



Quick Tips for the Yealink® T5 Series Business Phones

This guide is designed to help you use some of the most popular features with the Yealink® SIP T53W, T54W and T57W touch screen, Gigabit phones.

Yealink® SIP-T53W is an 8-line phone

Yealink® SIP-T54W is a 10-line phone

Yealink® SIP-T57W is a 27-line phone

Soft Keys

The soft keys located on the touch screen perform the functions that appear below the icon. Their functions are context sensitive, which means the function of the soft keys change depending upon your current activity.

Line Keys

The line keys, located on the left and right of the display screen, indicate the status of your lines and associated activity. The icons inform you when a line is idle, ringing, in use or on hold. If you have more shared lines assigned, touch the bottom right More line key to show the additional key assignments.

Navigation Keys

Scroll through the options and lists on the display keys by pressing left, right, up or down. To select an item, press the OK button in center. Or if your model allows, touch any entry in the list or touch an icon.

Answer a Call

To answer a call, simply pick up the handset or press the Answer soft key, Speakerphone key or Headset key.

*44	Call Recording (if enabled)
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*68	Call Park
*88	Call Park Retrieve
*98	Call Pickup
*11	Call Retrieve
*69	Call Return
*70	Cancel Call Waiting
*99	Clear Voice Message Waiting Indicator
*55	Direct Voicemail Transfer
*62	Voice Portal Access
*66	Last Number Redial

Note: Some of these codes may not be available to all users. See your group admin to add features.

Place a Call

To place a call, simply pick up the handset or press the Speakerphone key or Headset key, then dial the number. Calls can be placed by choosing a number from History or the Directory.

Set up Voicemail

- If calling, dial *62 or your extension.
- At the prompt, enter in a unique passcode, then press #.
- Re-enter your passcode, then press #.
- Follow instructions to record your name.
- Follow prompts to:
 - Access voice mailbox.
 - Access greetings menu.
 - Change passcode.
 - Exit voice portal.

Retrieve Voicemail Messages

A blinking red “message waiting” indicator light notifies you when you have a new voicemail message.

- To check your voicemail, press the Messages key.
- To use Visual Voicemail:
 - Touch the entry for your extension from the list.
 - Touch the screen and drag your finger up or down through the list of voicemails, then touch the message you want to play.
 - Touch Delete to delete the message.
 - Touch Option to view details or place a call back.
- To call voicemail, call *62 or your extension and do the following:
 - Enter your voicemail passcode if prompted, then press #. (If you forgot your passcode, please contact your system administrator.)
 - Follow the audio prompts.

Hold and Resume a Call

- To hold, press the Hold soft key or Hold hard key.
- To resume, press the Resume soft key or press the Hold hard key again.

OTHER FEATURES

Access Call Lists

- Call History can be accessed touching the History soft key.
- On the left, touch whether to view All Calls or Placed Calls, Missed Calls or Received Calls.
- If your model allows, to view information about the call, touch the “i” icon to the right of the entry.
- To dial a number, scroll to the desired entry, then touch the entry.

Do Not Disturb

- To enable Do Not Disturb, press the DND soft key.
- To disable, press the DND soft key again.

Make a Three-way Call

After the first call is connected:

- Touch the Conference softkey. The active call will be placed on hold.
- Dial the new party and touch Conference on the right.
- When the call connects, touch the Conference soft key again to join the calls.

Transfer a Call

After the first call is connected:

- Press the Transfer hard key or soft key. (The active call will be placed on hold.)
- To transfer the call unannounced, enter the number and press the B Transfer soft key.
- To speak to the transfer-to party first, dial the number or extension and press Call.
- When the party answers, announce the transfer. Then press Transfer again to complete or hang up. If a Blind transfer, the call will transfer automatically.

To transfer the call directly to another user's voicemail

- During the transfer process, dial *55 instead of the extension.
- Dial the extension, followed by #.
- A confirmation will announce the transfer is complete.

Call Forwarding

- Touch the Menu soft key.
- Navigate to Features.
- Touch or select Call Control, if your model allows.
- Press OK or enter the Soft key. Or, touch the Call Forward entry.
- Choose from Always Forward, Busy Forward or No Answer Forward touch that entry.
- Use the touch screen to enable options by touching the On radio button.
- Touch each field and enter information, such as the Forward to number using the on-screen keyboard, then touch the enter soft key on the right-hand side of the on-screen keyboard to complete your entry.
- Touch the Save soft key to enable the forwarding option.
- To disable, follow the same steps and touch the Off radio button to toggle the call forward option off, then touch the Save soft key to change your forwarding setting.

Shortcuts

- Pick up handset and dial:
 - *72 = Call Forwarding Always
 - *90 = Call Forwarding Busy
 - *92 = Call Forwarding No AnswerEnter destination number, then press #.
- To deactivate, dial:
 - *73 = Call Forwarding Always
 - *91 = Call Forwarding Busy
 - *93 = Call Forwarding No Answer