



CELLNYX

CONNECT • COMMUNICATE • GROW

YEALINK T58W SIP PHONE

USER TRAINING GUIDE

Phone + Voicemail



EASY TO USE

Intuitive interface for everyday productivity.



STAY CONNECTED

Advanced calling features that keep you connected.



POWERFUL FEATURES

Everything you need, right at your fingertips.



RELIABLE

Enterprise-grade performance.



SECURE

Built with security you can trust.

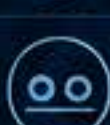


SUPPORTED

We're here when you need us.

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TABLE OF CONTENTS

01		GETTING STARTED Installing Your Yealink T58W Phone	4
02		GETTING TO KNOW YOUR PHONE Phone Buttons, Keys & Hardware Overview	5
03		HOME SCREEN & NAVIGATION Understanding the Touchscreen, Icons & Menus	7
04		PLACING & ANSWERING CALLS Internal Calls, External Calls & Multiple Calls	9
05		NAVIGATING AN ACTIVE CALL Hold, Mute, Speakerphone & Call Controls	12
06		TRANSFERRING CALLS Blind Transfers & Attended Transfers	14
07		TRANSFERRING CALLS TO VOICEMAIL Sending a Caller Directly to an Extension's Voicemail	16
08		CALL PARK Parking & Retrieving Calls	17
09		CONFERENCE CALLS Creating & Managing Conference Calls	18
10		CALL HISTORY & REDIAL Viewing, Returning & Redialing Calls	19
11		DIRECTORY & CONTACTS Finding Extensions & Managing Contacts	20
12		BUSY LAMP FIELD (BLF) KEYS Monitoring Extensions & Understanding Status Indicators	21
13		DO NOT DISTURB (DND) Enabling & Disabling Do Not Disturb	22
14		CALL FORWARDING Forwarding Calls to Another Number or Extension	23
15		PAGING & INTERCOM Making Announcements & Intercom Calls	24
16		HEADSETS & BLUETOOTH Connecting & Using Headsets and Bluetooth Devices	25
17		VOICEMAIL Accessing, Managing & Recording Voicemail Greetings	26
18		PHONE SETTINGS Volume, Ringtones, Display & Basic Preferences	28
19		COMMON TROUBLESHOOTING Quick Solutions to Common Phone Issues	30
20		QUICK REFERENCE GUIDE Everyday Call Handling at a Glance	32
21		CONTACT CELLNYX SUPPORT Getting Help With Your Cellnyx Phone System	34

INSTALLING YOUR YEALINK T58W PHONE

Follow the steps below to connect your phone. Your system administrator will ensure the phone is configured and ready to use.

CONNECTION KEY



HANDSET

Plug your handset into this port.



PC

Plug your PC into this port if your PC is connecting through your phone.



INTERNET

Plug into this port to connect to your network.



DC5V

If your network does not provide Power Over Ethernet (PoE), a separate power supply will accompany your phone.



HEADSET

Plug your headset into this port.



USB PORTS

Two USB ports available for optional USB camera or other USB devices.

BACK OF THE PHONE



HANDSET

Plug your handset into this port.



PC

Plug your PC into this port if connecting through your phone.



INTERNET

Plug into this port to connect to your network.



DC5V

If your network does not provide Power Over Ethernet (PoE), use the included power adapter.



HEADSET

Plug your headset into this port.



1 TOP USB PORT

Located on the top of the phone for optional USB camera or other USB devices.



2 REAR USB PORT

Located on the back of the phone for optional USB devices.



TIP: Use the cable management slot on the back of the phone to keep cables organized and secure.



PHONE BUTTONS, KEYS & HARDWARE OVERVIEW

Familiarize yourself with the keys and features on your Yealink T58W phone.

1 POWER LED INDICATOR

Indicates call status, message status and phone system status.

2 TOUCH SCREEN

Use the touch screen to access features, view call information, messages, time, date and more.

3 HEADSET KEY

Toggles headset mode on/off.
The LED glows **green** when active.

4 MUTE KEY

Toggles mute on/off.
The LED glows **red** when active.

5 REDIAL KEY

Redials the last dialed number.

6 SPEAKERPHONE KEY

Toggles hands-free (speakerphone) mode on/off.
The LED glows **green** when active.

7 FORWARD/TRANSFER KEY

In idle state, forwards the phone to another number.
During a call, transfers the call to another party (internal or external).

8 HOLD KEY

Places an active call on exclusive hold.
The call can only be retrieved from the phone that placed it on hold.

9 MESSAGE KEY

Accesses your voicemail.



10 VOLUME KEY

Adjusts the volume of the handset, headset or speakerphone.

11 KEYPAD

Provides digits and special characters in context-sensitive applications.

12 SPEAKER

Provides hands-free (speakerphone) audio output.

13 REVERSIBLE TAB

Secures the handset in the cradle when mounted vertically. Slide out and rotate 180° for wall mounted phones.

14 HOOKSWITCH

Picking up the handset connects to a line. Laying the handset down disconnects from the line.

15 USB 2.0 PORT

Connect an optional USB device on the back of the phone.



POWER LED INDICATOR

The power LED indicator provides call and message status.

LED STATUS		DESCRIPTION
●	Solid red	The phone is initializing.
●	Fast-flashing red	The phone is ringing.
●	Slow-flashing red	There are new voicemail messages.
● (---)	Solid red for .5 seconds and off for .3 seconds	The phone entered power-saver mode.



HOME SCREEN & NAVIGATION

The Yealink T58W features an intuitive touch screen interface that gives you quick access to calls, features and settings.



1

LINE KEYS

Displays your lines and call status.

2

STATUS BAR

Shows time, date and phone status icons.

4

SOFT KEYS

Context-sensitive keys for features and functions.

NAVIGATING THE TOUCH SCREEN



TAP

Tap an item on the screen to select it or open an option.



SWIPE

Swipe left or right to move between pages.



SCROLL

Swipe up or down to scroll through lists.



HOME

Tap the Home icon  to return to the idle screen.



BACK

Tap  to go back to the previous screen.

