



CELLNYX
CONNECT • COMMUNICATE • GROW

YEALINK T54W
USER TRAINING GUIDE
PHONE + VOICEMAIL

01
COVER
PAGE

YEALINK T54W

BUSINESS IP PHONE

USER TRAINING GUIDE

Learn how to get the most out of your Yealink T54W. This guide covers features, settings, and best practices to help you communicate with confidence.

-  **MAKE & RECEIVE CALLS**
-  **VOICEMAIL**
-  **CALL TRANSFER & FORWARDING**
-  **PAGING & INTERCOM**
-  **PHONE SETTINGS**
-  **TROUBLESHOOTING**



DESIGNED FOR SUCCESS

Simple steps. Powerful features.
Smarter communication.



GET THE MOST OUT OF YOUR PHONE

Follow this guide to improve productivity,
stay connected, and never miss a call.

TABLE OF CONTENTS

Use this guide to learn the everyday features and settings of your Yealink T54W IP phone.

01	Getting Started & Connecting Your Phone	03
02	Getting to Know Your T54W	04
03	Home Screen, Line Keys & Navigation	05
04	Making & Answering Calls	06
05	Navigating an Active Call	07
06	Holding & Resuming Calls	08
07	Transferring Calls	09
08	Transferring Calls Directly to Voicemail	10
09	Call Park & Retrieving Parked Calls	11
10	Conference Calls	12
11	Voicemail	13
12	Directory & Contacts	14
13	Call History & Redial	15
14	Busy Lamp Field (BLF) Keys	16
15	Do Not Disturb (DND)	17
16	Call Forwarding	18
17	Paging & Intercom	19
18	Call Pickup	20
19	Headsets & Bluetooth	21
20	Volume, Ringtones & Audio Settings	22
21	Phone Settings & Personalization	23
22	Restarting & Basic Troubleshooting	24
23	Quick Reference Guide	25
24	Contact Cellnyx Support	26



NEED HELP?

We're here for you. If you have any questions or need assistance, reach out to our team.



TRAINING TIP

Keep this guide handy for quick reference as you use your phone daily.

01

GETTING STARTED & CONNECTING YOUR PHONE

This section will help you set up your Yealink T54W phone and get it ready for daily use.



WHAT'S IN THE BOX

- ✓ Yealink T54W IP Phone
- ✓ Handset
- ✓ Handset Cord
- ✓ Ethernet Cable (2m)
- ✓ Phone Stand
- ✓ Quick Start Guide



BEFORE YOU BEGIN

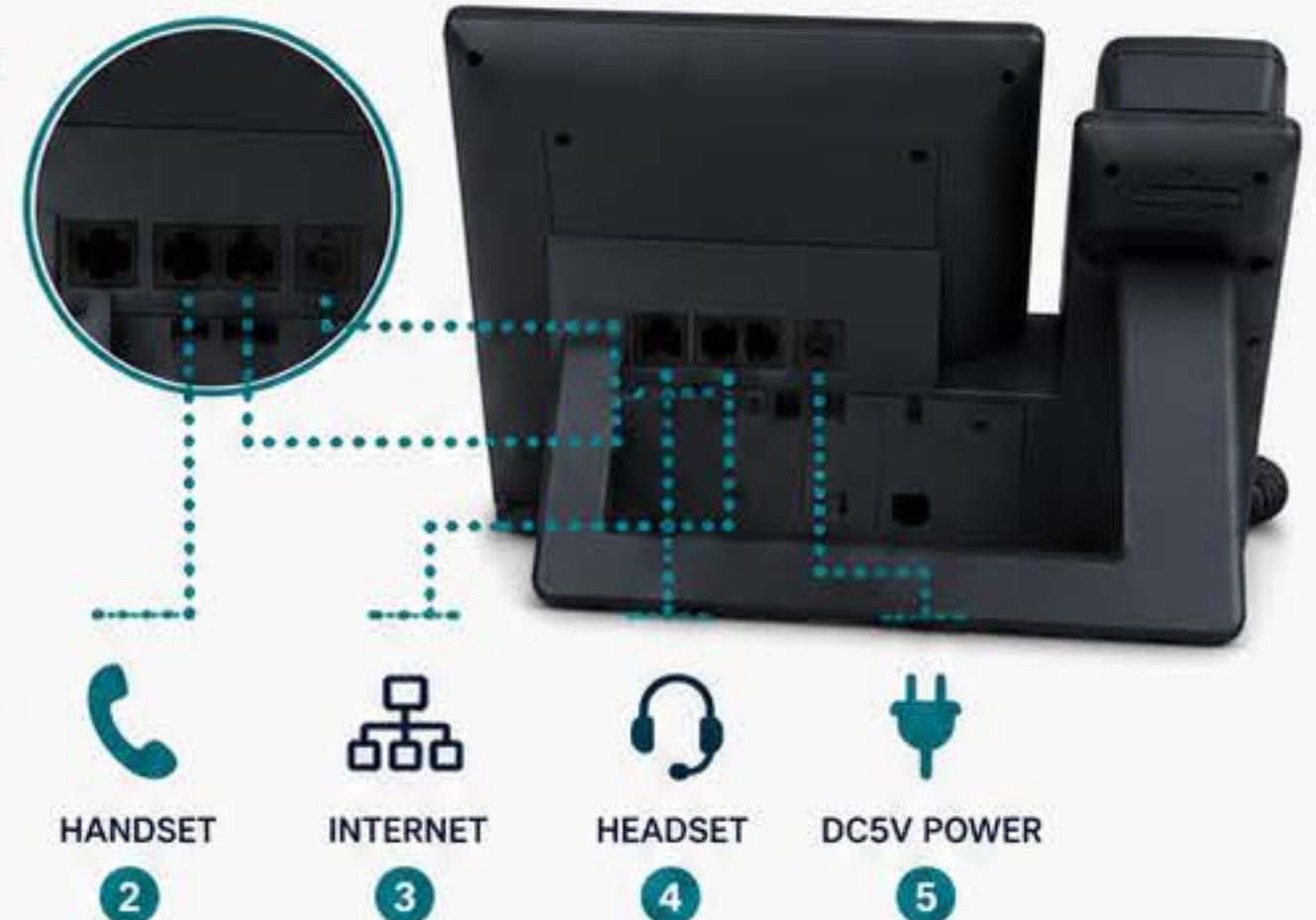
Ensure you have the following:

- An active internet connection
- Your phone extension and voicemail PIN (if applicable)
- Power over Ethernet (PoE) enabled switch or a Yealink power adapter (5V/1.2A)

CONNECTING YOUR PHONE

Follow the steps below to physically connect your Yealink T54W.

