SNTP so as to synchronize the time zone with the provided 911 address.

To navigate to the Time & Date settings screen:

1. Press the **Menu** soft key to open the main menu
2. Select **Settings**
3. Use the keys to navigate to Basic settings and press OK to select
4. Scroll to Time & Date and press OK to select

To configure the time zone to synchronize with the address entered in the Admin Portal (SNTP):

1. From the Basic settings screen, highlight **Time & Date** and press OK
2. Scroll to SNTP settings and press OK to select
3. Press the **Save** soft key to accept the changes

To set time and date format preferences:

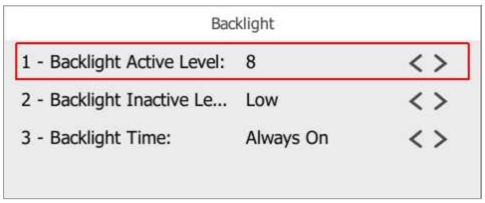
1. From the Basic settings screen, scroll to Time & Date Format and press OK to select
2. Scroll to Time & Date Format and press OK to select your preferred formats
3. Scroll to select **Hour**, **Clock** or **Date** format. To change the format, press to find, highlight and select desired format. Press the **Save** soft key to accept the changes

Display settings

To change backlight duration:

You can set the time duration for the backlight of your desk phone as Always ON, Always OFF or several other options. For example, you can have your display switch to low-light mode after a period of inactivity. You can also turn off the backlight completely when inactive. To set backlight levels and duration of inactivity before switching to low light or turning the backlight off:

1. From Display settings, scroll to Backlight and press OK to select
2. Scroll to Backlight Active Time and select one of the following to choose your preferred time: **Always ON**, **Always OFF**, **15 sec**, **30 sec**, **60 sec**, **120 sec**, **300 sec**, **600 sec** or **1800 sec**
3. Press **Save**



Sound settings

Call volume

Press on the phone console to adjust the volume of the receiver when you are on a call (using the handset, speakerphone or headset).

Ringer volume

Press on the phone console to adjust the volume of the ringer when the phone is idle.

Ringtones

1. From Sound settings, scroll to Ringtone and press OK to select
2. Highlight the desired line
3. Press OK then select the desired ringtone and press **Save.** If there are multiple lines on the desk phone, you can elect to assign one ringtone for all lines by selecting **Common AES** or assign a different ringtone for each line
4. Scroll to preview ringtone options and press the **Save** soft key to select

Keypad tones (key tones)

Keypad tones, or key tones, give you the option of hearing sounds each time you depress a key on the keypad. To activate key tones:

1. From Sound settings, scroll to Key tones and highlight it to select it
2. Use the **Switch** soft key to enable or disable Key tones, and press the **Save** soft key to accept the changes

Line keys

Your T46S comes with nine configurable line keys. You can use them to create one-button speed dials for frequently dialed numbers.

To view all lines, press the 1 2 3 pages key on the idle screen to toggle to additional line key pages.

Speed dial configuration of a line key

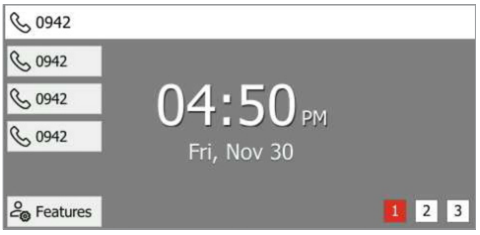
To configure a speed dial key:

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 to associate with this line key
   - **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.

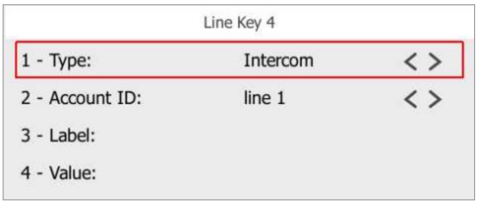
You can now use this line key to speed dial this contact.

Intercom key setup

1. From the Home screen, press and hold an empty soft key

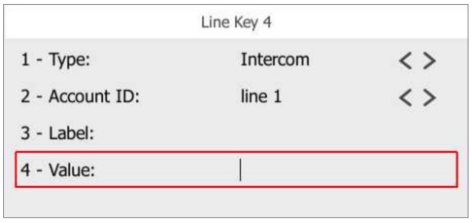


2. From the Type field, press the **Intercom** soft key



3. Enter the appropriate information then press the **Save** soft key
   - Label
   - Value (extension number)

You will get a prompt to enter the extension number if left blank.