THREE IDLE SCREENS

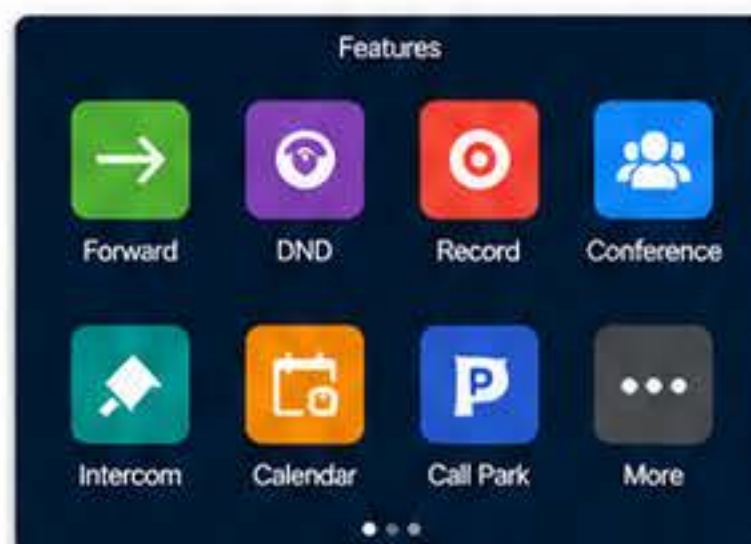
The T58W has three customizable idle screens. Swipe left or right to view each screen.

IDLE SCREEN 1 – MAIN



Provides quick access to lines, features and applications.

IDLE SCREEN 2 – FEATURES



Access frequently used features and shortcuts.

IDLE SCREEN 3 – INFORMATION



View phone and network information.

COMMON ICONS



CALL

Active call in progress



CONNECTED

Line is connected



IN USE

Line is in use (on a call)



RINGING

Incoming call on this line



VOICE MAIL

New voicemail message



DND

Do Not Disturb is on



HEADSET

Headset mode active



SPEAKER

Speakerphone mode active

PLACING & ANSWERING CALLS

Your T58W makes it easy to place calls in a variety of ways and answer calls quickly and efficiently.



PLACING A CALL

1. Pick up the handset, or
2. Press the Speakerphone  or Headset  key, or
3. Dial the number using the keypad.
4. Press the Send soft key  or press .



INTERNAL CALLS

Dial the extension number using the keypad and press  or the Send soft key.

 Internal calls stay within your company and do not go out over the phone lines.



EXTERNAL CALLS

Dial the 10-digit phone number using the keypad and press  or the Send soft key.

 No prefix is required. Your phone system automatically routes the call.



INTERCOM CALLS

Dial * followed by the extension number and press  or the Send soft key.

 The called phone will ring as an intercom page.

ANSWERING A CALL

When your phone rings, the line key will flash red and the caller information will display on screen.



USING HANDSET

Pick up the handset.



USING SPEAKERPHONE

Press the Speakerphone  key.



USING HEADSET

Press the Headset  key.



TIP: Press the Reject soft key to send the call directly to voicemail.

MULTIPLE CALLS

Your phone allows you to handle multiple calls at the same time. Use the line keys, soft keys and call controls to manage active calls.

ACTION	HOW TO DO IT
 Answer a Second Call	Press the flashing line key or the Answer soft key. The current call will be placed on hold automatically.
 Switch Between Calls	Press the line key of the call you want to retrieve. The active call will be placed on hold.
 Place a Call on Hold	Press the Hold  key or the Hold soft key.
 Resume a Held Call	Press the line key of the held call or the Resume soft key.
 End a Call	Press the End Call  key or hang up the handset.

QUICK TIPS

- ✓ Your line keys (left side) show call status:
Green = Active
Red (flashing) = Incoming
Red (solid) = In Use

- ✓ The caller ID will show the name and number (if available).

- ✓ Use the Volume  keys to adjust the handset, speaker or ringer volume.

- ✓ Missed calls are indicated by a red flashing message  key.





NAVIGATING AN ACTIVE CALL

Once a call is connected, use the call screen and dedicated keys to manage the call and access key features.



CALL SCREEN OVERVIEW



CALLER INFORMATION

Displays the caller's name, number (if available) and call duration.



HOLD

Places the active call on hold. Press again to resume.



TRANSFER

Transfer the call to another extension or external number.



CONFERENCE

Add participants to create a conference call.



END CALL

Disconnects the active call.



MORE

Access additional call features such as Record, DND, Keypad, and more.

KEY CALL CONTROLS



MUTE

Press the **Mute** key to mute your microphone. The LED glows **red** when active.



SPEAKERPHONE

Press the **Speakerphone** key for hands-free communication. The LED glows **green** when active.



HEADSET

Press the **Headset** key to use a connected headset. The LED glows **green** when active.



VOLUME

Use the **Volume** keys and to adjust the volume of the handset, speaker or ringer.



HOLD

Press the **Hold** key or the **Hold** soft key to place the call on hold. Press again to resume.



DTMF

Tap DTMF on the screen to open the dial pad for entering touch tones during a call.



PRO TIP

- Call information and duration are displayed at the top of the call screen.
- Available soft keys will change based on the status of your call.
- Use the Speaker key to toggle between speaker, headset and handset audio.
- The line key will flash green to indicate an active call.

AT A GLANCE

	Answer Call	Press flashing line key or Answer soft key
	Place on Hold	Press Hold key or Hold soft key
	Resume Call	Press flashing line key or Resume soft key
	End Call	Press End Call key



TRANSFERRING CALLS

You can transfer a call to another extension or external number using a Blind Transfer or an Attended Transfer.



BLIND TRANSFER

Transfers the call directly to another party without announcing the caller.

- 1 While on an active call, press the Transfer soft key .
- 2 Dial the extension or external number using the keypad.
- 3 Press the Transfer soft key again or press .
- 4 The call will be transferred.



ATTENDED TRANSFER

Allows you to speak with the transfer recipient before completing the transfer.

- 1 While on an active call, press the Transfer soft key .
- 2 Dial the extension or external number.
- 3 Press the Send soft key or press .
• You are now connected to the transfer recipient.
- 4 Announce the call.
- 5 Press the Transfer soft key again or press to complete the transfer.
• The original call will be transferred.

ON THE CALL SCREEN

Use the on-screen soft keys to transfer calls quickly.



TRANSFER SOFT KEY



Press the Transfer soft key during an active call to begin the transfer process.

NOTE:

If the transfer fails or the destination does not answer, you will be returned to the original call.

TRANSFER OPTIONS

OPTION	DESCRIPTION
Blind Transfer	Transfers the call directly to the destination without speaking to the recipient.
Attended Transfer	Allows you to speak with the recipient before completing the transfer.
Transfer to Voicemail	Send the caller directly to another user's voicemail. See the next page.