- 1 Attach the phone stand to the back of the phone.
- 2 Connect the handset cord to the handset and the handset port (📞) on the left side.
- 3 Connect one end of the Ethernet cable to the Internet port (🌐) and the other end to your network switch or router.
- 4 (Optional) Connect a headset to the headset port (🎧) if using a wired headset.
- 5 If PoE is not available, connect the power adapter to the DC5V port and plug into a power outlet.



TIP: The T54W supports Power over Ethernet (PoE). If your network switch is PoE enabled, you will not need to use the power adapter.

GETTING TO KNOW YOUR T54W

Familiarize yourself with the key components and buttons of your Yealink T54W IP phone.



TIP: The LED lights next to the line keys provide important information:

- Solid Green: Active call
- Solid Red: In use (busy)
- Blinking Green: Incoming call
- Off: Available/idle



Scan for a quick video overview of your T54W phone.



HOME SCREEN, LINE KEYS & NAVIGATION

The T54W Home screen gives you quick access to calls, features, and settings. Use the line keys and navigation buttons to control your phone with ease.

HOME SCREEN OVERVIEW



1	Account/Status Bar	Shows the active account, status icons (network, DND, voicemail, etc.) and page indicator.
2	Line Keys (Left)	Display lines, speed dials, or features. LED indicates status: - Solid Green: Active call - Blinking Green: Incoming call - Solid Red: Line in use (busy) - Off: Available/idle
3	Main Display Area	Shows time, date, lines, and soft key labels. Tap items or press corresponding line keys to select.
4	Line Keys (Right)	Additional lines, speed dials, or features. LED behavior is the same as left side.
5	Soft Keys	Context-sensitive options. The labels change based on what you're doing.
6	Page Indicator	Indicates which home screen page you are viewing.
7	Icons Area	Displays quick status icons such as network, DND, headset, and voicemail.

NAVIGATION KEYS



- Up / Down**
Scroll through menus, lists, and settings.
- Left / Right**
Navigate between options or move between fields.
- OK (Center)**
Select highlighted option or confirm action.
- Back / Cancel**
Go back to the previous screen or cancel action.

USING LINE KEYS

- Press a line key to place or answer a call on that line.
- Press a line key during a call to switch between active calls (if available).
- Press and hold an available line key to set a speed dial or BLF key (if configured).
- Swipe left or right on the screen to switch between home screen pages.



TIP: You can customize what appears on your line keys through your phone's web interface or by contacting your system administrator.



MAKING & ANSWERING CALLS

The Yealink T54W makes it easy to place, answer, and manage calls.



MAKING A CALL

1 Using the Handset

Lift the handset, dial the number, and press  (Send) or wait 2 seconds for the call to dial.

2 Using the Speakerphone

With the handset on-hook, dial the number and press  (Speaker).

3 Using a Headset

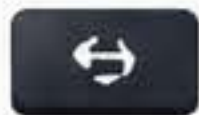
With a headset connected and active, dial the number and press  (Send).

DURING A CALL



Hold

Press  to place the call on hold. Press again to resume.



Transfer

Press , enter the extension or number, then press  (Send).



Conference

Press , dial the next party, then press  again to join all parties.



End Call

Press  or place the handset back on the cradle.

ANSWERING A CALL



Using the Handset

Lift the handset to answer the incoming call.



Using the Speakerphone

Press  (Speaker) to answer the call hands-free.



Using a Headset

Press the headset key  to answer the call.

QUICK TIPS

- You can redial the last number by pressing the redial key .
- To **switch between calls**, press the **line key** of the call you want to be active.
- The color of the line key LED indicates call status. (See page 05 for details.)
- Use the **navigation keys**    to access more call options.



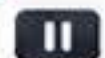
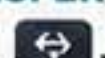
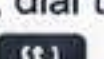
TIP: Ensure your phone is on the latest firmware for the best calling experience and new features. Contact your system administrator for updates.



NAVIGATING AN ACTIVE CALL

Once a call is in progress, you can access a variety of features to manage the call.

DURING AN ACTIVE CALL

-  **HOLD**
Press  to place the call on hold.
Press again to resume.
-  **TRANSFER**
Press , enter the extension or number, then press  (Send).
-  **CONFERENCE**
Press , dial the next party, then press  again to join all parties.
-  **MUTE**
Press  to mute your microphone.
Press again to unmute.
The LED on the key indicates mute status.
-  **SPEAKER**
Press  to switch to speakerphone.
Press again to return to handset or headset.
-  **MORE OPTIONS**
Press More on the screen to access additional call features.



ADDITIONAL CALL FEATURES (MORE MENU)

-  **RECORD**
Start or stop call recording (if enabled on your system).
-  **CALL FORWARD**
Enable call forwarding or set up forwarding preferences.
-  **CALL INFO**
View details about the current call.
-  **DIRECTORY**
Look up and call contacts from your directory.
-  **KEYPAD**
Open the on-screen keypad to send DTMF tones.



TIP:

- You can switch between handset, headset, and speaker at any time.
- Line key LEDs show call status:
 -  Solid Green: Active call
 -  Blinking Green: Incoming call
 -  Solid Red: Busy
 -  Off: Available/idle



IMPORTANT:

- Feature availability depends on your system configuration and permissions.
- Contact your system administrator if you need assistance with call features.



HOLDING & RESUMING CALLS

Place a call on hold and resume it when you're ready to continue the conversation.



II PLACING A CALL ON HOLD

- 1 During an active call, press **II** (Hold). The call is placed on hold and you will hear hold music (if configured).
- 2 The line key LED will blink **green** to indicate the call is on hold.



TIP: You can place multiple calls on hold and switch between them using the line keys.

▶ RESUMING A CALL

- 1 Press the blinking green line key of the call on hold.
OR
Press **II** (Hold) again.
- 2 The call will resume and you can continue the conversation.



NOTE: If multiple calls are on hold, press the navigation keys **▲ ▼** to select the desired call, then press the blinking line key to resume.

⚙️ MANAGING MULTIPLE CALLS ON HOLD

When you have more than one call on hold, use these options to manage your calls efficiently.



SWITCH BETWEEN HELD CALLS

Press the line key of the call you want to resume.

The active call will automatically be placed on hold.



RESUME A SPECIFIC CALL

Use the navigation keys **▲ ▼** to highlight the call you want, then press its line key.



TRANSFER OR CONFERENCE

While a call is on hold, you can transfer or conference it with another party.