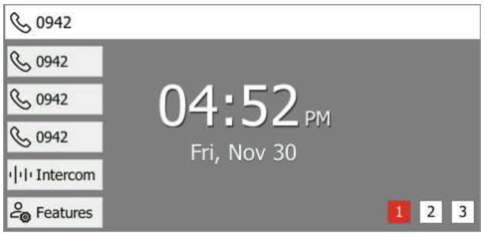
Using the Intercom key

General information:

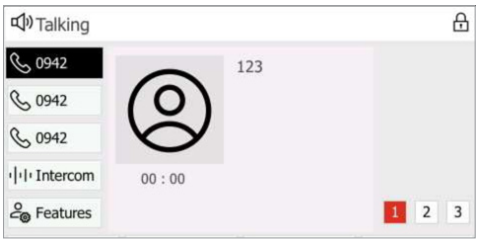
- If you attempt to use speed dial to dial the extension needed for an intercom call, your phone will display an error message. You must enter the extension manually if no extension is defined in the Intercom line key
- Intercom calls do not have a standard ring. You'll hear a beep, and the intercom call will be auto-answered
- Desk phones with the Do Not Disturb (DND) feature enabled do not receive intercom calls. If no other desk phones share the One Talk phone number, the intercom call is directed to voicemail
- If there are additional desk phones sharing the same One Talk phone number (where DND is not enabled), those devices receive the intercom call. There is no way to tell which desk phone will receive the intercom call if multiple desk phones are sharing the same One Talk phone number

To use a dedicated Intercom line key when extension is not defined:

1. From the Home screen, press the soft key next to the Intercom label



2. The Intercom is now connected



Voice Mail setup

1. Press the message key on the phone console
2. Select your preferred language
3. Create a four-digit passcode
4. At the voice prompt, record your name
5. Select a greeting, either personalized or standard

See “Basic Voicemail User Guide” for more information.

Basic call features

Make outgoing calls.

From the handset:

Pick up the handset, enter the phone number and press the **Send** soft key.

Using the speakerphone:

With the handset on-hook, press , enter the number and press the **Send** soft key.

From a headset:

With the headset connected, press to activate the headset mode, enter the number and press the **Send** soft key.

From your Call History:

1. Press the **History** soft key
2. Press or to switch between All, Placed, Received, Missed and Forwarded call lists
3. Press or to select the desired entry
4. Press the **Send** soft key

From your directory:

1. Press the **Directory** soft key
2. Select the desired contact group and press the **Enter** soft key
3. Press or to find and highlight the desired number
4. Press the OK soft key to dial out the number

Manage multiple lines.

The telephone number assigned to your desk phone gives you three different lines you can use 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. To move between the lines, place the current one on hold and press the desired line.

Receive incoming calls.

When not already on a call:

- **Using the handset:** Pick up the handset
- **Using the speakerphone:** Press
- **Using the headset:** Press

While on a call or the line is otherwise in use:

Press the corresponding incoming line key to answer the call.

Alternatively, press **Hold** to place the current call on hold, then press **Answer** to pick up the incoming call. Or press **Ignore** to trigger your Call Forwarding preferences.

You can also activate Do Not Disturb mode to turn off ringing and automatically ignore calls by pressing the **DND** soft key.

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.

Using the handset:

1. Press the **End Call** soft key
2. Hang up the handset

Using the speakerphone:

Press the **End Call** soft key.

Using the headset:

Press the **End Call** soft key.

Hold a call.

Press the **Hold** soft key during a live call.

Resume a call.

If there is only one call on hold, press the **Resume** soft key.

If there is more than one call on hold, press or to select the desired call, then press the **Resume** soft key.

Mute/unmute your phone’s microphone.

Press during a call.

Redial.

1. Press to enter the placed call list
2. Press or to select the desired entry
3. Press or the **Send** soft key

Redial last number.

Press ↻ twice when the phone is idle to dial out the last dialed number.

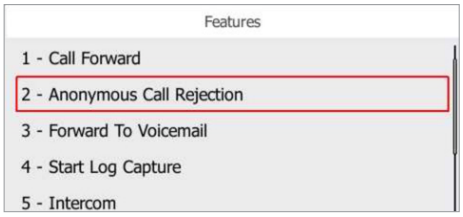
Block a call.

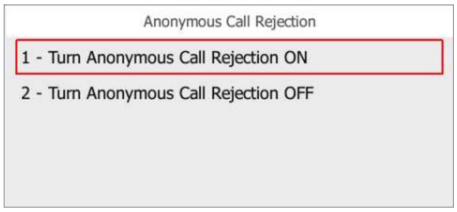
There are two ways to block incoming calls from ringing on your phone:

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

To enable Anonymous Call Rejection:

1. Select the **Features** line key
2. Scroll ▼▲ to navigate to and select **Anonymous Call Rejection**
3. Press OK to turn the feature on or off

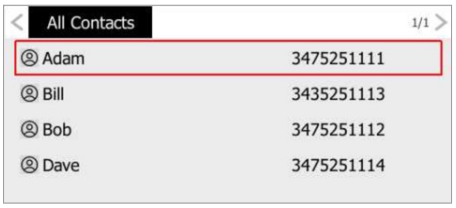


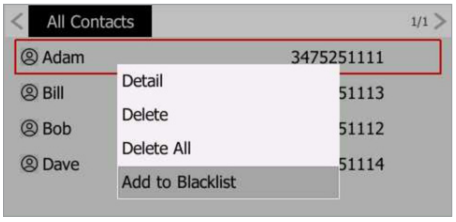


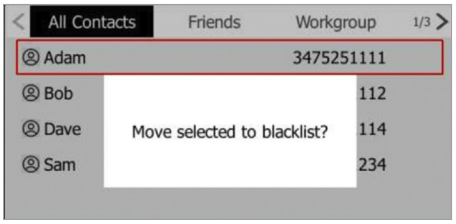
To blacklist a contact:

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**

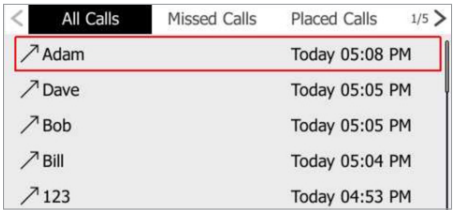


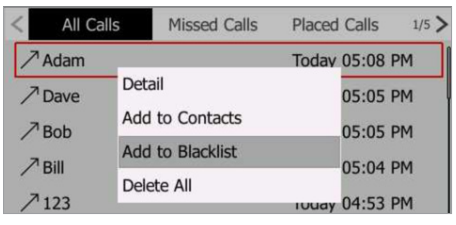




From your Call History:

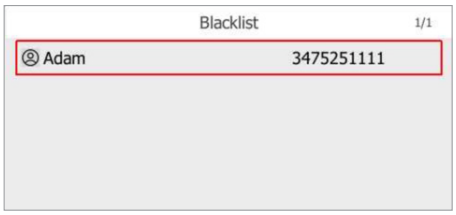
1. Press the **History** soft key
2. Select the caller you want to blacklist
3. Select **Options**
4. Select **Add to Blacklist** and press **OK**

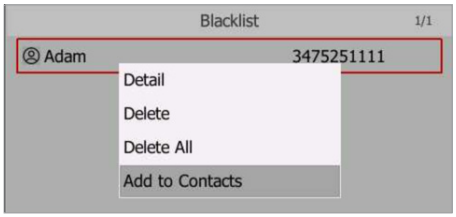


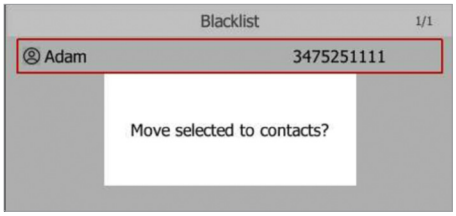


To remove a contact from a blacklist:

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, and you can use those other numbers to place calls directly from your own desk phone.

To configure another phone number to your desk phone:

Your organization's One Talk account administrator can configure bridged devices by logging into the My Business Verizon One Talk Admin Portal.

Monitoring and answering a bridged line:

1. When a call is made to a bridged 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.

To use Call Barge, your account administrator must configure the barge function in the One Talk Admin Portal.

To barge in on a call to your One Talk number or Bridge Line:

1. Press and hold the in-use line key 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).

To set a warning tone during Barge In:

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.

Remote Group Pickup

One Talk helps ensure that calls are answered by associating lines with groups such as company departments. 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.

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. toll or 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. toll or 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 when one of your optional preferences above (Always, Busy, No Answer) is set.

To set forward-to phone number and configure Call Forwarding preferences:

1. Select the **Features** line key
2. Scroll and select **Call Forwarding**
3. Scroll to find and select your forwarding preference (Always Forward, Busy Forward or No Answer Forward) and click OK
4. Use the keys to enable/disable
5. If enabling, scroll to the Forward To: field and enter the number to which you want your calls forwarded
6. When you are finished, select the **Save** button

Call Move

If your One Talk number is shared with other devices, when you are on a live call, you can move from your desk phone to your mobile device or tablet and from your other devices to your desk phone without disconnecting.

To change phones:

1. Place the call on hold by pressing the **Hold** soft key
2. On your mobile device, tap the **Active Call** icon then select **Retrieve** to continue the call

To retrieve a call from your desk phone:

If you placed a call on hold from another device, the line key on your desk phone will be flashing red. To pick up the call, press the corresponding line key.

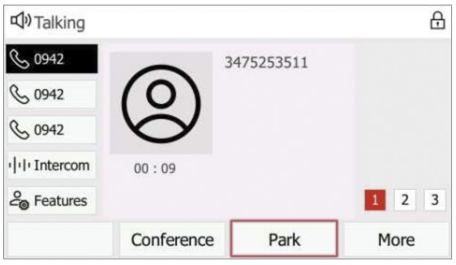
Call Park and Retrieve

Call Park and Retrieve is a form of call hold that lets you assign or "park" an active call to another member's extension or 10-digit phone number for easy retrieval within the same group.

Calls can also be retrieved by the person who parked the call. If you park a call against your own extension, it's just like placing the call on hold, but with a ringback reminder. If you've enabled the Music on Hold option, callers will hear music.

