Yealink T54W Quick Reference Guide

IT Support 1300 603 404 support@databoxsulutions.com.au

Databox Solutions

Yealink T54W Quick Reference Guide

DataBox Solutions is here to help you work smarter, not harder.

DataBox Solutions helps you work smarter by offering locally managed IT services that are personalized and backed by a passion for cutting-edge technology. Our services benefit your business by providing:

- Ongoing support from locally managed IT services
- Personalized account management by experts who understand your business
- VIP support via a local dedicated phone line (1300 603 404), *not a call centre*
- Cutting-edge technology and hardware advice
- Routine account reviewals to provide guarantee competitive rates

For support, please contact us at **1300 603 404** or **support@databoxsolutions.com.au** and keep our training guide handy for quick access to essential functions of your new phone system.

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Line Buttons

Soft Keys

Navigation Buttons

End Call

Volume Control

Press - / + to adjust volume

- **Headset**
- **Mute**
- **Messages**
- **Hold**
- **Redial**
- **Transfer**
- **Speaker**

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HOW TO PLACE A CALL

USING THE HANDSET

- Pick up the Handset
- Enter the number, then press **SEND/CALL** soft key

OR THE SPEAKERPHONE

- With the Headset on the hook, press
- Enter the number, then touch the **SEND/CALL** soft key

OR A HEADSET

- With the headset connected, press to activate the headset mode
- Enter the number, then press the **SEND/CALL** soft key

Send/Call key

HOW TO ANSWER A CALL

USING THE HANDSET

- Pick up the Handset

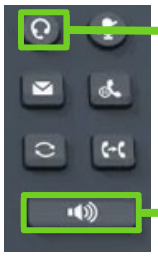
OR THE SPEAKERPHONE

- Press the or the **ANSWER** soft key

OR A HEADSET

- Press

Answer key



Headset key

Speaker key

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HOW TO END A CALL

USING THE HANDSET

- Hang up the Handset
- or press the **MORE OPTIONS** soft key, then the **END CALL** soft key

OR THE SPEAKERPHONE

- Press the [speaker] or the **END CALL** soft key

OR A HEADSET

- Press the **END CALL** soft key

More Options key

End Call key

HOW TO PLACE A CALL ON HOLD

To place a call on hold

- Press [hold] or touch the **HOLD** soft key during an active call

To resume the call, do one of the following

- Press [hold] or touch the **RESUME** soft key

If there is more than one call on hold

- Press [up] or [down] to switch between calls
- Pres the **RESUME** soft key to retrieve the desired call

Hold key

Speaker key

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HOW TO CREATE A CONFERENCE CALL

To Create a Conference Call

•Touch the **CONFERENCE** soft key during an active call

•Enter the extension or external number of the second party

•Touch the **CONFERENCE** soft key again when the second party answers (*All parties are now joined in the conference*)

•Touch the **MORE OPTIONS** soft key then **END CALL** soft key to drop the conference call

Conference key

More Options key

HOW TO FORWARD A CALL

To Enable Call Forwarding

•Touch the **Menu** soft key when the phone is idle and then:

Features > **Call Control** > **Call Forward**

•If the **Menu** soft key isn't visible click the **More Options** soft key

Select the desired forward type:

Always Forward or **Busy Forward** or **No Answer Forward**

•Touch the '**ON**' button and enter the number to forward to

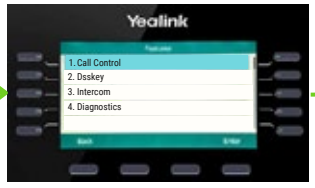
•Enter the ring time (in seconds) to wait before forwarding

•Touch the **Save** soft key to accept

Menu key

Use Navigation buttons to select option

Select Features



Select Call Control

Select Call Foward

Select Type

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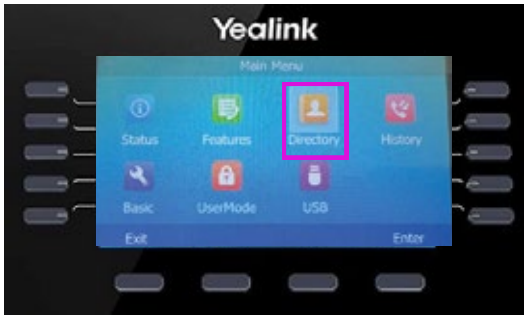
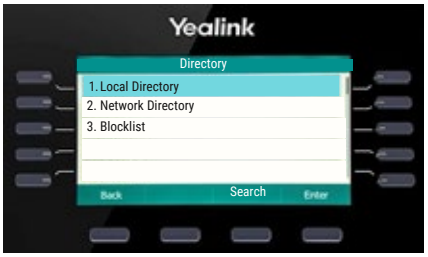
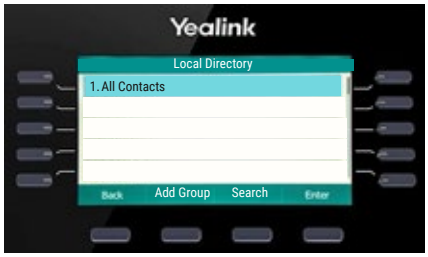
HOW TO CONTACT DIRECTORY

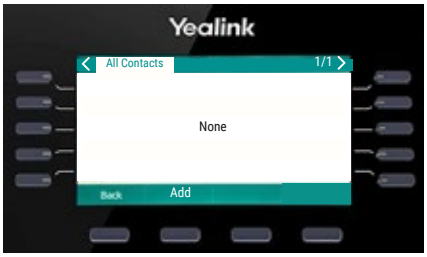
To access the network directory and add a Contact

- Press the key then enter the directory you require.
- To add a contact use the **arrow keys** scroll to **Add** and press **OK**
- Press **Option** > **Add** > **Fill Out Name and Number** > **Saves**









HOW TO TRANSFER A CALL

You can transfer a call in the following ways:

BLIND TRANSFER

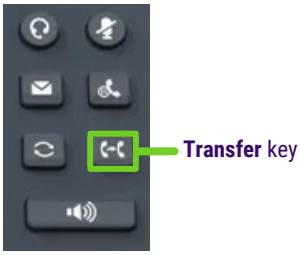
The call is transferred directly without the need to announce the caller

- Press the **Transfer** soft key during an active call. The call is placed on hold.
- Or Press during an active call. The call is placed on hold.
- Enter the number you want to transfer to
- Press the **Transfer** soft key

ASSISTED TRANSFER

This allows you to announce the caller prior to rerelease in the call

- Press the **Transfer** soft key during an active call. The call is placed on hold
- Enter the number you want to transfer to
- When the second party answers announce the call then the **Transfer** soft key



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HOW TO VIEW CALL HISTORY

While the phone is idle

- Enter the menu screen by clicking the **More** > **Menu** soft key
- Now navigate using the directional buttons to the **History** icon
- Press ▲ or ▼ scroll through the list
- Select an entry from the list
- Press the **Option** soft key
- Select **Detail** from the prompt list to view information about the entry

OR

- Select **Add to Contact** to add to your Local Directory

Use Navigation buttons to select option

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FEATURE ACCESS CODES

These access codes allow you redirect calls on your phone as required. To use these features simply dial required feature and press send.

FEATURE	TURN ON	TURN OFF
Call Forward Always To Voicemail	*71	*72
Call Forward No Answer	*75	*76
Call Forward Busy	*73	*74
Active DND	*78	*79