QUICK TIPS

- ✓ Press the Back soft key at any time to return to the previous screen without completing the transfer.
- ✓ If the destination is busy or does not answer, press to return to the original call.
- ✓ You can transfer to any extension, ring group, queue, or external number.
- ✓ Use Attended Transfer for important calls where you want to introduce the caller.



TRANSFERRING CALLS TO VOICEMAIL

You can send a caller directly to another user's voicemail without the phone ringing on their extension.



TRANSFER TO VOICEMAIL

Follow these steps while on an active call.

- 1 Press the **Transfer** soft key .
- 2 Dial ***** followed by the extension number of the voicemail you want to reach.

Example: To send the caller to extension 123's voicemail, dial ***123**.
- 3 Press the **Send** soft key or press .
 - The call will be transferred directly to voicemail.
- 4 You may announce the call before completing the transfer (optional).
- 5 Press the **Transfer** soft key again or press to complete the transfer.
 - The caller will hear your voicemail greeting.



PRO TIP

You can transfer to any valid extension's voicemail using this method. The destination phone will not ring.

WHAT THE CALLER HEARS

Once transferred, the caller will hear the voicemail greeting for that extension and be able to leave a message.



ON THE CALL SCREEN

Use the on-screen soft keys to transfer calls to voicemail.



DIALING TO VOICEMAIL

***123**

Dial ***** (followed by the extension number.
Example: ***123**



The call will go straight to the voicemail box.

EXAMPLES

ACTION	WHAT TO DIAL
Transfer to extension 101 voicemail	*101
Transfer to extension 205 voicemail	*205
Transfer to any extension voicemail	* + extension (Example: *500)



PLEASE NOTE

The **"* + extension"** method only works if the destination extension has a voicemail box configured on the system. If the extension does not have voicemail, the call will fail.

CALL PARK

Call Park allows you to place a call on hold at an available parking slot so another extension can retrieve it.

TO PARK A CALL

- 1 While on an active call, press the **Park** soft key .
- 2 Choose a parking slot (701–720) using the keypad or the touch screen.

 Your system may use a different range. Check with your administrator.
- 3 Press the **Park** soft key  again or press  to confirm.
- 4 The call is now parked. The display will show the parking slot number.
 - Announce the parking location to the other party (optional).
- 5 You can press **End Call** to return to idle.



PRO TIP

Use descriptive parking slot numbers or ranges with your team (e.g., 70x for Sales, 71x for Support) to stay organized.

TO RETRIEVE A PARKED CALL

- 1 Press the **Park** soft key .
- 2 Dial the parking slot number where the call was parked (e.g., 701).
- 3 Press the **Park** soft key  again or press  to retrieve.
- 4 You are now connected to the parked call.



If the call is already retrieved, you will hear an error tone or announcement.

ON THE CALL SCREEN

Use the **Park** soft key  to park the active call.



WHAT THE CALLER HEARS

The caller will hear on hold music while parked unless your system is configured otherwise.



IMPORTANT

Parked calls can only be retrieved from a phone on the same system.

PARKING SLOT REFERENCE

	SLOT RANGE	EXAMPLE	DESCRIPTION
	701 – 705	701	General Use / Shared Parking Slots
	706 – 710	706	Sales Department Parking Slots
	711 – 715	711	Support Department Parking Slots
	716 – 720	716	Other Departments / Custom Use

* Slot ranges may vary based on your system configuration.



QUICK TIPS



Park calls before transferring between departments to avoid dropped calls.



Always announce the parking slot number to the caller before hanging up.



Use nearby parking slot numbers to keep things simple for your team.



If you don't know where a call is parked, ask the caller or check with your team.

CONFERENCE CALLS

The T58W makes it easy to start an instant conference or schedule a conference with multiple participants.

START AN INSTANT CONFERENCE

- 1 While on an active call, press the **Conference** soft key .
- 2 Dial the extension or external number of the second participant.
- 3 Press the **Send** soft key  to call the second participant.
- 4 When the second participant answers, press the **Conference** soft key  again.
 - All parties are now joined in the conference.
- 5 Repeat steps 2–4 to add additional participants (up to your system limit).
- 6 Press **End Call**  to end the conference. All parties will be disconnected.



PRO TIP

You can also add participants by transferring a call to the conference using the Transfer soft key instead of pressing Conference.

MANAGE PARTICIPANTS

Press **Manage**  during a conference to:

-  **View Participant List**
See all participants on the conference.
-  **Mute / Unmute**
Mute or unmute individual participants.
-  **Remove Participant**
Remove a participant from the conference.
-  **Make Presenter**
Change who controls the conference.

ON THE CALL SCREEN

Use the **Conference** soft key  to manage your conference.



CONFERENCE SOFT KEYS

SOFT KEY	ICON	DESCRIPTION
Split		Split the conference into two calls: you and one participant.
Manage		View all participants and manage the conference (details below).
Mute All		Mute all participants in the conference.
End Conference		End the conference for all participants.
More		Access additional conference options.



The available soft keys may vary based on your system configuration.

CONFERENCE BEST PRACTICES



ANNOUNCE

Introduce all participants and state the purpose of the call.



BE MINDFUL

Mute participants when not speaking to reduce noise.



STAY ORGANIZED

Use the **Manage** feature to keep track of all participants.



END PROPERLY

Use **End Conference** to disconnect everyone when the call is over.



QUICK TIPS

-  You can start a conference from any active call.
-  The T58W supports up to 6 participants (including you) in a conference.
-  If you lose connection, the conference will continue.
-  Use Split to have private conversations without ending the conference.

VOICEMAIL ACCESS & FEATURES

Your Yealink T58W gives you powerful voicemail tools to listen, manage, and customize messages with ease.

ACCESSING VOICEMAIL

You can access your voicemail in several ways.

- 1 Press the **Messages** key  on your phone.
OR
- 2 Dial your voicemail extension.
(Default: ***97**)
- 3 Dial another user's voicemail:
* followed by their extension
(Example: ***123** to reach extension 123's voicemail)
- 4 Enter your voicemail password when prompted.
(Default password is often **1234** unless changed).

 **Tip:** Contact your system administrator to confirm your voicemail extension and password.

VOICEMAIL FEATURES

FEATURE	DESCRIPTION
 Play Messages	Listen to your new and saved messages.
 Save Message	Save important messages so they are not deleted.
 Delete Message	Delete the current message or all messages.
 Call Back	Call the number of the person who left the message.
 Forward Message	Forward a message to another extension or external number.
 Message Options	During playback, press * to access additional options like repeat, envelope (message info), and more.

