Yealink T54W Phones
Quick Reference Guide

Telesystem

Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

Programmable Top Keys: one line key plus up to 26 other buttons may be programmed on the keys that line the right and left side of the dynamic screen.

Message Waiting Indicator (Voicemail)

Soft keys: four state-based keys that line the bottom of the screen. Press the *More* key to see additional options.

Headset

Mute

Messages

Transfer

Redial

Navigational Buttons

Volume

Dial Pad

Speaker

Basic Call Handling

Make a call
Lift the handset then enter the phone number, extension, or code you wish to dial. Press **Send** to initiate the call or wait for it to go through.

Most deployments should be sure to dial 1 before an out of area phone number.

Answer a call
Lift the handset then begin speaking to the caller.

Alternately, the **Answer** soft key, **Speaker** button, or **Headset** button may be pressed to answer an incoming call.

End a call
Hang up the handset or tap the **End Call** soft key.

Speaker
Press the speaker button to use speaker audio mode.

Headset
Press the headset button to use headset mode audio (must have a headset attached).

Volume
Press the volume buttons to adjust volume for your ringer when idle or audio mode while on a live call.

Mute
Press the mute button to mute your audio while on a call. Press again to disengage.

Advanced Call Handling

Hold

Press the hold ⌨ button or **Hold** soft key to place an active call on hold.

To resume a held call,

- When only <u>one</u> is on hold, you can resume a held call by pressing one of the following: ⌨ button, (blinking) line key, or **Resume** soft key.

- When there are <u>more than one</u> calls on hold, use the ⌃ and ⌄ buttons to select the desired call on the display then press **Resume**.

Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Press **Transfer** soft key or ⦿ button
- **Input** the destination extension or phone number
- Press **B Transfer** soft key or ⦿ button to complete the transfer

*To transfer directly to an extension's voicemail box, use <u>*90 plus the extension</u> as the destination number.*

Announced Transfer

Announced transfers allow you to speak with the third party before completing the transfer.

- Press **Transfer** soft key or ⦿ button
- **Input** the destination extension or phone number
- Remain on the line while the second call connects.
  - <u>To complete the transfer</u> after speaking with the third party, either hang up, press **Transfer** soft key, or ⦿ button.
  - <u>To cancel the transfer</u> and go back to the first party, press the **Cancel** or **EndCall** soft key (your first call will still be on hold).

Conference (Three Way) Call

- Press the **Conference** soft key
- **Input** the third party's extension or phone number
- Remain on the line while the second call connects.
  - <u>To complete the conference</u> press **Conference** soft key
  - <u>To cancel the third party instead of joining them</u> press the **Cancel** or **EndCall** soft key (your first call will still be on hold).

While on a conference call, you can do the following:

- *Hang up: this ends the entire conference for all three parties.*

- *Manage: Press this soft key to remove a person from the conference, Mute one person in the conference (called "Far Mute") or Hold one person in the conference (called "Far Hold").*
- *Split: Press this soft key to place both calls on hold on your phone separately.*

Park

Park is a 'shared' hold. A parked call may be placed on any valid extension then accessed from any phone.

To park a call:
- Press "**...**"
- Press **Park**
- **Follow** the prompts that will guide you to park a call on your own extension or someone else's.
- The voice prompts will **confirm** that your call has been parked . You may hang up.

To retrieve a parked call:
- Pick up the phone
- Press "**...**"
- Press **Retrieve**
- **Follow** the prompts that will guide you to unpark a call.

Call Forwarding

Call forwarding of your personal line/extension may be done from the phone.

- <u>To turn forwarding on</u>, dial *72 followed by the extension of phone number to forward calls to. Pick up the phone to send the command.
- <u>To turn forwarding off</u>, dial *73. Pick up the phone to send the command.

Advanced Features

Redial

Press the redial ⟳ button to view the *Placed Calls* list then use the ⌃ and ⌄ to select the desired call. To place the selected call, either pick up the phone or press the **Send** soft key.

Voicemail

To access voicemail, press **Message** ✉ button. Follow the voice prompts to manage voicemail messages and greetings.

If messages are being sent to the phone, the message waiting indicator light will blink to signal a new message has been received.

History

Press the **History** soft key to access a log of the most recent calls. Use the arrow buttons to navigate the lists of all, missed, placed, and received calls.

Do Not Disturb

Press the **DND** soft key to turn do not disturb on or off.

While DND is enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally.

Call Center Agent Features

Phones that are part of a call center are configured with additional features to allow agents to log in and out of the call center and change their availabiity within it.

Login/Logout

If you are part of a call center group, your phone will be equipped with a *Login/Logout* button that will allow you to log in and out of the call center.

- To log into the call center press the **Login** soft key.
- To log out of the call center press the **Logout** soft key.

The *Login* soft key is only visible when you are currently logged out. The *Logout* soft key is only visible when you are currently logged in.

Availability

While logged into the call center, you may have the ability to manage your availability with codes setup by your system administrator. For a list of available codes and their indended use, talk to your call center administrator.

- To change your state to Unavailable, press the ***Unavail*** soft key then enter the appropriate code for the state you wish to use.
- To go back to being available for call center calls, press the **Avail** soft key.

When you first log in, your availability is *Available* to signal to the call center you are ready to take calls.

The line key icon may indicate your availability with icons similar to the following:

 Logged Out

 Logged In, Available

 Logged In, Unavailable

 Wrap Up