

Yealink T53W IP Phone

ABOUT YEALINK T53W

The **Yealink T53W** IP phone is a user-friendly business phone with an adjustable 3.7-inch graphical black and white LCD screen that you can easily adjust the angle of to suit your personal and environmental needs.



◀ When idle, your phone will display this screen.



PLACING AND RECEIVING CALLS

Placing 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 , button, or tap the **Send** soft key

Using the headset:

- Ensure the headset mode is activated
- Enter the number
- Press , button, or tap the **Send** soft key

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

To switch between calls:

- Press the **Swap** soft key
(The other party is automatically placed on hold)

To answer a new call during an active call:

- Press 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

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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** soft key
- Enter the number you want to transfer the call to
- Press 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** soft key (*this places the caller on hold*)
- Dial the number you want to transfer the call to
- When the party answers, announce the call
- Press 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 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, and 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 1 to 3 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

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

The menu in the status bar changes to reflect the history you are viewing.

- 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 **Back** soft key to go back a screen


DIRECTORY

To add a contact:



- Press the **Menu** > **Option 6** (Directory), then select the desired directory
- Tap the **Add** soft key to add a contact
- Press  or  to scroll through the contact detail options
- 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 Truvista Fiber
- 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 the 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