One Talk T49G IP desk phone user guide

www.onetalk.com

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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/sA) only. The use of a third-party power adapter may cause damage to the phone.

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.

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.
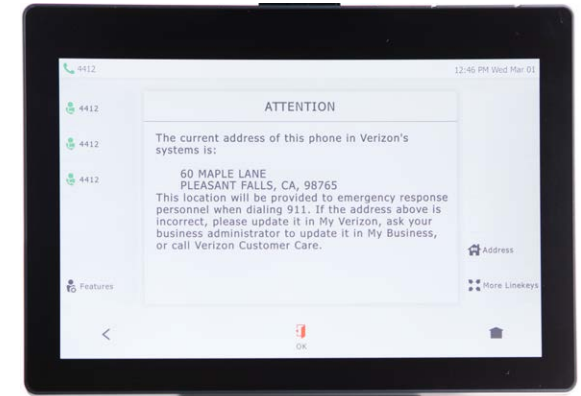
Getting to know your desk phone

Hardware components

	Item
1	Camera
2	Power indicator LED
3	Touch screen
4	Message key
5	Headset key
6	Mute key
7	Video key
8	Transfer key
9	Volume key
10	Speakerphone key
11	Redial key
12	Hold key
13	Keypad
14	Speaker
15	Shutter switch
16	Camera indicator LED
17	Camera lens
19	HDMI port
20	USB 2.0 port
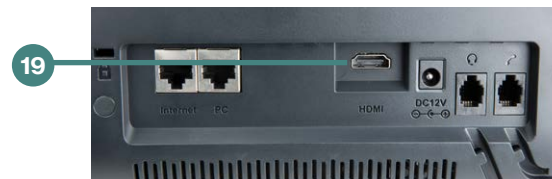
Navigating the touch screen

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.

Main window

Status Bar

Line key labels

Line key labels

9544

9544

9544

9544

4412

4412

01 08 PM
Wed Mar 01

4412

4412

Address

911 address

Feature settings

- Call Forward
- Anonymous Call Rejection
- Forward to Voicemail
- Device logs

Features

More Linekeys

Toggle to additional line keys

History   Directory   DND   Menu

Call History

- All calls
- Missed calls
- Placed calls
- Received calls
- Forwarded calls

Local Directory

- All contacts
- Groups
- Blacklist

Do Not Disturb

Main menu

- Basic settings
- Advanced settings
- Status
- Directory
- History
- Message

Gestures

Use the following additional gestures for navigating the touch screen:

Gesture	Action
Tap	To select, touch the item on the screen and lift your finger.
Swipe or scroll	To scroll up or down, touch the screen and drag your finger up or down, then lift your finger.

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:

	Name	Description
1	Status bar	Displays icons to indicate the status of certain features, such as call forward is enabled.
2	Control center	Tap icons to enable or disable commonly used features, or scroll to adjust screen brightness.
3	Notification center	View missed or forwarded calls, and access Voice Mail.

Tap or swipe from the bottom to hide this screen.

LED light status

Power indicator LED

LED status	What it means
Solid red	The phone is initializing.
Fast flashing red	The phone is ringing or downloading configuration files.
Slow flashing red	You have received a new Voice Mail message.
Off	The phone is not in use or powered off.

Line key LED (configured as a phone line)

LED status	What it means
Solid green	The line is busy.
Fast flashing green	Receiving incoming call on that line
Slow flashing green	Line placed on hold from this device
Slow flashing red	Line placed on hold from another device
Solid red	Line in use on another device
Off	The line is inactive.

