



## QUICK START GUIDE

Yealink SIP-T46G/T46S Gigabit Colour IP Phone

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## Introduction

Welcome to Cogeco's business phone service. This handy guide will take you through all of the Yealink SIP-T46G/T46S Gigabit Colour IP Phone features including setting up your voicemail, conference calls and customizable settings. We've also included useful, time-saving tips throughout this guide. **Let's get started.**

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## Getting Started With Hosted PBX

### Setting Up Voice Mail Greetings From Your Phone

1. Dial feature code **\*98** or tap  .
2. Enter a PIN of your choice (at least 6 digits)
3. Re-enter PIN to confirm
4. Upon hearing the system voice prompt, record your name
5. Press **#** to confirm
6. Setting up the Greetings  
Choose one of the following options:
  - **Press 1** to record a personal greeting. Follow the voice prompts to complete the recording.
  - **Press 2** to select system generated greetings that include your name. Greeting is automatically created.
  - **Press 3** to select system generated greetings that include your phone number. Greeting is automatically created.
  - **Press 4** to select system generated greetings that include both your name and telephone number. Greeting is automatically created.

Press the pound key (**#**) to confirm.

After 3 unsuccessful attempts to log in, you will be locked out. Please contact technical support at [1-855-440-5602](tel:1-855-440-5602). Accessing the Voice Portal from a remote location is not offered.

VoIP 9-1-1 Service features may differ from traditional wireline 9-1-1 services. Visit [cogeco.ca/911](http://cogeco.ca/911) for more information.

## Basic Call Features


### Placing a Call

**Tips:** During a call, you can alternate between the headset, hands-free speaker phone and handset modes by pressing the **Headset** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.


#### Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

#### Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the **Send** soft key.

#### Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.

### Answering a Call

**Tips:** You can reject an incoming call by pressing the **Reject** soft key.

**Using the handset:** Pick up the handset.

**Using the speakerphone:** Press .

**Using the headset:** Press .

### Ending a Call

#### Using the handset:

Hang up the handset or press the **EndCall** soft key.






#### Using the speakerphone:

Press  or the **EndCall** soft key.



#### Using the headset:

Press the **EndCall** soft key.

## Redial


- Press  to enter the **Placed Call** list, press  or  to select the desired entry, and then press  or the **Send** soft key.
  - Press  twice when the phone is idle to dial out the last dialed number.
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## Call Mute and Un-Mute


- Press  to mute the microphone during a call.
  - Press  again to un-mute the call.
- 




## Call Hold and Resume

### To place a call on hold:

Press  or the **Hold** soft key during an active call.

### To resume the call, do one of the following:

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



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

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## Call Transfer

### You can transfer a call in the following ways:


#### Blind Transfer

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

#### Semi-Attended Transfer

1. Press  or the **Transfer** soft key during an active call. The call is placed on hold.
  2. Enter the number you want to transfer to, and then press **#SEND**.
  3. Press  or the **Transfer** soft key when you hear the ring-back tone.
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## Attended Transfer

1. Press  or the **Transfer** soft key during an active call. The call is placed on hold.

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2. Enter the number you want to transfer to, and then press **#SEND**.

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3. Press  or the **Transfer** soft key when the second party answers.

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## Call Forward

To enable call forwarding, dial feature code **\*72** followed by the number you want to forward your number to.

To disable call forwarding, dial feature code **\*73**.

## Call Conference

**Tips:** You can split the conference call into two individual calls by pressing the **Split** soft key.

1. Press the **Conference** soft key during an active call. The call is placed on hold.
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. Press the **EndCall** soft key to disconnect all parties.

## Speed Dial

### To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired DSS key, and then press the **Enter** soft key.
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and enter the

number in the Value field.

4. Press the **Save** soft key to accept the change.


### To use the speed dial key:

Press the speed dial key to dial out the preset number.

## Voice Message

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.



### To listen to voice messages:

1. Press  or the Connect soft key.
2. Follow the voice prompts to listen to your voice messages.

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## Customizing Your Phone

### Call History

1. Press the **History** soft key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:
  - Press the **Send** soft key to call the entry.
  - Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:

- Select **Detail** to view detailed information about the entry.
- Select **Add to Contacts** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all entries from the list.



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### Contact Directory

#### To add a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Save** soft key to accept the change.

#### To edit a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired contact, press the Option soft key



**Tips:** You can add contacts from call history easily. For more information, refer to **Call History** above.

- and then select **Detail** from the prompt list.
3. Edit the contact information.
  4. Press the **Save** soft key to accept the change.

#### To delete a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.
2. Press ▲ or ▼ to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?".

### Volume Adjustment

- Press =  + during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press =  + when the phone is idle to adjust the ringer volume.

### Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Basic->Sound->Ring Tones**.
2. Press ▲ or ▼ to select **Common** or the desired account and then press the **Enter** soft key.
3. Press ▲ or ▼ to select the desired ring tone.
4. Press the **Save** soft key to accept the change.

### Auto Attendant Greetings

Dial the Auto Attendant (AA) phone number (E.g. 51#, 52#, 53# provided by Cogeco)  
Upon hearing the IVR Prompt, press/key-in **\*6**. Enter PIN followed by **#** (E.g. 1234#)

If entering the system for the first time, it will give you the option of choosing your PIN (a minimum of 4 digits is recommended). Re-enter the new PIN to confirm, followed by **#**.



## To Record & Edit recordings for Business and Non-Business hours

### Press 1

To change the configuration of your automated attendant

### Press 1

To turn on/off your automated attendant

### Press 2

To record or edit announcements used for your business-hours menu

- Press # to record your initial greeting
- When finished recording press #
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording

### Press 3

To record or edit announcements used for your non-business-hours menu.

(Note: this option will be only available if you have your attendant configured by Cogeco to provide your callers with options during Non-Business hours)

- Press # to record your initial greeting
- When finished recording press #
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording
- Follow the voice prompts to complete the recording.
- Press the (\*) button to return to the previous menu.

## Questions?

Please visit our HPBX FAQ page at [cogeco.ca](https://www.cogeco.ca)  
or call us at 1-855-440-5602.