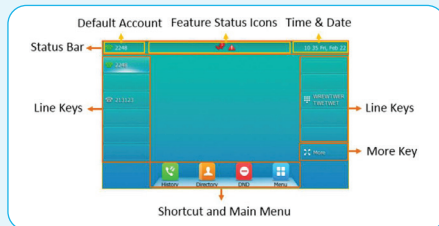


# Yealink T57W IP Phone

## ABOUT YEALINK T57W

The **Yealink T57W** IP phone is a smart media phone with a high-resolution color touch screen, designed to provide all your business telephone features.



< 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 the send button or tap the **Send** soft key

#### Using the headset:

- Ensure the headset mode is activated
- Enter the number
- Press the send 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 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 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

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

#### To answer a new call during an active call:

- Press the **Answer** soft key or
- Tap the incoming call avatar, then tap **Answer**

### 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

# Yealink T57W IP Phone



## 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**  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 (*this places the caller on hold*)
- Dial the number you want to transfer the call to
- 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 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 **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:**

- Tap  (*The touch screen displays all call records*)
- Tap  after the desired entry and then you can:
  - Tap **Send** to place a call
  - Tap **Add** to add the entry to the local directory
  - Tap **Edit** to edit the phone number of the entry before placing a call
  - Tap **Blacklist** to add the entry to the blacklist
  - Tap **Delete** to delete the entry from the list


## DIRECTORY

**To add a contact:**



- Tap  and then select the desired group on the left
- Tap **Add** to add a contact
- Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields
- Tap  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