See pages 09–10 for details.



IMPORTANT:

- If you are on a call and another call comes in, press the new call's line key to answer. The current call will be placed on hold automatically.
- The hold feature availability depends on your system configuration.
- Consult your system administrator if you experience any issues.



QUICK TIP:

- If you step away, placing the call on hold ensures the other party hears hold music instead of silence.
- Use a headset to easily manage holds and switch between calls hands-free.

TRANSFERRING CALLS

Transfer a call to another extension or number quickly and easily. You can perform an attended transfer (announce the call) or a blind transfer (transfer the call without announcing).



ATTENDED TRANSFER

- 1 During an active call, press **Transfer**.
The call is placed on hold.
- 2 Dial the extension or number you want to transfer the call to.
- 3 Press  (Send) to call the recipient.
Speak with them and announce the call.
- 4 Press **Transfer** again to complete the transfer.
The call is transferred to the recipient.



TIP: If the recipient does not answer, press  to cancel and resume the original call.



BLIND TRANSFER

- 1 During an active call, press **Transfer**.
The call is placed on hold.
- 2 Dial the extension or number you want to transfer the call to.
- 3 Press **Transfer** again immediately.
The call is transferred without announcing.



TIP: Use a blind transfer when you are sure the recipient is available to take the call.



TRANSFER OPTIONS

You can access additional transfer options during a call by pressing the **More** soft key.



TRANSFER TO VOICEMAIL
Transfer the call directly to the voicemail of a specific extension.



TRANSFER TO EXTERNAL NUMBER (LADDER TRANSFER)
Dial an external number and transfer the call to someone outside your organization.



LOCAL NUMBER TRANSFER
Transfer the call to a local number (if configured on your system).



HISTORY TRANSFER
Select a recent call from History and transfer the active call to that contact.



IMPORTANT:

- Transfer options and features depend on your system configuration and permissions.
- For assistance with advanced transfer settings, contact your system administrator.



TRANSFERRING CALLS DIRECTLY TO VOICEMAIL

You can transfer a call directly to another user's voicemail without ringing their phone. The caller will be sent directly to the voicemail greeting.



BEFORE YOU BEGIN

- ✓ You must know the voicemail extension of the person you are transferring to.
- ✓ The user must have voicemail set up on their extension.



STEPS

-  While on an active call, press the **TRANSFER** soft key.
-  Dial the voicemail extension of the user you want to transfer the call to. (You can find this in the directory or ask your system admin.)
-  Press the **TRANSFER** soft key again to complete the transfer. The call will be sent directly to their voicemail.
-  You will hear a confirmation tone, and the call will be transferred.
-  The original caller will now hear the voicemail greeting.



TIP: You do not need to wait for the phone to ring or for anyone to answer.



EXAMPLE

You are speaking with a customer and need to send them to John's voicemail (extension 105).

- 1 Press **TRANSFER**.
- 2 Dial 105.
- 3 Press **TRANSFER** again.
- 4 The call is now in John's voicemail.



IMPORTANT NOTES

- If you dial the wrong extension, press **CANCEL** to return to the call.
- If the extension has no voicemail set up, the caller will hear an error message.
- Make sure the voicemail box is active for the user. Contact your system admin if needed.



NEED HELP?

If you have any questions or need assistance, contact Cellnyx Support.



(631) 931-0094



support@cellnyx.com





CALL PARK & RETRIEVING PARKED CALLS

Call Park allows you to place a call on hold in a shared parking spot so another person can retrieve the call from any phone in the system.



P PARK A CALL

- 1 During an active call, press the **P Park** key. The call is placed on hold.
- 2 You will hear an announcement with the parking orbit number.
Example: "Call parked at orbit 701."
- 3 Inform the person retrieving the call of the orbit number.



TIP: Each time you park a call, a new orbit number is assigned. Make sure to share the correct number.



IMPORTANT

- Parked calls can only be retrieved while they remain parked.
- If the call is not retrieved, it will return to the original phone after the system timeout.
- Contact your system administrator for orbit range and timeout settings.



RETRIEVE A PARKED CALL

- 1 Press the **Line** key.
- 2 Dial the orbit number of the parked call.
Example: 701
- 3 Press **#** (Send).
The call will be connected to you.



NOTE:

Any phone within the system can retrieve a parked call if you know the orbit number.



EXAMPLES

- Park a call:
Press **P Park** → Orbit 701
- Retrieve a call:
Press **Line** → 701 → **#**
- Another Phone Retrieves:
Line → 702 → **#**

QUICK REFERENCE



Active Call
You are on a call.



Press Park
Press **P Park** to park the call.



Hear Orbit
Listen for the orbit number and share it with the recipient.



Retrieve Call
Dial the orbit number + # from any phone.



Call Connected
The parked call is now connected to you.

DIRECTORY & CONTACTS

The T54W makes it easy to access your company directory and manage your personal contacts.



ACCESS COMPANY DIRECTORY

- 1 Press the **Directory** soft key.
- 2 Use the navigation keys to scroll through the list or enter the first few letters using the on-screen keyboard to search.
- 3 Select a contact and press the  key to call, or press **Details** for more options.



TIP:

Your administrator manages the company directory. Contact them to add or update entries.

QUICK CONTACT OPTIONS

-  **Call:** Highlight a contact and press .
-  **Send Message:** Highlight a contact and press .
-  **View Details:** Highlight a contact and press **Details**.
-  **Add to Favorites:** Highlight a contact and press **More** > **Add to Favorites**.

MANAGE PERSONAL CONTACTS

ADD A NEW CONTACT

- 1 Press **Menu** > **Contacts** > **Add**.
- 2 Enter the contact's name and number.
- 3 Press **Save** to store the contact.

EDIT A CONTACT

- 1 Press **Menu** > **Contacts**.
- 2 Select the contact and press **Details**.
- 3 Press **Edit**, make your changes, and press **Save**.

DELETE A CONTACT

- 1 Press **Menu** > **Contacts**.
- 2 Select the contact and press **Delete**.
- 3 Confirm by selecting **OK**.



IMPORTANT NOTES

- Company directory is synced with your phone system and may vary by user permissions.
- Personal contacts are stored on your phone and backed up to the server.
- You can access your favorites from the home screen by pressing the **Directory** soft key and selecting the Favorites tab.

QUICK REFERENCE





VOICEMAIL

Your voicemail keeps important messages organized and easy to access.

Listen to, manage, and customize your voicemail right from your T54W.