Indicators and notifications on touch screen

Icon	What it means
↪	Call Forwarding enabled
⛔	Do Not Disturb (DND) is enabled
✗	Missed call
🛜	Wi-Fi enabled
☎	New Voice Mail message

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.
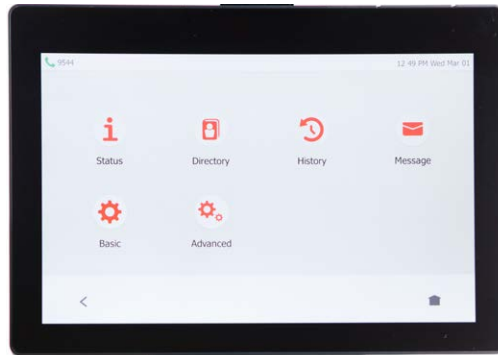
Language preferences

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:
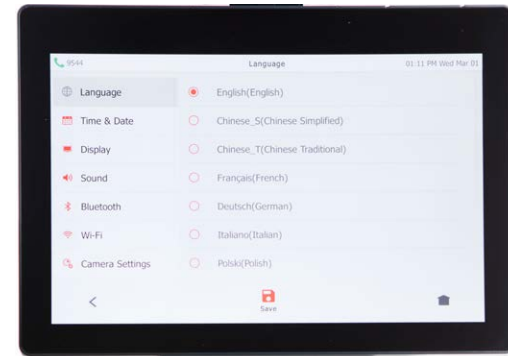
1. From Basic settings, tap **Time & Date**.
2. Tap **General**.
3. Tap **Type**.
4. Tap SNTP as your preferred option, then tap **Save**.

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.
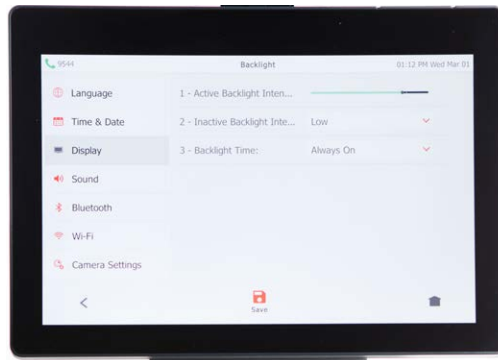
Wallpaper

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.

Ringtones:

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.

Call volume

To adjust call volume, press [−/+ Volume control] **Volume Key** while on an active call.

Ringer volume

To adjust the ringer volume, press [−/+ Volume control] **Volume Key** when the phone is inactive.

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.
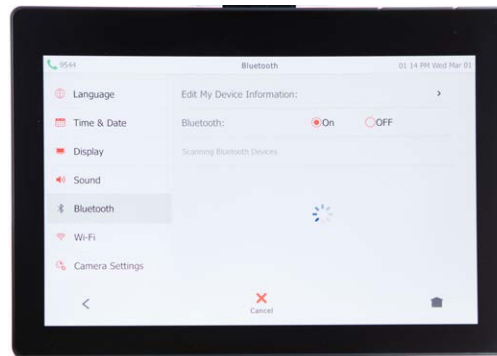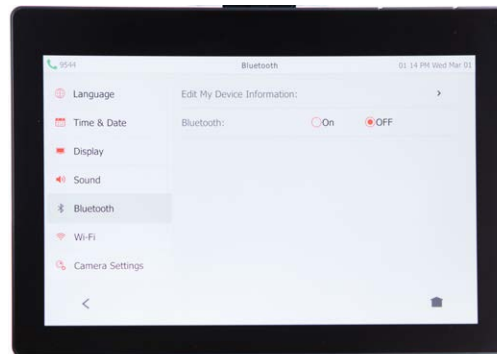
Wi-Fi connectivity

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.

Using the headset:

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

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

From 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.

End a call.

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

Hold a call.

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

To resume the call, do one of the following:

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

Feature	Quick access code
Anonymous Call Rejection	**77 to enable
	**87 to disable
Caller Line ID Block	**67 then dial
Direct Transfer to Voice Mail	Transfer > **55 > dial extension > Direct
Remote Group Pickup	**98

For the complete list of quick access codes, check out our One Talk feature access codes FAQ.

Block a call.

There are two ways to block 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 ❶ **info** icon next to contact you want to blacklist.