VOICEMAIL INDICATORS



 **MESSAGE WAITING INDICATOR (MWI)**
The red light on the top right corner will be solid red when you have new voicemail messages.

 **SCREEN ICON**
An envelope icon will appear on the idle screen when you have new messages.

VOICEMAIL GREETINGS

-  **Personal Greeting**
Record a custom greeting for your voicemail box.
-  **Unavailable Greeting**
Set a greeting for when you are unavailable or on Do Not Disturb.
-  **Busy Greeting**
Set a greeting that plays when your line is busy.

 **To record or change greetings:**
Access your voicemail and press **0** for mailbox options, then follow the prompts.



- ✓ Check your voicemail regularly.
- ✓ Keep greetings professional and up to date.
- ✓ Save important messages before they are deleted.
- ✓ Use message notifications (email or SMS) if available.
- ✓ Delete old messages to free up storage.

IMPORTANT NOTE

Voicemail storage is limited. When your mailbox is full, you will not receive new messages until space is available.



NEED HELP?

Contact your system administrator or email support@cellnyx.com.

DIRECTORY & CONTACTS

The T58W lets you access your company directory and personal contacts to quickly find and call people.



COMPANY DIRECTORY

Search your organization's shared directory.

- 1 Press the **Directory** soft key .
- 2 Select **Directory** from the menu.
- 3 Use the search field to enter a name, number, or extension.
- 4 Select the contact from the results list.
- 5 Press  or Lift Handset to call.



You can search by first name, last name, extension, or department (if enabled).



PERSONAL CONTACTS

Manage your own personal contact list.

- 1 Press the **Directory** soft key .
- 2 Select **Local Directory**.
- 3 Press **Add** to create a new contact.
- 4 Enter the contact's details:
 - Name
 - Phone Number(s)
 - Extension (optional)
 - Group (optional)
- 5 Press **Save** to store the contact.
- 6 Select the contact and press  to call or  to send a message.



You can create custom groups to organize contacts (e.g., Sales, Support, Vendors).

ON THE CALL SCREEN

Use the **Directory** soft key  to access contacts.



DIRECTORY SOFT KEYS



Search

Search the company directory.



Favorites

View your favorite contacts.



Add

Add a new personal contact.



Groups

View or manage contact groups.

CONTACT LIST ACTIONS

ACTION	HOW TO DO IT	DESCRIPTION
	Press  on a contact	Call the contact's number.
	Press  on a contact	Send an instant message (if supported).
	Select a contact and press Edit	Modify the contact's information.
	Select a contact and press Delete	Remove the contact from your list.
	Assign a Group	Organize contacts into custom groups for easy access.



PRO TIP

- ✓ Add frequently called contacts to Favorites by pressing the star icon on the contact.
- ✓ Use search filters to quickly narrow results.
- ✓ Keep your personal contacts up to date.
- ✓ Sync contacts with Outlook/Exchange (if enabled) for automatic updates.



BENEFITS

- ✓ Quickly find and call coworkers.
- ✓ Reduce dialing errors.
- ✓ Stay organized with personal and group contacts.
- ✓ Improve productivity and save time.



BUSY LAMP FIELD (BLF) KEYS

BLF keys let you monitor the status of other extensions in real time and quickly take action.

WHAT IS BLF?

BLF (Busy Lamp Field) keys are programmable keys that show the status of other extensions. The light on the key changes color to show whether a user is available, busy, on a call, or ringing.

USING BLF KEYS

- 1 Look at the BLF key light to check the status of the monitored extension.
- 2 Press the BLF key to call the monitored extension.
- 3 If the extension is on a call, press the BLF key to interrupt (if permitted) or use the desired action.
- 4 Long press the BLF key to open more options (depending on system settings).
- 5 Use BLF keys to quickly transfer, park, or pick up calls for the monitored extension.

 Your system administrator determines the actions available when pressing or holding a BLF key.

PROGRAMMING BLF KEYS

BLF keys can be assigned by your system administrator or via the phone.

VIA WEB INTERFACE

1. Log in to the Yealink web interface.
2. Go to DSS Key > BLF.
3. Select the DSS key you want to assign.
4. Choose the extension or BLF list.
5. Select the desired action (e.g., Call, Pickup, Barge In, etc.).
6. Click Confirm to save.

ON THE PHONE (IF PERMITTED)

1. Press Menu > Features > DSS Key.
2. Select the DSS key.
3. Choose Line Key > BLF.
4. Enter the extension number.
5. Choose the desired action.
6. Press Save.

 Refer to your system administrator for available actions and permissions.

ON THE CALL SCREEN

BLF keys can be displayed on the home screen or on a DSS key page.



BLF STATUS INDICATORS

-  **Available**
The extension is available (idle).
-  **Busy**
The extension is on a call.
-  **Ringing**
The extension is ringing.
-  **Do Not Disturb**
DND is enabled for the extension.
-  **Offline**
The extension is offline or unreachable.

Status colors may vary based on your system configuration.

COMMON BLF KEY ACTIONS

ACTION	DESCRIPTION	WHEN TO USE
 Call	Call the monitored extension.	When the extension is available.
 Pickup	Pick up an incoming call ringing at the extension.	When the extension is ringing.
 Barge In (Intercept)	Join the call the extension is currently on.	When permitted by your system.
 Directed Call Park / Transfer	Transfer a caller directly to the extension.	To send calls without speaking to the user.
 Voicemail	Access the voicemail box of the extension.	To listen to or leave a message.

 Available actions depend on your phone system configuration and permissions.

PRO TIPS

 Use BLF keys to improve team efficiency and response times.

 Keep important extensions on the main screen for quick access.

 Customize BLF key labels for easy identification.

 Contact your administrator if you need additional BLF keys or different actions.

DO NOT DISTURB (DND)

DND allows you to silence incoming calls, messages, and notifications so you can focus without interruptions.

WHAT IS DND?

When DND is enabled, your phone will not ring for incoming calls. Calls will be sent directly to voicemail (if configured) or follow your forward settings.

ENABLING DND

- 1 Press the **DND** soft key  on the phone.
- 2 The **DND** icon  will appear on the status bar.
- 3 Your phone will stop ringing for incoming calls.
- 4 To disable **DND**, press the **DND** soft key again.

 When DND is enabled, calls will go directly to voicemail unless you have set a different forward destination.

SETTING DND SCHEDULE (OPTIONAL)

You can schedule DND to turn on and off automatically.

