

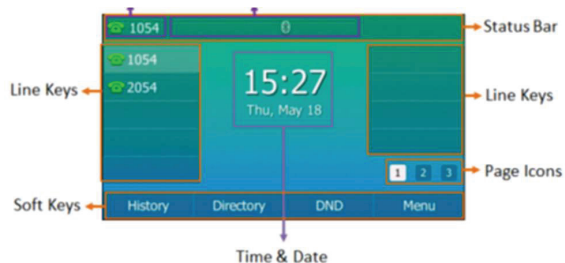
Yealink T54W IP Phone

ABOUT YEALINK T54W

The **Yealink T54W** IP phone is an easy-to-use prime business phone with an adjustable 4.3-inch color LCD screen that you can easily find comfortable viewing angles 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

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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, tap the call that is on hold then tap **Resume**



To answer a new call during an active call:

- Tap 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



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 (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 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.

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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 key 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 TruVista
- 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