3. Tap 👤 **Blacklist** icon.

4. Tap **OK** to move the contact to the blacklist.
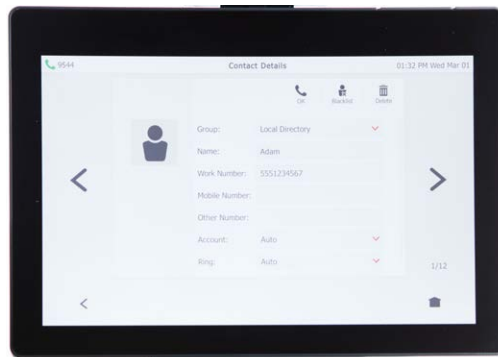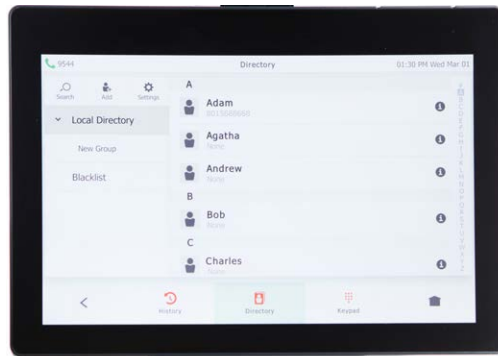
Blacklist a contact from your Call History:

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 ❶ **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 ❶ **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.

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**.

Forward to Voice Mail:

1. Tap the 🔧 **Features** soft key on the left side of the home screen.
2. Tap 📞 **Forward** to **Voicemail**.
3. Tap your preferred forwarding option to toggle **ON** or **OFF**.

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.

Caller Line ID Block

You can opt to place outgoing calls anonymously by pressing **67 prior to dialing. This will prevent your phone number or any other Caller ID information from appearing on the recipient's display.

Conference Calling

One Talk 6-way Conferencing enables you to have up to six different parties participating in a single conference call. During an active call, follow these instructions to add and merge up to four more lines to your conference.

To start a conference call:

1. Press the **Hold** soft key during an active call, then press **New Line**.

2. Enter the number of the second party, then press the **Send** soft key.

3. After the second party answers, press the **Conference** soft key. All parties are now joined in the conference.

4. Repeat steps 1 to 3 to hold up to a 6-way Conference Call.

Tap the **End Call** soft key to disconnect all parties.
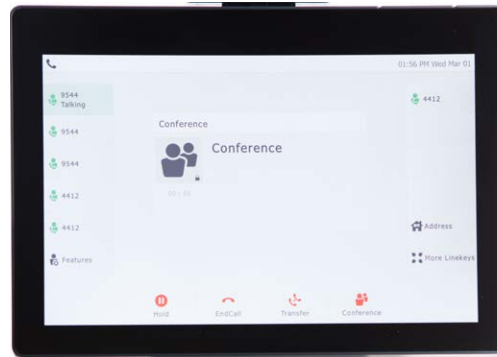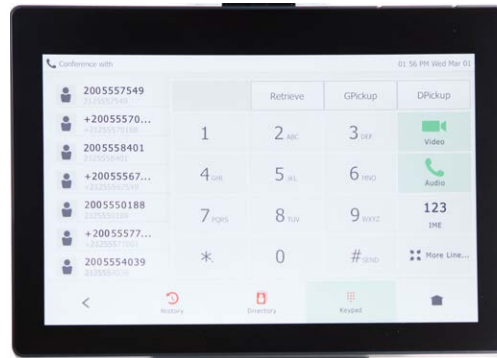
Do Not Disturb

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.
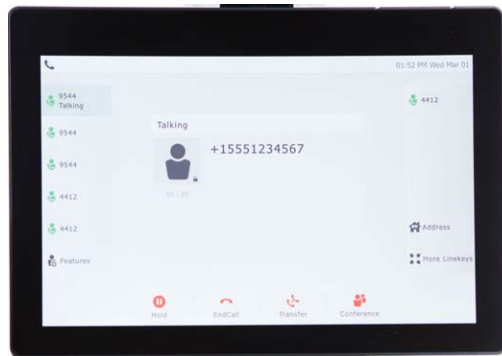
Remote Group Pickup

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

Direct Transfer:

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

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

Direct Transfer to Voice Mail:

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

1. Press [icon] 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.

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 [icon] **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 [icon] 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.
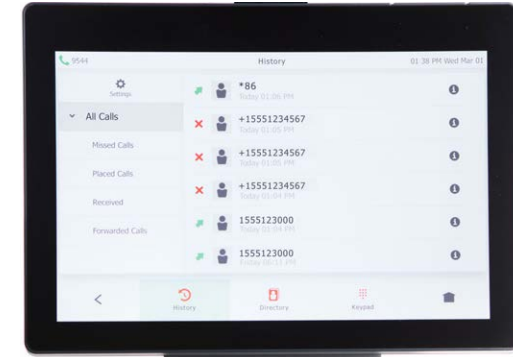
Add contact to Local Directory:

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 [icon] **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.
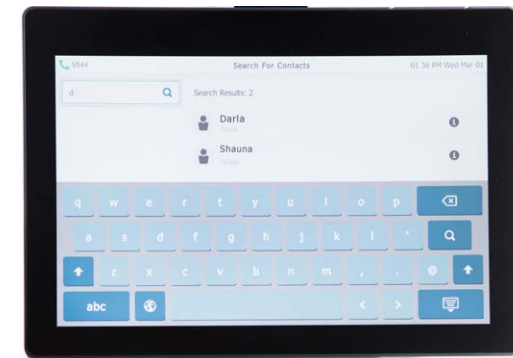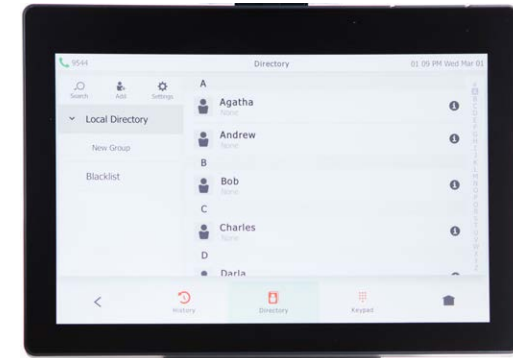
Add a contact:

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.
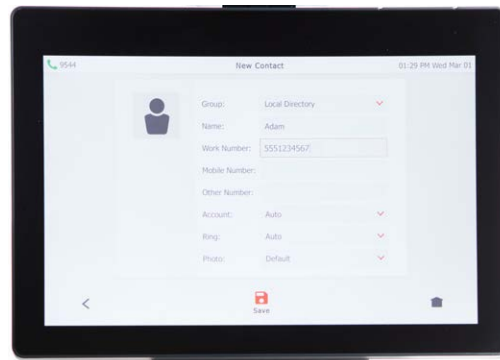
Search the directory for a contact:

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.
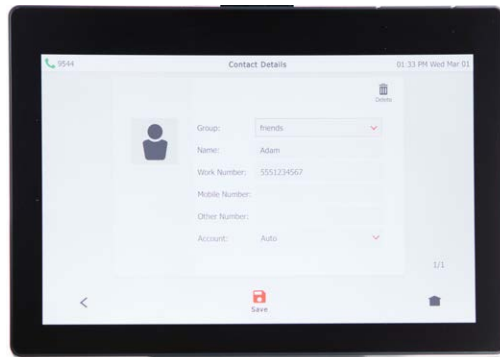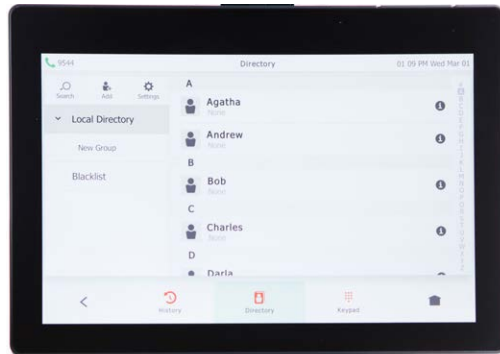
Delete a contact:

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).
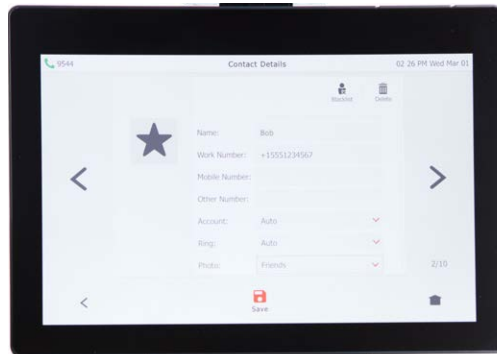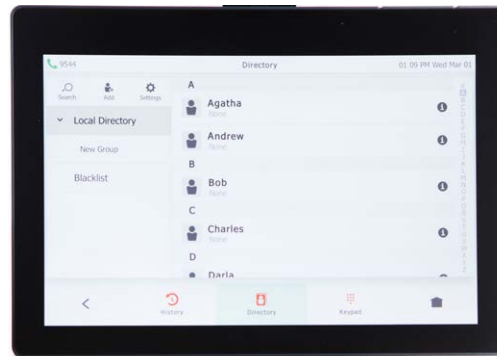
Blacklist a contact:

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**.
3. Tap 👥 **New Group**.
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.
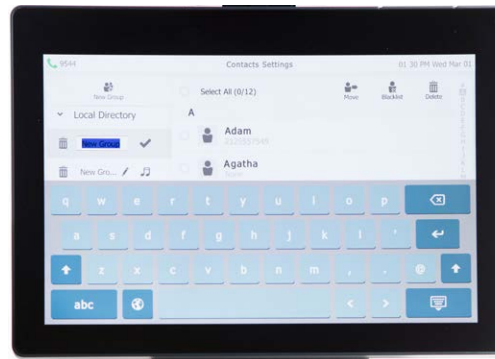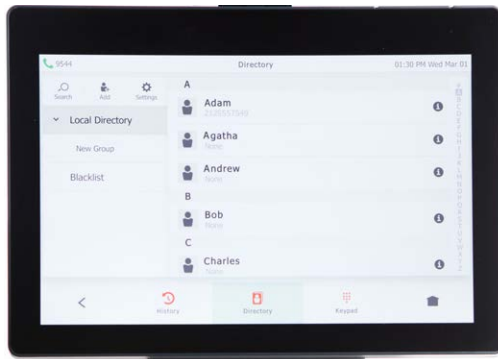
Group settings

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.
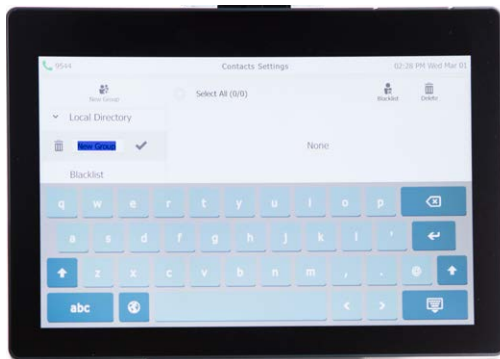
Assign ringtones to groups:

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.
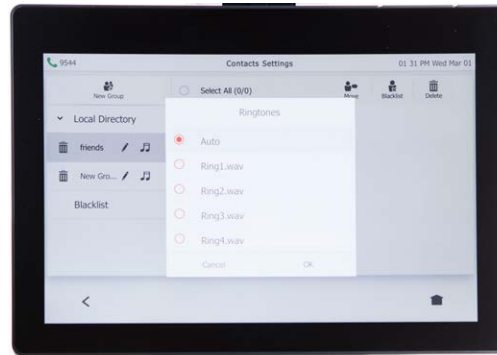
Move a contact to a different group:

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**.

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.

Direct Transfer to Voice Mail:

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

1. Press [icon] 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 [icon] **Menu**.
2. Tap [icon] **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
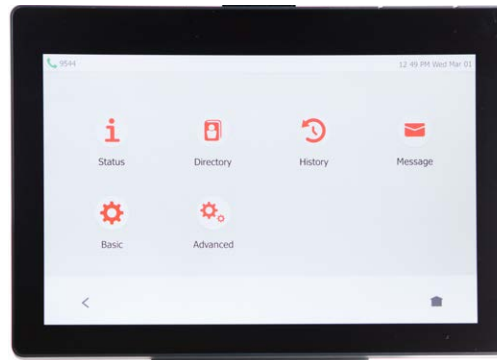
Reboot phone or reset it to factory settings.