TIP: New voicemail is indicated by a steady red message light on your phone and a voicemail icon on the home screen.



LISTEN TO VOICEMAIL

- 1 Press the **Message** key.
(The Message key)
- 2 Press **Connect** to dial your voicemail.
- 3 Follow the voice prompts to:
 - Play messages
 - Save or delete
 - Call back
 - Forward
 - Change folders



VOICEMAIL SHORTCUTS

- Play / Listen**
Press **1**
- Delete**
Press **7**
- Call Back**
Press **2**
- Forward Message**
Press **3** then follow prompts.
- Change Folders**
Press **#** then follow prompts.



VOICEMAIL SETTINGS

You can manage your voicemail settings from your phone:

- 1 Press **Menu**.
- 2 Select **Features**.
- 3 Select **Voice Mail**.
- 4 Choose your preferred option:
 - Change PIN
 - Set Greeting
 - Message Notification
 - Voicemail to Email
- 5 Follow the prompts to make changes.



RECORD A PERSONAL GREETING

- 1 Press **Menu** > **Features** > **Voice Mail**.
- 2 Select **Greetings**.
- 3 Choose **Record** for "Personal Greeting".
- 4 Follow the prompts and record your greeting.



TIP: You can record both a personal greeting and an unavailable greeting.



CHECK VOICEMAIL REMOTELY

Dial your extension from any phone and follow the voicemail prompts to access your messages.



IMPORTANT:

- Your system administrator can enable voicemail to email notifications.
- Voicemail storage and retention policies vary by system configuration.
- For help with voicemail setup or issues, contact your system administrator.



DIRECTORY & CONTACTS

The T54W provides quick access to your **Company Directory** and allows you to manage your **Personal Contacts**.



ACCESS COMPANY DIRECTORY

- 1 Press the **Directory** soft key.
- 2 Use the ▲ / ▼ navigation keys to scroll through the list.
- 3 Highlight a contact and press the  key to call, or press **Details** for more options.



TIP:

Use the on-screen keyboard to search by name. Press the number keys to enter letters.

QUICK CONTACT OPTIONS

-  **Call:** Highlight a contact and press .
-  **Send Message:** Highlight a contact and press .
-  **View Details:** Highlight a contact and press **Details**.
-  **Add to Favorites:** Highlight a contact and press **More** > **Add to Favorites**.



IMPORTANT NOTES

- Company Directory is managed by your system administrator and may vary by user permissions.
- Personal contacts are stored locally on your phone and backed up to the server.
- Favorites can be accessed from the home screen by pressing the **Directory** soft key and selecting the **Favorites** tab.

MANAGE PERSONAL CONTACTS

ADD A NEW CONTACT

- 1 Press **Menu** > **Contacts** > **Add**.
- 2 Enter the contact name and number.
- 3 Press **Save** to store the contact.

EDIT A CONTACT

- 1 Press **Menu** > **Contacts**.
- 2 Select the contact and press **Details**.
- 3 Press **Edit**, make your changes, and press **Save**.

DELETE A CONTACT

- 1 Press **Menu** > **Contacts**.
- 2 Select the contact and press **Delete**.
- 3 Confirm by selecting **OK**.

QUICK REFERENCE





CALL HISTORY & REDIAL

The T54W keeps a record of your calls so you can easily review, return, or redial recent calls.



VIEW CALL HISTORY

- 1 Press the **History** key .
- 2 Use the **▲** / **▼** keys to view your call list.
- 3 Use the soft keys to filter:
 - All: All calls
 - Missed: Missed calls
 - Placed: Outgoing calls
 - Received: Incoming calls



TIP:

Call history shows the most recent calls first. Scroll down to see older entries.

REDIAL THE LAST NUMBER

- 1 Press the  (SEND) key when the phone is idle.
- 2 The phone will automatically dial the last number called.



NOTE:

If there is no call history, the redial key will be unavailable.

DIAL FROM CALL HISTORY

- 1 Press the **History** key .
- 2 Use **▲** / **▼** to select the desired entry.
- 3 Press the  (SEND) key to call.
- 4 To return to the idle screen, press **Back**.



IMPORTANT NOTES

- Call history is stored locally on your phone and may vary by system settings.
- If call logs are not appearing, contact your system administrator.
- You can clear call history from **Menu** > **Features** > **Call Log** > **Clear All**.

QUICK REFERENCE





BUSY LAMP FIELD (BLF) KEYS

BLF (Busy Lamp Field) keys let you monitor the status of other extensions in real time and take quick action right from your phone.



WHAT ARE BLF KEYS?

BLF keys (also called DSS keys) can be programmed to watch other extensions or features.

BLF KEY STATUS INDICATORS

	Solid Green	Available / Idle
	Solid Red	On a call (Busy)
	Flashing Red	Ringing
	Off	Unavailable / Offline



TIP:

BLF keys are typically on the right side of your phone. Your system administrator configures which extensions or features they monitor.



USING BLF KEYS

Look at the BLF key LED:

- 1 Look at the BLF key LED:
 - Green = Available
 - Red = Busy
 - Flashing Red = Ringing
- 2 Press the BLF key to take action based on status. (See actions below.)
- 3 If the extension is ringing, press the BLF key to pick up the call.
- 4 If the extension is busy, press the BLF key to retrieve the call (if allowed by your system).
- 5 Press the key again during an active call to transfer the call directly to that extension.



BLF KEY ACTIONS



PICK UP

Press a BLF key that is flashing red to answer the call ringing at that extension.



BUSY CHECK

Press a BLF key that is solid red to hear busy tone or view activity (if enabled).



CALL RETRIEVE

Press a BLF key that is solid red to take over a call (if permitted).



TRANSFER

During a call, press a BLF key (green) to transfer the call directly.



VOICEMAIL ACCESS

If a BLF key is set to an extension with voicemail message(s), a small voicemail icon may appear on the key.



IMPORTANT NOTES

- BLF keys must be configured by your system administrator.
- Call retrieve and monitoring features depend on permissions.
- Some actions may not be available on all systems.



BEST PRACTICES

- Use BLF keys to improve team response and call handling.
- Monitor frequently used extensions (reception, managers, sales, support, etc.).
- Keep your phone display and BLF keys organized.

QUICK REFERENCE



Check BLF
Look at the LED to see status.



Press BLF Key
Press to take appropriate action.



Take Action
Pick up, retrieve, transfer, or check status.



Return
Press **Back** to return to idle screen.





DO NOT DISTURB (DND)

Do Not Disturb (DND) allows you to silence inbound calls and notifications so you can focus without interruptions.