To park a call:

1. While on an active call, press the **Park** soft key. The user will hear a message stating, "Please dial the number where you want to park your call, followed by #, or dial # to park the call against your number"



2. Enter the appropriate 10-digit number or the extension number followed by **#**
3. Press **#** to park against your own extension

To retrieve a call:

- Press the **Retrieve** soft key
- The user will receive audio and visual notification of the parked call
- The call can be retrieved by dialing ****88** + extension

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

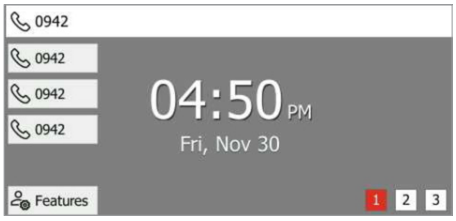
You can use any of your lines to hold a one-person conversation or a conference call. While on a call:

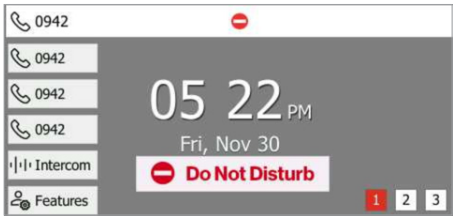
1. Press the **Hold** soft key during an active call. Then press **New Line**
2. Enter the number of the second party, and then press the **Send** soft key
3. Press the **Conference** soft key again when the second party answers. All parties are now joined in the conference
4. Repeat steps 1 to 3 to hold up to a six-way conference call

Do Not Disturb

Rejects incoming calls automatically. If no other devices share the One Talk number, callers can be forwarded to Voice Mail when DND is enabled.

1. Select the button that is under DND on your phone display
2. A DND icon will display at the top of the screen. Press the button under DND to toggle the feature on or off





Transferring calls

You may transfer an active call to any other phone number (it does not have to be a One Talk number). There are three transfer options: Consultative Transfer, where you have an opportunity to speak with the called party before transferring the call for pickup; Direct Transfer, where the current active call is transferred with no dialog between you and the called party; and Direct Transfer to Voice Mail.

Consultative Transfer

While on a call:

1. Press the **Transfer** soft key; this will place the other party on hold
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press **Consult**; you will be connected and can inform the called party of the pending transfer
4. Press **Transfer** to complete

Direct Transfer

While on a call:

1. Press the **Transfer** soft key; this will place the other party on hold
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press **Direct**

Direct Transfer to Voice Mail

Direct Transfer to Voice Mail enables you to transfer a call to someone else's voicemail.

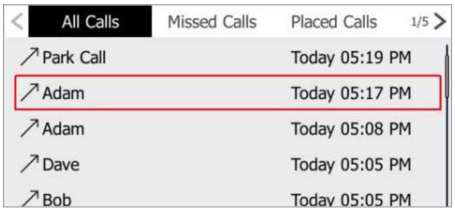
1. Press the **Transfer** soft key during an active call. This will place the call on hold
2. Press ****55**, then enter the 10-digit phone number or extension to which you want to transfer the call
3. Press the **Direct** soft key to complete the transfer

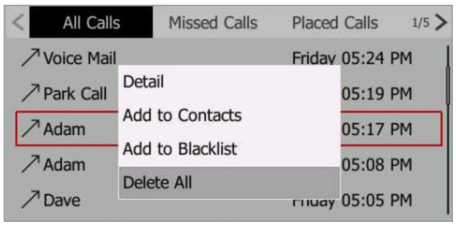
Call History

Call History maintains a list of all calls that were missed, placed, received and forwarded. You can view your Call History, place a call, add a contact or delete entries from the Call History list. Call History can be accessed from the idle screen or main menu.

View Call History.

1. Select the **History** soft key
2. Scroll to navigate through the Call History
3. When the desired phone call is highlighted, press one of the four soft keys beneath the screen to select your desired function: **Back** (to return to the previous menu), **Delete**, **Options** (Detail, Add to Contacts, Add to Blacklist) or **Send** (to call the number)



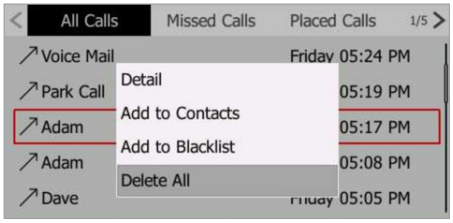


Delete an individual call log.

1. Tap the ▼▲ keys to find and highlight the call log you wish to delete
2. Select **Delete**

Delete all or a subset of all call logs.

1. Tap the ▼ key
2. Select **Options**
3. Select **Delete All**
4. Select OK



Blacklist a number from your Call History/remove a number from your blacklist.

See “Advanced Call Features > Block a call > Blacklist a call.”

Contact management

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; and dial a contact number directly from the local directory. Contacts can also be moved between groups.

Local Directory

To add a contact:

1. Press the **Directory** soft key when the phone is idle, and then press **All Contacts**
2. Scroll ▼▲ to navigate to the desired directory group and select OK
3. Press the **Add** soft key to add a contact
4. Enter a unique contact name in the Name field and contact numbers in the corresponding fields
5. Use the ▲ key to enter other information (work number, mobile number, etc.)
6. Press the **Add** soft key to accept the change

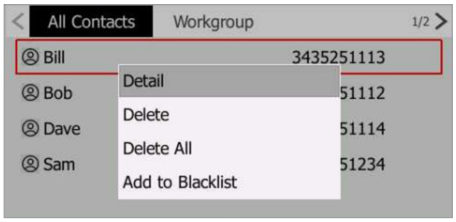
To search for a contact:

