



# Yealink T54W Phones

## Quick Reference Guide

### Green Platform



Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

**Programmable Top Keys:** two line keys plus up to 25 other buttons may be programmed on the keys that line the right and left side of the dynamic screen.

**Soft keys:** four state-based keys that line the bottom of the screen. Press the **More** key to see additional options.

**Message Waiting Indicator (Voicemail)**



## Basic Call Handling

### Make a call

Lift the handset then enter the phone number, extension, or code you wish to dial. Press **Send** to initiate the call or wait for it to go through.

### Answer a call

Lift the handset then begin speaking to the caller.

Alternately, the **Line** key, **Answer** soft key, **Speaker** button, or **Headset** button may be pressed to answer an incoming call.


### End a call

Hang up the handset or tap the **End Call** soft key.


### Speaker

Press the speaker  button to use speaker audio mode.


### Headset

Press the headset  button to use headset mode audio (must have a headset attached).

### Volume

Press the volume  buttons to adjust volume for your ringer when idle or audio mode while on a live call.

### Mute


Press the mute  button to mute your audio while on a call. Press again to disengage.



## Advanced Call Handling

### Hold

Press the hold  button or **Hold** soft key to place an active call on hold.



To resume a held call, press one of the following:

- **Resume** soft key
-  button
- line key (blinking)

Alternately, use the  and  buttons to select the desired held call on the display then press **Resume**.

### Blind Transfer (Unannounced)



Blind transfers pass through the caller ID of the originating caller to the third party.

- Press **Transfer** soft key or  button
- **Input** the destination extension or phone number
- Press **B Transfer** soft key or  button to complete the transfer

Transfer a call directly to an internal voicemail box by dialing 7 plus the extension as the destination number. For example, to send a call directly to extension 100's voicemail box, transfer to 7100 using the above method.

### Announced Transfer

Announced transfers allow you to speak with the third party before completing the transfer.

- Press **Transfer** soft key or  button
- **Input** the destination extension or phone number
- Remain on the line while the second call connects.
  - To complete the transfer after speaking with the third party, either hang up, press **Transfer** soft key, or  button.
  - To cancel the transfer and go back to the first party, press the **Cancel** or **EndCall** soft key (your first call will still be on hold).

### Conference (Three Way) Call

- Press the **Conference** soft key
- **Input** the third party's extension or phone number
- Remain on the line while the second call connects.
  - To complete the conference press **Conference** soft key
  - To cancel the third party instead of joining them press the **Cancel** or **EndCall** soft key (your first call will still be on hold).

While on a conference call, you can do the following:

- **Hang up:** this removes you from the conference and transfers the other two parties to each other.
- **Manage:** Press this soft key to remove a person from the conference, Mute one person in the conference (called "Far Mute") or Hold one person in the conference (called "Far Hold").
- **Split:** Press this soft key to place both calls on hold on your phone separately.

### Park

Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site.

- To park a call, press one of the available park keys. This transfers the live call you were on to that parking orbit and shows a red light on the associated key.
- To retrieve a parked call, press the associated park button from any phone.




## Advanced Features

### Voicemail

To access voicemail, press **Message**  button. Follow the voice prompts to manage voicemail messages and greetings for your extension.

If messages are being sent to the phone, the message waiting indicator light will blink to signal a new message has been received. Voicemails are retained for 60 days on the system.

### Redial

Press the redial  button to view the *Placed Calls* list then use the  and  to select the desired call. To place the selected call, either pick up the phone or press the **Send** soft key.

### History

Press the **History** soft key to access a log of the most recent calls. Use the arrow buttons to navigate the lists of all, missed, placed, and received calls.

### Do Not Disturb

Press the **DND** soft key to turn do not disturb on or off.

While DND is enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally.

### Page

If enabled, the page feature broadcasts a spoken message through a group of phones, all phones, or overhead paging equipment.

- To send a page, press the labeled Page key, speak the message, hang up.

### Call Forwarding

Call forwarding of your personal line/extension may be done from the phone.

- To turn forwarding on, dial \*72 followed by the extension of phone number to forward calls to. Pick up the phone to send the command.
- To turn forwarding off, dial \*73. Pick up the phone to send the command.

## CommPortal Phone Applications

The Yealink T54W is a SIP phone which delivers many of its services by connecting to the CommPortal interface. This interface delivery several phone applications to its subscribers:

- Network Contacts (Directory)
- Hot Desking (Log Out/In)\*
- Automatic Call Distribution (ACD)\*

It is important to note that the use of these applications require a correct username and password for your phone account. These credentials may need to be entered when using an application or upon changing a password for it.

The username and password for all CommPortal Phone applications are:

- **Username:** primary direct dial phone number associated with your phone
- **Password:** current application password (used for the CommPortal, MaX UC, and any other application)

Please contact your system administrator or Telesystem if you do not know your username and password.

### Network Contacts (Directory)

Press the **Directory** button to access the phone directory.

The Directory downloads all business group extensions, Multi Line Hunt Groups (MLHGs), and any CommPortal Contacts on your account.

### Hot Desking (Log Out/In)\*

In some cases, alternating shifts of employees may share desk phones, but log in with their individual extension to make and take calls during their shift. This is known as Hot Desking. Hot desking allows employees to log in and out of a phone, thus taking their credentials with them to whatever desk they will be working at for that shift. Please note, it is important to only be logged into one phone at a time.

To log out of a phone:

- Press the **Log Out** key
- The LCD screen will prompt you with a warning "Are you sure..."
- Press **OK** to log out
- The phone will reboot then show a logged out screen.

To log into a phone:



- Press the **Login** key
- Enter the username and password

- Press **OK**
- The phone reboots and updates with the logged in user configuration

### Automatic Call Distribution (ACD)\*



If you are part of a call center or other ring group, your phone system administrator may have given you the right to log in and out of these groups using the ACD button.

To log in or out of a group:

- Press the ACD button
- A list of all groups for which you are a member will appear. To the right of each, you will see whether you are logged in or out. Select the group for which you want to change your status by using the  and  keys
- Press the **Login** or **Logout** soft key to change your status for the selected group.

If you are a member of a true call center group, your administrator may also ask that you manage your availability while you are logged in. This feature is called My State.

To change your availability for all Multi Line Hunt Group/Queue/Call Center calls:





- Press the My State soft key (appears after logging into at least one queue)
- Use the  and  keys to choose the appropriate status
- Press OK to enable.
- The current status will be reflected on the phone screen.

Please note, this status only applies to calls through the Multi Line Hunt Groups. When you choose a status other than *Available*, you will signal to the call center that you cannot take queue calls.

**Important: Remember to change your status to Available before logging out of all hunt groups.**

The line key indicates various ACD states as follows

The line key icon will indicate your availability as follows:

-  **Logged Out**
-  **Logged In, Available**
-  **Logged In, Unavailable**
-  **Wrap Up**

\*Please note that these advanced features may initially need to be set up by Telesystem Team. Please contact Telesystem with questions.