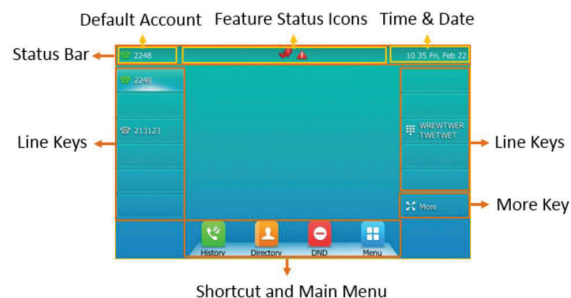# Yealink T57W IP Phone

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 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 [#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 [#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 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 [icon] 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 [#SEND icon], 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 [icon] during an active call
- Press [icon] 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** [icon] button on the phone or tap the **Transfer** soft key
- Enter the number you want to transfer the call to
- Press [icon] 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 [icon] 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 [icon] 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 [#SEND icon] 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 [icon] or tap the **Hold** soft key to place the conference call on hold
- Press [icon] 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.

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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:

- Tap (*The touch screen displays all call records*)
- Tap after the desired entry and then you can:

  o Tap **Send** to place a call
  o Tap **Add** to add the entry to the local directory
  o Tap **Edit** to edit the phone number of the entry before placing a call
  o Tap **Blacklist** to add the entry to the blacklist
  o 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 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 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

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