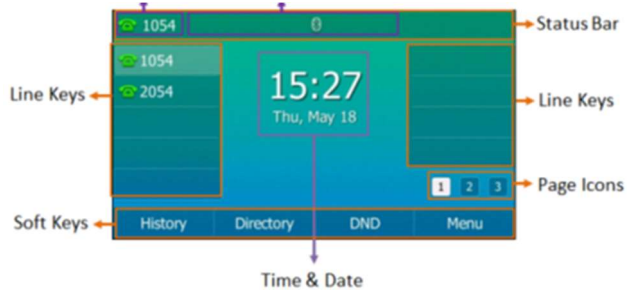


## ABOUT YEALINK T54W

The **Yealink T54W** IP phone is an easy-to-use prime business phone with an adjustable 4.3-inch colour LCD screen that you can easily find a comfortable viewing angle of according to personal and environmental needs.




When your phone is idle the following screen will display:





## PLACING AND RECEIVING CALLS

### Place calls



#### Using the handset:

- Lift the handset
- Enter the number using the keypad
- Press the send  button or tap the **Send** soft key

#### Using the handsfree (speakerphone) mode:




- With the handset on the hook, press 
- Enter the number
- Press the send  button or tap the **Send** soft key

#### Using the headset:

- Ensure the headset  mode is activated
- Press the **Answer** soft key, or
- Press the **Speaker**  button




### Receiving calls

Answer calls in any of the following ways:

- Lift the Handset 
- If you are using the headset, ensure the headset  mode is activated
- Press the **Answer** soft key, or
- Press the speaker  button


### Ending a call

End a call in any of the following ways:


- Hang up the handset 
- Tap  or the **EndCall** soft key
- If you are using the speakerphone, press  or tap the **EndCall** soft key

### Placing a call on hold

To place an active call on hold:

- Press  on the phone or tap the **Hold** soft key while on an active call
- The touch screen indicates that the call is on hold



### To resume a held call:

Press  on the phone or tap the **Resume** soft key

## CALL WAITING

It is possible to make multiple calls, however, only one active call can be in progress at any time, other calls are placed on hold.

### To make a new call during an active call:

- Press  on the phone or tap the **Hold** soft key to place the original call on hold
- Tap the **New Call** soft key
- Enter the number, press , or tap the **Send** soft key
- Tap **OK** or the **Send** soft key

**Note:** To switch between calls, scroll to the call that is on hold, then tap **Resume**



### To answer a new call during an active call:

- Tap the **Answer** soft key

## Muting a call

While on a call it is possible to place the call on mute, this prevents the caller from hearing you, but you can still hear the caller.



### To mute a call:

- Press  during an active call
- Press  again to un-mute the call
- The mute key illuminates solid red when the call is on mute



## TRANSFERRING CALLS

There are two ways of transferring a call – **Blind** transfer and **Consult** transfer

**Blind Transfer** allows you to transfer a call directly to another without announcing the call first:

- During a call press the **Transfer**  button on the phone or tap the **Transfer** soft key
- Enter the number you want to transfer the call to
- Press  on the phone or tap the **Transfer** soft key to complete the transfer

**Consult Transfer** allows you to transfer a call to another party with announcing the call first:


- During a call press the **Transfer** button  on the phone or tap the **Transfer** soft key to place the caller on hold
- Dial the number you want to transfer the call to
- When the party answers, announce the call
- Press  on the phone or tap the **Transfer** soft key to complete the transfer

### If the party refuses the call prior to completing the transfer:




- Tap the **Cancel** soft key then tap **Resume** to go back to the original caller

## CONFERENCE CALLS

You can create up to a three-way video conference call and a five-way audio-only conference:

- While on an active call, tap the **Conference** Soft Key (The active call is placed on hold)
- Enter the number of the second party, then press  or tap **Conference**
- When the second party answers the call, tap the **Conference** soft key on the second party call screen to join all parties in the conference
- Repeat steps 2 to 4 until you have added all intended parties

During the conference call you can:

- Press  or tap the **Hold** soft key to place the conference call on hold
- Press  to mute the conference call, all other participants can hear each other, but they cannot hear you
- Tap the  or the **EndCall** soft key to drop the conference call

## CALL FORWARD

You can configure your phone to forward your calls to another number.





There are three types of call forward:

**Always Forward** – Incoming calls are immediately forwarded to the configured number

**No Answer Forward** – Incoming calls are forwarded if not answered after a configured number of rings to the specified number


**Busy Forward** – Incoming calls are immediately forwarded to the specified number if the phone is busy

### To enable Call Forward:





- Tap **Menu** when the phone is idle, then select **Features > Call Control > Call Forward**
- Press  or  to choose from **Always Forward, No Answer Forward** or **Busy Forward**
- Press  or  to enable call forwarding
- Enter the forward destination number
- Tap the **Save** soft key

### Additionally, for **No Answer Forward**:

- Tap the **After Ring Time** field and select the wait time in seconds

The call forward  icon is displayed on the LCD screen when call forward is active



### Disable call forward:

- Tap **Menu** when the phone is idle, then select **Features > Call Control > Call Forward**
- Press  or  to choose from **Always Forward, No Answer Forward, or Busy Forward**
- Press  or  to disable call forwarding
- Tap the **Save** soft key

## DO NOT DISTURB (DND)

You can use DND to reject incoming calls automatically on your phone. Calls will go directly to your voicemail or receive a busy message.

To activate:

- Tap the  soft key (the  icon on the status bar indicates that DND is enabled)

To turn off, press the  soft key again

## CALL HISTORY

Your phone maintains a call history of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Each list can hold up to 100 entries. The following icons represent each of the categories:



Missed Calls







Received Calls



Placed Calls

### To view history:

- Press the **History** soft key when the phone is idle
- When in the call history press  or  to view:
  - All Calls
  - Missed Calls
  - Placed Calls
  - Received Calls
  - Forwarded Calls
- Press  or  to select an entry, and:
  - Press the **Option** soft key, then select **Detail** from the prompt list
  - Press the **Send** soft key to place a call
  - Press the **Delete** soft key to delete the entry


## DIRECTORY

### To add a contact:



- Press the **Directory** soft key when the phone is idle, and then select the desired directory
- Tap the **Add** soft to add a contact
- Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields
- Tap the **Add** soft key to accept the change

## VOICEMAIL

### To set up voicemail:

- Press  on your phone
- When prompted enter your default voicemail passcode as provided to you by Vocus
- Follow the prompts to change your passcode, record your name, and set up your greeting

### Access voicemail messages:

- A message box will appear on your home screen indicating you have new messages
- The  icon will also appear on the status bar, indicating how many new messages you have
- Press the **Message** button 
- Enter your voicemail passcode
- Follow the prompts to retrieve your messages
- Press **#** to save the message, **2** to repeat the message, or **7** to delete the message