

University of Bridgeport

Quick Start Guide

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 TalkSM from Verizon. The T46S features work the same way on your desk phone, smartphone and tablet computers.

Online Support Documentation Available at:

<http://its.bridgeport.edu/verizon-one-talk-phone-support>

**For All Questions And
Support Needs Contact:**

helpdesk@bridgeport.edu






Learning About Your New Phone



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.

Item	Description
1. LCD screen	Displays info about calls, messages, soft keys, time, date and other relevant data, such as: <ul style="list-style-type: none"> • 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 (see details below)
3. Line keys	Can be programmed to activate up to three accounts and have phone features assigned to them
4. Special keys	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
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. Navigation keys	 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

Line key LED – Lights located next to each of the three buttons on each side of the phone

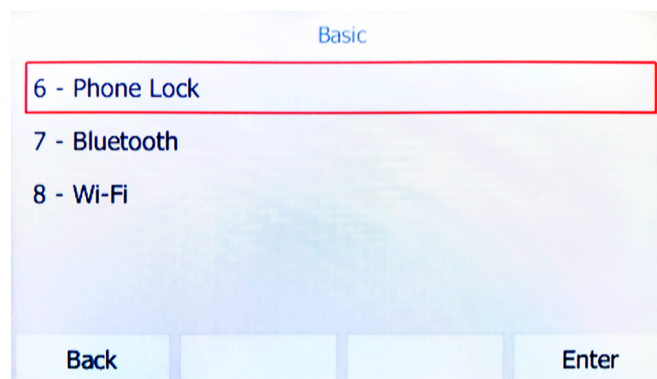
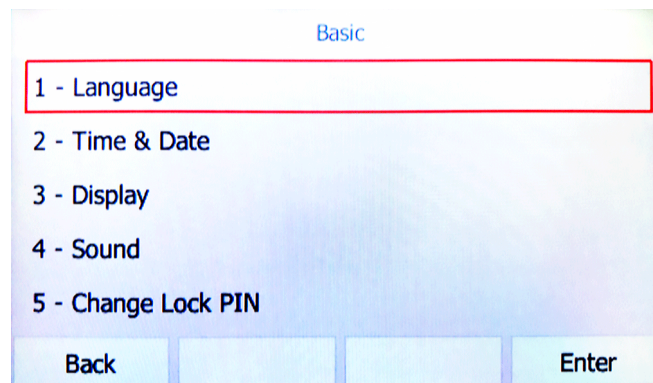
LED status indicator	What it means
Solid green	The line is in use on current device.
Solid red	The line in use but on another device.
Slow flashing red	The line has been placed on hold from another device.
Fast flashing green	The line is receiving an incoming call.
Slow flashing green	The call is placed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

Basic Phone Settings

The Basic phone settings menu allows you to access the settings for:

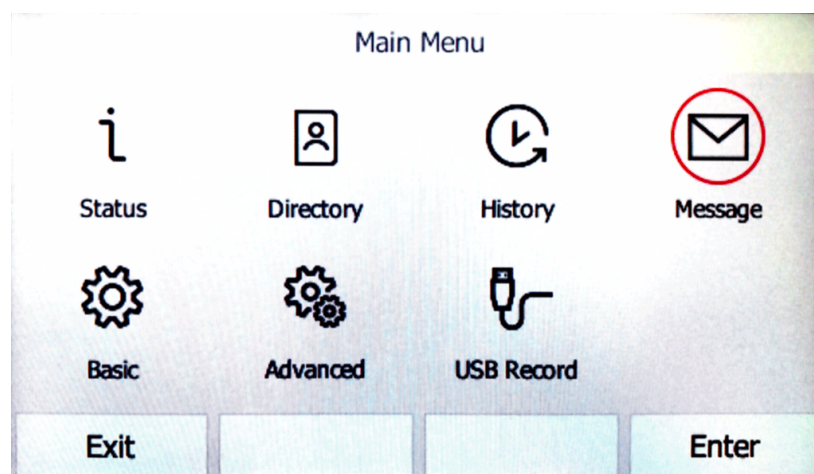
- Language (preset to English, instructions below)
- Time & Date (will be updated automatically)
- Display (instructions below)
- Sounds (instructions below)
- Change Lock Pin (not necessary for most users, different than voicemail pin)
- Phone Lock (not necessary for most users)
- Bluetooth (not necessary for most users)
- Wi-Fi (not necessary for most users)