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 [icon] **Menu**.
2. Tap [icon] **Advanced**.
3. Enter your password using the onscreen keyboard, and tap **OK**.
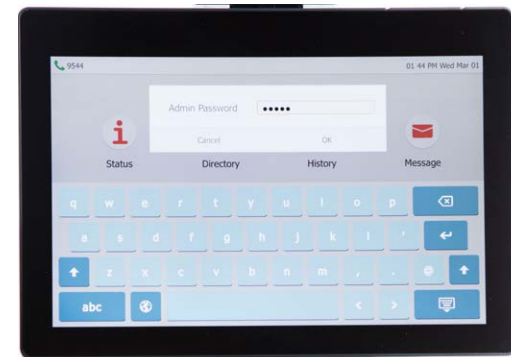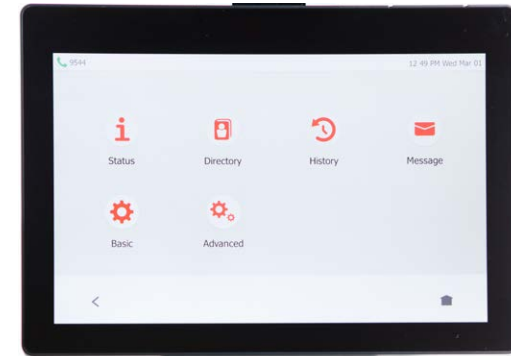
Reboot your phone:

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.
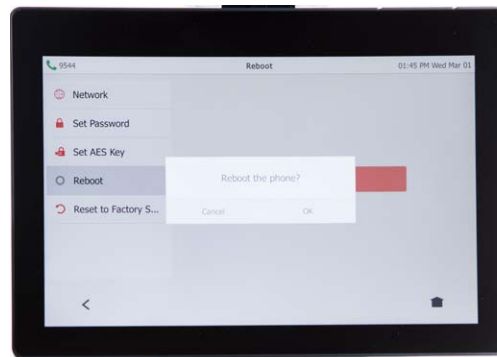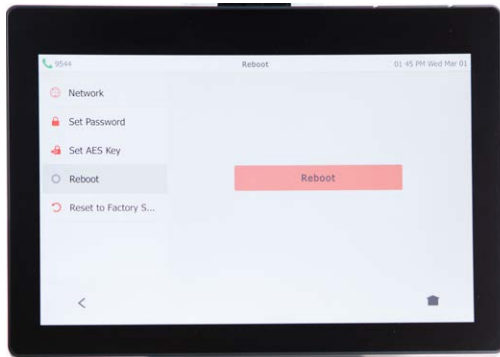
Reset to factory settings:

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.
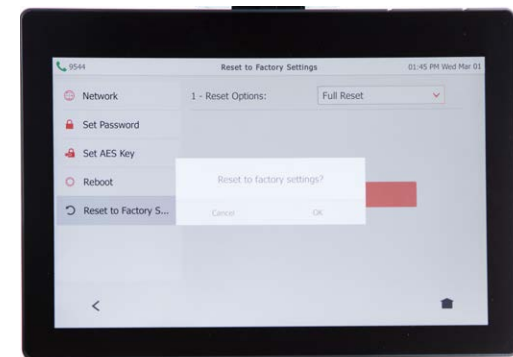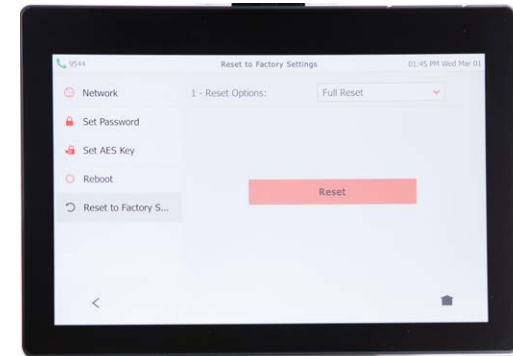
Specifications

- 8" 1,280 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
- IPv4

- 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
- 802.11 a/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

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 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.
TTY support	Yealink phones support commercial TTY devices (for example, Ultratec Superprint).
Visual Message Waiting Indicator (MWI)	• An indicator light on the phone indicates that new messages are waiting. Icons on the phone screen also indicate that the phone has new messages. • At launch, Voice Mail Indicator always shows "1". See Known Issues for more information.