- 1 Press **Menu > Features > DND**.
- 2 Toggle **DND** to **On**.
- 3 Select **DND Schedule**.
- 4 Set the **Start Time** and **End Time**.
- 5 Choose the days of the week.
- 6 Press **Save** to apply the schedule.

 Your phone will automatically enable and disable DND based on the schedule you set.

PROGRAMMING BLF KEYS

BLF keys can be assigned by your system administrator or via the phone.

VIA WEB INTERFACE

1. Log in to the Yealink web interface.
2. Go to **DSS Key > BLF**.
3. Select the DSS key you want to assign.
4. Choose the extension or BLF list.
5. Select the desired action (e.g., Call, Pickup, Barge In, etc.).
6. Click **Confirm** to save.

ON THE PHONE (IF PERMITTED)

1. Press **Menu > Features > DSS Key**.
2. Select the DSS key.
3. Choose **Line Key > BLF**.
4. Enter the extension number.
5. Choose the desired action.
6. Press **Save**.

 Refer to your system administrator for available actions and permissions.

ON THE CALL SCREEN

Use the DND soft key  to turn DND on or off.



DND STATUS INDICATORS

ICON	STATUS	DESCRIPTION
	DND OFF	Phone will ring for incoming calls and notifications.
	DND ON	Phone will not ring. Calls are sent to voicemail or follow forward rules.
	DND SCHEDULED	DND will automatically turn on/off based on your schedule.

 Icon location: Top right corner of the status bar.

WHAT HAPPENS WHEN DND IS ON?

	Incoming Calls	Calls go directly to voicemail or your configured forward destination.
	Voicemails	Callers can still leave voicemail messages.
	Instant Messages	Messages and notifications are still delivered.
	BLF Status	Your BLF will show "DND" to other users.
	Voicemail	Access the voicemail box of the extension.

 Available actions depend on your phone system configuration and permissions.

COMMON BLF KEY ACTIONS

ACTION		DESCRIPTION	WHEN TO USE
	Call	Call the monitored extension.	When the extension is available.
	Pickup	Pick up an incoming call ringing at the extension.	When the extension is ringing.
	Barge In (Intercept)	Join the call the extension is currently on.	When permitted by your system.
	Directed Call Park / Transfer	Transfer a caller directly to the extension.	To send calls without speaking to the user.
	Voicemail	Access the voicemail box of the extension.	To listen to or leave a message.

 Available actions depend on your phone system configuration and permissions.

CALL FORWARDING

Call Forwarding lets you automatically redirect incoming calls to another extension, phone number, or voicemail.



FORWARDING OPTIONS

Choose the forwarding type that fits your needs.



Always Forward

Forward all incoming calls immediately.



Busy Forward

Forward calls when your phone is busy.



No Answer Forward

Forward calls if you do not answer in time.



Unavailable Forward

Forward calls when your phone is unreachable (offline or not registered).



Disable Forward

Turn off all call forwarding.



Call forwarding settings can also be managed through the web interface or by your system administrator.



SETTING CALL FORWARDING

- 1 Press **Menu** > **Features** > **Call Forward**.
- 2 Select the desired forwarding type.
- 3 Enter the destination:
 - Extension (e.g., 101)
 - External Number (e.g., 6315551234)
 - Voicemail (to forward to your voicemail)
- 4 (For **No Answer Forward**) Set the ring time (5–60 seconds).
- 5 Press **Save** to activate.



The forwarding icon will appear on the status bar when call forwarding is active.



QUICK CODES (IF ENABLED)

- ***72 + Number** Enable Always Forward
- ***90** Disable All Forwarding
- ***73 + Number** Enable Busy Forward
- ***74 + Number** Enable No Answer Forward
- ***75 + Number** Enable Unavailable Forward

Contact your system administrator to confirm which codes are available on your system.

ON THE CALL SCREEN

Use the **Forward** soft key to manage forwarding.



TO ACCESS FROM THE PHONE:

- 1 Press the **Forward** soft key.
- 2 Select the forwarding type you want.
- 3 Enter the destination and press OK.

DND STATUS INDICATORS

- Available** (Green circle): The extension is available (idle).
- Busy** (Red circle): The extension is on a call.
- Ringing** (Orange circle): The extension is ringing.
- Do Not Disturb** (Blue circle): DND is enabled for the extension.
- Offline** (Grey circle): The extension is offline or unreachable.

Status colors may vary based on your system configuration.

FORWARDING TYPES SUMMARY

TYPE	WHEN IT OCCURS	ICON	EXAMPLE USE
Always Forward	All incoming calls are forwarded.		Forward to your mobile phone while out of the office.
Busy Forward	Your phone is already on a call.		Forward to a colleague when you're busy.
No Answer Forward	You do not answer within the set time.		Forward to voicemail or another extension after 15 seconds.
Unavailable Forward	Your phone is offline or unreachable.		Forward to another number when you're away from your desk.
Disable Forward	All forwarding is turned off.		Use when you want calls to ring your phone again.



Forwarding priority (if enabled): If more than one forwarding option is active, **Always Forward** takes priority, followed by **Busy**, **No Answer**, then **Unavailable**.

BEST PRACTICES



KEEP IT SIMPLE

Forward to one destination at a time.



SET RING TIME

15–20 seconds is recommended for No Answer Forward.



USE VOICEMAIL

Forward to voicemail when you don't want calls to go to another number.



COMMUNICATE

Let your team know if you have active forwarding.



PRO TIP

- Use forwarding when you're away from your desk, in a meeting, or working remotely.
- Always test forwarding after setting it up to make sure calls reach the right place.
- Disable forwarding when you return to your desk to avoid missed calls.



PAGING & INTERCOM

The T58W lets you make internal announcements (paging) and intercom calls to individuals or groups instantly.

PAGING

Paging delivers a live announcement to one or more paging groups. The pages are one-way audio (you cannot hear responses).

- 1 Press the  **Page** soft key.
- 2 Select the paging group(s) you want to page.
- 3 Press **OK**.
- 4 Speak your announcement clearly.
(You will see the page in progress.)
- 5 Press  to end the page.

 You can page multiple groups at once if your system administrator has enabled it.

INTERCOM

Intercom allows you to have a two-way conversation with another extension or intercom group.

- 1 Dial the extension number directly.
OR
Press the  **Intercom** soft key and select the extension or intercom group.
- 2 Press **OK** or **Lift Handset** to call.
- 3 Speak with the person or group.
- 4 Press  to end the intercom call.

 Intercom calls do not ring by default. The called phone will play an alert tone.