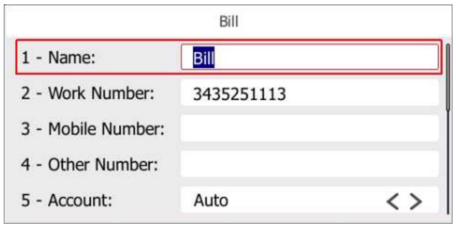
1. Press the **Directory** soft key
2. Select **All Contacts**
3. Press the **Search** soft key
4. Use the keypad to enter name

To edit a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**
2. Highlight the contact you wish to edit
3. Press the **Options** soft key and select **Detail** from the prompt list

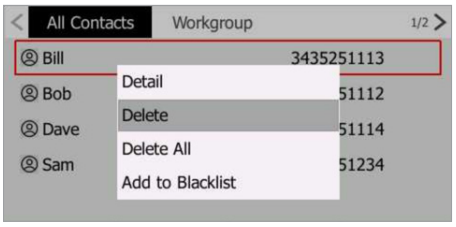
4. Edit the contact information using the key to select the desired contact fields you wish to change
5. Press the **Save** soft key to accept the change(s)

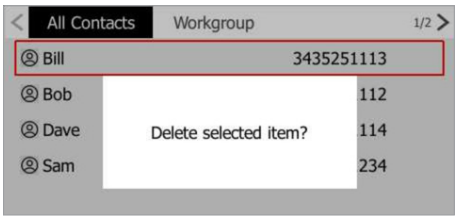




To delete a contact:

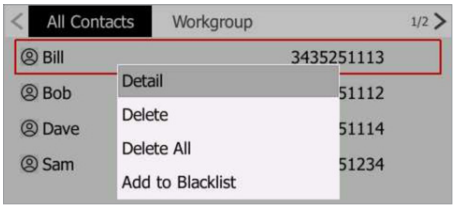
1. Press the **Directory** soft key when the phone is idle, and then press **All Contacts**
2. Highlight the contact you wish to delete
3. Press the **Options** soft key and select **Delete** from the prompt list
4. Press the OK soft key when the LCD screen prompts, "Delete selected item?"

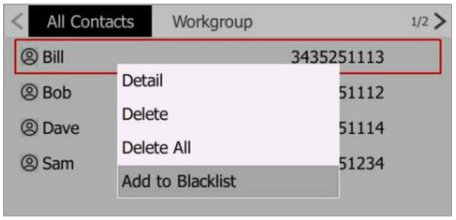


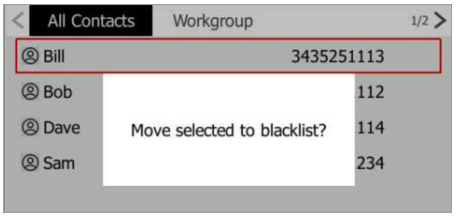


To blacklist a contact from your directory:

See "Advanced Calling Features > Block a call > Blacklist a contact from your directory."

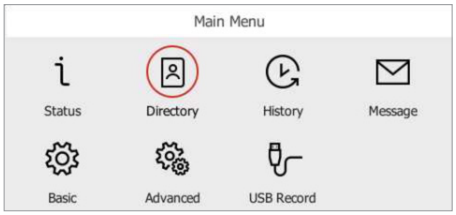


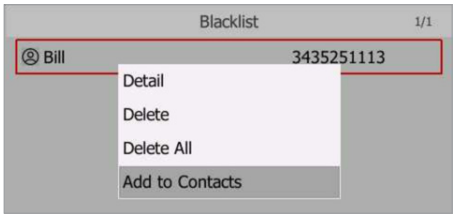




To remove a contact from blacklist:

1. Press **Menu** and then the **Directory** soft key
2. Select the **Blacklist** folder
3. Select **Options**
4. Highlight **Add to Contacts** and tap the OK soft key
5. Highlight **Move selected to contacts** and tap the OK soft key



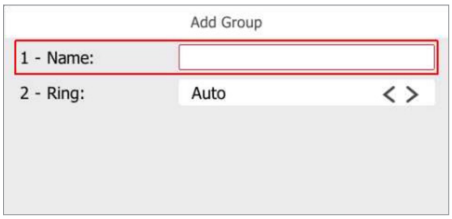


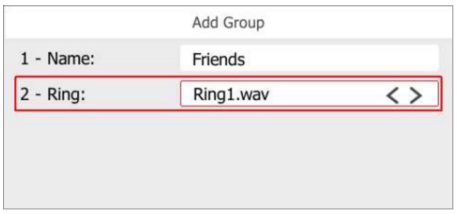
Groups

Groups are a great way to organize large lists of contacts, such as by function or department. Groups help you more quickly find the individual(s) you need to reach. You can even assign each group its own distinctive ringtone. You can edit, delete and blacklist group contacts and move contacts to different groups.