For vision-impaired and blind users

Feature	Description
Adjustable backlight settings	Change the backlight setting of the screen by adjusting backlight settings.
Tactile five-key with raised bumps	The five-key has bumps that let user 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.
Variety of feature keys to press	Many features on Yealink phones 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
Auto-answer	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.
Dedicated headset jack that enables the auto-answer function	Headset can be set up to take all calls.
Touch screen	Certain Yealink phone 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	Yealink phones have adjustable stands, so the phone can sit at a comfortable angle on the desktop.

Compatible accessories

PS12V2000	T49G Power Supply
CORD	Replacement Handset Cord
T49GHS	T49G 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 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

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.

   Do not use liquid cleaners or aerosol cleaners. Use an antistatic cleaning pad for cleaning.

3. Do not use this product near water.

4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.

5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.

6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.

7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.

8. Never spill liquid of any kind into or onto the product.

9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks.

10. Refer all questions regarding servicing of this product to qualified service personnel.

Danger–electric shock and fire

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

Learn more.

For more information, visit **www.onetalk.com**

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.

Idle Screen
- History
- Directory
- DND
- Menu

History

Settings	Number/Name Date/Time ⓘ
All; Missed; Placed; Received; Forward	
History	Directory	Keypad	Home

History Settings

All; Missed; Placed; Received; Forward	Select (All/Individual)	Blacklist	Delete
	Number/Name Date/Time		
Back			Home

Detail

Name
Number
Video	Audio	Cancel

History Detail

OK	Add	Edit	Blacklist	Delete
Name				
Number				
Time				
Line				
Duration				
Back		Home		

Directory

Search	Add	Settings
Local Directory		
Group	Number/Name ⓘ	
Blacklist		
History	Directory	Keypad	Home

New Contact

Group
Name
Work Number
Mobile Number
Other Number
Account
Ring
Photo
Back	Save	Home

Contacts Settings

New Group	Move	Blacklist	Delete
Local Dir			
Group	Number/Name		
Blacklist			
Back		Home	

Contact Details

OK	Blacklist	Delete
Local Directory		
Name		
Work Number		
Mobile Number		
Other Number		
Account		
Ring		
Photo		
Back		Home

T49 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
- Directory
- History
- Messages
- Basic Settings
- Advanced Settings
- Back | Home