QUICK CODES (IF ENABLED)

-  • *80 + Group Number Page a paging group
- *81 + Extension Number Intercom to an extension
- *82 + Group Number Intercom to an intercom group
- *83 Stop active page (if permitted)

Contact your system administrator for available paging and intercom groups and feature codes.

ON THE CALL SCREEN

Use the **Page** or **Intercom** soft keys to access paging and intercom features.



 Soft key availability depends on how your system is configured.

PAGING SUMMARY

ITEM	DESCRIPTION
 Paging Groups	Send announcements to one or more groups simultaneously.
 One-Way Audio	The paged extensions can hear you but cannot respond.
 Instant Broadcast	Ideal for announcements, alerts, and general messaging.
 Silent Operation	Paged phones do not ring. They play a page tone.

INTERCOM SUMMARY

ITEM	DESCRIPTION
 Two-Way Audio	Have a real-time conversation with an extension or group.
 Direct Dial	Dial an extension number or use the Intercom soft key.
 Intercom Groups	Call multiple phones in an intercom group at the same time.
 No Ring	The called phone plays an alert tone instead of ringing.



BEST PRACTICES

- ✓ Use paging for announcements everyone needs to hear.
- ✓ Use intercom for private conversations or quick coordination.
- ✓ Speak clearly and keep pages concise.
- ✓ Avoid excessive paging to prevent distractions.
- ✓ Work with your system administrator to set up groups and permissions.



PRO TIP

Create paging groups for departments (Sales, Service, Support, etc.) for efficient communication.



You can assign Page, Intercom, and specific group keys to DSS keys for one-touch access.



NEED HELP?

Contact your system administrator or email support@cellnyx.com.

HEADSETS & BLUETOOTH

Use a wired USB headset or connect a Bluetooth headset and mobile device to work hands-free and increase productivity.

SUPPORTS

- ✓ USB wired headsets
- ✓ Yealink WH62/WH66 wireless headsets (via USB dongle)
- ✓ Bluetooth headsets (HFP/A2DP)
- ✓ Bluetooth mobile devices (for calls and contacts)

WIRED HEADSET (USB)

- 1 Plug the USB headset into the phone's USB port.
- 2 The phone will automatically detect the headset.
- 3 The headset icon  will appear on the status bar.
- 4 Use the headset to make and receive calls.



 Most USB headsets are plug-and-play. No additional configuration is required.

BLUETOOTH HEADSET (PAIR & CONNECT)

- 1 Press Menu  > Features > Bluetooth.
- 2 Ensure Bluetooth is turned On.
- 3 Tap Add Device.
- 4 Put your Bluetooth headset in pairing mode.
- 5 Select your headset from the device list.
- 6 Tap Connect.
- 7 Once connected, the Bluetooth icon  will appear on the status bar.

 After the first pairing, your headset will reconnect automatically when within range.

BEST PRACTICES

- ✓ Use certified headsets for best audio quality.
- ✓ Keep your headset firmware up to date.
- ✓ Maintain a clear line of sight for Bluetooth devices.
- ✓ Charge wireless headsets regularly.
- ✓ Use wideband audio for clearer voice conversations.

ON THE CALL SCREEN

The headset/microphone icon in the status bar shows the active audio device.

-  Wired headset connected
-  Bluetooth headset connected
-  Handset in use
-  Speaker in use



TO CHANGE AUDIO DEVICE DURING A CALL

- 1 Tap the Audio icon  →
- 2 Select the desired audio device. →
- 3 Tap OK.

Audio Source	
Handset	☐
Speaker	☐
Headset (USB)	☐
Bluetooth Headset	☒
Cancel	

CONNECTING A MOBILE PHONE (BLUETOOTH)

- 1 Press Menu  > Features > Bluetooth.
- 2 Select Add Device.
- 3 Put your mobile phone in pairing mode.
- 4 Select your phone from the list and tap Connect.
- 5 Your phone will now sync contacts and support mobile calls through the T58W (if supported).



 Phonebook and call history sync require your mobile device to support PBAP and call history access.

TROUBLESHOOTING

- Headset not detected: Unplug and replug or restart the phone.
- Bluetooth pairing failed: Ensure device is in pairing mode and try again.
- No audio in headset: Check audio source and volume settings.
- Poor audio quality: Move closer to the phone and away from Wi-Fi routers or other interference.



PRO TIP

Use a headset to reduce background noise and stay focused during calls.



NEED HELP?

Contact your administrator or email support@cellnyx.com.



LEARN MORE

Visit our knowledge base at www.cellnyx.com/support

VOICEMAIL

Voicemail lets callers leave a message when you are unavailable. You can review, listen to, and manage your messages directly from your T58W or via email.

VOICEMAIL AT A GLANCE

-  Messages are stored in your mailbox and can be accessed from your phone or email (if configured).
-  Listen to, save, delete, or forward messages directly from your phone.
-  Get notified of new messages with a message waiting indicator.
-  Customize greetings, notifications, and voicemail settings.
-  Your system administrator can configure voicemail settings such as email notifications and mailbox access.

ACCESSING YOUR VOICEMAIL

FROM YOUR PHONE

- 1 Press the  Messages key.
- 2 Select Voicemail.
- 3 Enter your voicemail PIN when prompted.
- 4 Press OK to log in.
- 5 Use the on-screen prompts to listen to and manage your messages.

MESSAGE WAITING INDICATOR (MWI)

A flashing red light on the handset and the  icon in the status bar indicate you have new voicemails.

FROM ANOTHER PHONE

- 1 Dial *98 (default) or your system's voicemail access number.
- 2 Enter your full extension number.
- 3 Enter your voicemail PIN.
- 4 Follow the voice prompts to access your messages.

 If you forget your PIN, contact your system administrator.

VOICEMAIL GREETINGS

You can record and manage your voicemail greetings.

- 1 Press Menu  > Features > Voicemail.
- 2 Select Greetings.
- 3 Choose the greeting you want to record:
 - Unavailable Greeting
 - Busy Greeting
 - Temp Greeting
- 4 Press Record and follow the prompts.
- 5 Press Save when finished.



TIP

A personal greeting helps callers know they've reached the right person.

ON THE CALL SCREEN

Press the **Messages** key  or select **Messages** on the touch screen to access voicemail.



 Voicemail access and features may vary based on your system configuration.

MANAGING YOUR VOICEMAILS

ACTION	DURING MESSAGE PLAYBACK	DESCRIPTION
	Press Play	Play or pause the message.
	Press * (Rewind)	Rewind 5 seconds.
	Press # (Forward)	Fast forward 5 seconds.
	Press 3	Delete the message.
	Press 4	Forward the message to another extension or email.
	Press 5	Save the message.
	Press 7	Go back to the previous menu.
	Press 9	Exit voicemail.

