



Yealink T54W Quick Reference Guide



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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 renewals 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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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

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  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

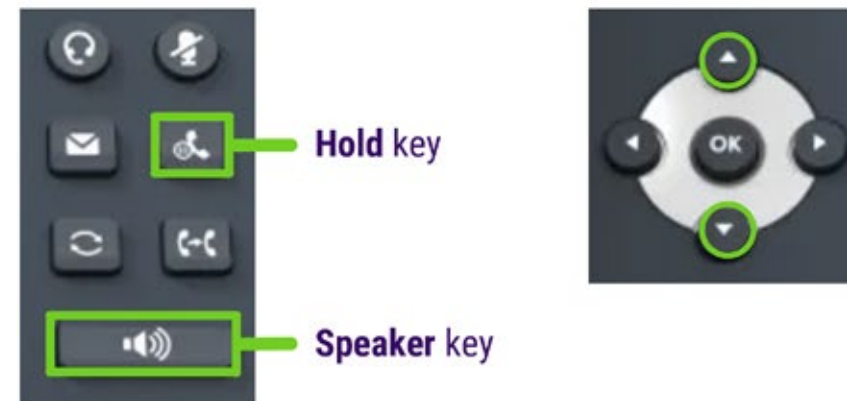
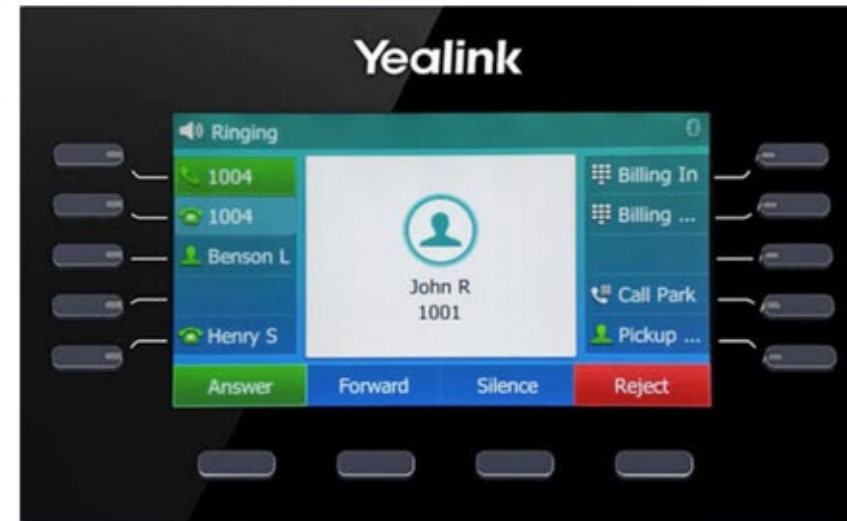
- Press  or touch the **HOLD** soft key during an active call

To resume the call, do one of the following

- Press  or touch the **RESUME** soft key

If there is more than one call on hold

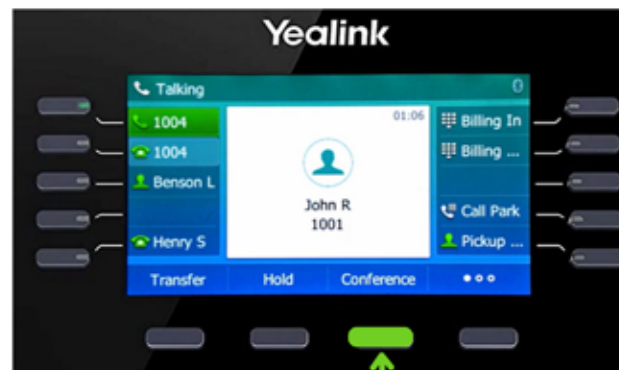
- Press  or  to switch between calls
- Press the **RESUME** soft key to retrieve the desired call



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

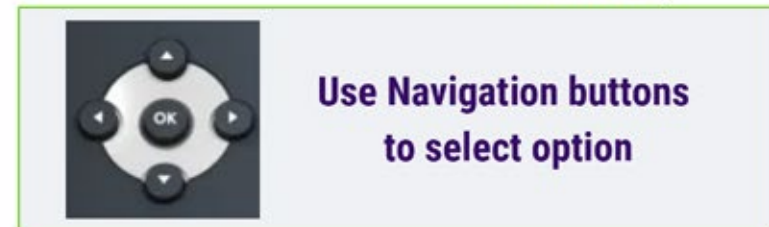
Select the desired forward type:

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



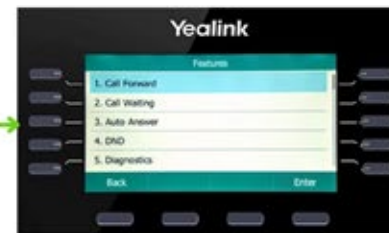
Menu key



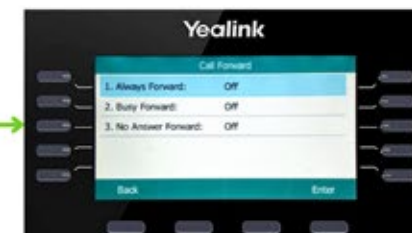
Select Features



Select Call Control




Select Call Forward

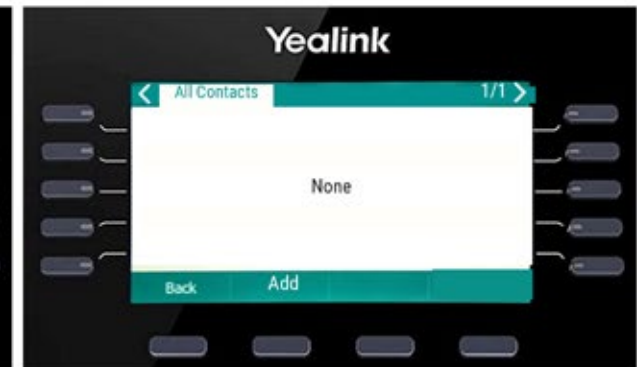


Select Type

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

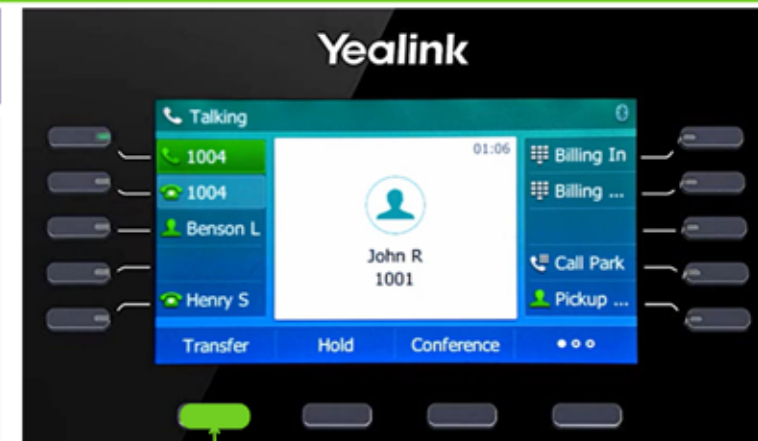
The call is transferred directly without the need to announce the caller

- 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

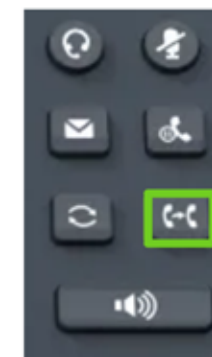
ASSISTED TRANSFER

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





Transfer key



Transfer key

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**





Dialpad

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