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

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

Language
- Select

Time & Date
- General
- DHCP
- Time & Date

Display
- Backlight
- Contrast
- Wallpaper
- Screen Saver Mode

Sound
- Ringtone
- Key Tone

Bluetooth
- ON/OFF

Wi-Fi
- ON/OFF
- Wireless Status

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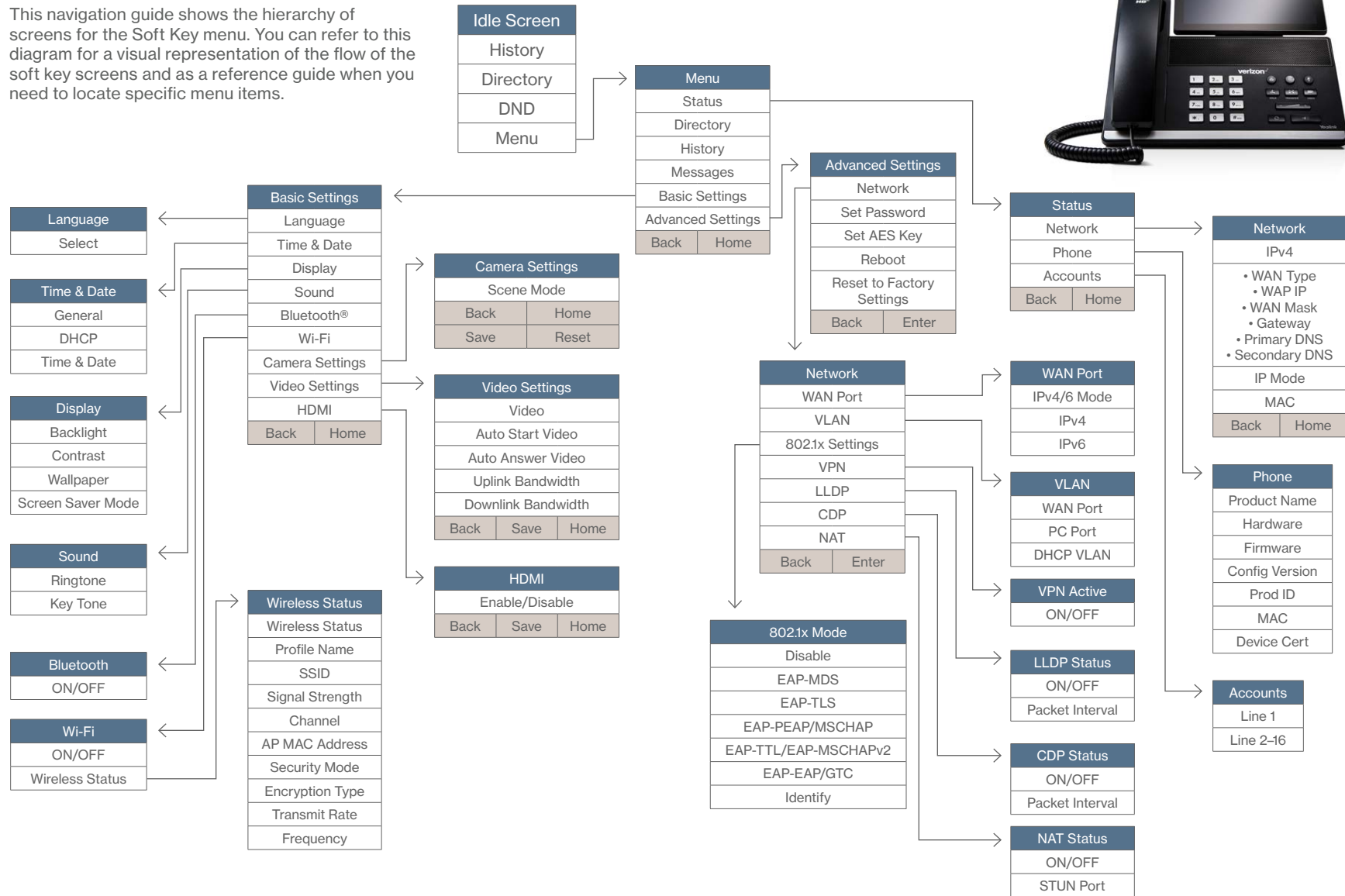- Channel
- AP MAC Address
- Security Mode
- Encryption Type
- Transmit Rate
- Frequency

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

Status
- Network
- Phone
- Accounts
- Back | Home

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

802.1x Mode
- Disable
- EAP-MDS
- EAP-TLS
- EAP-PEAP/MSCHAP
- EAP-TTL/EAP-MSCHAPv2
- EAP-EAP/GTC
- Identify

WAN Port
- IPv4/6 Mode
- IPv4
- IPv6

VLAN
- WAN Port
- PC Port
- DHCP VLAN

VPN Active
- ON/OFF

LLDP Status
- ON/OFF
- Packet Interval

CDP Status
- ON/OFF
- Packet Interval

NAT Status
- ON/OFF
- STUN Port

Network
- IPv4
  - • WAN Type
  - • WAP IP
  - • WAN Mask
  - • Gateway
  - • Primary DNS
  - • Secondary DNS
- IP Mode
- MAC
- Back | Home

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

Accounts
- Line 1
- Line 2–16