ACTIVATE DND

- 1 Press the **DND** key .
- 2 The DND icon  will appear on the screen.
- 3 Your phone will not ring for inbound calls.



TIP:

You can still make outbound calls and use other phone features while DND is active.



DEACTIVATE DND

- 1 Press the **DND** key  again.
- 2 The DND icon  will disappear and your phone will ring for inbound calls.



DND SETTINGS (OPTIONAL)

You can customize how DND behaves on your phone.

- 1 Press **Menu** > **Features** > **DND**.
- 2 Configure the following options:

OPTION	DESCRIPTION
DND	Enable or disable DND.
Incoming Call DND	Reject or send incoming calls directly to voicemail when DND is on.
DND on Busy	Automatically turn on DND when you are on a call.
DND on No Answer	Automatically turn on DND if calls are not answered.
DND Off Delay	Set how long DND stays on before turning off automatically.

- 3 Press **Save** to apply your changes.



NOTE:

When DND is active, the status will also be shown on other phones (if supported by your system).



WHAT HAPPENS WHEN DND IS ON?



INCOMING CALLS

Calls are sent directly to voicemail (if enabled by your system).



VOICEMAIL

Callers may hear a busy tone, custom message, or go straight to voicemail.



ALERTS

Visual alerts and ringtones will be muted for inbound calls.



OUTBOUND CALLS

You can still place calls and use all other phone features.

QUICK REFERENCE



Press DND Key
Press the DND key to turn on.



DND Icon Appears
The DND icon will show on your screen.



Calls Silenced
Inbound calls will be silenced or sent to voicemail.



Press DND Key Again
Press the DND key again to turn off.



CALL FORWARDING

Call Forwarding lets you redirect incoming calls to another extension, mobile number, or external number. You can forward all calls or forward only when your phone is busy, on no answer, or unreachable.



SET UP CALL FORWARDING

- 1 Press **Menu** on your phone.
- 2 Select **Features** > **Call Forward**.
- 3 Choose a forward type (see options to the right).
- 4 Enter the number to forward calls to.
- 5 Press **Save** to activate.



TIP:

You can set more than one type of forwarding at the same time if needed.

DEACTIVATE CALL FORWARDING

- 1 Press **Menu** > **Features** > **Call Forward**.
- 2 Select the forwarding type you want to turn off.
- 3 Highlight **Disabled**.
- 4 Press **Save**.

CALL FORWARDING OPTIONS

OPTION	DESCRIPTION
Always Forward	Forward all incoming calls.
Busy Forward	Forward calls when your phone is busy.
No Answer Forward	Forward calls if not answered after a set time.
Unconditional (All)	Same as Always Forward.
Voicemail	Forward all calls directly to voicemail.



NOTE:

If multiple forwarding rules are set, Always Forward has the highest priority.

QUICK ACCESS KEYS (IF CONFIGURED BY YOUR ADMINISTRATOR)



Press the FWD key to toggle Always Forward on or off.



If the FWD key is not available, use the menu method above.

CALL FORWARDING STATUS INDICATORS



Green Light (Solid)
Call forwarding is active.



Green Light (Flashing)
Call forwarding is active and phone is ringing.



No Light
Call forwarding is not active.



Screen Icon
The arrow icon will appear on the home screen.

QUICK REFERENCE



Press **Menu**
Open the menu.



Go to **Features**
Select **Features** > **Call Forward**.



Choose **Type**
Select the type of forwarding.



Enter **Number**
Enter the destination number.



Press **Save**
Press **Save** to activate.



PAGING & INTERCOM

Use **Paging** to make announcements to one or more speakers or groups. Use **Intercom** for quick, hands-free communication with another extension.



PAGING (MAKE AN ANNOUNCEMENT)

- 1 Press the **Page** key .
- 2 Enter the Page Group number or extension.
 - Page Groups are typically 3-digit numbers.
 - Example: 390 for All Page.
- 3 Wait for the page to answer (you will hear a tone).
- 4 Speak your announcement, then press **End Call** to stop paging.


TIP:

Make sure the called page group or speaker is online. You will hear a busy tone if it is already in use.

INTERCOM (HANDS-FREE CALL)

- 1 Press the **Intercom** key .
- 2 Enter the extension number.
- 3 Press the **Intercom** or wait for auto-answer.
- 4 Talk hands-free. Press **End Call** when finished.


TIP:

Intercom calls are automatically answered after a short delay (if enabled by your system administrator).

COMMON PAGE GROUPS (EXAMPLES)

PAGE GROUP	DESCRIPTION
390	All Page (entire office)
391	Sales Department
392	Service Department
393	Parts Department
394	Break Room / Common Areas


NOTE:

Page group numbers may vary. Check with your system administrator for your specific setup.

SETTINGS & OPTIONS

- 1 Press **Menu** > **Features** > **Page Setting**.
- 2 Configure options such as:
 - Auto Answer for Intercom
 - Page Priority
 - Ringer Volume for Page
- 3 Press **Save** to apply your changes.


NOTE:

The availability of settings may depend on how your system is configured.

QUICK REFERENCE





CALL PICKUP

Call **Pickup** allows you to answer a ringing call that is ringing on another extension. This is helpful when a co-worker is away from their desk.



DIRECTED PICKUP

- 1 Press the **Pickup** key .
- 2 Dial the extension number that is ringing.
- 3 You will be connected to the call.



TIP:

Make sure the extension you are picking up is actually ringing. You cannot pick up calls that are on hold or already answered.



CALL PICKUP OPTIONS

OPTION	DESCRIPTION
Directed Pickup	Pick up a call ringing on a specific extension.
Group Pickup	Pick up a call from any extension in a pickup group.
Other Pickup (Barge)	Pick up a call that is active on another extension (if allowed by your system).



GROUP (GENERAL) PICKUP

- 1 Press the **Pickup** key .
- 2 Dial the pickup group code.
- 3 You will be connected to the next available ringing call in that group.

COMMON PICKUP CODES (EXAMPLES)

CODE	DESCRIPTION
*8	Pickup Group 1 (Default group)
*9	Pickup Group 2
*0	Pickup Group 3

Note: Pickup codes may vary. Check with your system administrator.



OTHER PICKUP (BARGE-IN)

- 1 Dial *11.
- 2 Dial the extension number that is on an active call.
- 3 You will be connected, and the original call will be placed on hold.



NOTE:

Other Pickup (Barge-In) may interrupt the user's call. Use only when necessary and if permitted.

QUICK REFERENCE



Press Pickup Key
Press the Pickup key on your phone.



