

Yealink T54W IP Phone



ABOUT YEALINK T54W

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




When your phone is idle the following screen will display:





PLACING AND RECEIVING CALLS

Place calls

Using the handset:

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

Using the handsfree (speakerphone) mode:




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

Using the headset:

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




Receiving calls

Answer calls in any of the following ways:

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


Ending a call

End a call in any of the following ways:


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

Placing a call on hold

To place an active call on hold:

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



To resume a held call:

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

CALL WAITING

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

To make a new call during an active call:

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

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



To answer a new call during an active call:

- Tap the **Answer** soft key

Muting a call

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



To mute a call:

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



TRANSFERRING CALLS

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

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

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

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


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

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




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

CONFERENCE CALLS

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

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

During the conference call you can:

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

Yealink T54W IP Phone



CALL FORWARD

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

There are three types of call forward:

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

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

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

To enable Call Forward:

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

Additionally, for **No Answer Forward**:

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

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

Disable call forward:

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

DO NOT DISTURB (DND)

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

To activate:

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

To turn off, press the soft key again

CALL HISTORY

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



Missed Calls



Received Calls



Placed Calls

To view history:

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


DIRECTORY

To add a contact:



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

VOICEMAIL

To set up voicemail:

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

Access voicemail messages:

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