To access the Basic settings menu:





1. Press the Menu soft key while the phone is idle to see the following menu.



2. Use the ◀ ▶ keys to move the red circle until it is around the word Basic and to select press OK.





Display settings

To change backlight duration:

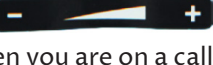
You can change how long the backlight on your desk phone stays on to Always ON, Always OFF or several other options. For example, you can have your display switch to low-light mode after a period of inactivity. You can also turn off the backlight completely when inactive.

To modify backlight levels and duration of inactivity see the instructions below:




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







Volume when talking on phone

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  to select
2. Highlight the desired line
3. Press  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

Voice Mail and Speed Dial

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

Voice Mail Retrieval

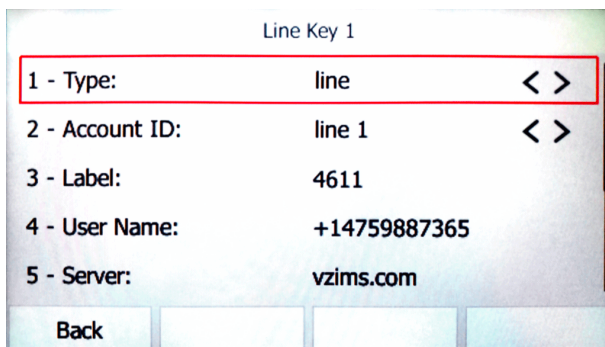
- Press the  message key on the phone console
- Enter your four-digit passcode.
- Follow the voice prompts.



Line keys (available speed dial slots)





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.

Basic Call Features

(Making Calls, Managing Lines, Receiving Calls, Hold, Resume, Redial)

To make outgoing calls.


Calls within UB

Enter the four digit extension number and press #


From the handset:

You do not need press any numbers for a line out. Pick up the handset, enter the phone number and press the soft key under Send.





Using the speakerphone:

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




From a headset:

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

From the Call History:

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

From the directory:

1. Press the soft key under Directory
2. Select the desired contact group and press the soft key under Enter.
3. Press   to find and highlight the desired number
4. Press the  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 soft key under DND.

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.

Press the soft key under **End Call** and hang up the handset

Using the handset:



Using the speakerphone or headset: Press the soft key under **End Call**.

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 soft key under **Resume**.

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


Mute/unmute your phone's microphone.

Press  during a call.

Redial.

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

Redial last number.

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

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. Press the soft key under DND on your phone display
2. A DND icon will display at the top of the screen. Press the soft key under DND to toggle the feature on or off.

Transferring calls

You may transfer an active call to any other phone 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 soft key under **Transfer**; this will place the other party on hold
2. Use the dial pad to enter the number (extension or 10-digit number)
3. Press the soft key under **Consult**; you

will be connected and can inform the called party of the pending transfer

4. Press the soft key under **Transfer** to complete

Direct Transfer While on a call:

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

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

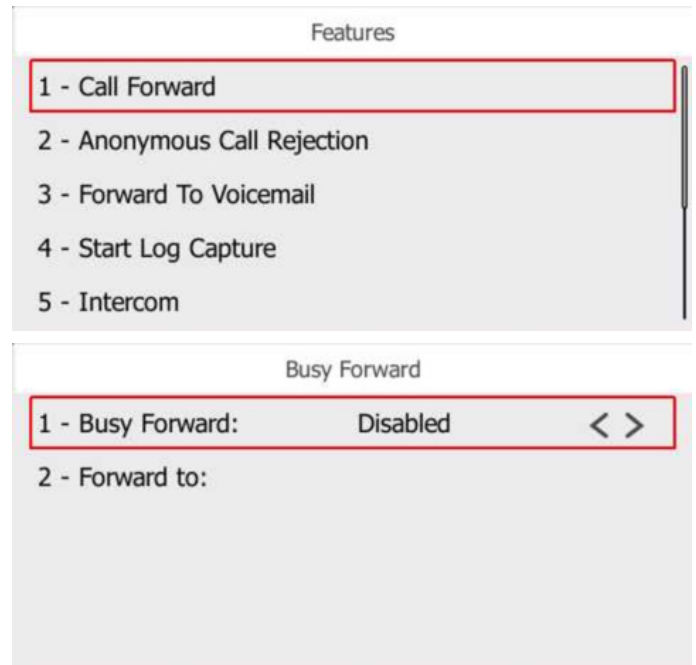
Forwards calls to an alternative phone number when there is no answer at your One Talk number.