To create a group:

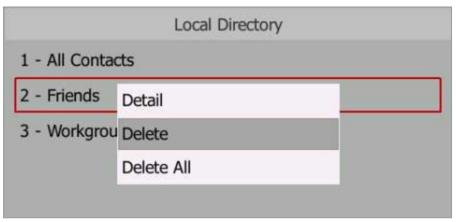
1. Press the **Directory** soft key
2. Select **Add Group**
3. Using the keypad, enter a group name
4. Use the key to scroll to and select a ringtone to assign to the group (if desired)
5. Once you are finished editing, select **Add**





To delete a group:

1. Press the **Directory** soft key
2. Select the desired contact group
3. Press the **Option** soft key and then select **Delete** from the prompt list
4. Press the OK soft key to confirm the deletion or the **Cancel** soft key to cancel

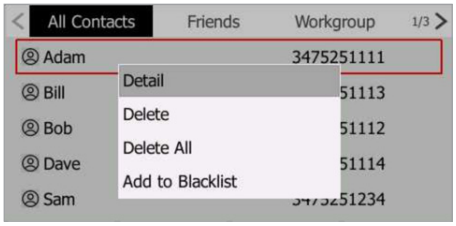


To assign a contact to a group:

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

To move a contact to a different group:

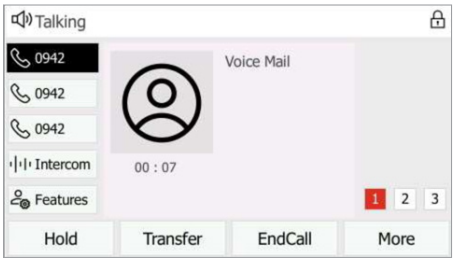
1. Press the **Directory** soft key, then press **All Contacts** or the group to which the contact belongs
2. Scroll to highlight the contact you wish to move, then press **Options**
3. Press **Detail**, select a different group and press **Assign to Group**



Voice Mail

To retrieve Voice Mail messages:

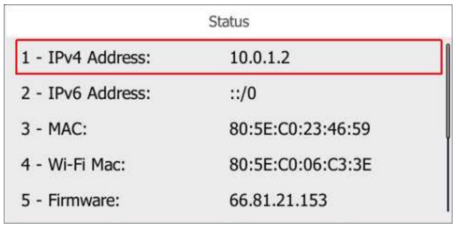
Press the message button on the desk phone console.



System status, troubleshooting and other settings

To check phone status:

1. Press the **Menu** soft key
2. Scroll to navigate to and select **Status**. Basic info will appear: IP Address, MAC Address, Firmware Version
3. Select **More** to see other information: Network (IPv4 and MAC addresses), Phone (configuration information, product ID and MAC address), and Account information (number of the phone and accounts associated with it)
4. Scroll to navigate to and select the info you would like to view and select OK



Rebooting or resetting phone

These are advanced settings for administrators only and require an admin password. The default password is “admin.”

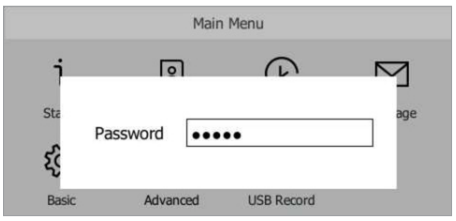
To navigate to the Advanced Settings page:

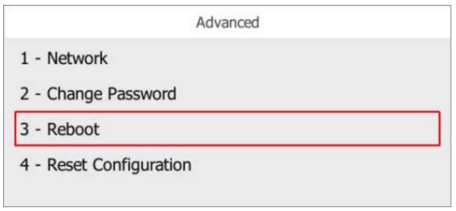
1. Press the **Menu** soft key to open the main menu
2. Use the keys to navigate to Settings and press OK to select
3. Select **Advanced** and press OK to select
4. Enter administrator password and the **OK** soft key to confirm

To reboot the phone:

1. From Advanced Settings, scroll to Reset & Reboot and press OK to select
2. Press the **OK** soft key to confirm.

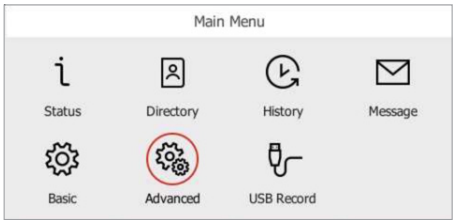
Note: Alternatively you can press and hold the **X** below the key for 10 seconds and then press OK to confirm the reboot.

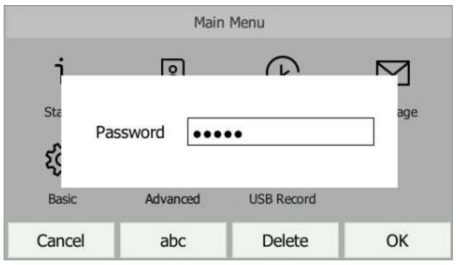


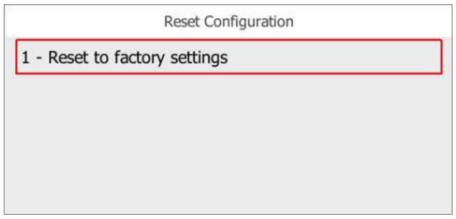


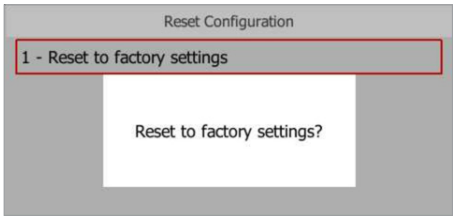
To reset the phone to factory settings:

1. From Advanced Settings, scroll to Reset & Reboot and press OK
2. Select **Reset to factory settings** and press OK









Features

Accessibility

- PoE support

Display and input

- Six line keys (three-page view)
- Dual-color (red or green) illuminated LEDs
- Illuminated Mute, Headset, Hands-Free speakerphone keys

Network

- Advanced Calling (HD Voice) technology
- Dual-port Gigabit Ethernet
- IPv6
- SIP v1 (RFC2543), v2 (RFC3261)
- Supports bridging that allows T41P, T41S, T41SW, T42S, T46G, T46GW, T46SW and T49G to monitor incoming calls
- Transport Layer Security (TLS)
- HD Voice

Applications and software

- One Talk compatible

Form factor

- 1 x RJ12 (6P6C) EHS port
- 1 x RJ9 (4P4C) handset port
- 1 x RJ9 (4P4C) headset port
- 2 x RJ45 10/100 M Ethernet ports
- Desk phone
- Integrated stand with two adjustable angles
- Message Waiting Indicator (MWI)
- Power over Ethernet (IEEE 802.3af), Class 2
- Wall mountable

Product

- Full-duplex, hands-free speakerphone with AEC
- Mute, Auto Answer, Do Not Disturb
- Manual or automatic date/time setting

Accessibility features

For hearing-impaired users

Feature	Description
Adjustable ringtone and volume	Choice of a variety of ringtones. Volume of the ringer can also be changed to suit needs.
Adjustable call volume	While on a call, raise or lower the volume of the voice on the far end and of other phone sounds heard.
Visual notifications	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.
Electronic hookswitch support	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.
Headset memory mode	Headset can be set up to take all calls.
Hearing-aid compatible (HAC) handsets	The standard headset for One Talk desk phones is not fully HAC compatible. If customers require HAC-compliant handsets, they can be provided by Verizon.
Visual Message Waiting Indicator	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.

For vision-impaired and blind users

Feature	Description
Adjustable backlight settings	Change the backlight setting of the screen by adjusting backlight settings.
Tactile 5 key with raised bumps	The 5 key has bumps that let users easily discern the position of other keys on the keypad.
Large keys	Large keys on the phone console enable easy access to phone features and functions.
Physical line keys	Phones have physical line keys to answer and end calls.
Variety of feature keys to press	Many features are accessible by pressing feature keys on the phone console.
Tactile-discernible number, feature and navigation keys	Keys on the phone console are easily discernible by their size and shape.
Illuminated feature keys	Many feature keys are illuminated when activated, providing alerts when a feature is enabled.

For mobility-impaired users

Feature	Description
Dedicated headset jack that enables the auto-answer function	Headset can be set up to take all calls.
Touch screen	Certain One Talk phones have large touch screens to tap, swipe and press to perform phone functions and activate features.
Built-in speakerphone	A built-in speakerphone allows users to use the phone without having to use a handset or headset.
Adjustable phone stand	One Talk phones have adjustable stands, so the phone can sit at a comfortable angle on the desktop.

Compatible accessories

EXP40	EXP40 Button Expansion Module
WF40	WF40 Wi-Fi USB Stick
WF50	WF50 Wi-Fi USB Stick
BT40	BT40 Bluetooth® USB Stick
EHS36	EHS36 IP Phone Wireless Headset Adapter
T46GWMB	T46G Wall Mount Bracket
EXP40WMB	EXP40 Wall Mount Bracket
PS5V2000	T46G Power Supply
CORD	Replacement Handset Cord
T46GHS	T46G Replacement Handset

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 adapter approved for use with this product. Use of another AC adapter 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 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

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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.

CE

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
3. Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning
4. Do not use this product near water
5. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged
6. 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
7. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord
8. 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
9. Never spill liquid of any kind into or onto the product
10. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks
11. Refer all questions regarding servicing of this product to qualified service personnel