 The available options may vary depending on your system.

VOICEMAIL NOTIFICATIONS

MESSAGE WAITING INDICATOR

-  Flashing red light on the handset.
-  Envelope icon  present on the screen.
-  Stays active until all new messages are reviewed.

EMAIL NOTIFICATIONS (IF ENABLED)

-  Voicemails are sent as .wav files.
-  Includes caller ID, date, and time.
-  Configure in Menu > Settings > Voicemail > Email.

 Contact your system administrator to enable email notifications and set your email address.

PRO TIPS

 Check your voicemail regularly to stay on top of important messages.

 Use Temp Greeting when you are away for an extended time.

 Delete or save messages to keep your mailbox organized.

 Update your greeting to reflect your current availability.



PHONE SETTINGS

Customize your T58W to match your preferences and work style. Access settings directly from the phone to configure features, preferences, and system options.

ACCESSING SETTINGS

- 1 Press the **Menu** key
- 2 Select **"Settings"** from the menu.
- 3 Use the navigation arrows to browse categories and select options.

Some settings may require administrator permissions and can only be configured by your system admin.

SETTINGS CATEGORIES

Features	Configure call handling features and preferences.
Account	Manage SIP accounts and registration settings.
Call Settings	Adjust call behavior, forwarding, transfer, and more.
Audio	Configure audio devices, ringtones, volume, and tone settings.
Display	Adjust screen brightness, timeout, language, and wallpaper.
Date & Time	Set date, time, format, and synchronize with network.
Basic	General settings like PIN, power saving, and default actions.
About	View phone information, firmware version, and network status.



PRO TIP

After making changes, press the **Save** soft key (if available) or the **Back** key to confirm your settings. Some changes may require a reboot to take effect.

ON THE CALL SCREEN

Press **Menu** > **Settings** to access phone settings.



Voicemail access and features may vary based on your system configuration.

NAVIGATION TIPS



Use **▲ / ▼ / ◀ / ▶** to navigate.



Press **OK** to select an option.



Press **Back** to return to the previous screen.

POPULAR SETTINGS & EXAMPLES

SETTING	PATH	DESCRIPTION	EXAMPLE USE
Call Forward	Features > Call Forward	Forward incoming calls to another number.	Forward to mobile when away.
DND	Features > DND	Enable Do Not Disturb to silence calls.	Focus time or in meetings.
Ringtone	Audio > Basic	Select or upload your preferred ringtone.	Set a unique tone for your extension.
Backlight	Display > Basic	Adjust screen brightness and timeout.	Conserve power or improve visibility.
Time Format	Date & Time > Format	Set time and date format preferences.	Choose 12/24 hour and date format.
Screen Lock	Basic > Screen Lock	Set screen lock timeout for security.	Protect phone when away from desk.



Availability of settings may vary based on your system configuration and user permissions.



BEST PRACTICES

- ✓ Review and update your settings regularly.
- ✓ Use unique ringtones for important extensions or lines.
- ✓ Enable screen lock for security in shared environments.
- ✓ Keep your firmware up to date for best performance.



TROUBLESHOOTING

- **Setting not saved:** Make sure you pressed **Save** or **OK**.
- **Option not available:** You may not have permission or the feature may not be enabled on your system.
- **Phone behaves unexpectedly:** Reboot the phone or contact your system administrator.



PRO TIP

Explore settings during downtime to personalize your phone experience.



NEED HELP?

Contact your system administrator or email support@cellnyx.com for assistance.



LEARN MORE

Visit our knowledge base at www.cellnyx.com/support for detailed guides and videos.



SECURE & RELIABLE

Proper settings help ensure a secure, reliable, and productive experience.

COMMON TROUBLESHOOTING

Use this quick reference guide to resolve common issues. If the problem persists, contact your system administrator or Cellnyx Support.



FIRST STEPS

Before troubleshooting, try these steps:



Check all cables and connections



Restart your phone



Check network and internet

ISSUE	POSSIBLE CAUSES	SOLUTION STEPS	ADDITIONAL TIPS
 No Dial Tone	- Phone not registered - Network connection issue - Incorrect account settings - SIP server unavailable	- Check network connection. - Verify account is registered (status bar). - Reboot the phone. - Contact your administrator if issue continues.	- Ensure Ethernet cable is plugged in. - Check that the phone has an IP address. - Verify SIP trunk and reachable.
 Calls Cannot Be Made or Received	- Incorrect outbound route - Call forwarding enabled - Do Not Disturb (DND) on - Firewall or network blocking	- Check if DND is enabled. - Verify call forwarding settings. - Check outbound route configuration. - Ensure ports are open (see admin for details).	- Confirm date and time are correct. - Test with another extension. - Review call logs for error messages.
 No Audio (One or Both Ways)	- Headset not connected properly - Incorrect audio device selected - Low volume or muted - Network or quality issue	- Check headset or handset connection. - Verify correct audio device is selected. - Adjust volume for handset/headset. - Check network quality and bandwidth.	- Try another headset to test. - Check for loose cables. - Move closer to your network switch if using Wi-Fi.
 Voicemail Not Working	- Voicemail not enabled - Incorrect voicemail PIN - Mailbox full - Message waiting not set	- Ensure voicemail is enabled for your extension. - Check voicemail PIN and try again. - Delete old messages to free up space. - Verify message waiting indicator (MWI) setting.	- Use *98 (or your system's voicemail access number) to test. - Contact your admin if PIN is reset is required.
 Phone Not Powering On	- Power adapter not connected - Faulty power outlet or cable - Phone hardware issue	- Check power adapter connection. - Try another outlet or power adapter. - Inspect power cable for damage. - If still not working, contact support.	- Use only the Yealink-approved power adapter. - If using PoE, verify switch port has PoE enabled.
 Poor Call Quality or Dropped Calls	- Network congestion - Weak Wi-Fi signal - QoS not configured - High packet loss or latency	- Check network speed and stability. - Move closer to Wi-Fi access point. - Ensure QoS is enabled for voice traffic. - Use wired connection if possible.	- Avoid VPN while on important calls. - Check for large downloads or streaming on the network.



DID YOU KNOW?



A simple reboot can fix most issues.



Keep your phone firmware up to date for best performance.



Wired connections provide the most reliable call quality.



When in doubt, contact your system administrator.