Dial Extension
Dial the extension number or pickup code.



Connected
You will be connected to the ringing call.



End Call
Press End Call when finished.



HEADSETS & BLUETOOTH

The Yealink T54W supports wired headsets via the USB port and wireless headsets via Bluetooth for a more comfortable and hands-free experience.



WIRED HEADSET (USB)

- 1 Connect your USB headset to the USB port on the back of the phone.
- 2 The phone will automatically detect the headset.
- 3 Press the  button to activate the headset.
- 4 The headset LED will turn green when active.
- 5 Adjust the volume using the headset volume buttons on the phone.



TIP:

Most major USB headsets (Yealink, Plantronics, Jabra, Sennheiser) are plug-and-play.

HEADSET BUTTON & LED INDICATORS

LED STATUS	DESCRIPTION
 Solid Green	Headset connected and active
 Flashing Green	Incoming call on headset
 Solid Red	Headset muted
 Off	No headset connected



BEST PRACTICES

- Use a high-quality headset for the best call experience.
- Keep your headset firmware up to date.
- For Bluetooth, keep the headset within 30 feet of the phone.
- If you experience audio issues, reconnect or restart the phone.

QUICK REFERENCE



Plug in USB headset.



Press Headset button.



LED turns green when active.



BLUETOOTH HEADSET

PAIR A BLUETOOTH HEADSET

- 1 Press **Menu** > **Features** > **Bluetooth**.
- 2 Select **1. Bluetooth** > **1. Add**.
- 3 Put your Bluetooth headset in pairing mode.
- 4 Select your headset from the list.
- 5 Press **Connect**. When paired, it will show as "Connected".

USE A PAIRED HEADSET

- 1 Press the  button to switch audio to your Bluetooth headset.
- 2 The headset LED will turn green when active.
- 3 Use the volume buttons on the phone to adjust the volume.



NOTE:

Only one Bluetooth headset can be connected at a time. Make sure your headset is compatible and fully charged.



SUPPORTED HEADSET FEATURES



Answer / End Calls



Volume Control



Mute / Unmute



Battery Status (BT)

BLUETOOTH HEADSET



Menu > Features > Bluetooth > Add.



Select headset and connect.



Press Headset button to use.

VOLUME, RINGTONES & AUDIO SETTINGS

Customize the volume, ringtones, and audio settings on your Yealink T54W to match your work environment and personal preferences.



RINGTONE SETTINGS

- 1 Press **Menu** > **Features** > **Basic** > **Sound**.
- 2 Select **Common**.
- 3 Choose **Ringtone**.
- 4 Select the desired ringtone from the list.
- 5 Press **OK** to play a preview.
- 6 Press **Save** to apply your selection.


TIP:

You can set different ringtones for Internal Calls, External Calls, and Voicemail.

RINGTONE OPTIONS

SETTING	DESCRIPTION
Internal Calls	Ringtone for calls from other extensions.
External Calls	Ringtone for calls from outside the system.
Voicemail	Ringtone for new voicemail notifications.
All Calls	Same ringtone for all incoming calls.

VOLUME CONTROLS

ADJUST VOLUME DURING A CALL OR IDLE

- 1 Use the **|||** **—** **|||** keys on the right side of the phone.
- 2 Press **|||** to lower the volume.
- 3 Press **|||** to raise the volume.

VOLUME TYPES

VOLUME	DESCRIPTION
Handset Volume	Adjusts the earpiece (handset) volume.
Speaker Volume	Adjusts the hands-free / speakerphone volume.
Ringtone Volume	Adjusts the incoming call ringtone volume.
Media Volume	Adjusts the volume for audio (voicemail, music on hold, etc.).


NOTE:

Volume changes are shown on screen. The handset, speaker, and ringer volumes are saved automatically.

BEST PRACTICES

- ✓ Use lower volumes in quiet environments.
- ✓ Increase ringer volume in noisy areas to ensure you don't miss calls.
- ✓ Use a quality headset for clearer audio and reduced noise.
- ✓ Test your audio settings to find the right balance for your space.

AUDIO SETTINGS

- 1 Press **Menu** > **Features** > **Basic** > **Sound**.
- 2 Select the **Audio** tab.
- 3 Adjust the following settings as needed:
 - **Handset Gain** – Adjust the microphone sensitivity of the handset.
 - **Speaker Gain** – Adjust the microphone sensitivity for speakerphone.
 - **Headset Mode** – Choose between Bluetooth, USB, or Wired Headset.
 - **EHS Mode** (if applicable) – Enable Electronic Hook Switch support.
 - **Acoustic Shield** – Reduces background noise during calls.
- 4 Press **Save** to apply your changes.

QUICK REFERENCE



Press **Menu**
Open the menu.



Go to **Features** > **Basic** > **Sound**
Navigate to sound settings.



Select **Setting**
Choose ringtone
or audio option.



Save
Press **Save**
to apply.





PHONE SETTINGS & PERSONALIZATION

Customize your Yealink T54W to fit your workflow and preferences. Personalize the display, keys, date/time, and more. These settings will make your phone easier and more enjoyable to use.



ACCESS PHONE SETTINGS

- 1 Press **Menu** on your phone.
- 2 Select **Features** > **Basic** > **Preferences**.
- 3 Choose the setting you want to configure.
- 4 Make your changes and press **Save**.



TIP:

Some settings may require the phone to restart to take full effect.



DATE & TIME

- 1 Press **Menu** > **Features** > **Basic** > **Time & Date**.
- 2 Choose how you want to set the time:
 - Auto (recommended) – Phone syncs automatically.
 - Manual – Set date, time, and time zone.
- 3 Press **Save** to apply your changes.

TIME FORMAT EXAMPLES

12-Hour	10:30 AM
24-Hour	22:30



RESET TO FACTORY DEFAULT

- 1 Press **Menu** > **Settings** > **Reset** > **Reset to Factory**.
- 2 Enter the admin password when prompted (default: admin).
- 3 Select the components you want to reset.
- 4 Press **Confirm** to begin the reset process.



DISPLAY & USER PREFERENCES

SETTING	DESCRIPTION
Wallpaper	Choose from default wallpapers or upload a custom image via the web interface.
Screen Saver	Select a screen saver and set the timeout.
Backlight	Adjust LCD brightness and backlight timeout.
Language	Change the display language.
Screensaver Wait Time	Set the time before the screen saver activates.
Keypad Lock	Lock the keypad manually or set auto-lock timeout.