Danger–electric shock and fire

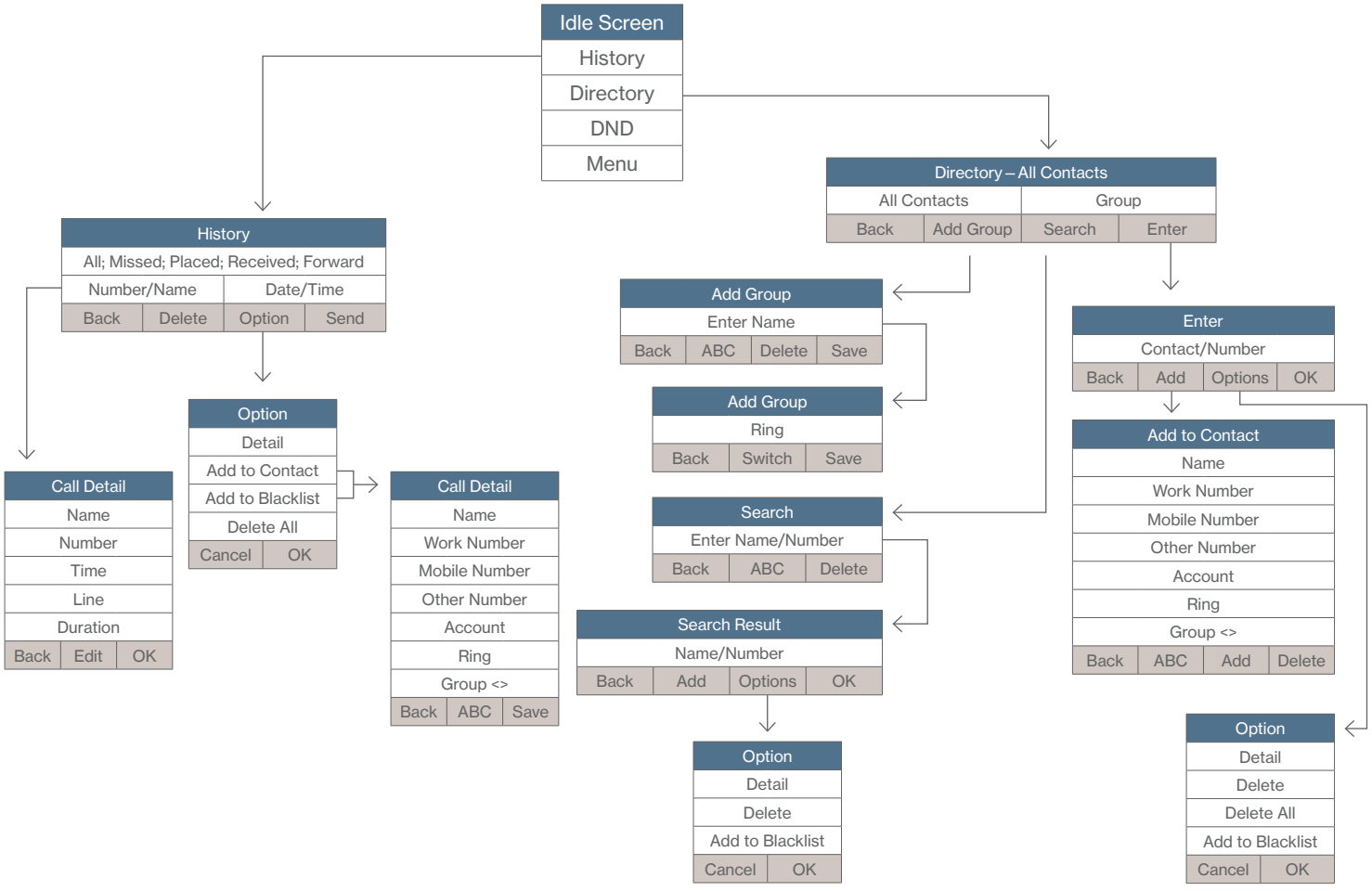
Electric current from power, telephone and communication cables is hazardous and could result in electric shock and/or fire.

Learn more:

For more information, visit onetalk.com

T46S 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.



T46S 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.

- **Idle Screen**
  - History
  - Directory
  - DND
  - Menu
- **Menu**
  - Status
  - Settings
  - Messages
  - History
  - Directory
  - Exit | Enter
- **Status**
  - IP Address
  - MAC
  - Messages
  - Firmware
  - More
  - Exit | Enter
- **More**
  - Network
  - Phone
  - Accounts
  - Back | Enter
- **Network**
  - IPv4
  - IP Mode
  - MAC
- **Phone**
  - Product Name
  - Hardware
  - Firmware
  - Config Version
  - Prod ID
  - MAC
  - Device Cert
- **Accounts**
  - Line 1
  - Line 2
- **Settings**
  - Basic
  - Advanced
  - Exit | Enter
- **Basic Settings**
  - Language
  - Time & Date
  - Display
  - Sound
  - Back | Enter
- **Language**
  - Select
- **Time & Date**
  - SNTP Settings
  - Manual Setting
  - Time & Date
  - DHCP Time
- **Sound**
  - Ringtone
  - Key Tone
- **Advanced Settings**
  - Network
  - Reboot
  - Reset to Factory Settings
  - Exit | Enter
- **Network**
  - WAN Port
  - VLAN
  - 802.1x Settings
  - VPN
  - LLDP
  - CDP
  - NAT
  - Exit | Enter
- **WAN Port**
  - IP Mode
  - IPv4
  - IPv6
- **VLAN**
  - WAN Port
  - PC Port
  - DHCP VLAN
- **802.1x Mode**
  - Disable
  - EAP-MDS
  - EAP-TLS
  - EAP-PEAP/MSCHAP
  - EAP-TTL/EAP-MSCHAPv2
  - EAP-EAP/GTC
  - Identify
- **VPN Active**
  - ON/OFF

T46S desk phone navigation guide (soft key menu)

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.

Feature Settings
Call Forward
Anonymous Call Rejection
Forward to Voicemail
Start Troubleshooting Trace
Back | Enter

Call Forward
Always Forward
Busy Forward
No Answer Forward
Back | OK

Anonymous Call Rejection
Turn ON
Turn OFF
Back | OK

Forward to Voicemail
Call Forwarding Always to Voice Mail ON
Call Forwarding Always to Voice Mail OFF
Call Forwarding Busy to Voice Mail ON
Call Forwarding Busy to Voice Mail OFF
Call Forwarding No Answer to Voice Mail ON
Call Forwarding No Answer to Voice Mail OFF
Back | OK