NEED MORE HELP?

Contact Cellnyx Support for advanced assistance.
(631) 931-0094
support@cellnyx.com

ERROR CODES QUICK REFERENCE

CODE	DESCRIPTION	WHAT IT MEANS	WHAT TO DO
408	Request Timeout	The server did not receive a response in time.	Check network and SIP server settings.
503	Service Unavailable	The server is not available or overloaded.	Try again later or contact your administrator.
404	Not Found	The number or extension dialed was not found.	Verify the number and try again.
403	Forbidden	You do not have permission to perform this action.	Check your account permissions.
488	Not Acceptable Here	The call cannot be completed as dialed.	Check destination number or route settings.



PRO TIP

Keep this guide handy! It can save you time and help you stay productive.



PREVENT FUTURE ISSUES



Regularly update phone firmware and configurations.



Monitor network health and bandwidth usage.



Use quality headsets and equipment.



Back up configurations periodically.



WWW.CELLNYX.COM



(631) 931-0094



SUPPORT@CELLNYX.COM



QUICK REFERENCE GUIDE

Use this handy guide for commonly used features and important shortcuts on your T58W phone.

★ FEATURE SHORTCUTS

FEATURE	HOW TO ACCESS	FEATURE	HOW TO ACCESS
Call History	Press History soft key	Intercom	Press Intercom soft key
Directory	Press Directory soft key	Paging	Press Page soft key
Voicemail	Press Messages soft key	Settings	Menu > Settings
DND	Press DND soft key	Add Contact	Menu > Directory > Add
Call Forward	Menu > Features > Call Forward	Bluetooth	Menu > Features > Bluetooth

📞 BASIC OPERATIONS

Make a Call	Dial the number and press
End a Call	Press
Hold / Resume	Press again to resume
Mute / Unmute	Press again to unmute
Transfer	Press Transfer soft key or use the Transfer action on screen

KEY INDICATORS (STATUS BAR)

- Headset connected
- Bluetooth connected
- DND enabled
- New voicemail
- Call forwarding active
- Network connected
- Missed calls

Note: Icons may vary based on system configuration.

COMMON FEATURE ACCESS

- ▶ Call Forwarding: Menu > Features > Call Forward
- ▶ Do Not Disturb: Press DND soft key
- ▶ Voicemail Setup: Menu > Features > Voicemail
- ▶ Ringtone: Menu > Settings > Basic > Ringtone
- ▶ Date & Time: Menu > Settings > Date & Time
- ▶ Screen Brightness: Menu > Settings > Basic > Backlight
- ▶ Bluetooth Pairing: Menu > Features > Bluetooth > Add Device
- ▶ Reboot Phone: Menu > Settings > Advanced (Admin) > Reboot

📞 DIALING SHORTCUTS (IF ENABLED)

- ▶ *98 Voicemail Access
- ▶ *80 + Group Number Page a Group
- ▶ *81 + Extension Intercom
- ▶ *82 + Group Number Intercom to Group
- ▶ # Redial Last Number



TIP

Feature codes may vary based on how your system is configured. Contact your administrator for specific codes.

VOICEMAIL QUICK ACCESS

- FROM YOUR PHONE
- 1 Press Messages
 - 2 Select Voicemail
 - 3 Enter your PIN
 - 4 Follow voice prompts

- FROM ANOTHER PHONE
- 1 Dial *98 (default) or your voicemail access number
 - 2 Enter your extension number
 - 3 Enter your voicemail PIN
 - 4 Follow voice prompts

Contact your system administrator if you forget your voicemail PIN.

HELP & SUPPORT

- Need Help? Contact Cellnyx Support for assistance.
- Phone 631-931-0094
- Email support@cellnyx.com
- Website www.cellnyx.com

Have your extension, phone model, and a description of the issue ready when contacting support.



BEST PRACTICES



Keep your firmware up to date



Use a quality headset for the best experience



Log out of queues when away from your desk



Reboot your phone if you experience issues



Contact support for any unresolved problems





CELLNYX
CONNECT • COMMUNICATE • GROW

YEALINK T58W
USER TRAINING GUIDE
PHONE + VOICEMAIL

21
CONTACT
CELLNYX SUPPORT

CONTACT CELLNYX SUPPORT

We're here to help! Our team is ready to assist you with any questions, issues, or training needs you may have.

HOW TO REACH US



PHONE

Speak with a live support representative.

631-931-0094



EMAIL

Send us an email and we'll respond as soon as possible.

support@cellnyx.com



LIVE CHAT

Chat with our team in real time through our website.

www.cellnyx.com

Click the chat icon in the bottom right.



SUPPORT PORTAL

Submit a ticket, check status, and view past requests.

www.cellnyx.com/support



KNOWLEDGE BASE

Find articles, guides, and videos to help you troubleshoot.

www.cellnyx.com/knowledge



SUPPORT HOURS



Monday – Friday

8:00 AM – 8:00 PM EST



Saturday

9:00 AM – 5:00 PM EST



Sunday

Closed



Holidays

Hours may vary



TYPICAL RESPONSE TIMES



Email / Portal Tickets

Within 1 business hour



Live Chat

Instant – 1 minute



Phone Support

Immediate



EMERGENCY SUPPORT

For urgent service outages that impact your business, please call us directly at **631-931-0094**. We prioritize emergency issues to get you back up and running as quickly as possible.



BEFORE YOU CONTACT US

To help us resolve your issue faster, please have the following information ready:



Phone Model

Yealink T58W
(or device model)



Extension / Number

The extension
experiencing the issue



Issue Details

A clear description
of the problem



When It Happened

Date and time
the issue started



What You've Tried

Steps already taken
to resolve the issue



SUPPORT RESOURCES



TRAINING VIDEOS

Step-by-step video tutorials for common features and tasks.

www.cellnyx.com/videos



USER GUIDES

Downloadable guides and quick reference documents.

www.cellnyx.com/guides



TIPS & BEST PRACTICES

Helpful tips to get the most out of your phone system and improve productivity.

www.cellnyx.com/tips



TRAINING & ONBOARDING

Schedule personalized training for your team. Contact us to learn more.

631-931-0094



THANK YOU FOR CHOOSING CELLNYX!

We're committed to delivering reliable service and exceptional support.
Your success is our priority.

WE APPRECIATE YOUR BUSINESS!

If you have any feedback or suggestions, we'd love to hear from you.



WWW.CELLNYX.COM



631-931-0094



SUPPORT@CELLNYX.COM



SCAN TO
VISIT OUR
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