NOTE:

Changes may take effect immediately or after the phone restarts. Follow on-screen prompts if needed.



PERSONALIZE KEYS

- 1 Press **Menu** > **Features** > **DssKey**.
- 2 Select the DSS key you want to configure.
- 3 Choose the type of function (e.g., speed dial, BLF, call park).
- 4 Enter the desired value and press **Save**.



TIP:

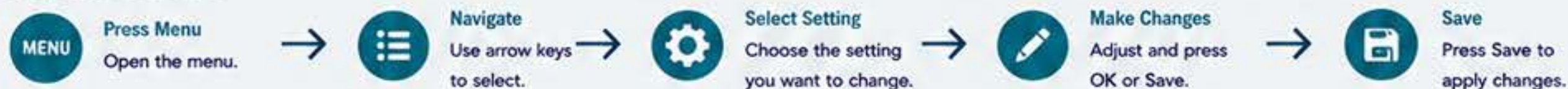
Use DSS keys for speed dials, BLF (Busy Lamp Field), intercom, park, and more to improve productivity.



CAUTION:

Resetting to factory default will erase your custom settings. Use only when necessary.

QUICK REFERENCE





RESTARTING & BASIC TROUBLESHOOTING

If you experience any issues with your Yealink T54W phone, try these simple steps first. Most problems can be resolved quickly.



RESTARTING THE PHONE

- 1 Press **Menu** > **Features** > **Basic** > **Restart**.
- 2 Select **Restart Phone**.
- 3 Confirm when prompted. The phone will reboot automatically.



TIP:

Restarting the phone can resolve minor issues such as display freezes or call quality problems.



POWER CYCLE (IF NEEDED)

- 1 Unplug the power adapter from the back of the phone.
- 2 Wait 10 seconds.
- 3 Plug the power adapter back in.
- 4 The phone will power on automatically.



NOTE:

Power cycling may be required if the phone is completely unresponsive.



COMMON ISSUES AND SOLUTIONS

ISSUE	POSSIBLE CAUSE	SOLUTION
Phone not powering on	Power adapter not connected or faulty	• Check power adapter connection. • Try a different power outlet. • Use original Yealink power adapter.
No dial tone	Network or SIP registration issue	• Check Ethernet connection. • Verify network is working. • Contact your administrator.
Calls drop or poor audio	Network congestion or Wi-Fi issue	• Use wired Ethernet if possible. • Check Wi-Fi signal strength. • Reboot phone.
Screen frozen or unresponsive	Temporary software issue	• Restart the phone. • If issue continues, perform factory reset.
Can't hear voicemail notifications	VM Notify not configured	• Confirm voicemail email settings. • Check email server connection. • Contact your administrator.



CHECK YOUR CONNECTIONS

- 1 Verify the Ethernet cable is securely connected to the phone and the network port.
- 2 Confirm the network port is active (link light should be on).
- 3 If using a headset, make sure it is properly connected.
- 4 If using Wi-Fi, confirm you are connected to the correct network.



Wi-Fi Status Check:

Press **Menu** > **Status** > **Network** > **Wi-Fi** to view connection details.



FACTORY RESET (LAST RESORT)

- 1 Press **Menu** > **Settings** > **Reset** > **Reset to Factory**.
- 2 Enter the admin password when prompted (default: **admin**).
- 3 Confirm the reset.
- 4 The phone will reboot and restore default settings.



CAUTION:

Factory reset will erase all custom settings. The phone will need to be re-provisioned by your administrator.



WHEN TO CONTACT SUPPORT

- If the issue persists after trying the steps above, contact Cellnyx Support. Please have the following information ready:
- Phone model (Yealink T54W)
 - Phone MAC address (**Menu** > **Status** > **System Info**)
 - Detailed description of the issue
 - Steps already taken

QUICK REFERENCE: TROUBLESHOOTING STEPS



Restart Phone
Menu > Features >
Basic > Restart



Power Cycle
Unplug, wait 10 sec,
and plug back in



Check Connections
Verify network,
cables, and Wi-Fi



Factory Reset (If Needed)
Menu > Settings >
Reset > Reset to Factory



Contact Support
If issue continues,
reach out.



QUICK REFERENCE GUIDE

Use this page as a quick reference for the most commonly used features and functions on your Yealink T54W phone.



NAVIGATION KEYS

	Navigate menus and options		Adjust volume
	Select/Cancel/Exit		Hands-free/Speaker
	Back volume		Headset Mode

CALL HANDLING	
	Make a Call Dial the number.
	Answer a Call Press or pick up handset.
	End a Call Press or hang up handset.
	Hold/Resume Press to hold/resume.
	Mute/Unmute Press to mute/unmute.
	Redial Press to dial the last number.
	Transfer Press then dial number.
	Voicemail Press or dial *97.

FEATURE SHORTCUTS	
Call History	Press
Directory	Press
Messages (VM)	Press
DND (Do Not Disturb)	Press
Menu	Press
Soft Keys	Use keys below the screen.

BLF (BUSY LAMP FIELD) KEYS	
	Green (Steady) Available
	Red (Steady) Busy on a call
	Red (Flashing) Ringing
	Gray Offline/Unavailable

TIP:
 BLF keys show the status of extensions or teammates at a glance. Press the key to call or monitor.

CALL PICKUP	
Directed Pickup	Press then dial the extension.
Group Pickup	Dial *8 (or your pickup group code).
Other Pickup (Barge-In)	Dial *11 then dial the extension.

CALL FORWARDING	
Always Forward	Press > 1, enter number.
Forward on Busy	Press > 2, enter number.
Forward on No Answer	Press > 3, enter number.
Cancel Forward	Press > 0.

PAGING & INTERCOM	
Page (All)	Dial 9 + 0 then page code (e.g., 390).
Page Group	Dial 9 + 1 then group code.
Intercom	Dial the extension number and press .

COMMON CODES			
*97	Voicemail	72 + ext	Call Park
*8	Pickup Group 1 (Default)	73 + ext	Call Retrieve
*9	Pickup Group 2	*21	Call Forward Always
*0	Pickup Group 3	*22	Call Forward on Busy
*11	Other Pickup (Barge-In)	*23	Call Forward on No Answer

Note: Feature codes may vary. Check with your system administrator.

SOFT KEY REFERENCE (ON IDLE SCREEN)	
SOFT KEY	DESCRIPTION
History	View call history (all, placed, received, missed).
Directory	Access contacts and extensions.
DND	Enable/disable Do Not Disturb.
Menu	Access main menu and phone settings.

QUICK STEPS: MAKE A CALL



NEED HELP?