Call Forward to Voice Mail

Automatically forwards calls made to your One Talk phonenumber 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 
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







The image shows two screenshots of a phone's settings menu. The top screenshot, titled "Features", lists five options: "1 - Call Forward", "2 - Anonymous Call Rejection", "3 - Forward To Voicemail", "4 - Start Log Capture", and "5 - Intercom". The "1 - Call Forward" option is highlighted with a red box. The bottom screenshot, titled "Busy Forward", shows two options: "1 - Busy Forward: Disabled" and "2 - Forward to:". The "1 - Busy Forward: Disabled" option is highlighted with a red box, and it includes left and right arrow navigation buttons.

Contact Management and Groups

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.

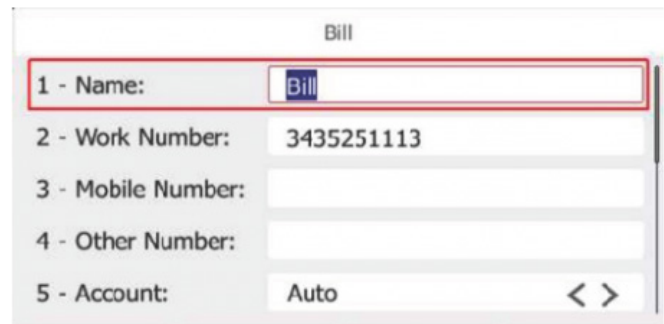
The UB Contact Directory will be added to all phones at the end of the project and available on your phone August 2019!

To add a contact:

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

To search for a contact:

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



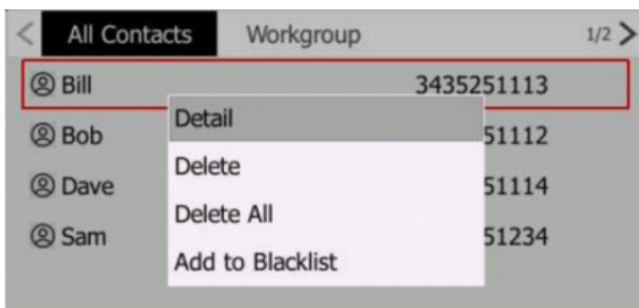
Bill

1 - Name:	Bill
2 - Work Number:	3435251113
3 - Mobile Number:	
4 - Other Number:	
5 - Account:	Auto


< >

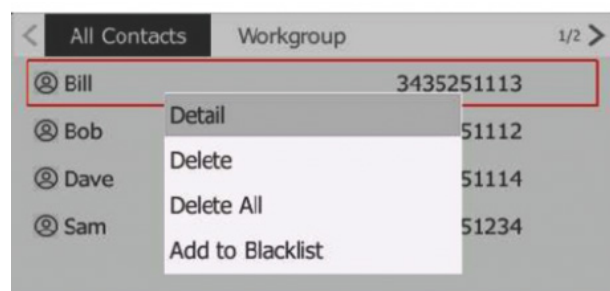
To delete a contact:

1. Press the soft key under **Directory**
2. Select **All Contacts**
3. Press the soft key under **Search**



To edit a contact:

1. Press the soft key under **Directory** when the phone is idle, and then select **All Contacts**
2. Highlight the contact you wish to edit
3. Press the soft key under **Options** 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 soft key under **Save** to accept the change(s)



Notes