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



TRANSFERRING CALLS DIRECTLY TO VOICEMAIL

Send a call directly to another extension's voicemail without ringing their phone. This is a quick and convenient way to leave a message for someone.



TRANSFER TO VOICEMAIL

- 1 During an active call, press the  .
The call is placed on hold.
- 2 Dial * followed by the extension number.
Example: * 101
(This sends the call directly to extension 101's voicemail.)
- 3 You will hear a confirmation tone indicating the call was transferred.
The caller will now hear the voicemail greeting.



TIP:

- You must dial * followed by the extension number to send the call to voicemail.
- Without the *, the phone will ring normally.



WHO CAN YOU SEND TO VOICEMAIL?

You can transfer calls directly to the voicemail of any extension within the system (provided you know their extension number).



IMPORTANT NOTES

- This feature works only for extensions within your phone system.
- If the extension has voicemail disabled, the call may not be delivered.
- Your system administrator can confirm voicemail availability.



EXAMPLES

- Send a call to Sales voicemail (ext. 210):
Dial * 210
- Send a call to John's voicemail (ext. 105):
Dial * 105
- Send a call to the Front Desk voicemail (ext. 100):
Dial * 100

QUICK REFERENCE



Active Call
You are on a call.



Press Transfer
Call is placed on hold.



Dial * + Extension
Example: * 101



Call Sent to Voicemail
Caller hears the voicemail greeting.



CELLNYX
CONNECT • COMMUNICATE • GROW

YEALINK T54W USER TRAINING GUIDE PHONE + VOICEMAIL

26
CONTACT
CELLNYX SUPPORT

CONTACT CELLNYX SUPPORT

We're here to help! Our team is ready to assist you with any questions, issues, or guidance you may need with your Yealink T54W phone or our phone system.

Your success is our priority.



WAYS TO REACH US



PHONE SUPPORT (631) 931-0094

Mon – Fri: 8:00 AM – 8:00 PM EST



EMAIL SUPPORT support@cellnyx.com

We typically respond within 1 business hour.



LIVE CHAT www.cellnyx.com/support

Click the chat icon on our website for instant assistance.



KNOWLEDGE BASE & GUIDES www.cellnyx.com/support

Access user guides, how-to articles, and troubleshooting resources.



AFTER-HOURS EMERGENCY SUPPORT (631) 931-0094

For critical issues outside of business hours. Leave a message and we'll respond promptly.



WHAT TO HAVE READY

To help us assist you faster, please have the following information available:

- ✓ Your company name
- ✓ Your phone number and extension
- ✓ A brief description of the issue
- ✓ The phone model (Yealink T54W)
- ✓ Any error messages or screen photos (if possible)



TIP: Screenshots or clear photos of the issue help us resolve it quicker.



THE CELLNYX SUPPORT PROMISE

We are committed to providing fast, friendly, and reliable support.



Real People
No bots.
Just solutions.



Fast Response
We respond quickly.



Reliable Solutions
We resolve issues and follow up.



THANK YOU FOR CHOOSING CELLNYX!

We appreciate your trust in us to power your communications. If you ever need help, we're just a call, email, or click away.



CELLNYX
CONNECT • COMMUNICATE • GROW



WWW.CELLNYX.COM



(631) 931-0094



SUPPORT@CELLNYX.COM



CELLNYX
CONNECT • COMMUNICATE • GROW

CELLNYX SALES
WHY YOU SHOULD CHOOSE
CELLNYX AS YOUR
PHONE PROVIDER

POWERING BUSINESS
COMMUNICATIONS
THAT HELP YOU
CONNECT, SAVE & GROW.

MORE THAN A PHONE SYSTEM. A PARTNER IN YOUR SUCCESS.

Cellnyx delivers enterprise-grade phone systems with unbeatable value, exceptional support, and the flexibility your business needs to grow.



LOWER
COSTS



RELIABLE
& SECURE



SCALABLE
SOLUTIONS



U.S. BASED
SUPPORT



WHY BUSINESSES CHOOSE CELLNYX



SAVER UP TO 50% ON YOUR PHONE BILL

Cut your monthly phone costs without sacrificing features or reliability.



ENTERPRISE FEATURES, SMALL BUSINESS PRICE

Get the same powerful features big companies use—at a price that makes sense.



SCALABLE TO FIT YOUR BUSINESS

From 1 phone to 100+, our system grows with you. Add users, lines, and features anytime.



RELIABLE & SECURE BY DESIGN

Built on a secure, redundant infrastructure with 99.99% uptime SLA commitment.



U.S. BASED SUPPORT

Real people. Fast responses. We're here when you need us—by phone, email, or chat.



FLEXIBLE & CUSTOMIZABLE

Tailored solutions for your workflows, call flows, and integrations.

EVERYTHING YOU NEED. ALL IN ONE.

- ✓ Crystal clear HD voice quality
- ✓ Auto attendants & call routing
- ✓ Voicemail to email & text notifications
- ✓ Call recording & reporting
- ✓ Mobile & remote work ready
- ✓ SMS texting for business
- ✓ Integrations with CRM & tools
- ✓ And much more...



THE CELLNYX DIFFERENCE

CELLNYX	TRADITIONAL PROVIDERS
✓ Up to 50% lower monthly costs	✗ High monthly fees & hidden charges
✓ No long-term contracts	✗ Locked into long contracts
✓ Fast setup & easy management	✗ Slow deployments & complex portals
✓ U.S. based support & service	✗ Outsourced or offshore support
✓ Flexible, modern, cloud-based	✗ Outdated, rigid systems
✓ Feature rich at no extra cost	✗ Pay more for essential features

TRUSTED BY BUSINESSES ACROSS THE U.S.

“ We cut our phone bill nearly in half and got better features than we had with our old provider.



– Auto Dealership, NY

“ Cellnyx support is amazing. Any time we need help, they're right there.



– Restaurant Owner, CT

“ Easy to use, reliable, and perfect for our growing team. Highly recommend!



– HVAC Company, FL

BUILT FOR YOUR INDUSTRY



AUTO
DEALERSHIPS



RESTAURANTS



HEALTHCARE



CONTRACTORS



PROFESSIONAL
SERVICES

...AND MORE!



READY TO SAVE, CONNECT & GROW?
Let's build the perfect phone system for your business.



CALL US
(631) 931-0094



EMAIL US
sales@cellnyx.com



VISIT US ONLINE
www.cellnyx.com



WWW.CELLNYX.COM



(631) 931-0094



SALES@CELLNYX.COM